



Am Law 100 Firm sees Significant Reduction in Billing Rejections with Aderant BillBlast

Guided by an unwavering commitment to leveraging innovative technology to drive efficiency, a U.S.-based Am Law 100 firm chose Aderant BillBlast to help improve their billing operations process.

Growing Pains for the Billing Team

The firm had been using 3E law firm management software from Elite for practice management, as well as their eBilling-Hub solution for more than a decade. Yet, with the ever-increasing complexities of billing demands and insurance-related practices such as data privacy expanding, the firm recognized the urgent need for a technology stack built to support its growing billing needs.

A Need to Improve Billing and Email Efficiency

A chief area of concern was the firm's ability to email bills, track bill receipts and payments, and report rejected invoices to leadership in a timely manner. Billing at the firm was decentralized, and manually emailing bills was a slow and tedious process.

The firm's manual approach led to accounts receivable having status visibility issues. The firm's billers could not verify if bills were successfully sent or received, leaving them unable to substantiate or defend against client disputes. Lawyers and billing professionals were storing bills ad hoc in their email inboxes or Excel spreadsheets, and there was no centralized place to view bills. This approach required a great deal of emailing within the firm to build, send, and track invoices. This process strained the billing team's limited resources and bandwidth even further.

"We wanted the ability to track everything that went out of the firm, but with the previous solution, we had no way to do that. When we discovered BillBlast, it blew my mind because it streamlined all the billing processes, which led to us moving to BillBlast to manage all of our billing."

- eBilling Manager

A Seamless Implementation and Total Transformation with BillBlast

The U.S.-based firm converted from their legacy solution over to BillBlast. The firm had a two-month deadline to switch to a new vendor, which became even more challenging because it happened during year-end. However, they were able to complete the transition well ahead of schedule with very little disruption to their everyday operations.

"The BillBlast implementation was one of the easiest implementations we have ever done, and it was so easy to train people. Any tickets that came up were resolved in a day or two, so there was no real lag or delay during implementation."

- eBilling Manager

The technical staff at Aderant helped the firm map its data and customize BillBlast according to their clients' billing preferences, ensuring the firm's billing requirements were met and a seamless turnover to the users.

The firm and Aderant devised an innovative solution to integrate 3E with BillBlast, which allowed the capture of critical data that was not previously recorded in the 3E system.

Leveraging Data Analytics and Workflow

Data analytics embedded in BillBlast provide real-time visibility for all types of invoices. The analytics show short pay, appeals and their recoupment, and rejections—and billers can see everything waiting in their queue.

The notes section in BillBlast also allows eBillers and billers to communicate without having to email each other.

"With a click of a button, you can see your whole workflow right in front of you. BillBlast allows us to accurately and efficiently deal with billing issues, and upon request we can send data to management to support decision making, which we could not do before."

- eBilling Manager

The BillBlast Email Module has helped streamline communications at the firm.

"With our previous process, I would have to email multiple people to get the answers I need. Now I can see what happened before reaching out to billing colleagues because BillBlast has really transformed the way I follow-up, which is key because this job is a lot about following up to get all your facts."

- Billing Clerk

Continuous BillBlast Enhancements Keep Coming

Aderant is always making constant, intuitive enhancements to BillBlast.

"BillBlast is light years ahead and we love the continuous innovations of the Aderant Product Team. When our attorneys ask for improvements, we often find that the team has already worked on them. They are also quick to introduce new improvements, so we always get what we need, and our voice is always heard."

- eBilling Manager

"BillBlast did everything it promised."

- eBilling Manager

BillBlast has enabled the Am Law 100 firm to transform and centralize their billing, creating a more productive and efficient environment for both the biller and lawyer. The billing team now consists of 35 billers and 5 eBillers who process more than 11,000 bills per month, with 40% eBilled and 60% sent via email or paper mail. Lawyers and billers are reassured that emailed bills are successfully sent and received. Emails are also saved within BillBlast folders, including bills sent out as well as responses.

80%

The firm has seen a significant reduction in their billing rejection rate, over 80%, through adopting Aderant BillBlast.