

# Legal eXchange™

Total Legal Spend Management Solution  
for Corporate Legal Departments



# Delivering Greater Efficiency, Insight and Control of Legal Spend. That's Uniquely Bottomline.

With a continued reliance on paper invoices and traditional communication methods, corporate legal departments utilizing outside counsel to manage matters across a variety of practice areas have limited insight into their legal spend and litigation efficiency. According to all industry surveys, many companies do not know precisely how much they are spending, or the total number of firms they actually use. Even basic benchmarks, such as the total cost to defend a specific type of case, are unattainable.

Unlike generic legal e-billing systems, Legal eXchange from Bottomline Technologies offers a wealth of functionality, including collaborative budgeting, the ability to handle documents and receipts, seamless integration with matter management systems, support for standards, and comprehensive data collection tools that assist in day-to-day case management. With features for sophisticated data and trend analysis, Legal eXchange offers powerful insight into legal costs and dispositions across practice areas, such as employment, intellectual property, contracts, and mergers and acquisitions.

Today, Legal eXchange is used by many of the nation's largest in-house legal departments to manage and measure outside counsel performance including metrics for:

- Lifetime cost of a particular matter;
- Amount spent per year by practice area;
- Amount spent per year on a common task, such as deposition preparation;
- Number of hours spent by each level of timekeeper (partner, associate, paralegal, etc.);
- Comparative costs from year to year in any practice area;
- Real-time reports on budget vs. actual expenditures.

## How Efficient is Your Litigation Strategy?

Legal eXchange is the only legal spend management solution that offers user-specific views of critical data by practice area, and other pertinent categories. While users work from the same base of information, configurable screens and workflow processes let users quickly segregate data by approval structure, rules, rates, budgets, even timekeeper – putting powerful information and comparative analysis at the fingertips of general counsel for better decision making. Bottomline's experienced account managers work with each customer to understand which data is important and how to incorporate it into customer-specific workflows.

## Improved Financial Planning and Forecasts

A secure, Web-based solution, Legal eXchange offers a single solution for managing all matter-related financial information. Today, Legal eXchange is used to process tens of thousands of legal invoices against more than 1,000,000 active matters each month. Customers achieve measurable returns through better decision making, but also through savings achieved by the automated enforcement of billing guidelines, prompt payment discounts, increased invoice processing efficiency and less time and resources spent on data entry and reporting.

For Bottomline's clients, however, it's not just about cost savings; it's about applying the right resources to each individual case. Central to managing legal spend and improving litigation outcomes are people and information. Armed with detailed, electronic case data, in-house legal teams can conduct comparative analysis ensuring that cases are assigned to law firms ideally suited to achieve the desired result within a budget framework. At the same time, a reduction in paper invoices and more efficient invoice review processes net productivity gains to improve resource throughput.

**nationalgrid**

“Legal eXchange offers a flexible rules engine that enables us to create and modify our own rules internally in minutes. This feature helps control costs by creating rules to monitor specific law firms, legal matters, and line items.”

Rita Carlucci, National Grid



To learn more about  
Bottomline and  
Legal eXchange  
visit us online at  
[www.bottomline.com/legal](http://www.bottomline.com/legal)  
or call us at 888-923-9553.

# Experience and Innovation

## Bottomline Leads the Way with Superior Professional Services

Bottomline has applied its resources to the task of providing scalable legal spend management solutions derived from advanced R&D, backed by unparalleled domain expertise, and supported by the industry's most responsive customer services team.

### Comprehensive Professional Services

The success of any legal spend management solution is directly related to good planning, design and support before, during and after the implementation. Bottomline's services strategy is based on a decade of in-market experience deploying legal spend management solutions to offer legal staff an informed approach to long-term success.

Bottomline's on-staff professional services team, including experienced litigation attorneys and application experts, offers unparalleled expertise in implementation, business analysis, rules development, training, law firm support and ongoing account management. With Bottomline, the implementation manager is the support manager – not a generic help desk or support hotline. No other company offers this level of personalized support for the life of the contract.

### Law Firm On-boarding

With a growing network of more than 4,000 law firms, Legal eXchange is deployed at many Fortune 500 companies. For firms joining the network, Bottomline provides a number of innovative communication tools to ensure adoption. A dedicated customer services staff is also available to help enroll firms quickly, offering daily training sessions so that new users become proficient on Legal eXchange immediately.

### Optional Invoice Data Capture Services

In addition to support for electronic invoice upload, Bottomline provides value-added services for invoice data capture, eliminating manual entry associated with paper invoices. By converting data from paper invoices into electronic files, and through conversion support for more than 150 foreign currencies, customers can leverage Legal eXchange's rules engine and electronic workflow to monitor and process domestic and international invoices. Billing information can be aggregated with all matter-specific expenses, including fees for court reporters and expert witnesses.

	Count	Sum
Pending Invoices	10	\$30,435.30
Outstanding Invoices	10	\$30,435.30
Invoices Expiring Today	0	\$0.00
Escalated Invoices	0	\$0.00

  

	Count
Pending Matters	453

  

	Count	Sum
New Today	0	\$0.00
Pending Budgets	2	\$378,000.00
Outstanding Budgets	2	\$378,000.00
Budgets Expiring Today	0	\$0.00

*With the ability to access and analyze spend data electronically through dashboards and reports, users can collaboratively align and manage budgets and case handling strategies with outside counsel, while also establishing benchmarks from which future performance can be measured.*

## How Bottomline's Legal eXchange Works

# Legal eXchange Helps to Manage Outside Counsel and Expenses More Efficiently

Legal eXchange gives corporate legal departments new ways to control expense and improve predictability by:

- Expediting collaboration with law firms;
- Identifying critical financial information for expense analysis;

- Assisting personnel in prioritizing workload and managing risk;
- Eliminating paper by moving from image capture to capture of data points in a searchable and reportable database;
- Reducing budget and expense approval cycle times.

Expense and Loss	Legal eXchange
Increases with longer cycle time	Reduces cycle time by understanding which tasks and activities consume the most resources, but do not lead to early dispositions or substantive work
Increases with delays in involving the right person(s)	Reduces delays by assigning the right tasks to the right person
Increases with delays due to communication breakdowns	Reduces communication delays through automated notifications that keep tasks on track
Increases due to wrong or insufficient information	Reduces inefficiency by putting all matter- and spend-related data in one place
Increases because of inaccurate information	Reduces inefficiency by having discrete task level spend and budgeting detail in one place
Increases with inefficiencies in the process	Reduces process inefficiencies through automated workflow that keeps people moving forward proactively
Increases with duplication of effort	Reduces duplication of effort by providing a sophisticated rules engine that helps identify areas where work is duplicated
Increases with difficulty in obtaining and reviewing pertinent information	Reduces time spent searching for the important matter- and spend-related information by providing document storage and retrieval, and notes and messaging capabilities
Increases with difficulty in prioritizing workload	Reduces misaligned priorities by providing a configurable dashboard of high-priority action items
Increases with difficulties in monitoring and oversight	Reduces expenses by allowing users to combine tracking of legal and ancillary vendor invoices in one application, and report on combined data for greater business oversight

**Step 1:** Invoices are created by law firms and saved in the Legal Electronic Data Exchange Standard (LEDES) file format for browser-based upload to Legal eXchange. Once submitted, the law firm can log in anytime to check on the status of the invoice.

**Step 2:** Upon submission, Legal eXchange systematically validates fundamental invoice data. Invoices that do not pass are returned for adjustment, together with indication of the problem. Law firms can edit and re-submit invoices, again subject to validation.

**Step 3:** Once the invoice is validated, the system runs a second, more sophisticated analysis using Legal eXchange's powerful and configurable rules engine, determining whether rates and expenses conform to billing guidelines and other parameters.

Legal eXchange is configured to take action on each rule violation, including automatic adjustment, rejection back to the firm for correction, or flagged for internal review.

**Step 4:** Email notifications prompt attorneys that new invoices are ready for review. Approvers can focus attention on flagged items, quickly make necessary adjustments, and sign off electronically to escalate to the next level of approver or to accounting for payment. 'Work queues' isolate confidential invoices to pre-selected users.

**Step 5:** After approvals are complete, the invoice is imported into the client's accounts payable system for payment. Data from Legal eXchange can be exported into an existing matter management solution and/or the company's enterprise reporting system.

**Step 6:** Legal eXchange stores the data indefinitely, providing a full audit record for each invoice and the actions taken against it. Advanced reporting and data analysis capabilities provide detailed financial data, making forecasting easier and more predictable. Such queries can be used to assess everything from outside counsel performance to internal review efficiencies.

# About Bottomline Legal Spend Management

Bottomline's Legal eXchange legal spend management solution helps legal departments manage litigation costs and outside counsel more efficiently. Supported by electronic invoice data, users can align budgets and case handling strategies with outside counsel, establishing benchmarks for increased cost predictability. Legal eXchange is deployed at many leading corporations and more than 4,000 law firms that serve them.

**Uniquely Bottomline | [www.bottomlinelegal.com](http://www.bottomlinelegal.com)**



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