

## CASE STUDY



# LawMaster streamlines law firm's billing process, giving them greater control and flexibility

PCC Lawyers is a boutique Sydney firm specialising in employment law. When they founded in 2010, they were running a separate practice management system from their accounting software. Both platforms were server-based, and neither offered the level of stability or sophistication the firm required. Four years after founding, they went to market for a new, comprehensive system and were surprised that, because of their size, most providers offered them only a basic solution. Although deliberately small, the firm's niche offering, bespoke service and highly developed processes demanded a powerful solution.

### A SOLUTION THAT DELIVERED ON ALL FRONTS

The firm recognised that improving and streamlining their billing process was critical to their future success. Their manual process of printing, amending and re-keying invoices was time and labour intensive, and costed them in billable time. They wanted a solution with integrated billing functionality, enhanced reporting accuracy and transparency, reliable cloud hosting, workflow, and automation. After reviewing the market, they decided to upgrade to LawMaster.

The seamless integration of LawMaster's time recording, fee earner performance, debtors and billing was key to PCC's decision to upgrade.

### INTUITIVE BILLING FOR GREATER ACCURACY

The flexibility to include or exclude time entries on invoices, as well as raise multiple invoices from the one matter, makes the billing process quick and easy. Intelligent management reporting tools give the Directors greater transparency in tracking firm and individuals' performance, and cash flow.

"WE ARE VERY EXCITED ABOUT LAWMASTER AND ARE LOOKING FORWARD TO THE NEXT STEP OF ROLLING OUT MORE WORKFLOW AND AUTOMATION FUNCTIONALITY. LAWMASTER HAS HELPED TREMENDOUSLY WITH FACILITATING GROWTH WITHIN THE FIRM."

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Director - PCC Lawyers

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## THE UPGRADE RESULTS

# 100%

INCREASE IN ACCOUNTABILITY OF TIME ENTRY THROUGH LAWMASTER'S AUDIT TRAIL

# 75%

DECREASE IN TIME WORKING ON TRUST

# 45%

REDUCTION IN BILLING RELATED ADMINISTRATIVE ERRORS

# 40%

DECREASE IN HOURS SPENT ON MONTHLY BILLING



**FASTER BILLING CYCLE:** End-of-month billing now takes only minutes, giving fee earners more time to spend on the practice of law.

**IMPROVED ACCOUNTABILITY:** LawMaster's auditing capabilities provide greater transparency on write-downs, charges and time-based activities.

**ENHANCED FLEXIBILITY:** Our intelligent data solution streamlines the export of data and provides flexible reporting options in third-party tools such as excel and pivot tables.

**IMPROVED RELIABILITY:** LawMaster's cloud hosting gives lawyers reliable access to everything they need, wherever they are located.

Upgrade.

A MASTRIN CREATION