Efficient Time Tracking at AK Advocaten: Integrating Phone Calls with TIQ Time

TIQ

CUSTOMER STORY

"We continue to develop ourselves digitally, the automation of time tracking plays an important role"

AK Advocaten

Industry: Law Practice
Size: 55
Country: The Netherlands

AK Advocaten is recognized as one of the larger law firms in West Brabant. The firm offers legal assistance to individuals, institutions, corporations, developers, governments, and entrepreneurs. Their expertise lies in various fields including corporate law, personal injury law, property law, employment law, family law, criminal law, and mediation, all of which are provided with the highest level of market standards. Thanks to their extensive range of expertise, they are able to provide legal support to their clients in all areas.

A few years ago, AK Advocaten decided to further develop their office technology. All systems were examined and ultimately the innovative office opted for a 'best-of-breed' approach. They chose TIQ Time for automating time tracking.

The office now has 55 employees. Dimitri Kochx, Managing Partner, said, "An all-in-one package wouldn't meet the needs of so many employees. You would need a lot of customization to make it fit, which is ultimately expensive. We didn't want to be stuck in one system anymore. That's why we chose different suppliers who collectively offer us the best solution for our office requirements. This is how we ended up with TIQ for time tracking."

TIQ Time not only automatically tracks your time, but also matches activities with the name of the matter, the email, or phone number. Kochx said,

> *"As a result, time tracking has become much easier and faster. Now, I get an automatic reminder, and see suggestions for activities done during the day. TIQ Time tracks the emails I send and the documents I work on. The same applies to phone calls; if you made them, they are in your list, and you do not forget about them."*

Dimitri Kochx
Managing Partner, AK Advocaten

AK Advocaten is a forward-thinking office. The transition to best-of-breed software happened before the pandemic. Kochx said, "I think TIQ helped ensure we didn't have a production dip. TIQ Time tracks your activities and makes suggestions for a description. You work through your list and you're done. Wherever you are, at home or in the office, it makes you work more effectively."

Efficient Time Tracking:
TIQ Time's VOIP Integration

Good call registration saves a lot of time in this regard. Especially missed time, as there are countless incoming and outgoing calls in every law office. AK Advocaten uses VOIP telephony, where the landline number goes over the internet. VOIP integrates seamlessly with TIQ Time. Kochx said, "TIQ indicates which number you called and for how long. That makes it easy, as we can give a customer exact insight into which call it was. Just 'phone: 12 minutes' is a nonspecific time entry. With whom was that? With TIQ Time, this is almost completely automated; most of the information is already provided."

Not only VOIP calls are tracked with TIQ Time. Online meetings and mobile calls are also listed, with a description.
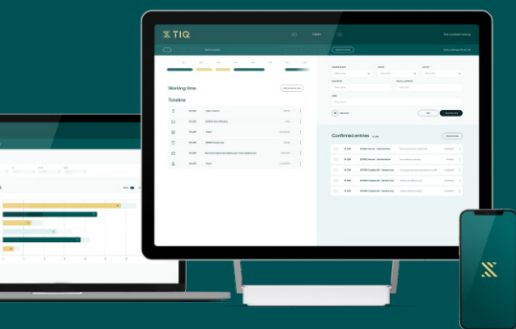
Dimitri Kochx
Managing Partner, AK Advocaten

> *"The advantage of time tracking with TIQ Time is twofold. First, it is much faster, it saves half the time compared to before. Second, the system is set up so that a good description is added. In TIQ Time, we see exactly how much time we have spent on emails, documents, appointments, phone calls, and more. Previously, the office had to fill all of this in manually, with the possibility of errors and discussion."*

> *"I am very enthusiastic about TIQ Time; it is one of our best choices in our best-of-breed strategy. It is a package that certainly pays for itself."*

About TIQ Time

TIQ's automated time tracking software helps legal professionals become more productive and get better insights in spent time. The best-of-breed solution constructs high quality and consistent narratives for time entries by using smart suggestions based on captured activities. On this day TIQ works with over 60 firms located in 15 countries.

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