



VICReturn

**VicReturn transforms commercial
legal operations with Dazychain**

 **dazychain**



About VicReturn Limited

VicReturn was established in 2023 as a coordinator of Victoria's Container Deposit Scheme. As a not-for-profit organisation operating on a lean financial model, VicReturn was built quickly to support the management of beverage supplier contracts and the wider commercial arrangements underpinning the scheme.

The challenge

As a newly formed organisation, VicReturn needed to stand up its legal and commercial operations quickly, without the overhead and time-constraints associated with complex or expensive enterprise systems.

The Commercial team required a solution that could support both matter management and contract

management in a single, easy-to-use platform, while also meeting strict data security requirements and remaining cost-effective for a not-for-profit environment. After a competitive tender process, VicReturn selected Dazychain.

Why Dazychain?

Head of Legal, James Rankin, said the decision came down to a combination of practicality and fit for purpose:

“I needed a solution that was **flexible, cost-effective and reliable**. Dazychain provides legal team management, matter management and contract management software that is effective and easy to use.”

VicReturn chose Dazychain because it brought together key capabilities in one system, aligned with their budget constraints, and met their security expectations.

The implementation experience

James described the rapid implementation process:

“The implementation process was smooth and efficient.

Dazychain staff were generous with time and demonstrated

deep experience with in-house legal team activities. The inclusion of implementation time in the licence fee was a massive value add.”

The team worked closely with VicReturn throughout onboarding, supporting the setup of workflows and ensuring the system was aligned with how the Commercial team needed to operate from day one.

The results for the team

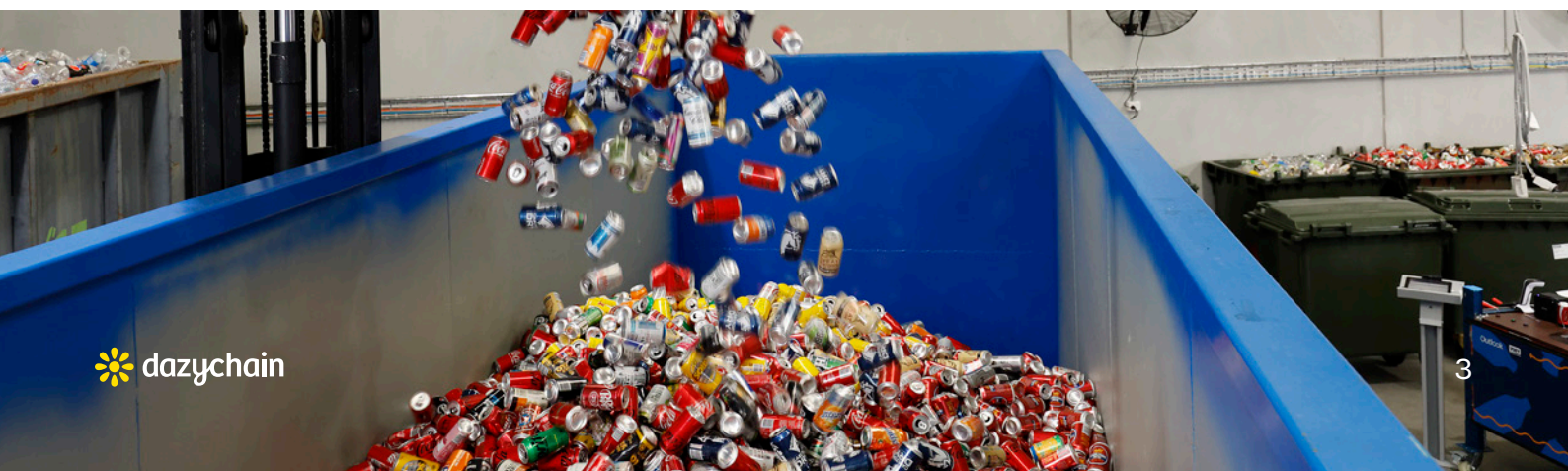
For the Commercial team, Dazychain quickly became a central source of truth for managing supplier contracts and related legal matters.

James noted the impact on day-to-day work:

“The Commercial team now have a dedicated tool to document case management of beverage supplier contracts. As Head of Legal, I now manage my own workload more effectively. **I also save a massive amount of time in terms of managing multiple matters.**”

He also highlighted the value of having a structured and centralised system for continuity and matter management:

“I now have confidence that if I am unavailable or the business were to go through a transition, there is a **centralised, secure repository** of the organisation’s legal knowledge and intellectual property that is preserved and shared with another lawyer.”





The results for the business

Beyond legal matter management, the wider organisation benefited from improved visibility and structure across supplier contracting.

“Our supplier contracts are managed more efficiently. We have **greater visibility over our supply chain** and the interface between Legal and the rest of the business is better integrated.”

Dazychain in one sentence

“Simple, neat and effective.”

Advice to others

James’ advice to organisations considering a matter management system is straightforward:

“Ask lots of questions. Think carefully about what you need. Listen to the experts.”