ExpenseCore Legal
Legal Ops, Reimagined.

Avoid litigation when possible, but manage it as effectively as possible when it's unavoidable.

LSG's ExpenseCore Legal is a cloud-based and highly configurable legal operations platform that supports clients in managing their litigation, compliance and risk in a more systematic way. We help our clients increase productivity, enforce billing guidelines, reduce costs and achieve better claims outcomes, ultimately driving improvement to expense and combined loss ratios. ExpenseCore Legal also helps legal departments collaborate and share information among internal team members and with outside counsel, as well as enables the detection of high risk claims early, improving turnaround times and the chance of favorable outcomes.

Case/Matter Assignments

Case/matter assignment or engagement notices are provided within the ExpenseCore Legal case management module. Approved outside counsel and other professional suppliers are assigned cases/matters by the client user, who can attach key documents (e.g. SLA, policy wording, expert reports etc.). Assign vendors with smart assignments, letting the platform suggest the best law firm, lawyer(s) or other vendor(s) for a specific case or matter based on the vendors' historic performance and other key metrics collected and scored by the platform.

Budgeting and Case Planning

During the assignment process, the client user may opt to request a Life of Case or Phase Level budget from the service provider, including a staff plan where appropriate. Case plans may also be requested, submitted and updated as the case/matter progresses. In-house professionals can set thresholds during budget review so that ExpenseCore Legal automatically tracks erosion of the budget as invoices are submitted and advises both the in-house professional and the vendor if these thresholds are breached, or close to a breach, triggering a strategy review based on client configured event triggers. In addition, if a sufficient amount of data has been collected, ExpenseCore Legal enables the prediction of total legal fees and expenses. This gives clients the ability to forecast the total cost and likelihood of success in litigation, providing the knowledge needed to inform case and matter strategy for early settlement or pursuing litigation in earnest.

Automated Bill Review (ABR) and Expert Bill Review

The ABR functionality streamlines the compliance monitoring process by performing various automated validation checks on the submitted invoices, including:

- ◯ Timekeeper/fee earner rates
- ◯ Expense/disbursement costs including travel and photocopying
- ◯ Mathematical checks
- ◯ Duplicate invoice or line entry
- ◯ All pertinent client case/matter data elements
- ◯ Compliance with budgets (if any)
- ◯ Legal research – non prior approval Indicated
- ◯ Motion practice and interlocutory process
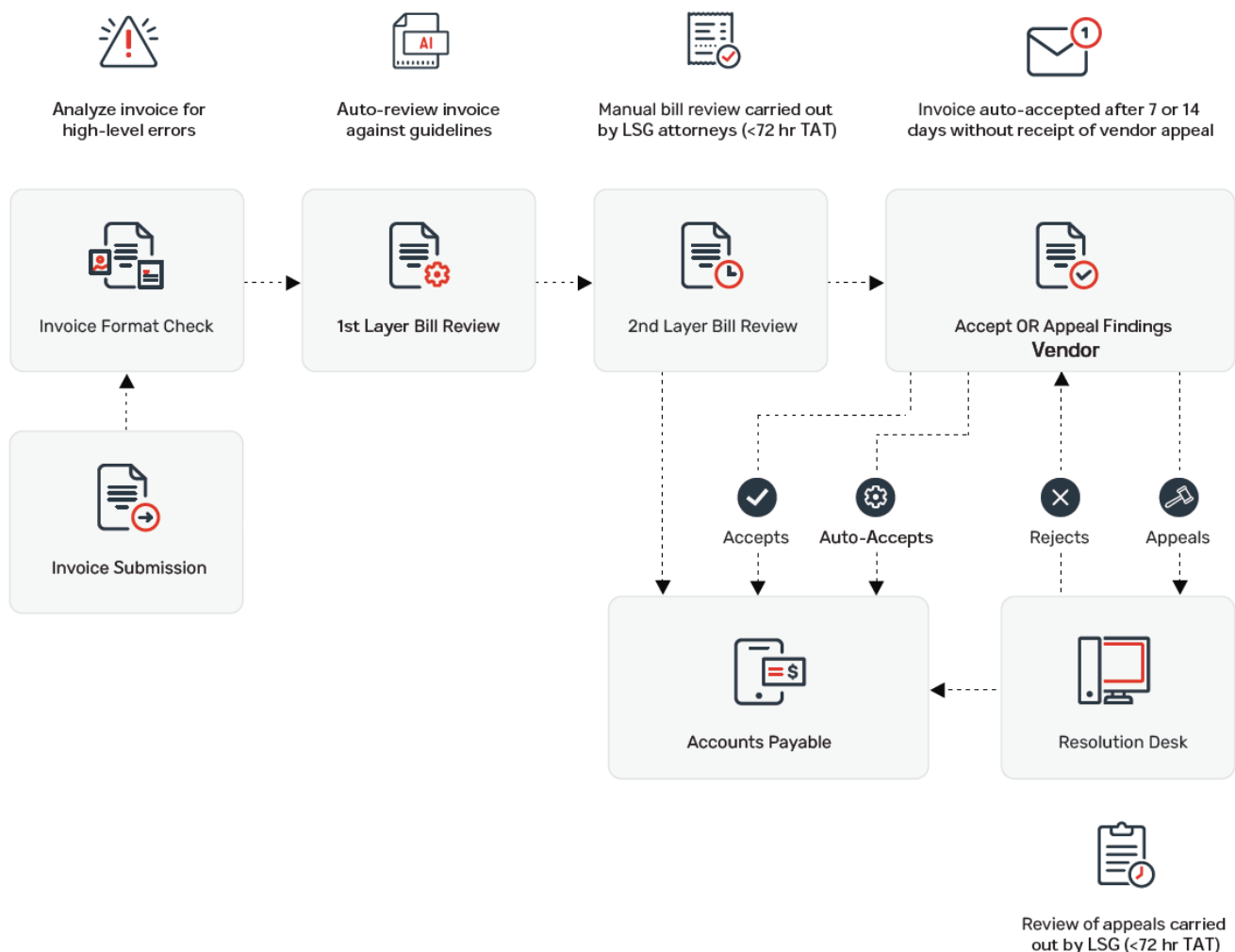- ◯ UTBMS code accuracy

LSG's ABR engine is powered by rules-based automation and predictive models, with the ability to identify and correct even intricate issues such as a vendor applying the incorrect UTBMS code to a line item, with our predictive model analyzing the line item description against training data (of which LSG has billions of dollars worth of bills to train its models against) and can flag and recommend (or auto-apply) corrections and reductions while providing its confidence level.

LSG also provides an optional second-layer 'manual' expert bill review by our in-house team of qualified attorneys with an average of 8+ years PQE, to validate the billing guidelines contained within the client's service level agreement in cooperation with the automated review engine.

After LSG's review, and when potential reductions have been made (typically between 6–11% reduction per invoice), external counsel/vendors may appeal these reductions with clarifications and, if deemed valid, the invoice is 'passed' to the client's in-house approver for their 'qualitative' review and approval or can have configured rulesets for automated approval.

Typical Bill Review Workflow:

Analyze invoice for high-level errors

Auto-review invoice against guidelines

Manual bill review carried out by LSG attorneys (<72 hr TAT)

Invoice auto-accepted after 7 or 14 days without receipt of vendor appeal

Invoice Format Check

1st Layer Bill Review

2nd Layer Bill Review

Accept OR Appeal Findings
Vendor

Invoice Submission

Accepts

Auto-Accepts

Rejects

Appeals

Accounts Payable

Resolution Desk

Review of appeals carried out by LSG (<72 hr TAT)

Predictive Analytics and Smart Insights

A bolt-on product offered with ExpenseCore Legal is our predictive analytics solution. This enables automatic risk/severity scoring, litigation prediction, and fraud prediction as claims are fed into ExpenseCore Legal through API, typically from claims systems. This solution provides smart insights to the client which ensure that both ALAE and indemnity can be reduced as in-house professionals are empowered with decision support helping them close claims early and avoid unnecessary litigation whenever possible, and helping allocate the best resources available on risky/high severity claims to achieve the most optimal outcome. Our predictive models are built out with clients' own data, recognizing trendlines in historic claims to make intelligent and accurate predictions about future claims as early as at the time of FNOL.

Financial and Management Information Reporting

ExpenseCore Legal provides powerful data analytics which can 'slice and dice' and present data in interactive graphs and tables, as well as PDF and Excel formats. The data analytics suite is a powerful reporting tool that generates both 'high level' and granular data visualizations and reports. Another feature is the ability for in-house professionals to produce entirely custom 'drag-and-drop' interactive reports and send these reports to select professionals at regular pre-set intervals or at certain event triggers, prompting better management and proactive action. Score cards are also particularly useful to record and report on the performance of external vendors. Accurate reporting and performance management are key drivers for the adoption of LSG's ExpenseCore Legal platform.

Access Controls and User Permissioning

ExpenseCore Legal is architectured in such a way that it can completely segregate data as per clients' requirements. The platform offers flexible workflows, enabling "self-serve" configuration. Specifically, flexibility flexibility in access controls and permissioning enable approval workflows to be configured to require specific users, or user types, to review certain invoices; require specific invoices, e.g. from certain vendors or vendor types, to be approved pre-finalization; require approval from specific users for invoices of above $X amount, etcetera. Permissions can be set and configured at the client admin level. The system has a strict access control and permission framework which only allows users with correct permissions, as configured by the administrator, to access/view/modify data. Permissions can be configured against individual users or against user groups (designation, department), etcetera.

Key Features:

Customized Workflow	Real-Time Data Analytics	Staffing Ratio Assignment	API Integration to AP & Claims	High Risk Claim Detection
Custom Report Builder	Predictive Analytics	Resolution Process	Vendor Onboarding	Claims & Matter Assignment
Mobile Accessibility	Budgeting & Case Planning	Smart Counsel Assignment	Matter/Claims Payment Feeds	Security & Database Hosting
Industry Peer Benchmarking	Access Controls & User Permissioning	E-Document Repository	E-Billing Automation	Automated Bill Review (ABR) & Expert Bill Review