



Reliable Law Office Technology: Priceless

Andrew Z. Adkins III

Director, Legal Technology Institute
Associate Director, Technology Services
University of Florida
Levin College of Law

Natalie R. Kelly

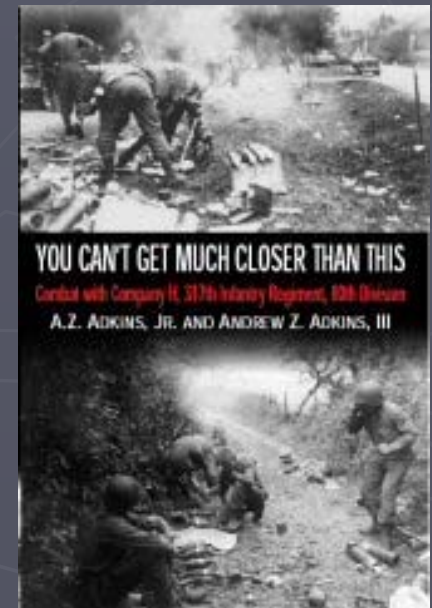
Practice Management Advisor,
State Bar of Georgia
Adjunct Professor,
John Marshal School of Law

Agenda

- ▶ Introductions
- ▶ What do you have now?
- ▶ What do you need v. what do you want?
- ▶ What is the “budget”?
- ▶ Best bang for the buck
- ▶ Tips & Tricks
- ▶ Questions

Andrew Z. Adkins III

- ▶ University of Florida Levin College of Law
 - Director, Legal Technology Institute (1997)
 - Associate Director, Technology Services (2003)
- ▶ Legal Tech Consultant – 1989
 - Over 350 Law Firms, Law Departments, Judiciary, 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
- ▶ adkins@law.ufl.edu | 352-273-0765



Natalie R. Kelly

- ▶ Practice Management Advisor, State Bar of Georgia
- ▶ Adjunct Professor, John Marshall Law School, Atlanta, Georgia
- ▶ Certified Consultant for ABACUS Law, Amicus Attorney, PracticeMaster, TimeMatters and more...

The "Assessment"



Know Your Tech Environment

- ▶ Document Production, Storage, Retrieval
 - Word or WordPerfect (are you willing to change?)
 - Worldox, Hummingbird, or Interwoven
- ▶ Email, Calendar
 - Microsoft OutLook or Novell GroupWise (are you willing to change?)
- ▶ Remote Access
 - Web access, Citrix, FTP
- ▶ PDAs, Smart Phones
 - Blackberry, Treo, Other (are you willing to change?)

What Do You Have Now?

- ▶ Inventory all hardware, software, network
- ▶ Capital costs, Recurring costs
- ▶ You may need outside assistance
 - Your systems integrator, computer person
 - Outside consultant
- ▶ Assessment will provide you with an overall inventory and costs of your existing technology environment
- ▶ It becomes a valuable tool for technology planning

The Evaluation

- ▶ What you need
vs.
what you want



How are You Using Technology?

- ▶ Compare the software applications you actually use versus those applications you have
- ▶ Do you have multiple software applications for the same practice area?
- ▶ Who in the firm is using these software applications?
- ▶ Is your firm a victim of CLU?

Current Technology Problems?

- ▶ Any problems related directly to technology *equipment*?
- ▶ Any problems related directly to *people* using technology?
- ▶ Any problems related to the *process* of workflow in your firm?

What Do You *Really* Need?

- ▶ More technology?
- ▶ Better use of existing technology?
- ▶ IT help?
 - Internal or external?
- ▶ If you buy it, will they use it?

The "Sweet Spot" PC

- ▶ Pentium Intel Core 2 Duo Processor, 3.0 GHz
- ▶ 2,048 MB RAM Memory
- ▶ 160 GB Drive
- ▶ 17" Flat Panel Monitor
- ▶ 48X CD-RW/ DVD Combo Drive
- ▶ Sound
- ▶ MS Windows Vista Business/Ultimate
- ▶ Ethernet
- ▶ AntiVirus SW

\$1000 - \$1400

The "Sweet Spot" Laptop

- ▶ Pentium Intel Core 2 Duo Processor, 1.6 GHz
- ▶ 2,048 MB RAM Memory
- ▶ 80 GB Drive
- ▶ 14.1" XGA LCD Panel
- ▶ 48X CD-RW/ DVD Combo Drive
- ▶ Sound
- ▶ MS Windows Vista Business/Ultimate
- ▶ Wireless Ethernet
- ▶ AntiVirus SW
- ▶ 3-Year Warranty

\$1100 - \$1300

"Core" Software Applications

- ▶ Word processing
- ▶ Calendar
- ▶ Email
- ▶ Time & Billing
- ▶ Web Browser
- ▶ Virus Protection
- ▶ PDF Reader

State of the *SW* - Core

- ▶ WS Operating System
 - Windows XP or Vista
- ▶ Word Processing
 - MS Word 2003 or 2007
 - Corel WP 12 or 13
- ▶ Email
 - Outlook, GroupWise
 - 3rd Party (e.g., Eudora)
- ▶ Calendar
 - Outlook, GroupWise
 - Built into CMS
- ▶ Time & Billing
 - Latest version
- ▶ Web Browser
 - Internet Explorer 7
 - Mozilla Firefox 2
- ▶ Virus Protection
 - McAfee, Symantec
 - Latest version
 - Update weekly
- ▶ PDF
 - Adobe Reader 8.0
 - Adobe Acrobat 8.0

Additional Firm-wide Software Applications

- ▶ Document Management
 - WORLDOX, Interwoven, DOCS
- ▶ Case Management
 - Over 50 SW Applications Available
- ▶ Legal Research
 - LEXIS, WestLaw
 - Don't forget the Internet

Substantive Software Applications

- ▶ Real Property
- ▶ Estate Planning
- ▶ Wills, Trusts
- ▶ Collections
- ▶ Bankruptcy
- ▶ Personal Injury
- ▶ Litigation Support
- ▶ Immigration
- ▶ Criminal
- ▶ Business, Corporate
- ▶ Tax
- ▶ Workers Comp
- ▶ Intellectual Property
- ▶ Family

Other Essential "Stuff"

- ▶ Thumb Drive
- ▶ External Drive
- ▶ PDA/Smart Phone
- ▶ Projector
- ▶ Printer/Scanner/Fax (All in one)



Budgeting for Technology



The "Budget"

- ▶ To equip a *new* office, figure between \$4,500 and \$8,500 per user. Includes:
 - Hardware
 - Software
 - Networking
 - Communications
 - Installation, Configuration
 - Training
 - 1st year Annual Support and Maintenance

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

Did We Mention "Training"?



Types of Training

- ▶ Classroom Training – In-house
- ▶ Classroom Training – Off-site
- ▶ One-on-one Training – Scheduled
- ▶ One-on-one Training – As needed
- ▶ Internal User Groups
- ▶ Internal “Experts”

Training Tips

- ▶ Shorter, Focused Sessions are Better than Full-day or even Half-day Sessions
- ▶ Training Classes Should Be Geared Toward the Particular Skills Required by the End User
- ▶ Make Training Fun
- ▶ Provide Incentives to Attend
- ▶ Commitment From the Top

Rotation Schedules - Recommendations

- ▶ Upgrade Computers Every 3 Years
- ▶ Upgrade Servers Every 2 Years
- ▶ Upgrade Major Software Applications When Available
 - Management Software Systems
 - Major Substantive Software Applications
- ▶ Upgrade Minor Software Applications When Needed

Laptop Facts

- ▶ A recent survey of 500 corporate IT departments, conducted by the Ponemon Institute, found that 81% of respondents had experienced a lost or stolen laptop or portable storage device.
 - About 60% of PDAs and laptops contain unprotected sensitive or confidential information.
- ▶ A 2006 survey from Symantec Corp. found that the average laptop contains data worth approximately \$972,000.

Security Tips

- ▶ Passwords – should include a combination of numbers and upper- and lower-case letters.
- ▶ Hide your “device” (PDA, memory stick, laptop) when you leave your office; don’t leave it out in the open.
- ▶ Backup, backup, backup your laptop

When to Upgrade?

- ▶ Fact – New Generation Microprocessor Developed Every 18 Months
- ▶ Fact – Microsoft Releases New Generation Operating System Every 3 Years
- ▶ Fact – Hardware Outlasts Software
- ▶ Fact – Software Makes Hardware Obsolete

Thank You!

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Director, Legal Technology Institute
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University of Florida College of Law

PO Box 117644

Gainesville, FL 32611-7644

352.273.0765

adkins@law.ufl.edu