



Increase Lawyer Productivity by Cutting Out the Waste

Legal Processes Enabled

- ✓ *New Client Matter Intake*
- ✓ *Anti-Money Laundering*
- ✓ *Audit Letter Response*
- ✓ *A/R Write-Off*
- ✓ *Check Requisition*
- ✓ *Collections*
- ✓ *Mobile Access for Lawyers*
- ✓ *Travel & Expense*

Reduce Waste and Generate Revenue with BPM

The success of law firms relies on a steady flow of billable revenue – much of which is driven by individual lawyers servicing customers. But lawyers are often burdened by administrative paperwork, overhead, and inefficient processes that limit the time they can actually spend on billable client work. So if given the opportunity to cut out some of this waste and focus more time on generating revenue, would you jump on it? Many law firms are doing just that.

Law firms such as Allen & Overy, DLA, Duane Morris, Foley & Lardner, Freshfields, Hogan & Hartson, and Jones Day have jumped on the business process management (BPM) bandwagon – using the latest in BPM software technology to eliminate paper forms, reduce lawyer overhead, automate processes, and reduce risk.

So what is BPM software? It is a set of capabilities that allow you to model, automate, integrate, analyze, simulate, and improve human and system-intense processes. BPM differs from the workflow capabilities in your existing records management and case management systems because it is architected to allow modeling and automation of unique processes and delivers the flexibility to make real-time process changes to many different processes across your organization.

In fact, BPM software actually integrates with your existing document and case management systems and makes them more valuable. For example BPM allows you to utilize data and records across multiple processes, ensures that records management and case management systems are updated immediately, and enables multiple people to collaborate on cases simultaneously. All actions taken in the process along with the associated content are logged for auditing, and process statistics and data can be analyzed and displayed in a graphical format for presentations and reports. The increased visibility that BPM provides into what is happening across critical business processes can be leveraged to model changes and apply improvements to the process.

As any business trend grows in popularity, there emerge both advocates and skeptics, and the BPM trend is no exception. However even the skeptics have to take notice that more and more law firms are proving that BPM software not only solves critical process problems, but also delivers a fast return on investment and helps them get more out of the assets they already have – including their lawyers. So how can you do the same for your organization?

Metastorm BPM® Credentials

- ✓ *Over 200 law firms globally*
- ✓ *6 out of the 10 largest firms in the world*
- ✓ *Over 40% of the AMLAW 200*

The first step is to choose a BPM solution – but since BPM can be applied to many different industries, be sure to find one that has established and proven itself in the legal sector. Then identify those core processes that are critical to the business but are paper-intensive and inefficient, or are a source of increased administrative overhead for lawyers, and use the software to model and automate them.

The New Client Matter Intake process is usually the first critical process that most firms tackle, as reviewing and processing new business is one of the most important but challenging and time-consuming activities within a law firm. A variety of manual procedures and paperwork are required to check for potential conflicts of interest, validate the business value of the matter, establish credit worthiness of the client, gather marketing data for cross-selling, and ensure that the firm's accounting systems are updated with the information required to generate accurate monthly billing statements.

Using a BPM solution to automate new business intake enables firms to dramatically reduce the time required to move a new matter from the initial request to a billable client matter. By applying BPM to new business intake and conflicts management processes, firms can quickly achieve measurable results in many areas. These include faster intake of new clients and matters, elimination of duplicate data entry errors and omissions, reduced administrative overhead, process compliance across global operations, and centralized reuse of existing data, systems and technologies through seamless integration. Creating greater efficiency in this process frees up lawyer time for billable work while at the same time lowering the risk to the firm by ensuring a thorough review and capturing an online audit trail.

Other opportunities for applying BPM are anti-money laundering precautions, audit letter response, collections, accounts receivable write-off, file closing, prospective search records management, travel and expense, and check requisition.

BPM technology helps law firms achieve competitive advantage by increasing efficiency and reducing costs without sacrificing the superior client service that is so critical to success. In addition, firms are finding that they can leverage BPM software to achieve regulatory compliance and lower risk, and ultimately save hundreds of thousands of dollars on annual liability insurance premiums. And if that value is not enough to persuade you, then think about the hundreds of extra billable hours your lawyers will generate each year when you free them up from all of the administrative overhead that currently plagues them.

About Metastorm

With a focus on enterprise visibility, optimization, and agility, Metastorm offers market-leading software for Enterprise Architecture (EA), Business Process Analysis (BPA) and Business Process Management (BPM). As an integrated product portfolio, Metastorm Enterprise™ allows organizations to improve business results by unifying strategy, analysis and execution. Metastorm is bringing together these critical disciplines

to enable an understanding of enterprise architecture and strategy, accurate impact and opportunity assessment, effective process execution, and accelerated value realization for organizations worldwide.

The Metastorm BPM® suite is deployed in more law firms worldwide than any other BPM solution. The Metastorm Process Pod® for New Business Intake was developed specifically to accelerate the deployment of an automated New Business Review & Intake process at law firms of all sizes – including deployment of user dashboards, reports, a complete audit trail, and even an interface for Blackberry® mobile devices so lawyers can review and respond to new business opportunities at anytime, from anywhere. With pre-built integration to Thomson Elite and all of the leading document and records management solutions, Metastorm BPM is the smart choice for law firms.

For more information on how you can leverage Metastorm software solutions to lower risk, increase efficiency, and maximize your billable time and revenue, visit www.metastorm.com.

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