



How LSG Saved a Top 3 Global P&C Insurer 11% Per Invoice with Legal Bill Review

Legal Bill Review (LBR)

Welcome Note

Legal Solutions Group

Founder & Executive Chairman



Prospective clients, we are excited to share an overview of our Legal Bill Review (LBR) process and the results of a live case study with you. In this case study we detailed a proprietary list of Guideline Non-Compliance (GNC) issues with our client's legal billing process, created associated codes for those issues and implemented a review of their legal spend with our software and experts working in tandem.

Hopefully the detail in this deck demonstrates the level of attention we'll bring to the table for your firm. If there is anything not covered in this presentation, don't hesitate to ask for it, and we'll revert ASAP.

Gary Markham



Legal Bill Review

We utilized a combination of legal bill review experts with AI-enabled legal billing software to ensure 100% compliant legal bill review, a program at LSG that has saved clients close to \$1B USD since its inception. A few key features utilized in this case study:

- Proprietary LSG best practices LBR rules library
- Enterprise Vendor Management and Billing Integrations
- AI-enabled software and human expert hybrid
- Mobile and Desktop Access
- Machine Learning Enabled Auto-Coding
- Proprietary Invoice Database
- Software Partners: Microsoft, LEDES and LawPay
- Invoice Aesthetic Customization
- E-Billing Input & Output (LEDES, XML, etc.)
- Financial Management System
- Vendor Management Data Analytics
- Budget Tracking and Gamification
- Multiple Payment Options (PayPal, Plaid, QuickBooks)
- API Into and Out of Ten (10) Third Party Platforms

Legal Bill Review

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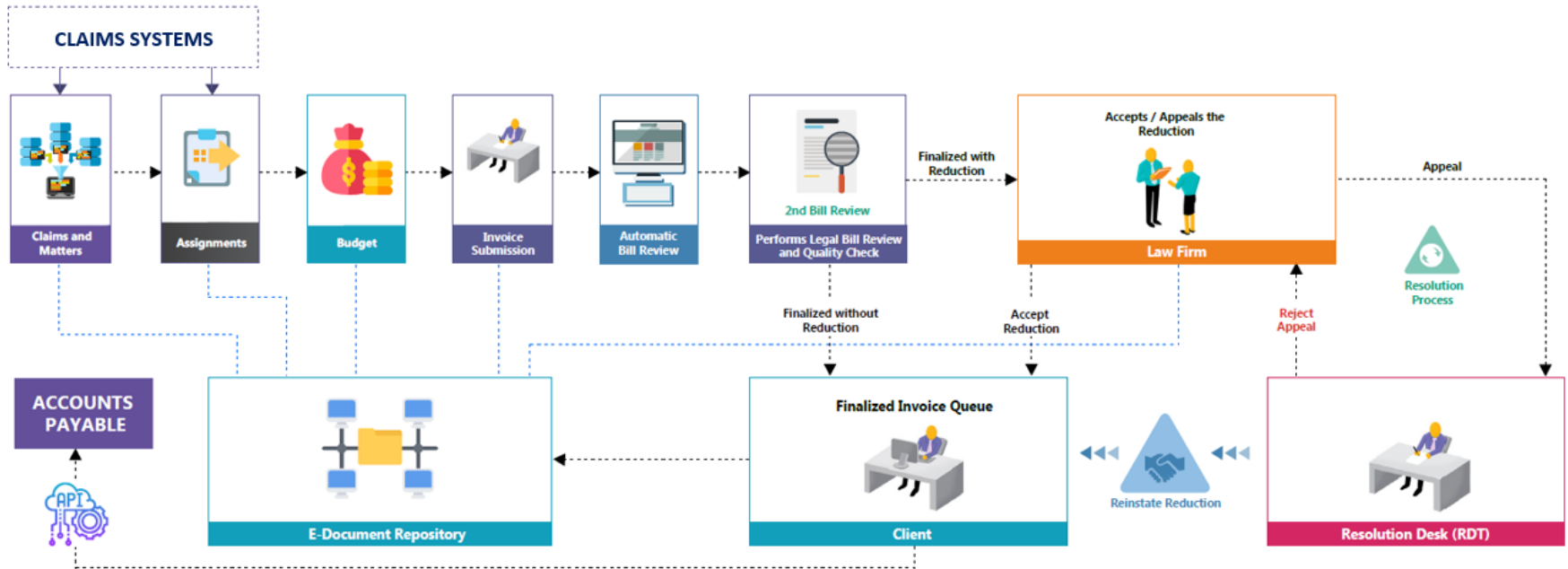


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Exclusive Expense Management

Software Partner of LEDES. Input and
output LEDES files for vendors.



Top 3 Global P&C Insurer

LSG

LBR Case Study

LSG

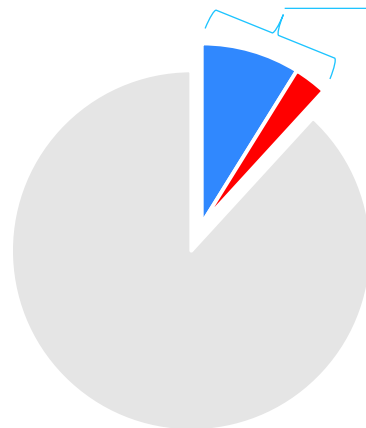
Case Study: Overview

Litigation Invoice Review

Client Size - \$45B+ Mkt. Cap.

Prior Vendor - Thomson Reuters

Client Industry - Insurance



Total Savings:
\$11,686,000.97

Total Savings:
11.80%

- Client GNC Existing Client GNCs
- LSG Recommendations Recommended GNCs
- No GNC Compliant Billing

LSG LBR rules - proprietary

Submitted Amount:
\$99,001,000.72

Modified Amount:
\$87,314,000.75

Additional LSG Savings (\$)
\$2,920,000.50

Additional LSG Savings (%)
2.9%

Case Study: Example GNC

Delivery Expense – No Request

GNC Description	Detail
Line Items	1
Submitted Amount (\$)	25.00
Modified Amount (\$)	0.00
Saved Amount (\$)	25.00
Saved Percentage (%)	100

- a) As per client's Claims Billing Protocol, "Messenger/Courier/Delivery/Express/Overnight Mail/Oversize Copy Services" are not reimbursable, unless explicitly requested by client, or in an emergency situation.
- b) LSG found 1 expense line for which there was no line entry description about the request from client, nor was there any indication of an emergency situation.

Case Study: Key Findings

Apart from the GNCs applied (Travel Time Exceeding 50% and Motion Practice/Interlocutory Process - No Prior Approval Indicated).

Recommendations

- a) **Invalid UTBMS codes used in the invoices:** expense Code 'E170' is an invalid UTBMS code. An electronic invoice validation system like our Mercury ELM software would reject the invoice with invalid UTBMS code. Please refer to excel report sheet "invoice format error."
- b) **Incorrect billing codes used for expense line entries:** in E-invoice validation systems like Mercury ELM, expense line entries should be billed with 'xxx' in the field for timekeeper billing code. Please refer to excel report sheet "invoice format error."
- c) **X Expense Codes :** LSG recommends client's Firms to use "X" expense codes instead of "E" codes since they offer better accuracy in billing and later reporting.
- d) **Unapproved timekeeper billing code:** During this audit, LSG noticed 2 unapproved timekeeper billing codes (LNF, MAM) within invoices. Using unapproved billing code in an electronic invoice submission will prevent the invoice from being uploaded. Please refer to excel report sheet "invoice format error."

New Pricing: Flat Cost or Hybrid

For a more equitable relationship with our clients, we have implemented our new **TOP Pricing®** tool, which provides clients with a proprietary model and options:

- Flat, Per Invoice Rates
- Percentage Hybrid Rates
- Per Line Item Rates
- Deliverable Bonuses Based on Spend
 - \$1M of pro bono development work per \$100M spend, starting in contract year 2
 - QuickLBR inclusion for spend above \$100M per annum, 24 hour LBR turnaround
 - Legal bill review software included in flat cost pricing for spend above \$100M per annum
- Price Beat Guarantee
- Plug and Play Pricing

New Pricing

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Plug and play flat cost legal
bill review and litigation
management platform

Testimonials



We wanted to replicate the billing guideline compliance process we use for our 'live' program of Mercury® ELM on this historic claim. This required providing the invoices to LSG and then they conducted the review using Mercury® ELM and **their expert Bill Review team**. I was very pleased with the detail and granularity of the report which enabled us to have a productive discussion with our external counsel. A successful outcome was achieved.



Paul Sewell

Group Chief Claims Technical Officer

My experience with LSG has been nothing short of exceptional from the first Sales call to the current relationship management they employ. Even though this was the first time we had asked our panel counsel to submit their invoices through an electronic system for review prior to payment, we were able to take the program from the planning phase to fully functional in less than two weeks due to their efficient on-boarding processes. **Overall, I could not be happier with LSG** and their team and would not hesitate to recommend them for your electronic billing needs.



Justin Barth

General Counsel

Thank you for your time.

Gary Markham

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