



# Tips From your Peers

## A Roadmap for Implementing a Successful IA Spend Management Program

In the more than 20 years that we have been providing expert Legal Spend Management (LSM) services, our clients have often asked “Can we apply this successful LSM model to other claims-related spend?” The answer is yes, and the first area that we recommend is Independent Adjuster (IA) spend.

Many clients agree that there is a need for improvement when it comes to processing IA invoices and managing associated costs. They’re constantly challenged by inconsistencies with rates and billing guidelines as well as an inability to accurately determine or control IA costs. After working with Bottomline’s IA experts, however, it becomes clear that the path to achieving the same levels of efficiency, visibility and cost control that they enjoy with their legal spend is as simple as switching to electronic invoice submission with their IA bills.

Below is a roadmap based on the experience of one of our P&C clients who found great success in transforming their IA Spend Management program from a chaotic, paper-intensive environment to an organized, automated e-system. They now have access to data and robust reporting tools that enable them to track the performance of their IA vendors and make better business decisions. And, with the assistance of Bottomline’s Expert IA Auditors, they have achieved a cost reduction of 19% by eliminating leakage and ensuring they’re only “paying what they’re supposed to pay.”

You can benefit from their experience by following this time-proven roadmap for implementing a successful IA Spend Management program:



**Results:** An organized program, full visibility on IA invoices and overall spend, significant cost reductions due to eliminating non-compliant issues such as hourly rate deviations, flat-fee deviations, and non-billable overhead costs.