

Smokeball Case Study

Andrew Milbourne, Sargeants Conveyancing Latrobe Valley, VIC



“ Since moving to Smokeball and using its many powerful features and integrations I am now saving time and working more productively. Due to this I can now get more work done which has had a positive impact on the profitability of my business. The investment has been worth it no doubt! ”

I have operated Sargeants Conveyancing Latrobe Valley solo for over 15 years along my full-time job. I don't run a standard 9-5 operation, I run my business from home which gives me the flexibility to work different hours and service my clients.

Due to the dynamic nature of my business, I can at times be very time poor. However, since moving to Smokeball and using its many powerful features and integrations I am now saving time and working more productively. Due to this, I can now get more work done which has had a positive impact on the profitability of my business. The investment has been worth it no doubt!

Before Smokeball I was on the lookout for a new software solution as I was dissatisfied with the quality of customer service from my provider at the time. Seeing I'm running a business on my own, it is vital that I receive excellent support to back me up. I found this almost immediately with Smokeball when I booked in my first software presentation. This is when I knew Smokeball was a perfect fit for my business. The Smokeball team are always happy to help. They investigate my problems and attempt to solve them straight away. I can rest assured that I'll never get stuck, so I can operate my businesses effectively and serve my clients. The Smokeball team were of great assistance when I had to make the transition over to their software. They provided exceptional training and support every step of the way and helped me transfer everything across. This made the whole process smooth and painless.

Smokeball Case Study

Andrew Milbourne, Sargeants Conveyancing Latrobe Valley, VIC

Considering my conveyancing business is part time it is extremely important that my work is mobile. This is made possible with Smokeball as the system is cloud-based, multi-level and comes with a robust mobile app. This allows me to work when I'm out and about or on the road. I love that I can use Smokeball either on my laptop or mobile and I can even access the software on someone else's computer if need be. This means I can go to a client's house and get them to sign on the spot and provide a better customer experience.

Smokeball's automated forms and precedents have played a key role in improving my overall productivity. The integration with Microsoft Word means that conveyancing documents automatically fill in with matter information already saved in Smokeball. I can easily set up my own template legal documents and letters too using Smokeball's legal document automation integration with Microsoft Word. This allows you to move seamlessly between my conveyancing software and Word so I can generate PDFs in one click.

I recommend Smokeball software to everyone I speak with. I advise other conveyancers to just give it a try and you will quickly see many improvements within your business. With the continual change that is happening within this industry, it is crucial to have a software provider that embraces change and uses the newest technology. With Smokeball I can always rely that I'm using the latest and the best.