

## Steven Maletic

Senior Manager, Practice Management and  
Business Analytics

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**Toronto**

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Steven is a Senior Manager in Osler’s Practice Management and Business Analytics teams responsible for the implementation of the firm’s matter management strategy and internal processes along with supporting various business analytics processes. He is focused on providing Osler’s legal professionals with the tools, best practices and project management support necessary to ensure the most effective delivery of client service.

Steven joined Osler in 2009 as a Senior Business Analyst in the Finance and Accounting group. After three years working on various process improvement projects, primarily in the billing department, and providing reporting and analytical support, he joined the Practice Management team to help lead their Legal Project Management effort.

Steven has background in process engineering and finance having worked in the auto industry (industrial engineer) and investment banking (equity research).

Project Management:

- Leading the initiative to improve the management and billing of Alternative Fee Arrangement (AFA) based matters, resulting in a review of all steps in the process starting from Opportunity to Pocket; including Fee Estimating, Matter Intake, Time Docketing, Fee Reporting, Billing, Matter Completion and Training of all parties involved.
- Helping to promote the use of the Financial Dashboard, a tool for managing WIP and A/R, by all of the firm’s partners and their legal assistants, including testing, training and continuous improvement.
- Helping lead the upgrade of Prebill Viewer and driving improvement as it relates to billing of AFAs.
- Assisting in improving the training process across the Billing Compliance and Practice Management teams.
- Assisting and/or leading various projects related to Billing, Billing Compliance, Business Analytics and Practice Management areas.

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Credentials

Education

- Chartered Professional Accountants of Ontario, CPA, CMA
- University of Toronto, MBA
- University of Windsor, BAsC.

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Languages

- English