

Guideline Compliance Review Process



Mercury

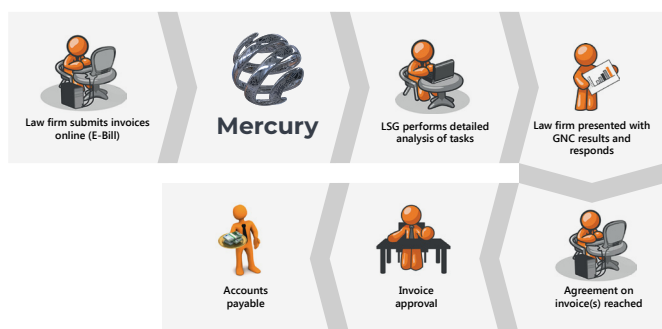
As part of our live litigation and legal services management client programs, LSG provides Guideline Compliance Review (GCR) services.

This service takes the form of a "layer" that is bundled within the Mercury™ ELM (Enterprise Legal Management) software licensing terms as additional cost for provision.

The service is set up under the auspices of the clients' litigation/legal services management guidelines sometimes referred to as "Service Level Agreements" of SLA's.



What is the detailed process?



Once LSG has worked with the client to finalize the guidelines and as importantly, how they are to be interpreted, we set up our in-house legal team to align the guidelines/SLAs with an appropriate set of "Guideline Non-Compliance (GNC)" codes.

These take the form of "code-based rules."

Processing the invoices in the Mercury™ ELM enables an electronic "validation" to be undertaken, meaning that any anomalies such as rate discrepancies, mathematical errors, duplicate entries, erroneously-billed travel costs, expert fees and other disbursement expenses can be corrected. Date completeness and correctness are also measured and corrected during the submission process.

Following the system-driven electronic validation, LSG's own in-house legal staff perform a "compliance review" as measured against "industry-standard" [eg in-use for over a decade] litigation management guidelines which typically identifies further anomalies.

What are the Benefits of the GCR Process?

Client and in-house legal staff are invariably very busy people. The "burden" of reviewing legal or other supplier invoices for guideline compliance, mathematical and other data correctness and completeness, simply does not add value to their role.

Philosophically speaking, allowing the client case handler to work with outside legal and other key

resources to settle and/or resolve matters/cases, is where, as an organization, they should focus their time and attentions.

Outsourcing this effort to LSG provides the client with a certain level of "relief" in this regard and allows it to concentrate on resolution or settlement of the case. Other benefits are far more tangible and can be demonstrably measured in financial terms. LSG has significant and substantial experience in providing GCR services spanning many years, case types, jurisdictions, product lines, legal strata, complexities and values over several \$ Billions of dollars.

The results vary but generally LSG identifies potential reductions which generate an ROI for the client in the order of 5 to 1 ongoing.



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