PLEXA



DeMartini Fletcher

From three systems and a pen to one platform.

A two-day defect walk is now a photo on a phone.

THE COMPANY

A Brisbane developer and builder since 1980, delivering residential and mixed-use projects across Queensland and northern New South Wales. It develops, builds, then holds what it builds.

2 days → minutes

Capturing what is outstanding across an 80-plus apartment walk

1–2 hrs → 30 min

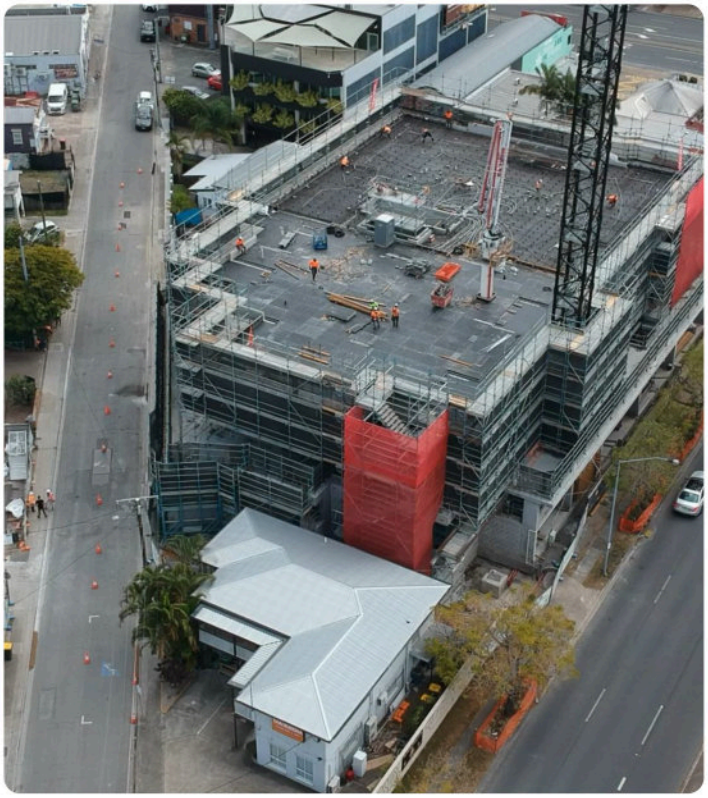
Budget hunts, checklist walks and waiting on markups

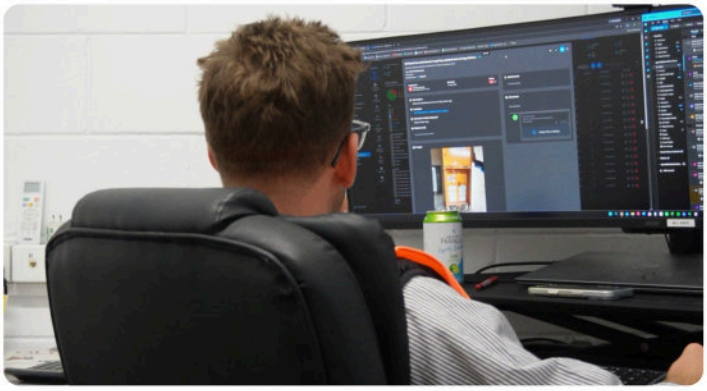
30 seconds

From spotting a defect to the trade holding it

Weeks

From go-live to the old frustrations being gone







BEFORE

Nothing talked to each other. It was clunky, things got lost, and at the pace we work at we were constantly picking up the pieces.

Dyson Black, Project Coordinator

The challenge

Safety lived on one system. Project management on another. Programming on a third. None of them spoke to each other, and the space between them was filled with spreadsheets, Microsoft Project and paper.

Nothing moved between them on its own, so anything that fell into the gap was chased by hand or missed entirely.

For the business, it showed up as a loss of control: being accountable for sites you cannot stand on, with everything manual and labour-intensive.

> Before Plexa we didn't have much control. It was all very manual and very labour-intensive.
>
> Brett Muller, Head of Property

The turning point

Two days, a pen, and 88 apartments.

On the job before this one, finding out what was still outstanding meant walking all 80-plus apartments with a pen, ticking boxes by hand. Two days for a single pass, and the ticks ended up on paper that nobody at a desk could see.

> I'm sick of walking 88 apartments just to find a tick box.
>
> Dyson Black, Project Coordinator



01

Adoption

On a construction site, software has to work for the person who loves systems and the person who resents them, on the same day. Plexa was easier and more user-friendly than the alternatives, and site and office staff picked it up quickly.

02

Implementation

The Plexa team came up from Sydney to Brisbane, ran weekly sessions through the rollout, worked at both the office and the site, and trained the field and the office separately, because the two groups need different things.

03

One platform, then AI

Project and document management, site and HSEQ, and finance and budget all moved onto Plexa. The AI layer arrived on top of a platform they were already running, and only worked because the data was finally in one place.

> Plexa is a one-stop shop. Finance, plans, 3D models, drawings, safety systems, sign in and sign out. It's all in one.
>
> Dyson Black, Project Coordinator, DeMartini Fletcher



> The AI lets me jump on the chat and ask what's happening on this site, or that site, and I get it instantly. I'm not going off to find a report.
>
> Brett Muller, Head of Property

WHAT THEY PUT ON PLEXA

Project & Documents

Drawing and document control, workflows, plan markups, 3D models

Site & HSEQ

Site diaries, safety, QR-code access and attendance, inspections

Finance & Budget

Live budget against committed cost, with no separate reconciliation

An AI layer on top

Answers on where a site or a budget stands, from the tools already in use

What changed, on site and in the office

The two-day defect walk became a photo. The coordinator's week stopped being about chasing information. The budget position stopped being something you had to go and ask for.

IN THE FIELD

2 days → minutes

A defect is raised where it is spotted, by whoever spots it, and reaches the trade who has to fix it before that person has walked to the next room. If they are on site tomorrow, it gets fixed tomorrow. Plan markups now stay with the plan, floor to floor.

IN THE WEEK

1–2 hrs → 30 min

The week used to go on hunting through AP to find where the budget sat, walking apartments to read the checklist taped up inside, and sending markups to engineers to wait on an answer. All three are now one pass, on one platform.

> The thing I like most about Plexa is the defect management. Snap a photo on your phone, log the issue, tag the trade and the person involved, and 30 seconds later it's in their hand.
>
> Dyson Black, Project Coordinator

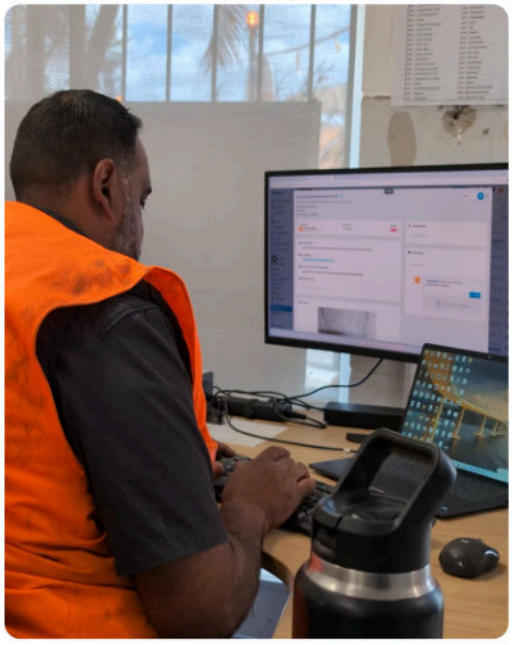
IN THE BUSINESS

At the push of a button

Budget position is live, so nobody reconciles AP against a separate finance system, and the same visibility runs across every other site.

> I've got visibility across the entire project now. I can see exactly what I want when I want it, and I'm not having to go to site, go to staff, make phone calls.
>
> Brett Muller, Head of Property





> My recommendation is definitely give Plexa a chance. Have that first conversation, you won't be disappointed.
>
> Brett Muller, Head of Property, DeMartini Fletcher