Case Study

Coates Hire

Angela Skaf, Paralegal

Coates Hire is an innovative equipment hire company with over 150 branches nation-wide. It loans over one million pieces of equipment across twenty-one categories annually, supported by a team of trained specialists and engineers covering everything from general hire to special project requirements.

Angela Skaf, Paralegal in the Coates Hire Legal team, assists branches to recover costs of lost, stolen or damaged equipment on hire to customers and to defend Coates Hire against claims brought against the company. Angela also collaborates with the Accounts Receivable team to recover outstanding debts.

Objective

The team at Coates Hire needed legal operations technology to streamline their workload, manage matters efficiently and to reduce risks associated with litigation. They also required a software solution that enabled each member of the legal team to have visibility across matters.

Key to success: Dazychain

Coates Hire chose Dazychain for their legal technology solution. The team were looking to streamline matters, increase visibility over active matters, report on recoveries and reduce reputational risk.

Results

Prior to the implementation of Dazychain, the Coates Hire team were required to attend a two hour meeting each month with Accounts Receivables to discuss debt matters individually. Now, all departments have visibility over matters and can generate reports as required, eliminating long and unnecessary meetings.

Angela noted the changes to her proces when she began using Dazychain:

> "We found these meetings were extremely time consuming and there was no real benefit, as the outcome didn't differ significantly from month to month. Now we have the ability to extract a report at any point in time, allowing us to provide all the up to date deliverables for all matters to Accounts Receivable."

Additionally, the Chief Legal Counsel at Coates Hire uses Dazychain to report on strategic matters to the executive and board, as the platform enables users to allocate matters to a strategy, and to identify highly strategic and reputationally sensitive matters in seconds.

coateshire   dazychain