



LEGAL SPEND WITH NO SURPRISES



Stronger Together:
Towards transparency
instead of conflict

Apperio exists to make the global legal industry clear, connected and collaborative. We understand how commercial trust between in-house legal teams and external counsel can suffer because of a fundamental lack of transparency.

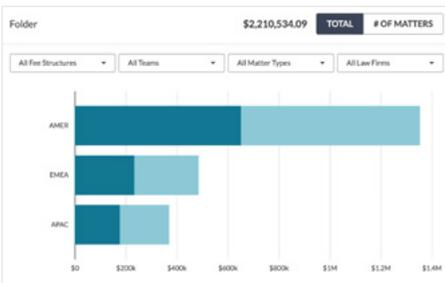
This article demonstrates the mutual benefits for both clients and law firms when using Apperio's legal spend analytics platform to improve the visibility, predictability and overall value of work completed by external counsel.

Budgeting and Billing

Budgets for legal spend may be challenging to maintain due to the innate complexities of certain types of legal work, especially when coupled with unpredictable or exceptional circumstances. However, it is clear that in-house teams and law firms can work together to reduce the perception of external legal fees being a 'black box', since it has been found that up to [75 percent of CEOs](#) believe their legal functions do not deliver sufficient value.

Billing is a significant risk to the relationship between law firms and their clients: surprise costs can cause friction, with clients delaying payment while querying the extent of an invoice, and law firms exasperated at being asked to write down work that has already completed. Neither side wins if there are limited opportunities to course-correct and manage expectations while work is ongoing.

Apperio allows in-house counsel to understand their current and historic legal spend across all law firms. This is critical to enable day-to-day reporting of ongoing costs and accurate budgeting for future expenditure.



With total oversight of their organisation's legal costs, Apperio helps clients remove the perception of legal spend being opaque, prompts for corrective actions where necessary to stay within budgets and prevents unexpected overspend from disrupting other business plans.

ID	Matter description	Law Firm	Folder	Total	WIP	Budget	Last worked
4831218736	Kilimanjaro	Lockhart & Gardner	AMER - USA	\$158.9k	\$76.6k	\$220k	27 May 2020
200000-001278	Jones Soda Co. - 45 Corbett Extension	Riseborough & Hunter	EMEA - UK	\$18.8k	\$4.5k	\$28k	6 Apr 2020
200000-001274	Emol - 184 Outbox Mail	Riseborough & Hunter	AMER - Mexico	\$10.4k	\$3.3k	\$36.7k	6 Apr 2020

By aggregating spend data from all connected law firms, Apperio allows legal teams to report consistently on how costs are incurred across practice areas, departments, law firms, projects and regions.

In a recent Apperio webinar, Stephanie Hamon (Head of Legal Operations Consulting, Norton Rose) posits a simple equation: “[Transparency+Integrity=Trust](#)” – so without transparency on fees, trust will be eroded.

Reducing complexity and measuring success

Damian Honey (Partner, HFW) [recently commented in a panel discussion with Apperio](#) that having complex rules and processes around billing can cause frustrations on both sides: “Especially in these troubled times where cash is king for any business, both law firms and their clients understand that complexity at the point of billing serves neither side. Faster, uncomplicated payments are not just good for the lawyer/client relationship, they are a source of financial clarity when it’s needed most.”

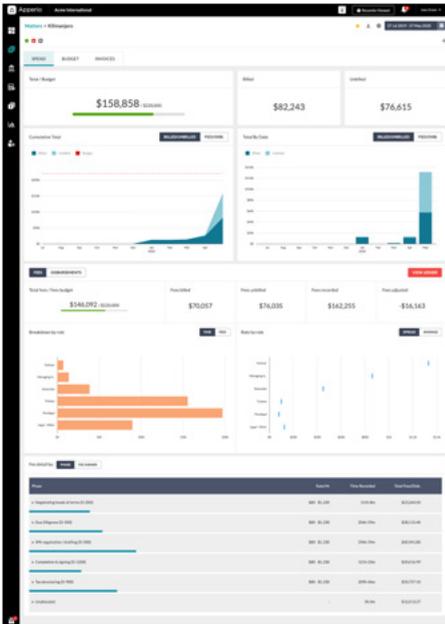
Unlike eBilling, which only provides visibility of matters that have been invoiced and which may have a lag of several months, Apperio provides instant visibility of both historic and unbilled legal spend data. As soon as law firms are connected to the platform, their historic spend data becomes available for analysis with no changes necessary to existing billing processes.

For law firms, this automated processing saves significant administrative costs from time spent producing, checking and circulating client reports on a regular basis. In-house teams benefit too, with up-to-date information available immediately, and reduced administration time required when consolidating law firm spend and providing accrual reports to finance.

Leveraging this reduced complexity and improved, efficient visibility of costs will allow clients and law firms to work together to agree mutual success criteria to set expectations earlier in the process.

[Anna Heaton \(Partner, Addleshaw Goddard\)](#) stated that: “If we can put a little bit more engineering into the beginning of a transaction to work out what cost certainty we can provide, and be a bit more imaginative about how we do that, it tends to get a better result for both parties. I think it’s absolutely the case that since 2008, it hasn’t just been a point of clients wanting to pay less, they want to know where they are.”

[Dan Kayne \(General Counsel, Network Rail\)](#) says that in the ideal relationship, we “bridge the divide between GCs and law firms to the extent they become indistinguishable, so that clients are getting the same service internally and externally.”



Top matters	
	TOTAL WIP BILLED
Matter Name	WIP
Kilmanjaro	\$76,615
El Paso Corp. - 1340 Lyndhurst Turnpike	\$7,880
Vizio - 507 Valjejo Bay	\$7,255
Lease renewal 1079 Cunningham Annex	\$6,600
Magik Grey - 148 Battery Manor	\$6,268

Apperio helps in-house teams to have these meaningful discussions with law firms by demonstrating how matters are performing against agreed KPIs and behaviours, allowing both parties to measure success in the same way.

This increased transparency drives behavioural change to create efficiencies and improve trust in law firm billing and time recording practices.

By focusing on the value received from external counsel instead of querying surprise invoices, Apperio helps strengthen working relationships and encourages greater collaboration between in-house teams and law firms.

Apperio allows companies and law firms to agree on meaningful KPIs and track performance with accurate, up-to-date spend data.

About Apperio

Both law firms and in-house legal teams are sitting on valuable information including legal spend data, budget expectations and future plans, which can bring clarity, control and confidence to the working partnership.

Apperio provides the technology to bridge the divide between in-house teams and their law firm partners, by surfacing legal spend data for both work-in-progress and billed matters. This transparency instills greater mutual trust, enabling conversations that focus on collaboration and long-term value instead of conflict.

Apperio for in-house teams



Forecast spend accurately

Understand current and historic legal spend and use Apperio to carry out day-to-day forecasting and accurately budget for future expenditure.



Track performance against agreed KPIs

Gain valuable insight on how law firms are performing against agreed KPIs and behaviours with Apperio's real-time visibility of matters and time entries.



Eliminate bill shock and invoice disputes

Report on accrued and invoiced spend, to ensure matters are tracking against budget and course-correct where necessary.



Achieve strategic long-term cost savings

Analyse historic spending patterns and use the data to drive long-term cost savings from the legal department.

Apperio for law firms



Reduce debtor days

With clients having live visibility on the progress of matters, law firms connected with Apperio see a clear reduction in the time clients take to pay invoices.



Increase invoice recovery rate

Client visibility of ongoing work in progress minimises invoice queries and reduces write-downs from work completed unnecessarily.



Eliminate manual administration

Focus on adding value rather than collating data for reporting work in progress, project updates and matter breakdowns.



Prove transparency and increase collaboration

Demonstrate to clients how the firm is a key strategic advisor providing the most efficient, valuable service to clients.

Using Apperio allows all costs to be visible from the start. Expectations are set, queries are resolved before they become crises, and the client-law firm relationship is not just preserved, but strengthened.

To discuss how Apperio could help your in-house team or law firm, please visit www.apperio.com and click 'Find out more'.



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