

eBILLINGHUB CASE STUDY

STEPHENSON HARWOOD

STAYING AHEAD OF THE GAME WITH eBILLINGHUB



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MEETING GROWING CLIENT DEMANDS

Stephenson Harwood offers its clients commercially focused legal advice across the globe from nine offices across Asia, Europe, and the Middle East. The firm has a strong focus on providing high quality legal support for international transactions and dispute resolution.

The mid-sized, UK-based firm is constantly looking for the best ways to leverage technology and adopt the latest best practices to provide optimal client service. According to Stephenson Harwood's Head of Business Systems Lindsay Barthram, the desire to maintain consistent electronic billing (e-billing) in an automatic fashion led to the implementation of eBillingHub®, a web-based electronic billing solution from Thomson Reuters Elite.

As a long-time user of Enterprise®, among other key Elite solutions, the firm was thrilled to learn about eBillingHub to meet a steadily growing client demand for electronic invoicing. Although only a small percentage of its clients were requesting e-invoicing at the time, "it was crucial that we leverage available technology to help us preempt the surge," explains Barthram. "Not only was it important for us to implement an e-billing solution to meet the current demand, it was essential that we prevent any potential roadblocks as the volume of e-invoices increased down the line."

Barthram and his team were impressed by the ability of eBillingHub to adopt different billing formats and generate invoices very quickly, making their decision an easy one. "With limited options available for e-billing solutions, we were very pleased to find all the criteria we had outlined available within eBillingHub."

eBillingHub is a web-based electronic billing solution that integrates seamlessly with a broad range of financial platforms. eBillingHub provides a comprehensive and collaborative approach for preparing, submitting, tracking, and managing electronic bills. By streamlining and reducing the complexity and administrative costs of the process, eBillingHub helps firms efficiently and effectively manage the e-billing process and ultimately improve cash flow.

In comparison to other software providers and projects he's worked with recently, Barthram considers the eBillingHub training and implementation processes to be exceptional. "The eBillingHub team certainly knew what they were doing—their comprehensive experience really made the process much easier," Barthram describes. "This was a seamless implementation, with no issues of any shape or size."

"eBillingHub's low cost of ownership is a massive benefit for our firm. I can't overstate the value of enabling our team to focus solely on our firm's more pressing and strategic activities."

Lindsay Barthram
Head of Business Systems

ELIMINATING AN OTHERWISE MANUAL PROCESS

Prior to eBillingHub, the firm used an e-billing solution that had reached its end of life for product support. Although Barthram and his team were able to manipulate the back-end technology to produce e-bills, formatting invoices was a laborious and extremely manual process. For this reason, it was crucial that eBillingHub require no development at the firm-end.

"Although we have a relatively low volume of e-invoices, the complexities of e-billing for us are still the same as firms doing hundreds of them each month," Barthram states. "We were really limited in our ability to manage such development in-house, so eBillingHub's low cost of ownership is a massive benefit for our firm. I can't overstate the value of enabling our team to focus solely on our firm's more pressing and strategic activities."

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Stephenson Harwood is a full service international law firm, with more than 140 partners and 900 staff worldwide. It acts for a wide range of listed and private companies, institutions, and individuals.

BUSINESS CHALLENGES

The firm needed an automated billing solution to quickly and efficiently meet growing client demands for electronic invoicing.

WHY eBILLINGHUB?

eBillingHub is a simple, cost-effective solution designed to make electronic billing more efficient, speed cash flow, and provide more trouble-free service to clients.

BENEFITS

- Eliminates manual, time-consuming e-billing processes
- Reduces number of rejections with validation tools
- Ability to accommodate complex billing requirements more efficiently
- Easy to implement and train users

TIME-SAVING BENEFITS

Equipped with the enhanced functionality of eBillingHub, Barthram and his team have complete confidence in their ability to engage new clients and efficiently deliver on their specific needs. According to Barthram, "We recognized that we couldn't maintain efficiency by manually building formats every single time that we engaged with a new client. Our goal with eBillingHub was to reduce the amount of development work that was needed to bring a client on board and make it a more standardized process."

eBillingHub has since improved Stephenson Harwood's efficiency by enabling the firm to adapt quickly to each new client's necessary invoicing requirements. The estimated time it took to manage a new client with the previous e-invoicing system was three weeks. Today, setting up a new client's requirements in eBillingHub takes a maximum of one hour.

"As opposed to taking our billing staff as long as an hour to manually develop a single bill, the process now takes a maximum of 15 minutes with eBillingHub."

Lindsay Barthram

"The time saved is highly beneficial to our firm because when a new client comes to us, needing to start work immediately, we have full assurance we can do so successfully with eBillingHub," explains Barthram. "From pre-validation, to producing the actual document, and submitting it to the spend management vendor, eBillingHub is more than a timesaver; it takes the technical development headache away."

According to Barthram, developing new electronic invoices is a "very fluid process that has been immensely streamlined." He continues, "As opposed to taking our billing staff as long as an hour to manually develop a single bill, the process now takes a maximum of 15 minutes with eBillingHub."

Billing efficiency has also been improved as the firm spends less time managing rejected invoices through the eBillingHub validation tools. With this enhanced visibility into the e-billing process, the firm's billers can quickly identify and easily fix any potential reasons for rejection prior to submission.

"We are constantly in tune with what eBillingHub is going to deliver to us, and it has hit every bell and whistle that we've wanted it to provide. That's the thing about eBillingHub: it continues to function exactly as you need it to."

Lindsay Barthram

MAINTAINING THE E-BILLING MOMENTUM

Since implementing eBillingHub, Barthram and his team have seen a steady increase in the number of clients transitioning to e-billing, from its headquarters in the UK as well as its international offices. They take much comfort in having eBillingHub to help manage processes as they continue to gain momentum in the future. "One of the key reasons we implemented eBillingHub was to keep our firm ahead of the curve when the avalanche of e-billing begins to fall," Barthram explains.

For example, Barthram looks forward to integrating eBillingHub with the firm's credit management tool. Rather than requiring collectors to exit their systems and log into eBillingHub to see the status of an invoice, all billing data will be integrated directly into their systems, keeping everyone up to speed.

"We are constantly in tune with what eBillingHub is going to deliver to us, and it has hit every bell and whistle that we expected," Barthram describes. "That's the thing about eBillingHub: it continues to function exactly as you need it to."

For more information about eBillingHub, please call **+1 888 252 2607** or visit **ebillinghub.com**.

