

Top Equipment Rental Company Sees Substantial Savings on Legal Spend With E-Billing

Overview

With over 50 years of equipment-rental expertise, this Company has established itself as the country's premier, full-service equipment rental organization. The company has more than 5,000 employees and 300 company-operated rental locations across the U.S., serving diverse industries, including construction, industrial manufacturing, refineries and petrochemical operations, infrastructure, railroads, utility operators, and many more.

Challenge

This Company recognized that its claims litigation efforts, a process overseen by a third-party administrator, lacked detailed insight and controls around defense attorney spend metrics. While this Company had established guidelines for defense attorney spend, it found that it was missing complete visibility into those invoices to ensure those guidelines were consistently followed. Inbound invoices often lacked the type of detail needed to reconcile charges properly. This Company and their program administrator also had no platform to upload, structure, and review invoices, leading to inefficiencies and manual processes.

Solution

This Company turned to CaseGlide for a comprehensive e-billing solution that facilitated complete visibility into its invoices and helped to ensure guidelines were being followed without indiscriminate, friction-causing deductions to bills.

Utilizing best practices developed by CaseGlide on billing guardrails and standard industry time estimates, This Company and their program administrator established a foundation for efficient claims litigation management. The CaseGlide platform now empowers this Company's outside defense attorney partners to upload structured

electronic (LEDES) invoicing files, allowing for the entry of line items, descriptions, and amounts to be captured and analyzed. CaseGlide also has enabled this Company to automate the e-billing process, a benefit that enhanced its ability to approve payments and streamline its appeals process – all the while maintaining positive and strong relationships with their outside attorney partners.

Results

Implementing CaseGlide's e-billing solution resulted in demonstrable results for this Company, with the company experiencing an overall 5.5% reduction in legal spend due to effective guideline adherence. But beyond just spend-related metrics, this Company has discovered a newfound focus on capturing structured data, using those details for constant comparisons with its billing guidelines. The increased visibility and transparency received by the company have been instrumental in guiding attorney selection for future cases and strengthened the relationship between this Company and its partner firms.

About

As the industry's leading claims litigation management solution, CaseGlide provides an integrated software platform that drives efficiency, delivers insight, and reduces costs. The system transforms claims departments and their defense counsel to work together and increases visibility into critical claims data, allowing claims leaders to make better and more informed program decisions.

