

CASE STUDY

# FROM LEGACY TO LEGENDARY: HOW REDZED TRANSFORMED LENDING IN FIVE MONTHS

Two loan books. Two legacy loan management systems. One successful transformation led by RedZed.



## LEADING WITH STRATEGY

Proactively modernized servicing technology to support long-term growth.

## EXECUTING WITH DISCIPLINE

Migrated two loan books into one platform in just five months.

## BUILDING FOR WHAT'S NEXT

Established a scalable foundation to support future evolution.

**\$12B+**

Loans funded

**7,000+**

Accredited brokers

**2**

Loan books migrated

**5**

Month implementation

## OVERVIEW

# RedZed

COUNTRY: Australia

ACTIVE ASSETS UNDER MANAGEMENT: \$4.5B

SOLUTIONS: Loan Servicing, Residential & Commercial Lending

**“RedZed was created to offer common sense lending solutions for Australia’s self-employed. We are passionate about backing those individuals that have had the courage to create and build their own business. The key pillars we look to work towards for our borrowers and brokers alike are to be simple, fast and fair.”**

–Calvin Cordle, Managing Director of RedZed

## Company Overview

Founded in 2006, RedZed is a specialist lender empowering Australia's self-employed to achieve their personal and business finance goals. Headquartered in Melbourne, RedZed provides residential and commercial mortgage solutions designed specifically for borrowers with non-standard income.

Working with more than 7,000 accredited brokers, RedZed has funded \$12+ billion in loans — backing ambition with a deep understanding of flexible lending structures and the realities of self-employment.

## The Challenge

As RedZed continued to grow, expectations from brokers and customers increased alongside the need for greater operational agility. To ensure its servicing technology remained aligned with long-term business objectives, RedZed undertook a strategic review of its loan management environment.

At the time, two separate loan books were being serviced across two different legacy platforms. While these systems had supported the business for many years, they were no longer optimal for RedZed's future operating model

### Key Challenges Included:

- Legacy systems approaching end-of-life
- Increasing support and operational risk
- Limited flexibility to adapt products and policies
- Disconnected platforms impacting efficiency
- A desire to scale with confidence, not added complexity

**"We needed more than a system upgrade — we needed a platform that would evolve with us."**

-Luke Westbury, Head of Operations at RedZed

For more information, talk to one of our experts at [symphonix.com](https://www.symphonix.com)

## The Solution

RedZed set out to modernize its servicing foundation with a clear focus on simplification, flexibility, and long-term scalability. The objective was to remove constraints — not change what already made the business successful.

To support this strategy, RedZed partnered with Symphonix, a modern, cloud-based lending platform designed for configurability, connection, and speed.

**“Symphonix delivers a platform to simplify today and scale for tomorrow.”**

–John Walshe, CIO of RedZed

## Implementation & Results

Through close collaboration and strong program governance, RedZed successfully migrated two loan books from two separate legacy loan management systems into a single modern servicing platform. The implementation was completed in just five months, delivered on time and on budget, with minimal disruption to business-as-usual operations.

### RedZed Transformation at a glance:

- Loan books migrated: 2
- Legacy loan management systems retired: 2
- Servicing platforms post-migration: 1 unified platform
- Implementation duration: 5 months
- Delivery outcome: On time and on budget
- Business impact: Minimal disruption to operations

### The Results:

- Simplified servicing environment aligned to RedZed’s operating model
- Reduced operational complexity and technology overhead
- Faster time-to-market for new lending products
- Improved servicing experiences
- Scalable foundation to support continued innovation

## Conclusion

RedZed’s transformation demonstrates the impact of proactive leadership and disciplined execution. By modernizing its servicing foundation at the right time, RedZed has reinforced its ability to support brokers, serve customers, and scale confidently in a competitive lending market.

With legacy systems behind it and a modern platform in place, RedZed is well positioned to continue evolving its lending solutions for Australia’s self-employed.