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Can you recover your IT & Litigation Support Expenses?

Ceyda Tocsoy

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Objective

- Learn from practical experiences about how firms implement a cost recovery system for IT & Litigation Support costs that works
- Learn tips for how to keep the IT/LS costs on the bills and not have them written-off
- Understand the pros & cons of hourly vs. task oriented billing.



Brief Background Info

- Mary Pat Poteet - DLA Piper
- David Lindley - Winston & Strawn LLP
- Ceyda Tocsoy - Torys LLP

Preliminary Considerations

- Support from top of the food chain
 - Know what you are leaving on the table
 - Have the buy-in from a partner, director, CFO or others with power



Preliminary Considerations (cont....)

- Understand how your billing system works
 - software used and how it interacts
 - pre-bills & final bills
 - key players in the firm
 - the write-off process
 - know what kind of reports you can obtain



Preliminary Considerations (cont....)

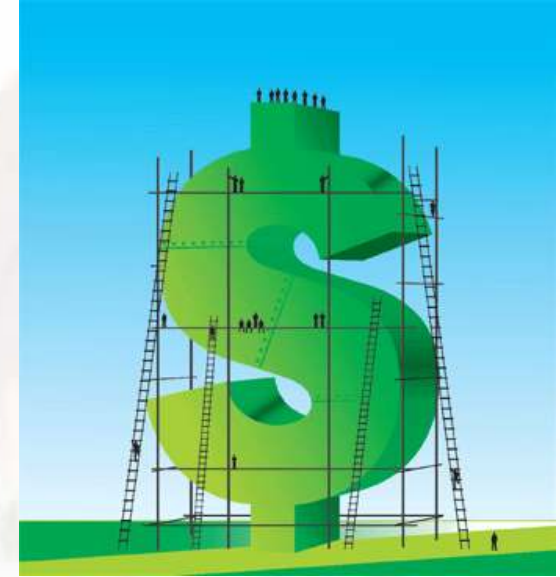
- Outline the services you want to offer in-house



- Outline the in-house limitations & when to outsource
- Market analysis

Billing

- Hourly
 - define roles within the departments
 - assign hourly wages
- Task based
 - identify & describe the tasks
 - assign disbursement codes/cost codes
- Hybrid approach
 - use a combination of hourly & task based billing to cover costs
- Think logistics



Services

- Outline/Define the services
 - For your attorneys
 - understanding = Better chances of making it to the bill
 - In the engagement letter
 - clients don't like surprises
 - Find a Balance
 - What do you recover and what do you include in the price of overall service



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Analysis



- Analyze the market frequently to adjust price point
- Use disbursement/cost codes to track and print reports
- Identify the types of services that are growing
 - (i.e., electronic courtroom set-up, forensic collection, after-hour support, etc.)
- Negotiate better pricing from vendors

Q & A



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Thank You!!!

