

## CASE STUDY



# LawMaster's tailored implementation gets law firm up and running fast

Hynes Legal is a specialist, Brisbane-based commercial law firm that formed after breaking away from their parent practice. The Hynes partners considered numerous practice management options for their new firm. They wanted a complete and fully integrated solution that would grow as they did, and wouldn't require software add-ons for accounting or payroll. After reviewing Queensland Law Society's published Functionality Checklist of available practice management solutions, they decided that LawMaster ticked all the boxes.

### A SEAMLESS AND SUCCESSFUL UPGRADE

Hynes had set tight timing parameters that necessitated an unorthodox approach to implementation. To enable their 20 plus staff to be immediately equipped with the technology, LawMaster tailored our process to design and deliver a bespoke implementation solution. Working closely with the firm to identify the most critical elements for Go Live, LawMaster was able to get them up and running within just three weeks. Hynes' preparedness for the change, combined with our flexible, responsive approach, meant they were upgraded with minimal downtime or interruptions.

The Hynes' team was able to take immediate advantage of LawMaster's efficiency and productivity gains.

### EXPERT SUPPORT, TRAINING AND ASSISTANCE

Due to the tight timeframe, it wasn't possible to conduct training for the Hynes team before the system went live. To overcome this, LawMaster provided expert on-site training both during Go Live and in the following weeks. All Hynes team members had the support they needed to use the technology instantly.

"WE WANTED TO START HYNES LEGAL WITH THE RIGHT TECHNOLOGY IN PLACE FROM THE GET-GO, AND LAWMASTER OFFERED THE COMPLETE SOLUTION. TAKE UP FROM EVERY TEAM MEMBER WAS EXCELLENT, AND IT CONTINUES TO BE SO. IMPORTANTLY, LAWMASTER GAVE US GREAT SUPPORT IN THE WEEKS AFTER IMPLEMENTATION TO ENSURE THAT WE WERE USING THE SYSTEM EFFECTIVELY."

**Ben Deverson**  
Managing Director & CEO - Hynes Legal

### THE UPGRADE RESULTS

# 5 weeks

IN TOTAL TIME FROM INITIAL ENQUIRY TO GO LIVE

# 17%

AVERAGE YEAR-ON-YEAR GROWTH SINCE GO LIVE

# 0.6 FTE

REDUCTION IN BACK OFFICE  
HEADCOUNT FOLLOWING ADOPTION  
OF LAWMASTER ACCOUNTING SERVICES



#### HEIGHTENED EFFICIENCY ACROSS THE BOARD:

From generating meaningful reports and the automation of general administration tasks, through to precedent creation and version control, LawMaster has helped the Hynes team reach new levels of productivity

**EXCELLENT FIRM-WIDE VISIBILITY:** Up-to-date billing information, financial performance and team productivity can be seen at a glance

**POWERFUL, IN-BUILT CRM TOOLS:** Marketing and business development initiatives are easier to create, manage and track for effectiveness

**SECURE ACCESS FROM ANYWHERE:** Lawyers have the flexibility to work remotely, improving their efficiency and job satisfaction

**MORE TIME FOR BILLABLE WORK:** Hynes outsources their end-of-month financial tasks to LawMaster's Accounting Services team, reducing administration time and internal costs

Upgrade.