



Queen City Law is an award-winning boutique law firm located in the heart of central Auckland. When their legacy system announced its retirement, they started looking for a modern, NZ-based system to switch to. They knew it needed to be intuitive, well-supported and continually developed. They found that with OneLaw.

## OUTCOME: GREAT SUPPORT

Queen City Law Practice Manager Aimee Young has been consistently impressed with the service that OneLaw provides - both in the initial data migration and ongoing support for any issues that arise.

"I couldn't fault the support. The response is never delayed."

Queen City Law feel their ideas are heard by OneLaw. Aimee's feedback is addressed by the development team, and where possible, introduced in product updates.

"[OneLaw are] always open to hearing what people want and the feedback and the communication is always spot on."

Aimee says she especially has confidence in OneLaw as the team has largely remained the same since the firm migrated in 2014. She knows the team well, and enjoys being part of the customer community at the likes of OneLaw conferences.



**Aimee Young**  
Practice Manager, Queen City Law



"All the things that matter day-to-day OneLaw has it - the communication, the support. It's easy to learn, easy to use and it is all there in one place."

## OUTCOME: KIWI FOCUSED

One particular aspect that drew Queen City Law to OneLaw was the fact the company is locally owned and operated.

The software has been designed by experts in legal practice management systems, with the needs of Kiwi law firms in mind.

"It's a good choice, especially because OneLaw is a New Zealand made, supported, developed company that understands what we as New Zealand firms need to do."

Aimee noted that OneLaw is a company that can be trusted and relied on. "There is an integrity there. If you say you will do something you will do it and if you say the product does something it does it."

"From the time since we have been with OneLaw, the majority of the staff have stayed the same. That says a huge amount about a company."

## OUTCOME: EASE OF USE

With new staff joining the team regularly, ease of training is important. Aimee says new people are usually up and running very quickly with OneLaw: "It's intuitive and we don't have any issues with re-training staff on how to use the system."

As well as contacting helpdesk easily via phone or email, Aimee commented that staff often refer to the extensive knowledge base available from within the OneLaw app to advance their skillset. This knowledge base includes a library of recorded training videos, webinars, manuals and short help articles on all aspects of OneLaw.



"It's purpose built for the Kiwi market."

## OUTCOME: REDUCTION IN DEBTORS

The OneCollect module has been particularly helpful in reducing debt owed to Queen City Law by clients. OneCollect allows staff to stay on top of debtors and follow up regularly.

Aimee commented that the biggest benefit has been the ability to strike while the iron is hot: "I used to only have time to follow up debtors once a month- now I can follow up three times a week, and really stay on top of it."

Queen City Law have been using OneCollect since March 2018. They quickly saw results. Between March and June in 2018, they recorded:

- + 31% total reduction in debtors
- + 37% reduction in their 3+ month debtors

"Once OneCollect was set up at our firm, our debtor reports went from 10-12 pages to around 4 pages."

Aimee is still seeing significant reductions in their debtors years after opting for the OneCollect module. The benefits are two-fold: The module is effective, and its very easy to learn and use.



"It's just the ease of it - being able to see debtors and send text messages or e-mails with the click of a button is amazing."

## ABOUT QUEEN CITY LAW

Queen City Law is a boutique firm located in the heart of Auckland. The team support clients in all legal matters involving litigation, banking and finance, company and commercial matters, estates, subdivisions and property conveyancing.

To learn more about Queen City Law, 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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