

CASE STUDY Legal

A Bloemfontein law firm founded in 1930 reaches a 94% recovery ratio with nQ ZebraWorks

Legal

Free State

50+

Employees, 12 in litigation

94%

Recovery ratio

1930

Founded

The problem

- One of the Free State's oldest law firms, founded in Bloemfontein in 1930
- A 12-person litigation practice within a 50+ employee firm needing consistent disbursement recovery
- Manual capture left recoveries inconsistent across matters

The solution

nQ ZebraWorks implemented in August 2025, tracking and billing every disbursement automatically.

Printing

Copying

Telephone

Scan

94%

Average cost recovery
ratio

R660,000



Aug 2025

R800,000



FY2026

Since implementing nQ ZebraWorks in August 2025. Client also reported a net fee increase over and above these disbursement recoveries.

* Client name withheld at their request.

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