

ELECTRONIC BILLING

IT'S NOT JUST FOR LARGE LAW DEPARTMENTS!

ACC Web Seminar

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SERENGETI



Speakers

- **Geneva Gilbertson**
Law Department Administrator, Sierra Health Services
- **James Sheets**
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- **Rob Thomas**
Moderator, Serengeti Law



Today's Agenda

- What is e-billing?
- Who needs it?
- Due Diligence
- Questions

Get comfortable -- let's begin...



What is e-billing?

Does it work like
you think?



What is Electronic Billing?

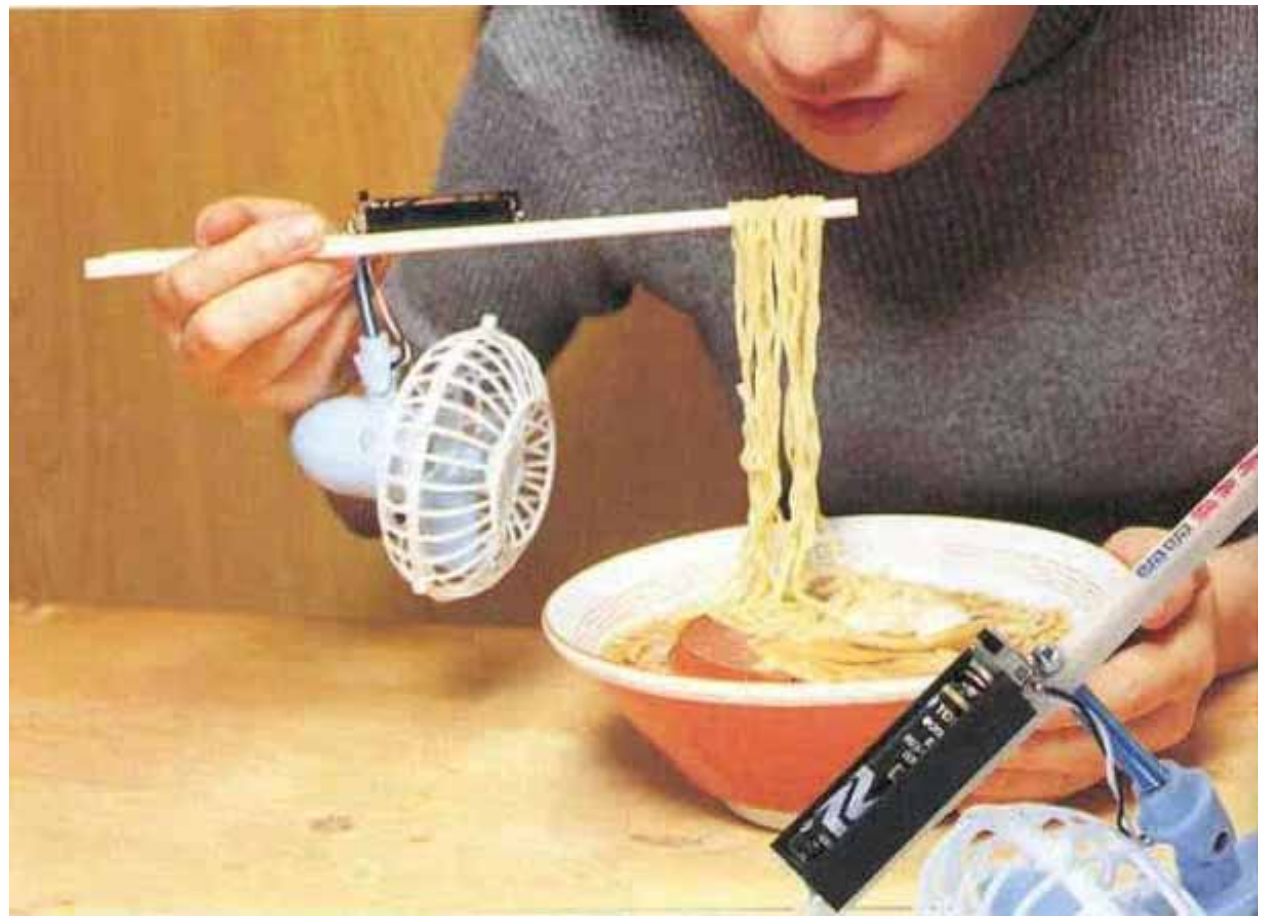
- Not just copies of bills, but billing data from law firms
 - Consistent bill format, online modifications
 - Automatic audits
 - Data feeds reports/budget comparisons

- From emails to Web-based systems
 - Basic standalone e-billing
 - E-billing feeds into internal matter mgmt. system
 - E-billing as part of an online matter management system

- How common is it?
 - About 10% of law departments
 - Likely to grow - 25% considering
 - Thousands of law firms (domestic and foreign)

Electronic Billing

Just a fad?





Electronic Billing – Here to Stay

SLIDE 7

- Faster, better bill review – paperless
- Quick implementation, with limited IT support
- Electronic audits enforce policies
- Automated tracking of spending vs. budgets
- Instant access to accurate financial reports without data entry
- Many law firms already doing
- Savings: 5-15% of outside legal spending, plus time

Return on Investment

How big are the savings?



Should You Consider E-Billing?

- Processing over 25 paper bills/month?
 - **Tracking revisions/approvals, allocating costs, providing data to A/P for payment**
- Annual outside legal spending of about \$1 million?
 - **Year one 200%+ ROI, higher for larger companies**
- Significant time spent on data entry?
- Frequent “fire drills” to produce reports/answer questions?
- Consequences of inaccurate financial/budget reports?

Due diligence

Be sure to check
under the hood!



Due Diligence on E-Billing Vendors

- **Will connect all law firms, other vendors?** Large and small, domestic and foreign? Or separate paper system for some vendors?
- **Time to implement?** More than 2-3 months indicates inefficient design, and potential administration, training issues.
- **Fixed/variable fees paid by company?** Fixed fee, or will change each month (depending upon billed amounts, “seats”, support calls, upgrades, maintenance, etc.)?
- **Any charges to law firms?** Law firm charges (\$2-3K/firm/yr.) usually come back to the law department, directly or indirectly – request pricing with no law firm fees.
- **User training time and method?** More than one hour indicates potential user issues.

Due Diligence – Cont'd.

- **Complications for law firms?** Special codes, modifications of LEDES, rejects non-LEDES bills? Error handling? Ask law firms which system they prefer.
- **Ease of bill review?** Line item revisions permitted, recalculated? Audits with minimum false positives? Multiple approval levels?
- **International capabilities?** Foreign currency conversions, VAT tracking?
- **Reports/exports to spreadsheet, report writer?** Can lawyers produce own reports? Options for exporting data?
- **Includes matter management?** Status updates, documents, deadlines, results?
- **Happy customers?** Talk directly with law departments who are using a system, as well as any who have stopped using it.

One E-Billing/Matter Management System?

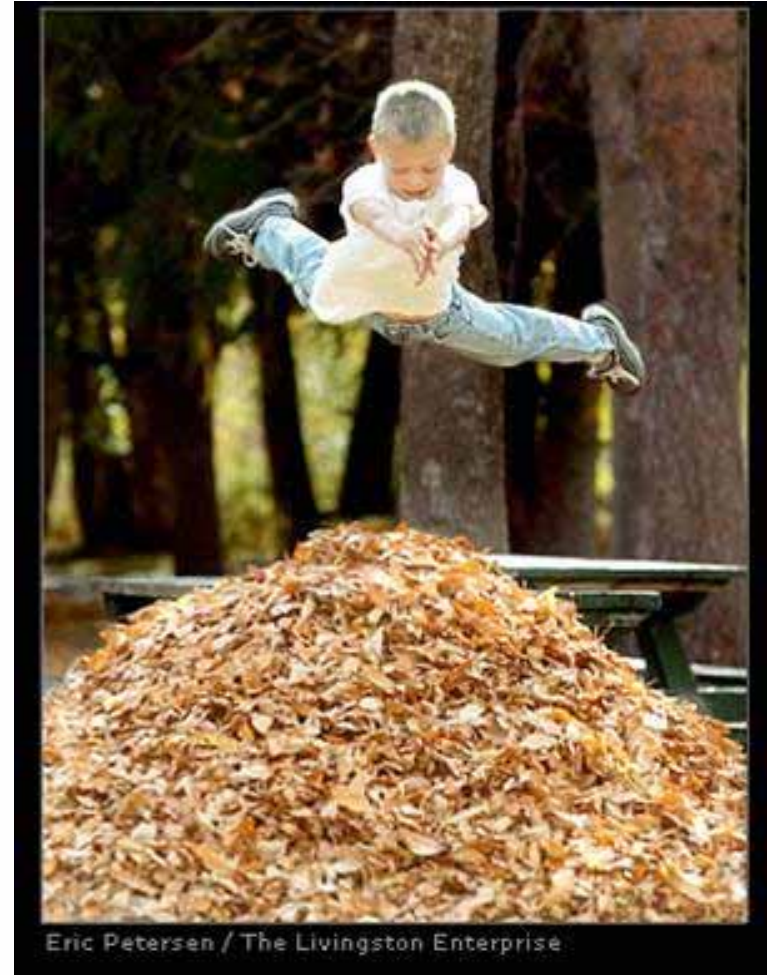
SLIDE 13

- **One system** -- for lawyers and law firms to learn, and to use
- **One vendor** -- lower cost, no “finger pointing”, quick implementation
- **Key data organized/retrievable** – financial, status, documents, outcomes
- **Matter requirements tied to e-bill acceptance** – to enforce required budgets, status updates, exposure estimates, etc. for a legal project
- **Complete reports** – not just spending, but also current status, deadlines, results, outside counsel performance, lessons learned, etc.



Jump right in – please
email questions to:

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For a brief online look at Serengeti's electronic billing/matter management system:

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For additional info (e-billing, annual ACC/Serengeti report):

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