

# ACTEC Software Survey

## Technology in the Practice Committee

Reviewer Name

Mary Beth Beattie

Date (mm/dd/yyyy)

02/17/2018

Operating System

Windows 7

Software being reviewed:

Time Matters

Version Number, if any:

15

Vendor Name:

Lexis Nexis

Vendor URL:

<http://www.lexisnexis.com/business-of-law/products/practice-management/time-matters>

How long have you used the software?

Demo only

Less than 1  
year

1-3 years

4-6 years

7-9 years

10+ years

Software usage

How satisfied are you with the software?

Very  
Unsatisfied

Unsatisfied

Neutral

Satisfied

Very Satisfied

Quality

Price

Customer support

Ease of Use

Overall, does this software meet your needs?

Yes

Somewhat

No

Have you used any software in the same category? If so, please include name:

Time Matters Version 4.0

**Please provide a substantive review of this software below.**

I have been using Time Matters for my data base needs in my solo practice for about 17years. I was recently forced to upgrade from an older version (4.0) to 15.0, as the older version will not run on a Windows operating system newer than XP. The upgrades were expensive, but I was moving my offices and no longer had the space for my XP desktop, leaving no choice but to add Time Matters 15.0 to my Windows 7 machine. The experience was disappointing to say the very least. Although the product now requires an annual maintenance fee to continue its use, nothing of value was provided for this extra cost. Rather, the "upgrades" were completely useless, the service was abysmal, and my attempts to solve issues I had with the program fell on deaf ears. For the sake of brevity, I will list my grievances as follows: (1) bad service, (2) poor to non-existent training, (3) lack of responsiveness, (4) changes to program which made it unusable, and (5) failure to address all of the above. I am still using Time Matters 4.0 on an XP desktop, and I would not recommend upgrading to anyone using an older version of the program.

Please return your completed survey to  
Karen Stockmal at [karen.stockmal@kmslawoffices.com](mailto:karen.stockmal@kmslawoffices.com).

All surveys will be reviewed before being submitted  
for publication on the private side the ACTEC website, [www.actec.org](http://www.actec.org).