

Smokeball Case Study

Tina Randall, Licensed Principal, Landona Conveyancing, NSW



“ *The main thing that sets Smokeball apart from its competitors is its amazing customer support. Your problems are dealt with straight away and with a sense of concern and urgency. You just cannot find this with the other software companies.* ”

Landona Conveyancing is a small sole practitioner firm located in Sydney and has been operating since 2015.

I have been using Smokeball conveyancing software for seven months now and it saves me serious time and has improved the efficiency of running my business single-handedly. In this industry, time is money so in result Smokeball has also increased my firms' profitability.

Before Smokeball I was dealing with several pain points. My current software was extremely unstable, it would always crash so I was constantly finding myself rebooting and yelling at my computer. I was also dissatisfied with the programs email integration, it was quite fiddly and time-consuming – I was needing something far more seamless and efficient!

My family was sick of my complaining and urged me to find another software solution, they are very tech savvy and assisted me with my search. After browsing the internet for conveyancing software, it was evident to us that Smokeball was the best option, so I made an online enquiry and booked a demo.

Smokeball Case Study

Tina Randall, Licensed Principal, Landona Conveyancing, NSW

During the product demonstration, I was amazed by the user-friendly layout and the overall stability of the program, I also loved that it was designed with conveyancers specifically in mind. On top of that, it was a lot cheaper than my current software. Based on those factors I immediately decided to take Smokeball on.

The main thing that sets Smokeball apart from its competitors is its amazing customer support. I know I can always get someone on the phone when I am experiencing an issue. Your problems are dealt with straight away and with a sense of concern and urgency. You just cannot find this with the other software companies.

Smokeball's seamless integration with Microsoft Outlook is simply fantastic. Emails are easily saved to their appropriate matter, and responses on email chains will automatically file into the correct matter.

Smokeball has also significantly reduced my costs as its annual pricing is far more affordable. Plus, you receive unlimited licences, and you can install Smokeball on as many devices as you like – unlike my previous program where I would have to pay for multiple licences. I feel like I'm in a better position to grow my business now that I'm with Smokeball.

To others considering switching to Smokeball all I can say is that it's the best thing since sliced bread and when you make the transition you will reap the rewards!