



Case Study: Time recording

Denmark's Largest Law Firm Gets
to work with Tikit Carpe Diem

Kammeradvokaten
Advokatfirmaet Poul Schmith



With a staff exceeding 545 employees including 350 lawyers, **Kammeradvokaten/ Poul Schmith** is Denmark's largest and leading full-service law firms and the preferred legal adviser to the Danish government since 1936. The firm has a strong digital focus and, as the government's de facto law firm, is involved in a large amount of community outreach and pro bono projects.

The firm's role as a market leader requires the use of only the most efficient and innovative technology solutions to run the firm and provide the highest level of client service. Kammeradvokaten's recent decision to upgrade its timekeeping system to Tikit Carpe Diem is a prime example of wanting to provide new solutions to address existing challenges.

Prior to using the next generation Carpe Diem timekeeping platform the firm used an older

version of Carpe Diem integrated within the firm's Microsoft Dynamics ERP and Finance system.

Upon joining Kammeradvokaten in June of 2016, Simon Baun, Head of IT, took control of the process including re-visiting Carpe Diem and looking at what the next generation platform had to offer the firm. Baun, with 12+ years experience running IT departments for large Danish law firms, assembled a technology committee consisting of a number of lawyers as well as members of the finance team who were closely involved in the billing process and could provide adequate guidance. "We were looking for full featured functionality including timekeeping; something the existing ERP system did not deliver to the satisfaction of the firm lawyers."

Best of breed timekeeping

In addition to a more modern user interface and intuitive user experience, the firm needed to address some specific challenges including a brand new way of handling insolvency cases. In order to handle these types of cases properly, the firm had to get creative to work out how to best leverage Carpe Diem when logging time spent on these cases. For example, to date, a car dealership bankruptcy involving the sale of a fleet of 150 vehicles would have previously been logged in Carpe Diem as "time spent on car sales" without knowing how long each car sale took and what type of vehicles were sold. Compare this to now, with the next generation version of Carpe Diem, which provides a high degree of configurability and as a result enables the firm to register time for each asset in a bankruptcy case. This was a major requirement for the firm and one of Baun's key selling points for next generation Carpe Diem.

"One of the differences with the new platform is the design and look and feel which is a lot fresher than the previous versions. The firm is now also leveraging Carpe Diem's mobile version. The implementation of the HTML5 mobile version was extremely simple and straightforward since it only entailed providing a link for our staff to use instead of rolling out an actual application."

On the move

Providing mobile time entry has been received very well by firm users, giving them another option of time recording. "Our users are the happiest about Carpe Diem's mobile version. They especially like the fact that you can start the stopwatch functionality from the cab and let it run through until the conclusion of a client meeting. People really like the fact that everything happens on the server and not the client itself," adds Baun.

Use of Carpe Diem timers and stopwatch functionality has been very popular, especially among the firm's younger lawyers resulting in increased efficiency. The new platform provides Kammeradvokaten lawyers with more entry options and is more adaptive to the way users already work on a daily basis.

“ We are only a few months into using Carpe Diem across the entire firm but can report that 100% of the user base is now live and using the timekeeping technology. We have also noticed that many of the firm’s professionals are taking advantage of Carpe Diem’s web interface, mobility module as well as the stopwatch-style timers to capture more time, faster than before. ”

“ We keep telling people to use the timers and register time as work is performed. The younger lawyers are entering time faster so there is less lag. While we are not necessarily entering more time with Carpe Diem, we are forgetting less time because of the new functionality. The system now enables users to see what work they have done throughout the day, so it makes identifying and addressing time gaps at the end of an entry period easier. ”

Simon Baun, Head of IT, Kammeradvokaten

Kammeradvokaten’s next generation Tikit Carpe Diem timekeeping platform provides the firm with distinct advantages:



True mobility: Capturing and closing time entries from a smartphone, tablet or even an iWatch means that users can instantly record billable time as it happens, when travelling or working away from the office. Using Carpe Diem Mobile away from the office is simple, reliable, and provides multiple capture methods.



On-demand time entry: One platform, fully integrated timekeeping - full functionality available across all devices and input methods improves timekeeping flexibility, consistency and convenience for lawyers.



Painless input: An intuitive, simple to use interface keeps the time entry process simple and fluid. Favorite features including stopwatch-style timers enable users to capture time seamlessly and without much effort.



Capture away from the office: A single responsive web interface extends to any platform for capture anytime, anywhere including mobile.

Beyond the firm’s satisfaction with Carpe Diem’s next generation timekeeping functionality as described above, IT was very impressed with Tikit’s service delivery. “The service provided by the Tikit team has been excellent and I have nothing but praise for them and how they have helped us execute our Carpe Diem roll-out,” concluded Head of IT, Baun.



Firm snapshot

Firm size: With a staff of more than 545 (350 lawyers) employees, Kammeradvokaten/ Poul Schmith have grown to be one of Denmark's largest and leading full-service law firms.

Capabilities: In addition to advising private Danish and international clients, the firm has made a strategic move to increase its market share of corporate clients, including banks, pension funds, insurance companies and private equity funds. The firm has been the preferred legal adviser to the Danish government for over 80 years.

IT challenge: Provide the firm with a modern and intuitive time recording platform which integrates with existing systems while enabling efficient time capture, when the work happens, from any device and location.

Firm technology: The firm deployed Tikit's latest version of the Carpe Diem timekeeping platform.

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Tikit is a leading provider of innovative and specialist technology to the Legal and Professional services sector with over 1,500 law firm clients globally and is part of BT Group. Tikit develops its own software including Partner for Windows, Carpe Diem, Template Management System and eMarketing.

This is complemented by long-standing partner relationships with other top best-of-breed providers to create innovative and complete solutions for its clients. This is matched with a commitment to and reputation for excellent customer service across consulting, implementation and support. For more information about the company, go to www.tikit.com

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