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The Case for Advanced Litigation Management Software

Claims organizations face numerous pressures, including an increasingly difficult to navigate legal landscape, increased expectations from the C-suite, and rising per-file legal costs.

Sophisticated claims organizations recognize the need for advanced case management software to address these pressures. We explore how below.

Why do Claims Organizations Need Advanced Case Management Software?

The rapidly declining legal landscape:

- Unfavorable legislation promoting litigation and favoring consumers
- Aggressive and powerful plaintiffs' attorneys
- Unpredictable judges, social inflation, and runaway juries

Claims litigation systemic challenges:

- Difficulty using data to control litigation costs and track litigation trends
- Systems that struggle to measure litigation effectiveness
- Claims systems operate independently of the systems used by counsel
- Reporting tools make it difficult to see the forest for the trees
- Insurance defense lawyers' misaligned incentives and expensive hourly rates

Continual Pressure from the C-Suite:

- Litigation costs are frequently an insurance carrier's highest controllable cost
- C-Suite executives are searching for data analytics and business intelligence
- Continual pressures to decrease ULAE mean higher litigation caseloads

The claims litigation industry has come to realize that traditional legal e-billing and stand-alone matter management systems have failed to address these challenges. They are incomplete solutions, with a continual focus only on the invoice after the work is done. Such reactive tools lend no assistance with controlling indemnity costs.

Benefits of Advanced Insurance Claims Case Management Software

Armed with more advanced, collaborative, litigation management software, these same claims organizations can transform their litigation departments, reduce cycle times, improve case outcomes, and increase both efficiency and cost savings.

Some benefits of advanced case management software over traditional claims systems are outlined below:

Quality Litigation Process Control

Traditional litigation management software enforces billing guidelines and ignores litigation process guidelines. Software that does both is much more effective at enforcing the best practices and workflows that claims organizations know have a positive impact on both case outcome and cost.

Automated Litigation Efficiencies

Many activities by both the claims professional and counsel in a litigated case are routine and low-value. Software that can automate many of these tasks frees up time for the claims professional and reduces inefficient, but sometimes billable, time for counsel. Task management, alerts, and reminders of the next steps on a case – these are all activities that can be automated.

Bringing Counsel and the Claims Professional Together

Having both parties work together in a unified, shared platform (with appropriate security permissions) means that information is available to both parties in real-time. This eliminates a dramatic range of activities on both sides. Traditionally, both claims professionals and their counsel spent an inordinate amount of time moving data into their own platforms (claims system notes, summarizing next steps, documenting). The need for many of these activities, by being in a shared platform, is eliminated.

Creating Actionable, Transparent Data Analytics

Traditionally, counsel sends information to the claims organization in unstructured formats (documents, emails, reports). By having counsel share the same information in a new manner within the software, this data becomes structured. This means it can be reported on. The result is a vast array new KPIs, new reports, new analytics, new data sources upon which to execute successful claims strategies.

Improved and More Predictable Settlements and Legal Expense

We learn from our history. The ability to predict litigation outcomes and costs is only possible by examining prior results. With strong reporting in place, claim leaders can identify those cases most likely to settle quickly, those that require a strong defense, and those on which more information is needed. By aligning the appropriate tasks to these three categories of cases, the best litigation software enables claims organizations to close cases for optimal legal fees and settlement amounts.

The Limitations of Traditional Case Management Software

Traditional e-billing software for claims organizations, and in fact traditional matter management software for counsel, have done little to improve litigation outcomes, reduce cycle times, or improve efficiencies.

Traditional solutions generally involve sending emails and uploading Word documents containing communication from lawyers. Meanwhile, lawyers and executives both aimlessly sift through emails and Word documents without any clear vision into the claim organization's most pressing issues. The focus of these tools can be best described as matter administration, data entry, and documentation. They do nothing to improve processes or uncover issues with regards to efficiency or results.

Why Insurers Need Case Litigation Management Software that is Advanced

When leading insurance companies commit to creating an efficient and results-driven litigation management program, they realize the importance of focusing on codified litigation best practice processes and workflows, of doing the right activities on the right cases, communicating in real-time with their counsel, and on driving actionable performance measurement and predictive analytics tools. Combined with sophisticated e-billing and invoice review tools, the benefits are unparalleled.

The ability to ensure that the best activities are being conducted on the right cases, and that the activities should differ by the strategic direction of the case, is fundamental to most claim executives. Rather than adjusting an invoice after the work has been done, a more proactive solution is to ensure that only the right work is done in the first place. Advanced software can automate that.

Replacing unstructured emails and Word documents with check-the-box and fill- in-the-blank collaboration portals, eliminates busy-work, frees up time, and allows everyone to focus on which cases can be resolved the fastest or defended the most. Advanced software can automate that.

Capturing every key insurance litigation component as data and using it to power actionable analytics to help insurers choose the right staff counsel, outside counsel, with advanced attorney Scorecarding and performance data. Advanced software can automate that.

Giving counsel an advanced set of tools that create one-step, automated, high-quality legal documents can save up to 40% of the time normally spent by firms on such activities. Advanced software can automate that.

Being able to analyze internal claims professionals with an eye toward understanding which get the fastest resolutions, the most appropriate settlements, and the most efficient costs, is an advantage for every claims organizations. Advanced software can automate that.

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The Case for Advanced, Insurance-specific Case Management Software

Features	Traditional	Advanced Insurance-Specific
Document Management	✓	✓
E-Billing	✓	✓
Legal Fee Auditing	✓	✓
Information Management		✓
Automated Legal Documents		✓
Configurability		✓
Benefits		
Ease of Implementation	✓	✓
Value of Implementation		✓
Quality Litigation Process Control		✓
Automated Litigation Efficiencies		✓
Actionable, Transparent Analytics		✓
Improved and More Predictable Settlements and Expense		✓
Stakeholder Adoption		✓

Summary

The benefits of adopting an advanced case management platform like CaseGlide over traditional software are numerous. Many leading insurers have reduced their indemnity and accelerated case cycles by utilizing CaseGlide. The ability to proactively manage case and spend with real-time transparency into their attorneys' work, allows them to close more cases more efficiently through their best practices litigation workflow. Likewise, being able to communicate, store critical files and documents and ensure all parties involved have complete visibility, in one collaborative platform, has changed the way they do business.

CaseGlide provides leading claims organizations visibility into attorney performance by tracking key performance drivers including costs, duration, case closure success and more. Insurers can now make critical attorney assignment decisions with clarity. Additionally, through advanced dashboards and analytics, senior litigation leadership have immediate access to the data to help them make informed decisions and drive successful strategies.

To learn more about CaseGlide and how it can help your organization increase efficiency, streamline processes and control costs, visit CaseGlide.com and request a platform demo.