

## eBillingHub

Leading Canadian Law Firm



### Set Up for E-Billing Success with eBillingHub

One of Canada's foremost full-service business law firms, which has more than 500 lawyers nationally, uses eBillingHub®, the market-leading automated electronic billing solution from Elite, to enable its billing team to operate more efficiently, provide greater visibility, and ultimately get paid faster. Providing services as diverse as corporate and competition work to advice on regulatory issues, digital assets, and French language law, each one of its many practice groups has its unique nuances and client preferences when it comes to e-billing, which now accounts for around 30% of all the firm's invoicing. eBillingHub is proving its worth. As a senior manager in the billing team at the firm puts it "eBillingHub sets us up for success."

means that the workload for the e-billing team to rectify rejections is much more manageable (the team can now handle rejections within a two-week window) and ensures that bills are not getting stuck in the system. "That's a huge difference. In dollar terms, it's a large number that's in line for payment that wasn't before," says the senior manager.

The firm's e-billing manager adds, "The biggest thing for us is compliance with client guidelines. eBillingHub has allowed us to integrate all those different warnings before submission. So, we can make the necessary adjustments to make sure that our invoices are being submitted successfully in compliance with the client's guidelines."

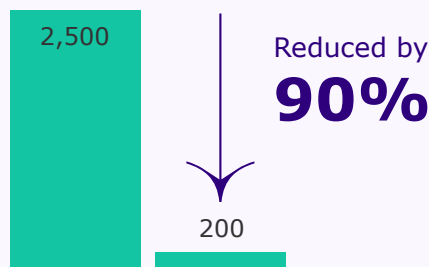
*"Not only are we getting paid faster, we're getting paid more money. That's a double win right there."*

**Senior Manager, Billing**

#### Major ROI

Successful e-bill submissions are clearly vital: otherwise, those invoices simply don't get paid. Within the first three years of using eBillingHub, the firm's rejection rates reduced markedly—falling by more than 90%, from an average of 2,500 rolling rejections monthly to just over 200. This

#### Rolling Monthly Rejections



**29%** reduction in  
e-billing accounts receivable

Getting paid on average **40**  
days faster

**10x** fewer bills being  
written off

Fewer rejections means fewer delays and less push-back from clients when it comes to payments. In terms of lock-up, the firm has been able to reduce its average e-billing accounts receivable (AR) by 29% by using eBillingHub, while e-bills are getting paid on average 40 days faster. Moreover, the firm is seeing ten times fewer bills being written off.

"Not only are we getting paid faster, we're getting paid more money. That's a double win right there," says the senior manager. "eBillingHub has shown a huge ROI, and we've been reaping the benefits of improved cash flow and less work and fewer rejections for the billing team as well."

"With the large number of e-billing platforms, the large number of clients, and all the various complexities, eBillingHub really ties that all together. It gives our team a centralized tool that allows us to see our e-billing 'truth', essentially."

The senior manager points out that, at any point in time, he and his team can go into eBillingHub and see an accurate snapshot of the situation with a particular e-billing client or the status of e-billing across the firm. Armed with that information, they can react to the requirements of their various e-billing platforms and clients, iron out issues for next time, and make improvements to their e-billing KPIs (key performance indicators).

## Flexible Integrations

The firm initially chose eBillingHub because the solution would allow the firm to track all its e-bills across different e-billing platforms, not all of which have status tracking capabilities or send out rejection notifications. Previously, the billing team had to manually search and confirm the status of thousands of e-bills on a weekly basis, along with many other manual tasks that eBillingHub now performs automatically. Now, they can see all that information in real time in eBillingHub, saving significant time and making their jobs easier. "eBillingHub does a lot of the heavy lifting for us. So, we're not spending time searching for information, we're spending time actioning the information that eBillingHub provides," explains the senior manager.

Another major plus is that eBillingHub integrates seamlessly with the e-billing systems clients use, as well as many other third-party systems that the firm deploys, such as Aderant for practice management, Intapp Time for time entry, BlackLine for collections, and PowerBI plug-ins for reporting. This allows data to flow seamlessly for greater efficiency, better billing compliance, and improved transparency for billers, the finance director, and partners.

For example, the integration with Intapp Time has been a huge time saver, particularly around block billing, while the integration with BlackLine helps the firm be more targeted about collections. "The eBillingHub validation ensures that no block billing occurs, so there's no tail-end administration for any of our time dockets before we submit our e-bills," says the senior manager. "The integration with BlackLine allows our collections team to have real-time access to accurate e-billing statuses. When we follow up with our clients

## BUSINESS CHALLENGES

Prior to implementing eBillingHub, the e-billing team had to manually create data files, check compliance with client e-billing guidelines, and submit invoices to multiple platforms. There was no way to track whether an invoice had been rejected or see the bill status across the firm.

## WHY eBILLINGHUB?

eBillingHub ties all the different e-billing platform requirements and client guidelines together in one place, allows the billing team to track billing status in real time, and enables centralized reporting, providing e-billing "truth." This increases e-billing efficiency, visibility, and compliance.

## BENEFITS

- Impressive ROI—reduces write-downs and rejections and improves cashflow
- Integrates seamlessly with enterprise management and other firm systems
- Reduces manual intervention and administration
- Enables invoice status tracking and provides alerts
- Creates transparency for partners and stakeholders
- Easy-to-use interface

for payment, we're only following up on successfully submitted e-bills. We're making sure we're doing our homework before we start chasing."

"From a matter lifecycle standpoint, eBillingHub is involved every step of the way, from client onboarding through to collections."

Since eBillingHub centralizes e-billing and is easy to use, the whole 20-strong billing team (not just its e-billing specialists) can deal with day-to-day e-billing, leaving the e-billers to handle the most complex issues and stay focused on resolving rejections.

### Partnering for Services Success

The responsive and proactive customer support from the team at Elite is another significant factor in setting the firm up for success. They work closely with the e-billing team to help create the customizations the firm needs, discuss requirements and possibilities, and problem-solve.

The e-billing manager says, "We've been fortunate to work with great people at Elite. That's been part of the success story here: working with great partners who are very open to our ideas and brainstorming together."

The senior manager agrees: "A lot of software companies over-promise and under-deliver on the customer service

side of things. But I think since working with the Elite team, we have somebody that understands us, somebody that we're familiar with. It really does go a long way in building that customer relationship because they've been so receptive and quick to address any issues."

Overall, using eBillingHub has been an extremely valuable experience, delivering demonstrable return on investment (ROI) and business value. The senior manager sums it up like this: "eBillingHub has completely transformed the way our e-billing team operates, and we are more efficient than ever, with less rejections than ever, and getting paid faster than ever. eBillingHub allows us to react faster in a fast-paced environment."

---

*"eBillingHub has completely transformed the way our e-billing team operates, and we are more efficient than ever, with less rejections than ever, and getting paid faster than ever."*

**Senior Manager, Billing**

---

To learn more, contact your account representative or visit [www.elite.com](http://www.elite.com).