Case Study: Time recording
Meunier Carlin & Curfman achieve 100% adoption with Tikit Carpe Diem

Meunier Carlin & Curfman LLC was founded to provide “first-tier”, proficient law firm services comparable to Big Law without the high-dollar mark-up and a dedication to provide value without compromise. Today, the firm is one of the largest IP boutiques in the South rivalling the size and prowess of the IP groups of the biggest firms in Atlanta. The firm is able to serve its diverse clientele, ranging from emerging companies to non-profits, universities, research institutions and established organisations, by being flexible in its offerings and approach while offering the highest level of capabilities rivalling any Big Law firm. It is those attributes that translated well when the firm, led by IT Director Jon Wyche, began its search for a new timekeeping solution.
Application flexibility, rich features and functions, an intuitive user interface, access via any device platform and pricing value, were all a top priority for a next generation system.
Firm challenges... getting there

Prior to looking into a new system, the firm was using the time entry functionality provided through its existing Practice Management System. Based on user feedback including the ‘in the trenches’ lawyers, the biggest issues they encountered were based on performance and speed lags, a less than intuitive user interface and the lack of robustness provided by the mobile time entry application. Overall, after 12+ months of using the existing system for timekeeping, a system change focused on the existing shortcomings and a leap to better address firm growth was imminent.

After having evaluated trial versions of various timekeeping applications, the firm shortlisted two competitive bids including Tikit Carpe Diem. During the demo process, the firm put together a team of firm partners and associates to review features and functions as well as long term business value. The steering group was a bit larger and more involved than with other firm IT projects due to the importance put on timekeeping as a client-facing tool, used on a daily basis by all firm lawyers. This process was instrumental in making a final decision.

According to IT Director Wyche, during the evaluation, it quickly became evident that Carpe Diem would deliver a lot more value than the competitive product and at a better price point.

Carpe Diem provided an extremely intuitive web interface including integrated timers that attorneys are accustomed to using. Also, the “Time Finder” function was critical for a lot of users. Furthermore, the fact that Carpe Diem’s configuration provided users with flexibility was powerful – users can enter time through the web, via the traditional desktop or use the CD Mobile application when remote. “Simply put, Carpe Diem’s overall ease of use is probably what resonated the most. Quick look-ups are easy, changing fields and labels is easy, and switching between the web, desktop and mobile is easy, as is the ability to use the Time Finder feature to fill in their daily time gaps if necessary. We’re running a hybrid model that provides our lawyers with the best of all timekeeping worlds.”

Another goal that Wyche had as part of the technology switch to Carpe Diem was to attain 100% user adoption.

So after selection and prior to launch, the firm decided to introduce some additional Carpe Diem user acceptance testing with a pilot group. Once that was successful, Wyche’s team rolled out Carpe Diem firm-wide with no performance or user training issues. Overall the time window, from purchase to roll-out spanned two months and culminated in a 100% adoption.

The proof is in the metrics... Time entry

Since its Carpe Diem rollout, Meunier Carlin & Curfman has been running on all ‘timekeeping cylinders’. “With its responsive interface design, the application extends to any device platform allowing the firm to capture more billable hours, but also increase the speed of time capture resulting in timely and accurate invoices to our clients. Our lawyers love the ease of use, the speed at which they can enter time, the flexibility provided by the mobile and web applications as well as the time entry safety net provided by the Time Finder functionality.” On a more strategic level, the firm is now using Carpe Diem’s metrics to gauge timekeeping performance in respect of time captured as well as velocity of billing in an effort to achieve better billing hygiene.

In Conclusion...

Meunier Carlin & Curfman’s adoption of the Carpe Diem timekeeping platform provides true end-to-end timekeeping for their firm’s professionals; mobile time, contemporaneous time, passive time and ‘traditional’ time entry all in one, with one user interface and one, consistent user experience.