



- Case study : Richmond Law -

Richmond Law is a growing firm, servicing the upper South Island. It was established in 1975, and has experienced dramatic growth in the past few years – meaning the team needed a system that would keep up with changes. When the partners realized their old practice management system was being phased out and no longer kept up with their needs, they looked to OneLaw.



Michael Abbott joined Richmond Law as a partner in 1989, with 20 years prior experience in law practice. He is now the Senior Partner at the firm, and said OneLaw was the obvious choice “on first sight.” He said they “bit the bullet” and changed systems in December 2015: “As a small practice, growing, we knew we needed something that would work for us long-term.”

“We certainly thought, on the first sight of OneLaw, that it had what we were looking for.”

Outcome: Easy transition

Richmond Law were told by OneLaw the transition would be easy, but staff were still worried there would be significant disruption when the time came to move, Michael said. “But they told us it would be easy, and it was.”

He said that much of the work was done in the lead-up to the switch, and there was “no real disruption” in the process: “Everyone left the old system on the Friday, came in on the Monday and faced the different system. It was relatively straightforward to get used to, and most cottoned on to the system almost immediately. We think it’s a very user-friendly system.”

Richmond Law is a locally known and respected upper-South Island based law firm. They offer expertise in many areas, including corporate and commercial law, business restructuring, conveyancing and litigation. Originally founded more than 45 years ago by Ray Carter, the firm was built on the belief that staff are family, and continues to run this way today.

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Outcome: A move towards the paperless office

One of the big drawcards for Richmond Law was the way OneLaw's client/matter filing would allow them to move towards the elusive paperless office. Michael said the electronic storage has been a huge help. "A massive factor has been being able to store files electronically. This has certainly allowed us to move towards using less and less paper, and the accessibility, space and storage has been great."

Outcome: Personable team

"One of the great things about OneLaw is that the company is very personal. You are able to talk about your concerns or ideas and know they will be listened to."

Michael said it's always good to know you can trust a system, and a lot of that comes down to the team you work with. "That's been a very pleasing aspect of OneLaw. It's a flexible system and we know we can raise concerns and they will be listened to. With the bigger international ones, you just don't get that."

He said Richmond Law has already reaped many benefits from using the software, and he is excited to see it develop further in future. "As a rule, I would certainly recommend it to anyone."

For information on how OneLaw could help your firm, or to request a demonstration, contact:

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