



## Andrew Duff Attorneys

12 December 2014

Our ref: GHOSTPRACTICE

### TO WHOM IT MAY CONCERN

---

Dear Sir / Madam,

#### RE: LETTER OF REFERENCE FOR THE GHOSTPRACTICE SYSTEM

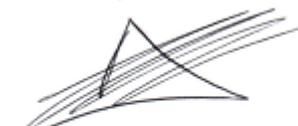
1. This letter serves as a reference for both the Ghostpractice system and the service received from Ghostpractice's installation and support staff.
2. As an introduction, Andrew Duff Attorneys ("ADA") is a boutique firm specialising in general and commercial litigation, commercial law, labour and divorce / family law, while also having capacity in both criminal law and labour law.
3. After four and half years of successful practice we found that our erstwhile accounting system was becoming burdened with workload, resulting in delays in the creation and dispatch of invoices and statements. This naturally directly impacted our cash-flow and also presented me, as the owner, with difficulties in effectively managing the practice and my personal staff compliment.
4. To this end, I essentially tendered to 3 companies for the provision of a legal accounting and practice management solution, and without question, even from the outset, Ghostpractice surpassed my expectations.
5. Within 48 hours of my initial tender, Anel, from Ghospractice ("GP"), had contacted me, arranged a consultation and presented the GP system. Given the ineffective responses from the other competitors, I elected to proceed with GP, based on the nature of the services that it could render, and because I was confident that the GP would resolve the difficulties we had been experiencing, save me money as well as provide me with the tools to effectively and properly manage my practice and my staff. In this regard, GP has exceeded even my wildest expectations.
6. Upon my registering with GP, I was assigned a project manager, who would work with me closely to ensure the swift and prompt installation of our system. I would like to take this opportunity to express my gratitude and appreciation for Venessa Smith, our project manager, who masterfully managed our installation and training, and ensured that where possible, our every desire as a firm was met.
7. In addition, the training regime, which is free for GP users is expertly run by Ernest, and we enjoyed our training sessions which adequately prepared us for going live with the system, some 3 months consequent to my decision.

---

Director :	Andrew Duff	BCom (Law) LLB
Associate :	Ryan Courtney	LLB

8. Overall, I cannot speak more highly about the people and the GP system itself. The benefits which are extensive can be loosely summarised as follows:
  - 8.1. Improved accuracy in accounting;
  - 8.2. Improved collections data to ensure cash-flow management;
  - 8.3. Improved efficiency throughout the firm, by virtue of little time wastage through timeous administrative tasks;
  - 8.4. Practice management software allowing for proper employee, debtor and creditor and client management;
  - 8.5. Debt Collection assistance, insofar as the system makes it easy to collect for clients and disburse funds to clients; and
  - 8.6. An improved focus on billing and legal work, due to the fact that the administration is taken care of from the outset, if you set up the system properly.
9. As is clear, I cannot speak more highly about the GP system, and the fact that GP themselves have some of the best service-orientated employees I have experienced, solidifies my recommendation of the Ghostpractice system to any potential law firm, or other company seeking to improve its administration and practice management.
10. Please note that the opinion and reference given herein is done without any form of duress or undue influence, and constitutes my very real opinion of the amazing service received from the initial presentation to my current use of the software.
11. In conclusion, I firmly believe that any law firm or company could benefit from the installation of the Ghostpractice system.

Kind Regards,



---

**ANDREW DUFF**  
**ANDREW DUFF ATTORNEYS**