



Managing Time Entry and Delinquent Hours in a Crisis

Problem: A Carolinas-based law firm with nearly 200 attorneys needed accurate real-time reporting and analysis of employee hours in order to manage collections and cash flow during the evolving COVID-19 crisis. Monthly reports were not frequent enough for collecting delinquent data entries and there was no system to regularly alert practice group leaders to current data.

Solution: The firm implemented Iridium Technology's Steere AlertManager to drive alerts, distributed via email, based on time entry and delinquent hours. With daily or weekly alerts, practice group leaders could quickly identify where timekeepers were out of compliance and adjust where necessary.

Impact: Practice group leaders now collect more immediate and reliable data to drive informed decisions in managing the firm throughout the COVID-19 pandemic. This also helped the firm obtain more accurate data to assist in managing its resources. Faster time entry also means better realization and collections. "Time has the most value when you work it."

"Steere AlertManager has made an immediate impact and is helping us drive decisions on how we manage ourselves during the COVID-19 crisis. The ability to report to Practice Group Leaders where we are on hours daily or weekly, and who is delinquent on time-entry, has helped us get more reliable information to assist us in managing the firm and its resources."