

CASE STUDY



LawMaster upgrades the way law firm achieves ISO 9001 Certification

For Gold Coast legal practice, Attwood Marshall, maintaining their ISO 9001 certification is essential for both reputation and growth. But undergoing the regular three-yearly audit process to prove compliance is an enormous undertaking for this full-service firm of three branches and over 50 staff. Meeting the stringent compliance standards is usually extremely time-intensive and resource-heavy.

A MORE INTELLIGENT WAY

Attwood Marshall upgraded to LawMaster and found the entire Certification process faster, more streamlined and more efficient. It was LawMaster's superior document automation, custom workflow capabilities, and compliance tools that made the difference. Demonstrating the required policies and procedures to the independent auditor was easy and indisputable, and required minimal manual input.

The LawMaster technology drove the entire compliance process, freeing up staff to focus on the practice of law.

IN-BUILT WORKFLOWS EMPOWER AUTONOMY

Key staff members were trained in LawMaster's automation. This knowledge has given the firm superior in-house capabilities and it can now further develop more complex and advanced workflows without the need to outsource.

"WE'RE A FORWARD-THINKING, INNOVATIVE FIRM AND THIS CERTIFICATION IS SO ADVANTAGEOUS, FOR OUR STAFF AND CLIENTS. LAWMASTER MADE GAINING COMPLIANCE HIGHLY EFFICIENT BECAUSE IT AUTOMATICALLY CAPTURES EVERY STEP OF EVERY PROCESS. IT WAS SO SIMPLE TO PROVE COMPLIANCE. EVEN THE INDEPENDENT AUDITOR WAS IMPRESSED WITH LAWMASTER'S IN-BUILT WORKFLOW AUTOMATION"

Kerry LeStrange
Practice Manager - Attwood Marshall Lawyers

KEY BENEFITS OF ISO 9001 CERTIFICATION FOR LAW FIRMS

- ✓ BUILDS CREDIBILITY & IMAGE
- ✓ INCREASES CUSTOMER LOYALTY
- ✓ ENHANCES PROCESS INTEGRATION
- ✓ DRIVES EVIDENCE-BASED DECISION MAKING
- ✓ CREATES A CONTINUAL IMPROVEMENT CULTURE
- ✓ IMPROVES EMPLOYEE ENGAGEMENT

STREAMLINED BY UPGRADING TO LAWMASTER



FASTER CERTIFICATION PROCESS: LawMaster's powerful functionality greatly reduced the manual tasks and time normally involved with ISO 9001 certification.

IMPROVED EFFICIENCIES: With files now stored electronically, accessing and collating required information is fast and precise

IMPROVED CLIENT SATISFACTION: LawMaster's automated workflows ensure that best-practice client service processes are correctly followed by all staff.

ENHANCED IN-HOUSE CAPABILITIES: The firm now has plans to automate its own online forms, live chat and website enquiries.

Upgrade.