



Mattos Filho maintains its commitment to leading-edge technology with the adoption of the latest Carpe Diem time recording solution from Tikit, an Advanced company

Planned roll-out was accelerated by the Covid-19 pandemic to ensure lawyers could maintain client service levels while fully remote

Mattos Filho is one of Latin America's largest law firms. With a full-service capability, we operate across three countries with over 1,400 employees. Our client portfolio includes large national and international organisations.

Seven years ago, we made a strategic decision to invest in building a high-performance digital culture within the firm in order to underscore and continually maintain a 'client first' policy.

That investment has translated into an 80-strong team of professionals in our IT division. It's also meant that we make continual investments in leading-edge technology, knowledge, innovation, and people as we strive to ensure that clients experience consistently excellent service. We believe that technology plays a key role in optimizing our efficiency and productivity, ensuring that from their first contact with the firm, clients will experience the best possible journey with Mattos Filho.

Responding to Covid-19

In line with our digital strategy, Mattos Filho decided to adopt Tikit's next generation version of Carpe Diem in 2019. As a best-of-breed timekeeping solution, this provides service professionals with the capacity to record time easily, accurately, and from any location.

The implementation was well underway when the pandemic hit Brazil. All our users had already received training and more than 30 were piloting the system. As soon as all our staff had to change to 100 per cent remote working it became clear that we should accelerate the roll-out. Due to very careful planning on the part of our IT team, and the excellent engagement of our lawyers, we were able to successfully roll-out the new version of Carpe Diem to around 1,000 users in a very short period of time.

An anytime, anywhere, any device capability

Our lawyers have reported that they like the new anytime, anywhere, any device capability of Carpe Diem. It supports contemporaneous timekeeping, including recording time with or without a signal (offline). It makes lawyers more efficient because they now have one-click access to time-logging without having to negotiate additional logins and different user interfaces. Lawyers can, for instance, come out of a meeting and post their hours easily and immediately.

Leonardo Brandileone, our CIO, comments, "This version of Carpe Diem has brought us true mobility. Especially during the pandemic, when our lawyers were out of the office, it was fundamental that we were ready and able to provide them with a modern, friendly tool that



Client >

Mattos Filho

Sector >

Legal

Project >

Adoption of the next generation Carpe Diem time recording solution

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Our lawyers also fed back that they find the navigation user-friendly. The tool is intuitive to use and the user interface is consistent across devices. These features take some of the pain out of time entry for lawyers and thereby make them more likely to consistently produce correct and prompt timesheets. This is important because the firm requires prompt time entries in order to ensure 100 per cent accuracy in billing and client communications.

Automation features

Pedro Sgariboldi, our Systems and Knowledge Manager, confirms that we have received positive feedback on some of the many automation features, including integration with Microsoft Office and with the firm’s document management system. In particular, TimeFinder is found to be very useful. This functionality auto-populates timesheets based on the user’s digital footprint and provides intelligent prompts to help fill time gaps. It gives lawyers factual information which aids recall in order to produce the most accurate timesheet. It also leads to a saving of administrative time because lawyers are finding it easier to complete time entries, so the need for admin to make manual adjustments and corrections to time sheets has been significantly reduced.

It all contributes to lawyers being more responsive to clients and getting work done sooner. Plus our clients receive completely accurate and timely invoices, giving them earlier visibility of how a case is progressing and the reassurance of more cost predictability.

Fundamental to success

Our advice to other firms, especially smaller firms, is that investing in technology such as Carpe Diem is now fundamental to success.

Every day we think about how to improve the efficiency and the experience of our users through technology, and this has given Mattos Filho a remarkable competitive differential.

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When implementing the latest Carpe Diem platform, we found that having a specialized team accelerates the onboarding process. We also believe that it’s important for IT to act as a business partner at all times. We listen to our internal customers and collaborate with them on the adoption of new tools. As a consequence, we get strong positive results.

Leonardo adds, “It’s also our experience that leading-edge technology, such as Carpe Diem, is helpful in boosting the firm’s capacity to attract and retain diverse talent. We have been able to bring in people with great experience over the last seven years who want to participate in this technological and digital transformation.”

What is certainly true is that the new Carpe Diem implementation is already making a significant contribution to our lawyers’ productivity, and to the accuracy and efficiency of the firm’s billing processes, with the goal of improving trust and service levels for our clients.

More information

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