



Education
Services
Australia

Education Services Australia Customer Story





Education Services Australia streamlines legal operations with Dazychain

About Education Services Australia

Education Services Australia (ESA) was established in 2010 to specialise in connecting policy, technology and practice in education. ESA advances nationally agreed education initiatives across Australia. Working with governments and schools, they co-create and deliver technology-driven solutions that improve education outcomes.

The challenge

The ESA team searched for a system geared towards in-house teams that enabled them to have a custom build. Just when the criteria started looking more like a wish list as opposed to a real software tool, they found Dazychain. From the first demo, Dazychain ticked all the boxes, and the rest is history.

Dazychain implementation

Implementation was both collaborative and insightful. ESA Legal team member, Chelsea Rossingnolo said,

"The Dazychain team were very hands-on and attentive to our needs, timelines and busy schedules, making themselves available to us, and supporting us through drafting the intake form, to go-live and beyond. Given their experience, they were also fountains of knowledge and provided us with a trove of ideas that we still reap the rewards of today."

The results for the team

The ESA team now has a centralised contract management and document repository system. Chelsea said,

"We streamlined many of our processes with a product that is both a workspace and a client communication system. Our business now has a legal request process tailored to our business model. This enhances our clients' understanding of the legal team's role, and makes them more attuned to the legal considerations of the work, by prompting them to consider issues that require their attention. **Dazychain is an all-rounder that supports both internal clients and legal staff in a customized environment.**"

Advice to others exploring the use of a matter management system

Chelsea's advice to other teams exploring the use of a matter management system is,

"Start yesterday! **A matter management system makes legal work much easier** and gives us more time to focus on the real work rather than processes that start in one system and end in another. It creates connections."

