How Carpe Diem is the best available timekeeping option for one of AsiaPac’s most successful firms
Background
Our client was happy to speak about their experience of upgrading to the latest version of Carpe Diem, but due to commercial sensitivities wants to remain anonymous. Sufficient to say that they’re a leading commercial firm in the AsiaPacific region with up to 1,000 Carpe Diem users. The firm was already a long-standing Carpe Diem client, using an earlier version, when they decided they wanted to upgrade their timekeeping solution. They also felt that to use a familiar system would accelerate adoption and were happy with Tikit. However it didn’t make us the automatic choice. They still wanted to scan the market to make sure they got the best functionality and fit. So we were asked to participate with others in a competitive tendering process to win the contract.

The firm was specifically looking for a solution that would provide mobile as well as offline time entry on a range of devices. They also wanted a strategic timekeeping partner, meaning one who could provide a secure, scalable solution over the long-term which would cope with a high workload and be continually developed as new technical opportunities emerge.

In the course of the tendering process, we were able to demonstrate that Tikit’s Carpe Diem would be the right choice. For one thing, it can be supplied with a range of delivery options, one of which suited this client perfectly. They chose a web-based version of Carpe Diem which is hosted on their own servers. It gives them the comfort of holding all the programming and data on their own premises, at the same time as providing the any-device, anywhere, anytime capability they were after. It’s also a highly scalable model: when new users need to be added to the system it’s just a question of adding additional licences. As well, no installations needed to be made on users’ individual devices.

The latest version of Carpe Diem was also designed from the ground up using an updated user interface inspired by consumer apps. This makes it very intuitive and user-friendly. What the user sees is also consistent across every device, leading to yet higher user adoption and usage rates.

Another factor which influenced the firm’s decision was that Carpe Diem is highly resilient. Any given implementation will support up to 20,000 timekeepers making 150 postings per second or 800,000 time postings a day. It’s a system the firm could confidently rely on. These attributes and others proved to be decisive and we won the contract. As the client summarises: “We had been using an older version of Carpe Diem for many years, and then tried looking at other options, but we found that the latest version of CD had many nice features which we preferred.”

Implementation
The firm made their choice in May 2018. They then asked Tikit to provide Carpe Diem with an onpremises implementation, user acceptance training and on-going support.

The engagement began with us talking to the client to understand what they needed in terms of personalisation and customisation. For example they wanted rules for different user groups and for different roles. Once the implementation was scoped we did the initial install remotely and then built the customisation.

We then conducted train-the-trainer sessions via WebEx for three in-house trainers at the firm, and supplied customised user and quick reference guides. These three individuals subsequently delivered more than 20 one-hour training sessions across the firm’s different offices. These served both to introduce the new web interface and also as an internal relaunch and refresher for users who knew the older version. The brevity of the training does illustrate that this is essentially a very intuitive system, one which users grasp pretty quickly.

By November 2018, the client was ready to go-live with the upgraded version of Carpe Diem to, at that point, 800 users simultaneously. It’s more usual to do this via a phased implementation in tranches, but this firm was so confident they went for the “big bang” approach – which actually worked remarkably well.

Measuring the improvement
The firm’s implementation of Carpe Diem has been swift and successful. As required, they have quick and secure access to an easy to use and resilient system which provides time recording on any device, at any time, including when users are offline.

The firm reports that rates of adoption have been “excellent”. They’ve also added another 200 licences since go-live – bringing the total number of users up to 1,000; and call Carpe Diem a “very good product” which is “simple and easy to pick up and use.” As part of their customisation, the firm asked us to write them an all-new report and modify an as-standard one. These provide them with a breakdown of billable and non-billable time logged against each matter, and the total time recorded for the year for each user, as well as a breakdown of the time recorded by date and the narrative for each time entry.

These detailed metrics and dashboards give the firm deeper insights into how Carpe Diem is performing and actionable information with which to refine things going forward.

Another feature that the client particularly likes is TimeFinder. This auto-populates timesheets based on the user’s digital footprint and provides intelligent prompts to help fill gaps. The client notes this is a “nice feature” and that his users are feeding back that it’s really helping them get more time because it gives them the detail they need about the documents they’re working on and the emails they’re sending, without overwhelming them with data.

Summary
This client was using Carpe Diem prior to a significant merger, after which its use dropped off. However it led them to realise how important time recording is, and that they needed to replace what they had with something stronger.

Fortunately for us, Tikit is always innovating and our products are constantly improving. The client already liked Carpe Diem. When they went looking for a new system they discovered that Carpe’s new web version and user interface were “nice features” and the fact that users didn’t need to install software on each device was another bonus. The firm realised all they needed to do was upgrade to the latest version of Carpe Diem. The client says: “We evaluated many different products on the market but found that Carpe Diem was best for us because of its functionality and because it’s web-based.”

The biggest challenge of the implementation was the distance between Tikit’s London-based team and the client in AsiaPac. Of this the client says: “Of course there was a time difference but you responded to us as soon as you got online.” Ad hoc communications were also supplemented with a weekly checkpoint call.

The client adds that we were: “easy to talk to and also when I contact the helpdesk I get a quick response.” All in all he says that he just had to think about the schedule and the user training and didn’t need to worry about anything else, “because the Tikit team was taking care of things.” Ultimately the implementation project was completed on time and on budget and Carpe Diem is now proving very useful to the firm, although they’d rather not provide specific metrics. Asked however if he’d recommend it to others our client concludes: “Personally, if I was speaking to my peer group about the available time capture systems on the market, I would say that Tikit’s Carpe Diem is a very good product.”
Why Tikit?

Knowledge. Unparalleled knowledge of time recording within the legal, accounting and professional services industries.

Investment. Backed by a FTSE 100 company, we have the resources to continually invest in the development of our time recording solution.

Experience. We have accumulated unrivalled experience in time recording and a proven track record of its deployment in a firm environment.

Support. Tikit Carpe Diem is backed by an ISO9001 certified support service that is available 24 x 7.