Put time on your side

Operating efficiently, increasing profitability and maintaining high levels of customer satisfaction is a precarious balancing act for many law firms. Firms need to increase the amount and accuracy of billable hours and manage workloads efficiently.
Tikit Carpe Diem captures billable time anywhere, anytime, and on any device

Simple to use and instantly accessible, Tikit Carpe Diem can increase the number of hours billed. At the same time its insightful reporting dashboards can improve productivity and help the firm connect better with clients. Delivered exactly how you want, it incorporates a range of powerful functions, all designed to maximise the hours captured and help your firm succeed.

Used by over 100,000 professionals across 4 continents, Tikit Carpe Diem eliminates much of the monotony of recording time. Our new Intelligent Time technology allows users to type, hand write or dictate their entire time sheets and, using Natural Language Processing, Tikit Carpe Diem will analyse the basic information and generate an accurate time entry, or multiple time entries, all associated with the correct matter.

This new functionality is a huge step forward. Our technology can analyse unstructured data and turn it into structured data; it can turn narrative into fully formed time entries.

Contents
What law firms should expect from a time recording platform:
• Usability and accessibility.
• Billing transparency and compliance.
• Management information and forecasting.
• Process automation.

Integration with other leading applications including:
• eBilllingHub – To ensure compliance with Outside Counsel Guidelines.
• NetDocuments – A connector to ensure maximum efficiency between two market leading applications.

Delivered exactly how you want it

User training, consultancy and ongoing support
What law firms should expect from a time recording platform

Usability and accessibility equal increased user adoption

User adoption of legal technology has always been a challenge for firms. The rapid adoption of consumer-based technologies has found its way into the legal application arena with law firm users expecting to use legal business applications that work the way that their web applications do.

Tikit Carpe Diem has been built from the ground up with usability in mind. The easier a system is to access and use and the more points of time capture, the more fee earners are going to use it.

CONTEMPORANEOUS TIMEKEEPING

Tikit Carpe Diem ensures contemporaneous timekeeping by providing the option to capture time the instant it is worked and on whatever device users have access to at the time.

- The SmarTimer toolbar floats above applications, so that time is logged when switching to a new task.
- Running timers follow users when they move devices from work, home or when mobile.
- Time recording embedded in Word, Outlook and Office 365 means users are auto prompted to capture time.

MOBILE TIMEKEEPING

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.

It’s easier and faster than email – and as simple as ‘Work-Click-Bill’. Using Tikit Carpe Diem Mobile away from the office is simple, reliable, and provides multiple capture methods.

It’s an opportunity to capture time often overlooked in the past, while travelling or working on the move.

RECONSTRUCTED TIMEKEEPING

Time passes us by too quickly and for fee earners this can mean that it is sometimes necessary to take a look back to fill in the time gaps.

Users of Tikit Carpe Diem’s TimeFinder functionality are not confronted with hundreds of possible missed-time entries, simply the ones that should be recorded. Users can auto-populate timesheets based on their digital footprint, or find missing time easily by responding to intelligent prompts.

ACCESSIBLE TIMEKEEPING

Web Content Accessibility Guidelines (WCAG) were developed with the goal of providing a single shared standard to help make web content accessible to people with disabilities.

Tikit Carpe Diem is WCAG compliant, so we are confident that it can be used by everyone.

PREDICTIVE ASSISTANCE AND GLOSSARY

Predictive assistance auto-completes forms and provides in-line spell checks, so the process of entering information is quick, easy and smooth. The powerful best match technology embeds activity data directly within the timekeeping workflow, automatically populating timesheets so you don’t start with a blank page to laboriously fill in.

The glossary feature allows you to attach shorthand terms to words or phrases you use often, so instead of having to type everything over again, simply type your shorthand and the field will be populated.
Billing transparency and compliance builds trust and your business

Accurate and transparent billing is key to building trust with clients. But, with increasing pressure to streamline billing processes and capture every single billable moment, firms must find ways to improve the workflow between lawyer and client.

**COMPLIANCE WITH OUTSIDE COUNSEL GUIDELINES (OCG)**

As a web application an entire OCG policy (regardless of its location), can be referenced in Tikit Carpe Diem’s time entry form and relevant OCG information made available to guide the user.

The direct integration with Thompson Reuters eBillingHub allows the user to validate each time entry against their client’s guidelines saving them time and ensuring the firms compliance.

‘Awareness’ provides guidance on compliance rules to timekeepers at the moment of input via info pop-ups.

‘Third Party validation’ is a mechanism that can attach any validation rule to the Tikit Carpe Diem ‘save’ or ‘submit’ process.
Manage today and plan for tomorrow

Data gives you a number of important insights. It will tell you, for example, how much work actually costs. This is critical because when you’re costing future jobs for clients, or setting rates, you must be able to accurately predict the actual cost of a job in order to submit a competitive bid - as well as one that will bring a profit.

What else does data reveal? It can break down the balance of partners and associates working on any given matter. This enables you to understand better the blend of skills that will optimise the costing of a file and it can tell you how long a job has taken. Data helps you schedule work and it can help you identify which types of work to bid for. All of which contributes to sound decisions that will underpin your firm’s profitability.

As well as steering the firm away from the risks of under- or over-estimation, data is also about minimising compliance risks by billing in the right way, at the right time. It’s about nurturing relationships by presenting clients with detailed, timely, and accurate billing which gives them more confidence in the probity of the firm.

It’s about seizing opportunity. Data lets you understand the cost of a sale, what you should take on, and how.

With clients increasingly trending towards alternative fee arrangement, an accurate understanding of costs is vital in constructing creative and engaging charging frameworks. Good data is powerful and important, which makes it really surprising that so many firms get data wrong and miss out on the opportunities it brings.

STATE OF THE ART REPORTING

Customisable metrics and dashboards from Tikit Carpe Diem supply actionable management information that can improve compliance, reduce risk and increase cash flow, at the press of a button.

The powerful management console allows finance teams to track and reduce the lag between activity, time capture, billing and cash. This functionality also means firms can quickly generate reports that enables greater billing transparency to strengthen client relationships.

FORECASTING AND WORKLOAD MANAGEMENT

Balancing workload and efficiently allocating resources across the firm is vital in order to make the best use of the talent you have and consequently maximise profitability and competitiveness. Tikit Carpe Diem can provide insight into the level of relevant resource availability required to fulfil new matters at the right price and within required timelines. Managing workload can be simplified through comprehensive dashboards for reviewing work allocation / resource availability by individual, practice group, office etc.

- Insight into work patterns, areas of low usage and areas under stress from too much work.
- Develop tactical business development initiatives to drive work to under-utilised areas.
- Allows dynamic reallocation of work to those with spare capacity.

Save time with process automation

Timekeeping has a big impact on a firm’s revenue. Clearly the more time that can be logged the more money you earn. Conversely, the more time spent collecting time, the more money you notionally lose. It therefore makes sense to automate how time is collected and fed through to the billing system as much as possible.

The impact of any small gain you make is multiplied by the number of times you do that task. When you factor in the added value you can realise from having some of your team redeployed on higher value work, you could find that small inroads into enhancing efficiency and increasing productivity begin to accumulate into quite significant impacts.
We have achieved 100% user adoption due in large part to the various time recording options available as well as the flexibility of the Tikit Carpe Diem mobile app and the comprehensiveness of the TimeFinder technology. In addition, we supported the roll out with a very well planned and executed training program based on the ‘train the trainer’ model provided by Tikit. In combination, all of this has helped achieve our 100% adoption target.

JON WYCHE, IT DIRECTOR, MEUNIER CARLIN & CURFMAN LLC
Integration with other leading applications

Tikit Carpe Diem can integrate and complement leading document, practice and financial management applications, including:

**eBillingHub**

With increasing pressure to streamline billing efficiencies and capture every single billable moment, firms must find any and all feasible ways to improve the workflow between lawyer and client.

Electronic bills need to be more efficiently generated to shorten the bill-to-payment cycle, ease the burden on billing staff, and increase billing compliance.

Tikit Carpe Diem combined with eBillingHub streamlines your billing process. Billing guidelines sourced directly from eBillingHub are used to validate time entries in Tikit Carpe Diem instead of later in the billing process.

The combination of eBillingHub and Tikit Carpe Diem yields powerful benefits for your firm.

- Make e-billing better and more efficient with easy time entry, validation, and submittal for fee earners.
- Reduce billing errors with time validation before submission.
- Free up time for finance staff during the pre-bill phase with time entries that are correct the first time.
- Integration - Using two market-leading applications in unison streamlines the flow of data and provides a better experience for users throughout the firm.

**STREAMLINE THE VALIDATION PROCESS**

The integration of Tikit Carpe Diem with eBillingHub puts the knowhow where it belongs - on the fee earner.

By enabling your lawyers to become part of the e-billing process, accounting and support staff no longer need to spend numerous hours problem solving.

**ELIMINATE COSTLY PROBLEM SOLVING BY FINANCE STAFF**

With time cards entered by fee earners automatically validated against clients’ billing guidelines sourced from eBillingHub, the result is fewer billing errors that lead to rejections.

For the finance staff - those in areas such as accounting and support - the time spent fixing entries before and after they are rejected by clients is cut dramatically.

**A WIN-WIN FOR EVERYONE**

The entire firm benefits from the eBillingHub and Tikit Carpe Diem integration. This is through a better and more effective pre-bill review process, more accurate time entry, increased accuracy at the moment of billing, and faster approval and payment processing. Accounting and finance staff experience time savings and increased efficiencies, clients are satisfied with more accurate bills, and your firm speeds up time to payment as a result.
Operational efficiency is top of the agenda for the modern law firm. Firms need to ensure that the applications they are using complement each other to maximise their respective value. The Tikit Carpe Diem / NetDocuments Connector has been designed with this in mind. It queries document and email activity within NetDocuments for display and potential conversion to time entries within Tikit Carpe Diem.

- **Automation** – Using TimeFinder technology, the Tikit Carpe Diem / NetDocuments Connector finds missing time by analysing the documents and emails the lawyer has worked on during the day.
- **Transparency** – By ensuring all time worked on every document is captured, firms are able to provide greater visibility and accuracy of time spent to their clients.
- **Integration** – Using two market-leading applications in unison streamlines the flow of data and provides a better experience for users throughout the firm.

Delivered exactly how you want it

Tikit Carpe Diem provides ultimate flexibility allowing you to choose the implementation that will work best for your firm.

- On premise or cloud implementation.
- ‘Quick start’ or fully customisable to meet your firms’ requirements.
- Fully project managed implementation if that is required.
- Multiple user training options which can be either on premise, remote or train the trainer.

LEVELLING THE PLAYING FIELD

It used to be the case that sophisticated legal technology was the preserve of big law because it was expensive to commission and implement. Cloud computing, however, has significantly changed the model and therefore the cost of accessing top technology. Cloud enables users to simply login and start using the software wherever they are, from any internet enabled device or location. Firms no longer have to provision servers, load software, train employees and make big up-front payments every time they invest in a new application. The on-boarding costs are slashed. There’s no CAPEX, only OPEX – and it’s highly scalable. It also used to be the case that sophisticated technology needed sophisticated (and expensive) in-house IT expertise. That now no longer applies, you can pay a per-user subscription fee to access an intuitive service that sits in the cloud.

Another advantage of cloud services are that they are designed to integrate with existing systems and each other. This enables firms to ‘pick and mix’ the blend of cloud-based applications that best meet their needs, without worrying about the traditional constraints of integrating legacy systems with new ones.
User training, consultancy and ongoing support

User training

Training end-users and fee-earners to know, love and get the most out of your new software is the final piece of the jigsaw of a successful project, and arguably the most important. It gives staff knowledge and confidence to resolve their own problems, reduces downtime and preserves compliance with your firm’s policies. Our training team work with our new and existing clients to help them to meet all of their objectives.

FAMILIARISE

Once your implementation is complete, your Tikit Lead Consultant will hand over to your Tikit Trainer to completely familiarise them with your environment and set up. We coordinate with IT for user account administration and trainee account assignment and also provide standardised quick reference guides that can be customised for your firm and how you work.

ASSIST

Our team make training planning, booking and attendance tracking simple. We coordinate internal and external trainers and floor walking support as well as end-user feedback. This is all done through our own eLearning platform, making the process seamless and user friendly.

COMMUNICATE

We help you achieve internal buy-in by assisting with project communications. These sessions are proven to enhance project ROI, improve user adoption and learning engagement.

IMPROVE

We understand that the implementation of new technology also provides a unique opportunity to review, streamline and tweak existing processes to improve efficiency. Our trainers get into the detail and provide you with best-practice hints and tips tailored to your firm. No firm is the same, so we know that tailoring our service is essential for your success.

How do we deliver training?

We offer complete flexibility in training. It’s got to work for you, which is why we offer such a variety of channels tailored to your needs:

Online training via our eLearning platform is an alternative or supplementary approach to classroom training designed to offer you more flexibility.

Classroom training delivering face-to-face, hands-on training to the user community at your firm.

Demonstrations that cover a high-level overview of the system and can be run in an auditorium, meeting room or via WebEx.

Floor walking during and after the first day of a system go-live, a Tikit Trainer can be available to walk from desk to desk offering support to your users throughout the day.

Clinics / workshops / drop-in sessions during the go-live launch or post rollout.

Blended learning a popular hybrid approach to training that combines, for example, classroom-based training, eLearning and floorwalking.

Customised quick reference guides We have a combination of easy-to-follow guides that users can refer to at any point. We are also LTC4 approved and committed to establishing an industry standard for technology competence.
Security in the cloud

Tikit Carpe Diem is a cloud-based enterprise time recording system hosted in B2B Azure Activity Directory to ensure second-to-none security and availability worldwide. By partnering with Microsoft Azure, you can be confident that safeguards to protect your data and meet regulatory compliance requirements are baked into the network architecture with secure datacentres for complete peace of mind.

As the only legal timekeeping solution approved for inclusion on the UK Government’s G-Cloud 10 digital marketplace, you can be sure we take security very seriously.

SECURE STORAGE

- Tikit Carpe Diem is a multi-tenant web application that includes its own identification layer.
- All tenants have their own logically separate database which can be configured for the client’s individual requirements.
- Transparent Data Encryption of all databases, backups and transaction logs (Encryption-at-rest).
- All database connection strings are encrypted.
- Multiple instances of primary resources.
- Access controls –single admin user access.

SECURE TRANSPORT

- All Tikit Carpe Diem web applications can only be accessed through HTTPS – secured with SSL certificates.
- HSTS (HTTP Strict Transport Security) enforced.
- Minimum encryption version of TLS 1.2 enforced.
- Only works from browsers with Server Name Indication (SNI) support.
- Access controls –single admin user access.
- Transparent Data Encryption (Encryption-at-rest).
- Load balancing to distribute web traffic to available and least used resources.

SECURE ACCESS

- Users are authenticated against the firm’s Azure Active Directory.
- On-premise ADFS can be used to federate security authentication.
- Authorisation is performed against license keys and Tikit Carpe Diem specific admin/user privileges.
- Supports multi-factor authentication.
- Access controls –single admin user access.

DATA BACK-UP

- Database transaction logs backed-up every 10 minutes.
- Databases fully backed up every 12 hours –35-day retention of backups.
- Long-term (up to 10 years) backup retention with geo-replication available if required

Microsoft Azure meets a broad set of international and industry-specific compliance standards:

- GDPR compliant.
- Security controls externally validated by SOC 1 and SOC 2.
- ISO 27001 certified solution.
- HIPAA complaint.
- The only Legal timekeeping solution approved for inclusion in the UK Governments UK G-Cloud.
- Regular penetration testing for external threats and irregularities.
Support - Our philosophy

It’s simple. We want to provide the best support service to the legal industry. Customers are at the forefront of everything we do. We have a culture of continuous improvement; always looking to develop our procedures and utilise the latest technologies. We have an active group of Tikit Carpe Diem users and we regularly meet with them to inform of new enhancements to our software.

We also released UserVoice in 2019. UserVoice is instantly accessible to all users and collects and organises comments and suggestions from multiple sources to provide a clear, actionable view of user feedback.

WHAT WE OFFER

Our support team have members located in the UK, North America and Australia that provide help and support for Tikit Carpe Diem and we are proud to hold accreditations and memberships with globally recognised, service driven organisations.

ISO 9001

Tikit’s support team has held ISO 9001 certification since 2009. This internationally recognised standard is used by Tikit as a method of controlling our Quality Management Procedures. It provides a framework which enables us to manage our department efficiently and effectively.

ISO 9001 is based on eight quality management principles including Customer Focus, Leadership, Process Approach, Fact Based Decision Making and Continual Improvement.

SERVICE DESK INSTITUTE

In 2016, Tikit became Gold Members of the Service Desk Institute (SDI). SDI sets the globally recognised best practice service desk standards that provide clear and measurable benchmarks for service desk operations and professionals.

Why Tikit Carpe Diem?

Tikit Carpe Diem has been a market leading timekeeping application for the better part of 20 years and since the launch of our ‘next generation’ application back in 2015, the pace of innovation and adoption has accelerated at record pace.

• Tikit Carpe Diem has been engineered to take the latest technologies into account.
• It is scalable and can grow with your firm.
• Has been stress tested to support over 20,000 timekeepers with 800,000 time postings a day and 160 postings per second.
• Tikit Carpe Diem’s intuitive interface is consistent across devices to reduce training and increase acceptance.
• Can integrate and complement other leading industry applications including:
  • NetDocuments.
  • eBillingHub.
• Tikit Carpe Diem complies with the highest security standards and is a MobileIron AppConnect-enabled iOS application.
• 99.5% uptime if cloud option is chosen.
This was one of the smoothest and easiest projects I ever managed. A big thank you goes to the Tikit team of professionals. Everything went extremely well, from project scoping and planning, to project communication and knowledge transfer from Tikit's experts to ours. And of course it is a very high quality software application.
To find out more, talk to a member of the Tikit team today.
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