

Turning CHAOS into Cases



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Agenda

- Introductions
- Case Management Defined
- CMS Functionality
- Who's Out There?
- CMS Costs
- Questions

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- University of Florida Levin College of Law
 - Director, Legal Technology Institute (1997-present)
 - Adjunct Professor, Law Practice Management (2002-present)
 - Associate Director, Technology Services (2003-2007)
- Legal Tech Consultant – 1989
 - Over 350 Law Firms, Corporate and Government Law Departments, Judiciary, and Court Administration, Law Schools, Legal Verticals
- Author
 - *You Can't Get Much Closer Than This*
 - *Computerized Case Management Systems*
 - *WordPerfect Law Office Solutions*
 - *The KM Study, The ASP Study, The Internet Study*
- Chair ABA TECHSHOW 2000, 2001
- Co-Chair, LegalTech Conferences 2001–2007
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Is This Your Office?



Types of “Management Systems”

- Case Management
- Matter Management
- Document Management
- Financial Management
- Litigation Management
- Legal Research Management
- Practice Management
- Client Relationship Management
- Knowledge Management

Defining Practice Management

- Is it financial management, case management, matter management, or practice management? How do you define this?

Case Management and/or Matter Management

+ Financial Management

+ Document Management

= Practice Management

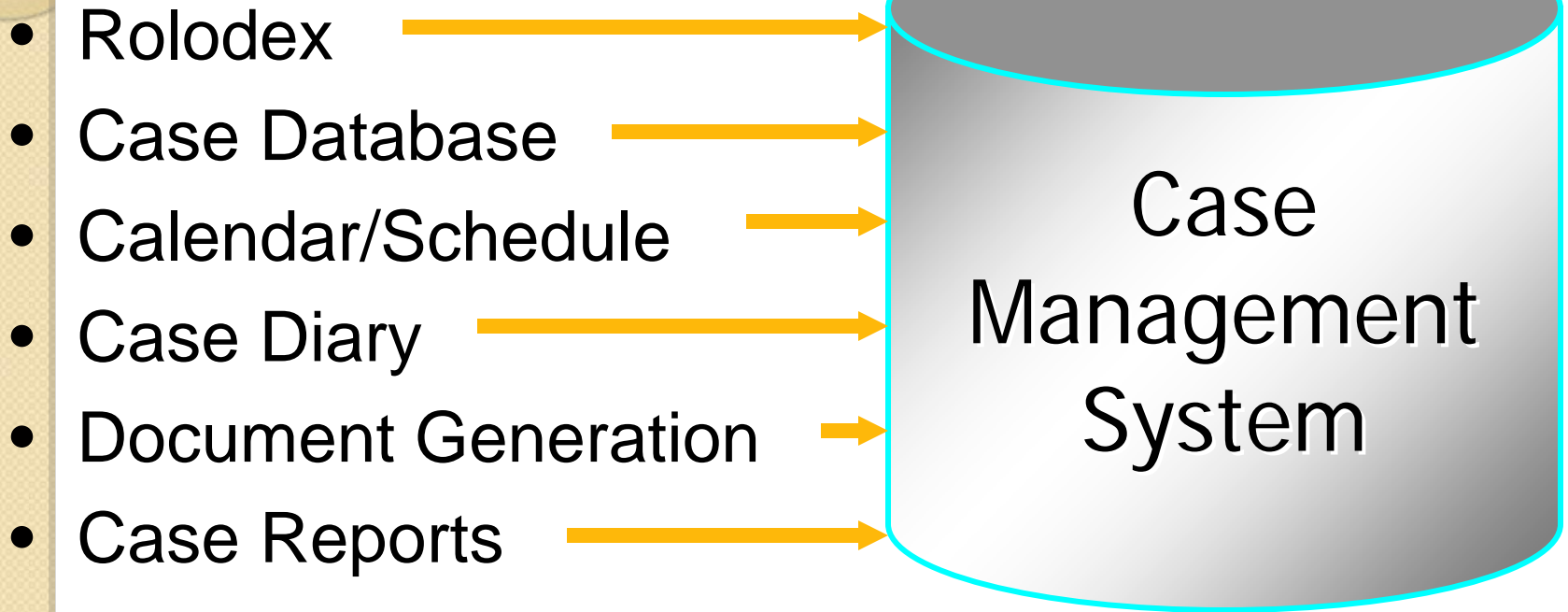


You Already Use Case Management

- Rolodex/Contact Database
 - Outlook, GroupWise
- Case File Management
 - Windows Explorer, Word
- Calendaring/Scheduling
 - Outlook, GroupWise, Google Calendar
- Generate Documents
 - MS Word, Corel WordPerfect, HotDocs
- Case Reports/Firm Reports
 - Accounting System, Word, WordPerfect, Excel

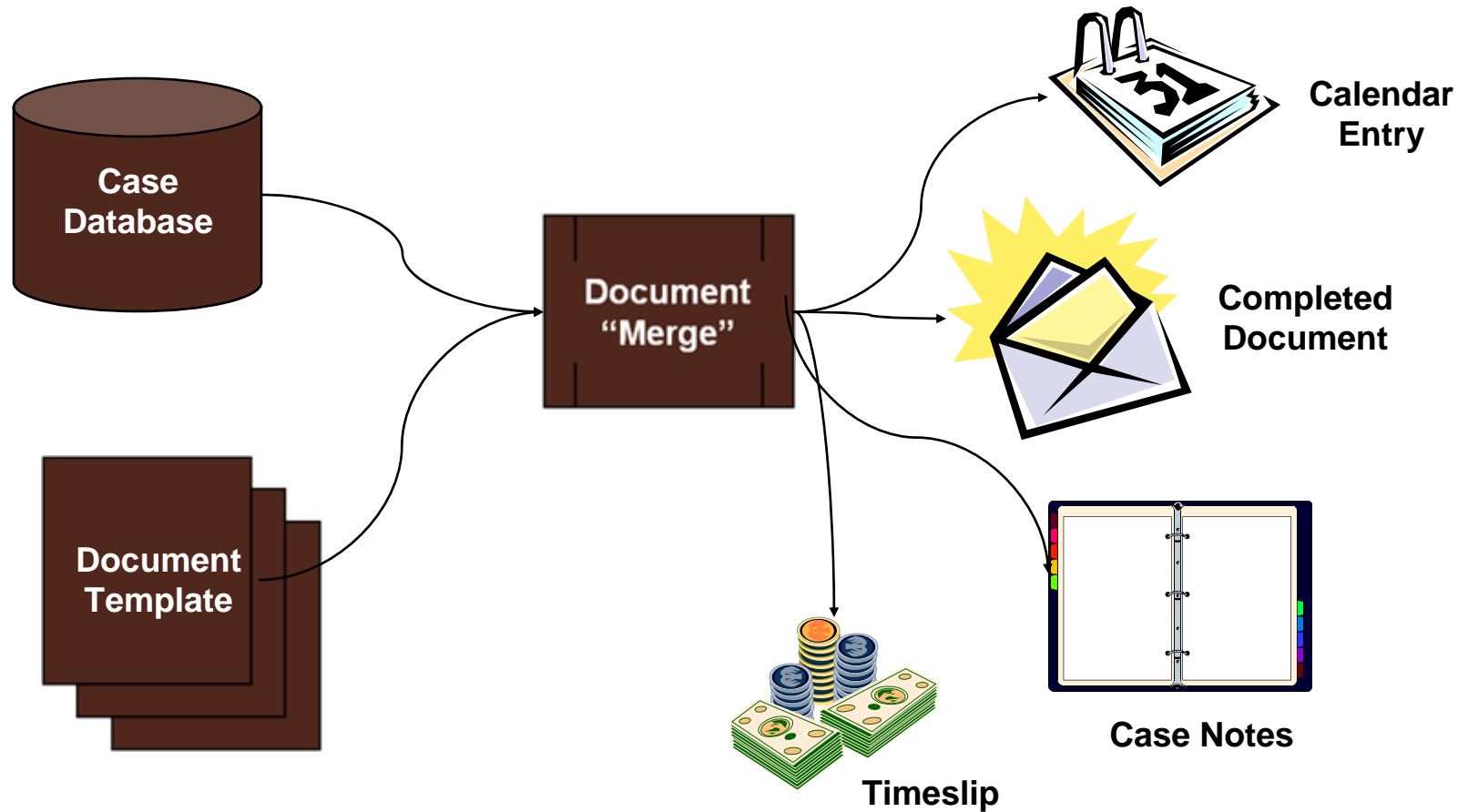


Case Management '101



- *All CMSs Have These Functions!*

Document Generation Workflow Example



Rules-Based Calendaring Example

May 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					X	
			X			

June 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					X	
					X	

July 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

~~Key Date 3 weeks~~

Postpone 3 Weeks

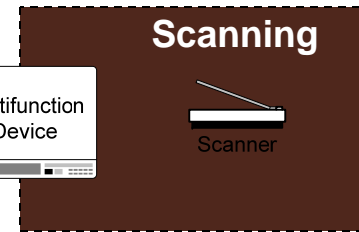
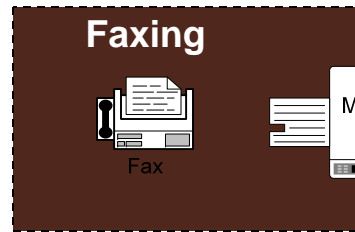
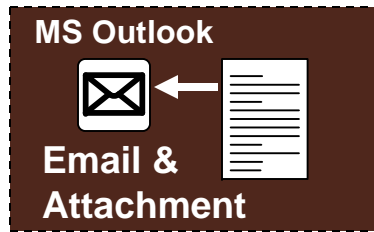
May 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

June 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					X	
			X			
					X	

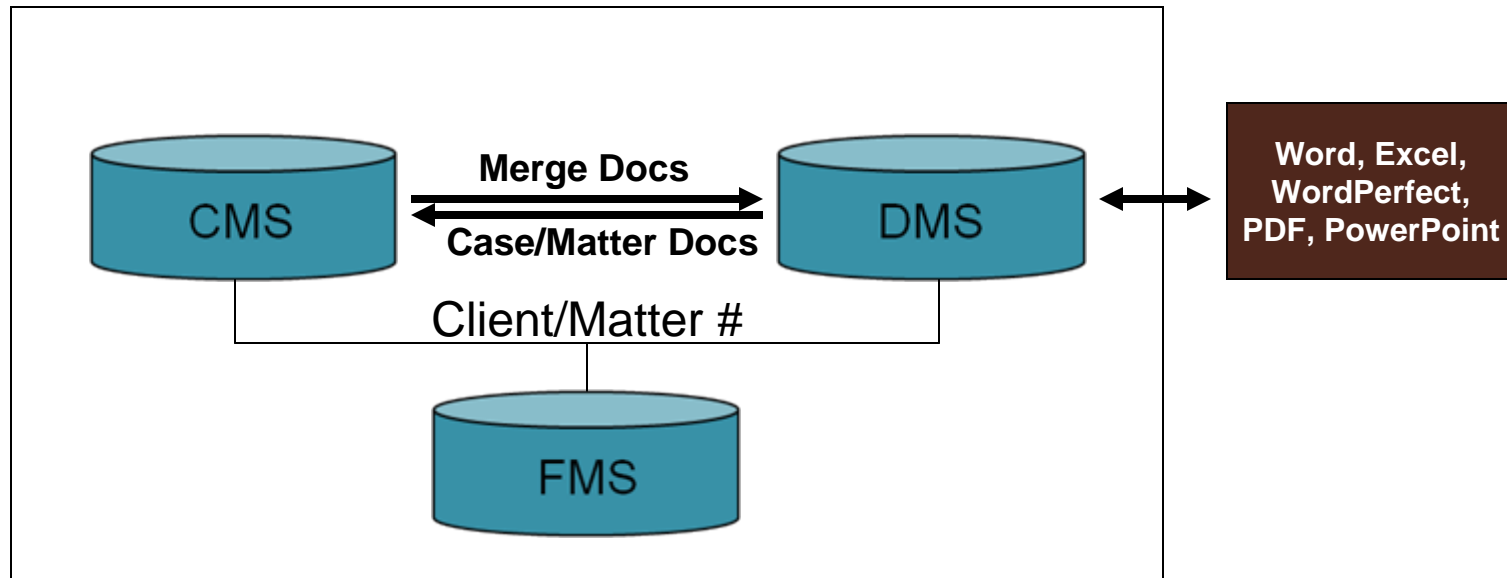
July 2003						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					X	

... *Automatic rescheduling*

Practice Management System



“Client/Matter Centric” Computing



AZA's CMS "Disclaimer"

- The following general CMS software applications are "market leaders"
- There are dozens of more practice specific case management systems, including:
 - Personal Injury
 - Immigration Law
 - Intellectual Property
 - Bankruptcy
 - Real Property



CMSs for Solo & Small Firms

- AbacusLaw www.abacuslaw.com
- Amicus Attorney www.amicus.ca
- caseManager Pro www.casemanagerpro.com
- Client Profiles www.clientprofiles.com
- PerfectLaw www.perfectlaw.com
- PracticeMaster www.stilegal.com
- ProLaw www.prolaw.com
- TimeMatters www.timematters.com

CMS Costs (SW only)

Small Firm “Market Leaders”

Abacus	\$900 - \$999/user
Amicus Attorney (Premier Edition)	\$699 1 st User; \$599 Additional Users
PracticeMaster (Client Server Version)	Basic: \$500/\$185 Premier: \$890/\$250
TimeMatters (Professional Edition)	\$300 1 st User; \$200 Additional Users

CMS Implementation Costs

Install, Configure	1 – 3 Days	\$1,500 - \$4,500
Data Conversion	1 – 3 Days	\$1,500 - \$4,500
Training	1 – 2 Days	\$1,500 - \$3,000
1 st Year Maintenance	20% SW	

Consulting, Training Costs based on \$1,500 per day



CMS Integration

- How does the CMS integrate with:
 - Your billing system
 - Your word processing system
 - Your document management system
 - Your email system
 - Your calendar system

What Makes PrMS Different?

- User Functions, PrMS Interface
 - How the firm will use the software's CMS functions and the interface presented to the firm's users. Not everyone in the firm will use all functions.
- Customization/Configuration
 - How flexible the software is in customizing the user interface screens, the document merge, calendaring, and reporting.
- Integration
 - How the software interacts and integrates with other software systems and the computing environment of the firm. The system *must* integrate with Microsoft Outlook and the firm's T&B System. It should also integrate with a document management system (or have one built in).

CMS Presentations: Cut the Crap

- You Drive the Presentation, NOT the Sales Rep
- Prepare a Detailed Agenda & Demo Roadmap
- Review Various Law Firm “Processes”
 - Open a new matter
 - Generate a document
 - Create a rules-based calendar appointment
- Discuss Technical Integration Issues
- Discuss Data Conversion, Migration
- Discuss Implementation Timelines
- Compare the Same Feature Sets with Other CMSs

What to Compare

- **Interface**
 - This is what your attorneys & staff will use daily
- **Integration with Existing Systems**
 - Will you need to change any software?
- **Customization**
 - Can you configure the system for different practice groups?
- **Implementation Plan**
 - Does this meet with your time table?

Return on Investment

- If the software saves you 15 minutes per day
 - Bill 15 minutes more per day
 - @ \$300/hour
 - \$75/day - \$375/week - \$1500/month
 - Don't forget to add impact from billable staffers too

\$18,000 per lawyer per year



Sure Fire Ways for a Successful Implementation

- Do Your Homework
 - Understand what a Practice Management System is *and* what is it NOT
- Clearly Defined Scope of Services
 - Software, Conversion, Implementation, Training
- Full-time CMS Administrator for the initial implementation; someone within your firm
- Have a Technology Committee committed to the project
- Training, training, training (Did I say training?)

Sure Fire Ways to Fail a CMS Implementation

- Do it yourself
- Skip the training
- Don't trust the CMS developer
- Let your secretary's son handle the installation
- Expect the vendor to do all the work



Q&A



Thank You!

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