

Ready to transform your customer care?

THE BEST CUSTOMER CARE SOFTWARE FOR HOUSE BUILDERS



"In October 2024, we launched clixifix® as our customer care system, becoming their first client in Ireland! Their team provided fantastic support through setup, training, and ongoing assistance.

In just a few months, clixifix® has reduced our admin time, improved collaboration with clients, residents, and contractors, and proven to be a user-friendly solution with great support resources. We're excited to see even more efficiency gains ahead!"

Lisa Sinclair, Customer Liaison Manager, Evara



We are simplifying customer care. Are you ready to join us?

clifix® is transforming customer care in the house building industry. Our award winning defect management software strengthens collaboration between residents and contractors, as well as saving time and money.

Today, clixifix® is trusted by many housebuilders and their subcontractors/ main contractors to remain compliant and improve customer satisfaction.

Our ever-growing community of companies across the UK and Ireland are delivering customer care excellence - streamlining defect management, boosting communication, and building long-term trust with every home handed over.



James

James Farrell, Co-Founder and CEO





The Problem

Many housebuilders are struggling to manage post-completion defects manually on their new build portfolio. Relying on spreadsheets, emails, and phone calls - or attempting to track defects within their existing housing management system (HMS), these methods create significant inefficiencies, leading to:

- ✘ **Lack of Visibility & Tracking:** No centralised view of reported defects, outstanding work, or contractor response times, resulting in delayed resolutions.
- ✘ **Miscommunication & Delays:** Key information is often lost in email chains or not updated in real-time, causing frustration for residents and operational bottlenecks.
- ✘ **Manual, Time-Consuming Processes:** Logging, tracking, and chasing defect resolutions require excessive administrative effort, diverting teams from more strategic tasks.
- ✘ **Limited Contractor Engagement:** Without a streamlined process, contractors often work reactively, leading to poor response times and a lack of accountability.
- ✘ **Compliance risks due to poor reporting** – Incomplete or missing records of defect resolution can lead to non-compliance with regulatory and warranty requirements.
- ✘ **Housing Management System (HMS) Limitations:** While some HMS platforms include basic repair and maintenance functions, they are not purpose-built for post-completion defect tracking and contractor collaboration tools.



The Solution

clixifix®, a purpose-built defect management SaaS solution is designed to manage defects efficiently and enhance collaboration between housing associations, contractors, and residents.

- ✔ **Real-Time Visibility:** A single source of truth for defect tracking, ensuring full transparency across teams, contractors, and stakeholders.
- ✔ **Automated Workflows:** Smart notifications, auto-reminders, and streamlined processes ensure defects are actioned and resolved faster.
- ✔ **Resident Self-Service Portal:** Allows residents to report issues, track progress, and receive updates, reducing inbound calls and emails.
- ✔ **Contractor Accountability:** Direct contractor access to assigned jobs, performance tracking, and response monitoring to improve service levels.
- ✔ **Real-time, comprehensive reporting:** Providing a clear, centralised record of all defect resolutions in line with your organisations service level agreements. Unlock valuable insights to make better informed business decisions.
- ✔ **Seamless Integration:** Allowing data to be shared seamlessly from your HMS. Whether through API, CSV, or other structured formats, clixifix® can adapt to your preferred data exchange method, making transitions effortless.

Join a thriving community of Housebuilders improving customer care with clixifix®

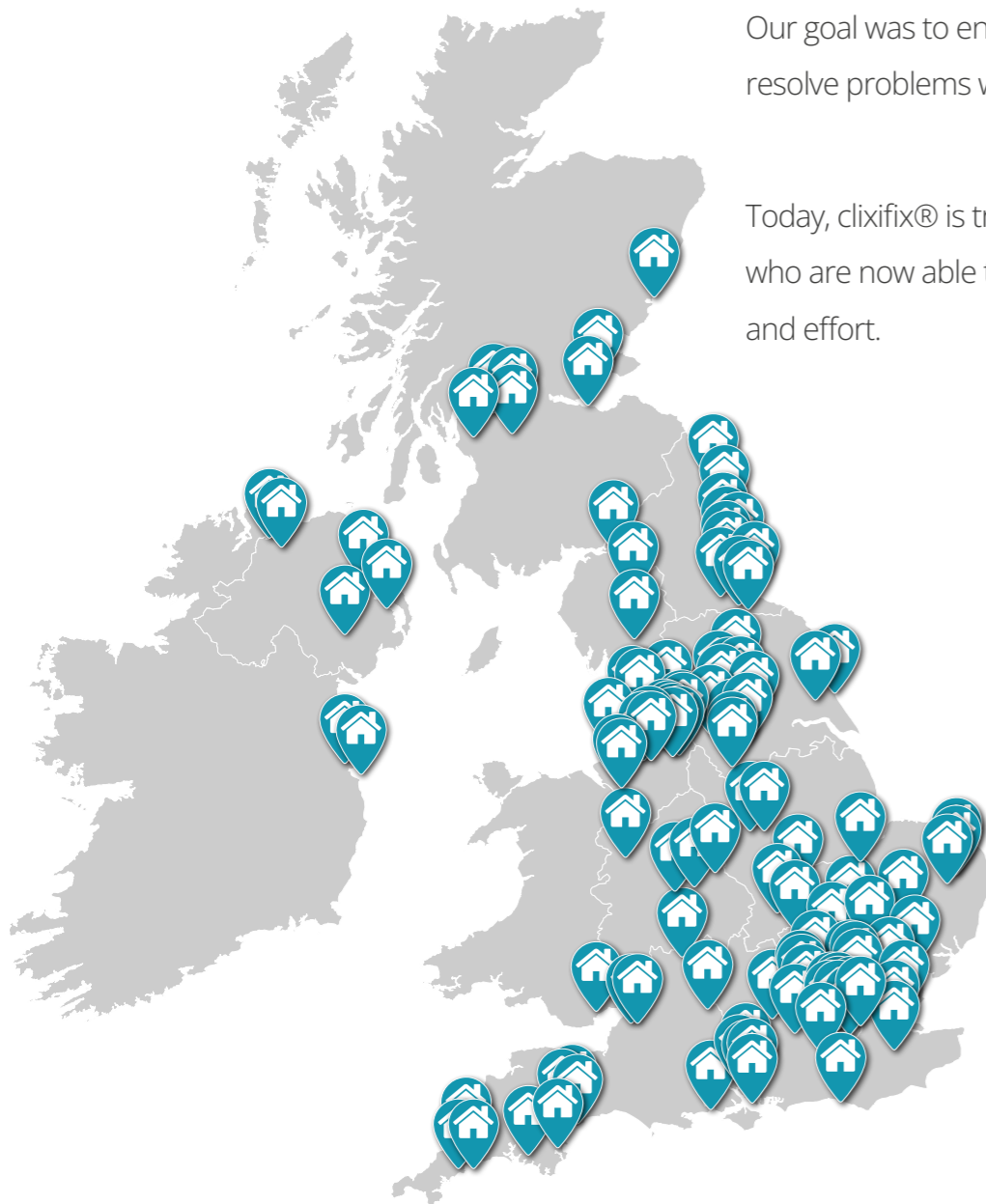
After years of experience in house building and construction, we grew frustrated with the inefficiencies of the customer care systems we used.

This frustration led us to create a solution that would not only save time and money but also improve customer satisfaction. clixifix® is a purpose-built platform designed to log and manage all customer care issues, making it accessible to all stakeholders involved.

Our goal was to encourage collaboration to swiftly resolve problems with the best possible outcomes.

Today, clixifix® is trusted by many Housebuilders who are now able to save significant time, money, and effort.

"Today, clixifix® is trusted by many Housebuilders who are now able to save significant time, money, and effort."



clixifix® in numbers

22k+



construction companies and their teams are seamlessly collaborating on the platform.

98%



of data duplication has been eliminated, removing the need to manually re-enter information from emails to Excel.

88%



of users have seen improved KPI performance across their contractor supply chain, thanks to real-time defect updates and seamless collaboration.

Peace of mind guaranteed

Security

clifix® is committed to ensuring enterprise-grade security, providing robust protection for all data and operations. The platform is designed with advanced security features, including comprehensive audits of networks, systems, and regulatory compliance standards. Utilising world-class infrastructure like Heroku and AWS, clifix® ensures that all data is securely hosted and managed in a reliable environment. These platforms provide cutting-edge security measures to safeguard user information and operations.



Support

The clifix® platform is designed to be simple and user-friendly, but if you ever have questions or need support, our team is ready to assist you. You can reach us via phone, email, or live chat. Additionally, we offer a comprehensive selection of how-to guides and articles to help you navigate the platform with ease. Whether you're troubleshooting or looking to optimise your use of clifix®, we're here to ensure you get the most out of your experience.

"Providing exceptional customer service is our main priority and our old system wasn't customer care focused and didn't provide a seamless defect management process. clifix® has made the whole process far more efficient and has reduced admin time for the team, as well as providing valuable reporting tools to make continuous improvements. Thank you though for the exceptional service you have given us and for always being on hand to help, you have all been amazing!"

Sinead Benton, Head of Customer Care, Denbury Homes.



The powerful features we provide



Defect Management

clifix® is a purpose-built solution designed to streamline aftercare operations. It minimises the time your teams spend managing property defects by centralising and simplifying the process. With collaboration at its core, the platform provides complete visibility into your residents' aftercare needs, ensuring seamless communication and coordination across your supply chain.



Scheme & Plot Discussions

Centralise communication between all stakeholders in relation to non defect related queries. Publish site updates, ask questions or share any other relevant information.



Meter Readings

Record all your meter readings digitally, reducing the costs and effort associated with manual data entry, paper records, and administrative processing while improving accuracy and accessibility.



Task Management

Efficiently manage your defect operations by assigning personal tasks or creating tasks for the entire team to streamline workflows.



Digital Libraries

The clifix® digital libraries enable users to securely store and share essential documentation related to your new homes. They provide enhanced visibility, ensuring all relevant users have access to critical information when needed.



Comprehensive Reporting Suite

The clifix® real-time reporting suite empowers you to generate actionable business insights quickly, enabling more informed decision-making for the future.



Sub/Main Contractor Portal -

Provide your entire supply chain with access to a personalised portal, allowing them to submit real-time updates on the defects they are addressing. Contractors can use this free online tool to accept defect assignments, schedule repairs, and ensure timely completion of tasks.



Costs

Cost management is essential! With clifix®, you can efficiently track and report costs related to your aftercare defects, leveraging real-time reporting for improved oversight and better decision-making.



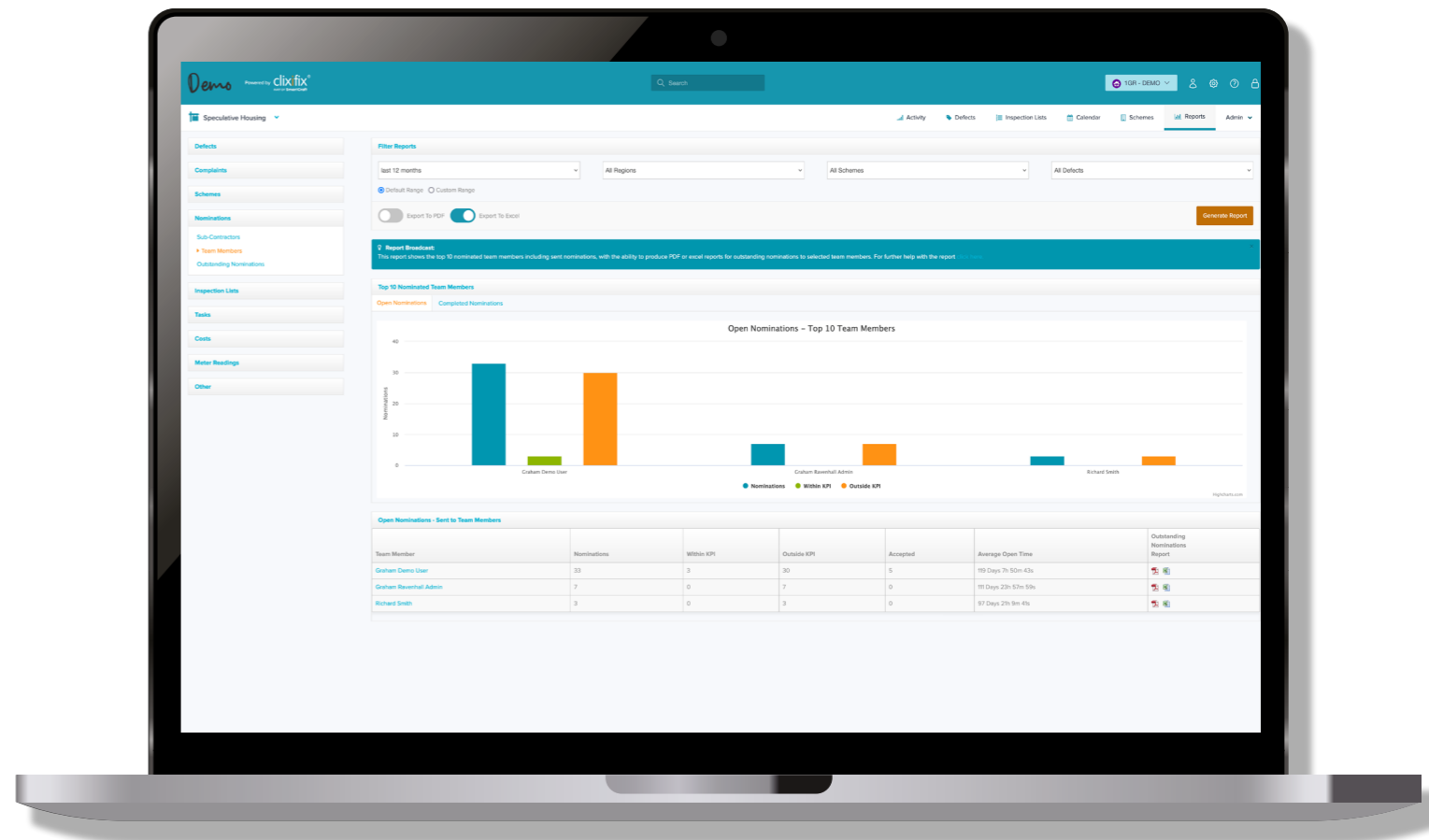
Resident Portal

With a unique login, you can give residents access to important information, keep them updated on progress and offer industry-leading customer service to your residents.



Configurable Forms

Digitise your paperwork with clifix®! The platform allows you to create custom forms directly within your account, enhancing your ability to capture data and manage actions more effectively.



Our Journey: Transforming Customer Care

After many years working in the house building and construction industries, nothing frustrated us more than the customer care systems we used.

After struggling with time-consuming and ineffective processes - from paper files to endless emails and clunky spreadsheet - we knew there had to be a better way. In 2012, we decided to turn these frustrations into action and began developing clixifix®.

The enterprise software available at the time was either too costly, difficult to implement, or lacked transparency. This gap in the market drove us to create a solution that would make customer

care easier, more efficient, and accessible for all businesses.

clixifix® was born with one simple goal: to make problem-solving clear and effortless. Today, hundreds of businesses across the UK are using clixifix® to save time, reduce costs, and improve customer satisfaction. Contact us today for a demo and learn how we can help simplify your customer care.

“After many years working in the house building and construction industries, nothing frustrated us more than the customer care systems we used.”



2 million +
defects resolved



170,000 users /
380,000 properties

clixifix® - part of SmartCraft ASA

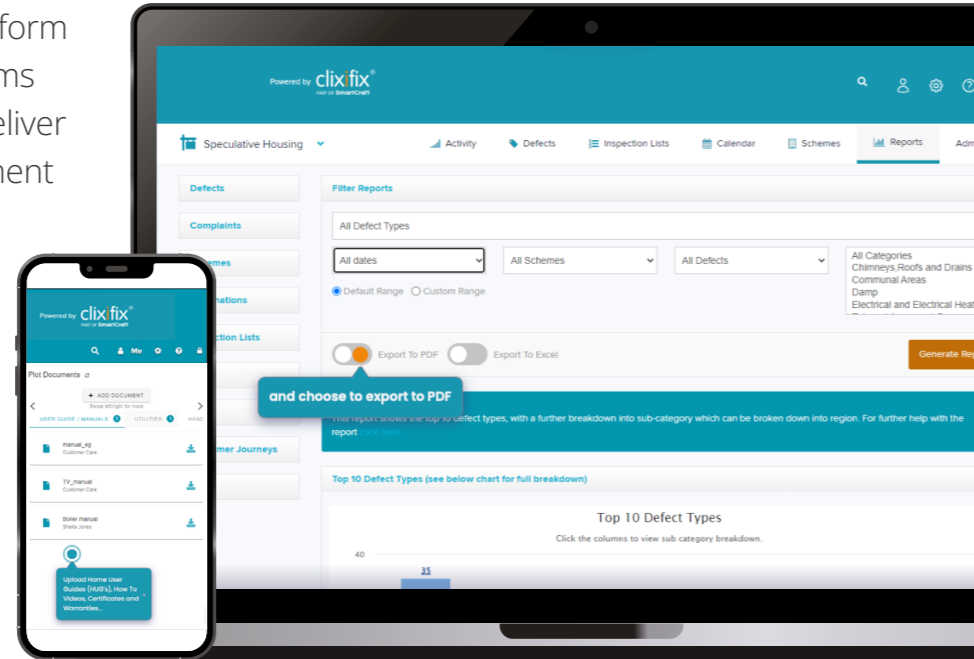
The SmartCraft Group provides modern SaaS solutions to help craftsmen and construction companies become more efficient and profitable. SmartCraft is the leading Nordic provider of software as a service (SaaS) solutions for craftsmen and the construction industry. The Group consist of 260 employees that serve over 13,300 customers from 16 offices in Norway, Sweden, Finland and the UK.



clifix[®] was made for Housebuilders like you

clifix[®] is a powerful SaaS platform which empowers aftercare teams in the construction sector to deliver more efficient defect management and repair services.

Whether you are delivering new homes for sale, working in partnership as a housing association or principal contractor or you're a subcontractor clifix[®] is designed to allow for effortless management of planning tasks and activities relating to your aftercare services



- ✔ **Customer Care** *simplified*
- ✔ **Defect Management** *simplified*
- ✔ **Reports and Audits** *simplified*

Find out how can clifix[®] can help



Book a demo

Do you want to see clifix[®] in action?
Register your details at:
clifix.com/book-a-demo



Request more information

Email hello@clifix.com
to ask any questions
or request some
further information.

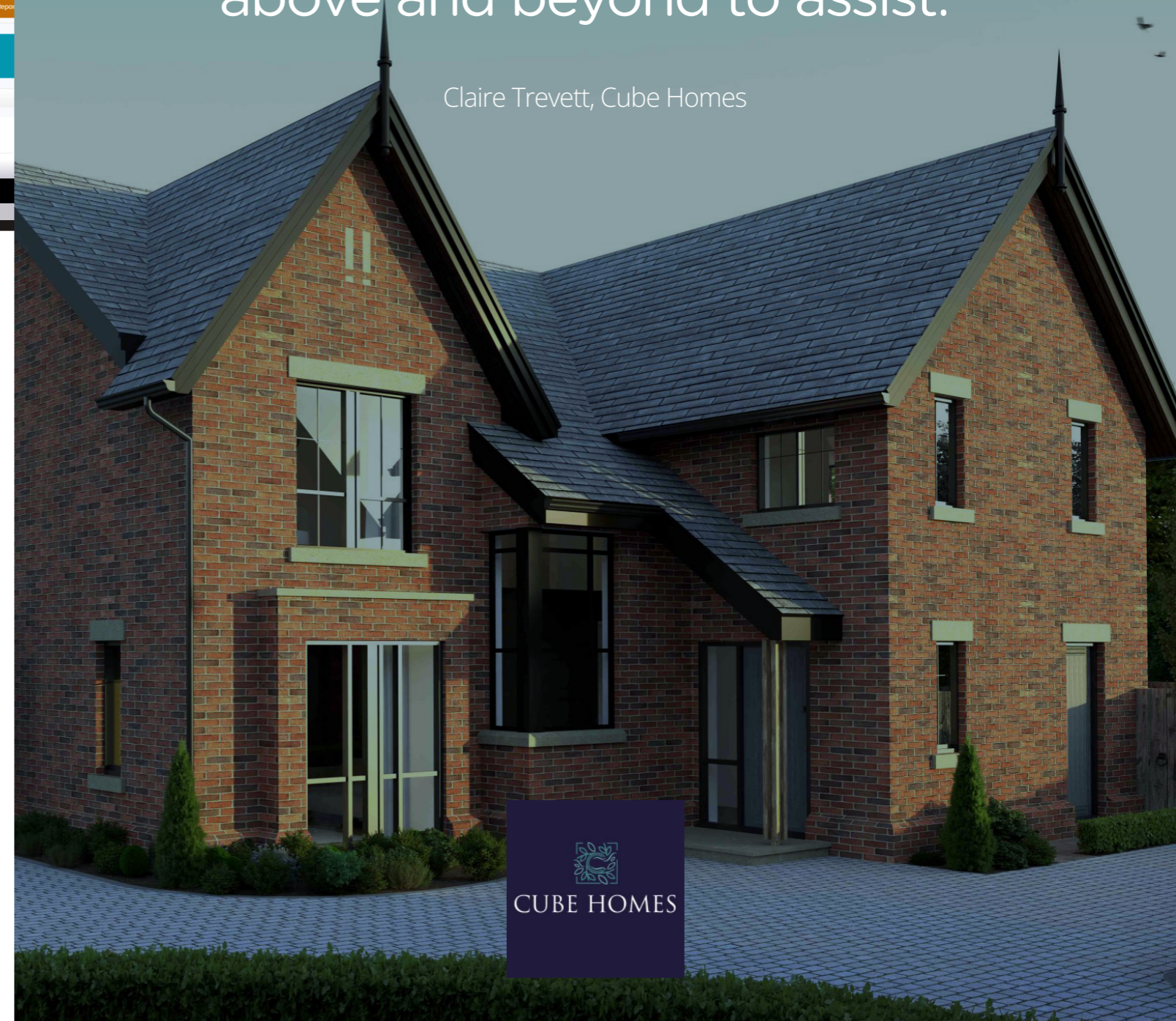


Talk to the team

Call 0191 500 7924 to
speak to the clifix[®]
team to talk about
customer care solutions.

“Fantastic collaborative and efficient system. Easy to use. The customer support/chat and help guides are outstanding. The whole team always go above and beyond to assist.”

Claire Trevett, Cube Homes



Trusted by 22k+ construction
sector users daily.



www.clixifix.com | 0191 500 7924

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