



# CASE STUDY

## Legal E-Billing Reconciliation

### RPA Solution Architect

The law firm faced issues with E-Billing discrepancies, manual checks were delayed, causing costly errors, automation aimed to daily scrape and compare data, highlighting issues for timely resolution and contact, reducing time spent on accessing multiple portals, ensuring accuracy and efficiency in billing processes.

## CHALLENGES

- Complex portal navigation hindered data extraction.
- Multiple logins increased time spent on data access.
- SQL queries required extensive manual effort.
- Discrepancy reports lacked clarity and accuracy.
- Communication delays slowed discrepancy resolution.

## STRATEGIC RESPONSE

- Framework built to query internal E-Billing data.
- Interchangeable workflows for client data extraction.
- Code standardised outputs for key data retention.
- Report generated for easy issue identification.
- Automation adapted to portal infrastructure changes.
- Validation checks ensured accurate data processing.
- Contact logic determined best person for discrepancies.

## REQUEST FURTHER INFO

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## RESULT



**700 hours saved / mth**  
(4 x FTE)



**£150k annual savings**

## CONCLUSION

- Project ideal for automation and efficiency.
- Easy to add client portals for added value.
- Developed and tested over four months.
- Running successfully for approximately six years.
- Scope grows, saving more time and money yearly.
- Prevents data issues, protecting reputation.
- Significant cost savings for the firm.

Case Study Reference - [3564](#)

