



Wragge&Co

Optimising the billing cycle with PrebillManager from Saturn27 Ltd

Background

Wragge & Co LLP are a Top20 UK law firm providing a full range of legal services to international clients. With offices around the world and headquarters in Birmingham the firm has over 1000 staff, 565 of which are fee earners and 112 of those partners. Saturn27 Ltd was engaged to assist with the improvement of the firms' billing cycles.

Challenges

Wragge & Co, like many law firms, was using a combination of Business Objects/Crystal Reports, Billing Guides and manual workflow to transfer billing paperwork between the teams. The manual process of printing out pre-bills, editing them largely by hand, transferring them in person and then re-keying the data to their PMS system prompted the need to find a better way of performing this daily set of tasks, to reduce manual error and improve the cashflow.

Their old methods of handling billing meant they were unable to evaluate accurately the value of bills in stock, or identify pre-bills in progress. Such a heavily manual process causes delays in getting the bills out of the door and requesting payment from clients. In an environment where cash flow is as important as the quality of service, it was an issue requiring urgent attention.

Wragge & Co is a long time ADERANT client, now using Expert as its' PMS system. The firm needed a solution that could be implemented quickly, and without impacting on the billers and support staff. Wragge & Co had looked at developing their required solution in-house, with consideration given to using Microsoft Technologies and Windows Workflow to do this. However, with the in-house project defined they were looking at potential costs of £150k, excessive for such a project.

The Project

First seen by Wragge & Co at ADERANT's Momentum conference in 2008, PrebillManager was quickly identified as the solution they needed. A series of product demonstrations and discussions to different sets of groups within the business – including Billing and Finance teams, Partners and Senior Support, and the Investment Board – confirmed that this solution was the best fit for the business, and along with some customisation requests, the product was enhanced to deliver the ultimate solution.

A very brief installation and training period was undertaken in February 2009 – less than a week in total. The short time to install is largely due to the fact that the product has been written specifically for users of ADERANT'S PMS systems being dependent on ADERANT'S Docudraft templates and utilising the Billing API. The user training was brief because the editing of the prebill is done in a familiar pdf environment, with highlighted fields guiding the user to the areas which require attention. Workflow embedded into the solution moves the task on to the next area for review or sign off.

Key Features

- ▶ ADERANT integration
- ▶ Work offline/checkout facility
- ▶ Database synchronisation
- ▶ View and edit prebills in Adobe Reader
- ▶ Built in workflow and business rules
- ▶ Email alerts and notifications
- ▶ Complete audit trail
- ▶ WIP review stage

The Solution - PrebillManager

PrebillManager is a prebill editing application designed specifically to streamline the billing process. Faster processing means bills go out the door sooner and cash comes in sooner. Billing teams can handle more bills with no increase in personnel, practically eliminate editing errors, increase disaster recovery options, as well as saving paper and time

PrebillManager works to streamline the easier bills within a firm. Fee Earners will never be billers, but because PrebillManager works the way they currently do, they quickly and easily adopt to PrebillManager. Prebills are reviewed and edited in PDF and moved through the workflow according to Billing Guides.

About Us

Saturn27 Ltd is a strategic legal technology integration specialist, supporting law firms and practices in the UK, US and Canada. With an interdisciplinary team of accountants, process specialists, project managers, systems engineers and training experts, Saturn27 is a company that provides services and solutions across four divisions; PMS/Finance, CRM, Business Intelligence and Office Innovation. Head Office is in London, England with further offices in New York, Boston and Halifax, Canada.

For more information

If you would like to learn more about PrebillManager, request a demo or discuss your own requirements with one of our specialists, please contact Michelle Bidwell or Flora Faoro at Saturn27 Ltd.

London Office
Alpha House
100 Borough High Street
London
SE1 1LB

Telephone +44(0)207 863 3055

Email info@saturn27.com

Website www.saturn27.com