

## Initiate

### Update Process and Technology

- Consider whether current process and technology capture invoice data to allow for insights and action
- Evolve process to ensure invoices are allocated to the right matter types

#### Tech's Role

Provides line-by-line breakout of invoice, allocation by work type, biller, etc. and allows for automatic rejection and invoice correlation to a matter to allow for a data key. The right e-billing software is critical to success.

### Assemble Data

Ensure data is accessible to data analysts and formatted in a way to allow for reporting and trend analysis

#### Tech's Role

Automates scanning and pulling of data into analyst tools

## Investigate

### Search

Develop reporting module

### Identify Trends and Outliers

Review aggregated invoice data to find outliers by total overall spend and factors such as case type, firm, and job type

#### Tech's Role

Provides automated measures and visualizations

## Implement

### Meet with Internal Stakeholders

Review fee trends related to their functional area, cost overrun, and outliers

### Meet with External Stakeholders

Discuss outliers and trends with vendors and outside counsel

### Conduct Data-Informed Negotiations

Manage annual or case-level negotiations related to rates, alternative fee arrangements (AFAs), etc.

### Build Budget Predictability Models

Build modeling once data maturity is achieved that informs department budget, forecasts based on fee trends and rate increases, and ties into broader operational metrics

#### Tech's Role

Uses machine learning to predict spikes in budget, identify common factors that impact budget, and forecast trends that tie into business-specific outcomes and external impacting events