

# 2006 Law Firm Survey Regarding E-billing Vendors

## ALM Research Survey Report

### Methodology

Between the dates of July 11 and August 4, 2006, [ALM Research](#) conducted a three-question online survey relating to electronic invoicing systems used by law firms. The survey was conducted via email invitation with telephone follow-up to approximately 2,575 information technology professionals, executives/managing partners, and billing managers at law firms ranging in size from one attorney to more than 250 attorneys.

### Respondent Demographics

The total number of responses received was 630, for an overall response rate of 24%. Responses were fairly evenly distributed by firm size, with 19% of responses coming from firms with fewer than 25 attorneys, 16% from firms with between 26 - 50 attorneys and 51 - 100 attorneys, 21% from firms with between 101 - 250 attorneys, and 18% from firms with more than 250 attorneys. The remainder of respondents were from firms in which the number of attorneys is unknown.

Large law firms were well represented in the survey, with 189 responses from law firms in the Am Law 200, 213 responses from law firms in the NLJ 250, and 99 responses from law firms in the Am Law Global 100.

Firm size (No. of Attorneys)	Total Respondents	Percentage Respondents
1-25	118	19%
26-50	100	16%
51-100	103	16%
101-250	133	21%
251+	112	18%
N/A	64	10%
<b>Grand Total</b>	<b>630</b>	

Firm Category	Total Respondents
Am Law 100	100
Am Law 200	189
NLJ 250	213
Am Law Global 100	99

### Key Findings – Benefits and Concerns Regarding E-billing Vendors

Question 1: Select each item that you would classify as a benefit of one or more e-billing vendors.		
	No. Responses	Percentage of Responses
We are able to check the status of invoice approval	473	77.80%
We are able to submit our invoices more quickly	422	69.41%
We receive faster payment from our clients	307	50.49%
We are able to resolve bill disputes more efficiently	136	22.37%
We get fewer requests for spending reports from clients	80	13.16%

*Note: Respondents could select more than one benefit.*

<b>Question 2: Select each item that you would classify as a problem or concern with one or more e-billing vendors.</b>		
	<b>No. Responses</b>	<b>Percentage of Responses</b>
We are charged a fee to use the e-billing system	372	64.81%
It was time consuming to set up	322	56.10%
It's difficult to maintain authorized timekeepers/rates	277	48.26%
We have to code all time entries (UTBMS)	275	47.91%
The vendor required changes to the LEDES standard	210	36.59%
We don't get notice of billing problems/reductions	172	29.97%
We had to retain a consultant/hire new staff	59	10.28%
We have to recover e-billing system fees indirectly from our clients (e.g. charging as an expense, charging higher hourly rates, giving lower discounts)	55	9.58%

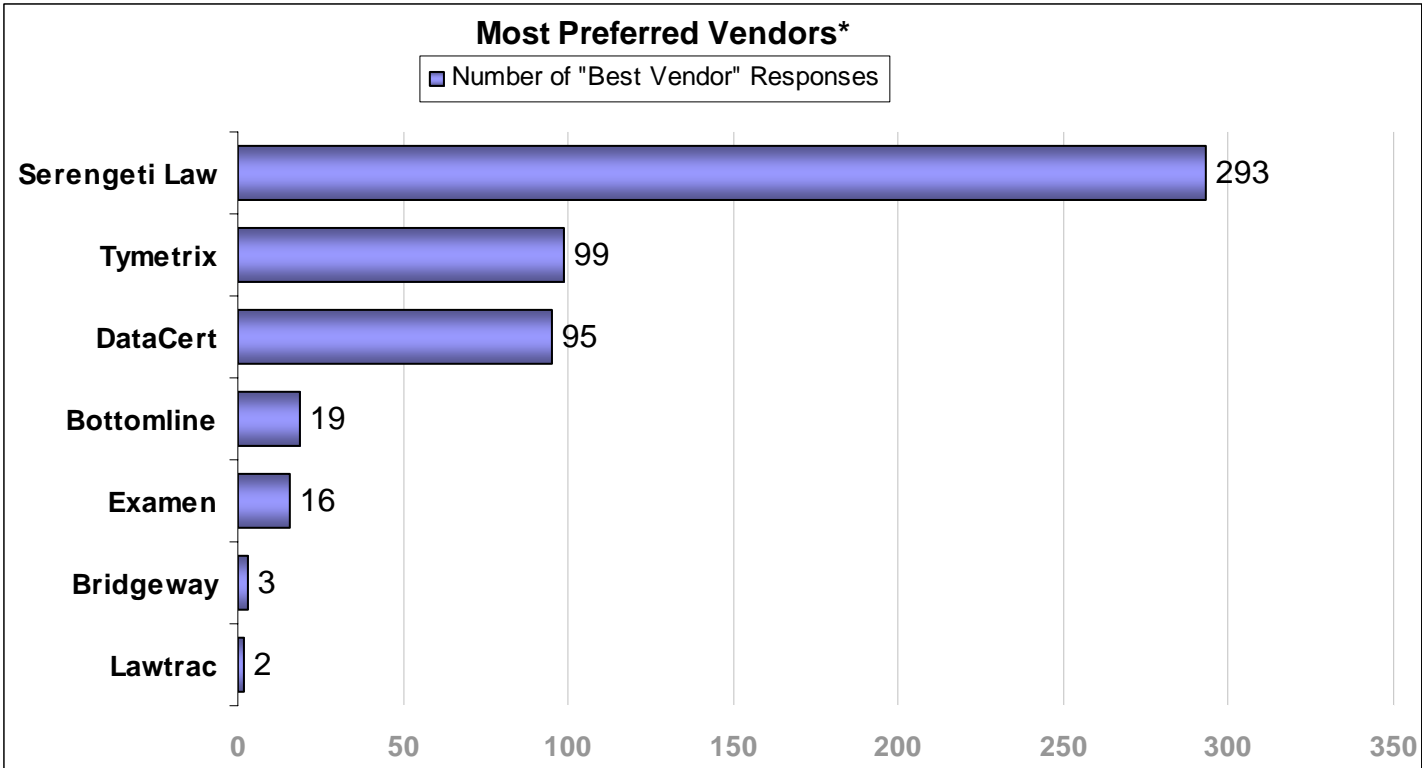
*Note: Respondents could select more than one problem/concern.*

### Key Findings – Specific Vendor Preferences

**Question 3: Rank your e-billing vendors based on overall satisfaction (1 = best vendor, 2 = second best vendor . . . 10 = worst vendor).**

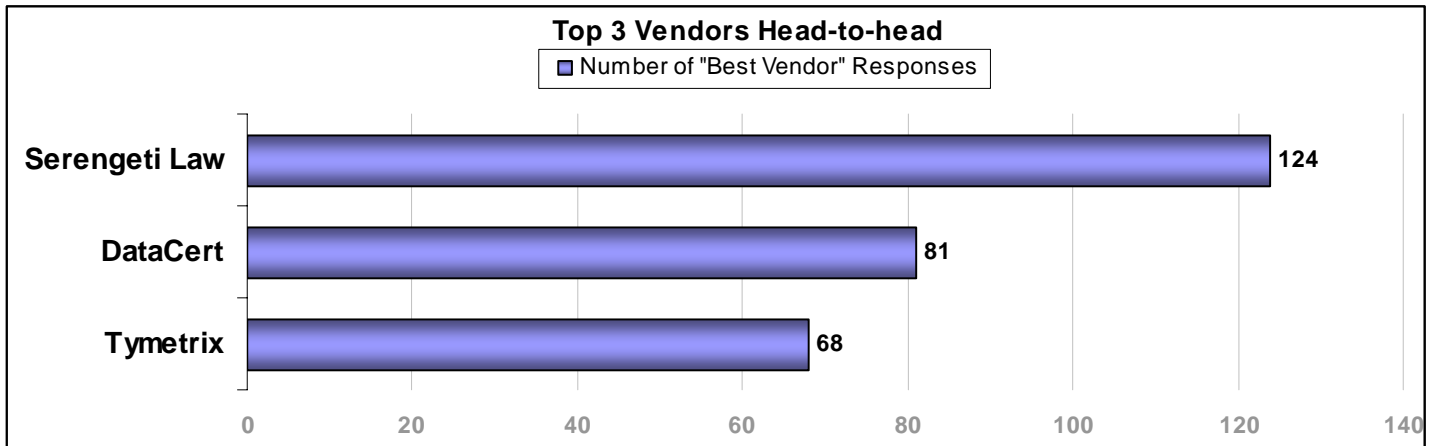
*Conclusions 1-5 below analyze the responses to question 3.*

1. When asked to rank the e-billing vendors based on overall satisfaction, the highest number of law firms chose Serengeti Law as the “best vendor.” Serengeti’s margin was nearly 3:1 over the next two vendors, Tymetrix and DataCert. There was a significant gap between the top three vendors and the remaining vendors.



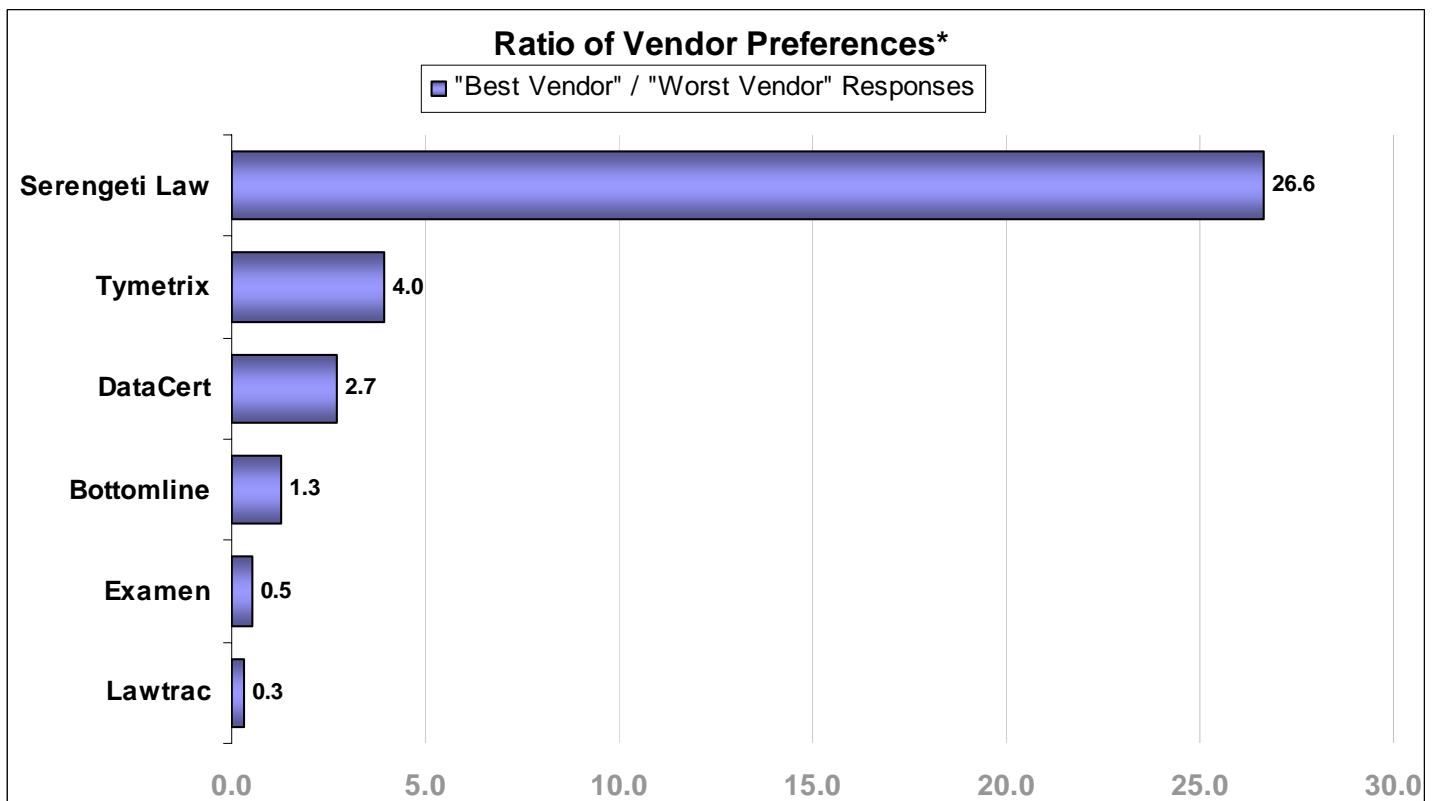
\*Vendors that received fewer responses than the top seven vendors were not included.

2. In a head-to-head ranking of the three most preferred vendors (i.e. only counting law firms that ranked all of the top three vendors), Serengeti was ranked as the “Best Vendor” by a margin of 1.5:1 over DataCert and 2:1 over Tymetrix.



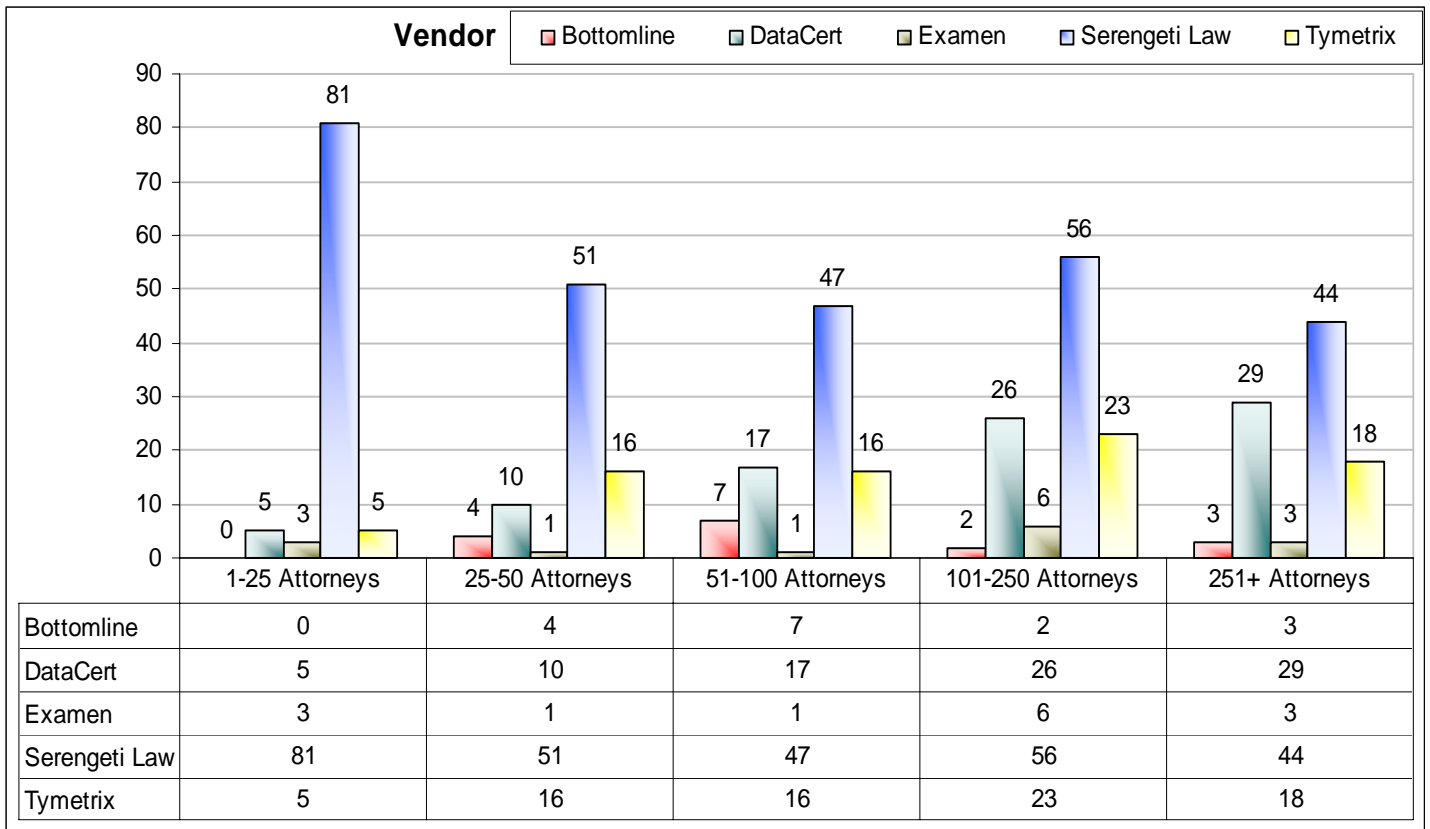
3. Strong preferences, both positive and negative, were expressed with regard to all vendors. However, there were significant differences in the ratio of “best vendor” responses to “worst vendor” responses among the top six vendors.

Vendors	1- best vendor	10 - worst vendor	Ratio Best/Worst
Serengeti Law	293	11	26.6
Tymetrix	99	25	4.0
DataCert	95	35	2.7
Bottomline	19	15	1.3
Examen	16	31	0.5
Lawtrac	2	6	0.3
Bridgeway	3	0	N/A

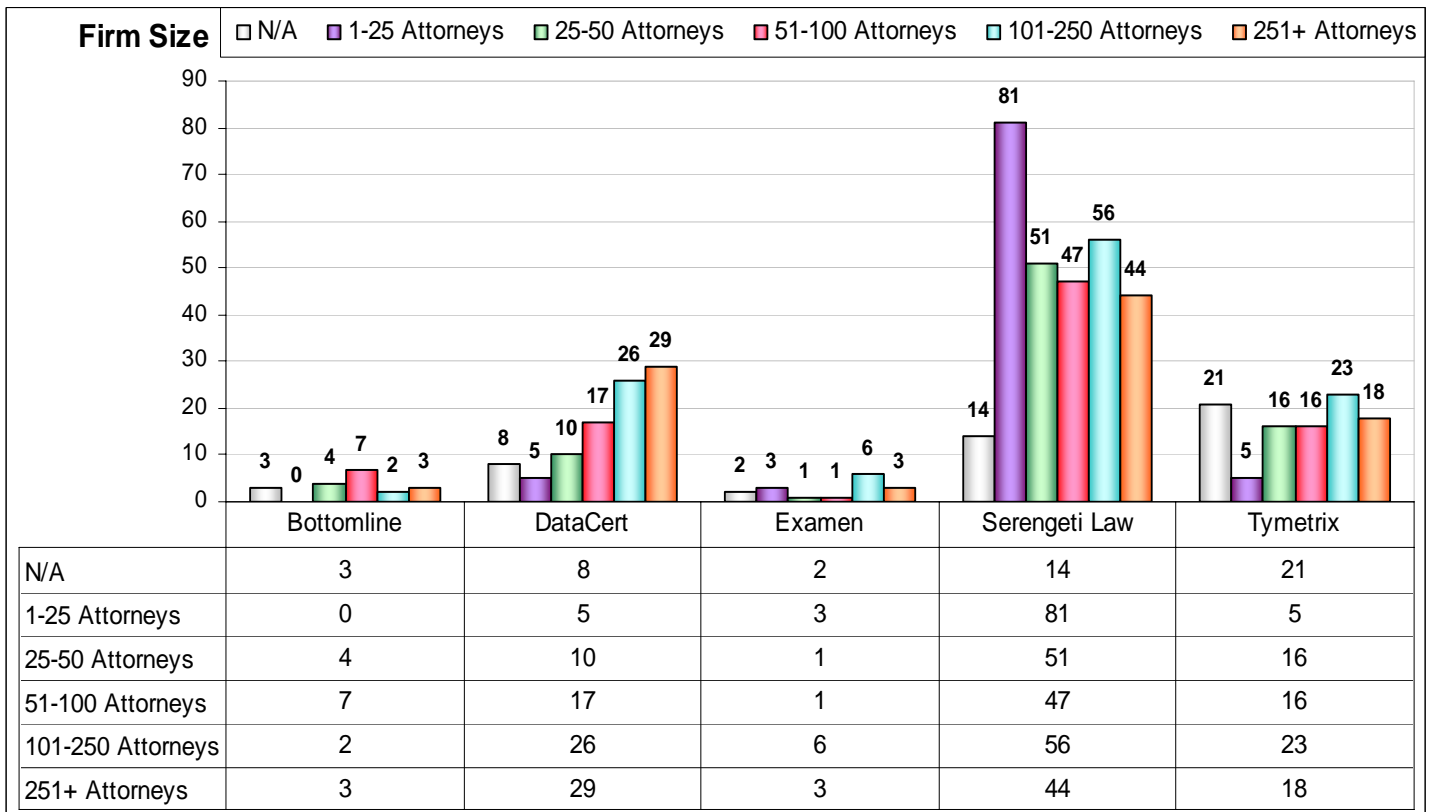


\*Vendors that received fewer responses than the top seven vendors were not included.

4. The following is a breakdown of the top five most preferred e-billing vendors grouped by size of law firm.



5. The following is a breakdown of the top five most preferred e-billing vendors grouped by vendor.



## About ALM Research

ALM Research Online, a division of [ALM Media, Inc.](#), offers in-depth business intelligence about the legal industry. The company focuses on providing financial and demographic data about the leading U.S. law firms, based on industry-standard benchmarks such as the Am Law 200 and the NLJ 250. ALM research also undertakes custom research and survey projects to meet the needs of law firms and those serving the legal industry. The findings in this report are based upon data from a survey conducted by ALM Research on behalf of a third party.