

# eBillingHub

Webber Wentzel



## Delivering Technology Solutions—Fast—with eBillingHub

Founded in 1868, [Webber Wentzel](#) is a leading South African full-service law firm. It has around 850 staff and offices in Johannesburg and Cape Town, providing multi-disciplinary legal and tax services to clients operating across the African continent and beyond, and also operates in a collaborative alliance with global law firm, Linklaters. Since 2014, Webber Wentzel has been using [eBillingHub®](#), the market-leading automated electronic billing solution from Elite, to meet the e-billing requirements of several of its major clients. In addition to satisfying client needs, eBillingHub also creates substantial efficiency gains for the firm and enables it to get paid faster.

### Responsive Customer Service

When Webber Wentzel moved to a new practice and financial management system in 2023, a critical challenge arose: it was vital that it could integrate seamlessly with eBillingHub to maintain continuity for clients. The firm needed a solution urgently as the go-live date was fast approaching, so it turned to the eBillingHub team for help. Their rapid response enabled the issue to be resolved within a matter of days.

Uninterrupted integration was made possible through an Application Programming Interface (API) in eBillingHub, which enabled all the firm's data to be transferred and mapped across the systems. With proactive, hands-on support from the eBillingHub team guiding them through the process, the transition went smoothly, with no impact on clients.

John Nkoana, Application Development Manager at Webber Wentzel was impressed by the assistance his team received at short notice. He explains, "When we moved to a new practice and financial management system, it was important that our clients shouldn't feel the pain. We needed it to integrate with eBillingHub for a seamless approach—everything needed to work just as it used to. The process was very smooth between us and the eBillingHub team."

His colleague Babalo Manqele, Software Developer, adds: "The support from the eBillingHub team helped us to get the data transition going as quickly as possible. They were available to help us at any time, and any questions we had were promptly answered."

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**John Nkoana**  
Application Development  
Manager

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The proactivity of the customer support team has also impressed eBillingHub users in Webber Wentzel's finance and billing department. Marelize Boshoff, Senior Billing Administrator, finds eBillingHub easy to use, however she also finds it helpful that training manuals and an online customer chat form are readily available on the portal. Where more specific assistance is required, she can simply click on the support link, input the invoice number for reference, and expect a response within hours, despite the time difference. "The eBillingHub team gladly assists on their side," she says.

### Delivering Time Savings and Faster Payments

eBillingHub allows Webber Wentzel to submit client invoices quickly and accurately. Users can upload bills into eBillingHub where they can be edited as necessary. eBillingHub links the invoice to the client's profile and automatically converts it into the exact type of LEDES (Legal Electronic Data Exchange Standard) file format that each client requires. Each bill is then simply delivered directly via the eBillingHub portal.

Using eBillingHub saves a significant amount of time on each bill, according to Boshoff: "Normally, without eBillingHub, you'd have to go through each invoice line by line to see if you need to put in the date, the timekeeper ID, the hours, the approved rate, and so on. And some invoices can easily have a minimum of 30- or 40-line item entries, and on bigger invoices maybe 200 to 250 such entries."

"eBillingHub definitely makes the whole process quicker. We don't have to do each line for line entry. I can even replace line entries with a task code and an activity code, and it will automatically save all the relevant line entries with that task and activity code. If I had to do it manually, it would easily take two to three hours for each invoice versus around 15 minutes with eBillingHub."

eBillingHub also helps minimize invoice rejections, which in turn results in faster payments. Boshoff explains that with e-billing, getting the tiniest detail wrong—such as inputting the wrong code or even simply using a semicolon incorrectly—can result in the whole bill being rejected. eBillingHub helps Webber Wentzel to get this right the first time by automatically correlating to each client's billing guidelines. However, on the rare occasion that an error does appear, eBillingHub immediately notifies billers with the precise details of what the error was so that it can be corrected in no time.

"If a bill gets rejected, it doesn't even get through to the client, so they can be sure that all the invoices they receive are correct. They don't need to scrutinize them; they can just review them to double check they're happy and submit them to their accounts payable department," says Boshoff.

This matters, given that 30- or 60-day payment terms only start from the time the bill is approved by the client. Without eBillingHub, the accumulated effect of manual upload times, dealing with rejections, and resubmitting bills means that payments could otherwise frequently take many months to come through.

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### WEBBER WENTZEL

Webber Wentzel advises clients across a wide range of industry sectors, including energy, financial services, healthcare, infrastructure, transport, hospitality, retail, and mining. The firm operates in a collaborative alliance with the global law firm Linklaters.

### BUSINESS CHALLENGES

To meet client needs and deliver e-bills efficiently and accurately. When the firm moved to a new practice management system, it was vital that there should be no impact on eBillingHub—seamless continuity was paramount.

### WHY eBILLINGHUB?

Several of the firm's major clients require them to submit invoices via eBillingHub, and more and more clients are now seeing the benefits. It creates efficiency gains, improves accuracy, and enables Webber Wentzel to get paid faster.

### BENEFITS

- Easy to use
- Generates significant time savings
- Minimizes rejections
- Responsive customer support
- Seamless integration with third-party applications via an API

Boshoff is clear on the benefits of using eBillingHub. "We definitely get time savings and earlier payments with eBillingHub which, at the end of the day, is what the finance team stands for: to get invoices paid as soon as possible."

Webber Wentzel is seeing the efficiency gains, accuracy, and ease of use which is prompting more and more clients to convert to e-billing. "It certainly makes clients happier. It saves them time, and they can easily locate everything in the eBillingHub portal," she adds. "eBillingHub is a very big advantage for us."

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**Marelize Boshoff**  
Senior Billing Administrator

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