

When Digicall Assist became an independent company in 2013 all the corporate functions they had been used to were no longer available, including legal support. Digicall needed a partner that was a good fit and could provide a diverse range of legal services and advice, with speed, accuracy and reliability. They turned to Source Legal.

“Source Legal have been a great partner for us, as they are so commercially focused. That has helped us get new business, where their agility is aligned to ours. We’ve grown 50% year-on-year for the last five years, and Source Legal have grown with us through that process.”

Michael Curtin
Digicall Assist CEO

DIGICALL | ASSIST

Digicall Assist is a highly experienced provider of roadside assistance, client assistance and outsourced premium customer service across Australia and New Zealand.

INDUSTRY

Premium contact centre, insurance and automotive services

GROWTH RATE

50% year-on-year growth since becoming an independent business in 2013

SOURCE LEGAL SERVICE

Agreed-price retainer package for unlimited commercial legal support.

BENEFITS

- On-tap, highly responsive legal expertise and services
- Ongoing relationship with deep business knowledge
- Cost-certainty

THE CHALLENGE

Becoming an independent business meant Digicall Assist needed to find a legal services provider who could reliably manage their legal needs and support them on their growth journey.

THE SOLUTION

Michael Curtin, Digicall Assist CEO, engaged Source Legal in 2013, attracted to the fixed-price monthly retainer that included highly responsive unlimited commercial legal support.

Michael explains, "Source Legal effectively are a set of eyes and ears that looks over my shoulder to make sure everything is OK. They've been able to help us respond on some legal issues where a quick response was required. And I'm very, very grateful for that. Source Legal are closely involved in our back-office operations. They review our client contracts, as well as our provider and human resource contracts."

"The Source Legal retainer model is an excellent option for us. It helps with our budgeting process, and we know that the support is there when we need it."

Michael Curtin, Digicall Assist CEO

Sean Melbourne, Head of Employment Law at Source Legal outlines how the partnership works. "We really see ourselves as an extension of Michael's team. Michael knows he can come to us at any time, and he'll have a very quick response to his questions. We know their needs, and help them solve their legal issues very quickly and very practically."

According to Michael, the monthly retainer provides both business confidence and budget certainty. "The Source Legal retainer model is an excellent option for us. As a small but growing business we're not sure of our legal need on a daily, weekly, monthly basis. There are times we have many issues running simultaneously, and then periods where we have no cause for legal advice."

THE RESULT

"Source Legal have been a great partner for us, as they are so commercially focused", adds Michael. "We've grown 50% year-on-year since becoming an independent business, and Source Legal have grown with us through that process. I think I was one of Stanislav's early customers, so I'm pleased to be part of his growth story, as he's been part of ours."

FIND OUT MORE
stanislav.roth@sourcelegal.com.au