

Case Study

Wodonga Real Estate Best Agents – strengthening cyber security and efficiency with Securexchange





Overview

For Liz Pechloff and the team at Wodonga Real Estate Best Agents, client safety and operational efficiency go hand in hand. In today's digital-first property market, protecting client data and deposits is just as important as ensuring transactions move quickly and seamlessly.

With the industry facing increasing cyber threats, such as email compromise and payment redirection scams, the agency knew they needed a secure solution to protect clients and sensitive information while streamlining everyday processes.

That's when they turned to Securexchange. Since adopting the platform, client interactions are fully secure, settlements happen faster, last-minute stress is reduced, and every step of the transaction runs smoothly in a single, central workspace.

The challenge: rising cyber threats and time-consuming processes

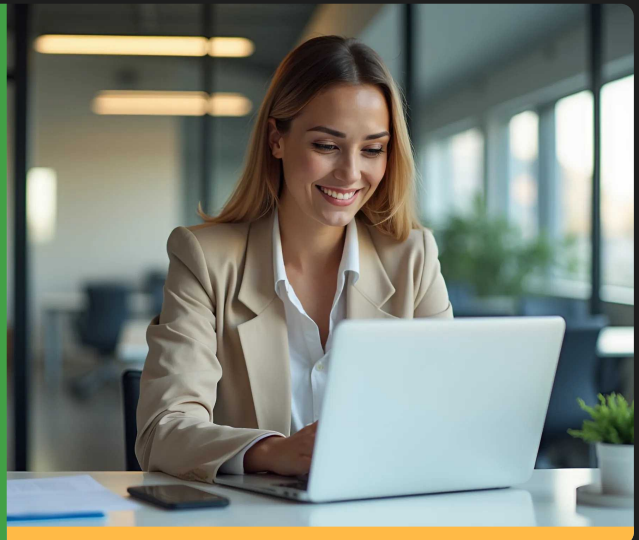
Before Securexchange, the team relied on email to share sensitive information, including contracts and bank account details.

While familiar, this process exposed the agency to potential cyber risks and created inefficiencies across transactions.

“We were sending bank account details via email and constantly worried about the risk of being hacked.

As cyber threats grew, we knew we needed a safer way to protect clients. That’s when the Real Estate Institute of Victoria (REIV) provided us details of a trusted partner – Securexchange,”

Liz said.



Other challenges encountered included manual follow-ups, delays in obtaining bank details, and fragmented communication between agents, legal representatives, and clients.

These repetitive processes increased administrative burdens and left room for errors and cyber risks.

Liz wanted a smarter solution that could improve efficiency while keeping clients safe.

The solution: a secure, centralised platform

Introduced to Securexchange through the REIV, Liz immediately recognised the platform's potential to deliver both cyber protection and process efficiency.

"I was really excited to start using the platform," Liz said.

"It's a secure way to share contracts and bank details, while being easy to use and keeping legal representatives in the loop. It's made a big difference to how we operate."



Securexchange provides a single, secure workspace to manage every step of a transaction, from sharing bank details and contracts to collecting digital signatures, ensuring transparency and protection against cyber risks.

Key features driving impact:

Cyber-secure data exchange – all bank details and contracts are shared through encrypted channels, eliminating the risk of email interception and fraud.

Digital signing – contracts are signed securely by all parties, with digital records available for banks and conveyancers when proof of exchange is needed.

Real-time alerts and transparency – in-platform notifications when deposits are paid or bank details are updated help Liz match all payments and ensure everything is ready for settlement.

Streamlined collaboration – working with stakeholders in the same platform keeps everyone informed and connected. Liz can confirm bank details and contract progress without chasing emails or calls, which reduces delays and errors.

Centralised documentation and receipts – transaction receipts are uploaded to the platform, with all relevant sales documentation stored securely in one place. Everything can be easily retrieved or archived later, ensuring a complete and accessible digital record for every transaction.

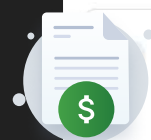
“I love that I receive alerts when clients add their bank details or pay deposits.

Everything is ready for settlement in advance, which has reduced last-minute stress and prevented delays that used to occur when chasing missing details”,

said Liz.



Verification of identity



Hobey Bennett

hobey.bennett@infotrack.com.au +61 0403388499

VOI Type 100 points

Capacity Individual

Workflow Remote (no video)

The impact: faster, safer, and more connected transactions

By replacing risky and fragmented communication methods with Securexchange, Wodonga Real Estate Best Agents now manages transactions more efficiently and securely.

The platform has:

Eliminated cyber risk –
only verified users have access to the workspace and sensitive data remains secure, rather than sharing via email.

Reduced admin time –
key transaction steps, from contract signing to payment verification, are all now centralised.

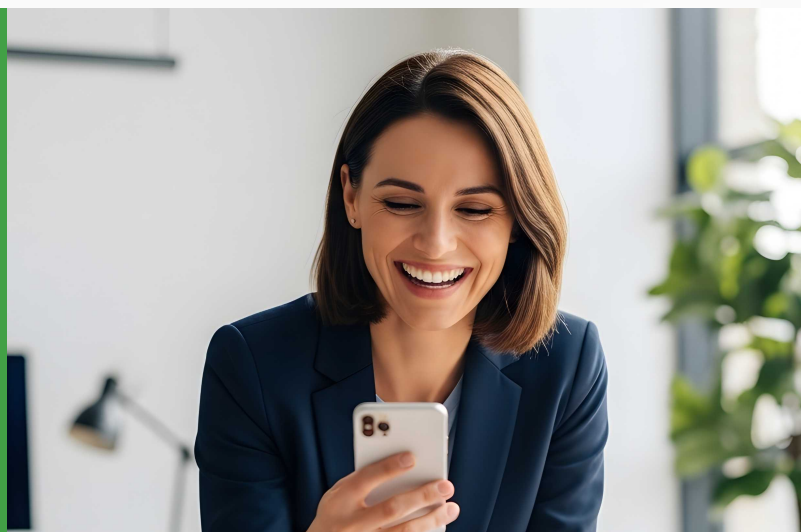
Improved collaboration –
real-time visibility and alerts by connecting with stakeholders in one space.

Enhanced client confidence –
clients appreciate the professional, modern, and transparent approach, which demonstrates a strong commitment to cyber safety.

Liz shared:

“It’s given us complete peace of mind when handling bank account details.

Clients feel safer knowing their information is protected and are happy to use the platform.”



The results: building trust through security and efficiency

Since adopting Securexchange in 2023,

Wodonga Real Estate Best Agents has achieved measurable improvements in both efficiency and client trust:

Zero instances of email fraud or payment redirection since adoption

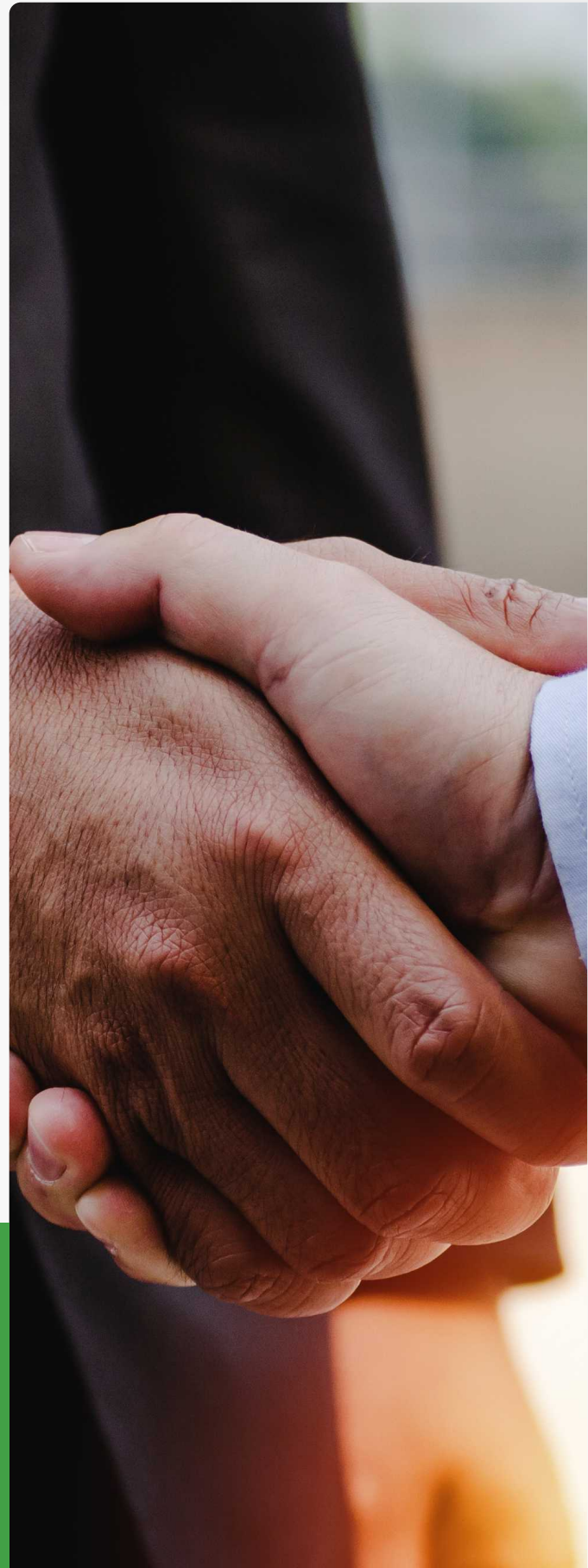
99.9% of transactions now securely managed through Securexchange

Faster settlements, with key signing and payment steps completed significantly quicker

These results have strengthened the agency's reputation for professionalism and client care. Liz noted that while some clients were initially unfamiliar with the platform, once they understood it was designed to protect their personal details and funds, they embraced it enthusiastically.

"There are so many advances in technology and showing clients that we're serious about protecting their personal details and deposits is a big plus.

Securexchange makes our agency look modern, professional, and client-focused – a real advantage in today's market."





Conclusion:

By adopting Securexchange, the Wodonga Real Estate Best Agents team has done more than enhance its cyber security – it has redefined the efficiency of its entire transaction process.

What began as a step to protect clients from digital threats has evolved into a smarter, faster, and more transparent way to manage property sales.

For Liz and her team, Securexchange delivers complete peace of mind – combining security, simplicity, and speed in every transaction.



Securexchange
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Case Study

**Wodonga Real Estate
Best Agents – strengthening
cyber security and efficiency
with Securexchange**

www.securexchange.com.au