

Choosing a vendor to develop and enforce billing guidelines

Strong billing guideline compliance is a key part of any corporate legal department's (CLD's) outside counsel and spend management efforts. When CLDs achieve strong billing guideline compliance, it leads to improved outcomes such as faster invoice review times, improved cost control, and increased transparency into law firm performance.

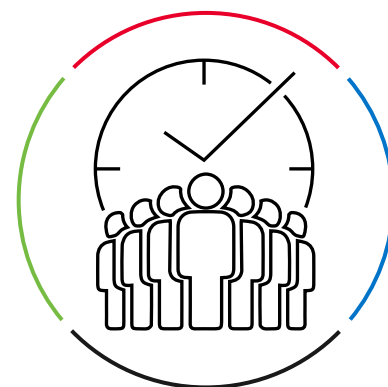
Combining smart technology, billing guideline and invoice review expertise, and strong collaboration creates standout solutions that can help CLDs improve their operations. When considering vendors, look for the following among their offerings:

Technology

- ❑ **Industry-specific billing guideline data** against which you can use to benchmark your own guidelines
- ❑ **AI-powered billing guideline analysis** that informs development of clear, concise billing guidelines that are aligned with your organizational objectives
- ❑ **A deep and broad invoice database**, which includes detailed line-item-level data from actual invoices spanning multiple industries
- ❑ **AI-driven invoice review** that identifies possible compliance issues in invoices and learns from feedback to improve over time
- ❑ **Predictive and analytical models** that help you make proactive, timely, and reliable decisions about law firm assignments

People

- ❑ **Highly experienced invoice review teams** who understand how to respond to potential billing violations and errors in accordance with your organizational goals
- ❑ **A team with the technical expertise** to maximize your tech investments and understand the AI, machine learning, and other technology that power your legal ops success



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- ❑ **An expert staff** made up of data scientists, compliance experts, and process experts with specialized training in the technology and a high average years of experience

Partnerships

- ❑ **Demonstrated ability to identify your business objectives** and develop a customized solution to meet them
- ❑ **Communications experience** that allows them to clearly explain to law firms where they are not conforming to billing guidelines and how to get in compliance
- ❑ **Deep change management history and expertise** to help firms become amenable to modified processes and drive adoption of your guidelines



To learn more about how you can create, improve, and enforce your billing guidelines effectively, download the free Wolters Kluwer ELM Solutions eBook [People, partnerships, and technology: Critical components for expertise in billing guideline compliance](#), which details how the above components make up a successful billing guidelines program.

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