

Hammond Pole

3 October 2011

To: Paul Macaulay and The GhostPractice Team

Hammond Pole was approached by GhostPractice in 2010. After meeting in August 2010, we finally made the decision to change to GhostPractice. With a staff complement in excess of 120 people, making the decision was not an easy one (we were previously on Winlaw). We reviewed the product carefully, which made it clear that GhostPractice would make a huge difference to our firm.

Our business focus is Conveyancing, Litigation, Debt Recovery (Foreclosures) and Corporate/Commercial services.

GhostPractice Experience to Date:

1. An analysis of our business was presented Pre "Go-Live" – Thorough and Impressive!
2. The Implementation was well managed by a professional team who continue investing in our business by way of Virtual Practice Manager.
3. Our fees have increased and our entire staff compliment, are better off. All departments are working in a real time environment. Finance and Business in aligned.
4. We now use less paper and are more productive. Hunting down the file is a thing of the past.
5. Compared to our previous accounts package, we have to say that Ghost Practice is easier to understand, we can go and import and compare our bank recons in real time.
6. There is no fuss anymore when trying to search for receipts, clients, matter number or legacy number, we can quickly run a report and create and edit current imports. Our financial manager can create reports and compare with V-Lookups on Excel instantly. The ability to transfer one receipt to another with a click of a button – is a feature that will just work for any accountant!
7. Huge time/admin savings as our secretaries no longer need to wait for us to send the physical receipts up to them, as soon as a receipt has been captured; the secretary gets an e-mail immediately, and can start sending her instructions for payments.
8. Foreclosures - GhostPractice through template manager allowed us to transform our current Foreclosure process (that was previously using Ghostfill) this functionality has halved our wasted admin time and any templates drawn are automatically saved against the matter for instant retrieval). The special notes tab and recording functionality also means that we are able to draw instant/accurate reports for the banks/clients.
9. Reports, we now have a vast amount of different reports that are readily available and the ability to modify reports to suit our needs (and that of the client) is probably one of the best features of GhostPractice.

Impressive Service

Beyond the GhostPractice product, the large, professional GhostPractice team have a significant and plausible skill set where sales, implementers, bookkeepers, project staff and management remain constantly involved and invested to ensure Hammond Pole continually improve and evolve!

Thank you - GhostPractice for such an awesome system. It makes it so much easier and we can't wait for new upgrades.

Yours Truly
AG Hartman