

## CASE STUDY



# Upgrading to LawMaster gives Melbourne Law Firm the Scalability to Grow

Zaparas Lawyers is a well-established personal injury law firm based in Melbourne. When eldest son, Paul Zaparas, joined this family firm as a Partner, he had big plans for its modernisation and expansion. Their existing practice management system was hampering their growth. Staff, frustrated with this system's instability and unreliability, were developing their own individual manual processes. This was causing inconsistency, data duplication, increased risk of error, and considerable loss of productivity.

### THE OPPORTUNITY

All staff agreed that the firm needed to upgrade to a practice management system that would scale and support their growth goals. Paul engaged an independent information technology firm to assess the market for an integrated and feature-rich solution from a reliable company. LawMaster, with its inbuilt DMS with version control, sophisticated search capabilities and high-level integration, was the clear frontrunner. When they also assessed LawMaster's reputation for proven reliability and the cultural fit between the two service-driven companies, Zaparas made the decision to upgrade.

LawMaster significantly reduced double-handling and uncontrolled processes, enabling Zaparas Lawyers to reach their performance, productivity and growth goals.

### A SEAMLESS TRANSITION UPGRADED PRODUCTIVITY - WITH NO DOWNTIME

The quality of data conversion was a key concern for Zaparas Lawyers, but LawMaster made the transition so exact and secure that all historical data was immediately accessible. Staff found the system user-friendly and intuitive, and embraced it instantly from go-live.

"UNLIKE OTHER SOFTWARE PLATFORMS WE USED IN THE PAST, LAWMASTER UNDERSTOOD THAT ITS ROLE WAS TO PARTNER WITH US TO HELP US GROW. THAT MEANT PROVIDING A SEAMLESS AND INTUITIVE SOFTWARE PACKAGE TO ALLOW OUR LAWYERS AND SUPPORT STAFF TO FOCUS ON OUR CLIENTS, AND ALSO PROVIDING INNOVATIVE TOOLS FOR MANAGEMENT TO MONITOR PERFORMANCE AND HELP ACHIEVE OUR OPERATIONAL TARGETS. IT'S A PARTNERSHIP THAT HAS HELPED US GROW AND POSITIONS US FOR ONGOING GROWTH INTO THE FUTURE."

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### THE UPGRADE RESULTS

IN JUST 5 YEARS, ZAPARAS LAWYERS HAS INCREASED FROM

42 to 100+

STAFF

1 to 6

OFFICE LOCATIONS

600 to 1500+

MATTERS PER YEAR



**MORE TIME WITH CLIENTS:** Lawyers are now able to spend more time with clients, providing the level of care and service that's at the heart of this family law firm.

**IMPROVED COMMUNICATION:** Details of medical appointments are automatically messaged to clients from within the matter, improving client service and reducing communication delays.

**ENHANCED EFFICIENCY:** Data retrieval, the management of disbursements, performance measurement and reporting are all vastly improved.

**REDUCED RISK AND TIME WASTAGE:** Standardised process integration has eliminated the inefficiencies and risks of manual processes and doubling handling.

Upgrade.

A MASTRIN CREATION