

Time-Tracking & Billing Software, It's All About Customer Support

There are numerous reasons for law firms of all sizes to consider updating their time-tracking solution.

The most obvious reasons: the current software is old, slow, and clunky or just doesn't meet your needs. But here's another critical reason that you may be overlooking...

Bad customer support

For law firms and other professional service businesses, it's critical to track time and expenses and bill for them accurately. Whether you're at the office or traveling, you need to be able to access your time-tracking system and enter data on the fly. Simply put: the software needs to work with or without the internet on multiple devices easily and quickly

But what happens when it doesn't work? What happens when there's a problem? Who can you turn to when you have questions? How quickly can the problem be resolved? How much data is lost, unaccounted for, or improperly tracked while this problem persists.

Most importantly: what kind of impact does this have on the firm's finances and customers' trust?

When issues arise with your time-tracking software, it's crucial that you're able to get the support you need ASAP. If you don't, then even the smallest issue can snowball into a costly problem. That's why it's so important to make sure you're not only using a reliable system, but also one that's fully supported by knowledgeable experts who are available to assist you whenever you need it.

Consider the last time you had a question or problem with your current system, no matter how serious or seemingly trivial:

- Were you able to reach customer support immediately?
- Was the problem resolved in a timely manner?
- Were the support representatives helpful and friendly?
- How many ways of contacting customer service were available to you?
- How did the problem impact the business while you waited for a resolution?

If you aren't receiving adequate customer support, then it's probably impacting the firm more than you realize. Even if you simply have a question on how to use the software, you could be hurting your productivity if you're not using the system efficiently, simply because you're unable to get your questions answered.

In a more serious scenario, the software could be malfunctioning, distorting data or experiencing downtime – in which case staff may not be tracking time accurately or at all.

TimeSolv: Exceptional customer support you can rely on

At TimeSolv, maintaining great customer support is important to us, because we understand how critical it is for our customers. Our customer support is available via phone and chat Monday through Friday from 9 am to 8 pm Eastern and via email every day from 9 am to 10 pm. For less urgent questions, we also offer an extensive Knowledge Base with helpful articles, frequently asked questions and tutorials covering a wide range of topics.

Think about your experience with your current time-tracking and billing provider. Whether you've had issues in the past, or you're concerned about the potential lack of support if something goes wrong in the future, then it's time to seriously consider switching to TimeSolv.