

NORTON ROSE / REKOOP CASE STUDY

Towards the end of 2009, the international legal practice, Norton Rose LLP (NR), completed its roll out of Rekoop, a time capture application provided on RIM BlackBerry devices.

NR LLP was seeking a time capture solution designed for BlackBerry mobile devices to facilitate time recording for employees on their BlackBerry devices when working outside of the office.

NR LLP had implemented a leading legal time capture solution on timekeepers' desktops many years before but the issue of time capture out of the office is something that has plagued the legal industry for many years.

In most cases where a timekeeper worked outside of the office they would be forced to remember or jot down any time worked and then input the time when next in the office. A BlackBerry based solution would allow timekeepers to create a time entry whilst on the move and whilst the subject matter was still fresh in their minds. It was felt that this would improve the quality of the narratives entered against time entries and improve the accuracy of time records in general.

Selection

The project began in late 2008 when NR LLP evaluated a number of BlackBerry based time capture solutions and selected Rekoop from Greystone Managed Services Ltd ('Greystone'). Rekoop was selected for its mix of features and the fact that it was a fully hosted solution thereby reducing the requirements on NR LLP's international IT infrastructure. Additionally, what struck the NR LLP project team was Greystone's enthusiasm and willingness to develop the Rekoop product to where NR LLP felt it needed to be.

Development

Following the selection of Rekoop, the NR project team worked extensively with Greystone over an intensive three month period of collaborative development to develop the platform until Rekoop delivered on the requirements of a leading international legal practice.

Roll out

In June of 2009, NR LLP started the roll out to its 1000+ BlackBerry timekeepers based in 25 offices around the world. Due to the extensive planning undertaken by both parties, Rekoop was deployed over the BES infrastructure to each user's handsets and all users were invited to attend a short presentation by IT and Finance in order to explain the reasons behind implementation and to ensure that any deployment glitches were ironed out immediately.

Value gained

Adoption of Rekoop has been positive to date and users are happy with the added functionality on their BlackBerry devices.

Rekoop has been particularly beneficial for the following reasons:

Seamless integration - the way in which Rekoop integrates with BlackBerry devices without being obstructive or altering the way in which the devices are used. Rekoop is able to silently

monitor emails/calls made and received and provides the user with a prompt on whether they wish to create a time entry for the activity.

Ease of use - Rekoop, having been designed specifically for the BlackBerry, looks and feels like any other core RIM application and this makes it extremely intuitive to use and easy to learn.

International operation - NR LLP found that Rekoop worked effectively anywhere in the world.

Reduced delay - Rekoop reduced the time it took to process time records.

Missing time - Rekoop helped reduce instances of missing time.

Flexibility - Rekoop provided timekeepers with flexibility in their time recording habits.

Speed of deployment - NR LLP found that Rekoop could be deployed at speed without major issues.

Client focus - NR LLP has found that Greystone is continually able to facilitate business requirements and is very responsive to changing needs.

In addition, NR LLP found RIM to be a willing and active participant in this project and RIM was always at hand when needed to overcome any technical or platform related issues encountered. NR LLP is pleased with the direction RIM is taking in making application functionality a core part of its platform.

[Future Plans](#)

Rekoop is to be made part of every new timekeeper's induction plan.

Rekoop now forms part of the core NR LLP application set and is part of the global NR LLP BlackBerry roadmap.

[About Norton Rose Group](#)

The Norton Rose Group is a leading international legal practice with more than 3,000 employees spread across 30 offices around the world.

[About Rekoop](#)

rekoop is the leading software for global time capture and expense management owned and developed by Greystone Managed Services Ltd based in Manchester (UK). The rekoop software is deployed globally by some of the largest law firms and is delivered as a managed service carrying significant technical and commercial advantages. Our '2 click ethos' across the desktop and BlackBerry can automatically prompt fee earners to record time as soon as an event finishes, maximising both the billing value and the process surrounding it. rekoop also seamlessly integrates with practice management systems and other key business software such as dictation and document management systems. Further information is available at rekoop.com

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