

Make Your Strategy Strong



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About ZAP

ZAP delivers tailored business solutions that streamline operations, automate workflows and improve visibility across field service, asset-intensive and operational industries.

From workforce mobility to enterprise process automation, ZAP helps organisations modernise operations and improve business performance.

Roofware Solution

Digitising End-to-End Roofing Construction
Processes in one Solution

Roofware gives roofing and exterior construction businesses the control, visibility, and automation they need to manage complex residential projects from quote to completion.

Designed and implemented for Melrose Contracting Pty Ltd, Roofware connects office teams, suppliers, contractors, and field crews in one integrated solution — helping reduce manual administration, improve job visibility, strengthen compliance, and accelerate operational decision-making across Sydney, Newcastle, Canberra, and the South Coast

Business Challenges

Growing roofing businesses need more than spreadsheets, disconnected systems, and manual follow-up. Roofware was developed to help the Business standardise core operations, improve coordination across branches, and create a scalable foundation for pricing, job management, WHS compliance, and financial processing.

- Pricing Management
- Job Service Deliveries Management
- Estimation and processing of the Job Materials from Appicad
- Order Materials from Suppliers and manage their POs
- Order Services from the Contractors and manage the Work Orders
- Manage Contractor Compliance and their Workers' Qualifications
- Conduct Risk Assessments
- Invoicing the client progressively
- Billing the Suppliers and Contractors progressively
- Send the invoices and the bills to the Accounting System

Why Roofware?

Roofware is built for roofing businesses that need stronger operational control, better field coordination, and more reliable financial visibility without relying on disconnected manual processes.

- Purpose-built for roofing operations
- Greater visibility from office to field
- Reduced administration and rework
- Stronger compliance and accountability
- Improved financial control





Technology Benefits

Centralized Platform

A single integrated solution replacing fragmented manual processes.

Real-Time Field Connectivity

Live communication and Services update between design teams.

Scalable Architecture

Designed to support growing operational demand and teams' expansion.

Improved Decision Making

Accurate operational and administrative data available in real time.



The Solution — Roofware

ZAP designed, developed, and implemented Roofware as an integrated web and mobile platform that brings critical operational workflows into one connected environment. The result is a practical, field-ready solution that helps management teams improve productivity, accountability, compliance, and financial accuracy.



Key Deliverables

End-to-End Process Automation

- Replaces manual processes with structured digital workflows from quote through to job completion.
- Connects pricing, jobs, suppliers, contractors, compliance, and finance in one integrated solution.
- Reduces duplicate data entry, administration time, and the risk of operational errors.
- Improves quality assurance by giving teams consistent records, approvals, and reporting visibility.

Workforce Enablement

- Provides full visibility and control across each job lifecycle, stage, supplier order, and work order.
- Improves communication between office staff, contractors, and field crews with real-time updates.
- Enables digital service recording from mobile devices, helping field teams capture accurate information on site.
- Streamlines workflow and decision-making by giving teams access to current job data.
- Creates a single source of truth for job, contractor, supplier, compliance, and financial information.

Connected Systems and Financial Control

- Supports activity-based costing by linking jobs, stages, work orders, supplier costs, contractor billing, and invoice data.
- Integrates with Xero to help streamline invoice and billing workflows.
- Connects with SMS and email services to improve customer, contractor, and supplier communication.

WHS & Safety Management

- Enables site-based risk assessments and safety checks to be captured and managed digitally.
- Helps assign qualified and available contractors to work orders based on service capability and work area.
- Improves compliance visibility with centralised contractor records, worker qualifications, audits, inspections, and reporting.
- Gives field teams access to key safety documentation including SWMS, toolbox talks, procedures, plans, policies, and related records.
- Records conducted Site Audits, and Inspections