



After completing the first COVID-19 lockdown on their previous system, the team at Rice Craig knew they needed more modern software. They knew great support and efficient document management was a must - they found this with OneLaw.

OUTCOME: GREAT SUPPORT

Shortly after implementing the OneLaw software, the Auckland region were placed in a COVID-19 lockdown. The team at Rice Craig were set to work from home, but were more at ease knowing that the OneLaw team were responsive for any remote support requirements.

“The staff at OneLaw were very good with us and we were very grateful for the support.”

Here at OneLaw we are proud to provide our customers ongoing support included in our monthly licence fee. Rice Craig’s Practice Manager Anne Warner commented that one of the reasons they made the move to OneLaw “was the fact there was a helpdesk and it was local.”

“With our previous system we would have to phone and wait. With OneLaw, the support provides a quick solution or work around and fix.”



Anne Warner
Practice Manager, Rice Craig



"It's very easy to follow, which is what we love."


Onboarding new staff is also straightforward with short training sessions provided. Due to the intuitive nature of the OneLaw software, Anne commented there is not much more needed.

ABOUT RICE CRAIG

Rice Craig is a full-service law firm based in South Auckland which was founded in 1924. The team can assist clients on a wide range of matters including property, employment, family, criminal and rural.

To learn more about Rice Craig, head to their website [here](#).

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

Find us on 

Together with the helpdesk, the OneCommunity knowledge base holds training videos that can quickly assist authors. Anne commented that the team will often search for videos to learn more about using the system.

OUTCOME: DOCUMENT MANAGEMENT

When asked what the largest benefit of OneLaw has been for Rice Craig, Anne commented "the document management system, hands down." Having experienced the first lockdown without physical files, Anne knew that the firm needed a system with an effective document management system.

"Documents and emails are easily found and everything is there."

Anne commented that "the staff love that the document management system was all integrated," with access to managed emails and documents within OnePractice. This has allowed some authors to run files electronically. Anne noted that "If an author is away, someone else can step in and find everything. They don't need the physical file."

OUTCOME: EASE OF USE

Anne enjoys that the OneLaw interface is simple, commenting that "there is no need for bright and colourful," and that a busy screen in other systems took away from getting work done.

