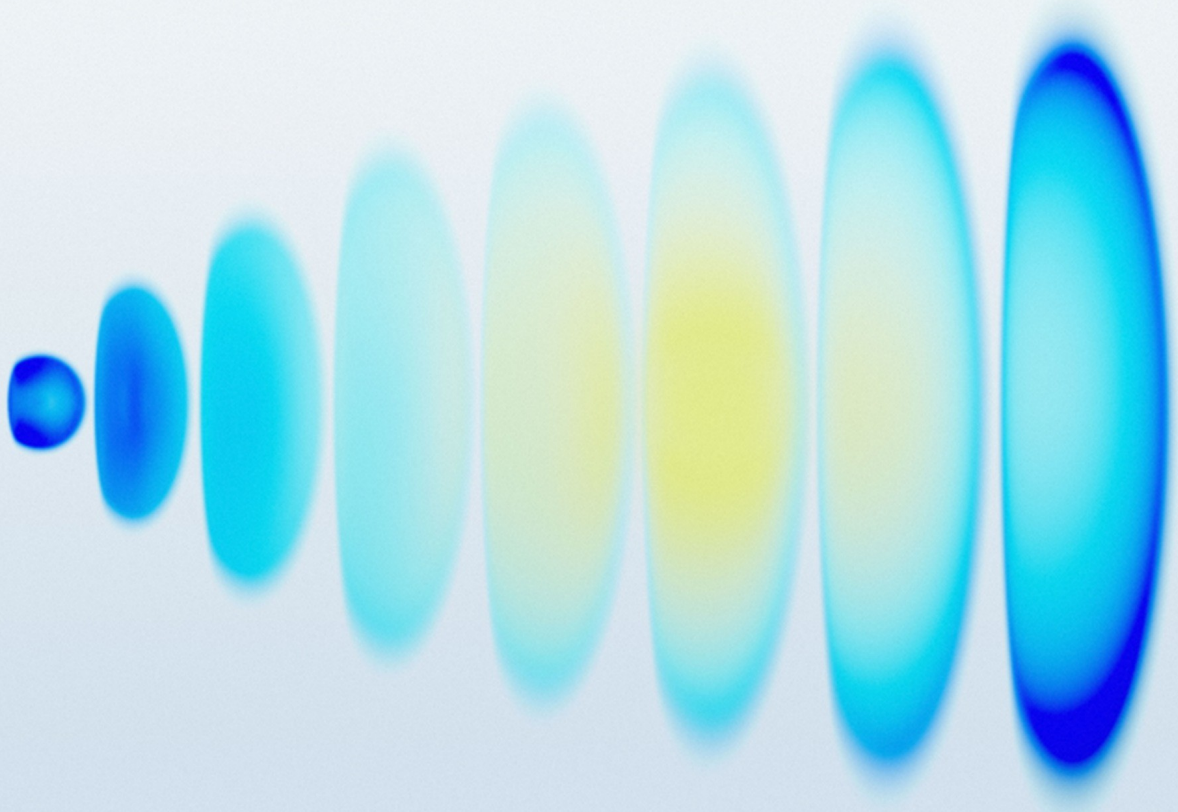
PointOne

Hours worked, dollars lost

Closing the gap between the timesheet and the invoice

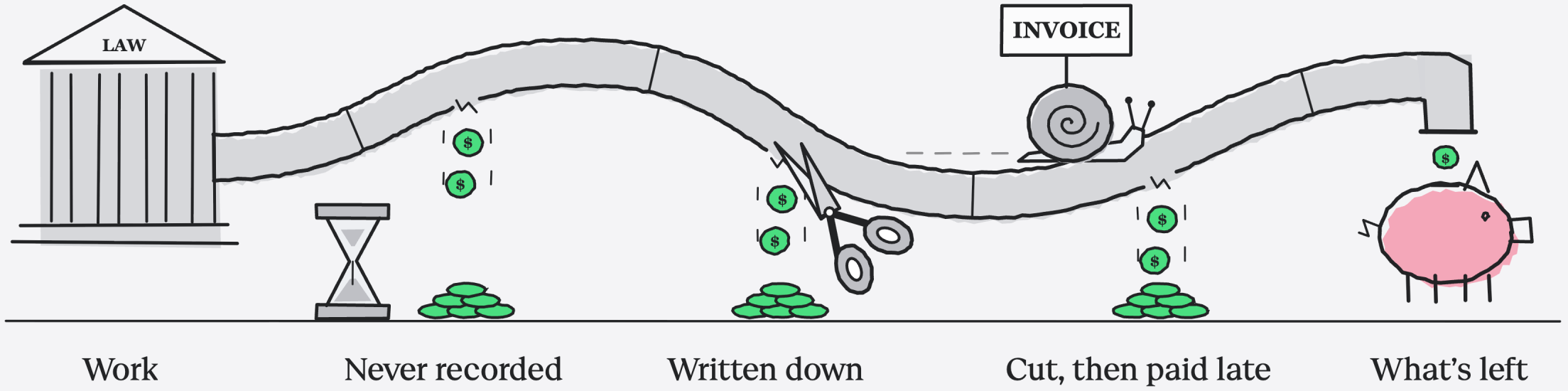


Katon Luaces

Co-founder and CEO, PointOne

Overview

By the time the money arrives, a lot less of it is left



Poll

Where do you think your firm loses the most revenue?

A Work that never gets recorded

B Time written down at pre-bill

C Invoices cut by the client

D Invoices paid late

E Honestly, we don’t know

The useful part, first

Here’s what to walk away with

Leak 1

Work never recorded

3 levers

Leak 2

Time written down

3 levers

Leak 3

Invoices cut

2 levers

Leak 4

Invoices paid late

2 levers

Leak 1

Work that never gets recorded

01 Have SLAs on time release

02 Incorporate time quality into performance reviews

03 Use automatic time entry to create full timesheets

Leak 1

Work that never gets recorded

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PointOne

Leak 1

Work that never gets recorded

01 Have SLAs on time release

02 Incorporate time quality into performance reviews

03 Use automatic time entry to create full timesheets

Leak 2

Time written down at pre-bill

01 Log and categorize every write-off

02 Check entries against firm and client guidelines at entry

03 Loop in associates when editing entries

Leak 3

Invoices cut by the client

01 Collect and categorize every rejection reason

02 Store all explicit and implicit client guidelines in one place as the source of truth

Leak 4

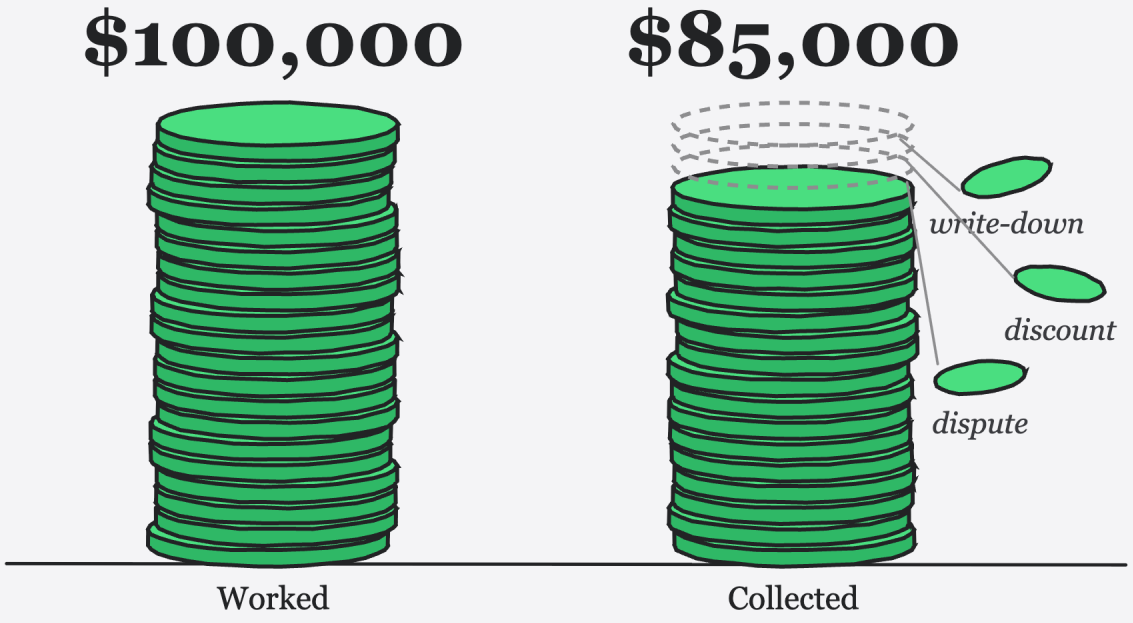
Invoices paid late

01 Track and set SLAs for time in pre-bill across clients and billing attorneys

02 Build robust mechanisms for checking in with clients on billing status

Realization

Every step between the work and the payment takes a cut

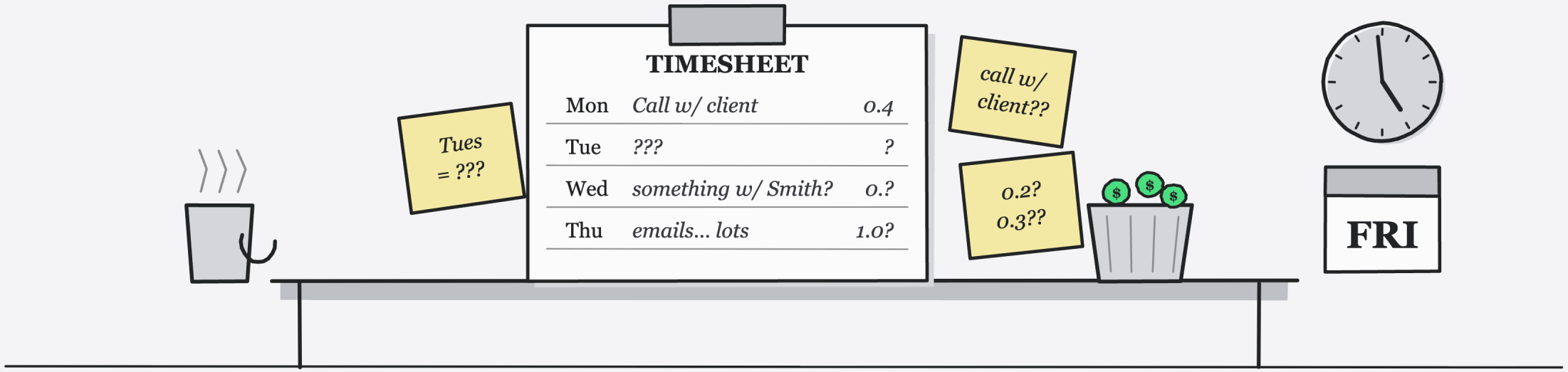


85%

realization

Leak 1 · Unrecorded work

Friday, 4:59 PM: the most creative writing at the firm



Leak 1 · Unrecorded work

10–20%

of billable time goes unrecorded when attorneys rebuild their day manually from memory

Leak 1 · Unrecorded work

Work reconstructed days later goes missing

Tuesday, as remembered on Friday (illustrative)

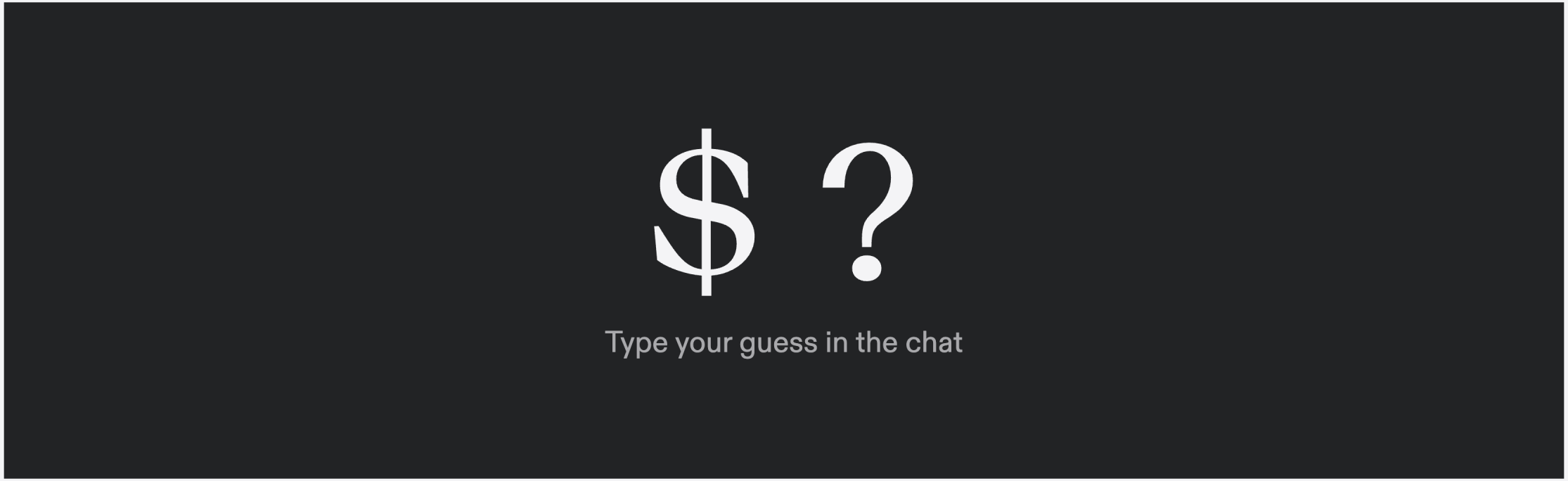
✓	Telephone conference with client regarding response to plaintiff's second document request	0.2
—	~~30-minute email exchange~~	
—	~~Reviewed J. Smith's draft opposition to motion to compel~~	~~0.5~~
✓	Conferred with J. Smith on strategy for opposing motion to compel deposition	0.4

The root cause is memory

Attorneys switch between clients and matters dozens of times a day

Leak 1 · Your guess

What does one forgotten hour a week cost a 100-attorney firm?



Leak 1 · Unrecorded work

An hour a week adds up to $1.9 million a year

$1.92M

of work done and never billed, per year

100 attorneys × 1 hour a week × 48 weeks = 4,800 hours

Illustrative, at $400 an hour

Leak 1 · Fix 1 of 3

Put an SLA on time release

48 hrs

Every entry in within two days of the work

A New York boutique's 2–3 day lag meant late bills

Make time quality part of performance reviews

Timekeeper scorecard

Billable hours	Already there
Release speed	New
Timesheet completeness	New
Vague entries flagged	New

Leak 1 · Fix 3 of 3

Automate time entry end to end

9–15%

more billable hours captured when AI creates full timesheets

Across firms we work with

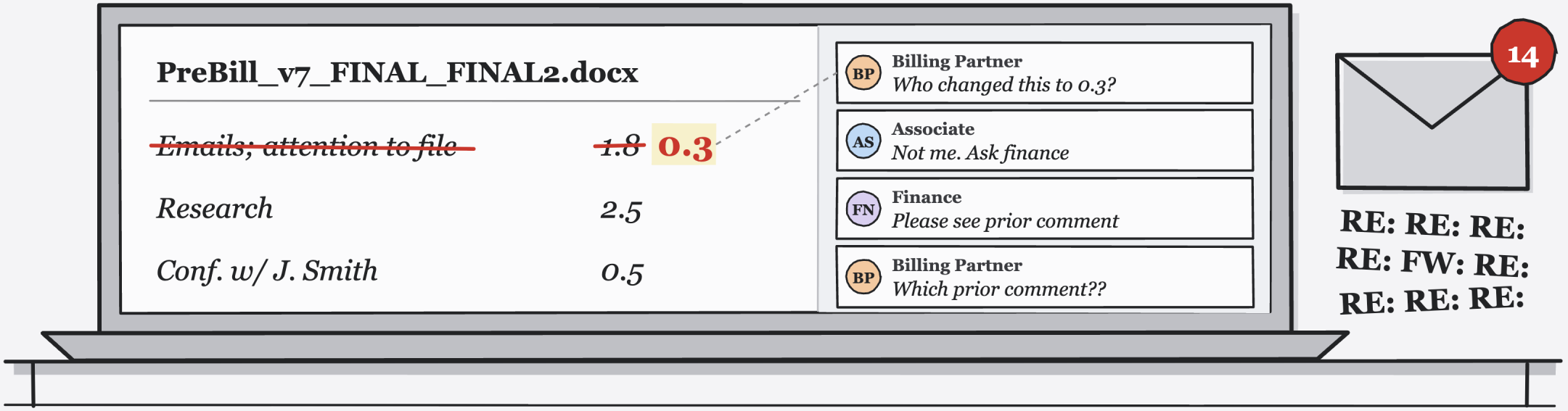
Leak 1 · What we've seen

A national litigation firm captured 25% more billable hours

> "I have no idea that I was missing about 20% or 30% of my billing time."
>
> Attorney at a national business litigation firm with 600+ employees

Leak 2 · Write-downs

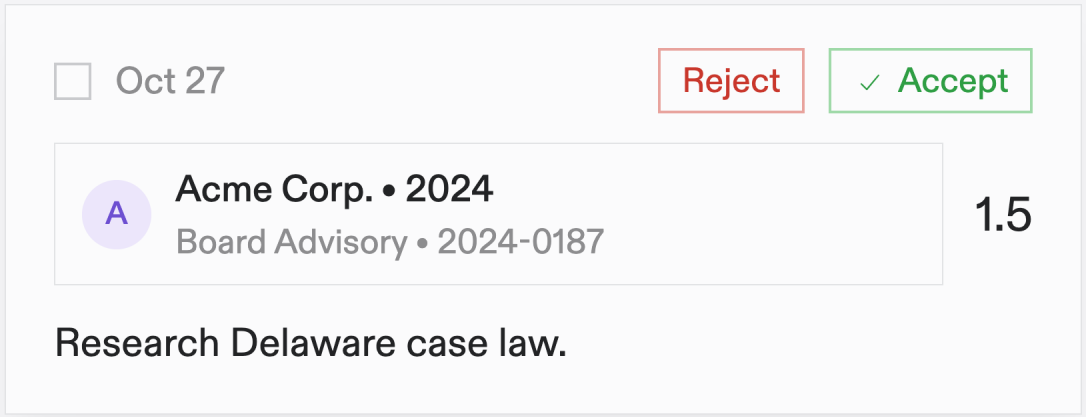
Pre-bill, version 7, final, final



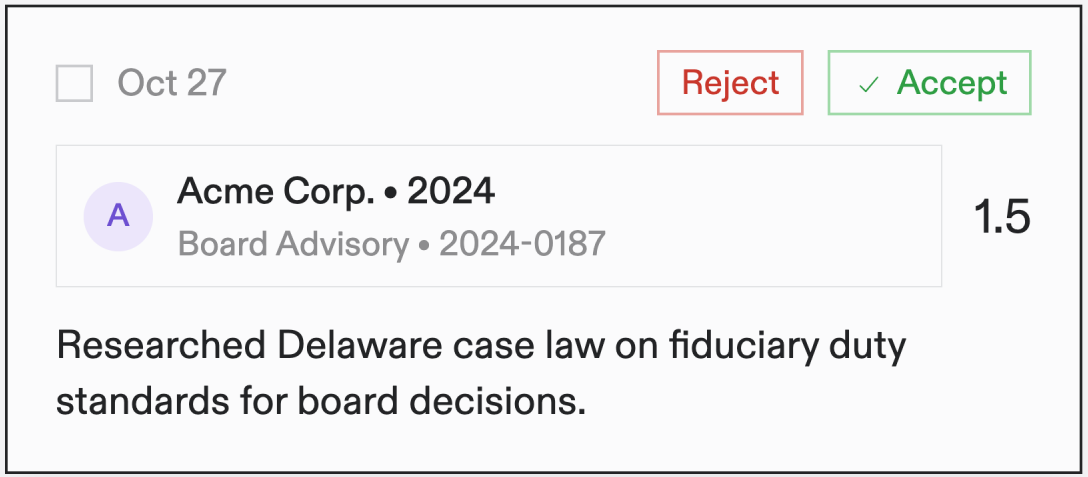
Leak 2 · Write-downs

Vague narratives get cut at pre-bill

Likely written down

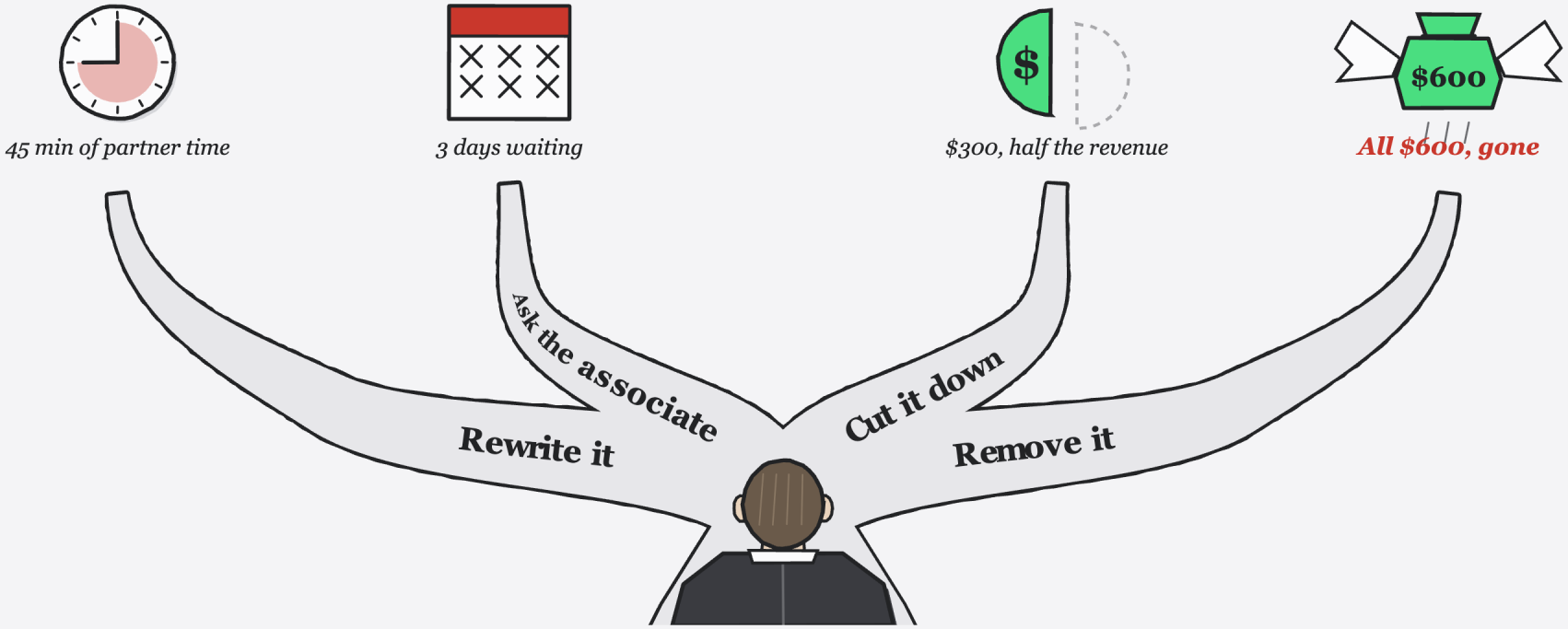


Supports the bill



Leak 2 · Write-downs

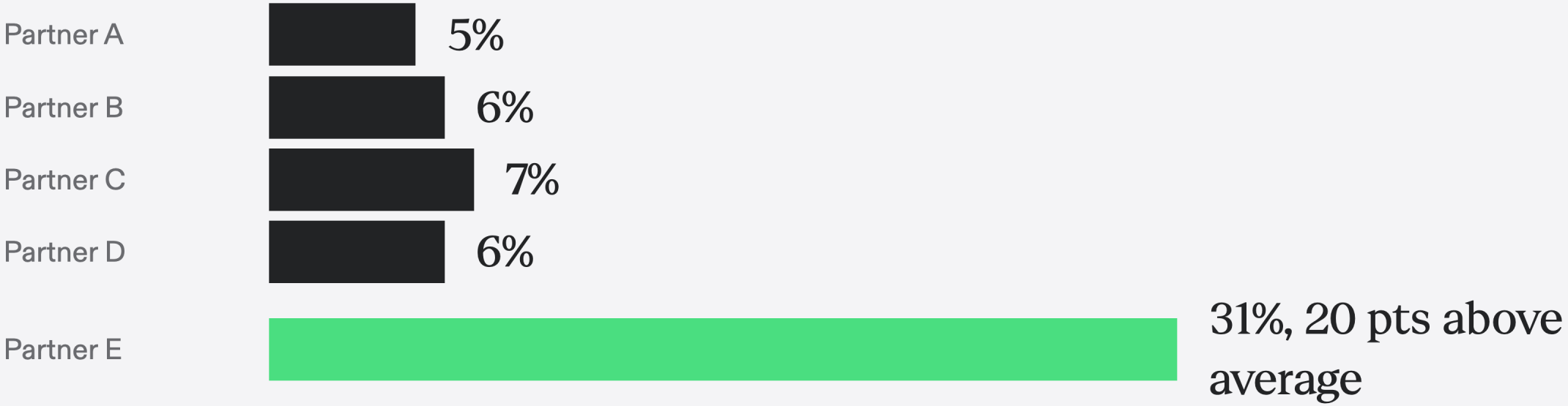
Each unclear entry forces a partner into a judgment call



Leak 2 · Write-downs

Patterns in your write-downs show where value is lost

One way to cut it: write-downs by billing partner (illustrative). Also try client, matter, and write-down type.



Firm average: 11%

Poll

How long would it take your firm to see why time was written down last quarter?

A It’s built into our reporting

B A few days of pulling reports together

C A week or more, mostly by hand

D It depends on the partner, client, or matter

Leak 2 · Fix 1 of 3

Log and categorize every write-off

Narrative quality | Staffing | Excess time | Client courtesy

Every write-off gets a category and a trail

Leak 2 · Fix 2 of 3

Check entries against the rules as they’re written

Caught on

Tuesday

Seconds to fix

Caught at

Month-end

Partner hours to fix

Leak 2 · Fix 3 of 3

Ask associates to fill in what's missing

Billing partner → J. Smith

"Research · 1.5" needs more detail before it goes to Acme. What did you research, and for which issue?

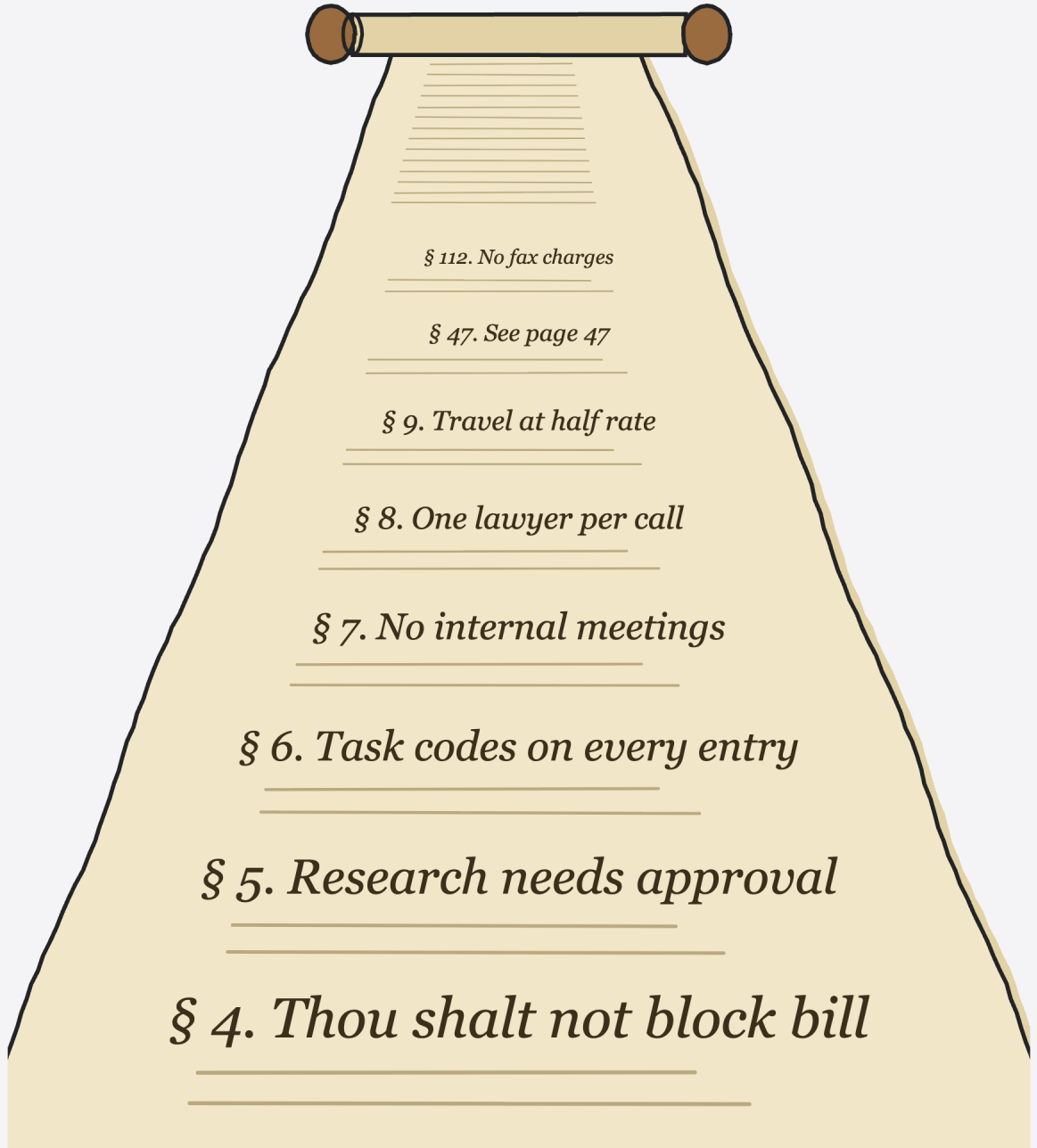
J. Smith → Billing partner

Delaware case law on fiduciary duty standards, for the board's decision.

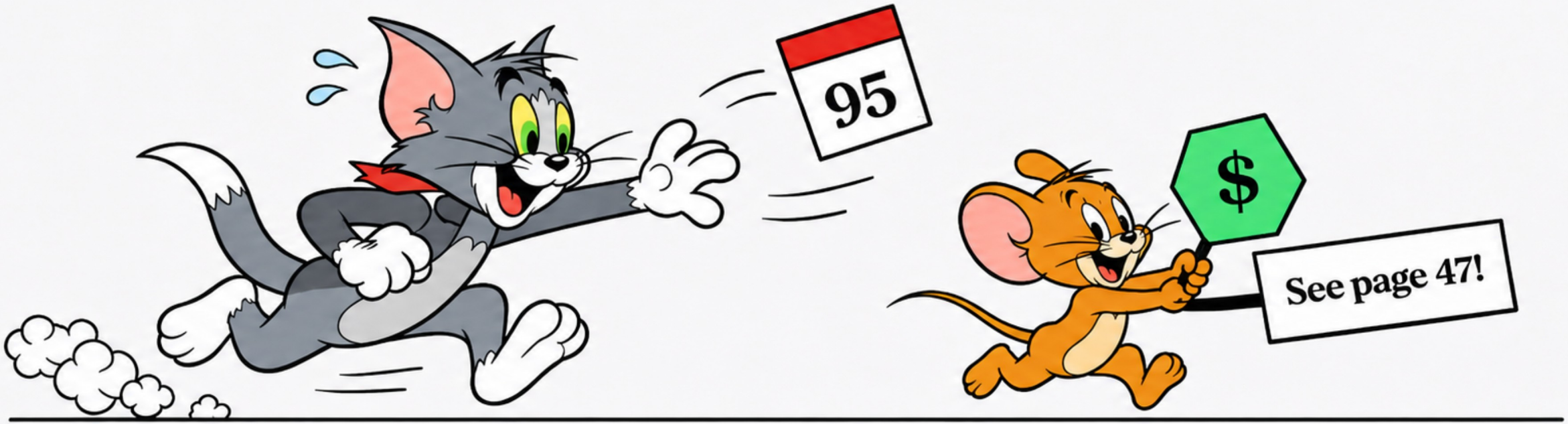
Researched Delaware case law on fiduciary duty standards for board decisions · 1.5

Leak 3 · Rejected invoices

Many clients bring their own list of rules, stated and unstated



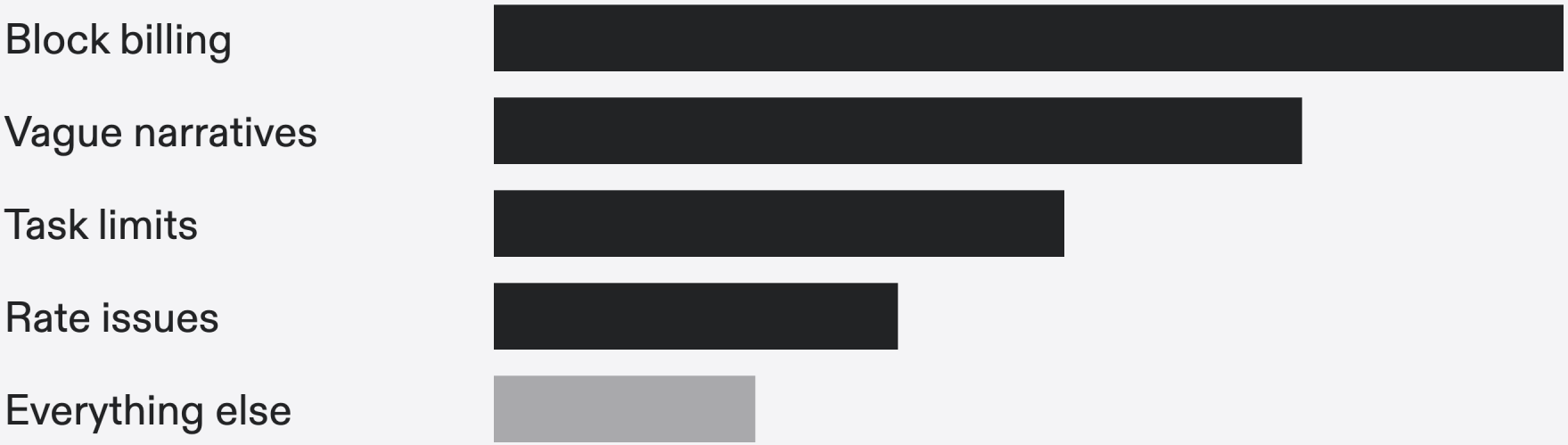
Rejected invoices mean chasing money you already earned



Leak 3 · Fix 1 of 2

Collect and categorize every rejection reason

Example rejections by reason (illustrative)



Then fix the top three first

Leak 3 · Fix 2 of 2

Keep every client guideline in one place

100%

guideline compliance on released entries

Firms using PointOne

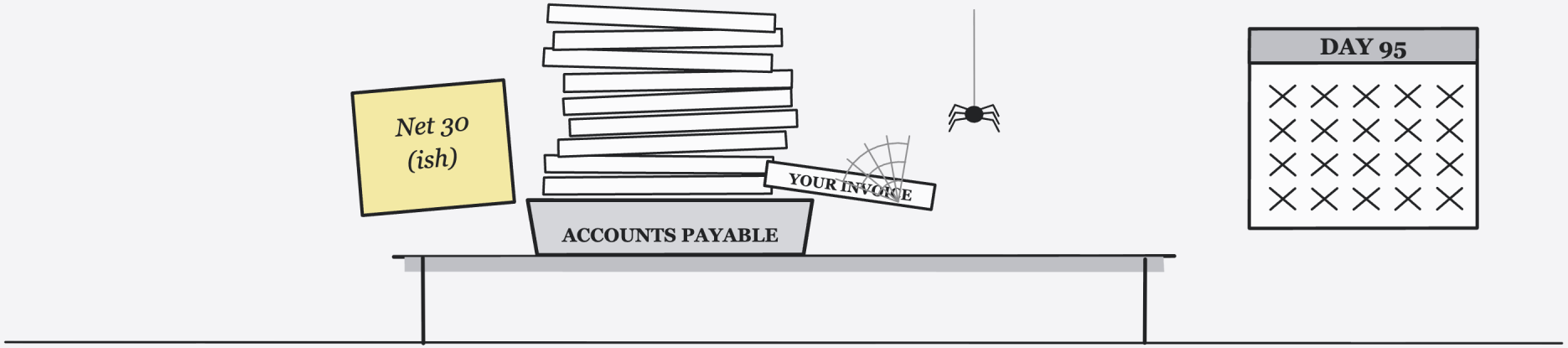
Leak 3 · What we've seen

The newest rejection reason: work AI could have done

> "We will no longer pay for any work we deem could have been done by AI."
>
> A large insurance carrier's new billing rule, as relayed by one of our customers (paraphrased)

Leak 4 · Paid late

Every rejected invoice pushes payment back by weeks



Leak 4 · Paid late

With 125 attorneys, every week of delay costs about $115K a year

$115K

per year, for each week of delay

$6.25M billed a month × 1 week = $1.44M more sitting in receivables

$1.44M × 8% cost of capital = $115K a year, every year

Illustrative: 125 attorneys at $400 an hour. The 50-day gap on the last slide is about $820K a year.

Leak 4 · Fix 1 of 2

Track and set SLAs for time in pre-bill

5 days

from month-end to an approved pre-bill

Illustrative target, by client and billing attorney

Leak 4 · Fix 2 of 2

Check in with clients on billing status

Day 25

A friendly reminder, before it becomes a collections call

Then track days-to-pay by client, so you know who pays in 30 and who pays in 90

Leak 4 · Fix 2 of 2

Have the billing partner send the check-in

Email from the billing partner

Checking in on our October invoice. This month we completed document production and prepared two key witnesses. Let me know if anything needs a second look.

Their leverage on the matter goes a long way

The principle

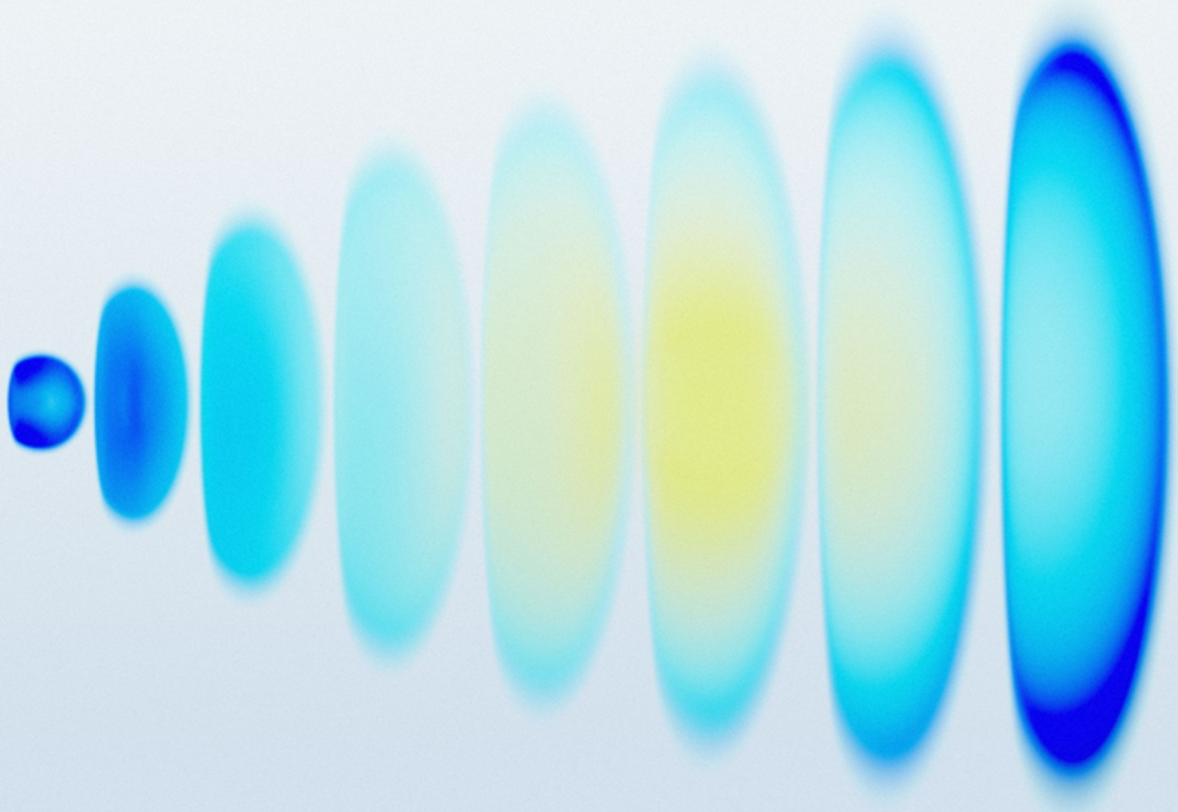
Move every quality check closer to the moment the work happens

Problem	Often found	Find it
Missing time	At month-end	The same day
Vague narratives	At pre-bill	At entry
Guideline violations	After the client rejects it	Before the invoice
Slow or missed payment	When the invoice ages out	The week it’s due

Firms we work with also save about 30 minutes per person, per day, on time entry

PointOne

Your firm's most valuable asset is its data. It's time to put it to work.



Katon Luaces

Co-founder and CEO, PointOne · pointone.com