

Tracking time away from office and recovering previously unbilled revenues



Our client designs, develops, and delivers a suite of mission critical applications for wireless devices. Their applications fall into three product groups designed to meet the needs of professional services firms and business enterprises by mobilizing their offices on wireless devices.

The Need

Professionals such as lawyers need to be productive all the time - whether they are driving, commuting by cab or train, or even when walking down the hallway. The challenge was to account for all billable moments and recover revenue from mobile interactions with their clients. This called for an application that would track time spent on incoming and outgoing calls and emails - and consolidate information for client billing.

Marlabs Solution

Marlabs built an application that would automatically capture mobile voice and email events while displaying billing requirements including the associated client and matter codes.

One click records the event for input into the firm's time entry system. Besides automatic capture, time entries can also be directly input on the mobile device. Minimum time thresholds for events to be deemed billable can be set. The software accumulates short periods of billable time until they reach the minimum billing increment. All recorded events are automatically routed to billing systems such as Elite™, CMS™, Omega™, and FSLI™.

Application instances running in devices can be automatically upgraded to the latest version. Designed to continuously execute in the device background, the application is constantly "at work" tracking billable events as and when they occur. It supports multiple device types with different resolutions and screen display sizes

Protecting against peripheral time billing losses, the software permits review of automatically captured or inputted time for any final edits that typically include enhanced descriptions and increased time.

Client:

Wireless software provider

Technology Platform:

- .NET Compact Framework 2.0
- ASP.NET 2.0
- SQL Server Mobile 2005
- SQL Server 2005

Benefits

- Increases productivity
- Raises billing volumes
- Improves accuracy of billing
- Captures billable events in real time
- User friendly interface makes application easier to use
- Recovers revenues and reimbursable expenses