



Berry & Co is an Otago and Southland based firm of over 130 years with three branches across Oamaru, Queenstown and Invercargill. In November 2017, Berry & Co made the switch to OneLaw and have been impressed with the efficiency and continued development of the product.

OUTCOME: EFFICIENT SOFTWARE

Berry & Co Practice Manager Grant Munro has been impressed with the simple, intuitive nature of OneLaw since they first migrated in November 2017.

"I like its relatively simplistic nature and it's got everything that you need."

Since migrating to OneLaw, Berry & Co have enjoyed the use of the attached document management system (OneDesktop), which was not available to them with their previous provider. Grant noted that the firm enjoy that their documents are "all in one place and safe and secure." The firm is becoming more paper-light, by scanning, filing and destroying files at the end of a matter with the contents securely stored in OneDesktop.

"It delivers everything you could ask for and hasn't got the bells and whistles that you don't need."





with them every step of the way. “The support from OneLaw was incredible, they copied over the database overnight basically.”

As a three-branch firm, Grant noted that having a multi-office set up was no problem, with the OneLaw software working “seamlessly” across offices.

OUTCOME: CONTINUOUSLY DEVELOPED

OneLaw software is constantly being developed, with active input from customers and the wider market. We actively engage with our customer base, through conversations and development voting, to ensure we are meeting market demand.

“We have been happy with OneLaw from the beginning and every new development is just a bonus.”

Berry & Co utilise the OneCollect debtors’ management module, and Grant commented that it saves a lot of administration time. The same was also said for the OneAuthor module, which has provided a streamlined template platform for authors and secretaries.

Berry & Co also utilise the integration available between OneLaw and APLYiD, a third-party biometric CDD service. This integration takes the pressure off the Berry & Co team, and ensures compliance with AML/CFT. It saves time, with identity checks being completed by clients externally.

Grant also commented that the firm’s AML compliance officer has had a positive audit return, and that OneLaw software was a significant contributor to this.

OUTCOME: SEAMLESS MERGER

When Berry & Co were presented with an acquisition opportunity in December 2021, OneLaw worked closely with their IT team to migrate the new firm’s data across quickly.

“We were pushed to the top of the list and it was a seamless process which was very much appreciated.”

With a two week turnaround from the decision to migration, Grant commented that they felt like a priority, with OneLaw



Grant and the team appreciate that when an idea is proposed to OneLaw for development, it is taken seriously and added to the pipeline where appropriate. Grant commented that when something can't be done, he feels that the OneLaw team are helpful in explaining the reasons behind this, and it's never swept under the carpet.

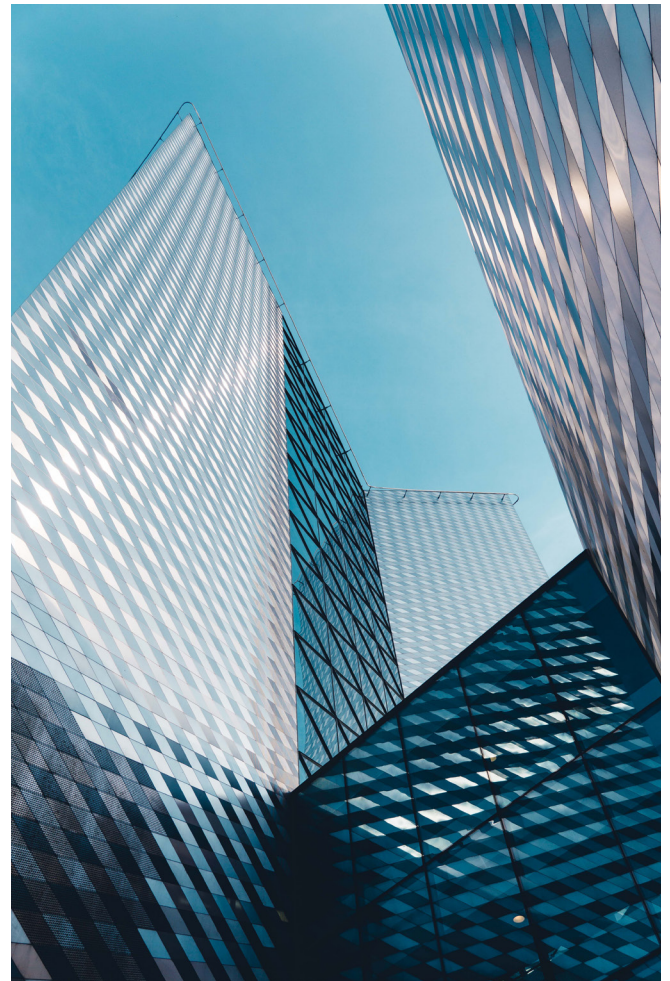
OUTCOME: GREAT SUPPORT

"The critical thing about OneLaw is the support."

We offer support to our client firms from the beginning of the data migration process, right through to daily support through our help desk. The OneLaw support team are available to answer ongoing queries and maintain a 98-100% satisfaction rating every month.

"It's minutes that you're waiting for a reply saying that it's been assigned to someone, which is just outstanding."

Grant commented that the benefit of the OneLaw system is centred around the support. He notes that the continued support from OneLaw is impeccable with queries often acknowledged within minutes of being received by the support team. Whilst the issue raised may take longer than this to resolve, Grant appreciates the quick acknowledgement of queries and feels the software is very well-supported.



ABOUT BERRY & CO

Berry & Co is a three-branch firm which has been present in Otago since 1886, and Southland since 2016. The firm's expertise covers a wide range of legal matters including agribusiness, immigration, tourism, property and commercial law.

To learn more about Berry & Co, head to their website [here](#).

For more information on how OneLaw could help your firm or to request a demonstration get in touch [here](#).

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