Time Tracking at Danish Leading Law Firm Kromann Reumert

Danish law firm Kromann Reumert successfully implements TIQ Time

Kromann Reumert

Industry: Law Practice
Size: 500
Country: Denmark

Kromann Reumert is a leading law firm in Denmark with offices in Copenhagen, Aarhus and London. The firm employs a team of almost 500 dedicated people who work together to provide quality services for their clients. Currently, the number of employees include around 300 lawyers covering a long list of practice areas.

About TIQ

TIQ's automated time tracking software helps legal professionals become more productive and obtain better insights into spent time. The best-of-breed solution constructs high quality and consistent narratives for time entries using intelligent suggestions based on captured activities. Today, TIQ's smart time capture solution is used by more than 60 firms located in over 15 countries.

TIQ, a global leader in automated time tracking systems for law firms and other professional services organisations, is proud to announce that Danish leading full-service law firm Kromann Reumert successfully deployed TIQ Time to its 300 fee-earners.

Kromann Reumert employs a team of around 500 dedicated people across their three offices in Copenhagen, Aarhus, and London. The firm was looking to replace its existing, custom-build and SharePoint-based time recording system.

> *"Our existing time recording system was too static, making it very hard to introduce new features. We decided to explore the market to find a company that was 100% focused on time tracking and recording solutions. The funny thing was that we kept running into TIQ at various places around Europe. TIQ could provide a solution – TIQ Time – that supported our dynamic approach and was more intelligent than the old software."*
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> **Jacob Brønnum-Schou**
> *Head of IT*

Kromann Reumert also looked at other solutions available in the market. Jacob explained:

> *"During our search, we discovered that competing companies came up with project proposals like we ran them in the past and that doesn't fit with Kromann Reumert anymore. We like to run agile projects and focus on a single solution only, not a slew of other applications co-offered with time tracking solutions. I was sometimes under the impression that many companies out there don't listen enough to existing requirements and try to sell a complete strategy instead of a simple solution."*

The approach Kromann Reumert used towards the implementation was quite daring. Instead of a standard Proof of Concept (PoC) during which new software is installed in a test environment, Jacob decided to do the PoC in the production environment to determine if migrating users from the old system to TIQ would be a smooth process.

The Project

Jacob Brønnum-Schou
Head of IT

"TIQ accepted the challenge and built our environment in just over a month time. We then trained the 20 pilot users for half an hour, after which they started to use TIQ Time for the first time. The most interesting observation was that we didn't receive any technical support calls. After the pilot group worked for more than a month with TIQ Time, we decided to roll out the rest of the firm in batches of users."

Kromann Reumert decided to train all fee-earners instead of letting TIQ do the training. Jacob explains why: "We took this approach because we have many business rules in place that need to be respected by people writing time and sending invoices. These rules are firm-specific and have nothing to do with the TIQ application itself."

Jacob made another exciting observation that users pro-actively asked to be migrated to TIQ Time after discovering how pleased migrated colleagues were with the new system.