

BUSINESS CASE – EyeTeK Sàrl

EyeTeK Sàrl is a company specialised in the development of IT applications specifically dedicated to law firms and notaries, as well as to the liberal professions. With more than 20 years of experience, the company develops and markets the "ForenSys® Online" platform which allows client management, the recording of operations (timesheets), invoicing and general accounting. A tool that is highly appreciated by peoplefone customers, allowing them to drastically reduce administrative costs and to optimise certain work processes.



As a CRM developer, why did you decide to cooperate with peoplefone?

EyeTeK - the developer of ForenSys® - has chosen to collaborate with peoplefone for clear and obvious reasons, namely the quality of its products and services, as well as the excellent reputation of this partner. Furthermore, the peoplefone CONNECTOR add-on directly integrated in our CRM creates a real added value in terms of useful functionalities that can be offered to our user community.

What kind of customers is your ForenSys® solution aimed at?

ForenSys® is an online invoicing solution aimed mainly at law firms and notaries, but also at fiduciaries or liberal professions wishing to manage their clientele, their services, their invoicing, and their general accounting. As ForenSys® is online, our invoicing solution is particularly appreciated by clients who are thirsty for mobility and flexibility and who find in ForenSys® a professional, versatile, intuitive, ergonomic, and easy-to-use tool.

What are the advantages of using your ForenSys® solution with peoplefone?

The integration of the call list in ForenSys® has a lot of advantages. First, it allows you to always keep track of incoming and outgoing calls, so that you can search quickly and easily if necessary. In addition, the call lists by case make it possible to quickly trace telephone exchanges with various clients. Finally, the call list is particularly useful for the automatic invoicing of the lawyer's fees within the framework of his famous "timesheets", which saves him a considerable amount of time and, above all, increases his turnover, since no more conversations are missed.

What are the current challenges you can answer with ForenSys® and peoplefone?

Time being synonymous with money in our latitudes, it is necessary to quickly convince the future user that the tools developed thanks to this partnership will save him time and this, with a minimum of clicks. The addition of the peoplefone functionality allows our platform to become a single portal for the user, where more and more information converges in one place. The addition of call information to ForenSys® allows us to meet the expectations of an increasingly demanding clientele.

Interview with Fabrice Clément, Marketing & Sales Development Manager at EyeTeK Sàrl