

# Firm Manager:

A solution supporting pro bono practices within law firms



## Managing pro bono work does not need to be complex

Law firms are committed to advancing access to justice, but pro bono coordination often suffers from fragmented systems, manual processes, and limited visibility.

Teams face growing volumes of enquiries, competing priorities, and pressure to demonstrate impact, all while managing matters across disconnected platforms.

**Justice Connect's Firm Manager was built specifically for pro bono teams, helping you streamline workflow, increase engagement, demonstrate value, and assist more people in your community.**



**Empower your pro bono team. Reclaim time. Increase impact.**

Firm Manager is a secure, purpose-built solution that transforms the way you manage pro bono matters without disrupting your existing systems.



### Seamless intake

Capture and manage enquiries through a tailored process that fits your firm's needs.



### Matter oversight at a glance

View real-time dashboards to track matter status, lawyer engagement, and outcomes.



### Automated reporting

Save hours and increase accuracy in internal and external reporting.



### Team-wide coordination

Collaborate effectively across teams with a centralised and consistent information repository.



### Visibility and lawyer engagement

Make it easier to identify and connect the right lawyers to the right matters.





## Implementation: secure, supported, and straightforward.

We understand the operational and compliance requirements of law firms. Firm Manager has been co-designed with pro bono teams to ensure deployment is simple, with full support provided throughout.



Purpose-built in partnership with pro bono teams.



Fully interoperable with your existing systems.



Your team retains complete control over your data.



Low cost, fair, and transparent pricing model.



No hidden costs or investor demands, built by a not-for-profit organisation, for the legal profession.



Comprehensive onboarding and training included.

## Trusted technology by leading law firms

Firm Manager was built on the award-winning Pro Bono Portal, a platform trusted by firms, clearinghouses, and legal services worldwide. Already in use by leading firms, Firm Manager is shaped by Justice Connect's 30 years of experience in legal service innovation and its deep understanding of pro bono ecosystems.



Co-designed in partnership with law firms, Firm Manager continues to evolve in response to needs. Firms play an active role in informing the product's strategy and roadmap, ensuring it remains relevant, practical, and impactful. With a foundation in our work as a clearinghouse and our collaboration with over 800 law firms, Firm Manager is tailored to meet the unique demands of pro bono practice.

Firm Manager is interoperable with products in the Justice Connect Pro Bono Portal suite run in various jurisdictions around the world, with opportunities for API connectedness and crossplatform analytics.

## Field recognition for our digital innovation work







## How we differ from for-profit tech

Firm Manager is owned and maintained by a not-for-profit organisation, with profits reinvested in Justice Connect's charitable work.

Through the Pro Bono Portal we work with over 800 law firms, over 2,500 pro bono lawyers, 60 not-for-profit organisations, 816 not-for-profit organisation users, 10 countries, over 6,000 opportunities, and 160,000 pro bono hours. Our technology supports a substantial impact to extending access to justice across the world.

## We look forward to working with you

Get in touch to schedule a demonstration, preview the platform, and learn more about our flexible pricing model.



**Justice Connect Innovation Team**  
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## About Justice Connect

**In the face of rising levels of unmet legal need, we design and deliver high-impact interventions to increase access to legal support and progress social justice.**

We are a registered Australian Charity that has been operating legal services for over 30 years. We run an Australia-wide clearinghouse as well as delivering legal services directly to the community. Given the current scale of unmet legal need in Australia and around the world, we have a strategic focus on using innovation to progress access to legal support and social justice.

Our work is now supported by leading technology that we develop in-house. Working with pro bono is in our DNA and our services leverage a network of over 10,000 Australian pro bono lawyers.



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