

Customer perspectives on lawyer adoption of Intapp Billstream

The bill creation process is the lifeblood of any firm, creating overhead for everyone – which means that improvements to the process can have a big impact beyond collections. Since bill creation relies on a broad array of participants, the easier the process is, the better.

For lawyers, Intapp Billstream offers a faster, simpler way to review, edit, and approve bills. The vast majority of practitioners enthusiastically adopt Intapp Billstream because it allows them to reduce time spent on administrative tasks, quickly produce invoices that comply with client billing requirements, and ultimately improve realization.



Highlights from our survey

In a recent survey of Intapp Billstream clients, participants shared their experiences with lawyer adoption. Here's what they said:

"The majority [of our lawyers] embraced it. We have had attorneys that have said, **'Why didn't we do this sooner?'**"

FINANCIAL SYSTEMS MANAGER,
900+ LAWYER AM LAW 100 LAW FIRM
BASED IN CHICAGO

"Most lawyer feedback has been positive. Capabilities that lawyers like are the **user-friendly UI**, and the ability to perform edits independently."

CLIENT ACCOUNTING DIRECTOR,
1000+ AM LAW 50 LAW FIRM
BASED IN WASHINGTON, DC

"We have achieved **90% lawyer adoption** of Billstream. Most lawyers really like it."

CHIEF FINANCIAL OFFICER,
400-LAWYER AM LAW 200 LAW FIRM
BASED IN THE MID-ATLANTIC

"Our initially targeted attorneys and our initiative to onboard them went very smoothly. ... To those that we have targeted and provided training, we have 90% adoption. We do require all assistants to use [Billstream] for editing proformas. Adoption [among] our assistants went extremely well and quickly. When we went live, we onboarded all assistants within the first week of rolling out to the front office. ... [Lawyers find the product] very user-friendly and easy to understand.

Our assistants love working in Billstream – much easier than editing in Elite 3E."

BILLING MANAGER, 500+ LAWYER AM LAW 100 LAW FIRM BASED IN BOSTON

"We have almost a **100% adoption rate.**

... Overall, lawyers are satisfied. They have shared with me that **they like the look and feel of the system,** and are happy with most of the functionality."

FINANCE MANAGER,
400-LAWYER AM LAW 200 LAW FIRM
BASED IN THE MIDWEST

"We have 95% attorney adoption within the firm and generally very good satisfaction levels. **It was a big step change between the very manual process of sending electronic files around the firm** and then marking up with notes."

FINANCE DIRECTOR,
300-LAWYER TOP-100
UK LAW FIRM

"We have **100% lawyer adoption.** Most of them are happy, because they are flexible in using the system and **they can do the submission from wherever they are."**

MANAGER, FINANCE AND CONTROL,
150+ LAWYER EUROPEAN LAW FIRM

"**Almost 100% of our attorneys use Billstream** for their bills. ... Now that they've been working with it for awhile, **they can see the amount of time it saves** overall to make the edits themselves."

STRATEGIC OPERATIONS COORDINATOR,
250-LAWYER AM LAW 200 LAW FIRM BASED IN THE MIDWEST

To learn more about how your firm can digitize and accelerate the work-to-bill life cycle with Intapp Billstream, visit intapp.com/billstream.

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