

Smokeball Case Study

Sue Andriani, Director, Eastern Conveyancing, SA



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Eastern Conveyancing is a small conveyancing business that provides all services relating to buying and selling properties. This includes services such as property settlements, residential and commercial transfers, land divisions, family transfers and deceased estates.

I’m the director of the business and there are three of us in the Eastern Conveyancing team. All staff use Smokeball and we’re all very satisfied with the software. The overall running of the program is great, it’s a professional package that is very easy to operate. Through this ease of use, we’re now saving significant time on a variety of daily tasks such as data entry and the uploading of documents. I highly recommend Smokeball to other Australian conveyancers and lawyers looking to improve their processes and increase efficiency.

Before making the move to Smokeball, I was on the lookout for a program that was simple to use, quick and had excellent client support. During this period the Australian Institute of Conveyancers South Australia was also promoting Smokeball and speaking highly of the software. So, I decided to book in a demonstration and see Smokeball in action for myself.

During the demo I immediately loved the layout and flow of Smokeball. It was intuitive and professional. There was no lag when using the software and switching between screens either. Which was fantastic as I had experienced frustrating delays when operating previous programs. After the demonstration I was convinced and decided to make the transition.

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The Smokeball installation was an exceptionally smooth and quick process. I was very impressed. Everything I needed to operate my business effectively was in place and working efficiently. Plus, all of our precedents were uploaded into the system and ready to use.

Smokeball's integration with Microsoft Outlook has shaved hours off the time spent on emails. This would have to be my favourite software feature. Smokeball intuitively connects right in your Outlook window resulting in the automatic saving of emails to the correct file. Smokeball can easily convert any document to a PDF before sending it as an attachment. This function is instant and has eliminated the need to constantly scan documents.

Managing trust accounts can be an arduous task however, Smokeball relieves this burden. The trust accounting within Smokeball makes it easy for you to collect, track, and manage client funds placed in a trust account while ensuring that you comply with the rules and regulations.

Smokeball also provides excellent client support that will assist you in running your business more effectively. You can always count on the Smokeball support team to respond to your queries straight away and give you all the solutions you need to move forward and serve your clients.

The conveyancing industry is currently facing major changes, such as changes to the Royal Bank Commission, GST, tax, and the political environment. The challenge is keeping up with these fluctuations and finding better ways to work, so you can ultimately stay ahead of the game. I believe a software solution like Smokeball can assist with these challenges as it provides all the tools you need to operate more effectively and remain compliant.