

## CASE STUDY



# LawMaster Project Manages a Seamless Upgrade for Government Legal Department

The South Australian Crown Solicitors Office (CSO) is responsible for providing legal advice and services to the State Government Cabinet, Ministers and agencies. CSO upgraded to LawMaster in 2000 and had experienced significant productivity benefits from its integration of practice and matter management tools. Over a decade later, an upgrade of all the CSO's management systems had become imperative to support their evolving processes. After an intensive tender process, LawMaster was once again the preferred choice.

## THE CHALLENGES

This complex upgrade involved the conversion of data from the existing technology platform to LawMaster's MSSQL database, and the migration of all workflows, precedents, folios and documents into LawMaster's integrated DMS. LawMaster also needed to liaise with CSO's external IT provider to ensure their infrastructure was reconfigured to maximise performance. Working closely with CSO, LawMaster developed a completely customised implementation plan, and risk and impact analysis strategies, optimising the entire process.

LawMaster's technical experts successfully completed the upgrade, data conversion and pre-go live testing onsite in just three days over a long weekend, minimising any interruption for CSO.

## FULLY COMPLIANT WITH HIGH-LEVEL GOVERNMENT SECURITY STANDARDS

LawMaster firmly adhered to the strict CSO security protocols and the specific requirements of the State Government's Information Security Management Framework.

"THE UPGRADE WAS HIGHLY COMPLEX, BUT LAWMASTER WORKED CLOSELY WITH US AT ALL STAGES. THE WORKING RELATIONSHIP BETWEEN THE CSO AND LAWMASTER WAS SUPERB, CULMINATING IN A SMOOTH AND SIMPLE TRANSITION. THIS RELATIONSHIP CONTINUES JUST AS STRONGLY TODAY, BECAUSE OF LAWMASTER'S COMMITMENT TO CONTINUOUS IMPROVEMENT IN LINE WITH THE NEEDS OF ITS CLIENTS."

**Nicholas Hockey**  
Systems Support & Project Officer, The Crown Solicitors Office South Australia

information@lawmaster.com.au

LawMaster.com.au

T: 1300 135 214

Sydney | Brisbane | Sunshine Coast

## THE UPGRADE RESULTS

LAWMASTER SUCCESSFULLY CONVERTED

# 2.8M

FILES

# 430Gb

OF DATA



**STREAMLINED COLLABORATION:** The LawMaster Client Portal enabled secure and seamless collaboration between CSO and LawMaster, greatly assisting the project management.

**CUSTOMISED PROCESSES:** Rigorous User Acceptance Testing was conducted to assess how the technology facilitated the unique CSO processes, and any issues detected were resolved before the upgrade.

**HIGH-QUALITY COMPREHENSIVE TRAINING:** LawMaster prepared customised CSO training manuals, and conducted a total of 46 upgrade training sessions to 304 users.

**FULLY SUPPORTED GO LIVE:** LawMaster trainers were on-site at CSO for Go Live to ensure the CSO team had immediate access to support and assistance.



Upgrade.

A MASTRIN CREATION