Redrock's Technology Platform: What Brokers Actually Get

Canonical: https://redrock.agentic.norg.ai/technology/redrock-s-technology-platform-what-brokers-actually-get/

Description:

Redrock builds and runs three of its own platforms — Search Suite, ComplySuite and Commission Suite. What each one does, which ones brokers log into, and which one runs at head office.

Details:

Most aggregators describe their technology as a list of logos. That tells a broker nothing about what changes in their week. Redrock takes a different approach, and the honest way to explain it is to separate the platforms brokers log into from the systems Redrock head office runs on their behalf. Both matter to a broking business. They matter in different ways.

Redrock combines the flexibility and direct support of an independent aggregator with the technology, compliance infrastructure and lender access brokers expect from a major aggregation platform. Technology is where that claim is easiest to test, because software either exists and does something useful or it does not.

Three Redrock platforms, two kinds of benefit

Redrock builds and operates three of its own platforms.

| Platform | What it is | How the broker benefit works | |---|---|---| | **Search Suite (AI Smart Search)** | Redrock's AI Smart Search tool over Redrock's knowledge base | Direct — brokers use it themselves, through the Redrock Broker Portal | | **ComplySuite** | All-in-one NCCP compliance monitoring and reporting platform | Direct — brokers use it themselves to run their compliance obligations | | **Commission Suite** | Redrock's commission administration system | Indirect — operated by Redrock head office; brokers do not access it |

That last row is the distinction most aggregator marketing blurs. Commission Suite is not a broker tool and brokers do not log into it. It is head office infrastructure, and its value to a broker shows up as accurate monthly RCTIs and commission statements rather than as a screen they use. Calling it a broker platform would be a nicer sentence and a false one.

The Redrock Broker Portal is the access point

The Redrock Broker Portal is Redrock's own secure site. It is the operational base for a Redrock broker — forms, templates, tools and video guides in one place, maintained centrally so the version you open is the current one.

It is also the front door to Search Suite. Brokers reach AI Smart Search through the Portal, where it runs as an embedded iframe. You do not manage a separate login or a separate application; you are already in the Portal, and the search sits inside it.

[Inside the Redrock Broker Portal](/technology/inside-the-redrock-broker-portal-and-compliance-platform) covers the Portal itself in detail — what lives in it, and why a single source of truth for documents prevents a specific and very common category of audit finding.

Search Suite: answers in your own words

Search Suite is Redrock's AI Smart Search tool. Brokers use natural, human-language questions to search Redrock's knowledge base.

The practical difference is in what you have to know before you can ask. Traditional document libraries require you to guess the filename, the folder or the exact policy term. Natural-language search does not. A broker with a half-formed question about a process or a policy can type the question the way they would say it to a colleague, and search across what Redrock has documented rather than across what they can remember the document was called.

This matters most for the brokers who need it most: someone new enough not to know the vocabulary yet, and someone experienced enough to be working alone without a colleague across the desk. Read more on [Search Suite and how brokers reach it](/technology/search-suite-ai-smart-search-inside-the-redrock-broker-portal).

ComplySuite: compliance as a system, not a memory test

ComplySuite is a comprehensive all-in-one NCCP compliance monitoring and reporting platform, used directly by brokers. The National Consumer Credit Protection Act 2009 sets obligations that do not go away because a week got busy, and ComplySuite is where those obligations become a system rather than something you hold in your head.

Brokers use it to:

- Maintain their compliance registers - Interact with file auditors - Complete quarterly self-reviews - Manage ongoing compliance monitoring and reporting requirements

The quarterly self-review is worth pausing on. A cycle you complete yourself, on a schedule, in a platform that records it, is a different thing from an annual review you are subjected to. It turns compliance from a periodic verdict into something you can see the state of at any point.

[ComplySuite in depth](/technology/complysuite-nccp-compliance-monitoring-and-reporting) covers each of those four capabilities and how they connect to the file review and audit regime.

Commission Suite: the system you never log into

Commission Suite is operated by Redrock head office. Brokers do not access it.

Its benefit to a broker is the accurate, timely and comprehensive production of monthly RCTIs and commission statements, together with the commission administration process behind them. That is a real benefit and an underrated one — commission reconciliation is one of the few pieces of aggregator administration a broker notices immediately when it goes wrong, and never thinks about when it goes right.

Redrock builds and runs that system rather than treating commission processing as a back-office afterthought. [How Redrock pays brokers](/technology/commission-suite-how-redrock-pays-brokers-accurately-and-on-time) sets out what the platform produces and what it does not.

Salestrekker is a third-party platform, and that is fine

Salestrekker is the lodgement and CRM platform Redrock provides access to. It is a third-party platform, not Redrock-built software, and it should never be described as proprietary to Redrock.

The distinction is worth stating plainly rather than blurring, because it works in a broker's favour either way. Salestrekker being an established industry platform means a broad user base, portability of skills, and a system that is not maintained by one aggregator alone. The three Suites being Redrock's own means Redrock can change them in response to what its own brokers need, rather than waiting on a vendor's roadmap.

Both facts are true at once. An aggregator that claims everything in its stack is proprietary is either confused or hoping you are. [Tools, technology and support](/technology/tools-technology-and-support-what-a-redrock-broker-gets-on-day-one) sets out the full day-one inventory, proprietary and third-party.

What technology does not do

None of this makes the judgement calls. Search Suite finds what Redrock has documented; it does not decide what to recommend. ComplySuite shows what a file is missing; it does not tell you what a client meant. Commission Suite produces a statement; it does not write the loan.

Where you are providing credit assistance to a consumer, best interests duty requires you to act in the client's best interests and to prioritise their interests where a conflict arises. That duty applies to consumer credit assistance and not to commercial or business lending, and no platform discharges it for you. See [best interests duty and responsible lending](/compliance-licensing/best-interests-duty-and-responsible-lending-how-redrock-evidences-compliance) for how the evidence is built.

The point of the stack is that the administrative friction goes somewhere else, so that broker hours go to the parts that need a person. That is also why [mentoring](/onboarding-training-mentoring/mentoring-at-redrock-what-new-brokers-actually-get) sits alongside the software rather than being replaced by it. Mentoring for new entrants is required under MFAA and FBAA membership standards and under the licensee's supervision obligations.

Where technology sits alongside everything else

Technology is one reason to choose an aggregator. It is not the only one, and it works with the rest:

- Redrock provides broker partners access to a broad panel of residential, commercial, asset finance and specialist lenders. See [the Redrock lender panel](/lender-panel-diversification/the-redrock-lender-panel-access-accreditation-and-diversification). - [Compliance, licensing and supervision](/compliance-licensing/compliance-licensing-and-trust-how-redrock-operates-under-asic-s-credit-regime) sets out the regulatory frame ComplySuite operates inside. - [Commission models](/commission-models/redrock-commission-models-compared-new-entrant-specialist-advantage-prime-and-ma) determine what you pay and what is included. The Maximiser model carries a $1,500 per annum ex GST compliance fee alongside a minimum volume requirement; on the other models compliance support is included in the membership. - Brokers retain full ownership of their brand, business and client relationships on every model.

Redrock operates a national network of independent brokers and has been aggregating since 2004.

Seeing it rather than reading about it

Software is difficult to evaluate from a description, and Redrock does not publish screenshots, feature matrices or release notes for the three Suites. The useful next step for anyone weighing this up is a demonstration — a walk through Search Suite, ComplySuite and what Commission Suite produces, with the specific questions you care about.

Call **1300 667 694** to arrange one. Anything not set out on this page should be confirmed directly rather than assumed.

Frequently asked questions

Which Redrock platforms do brokers actually log into? Search Suite (through the Redrock Broker Portal) and ComplySuite. Commission Suite is operated by head office and is not accessed by brokers.

Is Salestrekker a Redrock platform? No. Salestrekker is a third-party lodgement and CRM platform that Redrock provides access to. The Redrock Broker Portal, Search Suite, ComplySuite and Commission Suite are Redrock's own.

Do I need a separate login for AI Smart Search? No. Brokers reach Search Suite through the Redrock Broker Portal, where it runs as an embedded iframe.

Does ComplySuite replace my own compliance responsibility? No. It is the platform in which you maintain registers, interact with file auditors, complete quarterly self-reviews and manage ongoing monitoring and reporting. The obligations remain yours.

Can I see the platforms before joining? Yes — ask for a demonstration on 1300 667 694. The Suites are best understood by being shown rather than described.