



## ABOUT THE CLIENT

An international law firm based in the north-eastern regions of America.

The company has more than 500 attorneys in 14 offices across US.

They provide legal services for Fortune 500 Companies, entrepreneurs, emerging businesses, lending institutions, developers, etc.



## CHALLENGES FACED BY THE CLIENT



Voluminous E billing submission process



Lack of visibility on the Invoice Status



Delay in receipt of payment, shot payment due to errors and delay in receiving invoices



Delay in submission of invoices



## OUR SOLUTIONS

- ✓ Created a dashboard for End to End tracking of invoices
- ✓ Checklist for billers to ensure that the correct rules are followed
- ✓ Automated the checks on the invoice before submission
- ✓ Work with billers and fee earners to capture the correct chargeable hours and expenses
- ✓ Submit a Performa invoice to fee earners and get approval before final submission
- ✓ Tracking the process end-to-end to ensure that the information is captured timely
- ✓ SLAs defined for each stage and reported to senior management
- ✓ All rules from the checklist are checked against the Performa invoice to ensure 100% pass rate
- ✓ All relevant backup (supporting documents) are made available for the invoice

## RESULTS

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Increased the first pass rate from 50-60% to 85% in the first quarter ; nearly 90-93% every year



Increased the billing by nearly 1-1.5% annually



Invoice Aging was reduced from 60-70 days to 35-40 days



Collections were improved by 5% in just 3 months of transition



## A reliable partner

Creating a winning proposition



## Quality Service Assurance

Internal Quality Programs, Engraved Quality Practice, Sustaining Quality Standards



## Talent Pool

Availability of Large skilled Workforce & Best-in-class Infrastructure



6 Delivery Centers in India



700+ dedicated employees



ISO 9001:2015 to 27001:2013 Certified



SSAE 18 Type II Compliance



## OUR SERVICES FOR LEGAL FIRMS

Documents Coding | Data Management | Legal Transcription | Content Management | Legal Resources | Finance & Accounting Support | Technology Development & Support



The journey starts here. We are always ready to help you.  
To know more about Viaante & our services, Contact us today.



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