BUILD A BETTER PROGRAM FOR MANAGING LEGAL MATTERS

SPECIAL REPORT ON LATEST TECHNOLOGY AND PRACTICES
CREATING MORE EFFICIENT PROCESSES

General counsel and claims professionals must manage a lengthy, complex process with outside law firms to create budget and litigation plans, collect data, and make decisions that help ensure the best possible outcomes. Most organizations face challenges in consistently handling those tasks, leading to rising costs, billing disputes and poor case management.

A growing number of organizations are using legal matter management technology to standardize processes and create a more collaborative approach to working with outside counsel. With software tools such as CSC’s Legal Solutions Suite®, they are creating an efficient, end-to-end matter management process and getting better access to data to help make decisions about assignments, budgets and the disposition of cases. Key benefits include:

Digitization of Information

While many operations use document imaging technology to scan and store paper files, some organizations have eliminated that step. CSC works with one large public entity to integrate information between its risk management information system and Legal Solutions Suite. The electronic claim file is simply transferred to the legal department without scanning or rekeying information. Even better, invoices and legal documents are submitted electronically by outside counsel, giving the legal department a single archive for all case-related information. Consequently, the organization has been able to capture and analyze a wealth of information about legal firm performance based on a wide range of factors including venues, judges, causes of action, settlement ranges and disposition methods.

Streamlined Workflow

Centralizing work in an electronic queue improves the workflow by identifying all activities that require the attention of general counsel, outside counsel or claims handlers. This capability was especially beneficial for one large insurance company with thousands of legal cases across 50 states. Prior to introducing Legal Solutions Suite, the company faced numerous problems associated with missed deadlines and misplaced documents. Now all activities and deadlines are clearly assigned in To Do lists. Management reports available in the system provide an incentive for the company’s claims handlers and outside law firms to complete activities on time and within budget.
Expedited Closure

Keeping up to date on budget submissions and progress of cases helps organizations quickly identify which claims are candidates for fast-track closure. As the data repository builds and benchmarks are created, management will also be able to tell which matters might be spiraling out of control and need a higher level of management or executive intervention. The ability to fast-track certain cases enables one leading insurer using Legal Solutions Suite to focus more time on megacases, which typically involve multiple legal firms and potentially high-dollar judgments. The company is able to track activities and costs by individuals or across all law firms, helping to identify potential bottlenecks and keep cases moving forward.

Litigation Guideline Enforcement

Many organizations have good litigation management guidelines in place but enforcement of these guidelines is virtually impossible given the hectic nature of manual processing. After implementing Legal Solutions Suite’s matter management tools for budget, staffing, litigation planning and pretrial reporting, a leading company made sure proper planning is followed for all cases. The system was set to deny invoicing until law firms comply with the company’s required documentation. Compliance with litigation management guidelines produced numerous efficiencies in the process by keeping everyone informed.

Standardization

Both internal staff and outside counsel benefit from standardization. Internal users access the same panel counsel list, the same templates for data collection and the same forms for reviewing law firm updates, thus producing a consistent approach. After implementing standards in Legal Solutions Suite, one company was able to ease the transition of new claims staff and promote cross training of existing staff to handle the workload. The company was able to ensure that all of its claims handlers consistently perform litigation management tasks and that outside counsel also follow the company’s policies and procedures. Service level agreements and litigation management guidelines are now enforced more uniformly across the panel list, eliminating the excessive use of exceptions and special processing for certain law firms. As a result, the company was able to get better metrics and give the management team the ability to truly compare law firms to one another based on outcomes.
LEGAL MATTER MANAGEMENT

CSC’s Legal Matter Manager, a component of Legal Solutions Suite, streamlines the matter management process with automation and media management, and opens it up with Internet accessibility. At the same time, Legal Matter Manager enforces best practices in staffing, budgeting, strategy, monitoring and evaluation. Claims managers and outside counsel collaborate online, with full access to the information needed to not only manage each case but also to evaluate its strengths and weaknesses for continuous process improvement.

KEY FEATURES

The Legal Matter Manager module of Legal Solutions Suite has a number of features that improve efficiency.

Electronic Assignments

Legal Matter Manager allows claims handlers to send electronic assignments to law firms through email. Law firms can accept or decline their assignments simply by clicking a link in the email. Manual transmission of letters and faxes is usually unnecessary, and turnaround time from assignment to attorney confirmation can be reduced to minutes.
Counsel Profiles

To ensure the best-informed assignments, Legal Matter Manager provides a repository of panel counsel profiles. Claims managers search the repository for relevant experience and other qualifications. Law firms maintain their own information, including areas of expertise, personnel profiles, hourly rate structures, office locations and key contacts.

Initial Case Assessment

Legal Matter Manager can be configured to require law firms to comply with your guidelines for documentation. Any designated documentation must be received by the system before it will accept legal invoices.

Preloaded templates for your litigation plan and initial case assessment help the law firm’s lead attorney to outline key defense strategies and rating factors for variables such as judge, venue and opposing counsel. The litigation plan is required within your specified time frame, and must be approved by the claims handler.
**Staffing**

Legal Matter Manager can also be configured to require a staffing plan from the law firm prior to the submission of invoices. The claims handler reviews and approves the staffing plan as well as the rates that will be applied, and gains insight into how staffing will affect the overall budget.

**Budget**

Many companies already have litigation management guidelines requiring a budget to be completed prior to invoicing on a legal matter. Legal Matter Manager automatically monitors incoming fees and expenses in real time to enforce these guidelines. The law firm submits a budget, the claims handler reviews it, and both parties are notified when it is close to being exceeded. The budget uses the Uniform Task Based Management System (UTBMS) endorsed by the American Bar Association, with options to activate it at global, phase, task or activity levels.
Build a Better Program for Managing Legal Matters

Document Management

The defense of claims litigation generates a substantial number of documents. Legal Matter Manager provides an electronic document management portal for law firms to upload documents directly to the system without clogging up email servers, faxing or mailing physical documents. The system handles all antivirus scanning and access privileges. And it integrates with your existing electronic claim file, eliminating the need to scan documents from law firms or move their email messages.

Claims System Integration

To get the most out of Legal Matter Manager, CSC recommends integrating it with your claims system. As a companion to your claims system, Legal Matter Manager is a repository that accepts claim feed information. This will eliminate one of the key failure points in any system — lack of key data. Basic integration can be simple, and the benefits include elimination of duplicate entry, capture of all critical data elements and synchronization of reporting metrics between systems. As an added benefit, many companies report higher rates of adoption by internal staff when integration is present.

Task Management

Legal Matter Manager provides a time-saving task management mechanism for claims handlers and law firms. The central repository for key workflow data is the user’s To Do List, which is the first screen after login. Users see all of their assigned tasks including reports, budgets, staffing plans and key dates that need to be updated. This feature automates a laborious project management duty for claims handlers, and helps law firms focus on outstanding tasks.
Attorney Rating

At the end of each case, the claims handler completes a Disposition form with the case outcome, settlement amount and attorney rating. Unique to Legal Matter Manager, this form is the data source for valuable metrics and reports. Attorney rating factors are customer-driven and can be varied based on the area of the company that is responsible for the claim. The ratings appear on the law firm profiles to indicate which firms are rated highly by the claims staff. These results can then be measured against the more empirical statistics of settlement values and guideline compliance to determine which firms are true panel counsels and which firms need more time to absorb a company’s litigation management goals.

Interim and Pretrial Reporting

Several optional document templates are available that prompt the law firm to provide status updates and key milestones. Although these items are not required, they help to keep the claims handler aware of changes in the case that could affect settlement strategies. The Interim Report template provides updates on a case following an event, such as a deposition or settlement hearing, to show what the attorney now thinks about the case and if any legal opinions have changed based on the event. The Pretrial Report template standardizes reporting of trial strategies with a task that appears on the law firm’s To Do List. These document templates create an electronic interface and collaboration point that replace manual documentation via mail, fax or email.
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Reporting
Legal Matter Manager uses CSC’s Business Analytics reporting software to produce executive-level, operational-level and user-level reports on the entire litigation management process, including law firm ratings, budget compliance, outcome analysis, geographical breakdowns, line-of-business breakdowns and much more. It comes preloaded with 20 basic Legal Matter Manager reports, and you can easily create ad hoc reports from the Legal Matter Manager data structure. Business Analytics is based on SAP® BusinessObjects™ XI solutions and features open architecture to include a wide range of data elements and sources.
KEY METRICS

**Law Firm Performance**

One of the main benefits of Legal Matter Manager is the ability to measure the performance of law firms against your company-defined standards. The reports that come with Legal Matter Manager allow a company to use a baseline set of metrics and then build upon that utilizing the ad hoc feature. The data supplied during each matter drives the performance metrics. Reports can be categorized by line of business, venue state, severity of claim, nature of injury, cause of loss, disposition type, disposition amount and much more. You'll make better-informed decisions based on a holistic view of the law firms and a clear picture of how they perform on similar claims.

**Operational Reports**

To facilitate its own usage and adoption, Legal Matter Manager comes with operational and workflow management reports that clearly identify users who are struggling with the system. Managers can connect with those users to follow up on outstanding activities and pending approvals. Engaged managers can run more efficient litigation management programs by reviewing operational reports to identify claims professionals who are excelling and those who need additional training.

**Outcome Analysis**

An open claim is an expensive claim. Legal Matter Manager’s Outcome Analysis report keeps track of the length and financial impact of open claims. Outcome Summary reports cover several types of claims, highlighting severities, lines of business, law firms and claims handlers, and providing details on the length of time that claims are open as well as their total costs. You can also determine your average payouts across panel firms for different types of claims. These reports can identify outliers and prompt managers to ask follow-up questions for a better understanding of the litigation management landscape and how it affects your organization.

USER PROFILES

**Claims Professionals**

Access to Legal Matter Manager by claims professionals is based on a hierarchy of claims handler, claims supervisor and claims manager. Claims handlers can view and create matters based on the claims assigned to them only. Claims supervisors can view their own matters and the matters assigned to the claims handlers associated with them. Claims managers can see all claims associated with the claims supervisors. A few members of your company may be designated as administrators with full access to all matters in the system regardless of claim assignments.

**Law Firm Professionals**

The legal firm has the ability to request user IDs for all parties who will be designated as lead attorneys on matters. These individuals will see all cases where they are designated as the lead attorney or are an approved member of the staffing plan. The law firm’s user IDs and passwords are meant to be unique to each member of the firm. The law firm can also have an administrator user role. This person would have access to all matters in the system and be additionally responsible for updating law firm rate structures and geographic data.

BUILDING A BETTER PROGRAM

Organizations of all sizes are successfully using legal matter management technology to gain efficiency, control costs and improve outcomes. Learn more about CSC’s legal matter management solutions at www.csc.com/lss.
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About CSC
The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client’s unique requirements.

For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol “CSC.”

About CSC in Financial Services
CSC provides mission-critical business solutions, consulting and outsourcing services to leading financial services firms around the world.

We bring more choices to the industry. We help clients plan for business and technology change. We create software, tools and processes to address specific business needs, and we continually enhance those solutions by collaborating with an extensive network of client communities and technology partners.

Our global outsourcing operations give us real-world insight into business and IT processes that deliver the best results for our clients. More than 1,200 major banks, insurers, and investment management and securities firms rely on the experience, ingenuity and leadership of more than 10,000 CSC employees focused on financial services.