

CASE STUDY



An Upgrade to LawMaster Drives Law Firm's Billing Performance and Growth

When New Zealand start-up firm Lawhub launched, they were using several separate systems to manage their practice, including Microsoft 365, Workflow Max, SuiteFiles and Sharepoint. They also used Xero as their financial system, but had to supplement this with a manual system for trust accounting. The firm had ambitious plans for growth, but the multiple licensing and support costs, lack of firm-wide visibility and the inefficiencies of working with different software platforms, were obstructing their goals.

THE OPPORTUNITY

Lawhub was actively expanding into additional areas of law as part of their growth strategy. They decided to look for a practice management solution that would give them scalability and support for all areas of their practice - in just one system. They wanted a secure, cloud-based solution with comprehensive automation that would enable them to bill more time through productivity gains. So they upgraded to LawMaster.

LawMaster brought together every practice management tool Lawhub needed, enabling their growth and increasing their profit and performance.

FAST AND SEAMLESS IMPLEMENTATION FROM START TO FINISH

In just eight weeks, the entire Lawhub team was up and running with the LawMaster technology. The implementation process was handled completely remotely, including training and Go Live assistance.

"LAWMASTER CONFIGURED THEIR SUPPORT AND CUSTOMER SERVICE TO SUIT OUR REQUIREMENTS AND BUSINESS PROCESSES. RATHER THAN AN OFF-THE-SHELF IMPLEMENTATION, THEY WORKED WITH US TO FIND THE BEST SOLUTION. THEIR CLOUD HOSTING OPTION PERFORMS EXTREMELY WELL AND MEANS WE CAN ACCESS THE TECHNOLOGY IN REAL TIME FROM ANYWHERE. WE'RE LOOKING FORWARD TO IMPLEMENTING MORE LAWMASTER FEATURES, ESPECIALLY PRECEDENT AUTOMATION, DASHBOARDS AND ELECTRONIC MAILROOM."

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THE UPGRADE RESULTS

36%

AHEAD OF REVENUE BUDGET WITHIN JUST THREE MONTHS OF GO LIVE

6 > 1

6 INCUMBENT SYSTEMS REPLACED BY 1 COMPREHENSIVE SOLUTION



MORE BILLABLE TIME: Lawhub lawyers are processing more work than ever before, and all billable time is automatically captured in LawMaster, reducing the risk of missed billings.

IMPROVED FINANCIAL MANAGEMENT: LawMaster's complete and scalable Financial Management Centre simplifies all accounting and reporting processes, including trust accounting.

BETTER VISIBILITY: All the firm's data, activity and intelligence are automatically accessible in one place, enabling fast and accurate performance measurement.

REDUCED RUNNING COSTS: Lawhub is saving considerable money in licensing and support fees by replacing multiple systems with the comprehensive LawMaster technology.

Upgrade.

A MASTRIN CREATION