

CASE STUDY

Taylor Wessing



Changing Times

Taylor Wessing records more time with DTE Axiom

DTE Axiom helped international law firm Taylor Wessing deliver on its key business objective to increase time recording and capture across its UK offices. Phoenix managed the smooth implementation of DTE Axiom Desktop and InHand for Blackberry time recording and capture. This user-friendly system includes timers, and interfaces with other applications to create complete, accurate timesheets. According to IT director Tim Hyman, "DTE Axiom's comprehensive time-recording facilities and user friendly interface make time recording a strategy as well as a solution".

Increasing time recording across the firm is one of Taylor Wessing's stated business objectives. They were seeking a comprehensive time recording system that lawyers would use and that interfaced with other systems and applications. Hyman decided to look at several market-leading solutions to compare them with the inherent system. Taylor Wessing has an excellent supplier relationship with Phoenix, who suggested DTE Axiom.

CASE STUDY

Taylor Wessing: Implementing DTE Axiom

The Challenge: Better time recording

Taylor Wessing had recently installed a new practice management system across all its offices. However, its inherent time recording and capture functionality was limited to timesheets. It did not provide the timers that were part of Taylor Wessing's previous system and facilitated accurate, contemporaneous time recording for lawyers who routinely handle several cases simultaneously.

The Solution: Comprehensive time capture technology

DTE Axiom offers functionality above and beyond the firm's original requirements. According to Hyman, "As well as timers and timesheets, there were additional features to facilitate accurate, complete time recording."

DTE Axiom integrates with other applications to fill in any gaps in a timesheet. The user interface is similar to Outlook and it works with the user's Outlook calendar to capture missed appointments. Meetings that appear in Outlook can instantly be added to the timesheet. DTE can also discover which programmes were being used during gaps in the timesheet. For example, a lawyer may have been writing an email in Outlook or working on a Word document in connection with a particular matter or client.

Blackberry integration provides lawyers with remote and mobile time recording and entry for meetings, calls and emails. Every call is followed by a time entry pop-up reminder. Lawyers can also update timesheets via their BlackBerry.

Phoenix managed the implementation, delivering DTE Axiom to user groups of lawyers, accounting and administrative staff. During the process, they identified some potential features that were subsequently included in the next release.

For example, DTE Axiom now offers multiple groups of timers "Litigators often handle several matters simultaneously," explains Hyman. "The time recording process becomes quicker and easier when each matter has its own timer. We want lawyers to record more time and spend less time on the technology. DTE has enabled us to achieve that."

The Result: DTE Axiom delivers a key business objective

Thanks to DTE Axiom's comprehensive, user-friendly system and Phoenix' smooth implementation, the roll-out was trouble free. User feedback has been excellent, "It is not often that law firms overestimate their training requirements, but most users were able to use the system with little or no training." "As soon as the first 100 users went live, recorded time increased. The first 60 people using the BlackBerry application recorded more time than 300 people did on the previous system."

According to Hyman, DTE Axiom supports Taylor Wessing's key business objective to increase time recording across the firm. "DTE Axiom's comprehensive time-recording facilities and user friendly interface make time recording a strategy as well as a solution. It is one of the few products clearly written with the user in mind."

Why Phoenix?

- Leading provider of software solutions and IT consultancy for Professional Services Firms
- Exclusive European distributor for DTE Axiom
- A team of experienced and highly qualified professionals

Why DTE Axiom?

- Accurate, complete time recording and capture
- Integrates with M/S Outlook and other key business applications
- BlackBerry time recording on the move

"DTE Axiom's comprehensive time-recording facilities and user friendly interface make time recording a strategy as well as a solution. It is one of the few products clearly written with the user in mind." – Tim Hyman, IT Director, Taylor Wessing