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CASE STUDY

Adopting the next-generation Time Capture time recording solution

Mattos Filho maintains commitment to leading-edge technology by adopting latest Time Capture time recording solution from OneAdvanced

MATTOS FILHO >



Client

Mattos Filho

Industry

Legal

Project

Adopting the next-generation

Time Capture time recording solution

Introduction

Mattos Filho is one of Latin America's largest law firms. With a full-service capability, we operate across three countries, with more than 1,400 employees. Our client portfolio includes large national and international organisations.



Seven years ago, we made a strategic decision to invest in building a high-performance digital culture within our firm, to underscore and continually maintain a client-first policy. That investment has translated into an 80-strong team of professionals in our IT division. It's also meant that we make continual investments in leading-edge technology, knowledge, innovation and people, as we strive to ensure that clients experience consistently excellent service.

We believe that technology plays a key role in optimising our efficiency and productivity, ensuring that from their first contact with the firm, clients will experience the best possible journey with Mattos Filho.

Responding to Covid-19

In line with our digital strategy, we decided to adopt the next-generation version of Time Capture. As a best-of-breed timekeeping solution, this provides service professionals with the capacity to record time easily, accurately and from any location. The implementation was well under way when the Covid-19 pandemic hit Brazil.

All of our users had already received training, and more than 30 were already piloting the system. As soon as our entire workforce had to change to 100 per cent remote working, it became clear that we should accelerate the rollout. Due to very careful planning on the part of our IT team, and the excellent engagement of our lawyers, we were able to successfully roll out

the new version of Time Capture to around 1,000 users in a very short period of time.

Anytime, anywhere, any device

Our lawyers have reported that they like the new, flexible capability of Time Capture. It supports instantaneous timekeeping, including recording time with or without a signal (offline). It makes lawyers more efficient because they now have one-click access to time logging, without having to negotiate additional logins and different user interfaces. Lawyers can, for instance, come out of a meeting and post their hours easily and immediately.

Leonardo Brandileone, our CIO, says: "This version of Time Capture has brought us true mobility. Especially during the pandemic, when our lawyers were out of the office, it was fundamental that we were ready and able to provide them with a modern, easy-to-use tool that could be accessed from anywhere, at any time."

Our lawyers have said that they find the navigation very user-friendly. The tool is intuitive, especially as the user interface is consistent across devices. These features take some of the pain out of time entry and make it more likely that our lawyers will consistently produce correct and prompt timesheets. This is vital because the firm requires prompt time entries to ensure 100 per cent accuracy in both billing and client communications.



Automation features

Pedro Sgariboldi, our Systems and Knowledge Manager, confirms that we have received positive feedback on many of Time Capture's automation features, including integration with Microsoft Office and our firm's document management system.

In particular, the TimeFinder feature has been found to be very useful. This functionality auto-populates timesheets based on the user's digital footprint and provides intelligent prompts to help fill time gaps. It gives lawyers factual information which helps their recall and allows the most accurate timesheets to be produced. It also leads to a saving of administrative time because lawyers are now finding it easier to complete time entries. The need for administrative staff to make manual adjustments and corrections to time sheets has been significantly reduced.

It all contributes to lawyers being more responsive to clients and getting work done sooner. Plus, our clients receive accurate and timely invoices, giving them earlier visibility of how a case is progressing and the reassurance of greater cost predictability.

Fundamental to success

Our advice to other firms, especially smaller firms, is that investing in technology such as Time Capture is now fundamental to success. Every day we think about how to improve the efficiency and the experience of our users through technology, and this has given Mattos Filho a remarkable competitive advantage.

When implementing the latest Time Capture platform, we found that having a specialised team accelerates the onboarding process. We also believe that it's important for IT to act as a business partner at all times. We listen to our internal customers and collaborate with them on the adoption of new tools. As a consequence, we get strong, positive results.

Leonardo adds: "It's our experience that leading edge technology, such as Time Capture, is helpful in boosting the firm's capacity to attract and retain diverse talent. We have been able to bring in people with great experience over the last seven years who want to participate in this technological and digital transformation."

The new Time Capture implementation is already making a significant contribution to our lawyers' productivity, and to the accuracy and efficiency of the firm's billing processes, with the goal of improving trust and service levels for our clients.

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Leonardo Brandileone, CIO, Mattos Filho



Powering the world of work

Contact us today to book a demo and explore how Time Capture can help your firm reach new levels of success.

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