

The Innovation & Collaboration Centre (ICC) is the University of South Australia's startup incubator.

The ICC engages with the community through the delivery of community events, workshops and programs which draw on the research and professional expertise of UniSA and our partners, to support the generation of new startups and the growth of existing companies.

The ICC is headquartered in Adelaide and has a regional centre in Whyalla, South Australia.

icc.unisa.edu.au

VENTURE CATALYST

The ICC's flagship program is designed to develop and grow founders with innovative or disruptive ideas. It targets early stage ventures and works to make their journey more achievable, accessible and focused.

FURTHER INFORMATION

Jasmine Vreugdenburg

Associate Director

Jasmine.Vreugdenburg@unisa.edu.au

+61 408 856 858

Licorice

The end of IT tickets forever



BENEFITS

- Everybody knows where IT tasks are at, always
- Complete ITMS software tasks in fewer steps
- 10-fold efficiency gain over current IT software.

BACKGROUND

Licorice was founded in 2017 by Samantha Glocker. She first had the idea in 1998 while launching her first tech company. After years of learnings, she formed Licorice to make IT support easier for everybody—especially IT professionals. Licorice aims to build the software IT engineers have always wanted; that's super-fast and works the way they do, with an open application programming interface (API) and backed by real-world tests in IT service.

TECHNOLOGY

Licorice is a modern rethinking of IT support, creating full transparency for both customers and engineers, using newly developed workflows and AIs to remove mundane tasks. Licorice gives a new user interface to your existing IT service management (ITSM) software in under five minutes. The new UI and workflow yield 10x performance and efficiency gains over current ITSM software methods.

POTENTIAL MARKETS

Information and communications technology (ICT). Licorice is written for IT service providers, IT departments, managed service providers, telecommunication service providers, telcos, and most importantly—IT professionals. Licorice has interest from other industries such as automotive, accounting, and medical.



Samantha Glocker
Chief Executive Officer



Marshall Cowan
Chief Operating Officer



Ian Macdonald
Lead developer (UI)



Julian LeFay (Jensen)
Chief Technical Officer

For Advisory Board and Advisors, please see
licorice.io/about



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- Connections to IT service providers (initially those using ConnectWise)
- Connections to investors with tech/SaaS backgrounds (US/AU/ EU)
- Interest in investing in upcoming seed round.



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