

How Meritas Member Firm Lexia Transformed Time Tracking with TIQ Time

LEXIA
Legal Excellence

Lexia Elevates Time Tracking with TIQ Time

LEXIA

Law Firm:	Full Service
Professionals:	65+
Country:	Finland
Integrations:	iManage, Office 365, PDF, Microsoft Teams, whitelisted websites, phone

About Lexia

Lexia is a law firm based in Finland, offering comprehensive business law services in Helsinki, Turku, Tampere and Oulu. They are a member of Meritas, a Chambers tier one law firm alliance, that provides a full range of legal services worldwide. The alliance of independent, full-service law firms operates in 247 global market areas and has 175 offices around the world. Only one firm from each country can belong to the alliance, and Lexia is the Finnish representative in Meritas.

Lexia's adoption of TIQ Time in the first half of 2020 significantly transformed their time tracking process. By integrating with their existing systems, including iManage and Office 365, TIQ Time automatically captures time spent on documents, emails, meetings, and calls. It then matches the captured time with the correct matter in the document management system. This significantly reduces the time spent on tracking time and enhances the quality, consistency, and transparency of time entries. This case study explores the challenges Lexia faced, the solutions implemented, and the benefits gained from adopting TIQ Time.

Lexia's membership in Meritas, a global network of leading law firms, aligns with the firm's commitment to IT innovation. Robin Eklund, Chief Data Officer at Lexia, also serves as co-chair of Meritas' Global IT Group. Additionally, TIQ partners with Meritas contributing thought leadership to help member firms optimize operations and enhance client service.

Challenges

- Time tracking was the most challenging internal task at Lexia, causing inefficiencies and dissatisfaction among lawyers.
- Manual, end-of-month time tracking led to errors and potential revenue loss.
- Lexia needed a more transparent, consistent and efficient time tracking solution.

Solutions

- Implementation of TIQ Time to offer innovative time capture features and automated time entry suggestions, enhancing consistent and accurate timekeeping.
- Integration with existing systems for automatic time capture of activities like document creation, emails, meetings, and calls.
- The narrative templates, multilingual support, spellchecking, and rounding rules improved consistency and efficiency.

Benefits

- Activities are automatically captured and matched with the relevant matter in the DMS, reducing billable time leakage and improving time entry quality.
- Detailed estimates of time spent improves transparency and minimizes write-offs, leading to faster billing processes.
- Time tracking can be done using mobile phones, eliminating the need for VPN connections and making the process more accessible.

Results

- Time tracking is now faster, reducing administrative tasks and speeding up invoice processing.
- The automated system has enhanced the quality, consistency, and transparency of time entries, benefiting both the firm and clients.
- With activities captured throughout the month, TIQ Time has eliminated the need for end-of-month time entry recollection.

"The automated solution has reduced the time lawyers spend on administrative tasks and minimized errors. Now, fee-earners can review their entries at the end of the day, streamlining the process and enhancing the quality of time entries."



Robin Eklund
Chief Data Officer

LEXIA

Lexia's Time Tracking Transformation

At Lexia, an internal IT survey revealed that time tracking was the most time-consuming and frustrating task for lawyers, leading to inefficiencies and dissatisfaction among staff. "To address these challenges, we decided to start working with TIQ Time," explained Robin. "The decision was easy and driven by the need for greater efficiency, automation, and improved mobility." Before implementing TIQ Time, time tracking was a labour-intensive process that took considerable time for each lawyer. The process was disliked, and fee-earners often submitted their time entries at the end of the month, making it both cumbersome and inefficient, especially with VPN requirements and a complex PMS.

Choosing a Strategic Timing for Implementation

To tackle this issue, Lexia introduced TIQ Time, ensuring lawyers had a smarter, more efficient way to track their hours. "We wanted to start using TIQ Time before rolling out even bigger system changes," said Robin. With a PMS migration scheduled for the second half of 2020, it was crucial to implement TIQ Time first so time tracking wouldn't be disrupted during the transition. "By introducing TIQ Time ahead of the PMS migration, our lawyers were able to continue using the same familiar interface, even as the backend switched to a completely different system," Robin explained. The switch was seamless, ensuring no downtime and eliminating concerns about losing track of billable hours.

TIQ Time for Automation and Efficiency

TIQ Time was integrated with Lexia's existing systems, including iManage and Office 365, enabling automatic tracking of time spent on activities such as document creation, emails, meetings, and calls. "Now, fee-earners can simply review their entries at the end of the day instead of manually entering everything," said Robin. The automated solution reduced the need for manual input and minimized the risk of errors.

Greater Transparency

Lexia highly recommends TIQ Time for its efficiency, automation, enhanced mobility, and collaboration. The streamlined process has significantly reduced the time lawyers spent on administrative tasks, allowing them to focus more on client-related activities. The transparency and quality of Lexia's reports have been positively received by clients, who find the narratives easier to understand. "Our clients appreciate the clarity in our reporting, making it easier for them to see exactly how time is spent," Robin noted. The multilingual options further enhance accessibility, ensuring consistency and transparency across a broad client base.

Interested in TIQ Time?

Schedule a demo to see how TIQ Time can help your firm automate time tracking, create better time entry data, and comply with OCGs and internal billing standards.

Contact us for more information or to book a demo.



Bas Roodbeen

Business Development
bas.roodbeen@tiqtime.com
+316 52 38 63 53

About TIQ Time

TIQ Time helps lawyers create complete and consistent timesheets with minimal effort. Our smart time capture solution automatically tracks time spent on activities such as drafting documents, emails, (Teams) meetings, and phone calls.

For the past 10 years, we have focused exclusively on time capture for law firms. Today, over 100 firms in 17+ countries rely on TIQ Time. Our cloud-based solution is easy to implement and features an intuitive interface that requires just 10 minutes of training for end users.



TIQ USA INC
9 East Loockerman Street
Suit 202
Dover, DE 19901

Questions?
info@tiqtime.com
tiqtime.com
+31 20 308 5115