

Conduent Legal and Compliance Solutions: Legal Invoice Analytics (LIA)



Why LIA?

We partner with our clients to design solutions that combine data analytics with our experience and expertise. We use machine learning, advanced analytics and subject matter expertise to optimize legal invoice review and provide strategic business intelligence.

Our approach helps clients:

- **Gain insight** into and control over legal spend
- **Strengthen billing guidelines** and ensure compliance by identifying “hidden” areas of spend
- **Improve law firm relationships** through consistent bill review
- **Enable faster, data-based business decisions** to achieve better results
- **Significantly improve** program results by augmenting law firm productivity

Cloud-based Invoice Review & Validation Services

More than 50% of a law department’s budget is spent on outside law firms, requiring some companies to validate payment for invoices consisting of thousands of line items annually. Intelligently and efficiently managing this process can not only reduce departmental overhead by up to 80% but save 10-15% in outside counsel spend in the process.

Legal Invoice Analytics (LIA)

Legal invoices are detailed and complex, sometimes containing hundreds of line items, with various timekeepers, rates, codes, and descriptions. Manual review and validation of these invoices is costly, time-consuming, prone to errors, and a poor experience for both the legal department and the law firm. This can create a sub-optimal process that becomes more of a hindrance than an enabler.

Solution Overview

Conduent’s proprietary legal invoice analytics solution automates the invoice review process by automatically denying line items that violate billing guidelines, highlighting discretionary rule “violations,” and reducing the number of line items requiring counsel review.

Legal invoices are loaded into our platform and analyzed against your legal department’s unique billing guidelines. Example guideline rules include:

- Law firm cannot bill for photocopying
- Prior approval required for particular tasks
- Only one billable attendee at a hearing
- Local travel is not reimbursable

Spend on a specific matter can be compared against peer, matter type, and jurisdictional averages to ensure spend is consistent.

Legal Invoice Analytics is a highly automated technology tool to help corporate legal departments actively manage external firms’ budget and consistently enforce billing guidelines. By optimizing an intensive invoice review and reconciliation process, leaders can now emphasize desired outcomes and results — instead of cost containment — as a measure of the value of outside counsel.



Why Conduent?

We have decades of experience building customized solutions for some of the world's most recognized institutions and Fortune 500 companies. Client choose to work with us for:

- Highly configurable platforms and solutions
- Establishment of industry best practices and efficient workflow procedures
- Improved process quality control and quality assurance
- Actionable insight from regular reporting and instituting proven best practices in data management
- Auditable data trails and improved operational productivity

Additional Areas of Scrutiny

In addition to billing guidelines with law firms and ensuring consistent spend, our solution can also flag other areas of common overspend.

Duplicate Line Items – Our solution identifies possible duplicate line items across invoices. Accurate manual checks of this nature are almost impossible and very time consuming.

Administrative Work – If more “junior” members of the law firm are spending time photocopying, scanning, compiling documents – then this should not be charged.

Capitalize Costs – Any research should be agreed upon in advance. Lawyers and law firms are hired for what they know and not for associates to be trained.

Attendance at Internal Meetings – The number of attorneys billing for attending the same internal meeting.

Internal Communications – If a large percentage of the spend on a matter consists of internal communications within the law firm, the timekeeper charges should be queried.

Block Billing – Items should be de-grouped with a valid narrative added for each item.

Benefits

- Automated analysis of invoices eliminating up to 80% of analysis time otherwise spent by law department attorneys and staff
- Includes and goes beyond “LEDES” compliance – generating increased savings by integrating your law department’s custom billing guidelines
- Faster and more efficient resolution of law firm billing issues and better utilization of law department staff and resources for higher-value tasks.

15% Based on accurately enforced billing guidelines and other intelligence highlighted by analytics, up to 15% of external legal spend may be eliminated.



Learn how Conduent can deliver results for your business.

For more information on Conduent Legal and Compliance Solutions visit us at www.conduent.com/legal-and-compliance or call 1-844-ONE-CNDR.



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