

Smokeball Case Study

Dana Stojanovski, Practice Manager and
Hayley Kelly, Conveyancing Clerk, Keystone lawyers, NSW



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Keystone Lawyers has been in operation for eight years and we specialise in several fields of law. We are a team of 16 and we have been using Smokeball since August 2017 to assist with the property element of our business. Six members of our team are currently using Smokeball conveyancing software every day and we can't imagine working without it!

Smokeball saves us hours each day as it has eliminated the manual and double entry of data, our processes are now far more streamlined and efficient. In result, these improvements have made our business more profitable as we now have the capability to run more matters.

We had been looking for a software solution for our conveyancing and property department for around six months, as our previous software lacked functionality and the capacity to run a high volume of matters. It couldn't cope with the volume of documents, and the customer support was minimal. Fortunately, we discovered Smokeball, which solved all these issues.

When shown Smokeball during a demo, it ticked all our boxes, it was exactly what we were after in a conveyancing program. The first thing that struck us was the layout, it was clean, simple and all the information you required was right in front of you. The user-friendly interface made it easy to learn. When operating, it was intuitive, quick and efficient. As a software solution, it is also extremely well priced and represents exceptional value for money considering the functionality it provides.

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The onboarding and training process with Smokeball was exceptional. Our firm received a tailored onboarding program and one-on-one attention from one of their Client Relationship Managers. One of our staff members was away for the initial training and installation so Smokeball came back and trained them individually at no extra cost. It was no problem at all, we didn't feel like we were inconveniencing them, and we appreciated this immensely. They really go above and beyond with their customer service experience.

Smokeball's Tasks and Workflow is a fantastic feature of the program. It makes it very easy for us to view matter related tasks, deadlines, and meetings. The calendars of all staff working on a matter are visible so that workflows can be easily seen across the whole team.

Settlement adjustments have also been made easy now thanks to Smokeball. Using advanced calculators, we can calculate our adjustments, amounts required to settle, reconciliation and create cheque directions with ease and efficiency all within one simple screen.

We'd be happy to recommend Smokeball to any firm looking for a conveyancing software solution. In our mind, Smokeball has produced an exceptional product for conveyancers and property lawyers, so much so we couldn't imagine working without it.