How adopting Carpe Diem has saved time and increased revenue for one of Scandinavia’s most progressive firms
IUNO is a mid-sized Scandinavian law firm, headquartered in Copenhagen, with offices in Stockholm and Oslo. The firm specialises in five key areas of law, namely: HR law, transport (especially aviation), corporate, data protection and insurance. It was founded in 2011, since then it has grown rapidly from 15 to 50 lawyers who serve a long list of national and international clients.

IUNO needed:
- An optimised timekeeping system, in line with the firm’s ethics
- A cloud-based, mobile timekeeping capability to complement the way its lawyers work

IUNO gained:
- More captured time
- Increased revenue and realisation
- More accessible and useful reporting

The challenge
This forward-looking firm always wants to adopt the most efficient solutions, aims to work digitally across the practice and is happy to embrace state-of-the-art technologies where these add value.

Before their journey with Tikit began, says IUNO’s Mette Marie Harder Winther-Sørensen, timekeeping was done using an online project management system. However, despite nurturing a culture of careful timekeeping, this platform left some room for improvement. It was neither user-friendly nor easy to understand, says Mette, and it discouraged the entry of short increments of time. It wasn’t set up to enable contemporaneous time entry, so led to time being leaked. It was desk-top based so lawyers couldn’t enter time when they were outside the office and back office staff were spending too much time on administration. As well, the firm couldn’t easily see what time its lawyers were recording because the system wasn’t able to produce granular timekeeping reports.

“The firm is very focused on optimising systems wherever possible,” adds Mette. “We wanted to give lawyers a slicker timekeeping solution that was easy to use, and above all cloud-based.” This would give fee-earners the flexibility to log time via their mobile phones, complementing how they work day-to-day. The firm also wanted less admin and better reporting. After doing some research, the firm identified that Carpe Diem would be their ideal solution.

The impact
“When Carpe Diem was introduced and people got used to it, they were very happy,” says Mette. “And definitely since the latest update it’s easier for people to add time. 100% of the firm’s lawyers are using Carpe every day, and this has increased the number of hours the firm is billing.”

Mette also notes that some of IUNO’s lawyers are out of the office half the time, and fly a great deal. “The fact they can use Carpe Diem daily on their phones, instead of having to open an application on the desktop, has definitely resulted in more time being captured,” she says. “And they don’t forget the smaller increments.”

Invoice realisation has also increased. This is often seen with Carpe Diem because more contemporaneous, or near-contemporaneous time recording results in more precise and detailed invoices, which clients prefer. Mette notes that, as well, the firm is definitely saving administrative time when compiling bills as a result of using Carpe Diem.

In addition the firm finds the reporting capabilities of the system to be very useful. Before its introduction, the firm had no visibility of how many hours each fee-earner was recording. Now it can easily review how each lawyer is using the system and can follow-up where there are conspicuous time gaps and low hour days to investigate why these have happened.

IUNO also does a small proportion of fixed fee work, particularly in aviation law. This time is still recorded so that the firm can keep track.
of costs to ensure the work remains profitable. Carpe Diem’s reporting capabilities help facilitate this.

Finally, IUNO is very interested in the Carpe Diem product road map. Now the technology has bedded-in, the firm are starting to look at new functionality that’s become available such as Intelligent Time, which uses Natural Language Processing to interpret free form text and dictated notes and turn them into structured and compliant time entries.

Once IUNO’s fee earners adjusted to the new system – which Mette says didn’t take long – people have been very happy with Carpe Diem and with the uplift in firm revenue it’s produced.

**Why Carpe Diem in the cloud?**

Carpe Diem sits on the Microsoft Azure-backed cloud infrastructure, meaning firms can keep their existing in-house systems and technology architecture without having to allocate more resources or new capital expenditure.

At the same time, firm’s gain higher system availability, greater resilience and increased data security. The cloud model also enables seamless periodic software updates that eliminate the disruptions and costs typically associated with traditional client/server upgrades.

The Carpe Diem subscription model enables firms to easily add and remove users and to quickly ramp-up the number of users as required. And of course the firm will only ever have to pay for the number of licences used. Lawyers gain anytime, anywhere, any device access to timekeeping. Carpe Diem is the smart choice for today’s firms.

“100% of the firm’s lawyers are using Carpe every day, and this has increased the number of hours the firm is billing”

-Mette Marie Harder Winther-Sørensen
About IUNO

UNO is a mid-sized Scandinavian law firm, headquartered in Copenhagen, with offices in Stockholm and Oslo. The firm believes in specialisation and only deal with cases that they have the necessary expertise in. They specialise in five key areas of law, namely: HR law, transport (especially aviation), corporate, data protection and insurance.

They are constantly looking at whether things can be done better or more effectively, using the latest technology and working digitally to create value for their clients.

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.

To find out more, talk to a member of the Tikit team today.

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