



Already a ServiceNow customer, PEXA required the services of a ServiceNow Partner to support and execute a platform upgrade to the Orlando release.

Industry

Property exchange Network

Employees

180

Geographies

Sydney, Brisbane, Perth and Adelaide

Solution

Release upgrade

Challenges

- Not on the Orlando release

PEXA (Property Exchange Australia) is Australia's online property exchange network. It assists members – such as lawyers, conveyancers and financial institutions – to lodge documents with Land Registries and complete financial settlements electronically.

PEXA was formed in 2010 to fulfil the Council of Australian Governments' (COAG) initiative to deliver a single, national e-Conveyancing solution to the Australian property industry. It was originally known as National e-Conveyancing Development Limited.

PEXA is committed to supporting the property industry as it transitions towards a 100% digital conveyancing process that's fast, safe and efficient.

Our Approach

- Cloned Dev instance from Prod
- Upgraded Dev to Orlando
- Reviewed Skipped updates
- Did smoke testing of instance
- UAT by customer
- Upgraded Prod to Orlando
- Reviewed Skipped updates
- Applied update sets for fixes.