

Building Investor Confidence with Secure, Centralized Communications

Port of Newcastle partnered with SS&C Intralinks to safeguard sensitive financial information, streamline reporting and strengthen trust with its global investor base.

Situation

Port of Newcastle is Australia's largest coal export port and a key trade gateway, providing responsible, integrated and innovative supply chain solutions. As the organization expanded its funding and diversification strategy, it needed a secure platform for investor engagement — one that could enhance communication with its growing base of stakeholders while maintaining trust and efficiency.

Previously, Port of Newcastle distributed reports and investor materials through email and its corporate website. This approach created inefficiencies, including duplicate requests from changing investor teams and outdated documents circulating without oversight. Sharing sensitive information by email raised confidentiality concerns, while website postings often became outdated.

The company recognized that its methods were not scalable and sought to strengthen investor compliance amid rising expectations for transparency and [secure document exchange](#).

Client Success Story

Port of Newcastle

Industry:
Infrastructure & Shipping



Secure platform for investors:
Centralized investor communications with bank-grade security



Streamlined financial reporting:
Delivered semiannual updates efficiently and accurately to all investors



Efficient document management:
Reduced administrative workload and repetitive access requests



“With Intralinks, we now have complete confidence that sensitive investor information is being shared securely. The platform has given our team and stakeholders peace of mind and strengthened trust in our communications.”

— Alexander MacKenzie, Senior Financial Analyst at Port of Newcastle

Solution

To modernize its investor relations, Port of Newcastle partnered with SS&C Intralinks for its first debt capital markets transaction. With [Intralinks VDRPro™](#), they centralized investor communications, ensuring consistent access to financial statements, credit rating reports and presentations. This streamlined approach improved efficient document management, reduced administrative burden and enhanced accuracy. Port of Newcastle also gained full control over sensitive documentation with [VIA Elite](#) — Intralinks' secure file-sharing solution that enables seamless collaboration with both internal and external stakeholders.

Intralinks provided robust data security features, including encryption, audit trail and permission-based access controls, that reassured both management and investors. Backed by Intralinks' 24/7 technical support, the team gained peace of mind knowing any investor access issues would be resolved quickly and without disruption.

Results

With Intralinks' streamlined distribution of investor materials and financial reports, Port of Newcastle transformed how it delivers investor updates. Semiannual results and other financial reports are now shared with the entire investor base simultaneously, reducing administrative workload and ensuring sensitive materials are distributed securely. By improving its communication process, Port of Newcastle has built lasting trust with investors and positioned itself to support ambitious funding and diversification plans well into the future.

Benefits

By adopting Intralinks, Port of Newcastle achieved both operational improvements and strategic advantages. Key benefits include:

- **Compliance and security confidence:** Granular permissions and audit trails support investor compliance requirements and risk of leaks or mishandling is minimized.
- **Document access efficiency:** Streamlined access to investor materials reduced time spent handling requests and distributing files.
- **Faster time to market:** Financial reports are delivered simultaneously to all investors, avoiding delays from staggered access.
- **Greater internal coverage:** Multiple departments benefit from a single secure platform without the need for separate systems.
- **Responsive support:** Fast resolution of access or permission issues helps preserve trust and investor satisfaction.

Looking Ahead

As Port of Newcastle expands its funding activities, Intralinks will continue to provide the security, transparency and efficiency needed to sustain investor confidence and support long-term growth. Intralinks' reliable platform and dedicated support ensures Port of Newcastle is well positioned to strengthen its investor relations strategy, scale communications with a growing investor base, and consistently uphold the highest standards of compliance and trust in an evolving market.