

# Case Study: Premier Silicon Valley Law Firm Saves Over \$500,000 with SingleFile's Direct Client Billing Feature

## Background

A prominent Silicon Valley law firm, specializing in corporate law, mergers, acquisitions, and regulatory filings, faced a challenge when managing large volumes of state filings for their corporate clients. Each year, the firm filed thousands of legal documents with the Secretary of State across various jurisdictions, ensuring their clients met regulatory and compliance obligations.

Previously, the law firm used a traditional approach for these filings: they would pay for the filing services through third-party providers and then recoup the filing fees from their clients. This process, although functional, was fraught with inefficiencies, including added administrative costs, delayed payments, and complicated client invoicing. The firm also incurred significant upfront costs, as they paid these fees out of pocket and then waited for reimbursement from clients.

Looking for a more streamlined and cost-effective solution, the firm turned to SingleFile, a service known for its expertise in simplifying compliance filings and offering robust tools tailored for legal firms.

## The Challenge

The law firm was managing a substantial volume of filings annually, and the traditional approach had several limitations:

- **High administrative costs:** The firm's staff, including paralegals and legal assistants, spent countless hours managing filing-related invoices and processing client reimbursements.
- **Upfront costs:** The firm was paying the Secretary of State filing fees out of pocket and recouping them later, leading to cash flow challenges.
- **Invoicing complications:** Clients were often confused by the breakdown of services, especially when filing fees were included in the same invoices as legal fees, which led to disputes and slowed payments.

## SingleFile's Solution: Direct Client Billing

SingleFile provided the law firm with an innovative solution: **direct client billing**. Instead of the law firm paying the filing fees upfront and then billing clients for reimbursement, SingleFile

offered the ability to bill the client directly for filing fees. This completely bypassed the need for the firm to act as an intermediary in the payment process.

Key features of SingleFile's direct client billing included:

- **Automated billing & invoicing:** SingleFile seamlessly integrated with the firm's existing case management system, ensuring that clients were billed directly for the filing fees.
- **Transparent invoicing:** Clients received detailed, itemized invoices for filing services, which reduced confusion and disputes over fees.
- **Cash flow improvements:** The law firm no longer had to advance large sums for filing fees, which improved their overall cash flow.
- **Time savings:** Paralegals and administrative staff no longer had to manage the invoicing and reimbursement process, freeing them to focus on higher-value tasks.

## The Results

By switching to SingleFile's direct client billing feature, the law firm saw significant improvements in efficiency and cost savings. The most notable impacts include:

1. **\$500,000+ in Cost Savings:** The firm saved over \$500,000 annually by eliminating fronted filing fees and reducing administrative overhead.
2. **Increased Cash Flow:** No longer advancing large sums for filing fees freed up capital for reinvestment in technology and client services.
3. **Enhanced Client Satisfaction:** Transparent billing increased client trust, leading to faster payments and fewer disputes.
4. **Greater Operational Efficiency:** Reduced administrative tasks allowed staff to focus on client work, boosting productivity.

## Conclusion

SingleFile's direct client billing feature allowed the law firm to streamline their filing processes, improve cash flow, and reduce administrative burdens, resulting in over \$500,000 in annual savings. By leveraging SingleFile's innovative solution, the law firm enhanced client satisfaction while significantly improving its internal operations.

This case study highlights the transformative impact that SingleFile.io can have on law firms, especially those managing high volumes of compliance filings. It demonstrates how technology can play a crucial role in driving efficiency, reducing costs, and delivering better outcomes for both law firms and their clients.