



Time Tracking at Leading Italian Law Firm RP Legal & Tax

 **TIQ**



TIQ Time Revolutionises Time Tracking at Leading Italian Law Firm RP Legal & Tax



RP Legal & Tax

Industry: Law Practice
Size: 200
Country: Italy
Integrator: CRS Group

RP Legal & Tax is an independent Italian law and tax firm, founded in 1949, with 7 offices throughout Italy, major international links, and more than one hundred and seventy highly skilled professionals providing full-service assistance. Its partners and consultants are recognised as leading authorities in their chosen disciplines.

RP Legal & Tax provides both international clients who do business in Italy and Italian clients abroad with first-class legal and tax advice, along with the necessary support to bridge the cultural gaps which are an inevitable feature of any international business venture. The firm credits its constant exchange of information and knowhow between its leading professionals for its global view on all relevant legal issues, particularly in complex matters.

RP Legal & Tax is an established Italian law firm with roots dating back to 1949. The firm employs over 130 legal professionals in over 24 sector-specific departments with offices in seven major cities.

In many law firms, time capturing and recording is still a manual process, prone to human error, causing time leakage and loss of revenue. Being a progressive and modern law firm, RP Legal & Tax searched the legal technology market for a solution that could solve this problem.

The search did not take long because the firm's IT Manager was aware of a solution called TIQ Time: automated time tracking for law firms. In short, TIQ Time helps lawyers build a complete and consistent timesheet, enabling firms to reduce leakage, increase their bottom line and optimise insights and transparency in service delivery. Moreover, by also letting support staff track their time with TIQ Time, law firms can determine the full costs associated with fixed-fee matters, thereby guaranteeing legal products are offered at the right price. After meeting the TIQ team and viewing a demo session, RP Legal & Tax partner in charge of IT Paolo Grandi concluded that implementing TIQ Time was a no-brainer.

"We were looking for new ways to capture billable time. TIQ Time reminds you instantly about what you have done, which is especially good for our professionals who are not writing their time on a daily basis. This solution was capable of solving our time leakage issue. We searched the market for comparable products but did not find any products that could match the quality and ease of use of TIQ Time, so it did not take long to decide we were going to implement TIQ's time capturing solution. Another main benefit is TIQ's Mobile App. Until the implementation of TIQ Time, we could not record time while away from our desk, so the App is a perfect solution to solve that problem."



Paulo Grandi

Managing Partner at RP Legal & Tax



The Project

TIQ Time was implemented at RP Legal & Tax in the first quarter of 2021. Grandi explains: "implementing TIQ Time was a straightforward process; we did not encounter any issues. Within two weeks, the application was up and running and used by our lawyers."

The firm's management did not force the new time-capturing solution on all users. Every lawyer was free to use TIQ Time or continue using the legacy time entry solution. After the implementation, only half of the lawyers started using TIQ Time, a slight disappointment that could be explained by the fact that most of us are reluctant to change. Grandi adds: "we were expecting more lawyers to start using TIQ Time, but our legacy time capturing software, integrated into our practice management system, was already in use for over 15 years, and some of our colleagues were used to that and were not willing to change their method of entering time."

Grandi did not take action to persuade more lawyers to start using TIQ Time, mainly because another project was awaiting implementation. The firm's 15-year-old practice management software needed replacement with a new system to manage the Firm's clients, matters and billing.



Paulo Grandi

Managing Partner at RP Legal & Tax

"The new practice management system is much more sophisticated than our old system. All those new functionalities and options confronted us with issues around integrating TIQ Time. The support team of TIQ came to the rescue. It was great to see how they quickly started cooperating with our IT team and the specialists from the company that supplied our new practice management system to identify the root causes of the integration issues. The support we received from TIQ was exceptional; all issues were solved quickly."

Implementation of the new practice management system had a surprising side-effect. People had to start learning a new system, which caused more lawyers at RP Legal & Tax to use TIQ Time as the time capturing method. So, changing the practice management system helped the firm with further adopting TIQ Time.



Microsoft teams



Paulo Grandi

Managing Partner at RP Legal & Tax

Upon implementing TIQ Time at RP Legal & Tax, the TIQ team introduced a new feature: integration with Microsoft Teams. Grandi:

"We recently started using Microsoft Teams. We have seven offices in Italy, and we use Teams to communicate with each other. Moreover, even in the same office, we now use Teams as we used our internal telephone lines in the past. Any internal communication is through Teams, sometimes with and sometimes without video. We also communicate with most of our clients via Teams; many prefer this approach. Together with Outlook and Word, Teams is essential in our firm, which is why we were thrilled with this new integration."

The user adoption of TIQ Time is excellent, and the system is in use in all seven offices. Using TIQ Time is still a personal choice, but not many people in the firm use another way of tracking time. According to Grandi, it seems that more time is now captured compared to the old situation, "but that is difficult to substantiate with actual data because we are still in the first year of changing our practice management system. We are now also investigating the option to let non-fee-earning staff capture their time with TIQ Time. Although their time is not directly billable, it is essential to see how much time they spend on matters. This was also one of the drivers behind changing our practice management system. During my time at RP Legal & Tax, I migrated four practice management systems; this was the final one; it will stay in place until I retire!

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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