

Smokeball Case Study

Nikhil Kuberan, Law Clerk, RM Legal, NSW



“ *I've never dealt with a technology or software company that offers support anywhere near as good. There is always someone on call and with a quick and thorough solution to my problem. They do an amazing job and make a normally painful process smooth. The client and support team are by far my favourite Smokeball feature!* ”

RM Legal has been in operation for 10 years now. We're a small firm that services multiple practice areas however we focus predominately on conveyancing and property law. We're a team of eight and most staff are currently using Smokeball legal and conveyancing software.

Smokeball has helped me eliminate errors and has brought consistency and centralisation to many functions. I feel much more organised and efficient now. It has streamlined how I operate, and I really like how everything for a file - contacts, documents, emails and notes are in one easily accessible place. I can confidently say the investment has been worthwhile because with Smokeball you get a lot more for less!

Before using Smokeball, the owner of RM Legal was looking for a more cost friendly legal software solution for the business. The program we were using at the time was priced per user and we just weren't receiving the full benefits of the software. A colleague of ours highly recommended Smokeball, so we decided to take the leap of faith over based on this glowing review. Smokeball's affordable price tag was also a key factor in the decision. The owner loved the fact that Smokeball is priced annually per business, comes with unlimited licences and can be installed on as many devices as you like.

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When I first starting using Smokeball, I saw the benefits the software offered almost immediately. The software is incredibly user-friendly with all important information presented to you in an easily digestible way. Certain people in the office were initially a little resistant to change, but once they saw how my efficiency and organisation had improved, they were enticed over. Once they came on board and started using, they also quickly started to see the positive outcomes. Now everyone is hooked!

One of my favourite Smokeball features would have to be the daily task list. With this feature, you can see everything that needs to be completed that day on your home screen. This gives you a strong grasp on your workload for the day ahead, so you can organise and prioritise accordingly. It has made staying on top of all tasks and critical dates stress free.

Settlement Financials are now painless thanks to Smokeball. This feature provides you with the ability to input information in one part of the file, and then it is carried over globally to every other aspect of the document. This powerful automation greatly reduces the likelihood of errors occurring later on. If you're working frantically you can rely on Smokeball to pre-input information and feed it to you accurately and in a fantastic format. This is highly beneficial when preparing cheque directions. An innovative piece of software like this can avoid very costly mistakes later down the track. With Smokeball you do it right the first time, every time!

I love the way Smokeball handles forms and precedents, as it gives you the flexibility to customise them to your preferences. The documents Smokeball generates are quite malleable, so you can easily change the form fields to whatever you like. We didn't have this functionality with our previous software program. I would attempt to make these adjustments and then it would overwrite my changes, destroying all the hard work.

Smokeball has also helped me go paperless, this has both reduced my carbon footprint and increased productivity. Going digital has made team collaboration far easier. Because all information is saved back to the electronic matter, there is a comprehensive record of all work so you can see exactly who is working on what. For example, if I'm absent another team member can easily pick up the work. They don't have to chase me down or hunt around my office to find a file.

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For our Smokeball install, our dedicated Client Relationship Manager Maria visited our office to assist. That day we unfortunately had terrible internet connection, so it took such a long time to install. She stayed with us for the entire process and was very patient. Maria was also more than happy to provide us with multiple training sessions as we got acquainted with the program.

The phone and email support Smokeball offers is also phenomenal! I've never dealt with a technology or software company that offers support anywhere near as good. There is always someone on call and with a quick and thorough solution to my problem. They do an amazing job and make a normally painful process as smooth as possible. The client and support team are by far my favourite Smokeball feature.

If you have never used conveyancing legal software before, or if you're dissatisfied with your current program, I urge you to try Smokeball. Like everything, there is a learning curve, but if you can learn to use Facebook, you can use Smokeball. It will make your life a whole lot easier!