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## **TimeSolv featured on Insight on Business the News Hour Radio Show**

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Eagan, MN November 21, 2017 – TimeSolv, a leading provider of web-based software for legal billing and timekeeping, was a featured guest on Des Moines, Iowa radio last week to discuss TimeSolv’s unique view on customer service and support.

Michael Libbie, host of Insight on Business, the New Hour, brings the Upper Midwest a daily dose of business news on AM-940/104.5 FM. He’s also the president of Insight Advertising, Marketing & Communication, as well as a TimeSolv customer.

Libbie’s onboarding experience and continued customer support led him to invite Scott Clasen, TimeSolv’s marketing director to appear on his show November 13.

“TimeSolv has made a conscious decision to hire support staff and account managers who come from the world of legal billing,” explains Clasen. “The result is customer service from deeply knowledgeable staff who know the exact experience our customers are going through. Michael was so taken aback by the level of support he received, he reached out and asked me to talk about our philosophy.”

Libbie explained his experience with TimeSolv’s customer service. “I didn’t get somebody from Bangladesh. I happened to get somebody from West Virginia. And I have to tell you I’m a busy guy but I spent 45 minutes to an hour with her on the phone after we got the thing solved. Talking about her family and her kids, her husband and where she lives and how she works and where she came from. Wow. And nothing was hurried you know.”

Clasen discussed how this experience was not an accidental occurrence. “We truly want to become an extension of our customer’s business and that means talking to them on a human level. They didn’t get into graphic design or advertising or law because they love billing day. We try to make that dreaded day easy, smooth and efficient.”

[Listen to the full interview here.](#)

### **ABOUT TIMESOLV**

TimeSolv helps lawyers and other professionals increase their billable time and get paid faster. TimeSolv is the most comprehensive, yet easy-to-use cloud time and expense billing software proven since 1999 with over \$5.5 billion billed. TimeSolv can be used off line and online. Data can sync bidirectionally

between TimeSolv and QuickBooks. Compatible with PCs and Macs, iPad and other tablets, iPhones and Android App. TimeSolv is headquartered in Eagan, Minnesota.