

Top 10 essentials for great claims litigation management

ELM Solutions

Choosing a claims litigation management solution means weighing many considerations about a potential solution, as well as the vendor you will be partnering with. Keep these things in mind to help you make the best selection:

Product capabilities

1. E-billing and spend management:

Easy-to-use, configurable interface with single sign-on workflow wizards and mobile access to support user adoption and efficiency

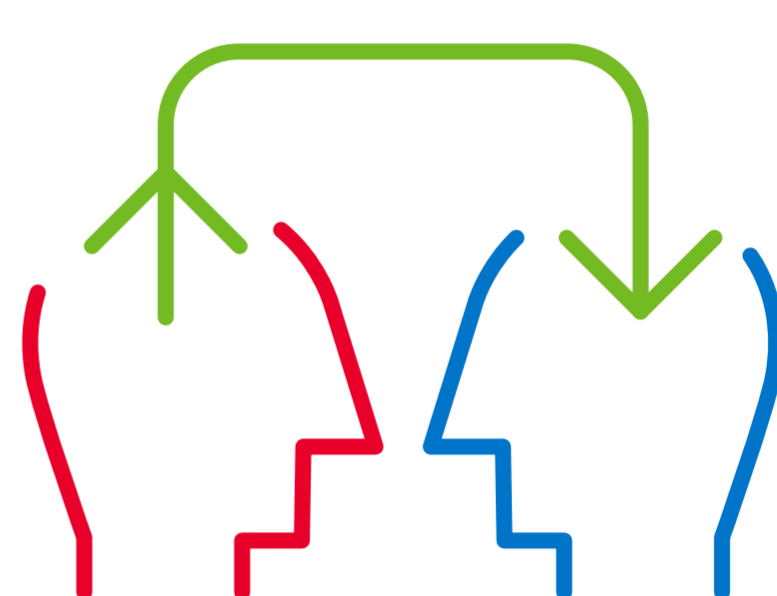


2. Reporting and business intelligence:

Visually appealing, AI-enabled dashboards and reports with automated delivery to support good decision-making

3. Outside counsel management:

Easy and efficient communication with outside counsel on cases with support for rate negotiation, panel management, and performance evaluation



4. Interoperability and integration with other systems:

Integration with established tools like Microsoft Outlook, as well as claims management, accounts payable, and document management systems

5. Right-sized claims solution:

Support for your multiyear roadmap to expand your capabilities at the right pace and alignment with your priorities and expected results



Provider competencies

6. Data security:

Security practices that meet industry-standard compliance requirements with strict security and control standards via third-party audits and certifications



7. Implementation and training:

Expert project management addressing your specific requirements, training for both your staff and law firms, and customer support in multiple languages and time zones

8. Roadmap and innovation:

A product roadmap aligned with your long-term goals and frequent touchpoints via user groups, client conferences, focus groups, etc.



9. Experience and expertise:

Extensive claims industry knowledge and experience, as well as industry awards and strong claims customer references



10. Total cost of ownership and ROI:

Excellent billing guideline enforcement and spend control with robust data and analytics and automated processes that increase efficiency

For a more in-depth analysis of these important factors, download our eBook [Top 10 Considerations for a Claims Litigation Spend Management Solution.](#)