

ELM Solutions

Commit to compliance



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PNC Bank boosts compliance 10% with AI-powered legal bill review



CHALLENGE

- Leverage AI and machine learning to increase billing guideline compliance and recognize cost savings
- Generate workflow efficiencies through the reduction of attorney-led, manual bill review processes
- Enhance data quality to surface additional trends and insights for improved decision-making

SOLUTION

PNC Bank recognized the opportunity to leverage an advanced, AI-powered solution to address cost savings at the source. With the introduction of the AI-powered LegalVIEW BillAnalyzer solution, the time-consuming process of identifying likely violations is automated. Flagged line items are further analyzed by a team of experienced legal professionals who also handle the appeals process, ensuring an ongoing focus on strengthening law firm relationships.

RESULTS

1. **Immediate improvements in billing guideline compliance and cost savings**
   Following an implementation with a strong focus on internal and external communication, attorney-led bill review was replaced with automated validation of invoice format and compliance with rates, fees, and other billing items. Within the first month, PNC Bank saw a 10% increase in billing guideline compliance that continuously improved over time, allowing them to ultimately achieve first-year cost-savings expectations.
2. **Data-driven internal stakeholder engagement and external vendor collaboration**
   Clean invoice line items established the foundation necessary for improved forecasting, identification of alternative fee arrangements (AFAs), and proactive tracking of program metrics. Insights into net savings, total appeals, adjustment reason by firm, and invoice cycle time allowed stakeholder clarity from all angles.
3. **Alignment with broader legal operations and business objectives**
   Greater data transparency relative to timekeeper diversity and firm performance has allowed for progress on these key initiatives. Data quality represents the opportunity to draw more accurate and fair comparisons to meet program objectives that extend beyond legal bill review.

"Measuring key metrics has allowed us to maintain clear, easy-to-read reporting to our key stakeholders to communicate program benefits, outcomes, and greatest points of success."

"Within the first month, PNC Bank saw a 10% increase in billing guideline compliance."

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About the solution: LegalVIEW® BillAnalyzer Expert Service

LegalVIEW BillAnalyzer Expert Service combines artificial intelligence (AI) and human legal expertise to help corporate legal and insurance claims departments transform and optimize their end-to-end legal bill review process with their law firms and other legal service providers. BillAnalyzer is a proven way to increase billing guideline compliance, driving greater cost savings and efficiencies to allow in-house legal and claims departments to maintain a focus on strategic initiatives.

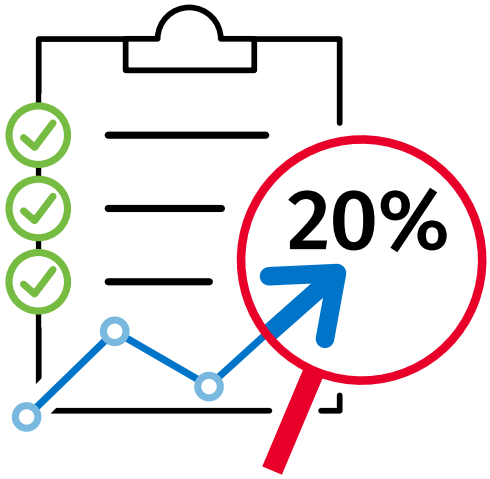
Commit to compliance to control spend at the source

Up to 20% increase in billing guideline compliance

Billing guidelines are an important component of any legal department's vendor management program to drive maturity in their legal operations.

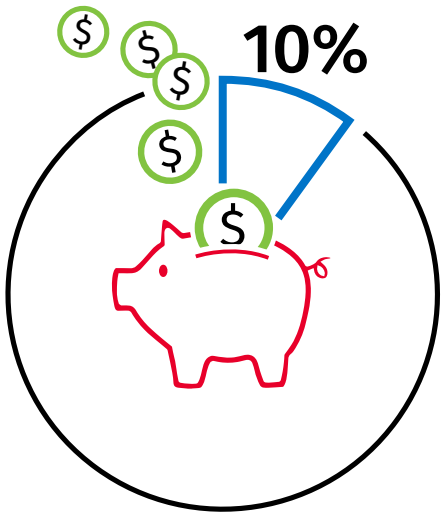
When properly enforced, they can save organizations millions of dollars, expedite the billing process for greater legal team productivity, and strengthen law firm relationships by maintaining a focus on alignment with corporate goals.

LegalVIEW BillAnalyzer helps in-house legal and claims departments achieve billing guideline compliance with a unique combination of advanced technologies and deep domain expertise. The solution automates the tedious process of flagging likely violations to be further analyzed by experienced professionals, who also handle the appeals process.



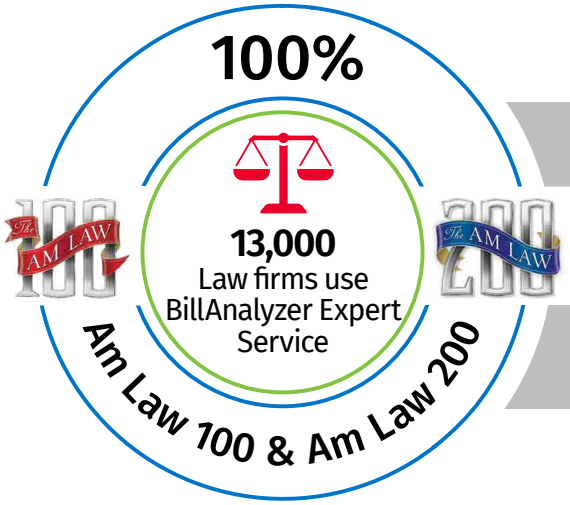
Control your spend with up to 10% savings

Addressing improvements to billing guideline compliance ensures you're not paying more than you should, resulting in a sustainable approach to strengthened cost controls. The combination of AI with the power of human expertise holds the power to enforce guidelines and drive savings, without burdening attorneys with additional work.



An industry standard in legal bill review

A growing network is using AI-enabled bill review to achieve their organizational goals. 13,000 law firms are active with BillAnalyzer, including 100% of the Am Law 100 and Am Law 200.



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100% of the Am Law 100 and Am Law 200 are active on BillAnalyzer.

Cleaner data. Actionable decisions.

Gain actionable insights on billing guidelines from our comprehensive data

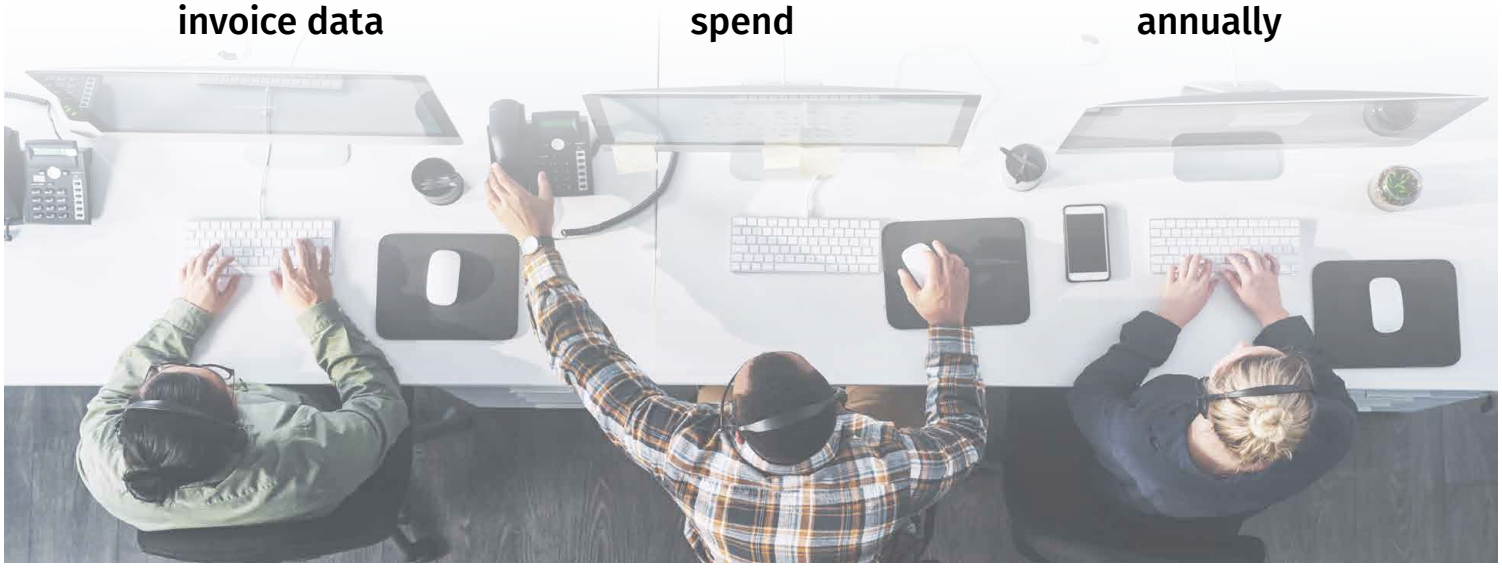
Compare costs and calibrate your AI model against LegalVIEW's world-leading legal performance invoice data

Utilize our team of human experts with a combined total of 155 years of experience with legal billing operations

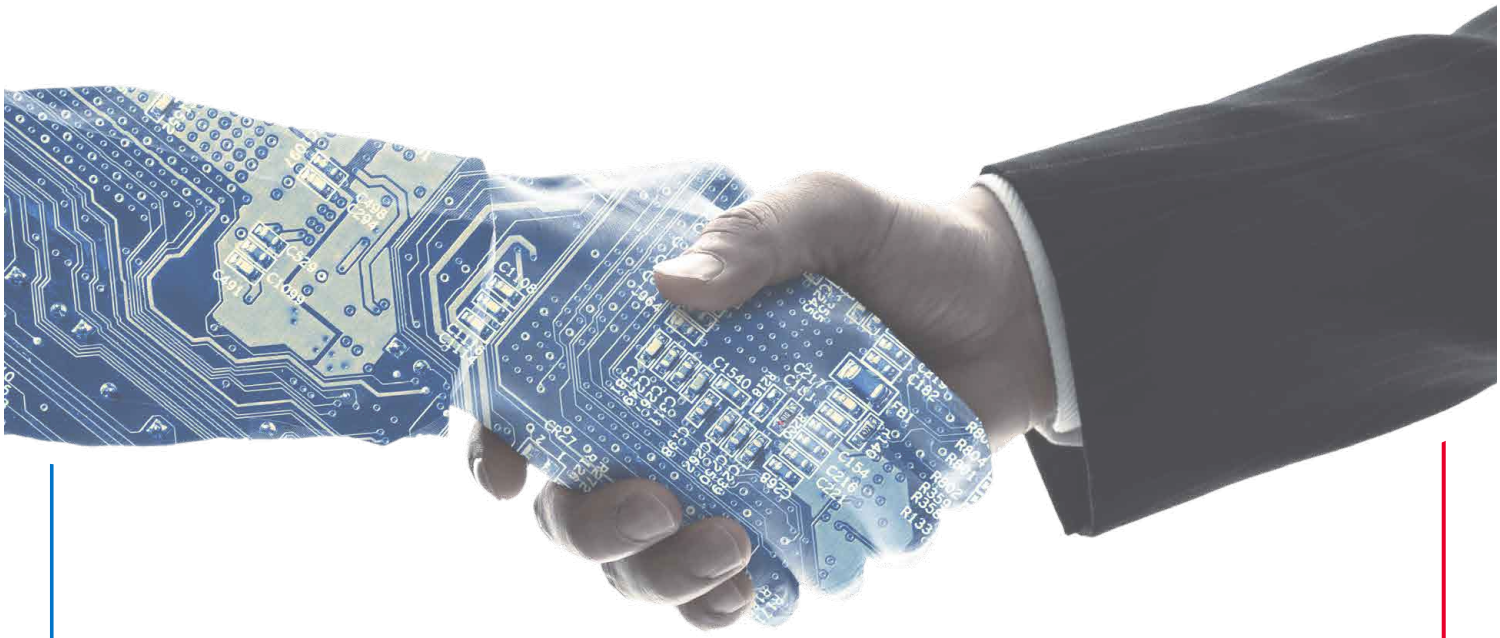
Largest source of legal performance invoice data

Representing $160B+ in legal spend

$4B+ of legal spend reviewed annually



Advanced technology + human intelligence = legal bill review nirvana



Exceptional AI model-powered technology

AI rises to the challenge with its ability to standardize line items, recognize patterns in the data, and highlight likely violations in line with your unique billing guidelines. In this approach, each line item is meticulously reviewed to bring expert-level, human focus to those that require further analysis.

Deep domain expertise

Human intelligence further elevates the process with extensive experience in the critical areas of change management and legal bill review operations. Expert invoice review teams focus on line items that require further analysis, manage appeals in an approach that educates your firms and reduces friction, and feed results back into the system to refine the AI model for continuous improvement.

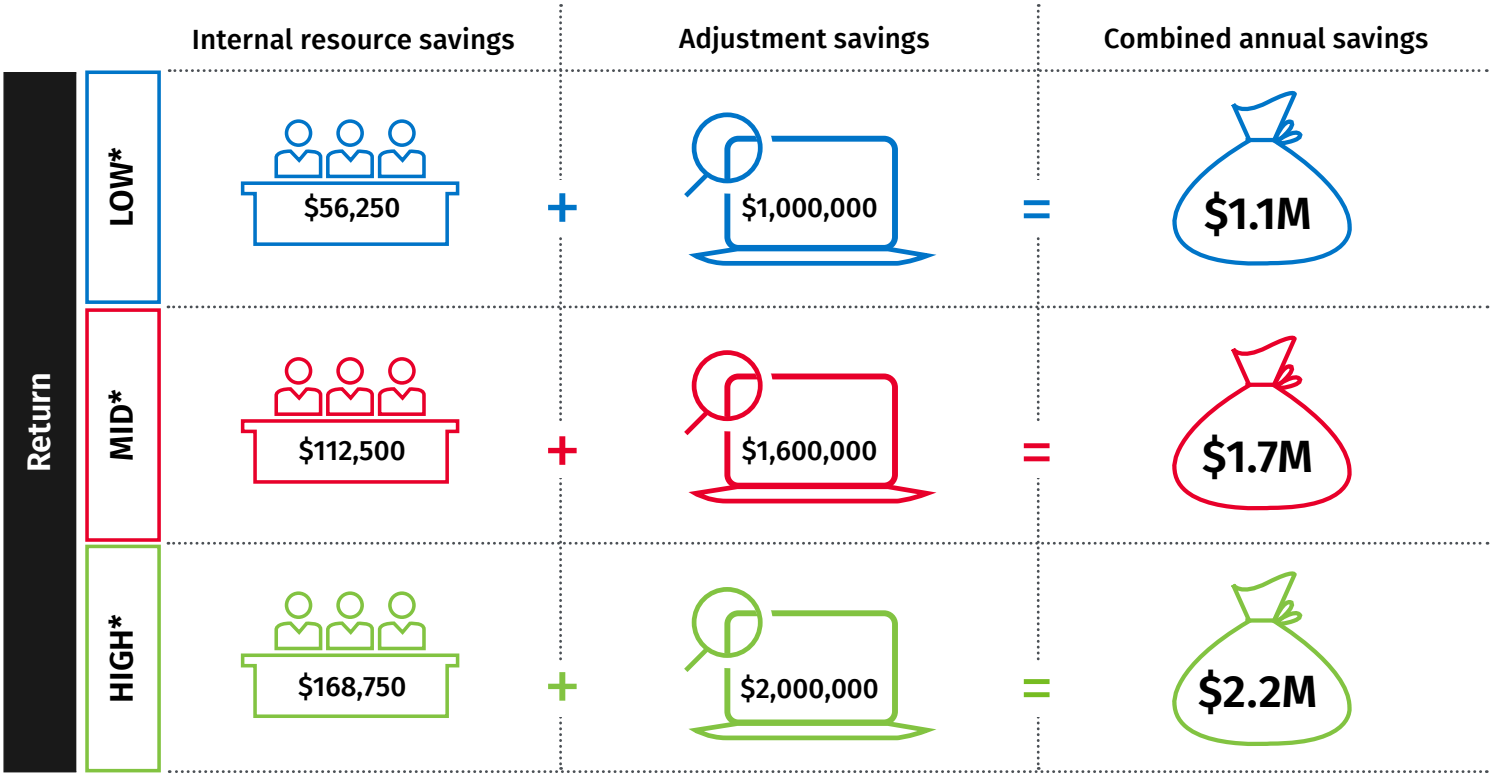
Calculating the savings and ROI

AI-enabled bill review can help legal departments reduce costs and maximize efficiencies. To illustrate, let us assume that a legal department:

- Oversees $20 million in annual outside legal spend
- Reviews and processes 10,000 legal invoices annually
- Manages approximately 1,800 legal matters that involve outside counsel
- Employs 20 full-time in-house counsel

Let us assume that the above figures are constant over one year and display low, medium, and high-range potential savings and ROI scenarios.

Check out the estimated results you can expect with LegalVIEW BillAnalyzer:



* Approximate savings

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