

Smokeball Case Study

Alison Barnard, My Expert Conveyancing, VIC



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I am the owner and operator of My Expert Conveyancing. I started my first conveyancing business back in 1996 and I have been proudly helping Victorians with their conveyancing needs ever since. There are now three of us in the team and we are all lovers of Smokeball conveyancing software!

Smokeball has simplified the running of my small conveyancing business as it has streamlined many processes, making the team quicker and more efficient. The array of brilliant features the software offers have also assisted me in making the transition to a paperless office. This has been highly beneficial considering the Victorian digital lodgement mandates that have come into effect.

I first decided to take a look at Smokeball as I was dissatisfied with the software I had at the time. It was expensive, and the licensing was not appropriate for my business. Smokeball in contrast, is cheaper, it came with unlimited licences and can be installed on as many devices as you like. When viewing the program during the demo it also seemed to be far more user-friendly. The conveyancing process from start to finish was simple and ran much smoother. It was perfect for my business, so I decided to make the transition.

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Since using Smokeball I have been loving Smokeball's email integration with Microsoft Outlook. Smokeball easily converts any document to a PDF before sending it as an attachment. All emails and their attachments are saved into the matter for easy access by the whole team. This powerful integration results in easy and automatic saving of emails to their specific file, ultimately increasing efficiency.

I also love that you can produce easy to understand reports so that you can track, evaluate and learn. It gives you the ability to analyse effort and progress for a particular matter or for your entire business with just a click. Over time you can see which clients and practice areas are the most profitable and learn what to increase focus on.

The Smokeball Support Team is simply amazing! You can guarantee if you call them, there is always someone to assist and your problem will be resolved quickly. There's no annoying ticket system or waiting around for days on end. Their level of knowledge is also exceptional. I didn't know customer support could be this good until I moved over to Smokeball.

I am extremely happy with the program and can confidently say the investment has been worth it. I have recommended Smokeball software to other fellow conveyancers and I urge anyone else considering making the switch to do the same!