



Concentra Gains a Better View of Legal Spend with Bottomline

Legal eXchange™ Streamlines Management of Legal Invoices; Gives Healthcare Company Greater Visibility into Law Firm Performance

A national healthcare company, Concentra relies heavily on its outside law firms to support case litigation. With the number of outside counsel relationships expanding to more than 100 in 2005 – and 50 to 60 matters open at any given time – company executives realized that the processes and systems created to track and analyze legal spend and case outcome data were no longer efficient to support profitable growth.



As the company's general counsel leadership team evaluated the situation, two possible paths quickly emerged. The company could either add more staff to process the increased paperwork, or leverage technology to eliminate the paper completely and make the process more efficient. While both options involved incurring costs, whether in new employees or new technology, the addition of personnel would provide very little long-term benefit to Concentra. Through the implementation of a Web-based legal spend management solution, however, the company would not only be able to automate the legal billing process, but also open the door to conduct effective, real-time analysis of legal spend and outside counsel performance.

Managing Legal Spend Starts with Data Analysis

A recent study of Fortune 1000 corporate counsel presented at the Association of Corporate Counsel's 2005 annual conference showed that while more than three quarters (78 percent) of survey respondents practice performance measurement, only slightly more than half (54 percent) are actually benchmarking performance. The gap is not surprising given the fact that benchmarking requires a significant amount of data, and most corporations lack both the data and the resources to analyze it.

Following an evaluation of potential solutions, Concentra selected Legal eXchange from Bottomline Technologies. A Web-based legal spend management solution, Legal eXchange allows corporate legal and insurance claims departments to streamline invoice management processes and reduce operational costs through electronic billing and automated workflow. Capabilities for legal spend tracking and integrated, real-time data analysis enable legal departments to gain unprecedented insight into outside counsel performance.

Reshaping the Inside/Outside Counsel Dynamic

Implemented and fully deployed in less than 45 days, Concentra's new approach to managing legal spend created immediate results. Processing legal bills, which previously involved a group of individuals, is now managed by a single person. This person is, in turn, able to leverage the powerful analytical tools inherent in Legal eXchange to create a continuous view of matters and counsel performance



Customer Challenge

- Reliance on outside counsel to litigate cases generated a large volume of legal invoices for processing
- Using additional resources to process paper-based invoices was costly and offered only short-term benefits
- Paper-based invoices made detailed analysis of matters and law firm performance virtually impossible

Solution

- Legal eXchange from Bottomline Technologies

Benefits

- Streamlined invoice management with electronic billing and automated workflow
- Instant quantitative and qualitative comparisons for benchmarking and performance management
- Improved communication, budgeting and forecasting with outside firms
- Ability to assign work in relation to litigation-specific success rates

About Bottomline Technologies

Bottomline Technologies (NASDAQ: EPAY) provides enterprise payments and invoice automation software and services to organizations seeking more secure and efficient financial processes. The company remains at the forefront of delivering innovative solutions that complement and extend the value of existing financial processes, business relationships and back-office systems. These solutions have enabled industry-leading corporations, banks and financial institutions to automate, manage and control processes involving payments and collections, invoice approval, cash flow, risk mitigation, reporting and document archive. For more information, please visit www.bottomline.com.

throughout the litigation lifecycle. In the past, this level of analysis was virtually impossible. But today, the company is armed with analytical data on such a granular level that it has the ability to influence staffing decisions with firms and benchmark against industry norms.

Fully Integrated for Process Efficiency

Looking for ways to further leverage the capabilities of the solution to increase efficiencies, Concentra's legal team has integrated the new legal spend management solution with the company's matter management and accounts payable systems for a more end-to-end process. This additional level of integration has created scenarios in which legal bills without discrepancies can be approved online and routed directly to accounts payable for immediate processing – enhancing relationships with key outside firms, and contributing to faster case settlements.

About Legal eXchange

Legal eXchange from Bottomline Technologies is a next generation Web-based Legal Spend Management solution that enables corporate legal and insurance claims departments to transform their approach to managing legal spend through streamlined invoice management and unprecedented insight into the performance metrics of outside counsel. Featuring 'plug-and-play' dashboard designs, an intuitive interface and fully integrated reporting capabilities, Legal eXchange is a flexible and easy-to-use online service offering instant access to the critical financial information surrounding corporate legal work. By providing more visibility into legal spend, Legal eXchange allows corporate counsel to make more informed business decisions about their legal spend and collaborate with external counsel to maintain stronger, more effective partnerships.



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