

eBILLINGHUB CASE STUDY
STOEL RIVES LLP

LAW FIRM TAKES CONTROL OF ELECTRONIC INVOICES
WITH eBILLINGHUB

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SIMPLE SOLUTION TO A COMPLICATED PROCESS

Stoel Rives LLP is a US business law firm providing corporate and litigation services to a wide range of US and international clients. The firm, which has nearly 400 lawyers across 11 offices, has a reputation for providing distinctive client service and relationships based on a combination of specialized expertise, a commitment to excellence, and deep business and industry knowledge. A focus on improved efficiency and productivity in firm operations plays an important role in maintaining this level of client service.

Kyle Davidson, the firm's director of Finance & Accounting, singled out the management of electronic invoicing as an area particularly in need of improvement. Although e-invoicing only represented a small portion of their monthly bills, it was a highly manual process that required three to five days for two people to complete each month.

The original invoice process required Billing Coordinator Tiffany Henning and Billing Specialist Michelle Vanderzanden to maintain a separate submission spreadsheet for 14 different e-invoicing third party vendors. Each invoice required a separate website login and LEDES file. Most e-invoicing vendors only permit one invoice submission at a time, leading to even greater inefficiencies. Compared to a traditional invoice, processing an e-bill took up to three times longer.

"Although we could have continued handling our e-bills in this manner, we felt the percentage of e-invoices would only increase," says Davidson. "Implementing a better e-billing solution before it became unmanageable was a key strategic decision to increase efficiency in our department."

Fortunately, Davidson and her team were introduced to eBillingHub® at the right time. eBillingHub is a centralized web-based application that automatically configures each client's codes and billing rules with their e-billing vendor. The fact that it integrates seamlessly with the billing system and third party e-billing vendors allows for a simpler and more automatic way of handling the submission and tracking of each e-invoice.

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Kyle Davidson
Director of Finance & Accounting

Henning saw a demo of eBillingHub and instantly recognized how it could benefit the firm by eliminating the manual steps the staff had created for the proper submission of e-bills. In addition, it would provide a dashboard view to track the status of each bill on a more real-time basis.

"We wanted to have a centralized tracking method to manage the volume of bills electronically, in one program, rather than via each e-billing vendor's websites or via email," explains Davidson. "We also found that rejections from third party vendors were not always resolved in a timely manner by accounting or by the billing lawyer. We felt eBillingHub would help us locate and track billing exceptions."

SMOOTH IMPLEMENTATION

Because eBillingHub is already integrated with a law firm's time and billing system and is delivered as a web-based service, no additional infrastructure is required. The accounting department is able to access and use the application on the Internet through any browser. The eBillingHub software as a service (SaaS) model also makes implementation painless. Henning and Vanderzanden attended a couple of Web and phone sessions and were up and running after a few days.

"The support team has been very helpful via email. We just send a message describing any problems or issues, and we get a response right away with a solution," says Vanderzanden. "Neither our team or our MIS team have any complaints about the installation or support."

STOEL RIVES LLP

Established in 1907, Stoel Rives provides business law and litigation services to companies at all stages of growth, from start-ups to internationally known public concerns. With nearly 400 lawyers operating out of 11 offices in seven states, the firm receives high marks and national recognition in *U.S. News & World Report's* "Best Law Firms in America," *BTI Consulting Group's* "Best Client Service Law Firms," *Chambers USA: America's Leading Lawyers for Business*, and *Best Lawyers in America*.

CHALLENGE

To gain more control over growing e-billing process for better efficiencies.

WHY eBILLINGHUB?

eBillingHub is a simple, cost-effective solution designed for law firms to make their billing system more efficient, speed cash flow, and provide more trouble-free service to their clients.

BENEFITS

- Saves time and reduces errors
- Faster e-bill submission
- Improved invoice management
- Better informed and more focused staff

FEATURES THAT MAKE A DIFFERENCE

Advanced Editing Tools

Prior to eBillingHub, the firm's MIS department built a custom interface to help Henning and Vanderzanden develop LEDES files according to the clients' requirements. While this reduced some steps in the process, they still had to create individual LEDES files for each invoice and manually note any changes to client rules as this was not automatically reflected in the application. Manually coding can be very tedious and error-prone when spread over multiple clients and third party e-billing systems.

Now the team takes advantage of the eBillingHub template editor to set up and make changes to LEDES-compatible e-bills. Instead of editing LEDES files in Notepad for example, Hub Tools cleanly separates the invoice data from the time and expenses, which helps manage e-bill customization and reduce errors.

Centralized Submissions

Logging into each third party e-billing site, with the limited ability to upload only one invoice at a time, was very time consuming for the accounting team. eBillingHub provides a single login screen where all invoices can be submitted in batches to the appropriate e-billing vendor's site.

"We are able to watch each invoice go through the system," says Vanderzanden. "With the pre-bill submission feature, we instantly know if there are any errors because eBillingHub highlights the issue with a description of the problem based on the client rules, such as an invalid task code or rate discrepancies. We then have the ability to make changes to the invoice without leaving the application."

Automated Invoice Tracking

eBillingHub has eliminated the need for the accounting department to maintain a spreadsheet to track the status of invoices. Its Management Dashboard provides the real-time status of each invoice, plus a historical view of the client's payment record. "We have much tighter control on the tracking of our invoices. Both Michelle and I receive email alerts when an invoice has been submitted and rejected, so we can take any necessary corrective action," says Henning.

"Since adopting eBillingHub, we do more than twice the billing in half the time, easily track e-billing clients, and clear errors quickly."

Kyle Davidson

THE IMPACT OF eBILLINGHUB

Saves Time, Less Errors – The most obvious benefits of eBillingHub are the time that it saves for the accounting department and the reduced number of rejected e-bills. The e-billing process went from three to five days for two people down to two days for one person.

Faster E-bill Submission – The team is able to submit e-bills much faster with eBillingHub. "We have been able to submit e-invoices up to two weeks earlier because we are more compliant with client billing rules and can immediately fix any errors," says Henning.

Improved Invoice Management – "Because we didn't have an efficient way of tracking invoice status, we might not know a bill has been rejected until the credit department contacted us 90 days later," says Vanderzanden. "With eBillingHub, this rarely happens. Because we receive email alerts on the status of an invoice, we can head off any potential issues."

Better Informed Staff – Having a real-time tracking system keeps everyone more informed. If a billing lawyer wanted to follow up on the status of an e-bill before eBillingHub, it would take the accounting department several steps to track it down. Now they just have to access the Management Dashboard to give a complete explanation of an e-bill at any given time.

More Focused Staff – A more intangible benefit, but no less valuable, is that the accounting department is not distracted by a disjointed e-billing process. They can easily log in to eBillingHub and access everything they need on a single screen.

Davidson sums it up nicely, "Since adopting eBillingHub, we do more than twice the billing in half the time, easily track e-billing clients, and clear errors quickly."

To learn more about eBillingHub or for a global list of office locations, visit ebillinghub.com.

