

CASE STUDY



LawMaster's online ticket system inspires confidence and maintains business continuity.

Since their launch in 2017, New Zealand's Lawhub has grown to become a multi-practice area law firm with offices in Christchurch and Hamilton. When they implemented LawMaster, they opted to utilise our full client journey program that includes a dedicated Account Manager as well as services and support from our Client Success and Helpdesk teams.

THE HELPDESK JOURNEY

Lawhub decided to use their inhouse LawMaster champion as one central point of contact to lodge and submit any help requests. This meant that any tickets raised by Lawhub's administrative staff or lawyers were first vetted by this contact which improved efficiency and reduced any double ups submitted to the Helpdesk.

When LawMaster introduced a new online ticket submission process in 2018, the firm found this delivered even greater efficiencies to their process. Now when they raise a request, they receive an instant response from a LawMaster helpdesk team member. Tickets are triaged and if needed, escalated to a subject matter expert within the LawMaster Client Success team for immediate action.

THE ENTIRE USER EXPERIENCE WITH LAWMASTER'S HELPDESK IS FAST AND SEAMLESS

A COMPREHENSIVE KNOWLEDGE BASE

Ticket resolutions sent back to Lawhub can include a link to a LawMaster Knowledge Base article that succinctly explains the step-by-step process to resolve the query. This enables the Lawhub team member to quickly understand and then solve the issue, saving valuable time.

"I HAVE NEVER EXPERIENCED A SUPPORT TEAM THAT OPERATES AS EFFICIENTLY AS LAWMASTERS'. THE SPEED, DETAIL AND QUALITY OF THIS SERVICE IS SIMPLY INCREDIBLE. THE SUPPORT THAT WE CONTINUALLY RECEIVE HAS CLEARLY HAD A POSITIVE IMPACT ON OUR FIRM'S OPERATIONS AND MANAGEMENT."

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THE UPGRADE RESULTS

20

MINUTES FROM THE FIRST CALL TO RESOLUTION FOR A SYSTEM-CRITICAL REQUEST

5

STAR RATINGS FOR LAWMASTER HELPDESK STAFF



HANDLED WITH EXPERT CARE: Lawhub tickets are triaged and, if required, escalated to LawMaster subject matter experts to ensure tickets are responded to and resolved promptly.

FAST RESOLUTION TIMES: Lawhub has experienced exceptionally fast resolutions to tickets that are deemed critical to their firm.

IMPROVED VISIBILITY ON TICKETS: The online portal makes it easy to review the history of tickets especially when searching for an answer to a previously asked question.

NO LOSS OF BUSINESS CONTINUITY: LawMaster's swift handling of any tickets has ensured that Lawhub's business continuity has been protected, with no downtime or loss of data experienced since upgrading.

Upgrade.

A MASTRIN CREATION