

# *Smokeball Case Study*

Cindy Downey, Mountain Conveyancing, VIC



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Mountain Conveyancing is a small business that is headed by Michelle Bedet and Melania Serwylo who have both been practising conveyancing for many years in various law firms throughout Melbourne. The business was started seven years ago where we initially worked out of a garage, since then the business has experienced significant growth and today we are a team of five where we serve all areas of Victoria. We have extensive experience in dealing with residential sale and purchase conveyancing transactions as well as the transfer of titles and subdivisions.

To assist our business operations, we are currently using Smokeball eConveyancing software plus the additional Billing and Legal Trust Accounting feature. Our entire team loves the program as it is extremely user-friendly. We have seen at least a 30% increase in efficiency since implementing Smokeball, which has helped us reduce labour cost and allows us to get more matters done.

We decided to book a Smokeball demo when the Victorian timetable for the transition to 100% digital lodgement was announced, considering our program at the time did not offer PEXA integration. When these mandates were first announced we found it quite daunting, so it was essential that we have the best eConveyancing systems in place to assist us in going paperless. During the demo, it was apparent that you could easily create, launch and manage your PEXA workspaces directly through the seamless integration Smokeball provided. All your property matter information was mapped directly into the workspace and you were able to complete your conveyancing matter electronically from start to finish, avoiding the hassle of printing, scanning and posting. We gained much comfort in this, so we decided to take it on!

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Prior to implementing Smokeball's additional Trust Accounting and Billing feature, we managed our trust accounts via spreadsheets. When we decided to purchase this add on the Smokeball team went above and beyond to help us set this up. The customer service and support Smokeball offers is the best in the business! Smokeball's legal trust accounting enables you to manage your trust account with ease and stay compliant. You can reconcile your trust account as often as you wish, plus have access to a number of comprehensive financial reports for your invoices and accounts.

Since using the software, the team has been loving Smokeball's integration with Microsoft Outlook as it allows for easy and automatic saving of emails to their specific file. It organises matter-related emails sent and received into one area, without forcing you to forward, bcc, save to a folder, or print the specific email. Now we are saving serious time on administrative tasks and we're no longer having to search inboxes for matter-related communications.

We are a huge fan of Smokeball's cloud technology and live data synchronisation. All our data is available immediately on all of our devices and the syncing is automatic, so we can all work seamlessly on the same matter without delay. With our last system, this had to be done manually and it was incredibly slow to sync.

With Smokeball you can also rely on the fact that you are using the latest forms and precedents. They are continually updated by their dedicated content team so that you have up-to-date and timely content all year-round.

With all the new requirements the government is introducing, for example, GST withholding and duties online, our jobs as conveyancers are becoming increasingly complex. So, having a system like Smokeball in place that reduces stress and increases productivity will make life easier.

To those considering making the switch to Smokeball we urge to book an obligation free demonstration - you've got not nothing to lose!