

CUSTOMER SUCCESS STORY

FEC Constructions: Laying the Foundations for Scalable Progress Claim Management

How FEC Constructions Queensland implemented a consistent, compliant framework for managing subcontractor progress claims.



Scalable, standardised processes: A consistent progress claims framework removes manual effort and supports growth without increasing administrative overhead.



Stronger subcontractor partnerships: A transparent, professional progress claims process positions FEC Constructions Queensland as a trusted, tier-one delivery partner.



Clear governance and oversight: Real-time visibility across progress claims and compliance gives leadership confidence that legislated obligations are being met.

The Challenges

- **Establishing strong processes from day one:** As a newly formed business, FEC Constructions Queensland wanted to avoid inheriting manual, spreadsheet-based progress claim processes that often become entrenched and hard to unwind later.
- **Maintaining visibility and control as projects scale:** With multiple stakeholders involved in progress claims, the team needed clear oversight of claim status, approvals, variations, and compliance from the outset.
- **Getting governance and compliance right early:** Rather than retrofitting controls later, the business wanted confidence that progress claims would be managed consistently, transparently, and in line with contractual and Security of Payment obligations as they grew.

Far East Consortium (FEC) is a Hong Kong-based luxury developer that has been operating in Australia for more than 30 years. In 2022, the business launched its construction arm in Western Australia.

With the move into construction came the need for greater rigour around subcontractor management and compliance, particularly in relation to state-based security of payment legislation.

In 2023, Director Andrew White was appointed to lead the establishment of FEC Constructions Queensland operations. In doing so, he inherited the progress claims process that had been implemented when the Perth office was first established.



Far East Consortium
FEC Constructions

- **Established:** FEC Constructions commenced operations in 2022, as part of the global Far East Consortium International Limited group.
- **Industry Focus:** Property development and construction, delivering large-scale residential and mixed-use projects.
- **Australian footprint:** Active across multiple states, with projects spanning Western Australia, Queensland and Victoria.
- **Key Developments:** Queens Wharf Precinct (Qld), The Star Residences (Qld), West Side Place (Vic), Dorsett Hotel (WA)
- **Expansion Goals:** A number of new projects underway will see staff increase to approximately 200 (by 2027).
- **Governance focus:** Operates within a highly structured environment, requiring strong commercial controls, reporting accuracy and compliance across all projects.

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Like many construction businesses, the process relied heavily on spreadsheets to track claim and contract data. Subcontractors submitted monthly claims in varying formats, while compliance documentation was often out of date or missed entirely. Claim data — including retention and variations — was then copied and reconciled across spreadsheets, as well as into a payment schedule sent back to subcontractors.

The process was further complicated by the requirement for multiple signatories to approve each claim. As one of three final approvers, Andrew quickly identified this as the biggest bottleneck, with the added risk of missing payment deadlines under security of payment legislation.

“We had multiple spreadsheets being sent nationwide via email for sign off. Without an automated system to notify and track what was due, and when, we would struggle to meet our obligations on jobs of this size. It was a time-consuming process that could have serious financial and business implications for our construction license.”

The fast-paced nature and high value of FEC Constructions Queensland’s construction projects increased their complexity and highlighted the need for a system that could keep pace. With up to 500 concurrent monthly contracts projected across multiple projects, Andrew recognised it would be near impossible to manually review each spreadsheet for accuracy. From the outset, it was critical to reduce the risk of human error.

While the process was technically working, it was slow, drawn out, and carried clear compliance risk. Andrew could see several areas that would benefit from greater efficiency. He also knew that implementing the right solution early would allow FEC Constructions Queensland to scale faster, remain competitive in the market, and avoid the need to hire additional staff to manage growing administrative demands.



The Payapps Advantage

- **Compliance-led claims management:** A single repository for subcontractor documentation, reducing risk and removing the need to chase missing information.
- **Fast onboarding with no disruption:** In-flight projects and subcontractors could be onboarded quickly, without downtime or complex training.
- **Automation for a high-risk process:** Automated workflows and reminders to keep approvals moving and payment deadlines on track.

Building a strong operational foundation for FEC Constructions Queensland from day one was a priority. As a new construction business entering a competitive market, it was critical to adopt industry-leading systems early, rather than retrofitting processes later.

Two considerations guided the evaluation. First, the business needed an operationally compliant solution that could automate what had become a lengthy, manual progress claims process. Second, the cost-benefit needed to be clear and justifiable so Head Office in Hong Kong could have confidence in both the governance controls and the additional investment.

Another member of the FEC Constructions team, Commercial Manager Cameron Beck, had been introduced to Payapps in a previous role. As Andrew and Cameron explored ways to automate progress claims, they recognised that Payapps’ contract-driven workflows — including automated approval requests and tracking of retention and variations — aligned closely with the controls and oversight FEC Constructions Queensland needed. Andrew explains:



When it came to progress claims, we asked ourselves if we wanted to automate the process; yes or no. And when the answer was yes, the decision was Payapps. No question about it.



Andrew White

Director, FEC Constructions Queensland

Payapps’ dashboard also stood out during the evaluation process, offering clear visibility across new, outstanding and at-risk claims. Users could easily see what needed to be actioned to avoid security of payment penalties, as well as identify out-of-date subcontractor documentation. This visibility was seen as a way to reduce administrative burden and allow commercial teams to focus on managing projects rather than reconciling data.

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Securing buy-in from Head Office in Hong Kong followed naturally. Once the business risks of manual processes were understood — including the potential cost of SoPA non-compliance, lost time, and the need to hire additional headcount to manage claims — the case for Payapps was clear. Andrew shares:



Once we explained the financial cost and risk of SoPA non-compliance, lost time and paying for additional headcount just to manage the claims process, plus the benefit of using tools like Payapps to attract the highest calibre subcontractors, they were quickly in agreement. Payapps just made sense.



Andrew White

Director, FEC Constructions Queensland

Payapps also appealed because it allowed FEC Constructions Queensland to onboard in-flight projects with dedicated support from the Payapps Customer Success team, without disrupting commercial or project teams.

Many of FEC Constructions subcontractors were already familiar with Payapps, which reduced onboarding effort and enabled them to start preparing, submitting and tracking claims with confidence. Importantly, the ability to include mandatory compliance documentation at the point of claim submission was seen as a major advantage — saving subcontractors time and reducing the need for contract administrators to chase missing information.

The Results

- **Scalable processes:** A robust, embedded approach that supports larger and more complex projects without increasing overheads.
- **Subcontractor confidence:** Stronger relationships built on transparency, consistency and trust.
- **Clear governance and oversight:** Improved visibility of new and outstanding claims to support adherence to SoPA timeframes.

The approach has proven successful for FEC Constructions Queensland. Having completed the original projects using Payapps, Andrew and his team are now onboarding new projects and preparing to open a Victorian office — all of which will be run entirely through Payapps. The platform has enabled the business to expand without adding costly headcount or increasing the administrative burden on project and contract teams.

A key outcome has been the automation of the most time-consuming and risk-prone elements of the progress claims process. With Payapps in place, FEC Constructions Queensland can now set up contracts faster using a standardised breakdown, manage mandatory compliance documentation more effectively, and clearly identify claims that require action to avoid payment delays. Variations and retention are automatically calculated and reconciled against previously approved claims, reducing the risk of errors and rework.

Andrew believes the value of Payapps lies in its end-to-end workflows and the way it supports collaboration between FEC Constructions and its subcontractors.

“We sign up the subcontractor, they get their contract in Payapps, then they get going with the job. They see the same contract breakdown that we do, it’s faster and easier for them to submit their claims, and we automatically get notified when it’s ready to approve. It just simplifies the whole process and keeps everyone honest.”

For Andrew, the impact goes beyond efficiency. It’s about setting the right standard as the business grows.

“If you want to be a tier 1 builder working with tier 1 subcontractors, you need tier 1 systems in place, and Payapps is one of them.”

Transform Your Progress Claims Process with Payapps

Ready to streamline your claims process and ensure compliance with ease? Discover how Payapps can empower your team to save time, enhance accuracy, and improve subcontractor relationships.

Book a Demo today to see Payapps in action.



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About Payapps

Payapps - An Autodesk Company, is an award-winning cloud-based collaboration tool for the construction industry. It helps main contractors and subcontractors simplify and streamline project progress claims and approvals, including contract variations.

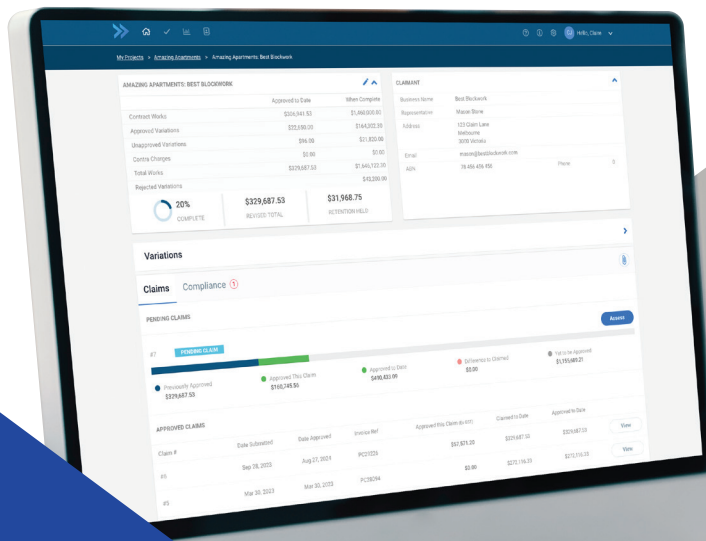
A simpler and faster digital process ensures greater transparency, increased accuracy, improved compliance, reduced financial risk, fewer disputes and fairer outcomes.

Payapps significantly cuts progress payment processing time, helping to meet regulatory requirements. Compliance is improved and made easier with documentation verification integrated with the approval process.

Our award-winning solution seamlessly integrates with a wide range of construction ERPs and accounting software to help provide real-time data on all project payment requests and approvals.

Build Better Together With Payapps

For more information about using Payapps to submit, assess and approve progress claims, visit www.payapps.com



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