



Carpe Diem saves time and lifts revenue

This Cloud timekeeping solution supported IUNO in achieving reduced administration and improved reporting

IUNO is a mid-sized Scandinavian law firm, headquartered in Copenhagen, with offices in Stockholm and Oslo. We specialise in five key areas of law: HR law, transport (especially aviation), corporate, data protection and insurance. Founded in 2011, we have grown rapidly from 15 to 50 lawyers who serve a long list of national and international clients.

The challenge

As a forward-looking firm, we strive to adopt the most efficient solutions as our aim is to work digitally across the practice. We are happy to embrace state-of-the-art technologies where they add value.

Before our journey to Carpe Diem began, timekeeping was done using an online project management system. Despite nurturing a culture of careful timekeeping, this platform left some room for improvement. It was neither user-friendly nor easy to understand and it discouraged the entry of short increments of time.

Not being set up for simultaneous time entry led to time leakage. As the system was desktop-based, our lawyers couldn't enter time when they were outside the office and back office staff were spending too much time on administration. In addition, we couldn't easily see the time our lawyers were recording because the system wasn't able to produce the detail required in timekeeping reports.

The decision

Our firm is very focused on optimising systems wherever possible. We wanted to give our lawyers a more efficient timekeeping solution that was easy to use, and above all, Cloud enabled. This would provide fee earners with the flexibility to log time via their mobile phones, complementing how they work from day-to-day. We also wanted less administration and better reporting. After doing some research, we identified that Carpe Diem would be our ideal solution.

The impact

When Carpe Diem was introduced and people adapted, they were very happy. It's now much easier for them to add time. One hundred per cent of the firm's lawyers are using the system every day, and this has increased the number of hours our firm is billing.

Some of our lawyers often work out of the office and fly a great deal. The fact they can use Carpe Diem on their phones, instead of having to open an application on the desktop, has definitely resulted in more time being captured. And with smaller increments of time being recorded, invoice realisation has also increased.

Simultaneous time recording has allowed us to produce more precise and detailed invoices, which clients understandably prefer. We also save administration time when compiling bills because of Carpe Diem.

IUNO

Client >

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Sector >

Legal

Project >

Implementation of Carpe Diem to improve the time recording process

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Mette Marie Harder
Winther-Sørensen >
Office Administrator >
IUNO >

Before introducing Carpe Diem, we had no visibility of how many hours each fee-earner was recording. Now we can easily review how each lawyer is using the system. We can follow up where there are conspicuous time gaps or low hour days, to find out why these have happened.

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

The future

Going forward, we are interested in the Carpe Diem product road map.

Now the technology has been bedded in, we are starting to look at new functionality such as Intelligent Time. This feature uses natural language processing to interpret freeform text and dictated notes, turning them into structured and compliant time entries.

More information

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