Vendor Management

Smart App — Solution Overview

OVERVIEW

Vendor Management is an AI-powered Smart App that delivers one unified system to manage every vendor and every dollar of spend across the claims lifecycle. It brings together legal and non-legal vendors — law firms, independent adjusters, court reporters, and more — into a single, seamless workflow integrated directly with your claim's environment. Unlike traditional litigation or vendor point solutions, Vendor Management uniquely consolidates all vendor activity and spend in one place, even when customers retain an existing legal spend management system. The result is consistent processes, stronger compliance, smarter vendor selection, and complete visibility across the entire vendor network — without fragmentation or workarounds.

CORE CAPABILITIES

Vendor Repository

Centralized, self-maintained profiles capturing specialties, geographic coverage, rates, certifications, licensure, insurance, and tax information. Advanced search matches the right vendor to every assignment.

Smart Assignment

AI-powered engine ranks vendors by location, availability, skillset, past performance, pricing, and SLA history—surfacing the best fit for each job. Assignments are issued and accepted directly within the solution.

Collaboration & Document Sharing

Claims handlers and vendors share, review, and collaborate on work product and invoicing in real time through a single online environment, workflows.

Invoice Processing & Auto-Approval

Multiple submission paths: LEDES, IDP-powered document capture (email, PDF, Word), or manual entry. Auto-approval rules process qualifying invoices without auditor intervention; exceptions escalate for review.

Vendor Ratings & Performance

Configurable ratings and advanced criteria capture structured feedback on every assignment at company and individual levels — building an objective, continuous performance record over time.

Rule-Based Configuration

Administrators define billing and assignment rules — required documents, panel enforcement, SLA thresholds, rate compliance, and approval triggers — enforced automatically without IT involvement.

Claims System Integration — One Connected Ecosystem

Vendor Management integrates directly with your claims system, automatically pulling claim data into the assignment workflow and eliminating duplicate entry at every step. Assignment details, vendor selections, task updates, and approved invoices all flow seamlessly between systems — keeping claims professionals in their primary workspace while all vendor activity stays fully synchronized in the background.

Assure Legal Integration: For organizations using Assure Legal, integration extends further — consolidating law firm billing and non-legal vendor invoices into a single view, giving finance and claims leadership a complete picture of total program spend without reconciling across separate systems

Flexible Invoice Submission — Multiple Paths, One Process
Vendor Management removes submission barriers by supporting multiple invoice intake methods, giving vendors the flexibility to submit in whatever format works best for them:

- LEDES format — industry-standard electronic billing for legal and professional services vendors
- IDP (Intelligent Document Processing) — accepts email, PDF, Word, and other unstructured formats, automatically extracting key billing data for processing
- Manual submission — direct online entry for vendors who prefer a guided, form-based process

Auto-Approval: Configurable auto-approval rules allow qualifying invoices — those within rate thresholds, under defined dollar limits, or matching pre-approved agreements — to be approved and routed for payment without auditor intervention. Invoices outside defined parameters are flagged and escalated, keeping reviewer focus where it matters most.

SMART ASSIGNMENT — AI-POWERED VENDOR SELECTION

Find the Best Vendor. Every Time.
The Smart Assignment engine uses AI to evaluate the entire vendor network and surface the best-fit candidate for each assignment — removing guesswork from vendor selection and driving consistently better outcomes.

Vendors are ranked and recommended based on a configurable combination of factors:

- Geographic proximity and service area coverage
- Current availability and workload capacity
- Skillset, specialty, and assignment type match
- Past performance ratings and quality scores
- Pricing competitiveness and rate agreement adherence
- SLA compliance history

Once a vendor is selected, the assignment is issued and accepted directly within the solution — no external communication required.

MANAGEMENT DASHBOARDS & ANALYTICS

Vendor Operations Dashboard
A real-time command center giving claims leaders instant visibility into the health and activity of the full vendor program:

- Total vendors in network
- Active vendors vs. vendors pending review
- Assignments in progress and total assignments
- Total billed and spend by vendor or category
- Average vendor rating across the network
- Full searchable vendor list with status indicators

Vendor Network Adequacy Dashboard
A strategic planning tool showing not just how the network is performing today, but where it needs to grow:

- Vendor types and specialty distribution across the network
- Vendor capacity by geography and assignment type
- Underserved or uncovered geo graphic locations
- Network strength and gap identification by region
- Concentration risk — over-reliance on single vendors
- Actionable insights to guide panel-building and recruitment

Rule-Based Configuration—Enforce Standards Without IT

Administrators configure business rules directly into the platform — no development work required. Rules govern every stage of the vendor and billing lifecycle, ensuring consistency and compliance across the organization:

- Required documents for invoice submission (e.g., signed work orders, certificates of insurance, completed forms)
- Panel enforcement with configurable approval workflows for out-of-panel selections
- SLA thresholds and turnaround-time requirements by assignment type
- Rate agreement compliance validation at time of invoice submission
- Auto-approval thresholds and escalation triggers for invoice review

KEY BENEFITS

- Direct claims system integration — no duplicate data entry
- AI-powered Smart Assignment surfaces the best vendor every time
- Multi-path invoice intake: LEDES, IDP, manual, and electronic
- Auto-approval rules reduce manual invoice processing overhead
- Rule-based configuration enforces billing and assignment standards
- Unified legal and non-legal spend via Assure Legal integration
- Network Adequacy Dashboard identifies coverage gaps proactively
- Operations Dashboard delivers real-time program visibility
- Objective vendor performance scores built from every assignment
- Actionable analytics for cost management and vendor planning