

Smokeball Case Study: Passage Migration Consulting

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I am on a mission to educate people about the positive impact that living and working internationally can have on their lives and equip them with the tools to make that happen.

My passion led me to start Passage Migration Consulting, a boutique immigration law firm, which not only advises individuals who are preparing to take the leap across the ditch for work or love but also guides businesses that are looking at offering sponsorship or work visas.

While I am a sole practitioner at present, this is all set to change. That's why I took my very own leap of faith earlier this year and invested in Smokeball Legal Practice Management Software. I really loved that the system was cloud-based, visually appealing, and user-friendly.

Additionally, I liked that Smokeball housed thousands of legal precedents, enabled secure file sharing, and was backed by a dedicated support team that would make using the software seamless.

And I can proudly say that Smokeball has lived up to my expectations!

Smokeball's flexible legal billing system has made it easier for me to navigate trust accounting, create professional-looking invoices, and obtain client payments.

The Communicate platform allows me to update clients on how their matter is progressing and keeps conversations I have with them in one place; so I can refer back to them later. I envisage that this feature will also be very helpful for collaboration as my team grows and multiple people are handling files.

"What has set Smokeball apart for me is the impeccable onboarding experience that I had. I found the Smokeball support team to be laser focused on ensuring that my firm got the most out of the software. It can be a lonely world in start-up land, so it was a bonus to have a real person on the other end of the line to talk to!"



**Rachael Bosnjak, Director,
Passage Migration Consulting**

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But, what has set Smokeball apart for me is the impeccable onboarding experience that I had. I found the Smokeball support team to be laser-focused on ensuring that my firm got the most out of the software. They took the time to automate documents, upload precedents, and answer all of my burning questions. It can be a lonely world in start-up land, so it was a bonus to have a real person on the other end of the line to talk to!

For firms thinking about implementing Smokeball, I recommend that they use the onboarding period to their advantage. Firms should investigate what Smokeball has to offer, and how they can make it work for them. For example, do they need unique workflows mapped out with templates? Is the area of law that they practise in stages? How can they integrate Smokeball with other systems that they have? If firms take the time to consider what they need out of the software, I have no doubt that the Smokeball support team can help them implement what they need to achieve their specific goals.

I am thrilled that I invested in Smokeball as it has been a game changer for my practice. I encourage other firms to consider making the same decision, so they can use it as a springboard to their success.

**Rachael Bosnjak, Director,
Passage Migration Consulting**

Contact us to see how our best in class legal practice management software will transform your law practice on **1300 33 55 53** or **info@smokeball.com.au**

"At Smokeball, our mission is to help lawyers grow the value of their business, which is the basis for everything we do. We exist to help firms realise the potential in their business, and to get them back to practising law rather than pushing paper and chasing timesheets."



**Hunter Steele, CEO
- Smokeball**