

3E/eBillingHub

Torkin Manes LLP



Saving Precious Time with eBillingHub and 3E

For more than 50 years, Toronto-based full-service law firm [Torkin Manes LLP](#) has been advising businesses and individuals on all their legal needs with its client-driven approach that has earned professional accolades, including its ranking as #1 Ontario Regional Law Firm by Canadian Lawyer. As well as delivering top-quality legal expertise, harnessing technology to improve its processes is a factor that has contributed to its success. By combining the power of [3E](#)[®], the market-leading financial and practice management solution from Elite, with the capabilities of [eBillingHub](#)[®], Elite's automated e-billing solution, the firm is seeing significant efficiency gains when it comes to billing.

As a result, Torkin Manes—which submits around 40 e-bills per month end—is getting paid faster, clients are happier, and life is easier for lawyers, assistants, and the billing team. For Lucas Bronstine, eBilling Specialist at Torkin Manes, the integration between 3E and eBillingHub is extremely important for smooth information flow. “The connection between the two has been amazing,” he says. “It’s all about time, and it’s a huge time-saver for our firm.”

Faster Billing, Quicker Payment

Before rolling out these two solutions, paper-based accounts had to be added manually onto the firm’s previous financial system, which was a long process. Submitting bills was also time-consuming because the billing team had to wait for emails from lawyers and assistants with the billing details, and then bills would need to be printed off and recirculated internally. If any edits were required, even more steps would be added to the process. Then the billing team would have to log into several different e-billing portals to load each e-bill individually, with no visibility over whether invoices would be accepted. It could be weeks before a rejection was flagged in the accounts receivable (AR) report, delaying payments. In addition, there was lots of “back and forth” between the billing team, lawyers, and assistants to find out why bills had been rejected.

Now, the whole process is paperless, with the billing team receiving invoices through the 3E workflow. Billers, lawyers, and assistants can leave notes for each other, which everyone finds very helpful, according to Bronstine. The billing

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team can check bills and review any modifications needed in eBillingHub, where all the necessary tools to edit bills appear on a single page. For example, if a discount is required, time needs to be written off, or a timekeeper needs to be added or removed, it can all be done easily. Then, accurate bills can be submitted seamlessly through the eBillingHub platform.

Cutting out so many steps in the loop means that each invoice now takes around 30 minutes in total to produce and submit, rather than two days, as was often the case before. It's so streamlined that Bronstine estimates that overall, a month-end process that used to take two weeks now takes just four days. "Now that we have this all connected, it's saving everyone time: the lawyers, the assistants, me. We can get bills out quicker, and accounts get paid faster," he says.

Getting Bills Right the First Time

One of the biggest benefits for Bronstine is the "Hold for Edit" feature in eBillingHub, which allows billers to hold onto the bill to look for warnings or mistakes and validate the bill before it is sent to the client. "That's been a huge help because if there are any errors, we can fix them beforehand and then submit it to the client knowing it's going right through instead of having that rejection and having to re-submit everything again," he explains. "If corrections are needed, I don't have to go back to the lawyer. I don't have to go back to the assistant. There's no waiting. It just gets corrected and sent to the client. They pay us. And that's it."

Bronstine also likes the ability to view bill history across the whole suite of invoices, and he appreciates the reporting capabilities

so he can analyze the rejection and success rate. "It's been valuable to show my manager at the end of the month what's going on and what needs to be worked on," he explains. "Getting those reports in 3E and 3E Workspace has been a huge help as well so that you can go to the lawyers and say, 'Listen, here's what was held because the guidelines weren't followed, and here's what needs to be fixed.' Then the next month, it's fixed, and I don't have to worry about it anymore. It streamlines the process all the way down the line."

eBillingHub comprises an extensive database of individual client billing guidelines, so all the firm's clients that allow e-billing were already in the system when Torkin Manes implemented the solution. This means that their specific billing guidelines were pre-populated, and it's easy to see which clients use e-billing and which don't. However, being able to add extra billing rules in certain circumstances is also proving very valuable—for example if a client says they will not allow research to be billed for, or to enable the firm to prevent block-billing.

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TORKIN MANES LLP

Founded in 1974, Torkin Manes focuses on gaining a deep and personal understanding of clients' business needs, with a results-oriented approach to practice that provides practical, smart, and cost-effective advice and, above all, responsiveness to clients.

The firm's professionals provide legal counsel to individuals, public and private companies, and buyers and sellers of independent businesses. Clients range from owner-operators and founders to investment funds and high net worth individuals who value and trust the firm's deep knowledge, experience, and expertise in the Canadian mid-market.

BUSINESS CHALLENGES

The firm's systems were paper-based, and there were many unnecessary, manual steps in billing processes. Scope existed to create efficiency gains by reducing billing times, minimizing rejections, and having all its financial information and billing functionality coordinated in one place.

WHY 3E/eBILLINGHUB?

The integration between 3E and eBillingHub enables Torkin Manes to bill smarter. It creates a paperless solution where the firm's financial and billing systems are joined for seamless e-billing that saves time and enables the firm to get paid more quickly.

Driving Client—and Lawyer—Satisfaction

Since implementing eBillingHub, Torkin Manes has seen more clients switch to e-billing so they too can take advantage of the benefits, recognizing that it's an easier and quicker way for them to pay. Bronstine adds that, "Existing e-billing clients have reached out and said that they are really impressed. They can see that where there used to be a lot of modifications needed to e-bills, now they are going through right away, and they love it. The clients are happy."

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Lawyers and assistants have been extremely positive in their reception of the new solutions. For example, lawyers say that they appreciate the ability to future-date items such as upcoming meetings, and they say time entry is now easier in 3E. The firm's three-strong billing team has also taken to eBillingHub and its integration with 3E easily. Users find it easy to navigate, and training was very simple. "It's been very easy to convert people," says Bronstine.

He says, "Once we implemented eBillingHub with 3E, it's been nothing but helpful. I literally have no complaints. Everything has been going very smoothly, so I've got nothing but compliments."

BENEFITS

- Friction-free integration between 3E and eBillingHub for faster billing
- "Hold for Edit" functionality ensures eBillers have the opportunity to scrub the bill before it is sent to the client
- Client guidelines pre-incorporated with ability to add custom rules
- Ability to view bill history and report on where errors are occurring
- Easy to use, with a straightforward layout

To learn more, contact your account representative or visit www.elite.com.