

CASE STUDY

Law firm continues to reap the benefits of upgrading to LawMaster

Wallace & Wallace Lawyers is one of the largest and most established legal practices in the Mackay and Whitsundays region, with a total staff of 42, including 16 solicitors. Wanting to equip their people with the most advanced technology on the market, the firm upgraded to LawMaster back in 2010. The productivity and efficiency gains experienced by the firm were immediate. Transferring their existing templates to the system, and implementing workflows, the firm reached a new level of automation that improved their performance across the board.

A SUCCESSFUL, LONG-TERM PARTNERSHIP

Eight years later, Wallace & Wallace is still finding LawMaster to be indispensable to their firm. They have continued to maximise the functionality of the technology by implementing the New Client Enquiry (NCE) tool, which allows them to efficiently capture details, identify if an enquiry will progress to a matter, and track previous communication. The firm also employs LawMaster's Reverse Merge function, which creates the entity and the matter, and populates all of the relevant details.

Despite the continuing impact of the GFC in this region, the efficiencies and operational cost savings delivered by LawMaster have helped Wallace & Wallace Lawyers maintain their turnover, with fewer staff.

LAWMASTER ENABLES ADMIN TEAM TO GO PAPERLESS

Wallace & Wallace's admin team has experienced outstanding results from LawMaster's powerfully streamlined efficiencies. Now paperless, members of their team are able to work completely remotely, saving commuting time from other regional centres.

"WE'VE LONG UNDERSTOOD THE IMPORTANCE OF PROVIDING OUR PEOPLE WITH THE BEST TECHNOLOGY TO MAXIMISE THEIR EFFICIENCY AND JOB SATISFACTION. LAWMASTER HAS ALWAYS BEEN AHEAD OF THE GAME AND THEIR TECHNOLOGY IS STILL THE PREMIER SOLUTION. OUR DECISION TO UPGRADE TO LAWMASTER BACK IN 2010 CONTINUES TO BE THE RIGHT ONE.

Brett Johnson

Managing Partner - Wallace & Wallace Lawyers

THE UPGRADE RESULTS

90%

REDUCTION IN TIME SPENT PRODUCING FINANCIAL REPORTS AND PROCESSING AT END OF MONTH



MORE TIME ON FEE-BASED WORK: Lawyers are spending less time on administration tasks and more time in front of clients.

INCREASED QUALITY CONTROL: Workflows have standardised processes and outputs, meaning quality standards are maintained across the firm.

ENHANCED EFFICIENCY: LawMaster's workflows have been configured to suit the firm's specific needs, significantly reducing administration time, data entry and double handling.

REMOTE ACCESS AUDITS: Trust Audits are conducted efficiently off-site, saving both parties time and money.

"LAWMASTER HAS MADE EVERY PROCESS IN OUR FIRM MORE STREAMLINED AND EFFICIENT. IT HAS IMPROVED HOW ALL MEMBERS OF OUR TEAM WORK, AND EVERYONE IS OVERWHELMINGLY POSITIVE ABOUT THIS TECHNOLOGY."

Voya Adams

Office Manager - Wallace & Wallace Lawyers