

eBillingHub

Gowling WLG



Handling High Volume E-billing with Ease

As an international law firm with more than 1,500 legal professionals across Canada, the UK, Europe, the Middle East, and Asia, [Gowling WLG](#) provides a full suite of legal services to clients in key global sectors. The firm has a particularly strong presence in Canada, where it generates around 10,000 invoices each month. To ensure these invoices are managed seamlessly, Gowling WLG relies on [eBillingHub](#)®, the market-leading automated e-billing solution from Elite.

Having e-billed clients for more than 20 years, the firm's centralized Canadian e-billing team—which handles all invoices for its seven offices across Canada—began using eBillingHub in 2011 when the volume of invoices started rising to several hundred per month.

Gowling WLG's recent switch to the "new and improved" eBillingHub has been transformative, says Maggie Raco, the firm's E-billing Team Lead. "If we didn't have this platform, we would have to manually enter all the data and analyze it with a fine-tooth comb. But thankfully,

we don't have to do that: eBillingHub is our fine-tooth comb. It breaks down all the issues before we even pull the invoice. We get the information right away so that we're able to correct as we go. It saves us so much time."

Visibility at a Glance

Maggie Raco and her team get notifications right away as to whether an invoice was submitted properly or whether any issues caused it to be rejected—which is a major plus. "You get updates within thirty seconds of submitting an invoice with eBillingHub. Getting that quick response allows us to deal with rejections right away. Our clients have deadlines, so getting timely feedback is so important."

One of Maggie's favorite aspects of eBillingHub is the dashboard in the new user interface. She can see all the outstanding rejections and what's been approved at a glance. It shows her how many clients are set up in the system (currently more than 1,500), provides an inventory of invoices and their status,

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Maggie Raco
E-billing Team Lead

and allows everything to be filtered down by client, matter, or lawyer so she can see things in minute detail. Tracking and searching are also very easy.

All of this means that clients are far more likely to pay their bills more quickly. It also streamlines the e-billing team's interactions with the firm's collections department.

Understanding Clients Better

Not only has eBillingHub enabled Gowling WLG's e-billing team to operate more efficiently and easily handle thousands of bills for diverse clients, but it has also allowed them to learn more about the needs of the firm's clients. Maggie explains, "Some clients are new to e-billing, so they don't always provide the information we need, such as what internal data they're expecting on their LEDES files, whether we need to use a specific tax ID, or whether we need to use a particular field to pull in the data."

"So eBillingHub helps us navigate that. It tells us what's already in the system for that client, where to get certain data from, what works and doesn't work, and how to change it. It helps us fill in the blanks and understand what our clients really require."

The way eBillingHub works makes it simple for the e-billing team to "map" clients; i.e., to input all the necessary information into the system such as task codes, timekeepers, client data specifications, and platform passwords. "Without eBillingHub, we wouldn't be able to process such a large volume of monthly invoices in such a timely fashion," says Maggie. "The whole system is very convenient for us."

Speaking the Same Language

Over the years, Gowling WLG has considered other third-party e-billing solutions on the market. However, Maggie says, "We decided to stay with the improved eBillingHub because it is an easier system for us to use, and we have a great relationship with the eBillingHub team. They are responsive to our feedback, and when we have issues, we have people we can contact who we feel comfortable with because they speak our language. Sometimes with these types of systems, everyone has their own definitions of what things are called, but we've reached a place where they completely understand what we're saying and vice versa."

While she appreciates having the option to contact external support resources for advice or to ask them for assistance with issues such as problems submitting an invoice, Maggie also loves the eBillingHub help center, where all the manuals and training videos are available online.

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Maggie Raco

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Gowling WLG is an international law firm with more than 1,500 legal professionals across Canada, the UK, Europe, the Middle East, and Asia. The firm provides clients with in-depth knowledge in key global sectors and a suite of legal services at home and abroad. Gowling WLG's Canadian roots trace back to 1887, making it one of Canada's oldest, largest, and most respected law firms.

BUSINESS CHALLENGES

e-bills generated by the firm's Canadian offices were becoming difficult to manage. It needed a system that could streamline the process of submitting e-bills, catch problems earlier, and enhance visibility.

WHY eBILLINGHUB?

eBillingHub offers advanced features and functionality, client knowledge, a hands-on approach, supportive customer service, and a forward-thinking product development strategy that enables the Gowling WLG e-billing team to do their jobs more efficiently and effectively.

BENEFITS

- Processes thousands of e-bills per month with ease
- Delivers transparency over status
- Flags issues quickly
- Is continuously being updated and improved
- Integrates seamlessly with other third-party practice and financial management systems

Gowling WLG uses Aderant as its practice and financial management system, and the two solutions integrate seamlessly together. Maggie and her team also appreciate the fact that new features and updates are added to eBillingHub monthly to implement improvements and incorporate feedback from users to make sure it runs optimally.

"We're in a rapidly changing world, and the amount of information being processed and transferred every day is incredible. It's great to know that eBillingHub is always evolving to keep up with the times. All I can say is that we're thankful for eBillingHub," she concludes.

To learn more, contact your account representative or visit www.elite.com.