



How Helm360 helped a large law firm clear a billing backlog valued at \$3M

Case Study

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The Starting Point

Our client (the Firm) is a US-based, full-service law firm with 150+ attorneys and offices in five states and Washington, D.C. Their geographic footprint allows them to represent clients on a local, regional, national, and cross-border basis. Their client portfolio includes Fortune 100 and 500 Corporations, mid-sized and privately held companies, investment advisers, brokerage firms, financial institutions, financial services firms, national insurers, non-profit organizations, emerging and start-up companies, high-net-worth individuals, and other corporate clients.



The Challenge

Due to a 50% billing staff turnover, the Firm had a backlog of unprocessed bills worth over \$3M dollars. This put their revenue targets at significant risk. Their attempts to leverage temporary staffing agencies to resolve the issue weren't working. The outside workers were unfamiliar with the 3E product and/or legal billing concepts and processes. This led to long ramp-up times, substantial time investment for training, and major delay in achieving an ROI.

Having worked with the Firm on other 3E-related projects, we identified their need for specialized billing support. Given our familiarity with 3E and our experience in the legal landscape, we knew we could help them.



Our Solution

With our experience in the legal industry and our 3E knowledge, addressing the Firm's billing support needs was completely in our wheelhouse. Our nearshore-offshore delivery model easily scales and provides 24/7 capabilities. We envisioned the offshore team as the "overnight delivery service" while the nearshore team would be on-hand to address urgent requests. The goal was to create a seamless support system that could prepare the Firm's billing up to the point of partner approval.



Our Process:

1. Review, discover, and document the Firm's billing process.
2. Establish appropriate system access for the Helm360 team.
3. Simultaneous training and consultation begin within 24 hours of system access.
4. Work begins! Our offshore and nearshore teams begin processing bills bringing the Firm's collections back online.

It took our team approximately **two weeks from kick-off to ramp-up** to begin supporting the Firm's standard billing processes bringing immediate value to the Firm's investment.



The Results

- In three weeks, the Helm360 team processed proformas with a billable value over \$3 million, ensuring that these bills could be issued prior to year-end close.
- Helm360's scalable team adjusted quickly to maximize processing speed and meet the Firm's needs.
- Typical processing time was less than an hour to a half day of receipt for standard priority bills, and within 24 hours for urgent bills.
- Our billing support services worked so well, the Firm elected to have Helm360 continue to deliver billing support while they hired and trained new billing staff.
- The Firm's billing is back on track, collections are up, and their revenue targets are within reach.

Solution Snapshot

Billing support results

\$3M

Value of client's unprocessed billing

3 weeks

Time it took Helm360 to clear billing backlog

< 1 hour

Helm360's typical turnaround time

2 weeks

Helm360's ramp-up time

24/7

Helm360's processing availability



Why They Hired Us

- A highly cost-effective onshore-offshore hybrid delivery model.
- Deep knowledge of Elite 3E, and other core Thomson Reuters products such as Workspace Paperless Proforma.
- Proven expertise; Helm360 has 20+ years of legal tech experience.
- Customer service; we listen, we collaborate, and we create solutions that meet our clients' needs.
- Creative IT and professional services solutions, tailored specifically to our clients' situations, timelines, and budget.