

Case study

How PDLegal LLC standardised Practice Management across four countries with bilabl



Background

PDLegal LLC is a **Singapore-based** law practice with a growing regional footprint. In addition to our Singapore operations, we support teams across our regional offices in **Malaysia, Thailand, and Australia**. As our cross-border work and internal collaboration increased, we needed systems that could scale with us without creating friction for lawyers and support staff.

			
Year Founded	Number of Staff	Location	Practice Areas
2017	50+	Singapore Thailand Malaysia Australia	Corporate & Commercial Advisory Restructuring & Insolvency Dispute Resolution & Litigation Digital Assets Fintech

Our Needs

We were looking for a new legal practice management software that could serve as the day-to-day operating system for the firm from intake to billing while remaining practical for real legal workflows.

We undertook a significant evaluation process, reviewing and comparing the major practice management solutions in the market. Throughout that evaluation, several requirements stood out as non-negotiable:

- **Ease of use across all modules:** We wanted one platform that felt intuitive end-to-end across client intake, timekeeping, billing, and matter management, so adoption would not depend on constant training or workarounds.
- **Configurable and scalable to fit our processes:** We were not looking for a solution that required PDLegal to reshape our workflows to match the product. Instead, we needed a platform that was customisable, so we could align it with how we work, and scalable, so it could grow with the firm over time.
- **Consistency across jurisdictions and teams:** With teams operating in multiple countries, it was important that the platform could support a consistent operating approach while still allowing flexibility where required at the office or team level.

Why we chose bilabl

Following our evaluation, we selected bilabl because it best met the combination of **usability**, **modular coverage**, and **flexibility** we were looking for.

bilabl provided a platform that was straightforward to adopt across core workflows (intake to matter execution to timekeeping to billing), and it offered the right level of configurability to support PDLegal's internal processes rather than forcing a one-size-fits-all model.



“What mattered most was having a system that our team would actually use across intake, time, and billing, without forcing us to redesign how we work. **bilabl gave us that flexibility.**

Mato Kotwani
Partner | Advocate & Solicitor

Implementation and regional rollout

We have now been using bilabl for over a year, including in Singapore and across our regional offices in Malaysia, Thailand, and Australia. This has supported stronger consistency across teams and made it easier to maintain the same core practice-management approach across offices.

PDLegal LLC selected bilabl after a comprehensive market evaluation to find a practice management system that was easy to use across modules and flexible enough to fit existing workflows. bilabl has since supported PDLegal's operations across Singapore and regional offices in Malaysia, Thailand, and Australia.

bilabl has significantly reduced manual administrative work for our lawyers, saving several hours per lawyer each month. It has also given management greater visibility over matters and improved tracking of financials, enabling more effective oversight and decision-making.

Mato Kotwani

Partner | Advocate & Solicitor

Ready to build a better practice?

Talk to our team today and see how bilabl can transform your practice.



Visit our website
www.bilabl.io

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