

AAA

Passport & LegalVIEW BillAnalyzer





Passport
Ecosystem

Passport® Ecosystem

The industry's leading Enterprise Legal Management Platform.



Corporate & Claims Matter/Spend

Optimize Corporate Legal Matter Management and control Legal Spend.



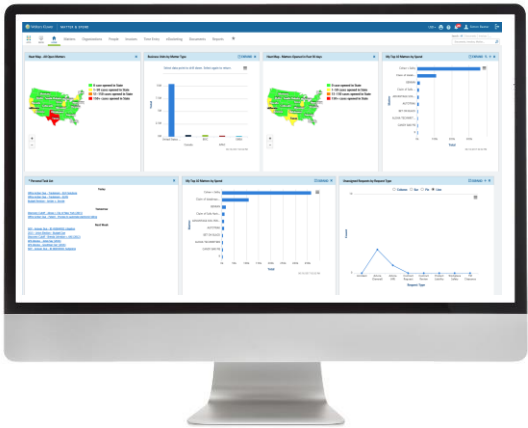
Staff Counsel

Efficient matter management, task, event & document generation, time keeping and integration with claims



Legal Service Request

Easily manage and monitor legal services requests from across the organization.



Designer Toolkit

Powerful capabilities to administer, configure, and extend Passport solutions.



Microsoft Office

HOTdocs™



GUIDEWIRE



CT Service Of Process



OneSumX NILS

Current Needs

Passport Insurance Claims Defense delivers on the specific needs of the Insurance Carriers

Efficiency

- Work quickly and avoid spending time on rote or repetitive tasks
- Increase the value delivered to claims

Productivity

- Reduce the noise – find the real issues and move on
- Identify and resolve the most critical items easily

Integrated Insights

- Data and analytics available as part of the task at hand
- Quickly understand where issues are and resolve them

Passport[®]: Designed for Insurance Challenges

Challenges

Efficiency



Solutions

Automated Task Creation, Automatic Matter Creation from Claims System, Automated Conflict & Duplicate Checking

Productivity



Assignment Workflows, eDocketing, Office Companion, Simple Time Entry/Narratives

Integrated Insights



Dashboards, Performance Focused Reporting, Score carding, Staff Counsel and Claims Report Packs

Passport[®]: Designed for Insurance Carriers



Bespoke Workflows

Passport Insurance Claims Defense has workflows that are built specifically for users in the Insurance Industry. From the needs of Staff Counsel through Time Keeping, advanced calendaring, docketing and more to the ability to integrate easily into the claims ecosystem – we work with you.



Easy Configuration

Though our system is built specifically for the needs of the Insurance industry, we also know there will always be custom workflows and business processes unique to your organization. **We make configuration easy** with the ability to add pages, workflows and reports – all while allowing you to still easily upgrade and on the cutting edge.



Next Generation Technology

Passport insurance Claims Defense incorporates next generation technology – through **AI enhanced workflows** such as Bill Review and Invoice Parsing, as well as our AI enhanced Predictive Analytics – giving your users unprecedented insights into case cost and law firm selection coming in 2019.

We free your internal resources to do what they do best – Legal & Claims Work

Leverage Predictive Insights

Next Generation Technology and Artificial Intelligence



New Matter



Budget Request



Invoices



Matter Close



Rate Increase Request

LegalVIEW
Predictive Insights delivers Firm Rankings & KPIs

Predictive Insights delivers Predictive Budgets down to the phase

LegalVIEW BillAnalyzer's AI spots non-compliance

Passport collects vital survey and performance data

Integrated Rate Benchmarks display segmented industry averages



LegalVIEW
BillAnalyzer

Redefining Spend Management

Our innovative approach empowers intelligent workflows and improved outcomes – leveraging AI, advanced analytics and legal experts.

Total Spend Management



Supercharged cost management

Maximize compliance, minimize spend leakage



Complete visibility

Visibility and management of all vendor invoices



Better analytics, smarter decisions

Act on insights from advanced analytics

e-Billing platform

Electronic invoice processing

Rules based billing guideline enforcement

Business Intelligence and analytics

LegalVIEW® BillAnalyzer Services

Technology

AI and machine learning, combined with legal experts, securely, accurately, and quickly **identify billing guideline compliance issues.**

Expertise

Consultative approach from legal ops experts and data scientists efficiently resolves billing issues between clients and outside counsel to ensure quality and value.

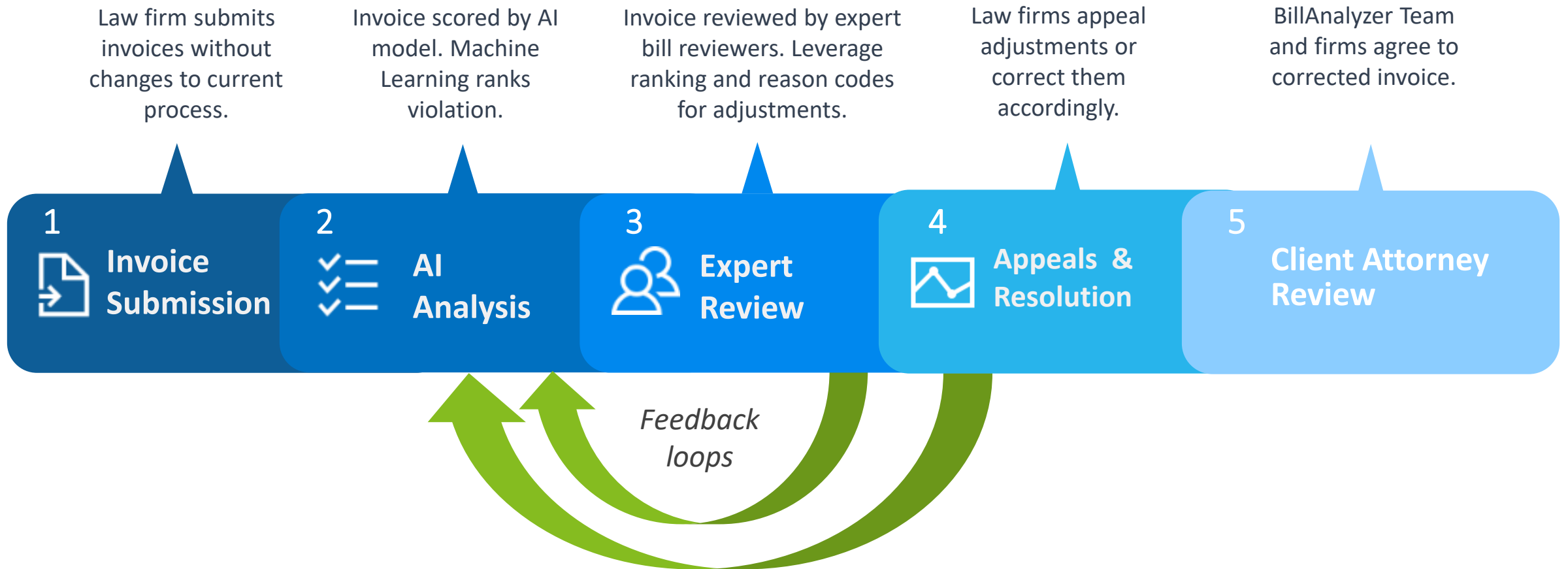
Analytics and Reporting

Leverages the LegalVIEW® benchmark database with \$140B+ in legal spend data. Dashboards and reports give **unmatched insights into billing practices and performance metrics.**

Consistently generating up to 10% savings across industries

Delivers up to 20% increase in billing compliance

AI-Enabled Invoice Review: Path of the Invoice



Example of Violation of Core Billing Guidelines

Paralegal task performed by partner

Violated Billing Guideline

Appropriate Level of Personnel

Unless previously agreed with the claim handler, **each task must be completed and billed by the lowest tier timekeeper who can competently accomplish the task** in the most *cost effective* manner.

Guidelines pg. XXXX

AI Model Recommendation

Key Variables: AI Segment = 'High'

Units	Raw	0.3 Hours
Rate	Raw	\$175
Timekeeper Name	Raw	Martin DeMagistris
Timekeeper Role	Raw	Partner
Line Item Description	Raw	Begin draft of subpoenas to plaintiff's health care providers
Unlikely NLP Topic for Partner	ML Score	Top 5%
Out of Pattern Billing	ML Score	Top 10%

Paralegal Task

AI Example: Similar Time Entry across dates, matters and invoices

MatterId	InvoiceId	InvoiceLineItemId	Date of Service	Units	ILINarrative	NetTotalAn
10269881	24913547	476169880	9/17/16	1.1	File redaction in preparation for production	137.5
10269882	24913562	476170093	9/17/16	1.1	File redaction in preparation for production	137.5
10269881	24913547	476169881	9/18/16	1.5	File redaction in preparation for production	187.5
10269882	24913562	476170094	9/18/16	1.4	File redaction in preparation for production	175
10269881	24913547	476169882	9/19/16	1.4	File redaction in preparation for production	175
10269882	24913562	476170095	9/19/16	1.4	File redaction in preparation for production	175
10269881	24913547	476169883	9/20/16	1.2	File redaction in preparation for production	150
10269882	24913562	476170096	9/20/16	1.2	File redaction in preparation for production	150
10269881	24913547	476169884	9/21/16	1.6	File redaction in preparation for production	200
10269882	24913562	476170097	9/21/16	1.6	File redaction in preparation for production	200
10269881	24913547	476169876	9/23/16	2	File redaction in preparation for production	250

10269881	25108726	479436913	2/1/17	1.2	File redaction in preparation for production	150
10269882	25108712	479436628	2/1/17	1.3	File redaction in preparation for production	162.5
10269881	25108726	479436915	2/3/17	0.8	File redaction in preparation for production	100
10269882	25108712	479436629	2/3/17	0.8	File redaction in preparation for production	100
10269881	25108726	479436910	2/6/17	0.8	File redaction in preparation for production	100
10269882	25108712	479436625	2/6/17	0.8	File redaction in preparation for production	100
10269881	25374680	484758378	2/24/17	0.4	File redaction in preparation for production	50
10269882	25374654	484758134	2/24/17	0.4	File redaction in preparation for production	50
10269881	25374680	484758380	2/27/17	0.8	File redaction in preparation for production	100
10269882	25374654	484758136	2/27/17	0.8	File redaction in preparation for production	100
10269881	25374680	484758381	2/28/17	1.5	File redaction in preparation for production	187.5
10269882	25374654	484758137	2/28/17	1.5	File redaction in preparation for production	187.5

ABC, a paralegal in XYZ LLP (Name of Timekeeper and Law firm been masked due to client confidentiality) submitted 173 line items across 11 invoices for 2 matters for 89 days of service

100%

of line items have the same description

Our model captured this using a feature of similarity of descriptions and fraction of low content line items.

Example of Violation of Core Billing Guidelines

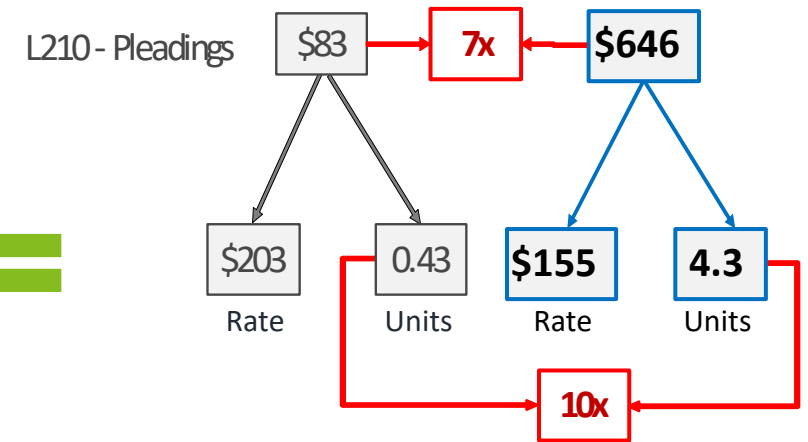
Timekeeper Behavior : Similar Time Entry across dates, matters and invoices

John's Transactions

Invoice Date	Line Item Date	Invoice Line Item Description/Narrative	Line Item Units	No of Times (Mean)
07/31/2017	07/25/2017	A104 Review and analyze pleadings, draft motions for summary judgment and prepare for trial	6.6	5
07/31/2017	07/11/2017	A104 Analyze investigator records and damages claimed and update strategy.	3.7	9
07/31/2017	07/31/2017	A112 Travel from Chicago, IL to Lebanon, New Jersey for local travel. Prior approval granted	6	4
07/31/2017	07/17/2017	A104 Analyze subject manufacturer documents including the generator	2.5	6
08/31/2017	08/07/2017	A104 Review and analyze case evidence, consultant's opinions and update strategy	2.5	6
08/31/2017	08/28/2017	A104 Review and analyze retention of experts and work up going forward	2.1	6
08/31/2017	08/31/2017	A104 Review and analyze status and update strategy	1.5	6
08/31/2017	08/02/2017	A104 Review and analyze issues from yesterday's client strategy meeting and update strategy	1.5	6
08/31/2017	08/01/2017	A104 Review and analyze engine compartment engineering facts for defense	1.5	6
08/31/2017	08/08/2017	A104 Review and analyze correspondence regarding settlement negotiations	0.4	6
08/31/2017	08/01/2017	A101 Prepare for client meeting	3.5	6
07/31/2017	07/31/2017	A101 Preparation for tomorrow's presentation to clients	5.2	2
07/31/2017	07/29/2017	A104 Review and analyze file documents, PowerPoint and prepare presentation to client	9	1
07/31/2017	07/27/2017	A104 Review and analyze voluminous medical records of 11 plaintiffs for client strategy conference	7.3	7
07/31/2017	07/14/2017	A104 Analyze pleadings, correspondence, discovery, expert opinions and disclosures for update	7.1	7
07/31/2017	07/23/2017	A104 Analyze insureds documents, employee testimony for upcoming client strategy conference	6.5	5
07/31/2017	07/26/2017	A104 Review and analyze expert opinions regarding cause and origin for client presentation	5.7	3
07/31/2017	07/13/2017	A104 Analyze disclosures of plaintiff liability experts for strategy and upcoming client conference	5.3	2
07/31/2017	07/02/2017	A104 Review and analyze MarineMax records and employee testimony for discovery strategy	5.2	2
08/31/2017	08/01/2017	A106 Meeting with client to present case status and strategy	3	7
08/31/2017	08/01/2017	A111 Travel from Newark, NJ to Chicago, IL	4.5	0

Rate and Time Embellishment

Task Code Overall Portfolio



John submits several invoices under task code “pleadings”. The AI captures the descriptions of Review and Analyze and the average # of times it is used and the total cost of those line items

AI Model captures that John is billing for 7x the standard rate for 1 task code in comparison to his peers.

AI model indicates that client is paying 10X standard rate for task code “pleadings”

*Out of Pattern (Patterns created through our benchmarking solution)

Operations Management Team

Experience

Average of **19.4**
years of legal
experience
combined total of
155 years

Education

Post-graduate
degree
and/or certification

Expertise

SMEs Banking, IP, Real
Estate, M&A,
Regulatory, Bankruptcy,
Immigration,
Shareholder disputes,
collections, litigation
and insurance

BillAnalyzer Review Team

Size

77 Reviewers

5 WK Offices +
Remote

>2.0B in Annual
review

Sophistication

13 years of
Paralegals &
Attorneys
experience

200 hrs. of
BillAnalyzer
training

Subject Matter Expertise

Banking
Intellectual
Property
Real Estate
M&A
Regulatory,

Bankruptcy
Immigration
Shareholder disputes
Collections
Litigation and
Insurance

BillAnalyzer Reviewer Certification Process

Stage 1

Team identification

Training module creation & refinement

Deep dive sessions on Client guidelines, platform

Stage 2

Timed invoice review exercises

Team evaluation (throughput, accuracy)

Calibration session to reduce variance

Stage 3

End-to-end testing in platform

Role playing simulations

Continued calibration

Stage 4

Partial volume go-live

Volume stress testing & quality spot checks

Continued timed and calibration exercises on future practice areas

Stage 5

Full volume go-live

Continued calibration & AI feedback

Fine-tuning

Wolters Kluwer's artificial intelligence and data expertise

Global ecosystem of deep domain experts, data scientists and process and design strategists to deliver measurable outcomes for our customers through embedding of AI and other emerging technologies into products across the Wolters Kluwer portfolio.

Team Expertise

100+

DATA SCIENTISTS

400+

COMPLIANCE
EXPERTS

50+

PROCESS
EXPERTS



WORKFLOW
*Integration/ Rules
Engine*



ANALYTICS
Predictive, Big Data



**CUSTOMER
DATA**
*RPA, ML, Data
mgmt.*



SERVICES
Bots



CONTENT
Text analytics



INFRASTRUCTURE
SoA, SaaS, Cloud



**Support
Functions**
RPA