

Case Study

Rekoop Mobility Project

Project Overview

A leading global law firm decided to rollout Rekoop, a new mobile Time Recording application to over 200 Fee Earners based in London. They needed to secure a step change in mobile time recording performance that would integrate seamlessly with their internal systems.

The project needed to be completed in 4 weeks and Globaltech Solutions were asked to provide a Managed Service solution for this programme.

Globaltech Solutions were asked to manage the entire training programme, deliver training and desk-side support and provide full administration support for the rollout of Rekoop. The trainers were also responsible for collecting the Fee Earner device and deploying Rekoop via the BES solution as well as providing training.

The Solution

Globaltech Solutions adopted an innovative training approach to ensure all Fee Earners devices were upgraded with Rekoop, that each Fee Earner could confidently time record and had better visibility of their time, allowing them to focus on what clients value most. A full Administration support function was included and daily reports of installs and training were provided to the project teams.

Globaltech Solutions provided desk-side training as well as being responsible for the installation process. Fee Earners were encouraged to “self-book” using the internal LMS system BookIT and the Administrator managed cancellations and rescheduling of training and installations.

They Say ...

“Globaltech helped us with the installation and training of our Mobile time recording system for 200 lawyers in our London offices. We needed the work done over a short period of time and they were very good at coming up with innovative solutions to the problem of lawyers not wanting to give up their time (or mobile devices) for this work. They provided some switched on trainers and an excellent service.” Karen Green – DLA Piper

Snapshot of Project:

Client

- Leading Global Law Firm

Project

- 4 week Managed Service solution to train, manage and provide administration for Rekoop rollout
- 200 Fee Earners based in London

Solution

- Trainers deployed Rekoop via the BES on Fee Earner device
- Training ran through a checklist to ensure install worked effectively
- Desk side training provided at the same time returning Fee Earner device

Project Achievements:

- Capturing all time ensures Revenue increases
- Time is entered so quickly so it's billed in the right cycle, minimising write-offs
- Improved accuracy in costing future matters using accurate time data
- Visibility to clients on time spent per matter
- Quantifiable return on investment