

# Smokeball Case Study

Debbie Brown, Practice Manager, Icon Legal, QLD



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Icon legal is an experienced local law firm based in Brisbane, we have been in operation for just over six years now. For most of that time there were only two or three people in the team, but now there is six of us and we're looking to expand further. My role at Icon legal is Practice Manager/Legal Officer where I focus primarily on property law.

Everyone in the firm has been using Smokeball conveyancing software since November 2017 and we all happy with it. It is just so user-friendly and packed with many amazing features. It has been integral in saving us valuable time and increasing the productivity of the firm.

Prior to Smokeball, we were experiencing a multitude of issues with our previous program. It was slow, expensive and there was virtually no support and when we did receive a response it would be days too late. We had been on the hunt for a solution for quite a while until Leah, our Principal was recommended Smokeball by another firm.

We were comparing alternative solutions, but when we saw the product during a demonstration we were sold! The layout was somewhat like the program we were previously using, which we thought would make for a smooth transition. However, Smokeball is significantly faster, more user-friendly, and affordable.

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Smokeball has too many fabulous features to list, but the Settlement Financials feature for me is a big one. In Smokeball you can prepare and see all your adjustments and cheques in one place, you don't have to switch back and forth between screens. You can easily calculate your adjustments, amounts required to settle, reconciliation and create your cheque directions – it's like magic!

I love the "Daily Digest" email prompt I receive every morning. I can quickly and easily review my upcoming tasks, events and phone messages that are due that day all from one screen.

Smokeball also has the capacity to make your business more profitable with its Profitability Reporting. Now we can see if we're making money on our matters. Before tracking our performance and profitability was a hard task for our busy firm. I am now finding it to be user-friendly and simple to understand - the reporting within Smokeball is far more meaningful than other programs.

Smokeball also provides brilliant customer support resources. They are continually hosting online educational webinars, which have been quite informative. They also have a Training and Resource Support Hub where you can access a range of information to assist you using the software more effectively such as troubleshooting tools and client FAQ's. I have found the Support Hub to be super useful when finding solutions to minor issues.

I am constantly hearing fellow lawyers complain about their current software and I always urge them to make the switch to Smokeball. Smokeball aims to make the transition as smooth as possible, they have the best support out there, its feature-rich, user-friendly and affordable. I can assure you the investment will be beneficial, go with it!