

THE Icehouse[®] Digital Applications

Financial & Reporting



Sales, Data & Insights

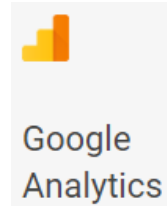


Communication & Marketing



Core

Add-on's , API's & Process Improvement Tools



People & Culture



Business Process Tool



Compliance (AML/CFT)



Input

Invoice creation

Invoices are created via Salesforce after sales team close an opportunity as won and generate a task.



Breadwinner

Breadwinner integrates Salesforce with Xero

- Reduces double data entry between Salesforce and Xero
- Billing process is faster
- Lets sales team view financial status without talking to Ops (overdue, paid inv etc.)

Accounts Payable /Approvals



Online multi-step approvals for Purchase Orders, Bills etc.

- Ensures compliance through workflow configuration
- Approvers taken out of the accounting software
- Configurable notifications and reporting improves productivity
- Matching to budgets for review of expenditure

AP Processing & Expenses Claims



Software that automates the collection and data extraction of receipts and invoices

- Scan receipts into Xero

Financial & Reporting

Accounting - General Ledger

The Icehouse utilizes Xero cloud based accounting software to manage all general ledger, reconciliation and financial compliance reporting.



Xero Projects

- Job costing, project management
- Tracking work in progress.

Collection / Receivables

Direct Debits



- Collects payments directly from customers bank account or credit card
- Driven by Xero invoicing, contact name and bank account stored in Xero (no double data entry), payments automatically sent to Xero

Credit Cards



Global omnichannel payment provider. All-in-one secure payment processing

- Keeps website data secure
- Integrated with Xero

Output



Reporting and forecasting add-on for Xero. Real time integration between Xero and Futurli ensures reports and dashboards are always up-to-date. Using for Management & Board reporting

Compliance (AML/CFT)



Cloudcheck by Verifi is an electronic identification verification (EV) tool that allows you to verify the identity of your customer using biometric checks, Australian and New Zealand data sources and global watchlists in one easy step. The Icehouse uses this to meet our Customer Due Diligence requirements as part of our investment offerings.

Sales & Insights

Input



Survey software

- Use for customer satisfaction and NPS
- Real-time insights
- Can trigger surveys based on customer activity
- Push responses directly into Salesforce



Our own proprietary assessment tool designed to help identify business strengths and opportunities for improvements. (Developed with Brilliant Assessments)

Provides

- Individual report
- Feedback and practical advice
- Suggested resources

Icehouse use Salesforce as its Customer Relationship Management (CRM) platform. Cloud-based application for sales, service, pipeline, marketing, and customer information capture. We utilise this as our primary source of truth for our customer data.



Data Cleanse



Remove duplicates and standardize your CRM and Marketing Automation System hassle-free with an automated, customizable data cleansing solution. Optimize your database and eliminate time wasted on "data janitor" work—the trivial and mundane tasks of collecting, preparing, and cleansing disparate data.

Output



INSIGHTSQUARED

Sales Analytics tool

- Delivers real-time reporting, reliable forecasting and total pipeline visibility in one intuitive view
- Tracks, visualizes and analyses all historical pipeline data
- Visibility of activity, drives good behavior, decision making
- Motivational



All-in-one inbound marketing software

- Marketing automation tool
- Lead generation
- Customised landing pages
- Dynamic EDMs

Marketing & Communication

Input



Customer data extracts
Segmentation for Campaigns

Customer Feedback



Customer Satisfaction
Net Promoter Scores

External



All-in-one inbound marketing software

- Marketing automation tool
- Lead generation
- Customised landing pages
- Dynamic EDMs
- Sales & Marketing campaign analytics

Internal Communication & Connection



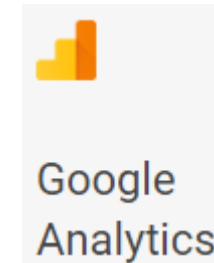
- Community communication
- Icehouse team communication

Output

Promotional distribution
Newsletter distribution
Campaign Insights



The Icehouse Marks 5 Years Boosting Hawke's Bay Business



Digital analytics tools to analyse data from all touchpoints in one place, for a deeper understanding of customer experience



Payroll

iPayroll is cloud based payroll system.

Data is always available to you. Fully secure, totally confidential.

Allows staff to have there own kiosk to manage leave and access their own payroll information.

iPayroll can handle bank transfers, PAYE and KiwiSaver.

API to Xero, records payroll journal, leave accruals and links directly to internet banking.



Contracts & Compliance

The Icehouse uses MyHR software to manage employee contracts, performance management and any disciplinary actions. The system makes managing people easy, time efficient and cost effective. My HR also provides access to HR consultancy when compliance knowledge is required or people issues arise.

People & Culture

Business Process Tool



Check-in's, Reviews, Onboarding

Process automation software.

Unshackle your business from the burden of manually run business processes and paper based systems. Quickly and easily transform staff and customer experiences with digital automation.

Icehouse has been trialling as a tool to convert paper based activities into online workflows, such as:

- Quarterly check-in with staff
- Onboarding workflows



People Engagement & Analytics

The Culture Amp platform makes it easy for you to collect, understand and act on employee feedback. From onboarding surveys to company-wide engagement, individual effectiveness and more, the platform manages multiple sources of feedback and connects the dots for you.



Job profiles, insights and feedback

RoleQ is a world-first in bringing Role Intelligence technology to the market. Cloud based platform provides managers with regular, insightful employee feedback on real-time role activity. This means that the voice of the employee is heard and business leaders understand first-hand the issues that are impacting engagement, productivity and performance.

Provides People insights:

- How your employees are spending their time
- What their roadblocks are
- Ideas for improvement
- Their key strengths
- Whether their skills are being fully utilised
- How happy they are in their role
- Their aspirations and flight risk

The Icehouse is trialling RoleQ as a means to get visibility of current work roles and responsibilities as they have changed from original position descriptions. Giving visibility of any roadblocks to performance and staff happiness.