

Profisee Customer Success: Ropes & Gray

How Profisee helped Ropes & Gray achieve their Insight Driven Enterprise.

INDUSTRY
LEGAL

MDM DOMAIN
CONTRACTS
EMPLOYEE
PROJECT

ROPES & GRAY

Founded in 1865 in Boston by John Codman Ropes and Chipman Gray, Ropes & Gray is a global law firm with 11 offices located in the United States, Asia, and Europe.



134,000
HRS PRO BONO WORK



1,200
ATTORNEYS GLOBALLY



38 LANGUAGES
SPOKEN BY ATTORNEYS

“As we began to really review our needs for data management, we knew we could do the typical client hierarchy reviews, but when we spent time with the business, the biggest pain point was how difficult the management of client fee arrangements was. We decided to tackle that area first. Shortly after we began, we could see the tremendous potential of what we were implementing.”

Ed Longo
Senior Manager, BI



Challenges

Document and Manage Fee Arrangements for Clients

- There are 6,000 active corporate billing accounts, of which 2,000 have unique billing arrangements including outcomes and fee caps. They were using 3 different manual spreadsheets to propose, approve, and set up the various billing arrangements.
- Due to account service complexity, some account set up and renewals would take 3 months which meant no billings were collected during the negotiation time.
- They didn't have the ability to create a pricing tool for standardized billing arrangements and renewal discussions.
- They aren't able to use internal resources to create additional data management applications that is not otherwise owned within core enterprise systems including legal project management and employee management within accounts.



Strategy

Create Data Management Application for Pricing

- Develop data management application to **replace existing manual pricing process**
- **Reduce time** to negotiate renewal pricing arrangements
- **Create one repository to manage** enterprise data that is otherwise not owned
- Design **ongoing data management strategy** for other key reference, employee, and client data



Outcomes

- Eliminated manual spreadsheet process for documenting and managing alternate fee arrangements.
- 84% reduction in time taken to renew billing arrangements. Increased customer satisfaction with increased timeliness and predictability of billing fees.
- Able to roll out four new data management applications for additional enterprise data requirements without the use of IT resources, only data stewards on the data management team.