



Case Study

Sultana Legal

CASE STUDY

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Improving SuiteCRM Performance, Search, and Security at Sultana Legal

CUSTOMER NAME:

Sultana Legal

LOCATION:

Hamrun & Mellieha, Malta

INDUSTRY:

Law Firm

EMPLOYEES:

1-10

PROJECT GOALS:

- Establish a structured and consistent data model
- Replace free-text inputs with standardised, searchable fields
- Enable efficient and accurate information retrieval
- Improve CRM performance and security
- Migrate from self-hosted infrastructure to fully managed hosting

About Sultana Legal

Sultana Legal, based in Malta, is a reputable law firm offering legal services to individual and corporate clients. With expertise in corporate, property, family, and civil law, the firm delivers tailored solutions supported by clear communication and a client-centred approach.

Challenges

Sultana Legal was using a self-hosted SuiteCRM that had been adopted and managed internally. They were familiar with the platform and wanted to continue using it. However, they had limited technical expertise required to maintain it, keep it up to date, and apply regular updates. As a result, the system became unstable and performance declined.

Ongoing uncertainty about system reliability, due to the self-hosted infrastructure, discouraged further development and improvement. In addition, technical limitations prevented Sultana Legal to keep SuiteCRM aligned with their evolving needs, making it increasingly difficult for the CRM to support their changing requirements. Over time, extensive use of free-text fields led to inconsistent data entry. Users struggled to search for and retrieve information efficiently.

Sultana Legal needed a structured, reliable solution to improve and modernise their SuiteCRM, without disrupting daily operations and without the burden of managing hosting internally.

Solution

Sultana Legal wanted to continue working with a system they were already familiar with and had no interest in moving to a different CRM platform. Instead, their goal was to improve their existing setup and expand its functionality. The obvious choice for them was to continue using SuiteCRM.

To deliver these improvements, we worked closely with Sultana Legal to understand their challenges, review existing processes, and clarify evolving requirements. We analysed these requirements in detail and proposed a tailored solution which was agreed upon and subsequently implemented by our team.

“From the start all requirements, existing and new, were clearly written out and discussed. All needed functionality was set up and developed according to the agreed requirements.”

MICHIEL PAETZEL, OFFICE MANAGER, SULTANA LEGAL

We focused on the following key improvements:

- Refinement and optimisation of the overall data structure.
- Standardisation of field formats to improve consistency and data quality.
- Replacement of inconsistent free-text inputs with structured, controlled fields.
- Implementation of additional functionalities aligned with organisational needs.
- Upgrade of the SuiteCRM instance and migration to our fully managed hosting environment.

“Working with the SuiteCRM team has been a great experience. The guidance in mapping out all the requirements during onboarding and setup and the full service of moving our data, has made the process straightforward and recommendable.”

MICHIEL PAETZEL, OFFICE MANAGER, SULTANA LEGAL

Results

The improved SuiteCRM instance delivered measurable operational benefits, including:

- Significantly improved search capabilities.
- More structured and consistent data entry.
- Increased efficiency across the firm.
- Greater confidence in system stability, security, and performance.

Sultana Legal is now supported through SuiteASSURED, with warranty and ongoing assurances in place to provide complete peace of mind. Through continued hosting and support services, we assist with optimisation, maintenance, and timely issue resolution.

Sultana Legal stated that updates are announced in time and planned accordingly. They also highlighted that when issues arise, they are resolved quickly and efficiently. This supports their ongoing confidence in their SuiteCRM investment.

“The SuiteASSURED plan gives me the comfort of not having to look after the hosting myself. Things like server health, software versions, etc, are all done by SuiteCRM and if anything needs to be changed or goes wrong I know that it will be solved by staff with the necessary expertise.”

MICHIEL PAETZEL, OFFICE MANAGER, SULTANA LEGAL

About SuiteCRM

SuiteCRM is the world's most popular open-source CRM, with over 1.7 million downloads and an estimated 5.8 million users worldwide.

It offers a cost-effective, flexible platform that helps organisations manage relationships and automate processes across sales, marketing, service, and reporting.

As the developers behind SuiteCRM, we specialise in delivering bespoke solutions and professional, end-to-end services. For organisations seeking additional assurance, we offer SuiteASSURED - a fully supported, secure version of SuiteCRM with a comprehensive total care package.

To learn more or schedule a personalised demo, visit: www.suitecrm.com