How IDEOM uses Hubstaff to survive client audits and protect their business

Industry
Software development

Work model
Fully remote

Based in
United States

Hubstaff users since
2021

Key outcomes

- Reduced invoice completion time **from 2–3 days to minutes**

- **Retained a major client after an audit** using Hubstaff reporting

- **Saved an estimated $450+ per month** in manual admin time

- **Reported ~10x ROI** from time saved and operational impact

Background

IDEOM is a software development company specializing in enterprise-level systems with a focus on software for attorneys and law firms.

When we spoke with Ed Kabatsky, CEO & COO of IDEOM, he explained that invoicing used to be one of the most time-consuming parts of running the business, and the time increased as their client list grew more complex.

Before Hubstaff, IDEOM relied on Jira exports, spreadsheets, and client-specific timesheet templates. That process became increasingly complex as clients began requiring more detailed proof of work and time, especially larger organizations that scrutinized every billed hour.

"When it was a few people, we handled that. But when we expanded our team, it snowballed, and I started making mistakes."

Why Hubstaff?

IDEOM didn't land on Hubstaff by accident. Ed noted they tried several tools before committing long-term, but Hubstaff stood out for one clear reason: It connected tracked time directly to IDEOM's work in Jira.

With Hubstaff, time could be tied cleanly to tasks without tedious manual matching.

Hubstaff's integrations and remote readiness were also essential for IDEOM's globally distributed team, with team members across the U.S., Canada, and Europe.

"Not all time tracking software does this as elegantly as it's done in Hubstaff."

The turning point: "Hubstaff saved our business" during audits

For IDEOM, the most significant value wasn't just tracking time; it was the ability to prove work quickly under pressure.

Ed shared a pivotal moment: a long-term client underwent a leadership change. The new management team was unfamiliar with IDEOM and asked for proof that IDEOM had been doing the work they were billing them for. Suddenly, IDEOM had to defend its invoicing more concretely than ever.

Fortunately, Hubstaff gave IDEOM indisputable evidence: clear reporting that matched invoices precisely.

"This report proved that what we were billing was 100% correct."

Hubstaff didn't just track time. It protected IDEOM's credibility, revenue, and client relationships during the business's period of audit scrutiny. With clear documentation in hand, the audit was resolved, the client stayed on, and IDEOM avoided the weeks of manual back-and-forth that can put revenue at risk.

"Hubstaff reports saved my business."

Invoicing went from 2–3 days to minutes

Before Hubstaff, IDEOM's invoice workflow was a manual grind:

1. Export Jira data per person
2. Match tasks to time entries
3. Verify totals repeatedly
4. Apply hourly rates, taxes, and formatting
5. Fix frequent mistakes

Ed said this process often took 2–3 days per month and frequently required help from a bookkeeper. With Hubstaff, IDEOM can <u>generate invoices</u> and produce <u>audit-ready reporting</u> in minutes.

"Something I would spend a whole day doing is now a few minutes."

Ed estimated an ROI of roughly 10x, based on the time saved and the reduction in administrative overhead. He noted that even using a conservative hourly rate, manual invoicing alone could easily cost $450 or more per month, which significantly exceeded the cost of Hubstaff.

"It definitely pays for itself… Return on investment? 10 times."

Why compliance matters

IDEOM works with clients in highly sensitive environments, including government-adjacent legal work, where tool compliance and security requirements must be documented.

Hubstaff's enterprise-level compliance features (specifically SOC 2 Type II and GDPR) help IDEOM satisfy those tool reviews.

"Our clients are highly sensitive about security compliance… They approve or reject software based on that alone."
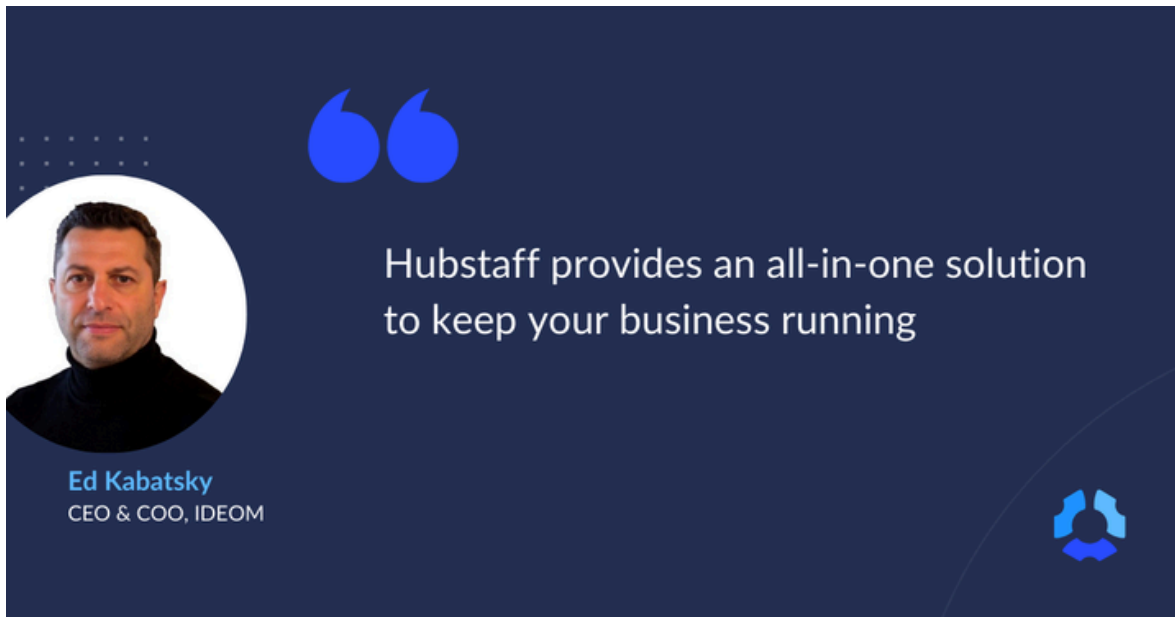
What's next for IDEOM?

After years of building enterprise legal systems, IDEOM is launching its own product: Publius.law.

Publius.law is designed to bring legal AI to solo practitioners and small firms, helping them process documents, extract key information, and generate summaries and early case assessments.

As IDEOM shifts from service work into product development, Hubstaff will continue to support their growth with the same foundation they rely on today: accurate time tracking, audit-ready reporting, and streamlined invoicing.

Whether IDEOM is scaling a distributed team, navigating strict client requirements, or investing more time in product innovation, Hubstaff helps ensure their operations stay efficient, transparent, and defensible.

> Hubstaff provides an all-in-one solution to keep your business running

Ed Kabatsky
CEO & COO, IDEOM

Hubstaff

Try it out for yourself

See how our all-in-one workforce management tool can help you manage time, productivity, payroll, and more.

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