

eBILLINGHUB CASE STUDY FORDHARRISON

OPTIMIZING MONTH-END EFFICIENCY WITH eBILLINGHUB



FORDHARRISON

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INCREASING BILLING EFFICIENCY

FordHarrison is a national labor and employment firm with more than 200 attorneys in 27 locations, including five affiliate firms. The firm combines skilled lawyers, a unique commitment to client service, a national presence, and strong programs of diversity and mentoring to create one of the leading firms in the nation.

Over the years FordHarrison has noticed a growing number of clients transitioning to e-billing. In order to accommodate this rising trend, the firm needed an automated e-billing solution that would increase efficiency during the month-end billing cycle. Ultimately, the firm's decision makers saw eBillingHub® from Thomson Reuters Elite, a Web-based electronic billing solution, as a one-stop shop to meet all of its billing needs.

Before eBillingHub, all invoices were submitted manually to each third-party spend management vendor. According to the firm's E-billing Specialist Debbie Senter, switching to the automated solution has enabled her team to accomplish more than they ever could before, with the ability to upload several invoices at once. Currently, eBillingHub is responsible for handling 30 percent of the 2,200 invoices the firm processes each month.

"Manually submitting invoices was slowing down our efficiency," Senter explains. "Our larger clients can easily have as many as 70 bills at month-end, and it is so much easier to have them processed automatically with eBillingHub."

eBillingHub is a fully integrated, Web-based electronic billing solution that integrates seamlessly with a broad range of financial platforms. eBillingHub provides a comprehensive and collaborative approach for preparing, submitting, tracking and managing electronic bills. By streamlining and reducing the complexity and administrative costs of the process, eBillingHub helps firms efficiently and effectively manage the e-billing process and ultimately improve cash flow.

The firm has a very tight deadline at the end of each month, with only three days to process and submit bills. Now, with eBillingHub, Senter is able to submit electronic invoices rapidly and efficiently. "What eBillingHub can accomplish in three days would take me three weeks to do manually, and that would not be acceptable," Senter explains. "eBillingHub is a huge timesaver for us, and it helps us achieve what wouldn't have otherwise been possible."

EASILY IDENTIFYING & CORRECTING ERRORS

eBillingHub helps Senter and her team reduce the risk of rejection by screening invoices for errors before final submission. Senter says that 80 percent of the firm's rejections come from bills that have either blocked entries, or entries that the client would like inputted separately, such as time spent prepping for a meeting and time spent attending the meeting. Senter can customize settings in eBillingHub so that any potential occurrences of blocked billing show up in red before the invoices are sent to clients.

"It is very crucial that we are able to spot blocked entries prior to send-off because some clients will accept them, but will then reduce the invoice total," Senter continues, "When this occurs we have to resubmit the entries in the appeals process, so it is very helpful that we are able to set specific guidelines to prevent blocked entries with eBillingHub. Since implementing the solution, the number of blocked entries has been reduced."

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Debbie Senter
E-billing Specialist

FORDHARRISON

FordHarrison focuses on all aspects of labor and employment law. The firm has more than 200 attorneys in 27 locations across the country, providing sound legal advice, practical counseling, and excellent client service.

BUSINESS CHALLENGES

The firm needed an automated billing solution to efficiently process a growing number of clients requiring electronic billing.

WHY eBILLINGHUB?

eBillingHub® is a simple, cost-effective solution designed to make electronic billing more efficient, speed cash flow, and provide more trouble-free service to clients.

BENEFITS

- Bills processed more easily and efficiently at month-end
- More than 100 invoice templates customized to meet client requirements
- Rejections reduced with the ability to identify errors in pre-bill stage
- Client satisfaction

“With the amount of bills we process on a monthly basis, eBillingHub is an extremely useful tool.”

Debbie Senter

Once errors or rejections have been identified, Senter says that the editing process “has never been easier.” When a bill is rejected, Senter can simply make the changes within eBillingHub, rather than having to edit, save, and resubmit the LEDES file. This process also keeps the firm up-to-date with the most accurate invoice templates saved in eBillingHub.

“It is so much easier to edit directly through the active invoice page than having to create and save a whole new file, says Senter. “With the amount of bills we process on a monthly basis, eBillingHub is an extremely useful tool.”

Another favorite eBillingHub feature is how fast the system updates Senter and her team. She explains, “What is really helpful is that when a bill is approved or rejected, it is updated and tracked in eBillingHub within minutes. The whole process is quick and easy.”

MEETING CLIENT REQUESTS

According to Senter, the firm has seen a 40 percent increase in the number of clients processed through eBillingHub in the past year. Those numbers are continuing to increase with about 10 clients converting to e-billing each month.

Senter believes that this rising trend stems from clients wanting to review invoices more easily than they typically do with paper invoices. Senter and her team have found that with eBillingHub, “payment collection has been much easier, which is a significant benefit for us,” she says.

Many of the firm’s clients and third-party spend management vendors use different billing formats, meaning the LEDES files need to be adjusted to meet individual requirements. Senter has been able to rely on eBillingHub’s customer support to make the necessary format changes, resulting in more than 100 different templates. She says, “When we submit our invoices through eBillingHub, we know that the format has been set up perfectly. I can’t imagine what we would do without it.”

Senter finds it very helpful that when new clients sign up for e-billing, many of their required templates already exist in eBillingHub from previous transactions. She elaborates, “Although eBillingHub makes it easy to generate new templates, having them already available keeps us one step ahead. When clients ask us to submit their bills electronically, we know that we can do it with ease through eBillingHub.”

eBillingHub even helped Senter and her team accomplish an unusual request in which a client asked to generate all of its invoices from the previous six years. Senter says that she was amazed that eBillingHub was able to generate the LEDES file in less than 10 minutes, and once the format was set, they were able to submit all bills electronically. “In total, we turned around 224 invoices for the client ahead of the given deadline,” she explains. “We probably could have manually generated them from our billing system, but it wouldn’t have been anywhere near as quick or efficient as it was with eBillingHub.”

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Debbie Senter

Another request that Senter receives from clients is that bills are sent as PDFs. “Being able to do that through eBillingHub is another unique perk,” says Senter.

Along with the continued growth of the firm, Senter expects the increasing number of clients using eBillingHub to grow as well. “With more and more clients switching to e-billing, it is only going to get more complex with an increasing number of templates to format. However, that complexity doesn’t affect us because we know we can count on eBillingHub to effectively manage it all.”

For more information about eBillingHub, please call **+1 888 252 2607** or visit **ebillinghub.com**.

