

Cyberkite Solutions

IT for Law Firms

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IT & cybersecurity services specifically for small law firms in Australia. Cyberkite specialises in providing IT support for Smokeball clients. This document is a detailed guide to how Cyberkite helps Law Firms in Australia with modern IT and cybersecurity solutions. Also refer to our detailed Cyberkite [IT & Cybersecurity Guidelines for Aussie Law Firms](#).

- **Note:** This live guide is best viewed on a computer. If you are viewing it on the phone and need to zoom in install the free Google Docs app on: [Apple store](#) or [Android Store](#)
- **Book services for IT Support for Law Firms** here: cyberkite.com.au/#book

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Introduction

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Can your Law Firm relate to these IT issues?

1. **Outdated telephone system with handsets plugged in by cable** - you often need to go back to the office to check messages and the phones keep failing. Slowing your firm down in performance. No way to effectively conduct video conferencing across teams and staff securely.
2. **Aged computers that store precious and sensitive legal documents on the local hard drive** - if the hard drive fails the data will be lost. No or few devices that allow the whole team to meet at different locations.
3. **No secure firm storage for the case and company data not uploaded to legal databases like Smokeball or Leap** making it hard to find things to ensure the back of office runs smoothly so your Barristers and Lawyers can focus on winning cases and not searching for stuff.
4. **Very little IT security setup:** No passwords on some devices, short passwords, no strong antivirus, old email servers to filter spam emails, regular virus infections because staff receive no awareness training. Threat of litigation due to negligence is always looming.

Why upgrade IT & Cybersecurity at your Law Firm?

In our experience supporting small law firms, we frequently encounter outdated IT infrastructure and insufficient cybersecurity measures. Many legal professionals may assume that the law will protect their firms, but cyber threats, often originating overseas, are difficult to trace and target firms indiscriminately. These malicious attacks aim to steal sensitive data or financial information, and no firm is immune.

Another key reason to upgrade your IT systems and review cybersecurity is compliance. Law firms in Australia must adhere to data protection regulations set forth by state law societies, associations, and government bodies. **[IT & Cybersecurity Guidelines for Law Firms](#)** (Google Docs) outlines the specific requirements by state.

As a law firm owner or manager, you likely understand that relying solely on traditional, paper-based processes is no longer viable, especially in the wake of recent challenges such as pandemics and natural disasters. Digitization as well as a well rounded approach to cybersecurity is essential for the continuity and security of your firm.

Cyberkite offers details in this document and IT & Cybersecurity Support services to ensure your firm meets the recommended IT standards for legal software such as Smokeball or LEAP.

We help you assess your current hardware and software, plan necessary upgrades, and ensure seamless integration with Smokeball, preparing your firm for the future of legal practice.

- **[Book IT Support today with Cyberkite!](#)**

- [View full list of services below](#)
 - Review the detailed [IT & Cybersecurity Guide for Law Forms document](#) (Google Doc)
-

IT services for Law Firms

Cyberkite specialises in IT support for Small Law Firms, serving visual artists, small creative studios, and small art galleries across Australia. Whether you're a solo painter or sculptor, run a shared creative workspace, or manage an exhibition gallery, we understand the unique tech needs of the arts world. From digital portfolios to secure networks and Square point-of-sale systems, we're here to support your creativity with reliable technology.

Support starts from a reasonable \$57 AUD per 30 minutes (incl. GST) for walk-in customers (for onsite support there are travel surcharges for travelling over 30 min. each way from Cyberkite Mt Waverley office) and there is lower price service agreement rate for long term customers. See our very competitive [service rates](#).

List of support types

- **IT Support** - We have casual IT Support sessions that you can book for the occasional IT setup or repair requirements. Some aspects of the install can assist you remotely but some require onsite based installation such as electrical work, configuration and fine-tuning. We are available Australia wide (onsite visits outside Greater Melbourne incur relevant additional travel charges or we can assist in subcontracting someone specialised locally to assist us).
- **Innovation Consulting** - We work with you and your team to work out what hardware and software is needed and come up with innovative approaches to help with back of office and front of office at your Charity or Non-profit.
- **IT Tutoring Service** - We can also assist in IT training you and your staff on how to use new hardware and software to its best potential. Book an IT Support session or a series of sessions (contact us directly for a group or a series of sessions) to train staff on new IT products including AI.
- **IT Hardware Support** – We support Apple Mac, Microsoft Windows and Chrome OS computers, as well as mobile devices like iPhones, iPads, Android phones and tablets. We also assist with smart devices such as speakers, watches, glasses, and upcoming AI devices. We also support your peripherals like printers, scanners, Wi-Fi, network devices, Internet (NBN), and other tech essentials for artists, small creative studios and small art galleries. Disclaimer: We do not support specialised hardware typically covered by the manufacturer support, servers (onsite or cloud), or other niche equipment.

- **End-of-Support Operating System Upgrade Support** - When an operating system, such as Windows, reaches end of support and stops receiving security updates, it's important to upgrade to stay protected. We offer expert help to guide you through your options to:
 - Check if your current hardware is compatible with the latest operating system.
 - Upgrade to a new computer that supports the latest version.
 - Switch to a lightweight operating system that's better suited for older hardware.
- **End-of-Life Hardware Upgrade Support** - When IT hardware reaches end of life we can help provide expert guidance to help you choose the right hardware for your needs, including computers, laptops, phones, tablets, printers, monitors, peripherals like keyboards and mice, as well as routers and other network devices. Our support covers both the purchase decision and setup—delivered remotely across Australia or onsite within Greater Melbourne. We help you avoid costly mistakes and make sure everything works well together. Don't buy tech products just because they're on special—check with us first.
- **Cybersecurity Support** – We offer cybersecurity support specifically tailored for visual artists, small creative studios and small art galleries. This includes help with antivirus software, email protection, secure passwords, phishing prevention, security policies, and protecting customer and business data. To learn more about cybersecurity support & related services, visit our Cybersecurity Services page.
- **Office suite support** - We provide creative business IT setup and support for Microsoft Office 365, Google Workspace (Google Apps), Microsoft Office (Perpetual on device) and LibreOffice office suites. We support most aspects of getting office suite setup and providing casual support during business hours.
 - This includes **email server setup & support** which includes email server setup on either Microsoft Office Exchange/Outlook or Google Workspace Gmail and linking purchased domain names for email addresses. We also enhance the anti-spam settings that are now standard
- **App support** - We provide general setup and support for most applications that run on desktop on Windows and Mac, as well as on Android and Apple iOS. For example, this includes things like assisting you get setup on common applications such as accounting apps (XERO, MYOB, Quickbooks), e-signature apps, any custom apps (with the support of the vendor and specialists).
- **AI App Support** - We support small creative businesses in setting up and using AI tools effectively, including assistance with AI policy creation, standard operating procedures (SOPs), training, and ongoing support. This covers AI chatbots like ChatGPT, Gemini, Grok, Claude, AI image generators, AI video generators, and other specialised AI off the shelf tools. We help you and your team understand and benefit from emerging AI Agents by preparing easy-to-follow guides and documentation. The goal is to boost productivity and reduce operating costs, while preserving the personal, human touch of your clients value.

- **Smart AI Device Support** - We help visual artists, creative studios and small art galleries make the most of smart devices that work with Google Assistant or Gemini or Amazon Alexa to improve both client and staff experiences—while keeping security a top priority. This includes support for smart speakers, smart displays, other smart devices, and smart CCTV systems. For CCTV installations, a licensed installer will be required to handle the physical setup, but we can assist with planning, product selection, and support into your smart ecosystem.
- **Marketing & Website Support** - A specialised support service for visual artists, art studios and art galleries who want to self manage their own marketing and website. We can assist with website setup, social media setup, ecommerce setup, marketing advice and much more. See [Marketing & Website support page](#) for details and services rates.
- **IT Disaster Support** - planning, preparation, during disaster IT support and post disaster recovery for all types of disasters including pandemics, man-made and natural disasters. We undertake a planning session with you, assisting in implementing disaster recovery facilities such as backup & restore and other methods of being agile despite disasters. Review the detailed [Cyberkite Business Risk Map](#).
- **OS & Software Migration** -Tired of Windows or rising subscription costs? We specialize in migrating workstations to macOS, Linux (Mint or Ubuntu), or ChromeOS, and transitioning your team from paid suites like Microsoft Office to high-performance open-source alternatives.
- **Old Computer Resurrection Service** – Instead of buying a \$1000+ computer for your art business, breathe life into your slow and unusable computer! We offer this service onsite for small businesses and home users in Greater Melbourne. Do you have old & slow Windows or Mac computers that still power on? We reimage the device with Chrome OS - a lightweight, browser-based system similar to Google Chrome to give your old computer new life with improved speed and security.
 - Pricing starts from \$88 inc. GST for 1 hour to convert a single computer without data backup. If data backup is required or multiple devices are involved, standard service rates apply. There are travel surcharges.
 - For more than one computer, we can typically convert two computers per hour.
 - **Disclaimer:** While we can't guarantee performance, ChromeOS usually runs much faster than Windows or macOS on older machines. So during runup we will advise you whether it's usable.
 - **ChromeOS minimum requirements:** A 64-bit Intel or AMD processor (ARM not supported), 4 GB or more of RAM, and at least 16 GB of internal storage are required, along with the ability to boot from a USB drive. Most processors made after 2010 are suitable, though older hardware may lead to a sub-par experience so we will determine that.

Need tech support for your creative space? Let Cyberkite help you stay focused on your art while we handle your tech. Book Support today: cyberkite.com.au/#book

LEAP services

We assist your business to setup or upgrade you're devices to be ready for LEAP legal software for your law firm. This may include moving to Microsoft 365 or adjusting some things in your environment.

[Book a Free IT Consultation](#) to plan out.

[Book a Paid IT Support](#) session so we can assist you.

Smokeball services

What is Smokeball software? It's a legal practice management app for small Australian legal practices. We think Smokeballs cloud based plus local client based approach covers all bases and will allow your law practice to excel into the 21st century.

Cyberkite specialises in supporting **Smokeball Australia** to provide you with simple casual "as needed" IT Support to help keep the IT setups stable around the **Smokeball** software. We also occasionally receive referrals by Smokeball to provide their clients with support issues that require escalation / second pair of technical eyes to resolve.

- [Book IT Support](#)
- [Testimonials](#)
- [Book Smokeball app demo](#)

Below are our policies that law firms ask us before engaging with us:

- Our Confidentiality clauses in [Client Terms of Service](#)
- Our [Privacy Policy & GDPR](#)
- Our [IT Security Policy](#)

Note to Smokeball Customers - IT Support tickets: If you have been asked by Smokeball to book a session with Cyberkite to assist in resolving IT hardware/apps issues to assist in having a better experience when using Smokeball please [book an "IT & Cybersecurity Support" session above](#). In the booking details on the **booking form** if you need more than 30 minutes please mention the length of time you want to allocate to troubleshoot in the "**Anticipated Duration**" field. We may also suggest that the issue requires more time. The support desk is open **Mon - Fri 9am to 5pm Melbourne time**.

Note to Smokeball customers - IT migrations / procurement / planning: we do not provide IT migration services eg: migrating from other mailboxes over to Microsoft 365 Outlook / Exchange and we don't offer IT sales. But we have extensive experience in IT migrations, IT product purchasing and we can help plan out what needs to be done in an **Innovation Consulting** session which you can book [here](#).

To sign up to use the Smokeball software visit smokeball.com.au

LEAP migrations to Smokeball: We also assist clients on LEAP and manual migrations over to Smokeball. We systematically assist in moving the data matter by matter. For the project we can workout the hourly rate. Learn more about LEAP here leap.com.au

You can learn more about Smokeball, LEAP and our services on this page under [IT Services for Law Firms](#) section. You can also find there Smokeball detailed system requirements, how to download and install Smokeball apps and more.

Download & Install Smokeball apps

You can install Smokeball yourself on all the windows computers. If you need help then book Cyberkite in for a paid IT Support session: cyberkite.com.au/#book - session rates are accessible on the booking page.

- Smokeball Cybersecurity Measures: smokeball.com.au/security
- Book a Smokeball Demo: smokeball.com.au/get-in-touch

Smokeball Desktop app:

- Article: [How to install Smokeball?](#)
- Download Latest Smokeball Desktop App for Win: smokeball.com.au/download
- Download Smokeball diagnostic tool: smokeball.com.au/diagnostics
- Smokeball System Requirements: smokeball.com.au/system-requirements
 - Doesn't support Mac, only on Windows.
 - Review the System Requirements carefully before installing.
- Smokeball AU Integrations Marketplace: smokeball.com.au/integrations
 - About integrations: [HERE](#)

Smokeball mobile app:

- Purpose: Manage matters, phone messages, calendar, tasks, todo lists on the go
- Check with Smokeball Australia if this is available in Australia.
- Install on Apple iPad & iPhone (US Version only?): [HERE](#)
- Install on Android (US Version only?): [HERE](#)

Communicate by Smokeball (AU) mobile app:

- Purpose: Secure legal communications & file sharing with contacts and staff
- Check with Smokeball Australia if this is available in Australia.
- Use Web version: communicate.smokeball.com
- Install on iPhone: [HERE](#)

- Install on Android : [HERE](#)
- How tos:
 - How to Install & Login to Communicate App: [HERE](#)
 - How to Use Communicate App: [HERE](#)
 - Send an SMS notification via Communicate app: [HERE](#)

All Smokeball apps on Android: [HERE](#)

All Smokeball apps on iOS: [HERE](#)

Smokeball System Requirements

For the Smokeball desktop application:

Minimum System Requirements

- Operating System: Windows 10 (64-bit).
- Hardware: 8 GB of RAM, 3 GHz Intel i5 processor or equivalent.
- Software: Microsoft Office 365 for Business.
- Network: Broadband Internet Connection.
- Resolution: 1280 x 1024 pixel, full HD display.
- Antivirus: Microsoft Security Essentials.
- Smokeball does not support devices running ARM Processors.

Suggested "Recommended" System Requirements

We have consulted with the Smokeball team that the [minimum system requirements on Smokeball website](#) are currently what they provide to clients as info. Smokeball team agreed that these were just the Minimum System Requirements and do not necessarily mean Smokeball will perform well on those specs, particularly when running in conjunction with other programs (e.g. Outlook, Word, Chrome, etc.) Although Smokeball do not have a formal "Recommended System Requirements" (as opposed to minimum req.), a few of the Smokeball engineers and Cyberkite think Smokeball will ideally ideally work on the higher performance baseline or higher

- 16 GB RAM
- i7 processor or equivalent
- 512GB SSD
- Microsoft Office 365 for Business
- Chrome (for Smokeball Billing).

Desktop app Operating System

- Mac OS is not supported.
- Terminal Server is not supported.
- Smokeball must be locally installed.
- 32-bit versions of Windows is not supported.
- Windows 7 is not supported.
- Windows 10S is not supported.

Smokeball Billing on Desktop & Mobile

- Chrome browser (latest stable version).
- Integrates with Xero, MYOB Essentials and AccountRight Live.
- Cash basis accounting only.

Other Software on the Desktop

- Each machine that Smokeball is installed on should run a locally installed version of Microsoft Office, including Word, Outlook and Excel.
- Browser-based Office 365, Office Online or Office 'Home & Student' is not supported.
- Smokeball user machines should only be running one version, copy or license of Microsoft Office. Machines running multiple copies of Office are not supported.
- Third party software, legacy software and / or software add-ins may interfere with Smokeball performance.
- We recommend Microsoft Security Essentials which is a reliable and free antivirus solution. Other antivirus products may affect the performance of your computer/Smokeball.
- Smokeball only supports desktop scanners that are locally connected.

Recommended Desktop App Internet speeds

Smokeball are unsure what internet speeds to recommend but in general but they would recommend having wired NBN or Fiber internet which is more stable than wifi in the office. But it thinks a strong wifi Access Points setup by Cyberkite the trick for wireless connectivity. What's important is a principle of how many users on a site:

- **Only 1 Smokeball users/PC** = 50Mbps speed (NBN50 Plan),
- **More than 1 Smokeball user/PC** = 100Mbps (NBN100 or higher plan)
- **Larger office with more than 10 Smokeball Users/PCs** = higher than NBN100 Plans such as Gigabit NBN1000 Plans if available in your area (1000Mbps) or Business Fiber.

If above doesnt cover it

If your environment does not meet the minimum system requirements, it is likely to impact your Smokeball experience. Please consult Cyberkite, see **Upgrade Internet / Network / Computers** section below.

Any further Smdirect related questions, please call Smokeball on **1300 33 55 53**.

Upgrade Internet / Network / Computers:

- To request a Cyberkite Quote for Network / Internet Services (with our partners Exetel) also submit form below
- To request a Cyberkite Computer Upgrade Quote (to meet the recommended or minimum specs) also submit the form below.

[REQUEST A CYBERKITE QUOTE](#)

[BOOK A CYBERKITE INNOVATION CONSULTATION](#)

[SMOKEBALL'S SYSTEM REQUIREMENTS DETAILED PAGE](#)

Pricing & Access

- Support starts at \$57 AUD per 30 minutes (inc. GST)
- Remote support available Australia-wide
- Onsite visits across Greater Melbourne
- Travel surcharges may apply if more than 30 minutes from Mt Waverley
- We are based in Mount Waverley, VIC

Learn more about our Service Rates via cyberkite.com.au/#rates

What Our Clients Say

Real feedback from small businesses across Australia. Leave us review on [Google](#)

5 Stars: "Cyberkite again to the rescue with a complex email issue and I appreciate the methodical and skilful way in which Michael approaches the issue at hand. Cannot recommend more highly and very reasonable fees !!!" - **Philip** (Solicitor, NSW) via Google, Service: IT Support, Cybersecurity

5 Stars: "Michal has been absolutely fantastic to work with; both reliable and efficient! Would recommend :)" - **Georgia** (Art School Administrator, VIC) via Google, Service: IT Support, Cybersecurity, Marketing Support, Innovation Consulting

5 Stars: "Really Really Good Service. We have used quite a few IT providers over the years but Cyberkite is by far the most responsive, reliable and knowledgeable. We had them recently assess damage to a couple of Apple Devices for insurance purposes and he was both helpful and a fast service." - **Samuel** (Director of EcoResults, VIC) via Google, Service: IT Support, Cybersecurity

5 Stars: "We've used the Cyberkite team a few times now to promote our business each time has been a great result, would definitely recommend these guys." - **Bart** (Owner of Buzz Concrete, VIC) via Google, Service: Marketing & Website Support

Read more reviews on [Google](#)

Examples of IT Support for Charities & Non-Profits

To help reinforce the value of IT support for the arts, here are several real-world examples and articles that highlight the growing reliance of visual artists, creative studios, and small galleries on technology—and the risks or inefficiencies they face without proper IT help.

1. Data Loss & Backup Needs for Artists

Many visual artists rely on digital devices to create and store their work. Without a reliable backup, years of work can vanish.

- **Example:** Photographer Peter Krogh, a digital asset management expert, has long advocated for robust backup strategies after witnessing too many cases of artists losing their entire portfolio due to hard drive failure.
- **Reference:** <https://www.dpbestflow.org/backup/backup-overview>

2. Cybersecurity Risks in Small Creative Spaces

Artists and small studios often don't think they are a target for cybercrime, but ransomware and phishing scams affect creative industries too. One report found that small creative businesses face similar risks to SMEs in other sectors.

3. Tech-Enabled Galleries

Galleries that implement digital signage, AR exhibitions, livestreams, and online ticketing need stable infrastructure and reliable support.

- **Example:** The National Gallery of Victoria (NGV) has embraced digital with virtual walkthroughs, AR displays, and interactive media walls. While on a larger scale, this trend affects small galleries too.

- **Reference:** <https://www.ngv.vic.gov.au/channel/>
-

4. AI Tools Changing Creative Workflows

More artists are adopting AI tools like ChatGPT, DALL·E, or Midjourney to enhance creativity, automate tasks, or generate drafts. But implementation, ethics, and productivity integration require professional guidance.

- **Reference:** ArtsHub article on AI in the arts: Can Australian art survive the AI revolution? ANA report explores challenges and opportunities
<https://www.artshub.com.au/news/news/can-australian-art-survive-the-ai-revolution-ana-report-explores-challenges-and-opportunities-2753293/>
-

5. Need for Better Marketing & Online Presence

Without help, many visual artists miss out on affordable tech tools like Google My Business, SEO-friendly websites, and basic social media setup.

- **Example:** Many artists report that they struggle to show up on search engines or manage basic web functions.
 - **Reference:** Creative Australia's 2022 Digital Engagement Spotlight:
https://creative.gov.au/sites/creative-australia/files/documents/2025-04/National-Arts-Participation-Survey-results-2022_Spotlight-4.pdf
 - **Reference:** In Real Life: Mapping digital cultural engagement in the first decades of the 21st century
<https://creative.gov.au/research/real-life-mapping-digital-cultural-engagement-first-decades-21st-century>
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How to Get Started

1. **Visit:** cyberkite.com.au/#book
2. **Book a session on the page or contact us here** cyberkite.com.au/#contact
3. **Explore our other solutions:** cyberkite.com.au/#solutions
4. **Ask a question:** Use the contact form cyberkite.com.au/#contact

Conclusion

Artists shouldn't have to become IT experts to succeed in a digital world. With Cyberkite, you get tech support that's smart, secure, and creative-minded. We help you protect your artwork, run your business more smoothly, and even explore new frontiers like AI and NFTs.

Let's work together to make your creative life easier.

👉 Book a session today here: cyberkite.com.au/#book

Contact Cyberkite

- **Contact** us for to request a quote or questions: cyberkite.com.au/#contact
- **Learn** more about our solutions: cyberkite.com.au/#solutions
- **Book** a complementary **Discovery Call** to discuss your needs: cyberkite.com.au/#book

Our Services

- Learn more about **IT Support**: cyberkite.com.au/#support
- Learn more about **Cybersecurity Services**: cyberkite.com.au/#cybersecurity
- Learn more about **Marketing & Website Support**: cyberkite.com.au/#marketing
- Learn more about **Innovation Consulting**: cyberkite.com.au/#consulting

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