

Smokeball Case Study

Denise McKay, Owner, McKay Business Services, SA



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McKay Business Services has been in operation for 20 years and we are a proud local Conveyancing business. We service the Adelaide Metropolitan area as well as all South Australian country regions. All six members of my team are now using Smokeball conveyancing software. Since using Smokeball our workflow is far better and we’re saving time on tasks that were once time-consuming, it provides an array of beneficial features, plus it’s so user-friendly. Everyone in the office loves it!

We first purchased Smokeball back in September 2017, however, we only starting utilising the software in March 2018. During this time in-between we were collaborating with Smokeballs’ content team to set up our purchase and sales precedents. We really wanted to take the time to ensure everything was set up correctly and ready to go before we started using.

Prior to Smokeball, I was using multiple programs to cover all bases. What I was after was a full practice management software solution that was also a database so when I updated an address it changes throughout all documents. I eventually found this with Smokeball.

I became exposed to Smokeball conveyancing software as I am the President of AIC SA. When I first saw the Smokeball screen layout I immediately knew it would work. I loved the layout and how everything was organised. It was extremely easy to find things and follow, so I had no concerns prior to installing.

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Since using the software I have found Smokeball's workflow feature to be a major timesaver in our office. Workflows arrange our to-do items into automated sequences of tasks. This keeps us all organised no matter how busy we are. When using the workflow feature I can assure that you'll save valuable time, improve project consistency and efficiency for your firm.

Smokeball's integration with ScanSnap is also brilliant. It allows you to attach a scanned file directly to a matter, without having to save or email the document first. Scanning files to your matter is literally now a one-click process.

The thing that impresses me the most about Smokeball is the customer service experience. If I make a phone call to support, there is always someone there to assist and resolve my issue quickly. They have always gone above and beyond to make sure that Smokeball works the way it is supposed to and the way that I need it to.

I am always endorsing Smokeball to the AIC SA committee and keep them updated on how our office is tracking now that were utilising the software. Hopefully, we can get them all onboard soon as Smokeball software is definitely the solution for Australian conveyancers.

