

Smokeball Case Study

Narelle George, Owner, Perfectly Conveyed, SA



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Perfectly Conveyed is a small and innovative conveyancing business based in the north eastern suburbs of Adelaide. It's currently just me operating the business alongside my full-time job, with some administration help from my husband. I have over 20 years' experience in the conveyancing, legal, banking and finance industries.

Smokeball conveyancing software has significantly increased our productivity and I'm now conducting business processes in a far more efficient and streamlined manner. Since making the switch I have discovered that I'm saving one to two hours on each file. I can tell that Smokeball will assist me in growing the business and making it even more profitable.

Smokeball first came onto my radar as I'm a member of the Australian Institute of Conveyancers South Australia (AICSA). I kept seeing Smokeball exhibiting at various AICSA conferences and I liked what I saw, as the software had many beneficial features and the price point was also quite attractive. At the time I was on the lookout for a better conveyancing software solution for our business, so I booked a demo to get an in-depth run through of the program.

Before adopting Smokeball, I was using another conveyancing program and I found it to be complicated and tedious to use. Reconciliations in particular were a nightmare. I needed something much more logical, user-friendly and that would boost the efficiency of our business. During the Smokeball software demo, the interface immediately stood out. It was clean, user-friendly and it was clear what you had to do at each step in the conveyancing process.

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Due to the nature of our business, I also needed a flexible conveyancing program that permitted me to take work on the go and serve clients from anywhere. The fact that Smokeball utilised the latest cloud technology and had an app was fantastic. This meant I could be mobile and work efficiently online as well as offline. During the demo it became increasingly evident that Smokeball was a great fit for the business, so I decided to make the switch.

Settlement Financials are now a breeze since making the switch over to Smokeball. This feature is so much easier to use and understand in contrast to the previous program I was using. It comes with all the essential tools and functions you need to get complex adjustments calculated efficiently and accurately.

I love Smokeball's Trust Accounting feature, it's so simple to use. All the information you need is there on the screen for you to see and it has a systematic and logical progression. You are able to reconcile your trust account as often as you wish, plus you have access to a number of financial reports for your invoices and accounts.

The Workflows feature Smokeball provides is also great! Workflows are easy to set up in the system and once in place, you will know exactly what needs to happen as you can step your way through the conveyancing process. It's a piece of cake and you can rest assured you will never forget to complete something important.

The Smokeball Support staff are just amazing. It's always a great interaction when I speak with them. Their client relationship manager Emma assisted us in getting set up and she took far too many calls with a smile on her face, even contacting us from home with a broken leg. I don't have a single bad to say about the Smokeball team. Everyone is fantastic!

Smokeball will play a key role as the industry moves towards electronic conveyancing. Attending physical settlements can be so inconvenient and can often take hours. By utilising a program like Smokeball this pain point can be alleviated as they also integrate with a range of electronic settlement platforms.

To those considering Smokeball, our advice would be to just go for it. It's affordable and the benefits are endless. You can't go wrong!