



eBILLINGHUB SERVICE OFFERINGS

Accelerate your proficiency and maximize your benefits with eBillingHub® Services. Whether you're new to eBillingHub, transitioning to a new time and billing system, or just want to ensure that your firm is getting the most out of the system, we can help. Available onsite or online, our services are designed to help you identify best practices, improve billing workflows, and successfully implement and fully utilize eBillingHub.

IMPLEMENTATION AND TRANSITION SERVICES

Focused on ensuring your business continuity, we offer a variety of implementation and consulting programs ideal for first-time eBillingHub users or those moving to a new time and billing system. Available onsite or web-based, these services are designed to help identify best practices, improve workflow, and successfully implement eBillingHub. In addition, if you are transitioning to a new time and billing system, we can ensure your eBillingHub environment continues to run smoothly.

BILLING PROCESS REVIEWS

Benefit from having our experts review—and refine—your billing process with eBillingHub billing process reviews. During a review, an eBillingHub expert helps document your e-billing processes and provides a road map for improving your billing workflow. We can guide you through proven methods to streamline your e-billing, shorten billing cycles, and eliminate costly write-offs. A summary report provides concrete action steps you can take to improve your billing process.

TRAINING AND CONSULTING SERVICES

Boost your firm's overall e-billing savvy, help identify and implement best practices, and improve billing workflows. Our e-billing experts can fast track your team's training and offer advanced instruction or refresher courses as needed.

eBILLINGHUB CERTIFICATION PROGRAM

With the eBillingHub Certification Program, you can become part of an exclusive group of highly skilled professionals able to provide guided training and recommend best practices for your billing processes within the legal community. Being certified brings a number of additional benefits, including early access to eBillingHub road map news, participation within eBillingHub beta groups, the ability to participate in twice yearly user groups, priority access to the eBillingHub Support team, and two advanced training sessions per year specific to your firm. The eBillingHub Certification Program is available through a series of convenient online courses and exams.

ONGOING EDUCATION

Sharpen your eBillingHub skills and learn new tips and tricks each month. Our monthly Question of the Month Newsletter and educational webinars are a great opportunity to hone your e-billing proficiency.

YOUR PARTNER FOR E-BILLING SOLUTIONS

Designing the first tool to automate solutions for the law firm e-billing process, eBillingHub has been delivering solutions to hundreds of law firms since 2004. It is now the established leader in simplifying the e-billing process for law firms worldwide.

ONSITE PROCESS REVIEWS

| SERVICE | DETAILS |
|--|--|
| Onsite Process Review (for eBillingHub customers) | <ul style="list-style-type: none"> • Choose from three skillfully configured packages (Silver, Gold, or Platinum) • eBillingHub electronic billing expert visits customer onsite for a set number of days dependent on the package chosen • Discovery and breakout sessions with executives, management, and billers • Refines customer's processes and provides alternative solutions to existing workflow • Platinum package customers also receive a full day of eBillingHub training • Customer receives a written report with findings and suggestions within two weeks |
| Onsite Process Review (for non-customers) | <ul style="list-style-type: none"> • Choose from two skillfully configured packages (Silver or Gold) • eBillingHub/e-billing expert visits firm onsite • Discovery and breakout sessions with executives, management, and billers • Refines customer's processes and provides alternative solutions to existing workflow • Firm receives a written report with findings and suggestions within two weeks |

TRAINING, IMPLEMENTATION, AND TRANSITION SERVICES

| SERVICE | DETAILS |
|--|--|
| eBillingHub Onsite Services | <ul style="list-style-type: none"> • Onsite training specific to eBillingHub |
| Web-based Training (for eBillingHub customers) | <ul style="list-style-type: none"> • Web-based eBillingHub refresher training |
| Web-based Consulting (for non-customers) | <ul style="list-style-type: none"> • Web-based training related to e-billing practices |
| Onsite Implementation of eBillingHub | <ul style="list-style-type: none"> • Two to three days of onsite implementation, depending on firm size, typically consecutive days |
| Time and Billing System Transition Services | <ul style="list-style-type: none"> • Onsite or remote • One-on-one service with an eBillingHub expert who will assist firms with reconfiguring and testing their eBillingHub environment • Works parallel with the firm's project management team as they transition to a new time and billing system |

eBILLINGHUB CERTIFICATION PROGRAM

| SERVICE | DETAILS |
|-----------------------|--|
| Certification Program | <ul style="list-style-type: none"> • A series of online courses and exams • Awarded a Certification Package upon completion • Requires taking continuing education classes, equaling a set number of credits to maintain certification • Provides a reliable and valid method of assessing skills and knowledge of employee • Creates a group of highly skilled professionals • Certified individuals can provide internal training and recommend best practices within the firm and legal community at large • Certified individuals get: <ul style="list-style-type: none"> - Early access to eBillingHub road map news - Participation within eBillingHub Beta Groups - Two advanced training sessions per year specific to your firm - Ability to participate in twice yearly user groups led by eBillingHub Certificate Chair among the community of certified users - Priority access to the eBillingHub Support team |

ONGOING EDUCATION

| SERVICE | DETAILS |
|------------------------------|--|
| Question of the Month | <ul style="list-style-type: none"> • Sent via email • Available 24-7 on www.ebillinghub.com • Learn something new through "How-to" or "Did you know" questions |
| Monthly Educational Webinars | <ul style="list-style-type: none"> • Planned 45-60 minute eBillingHub educational webinar |

