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CONFIDENTIALITY AND
SECURITY ARE #1 1



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The Legal Connection

ADDRESSING THE NEEDS OF LAW FIRM MANAGEMENT
ONE FIRM AT A TIME

Having clear goals helps define the right technology.

Helping your firm achieve specific goals

New technology is hitting the market and existing technology is being refurbished and applied to the legal industry every day. Whether you need to reduce HR expenses, increase collections or stimulate client generation, chances are some form of technology will play a big part in any firm initiative. Some basic considerations when evaluating your technology options include:

SECURITY/CONFIDENTIALITY - If a website or representative doesn't mention it, move along ...

END USER FRIENDLINESS - Implementation frustrations and training costs are reduced when end user instructions are clear. Look for

more than just an on line FAQ. A picture is worth a thousand words, so manuals or documents with screenshots work best. Of course, a toll free customer support number is even better!

ACCESSIBILITY - Today's workers need 24/7 access to information and processes. Look for solutions that allow for telephone, internet, PDA, and/or laptop connectivity.

No matter what your firm's goals - reducing costs, increasing employee satisfaction or getting more clients, there's a technology available to help get the job done!



(See: **TECHNOLOGY TERM D'ART** on back cover)

Caring for Electronic Devices while in the Loo:

The best place to store your portable device is *in* a handbag, laptop bag or briefcase and then hang the bag from a hook.

Next best spot is inside suit jacket pocket or shirt/breast pocket.

Remember: pant pockets are much more likely to cause problems when sitting! They call it "dunk" for a reason! ;)

**SMARTER
TECHNOLOGY**
Experience
Counts





Getting the most from any technology upgrade

Before spending a dollar, be certain you have the entire picture.

Consider these three key points before any upgrade:

1. Justification Consider all the issues you have with your current processes and decide which additional products or services will best solve your business and technical challenges with as little disruption to end users or business critical processes as possible.

2. Cost A portion of your upgrade decision will inevitably boil down to cost. One must weigh the full cost to upgrade (including training and any business down time) vs. the improvement to the firm process or bottom line.

3. Project plan Once you have invested time and energy into mapping any upgrade, you must show tangible benefits to the firm. This is where free trial periods come in handy! Enlist one or two "tech savvy" personnel at the firm to run whatever technology you are

considering through its paces and provide feedback. Testing removes much of the unknown of any new process and helps highlight glitches and/or small adjustments to make full integration easier on everyone.

Once testing is complete, if successful, set realistic timelines to get the rest of the firm up to speed. You will also need to determine which department will be responsible for budgeting and on going fees, if applicable.



TECHNOLOGY TERM D'ART: "DUNK"

Used to explain how a phone or other electronic device gets soaked, generally while in the bathroom.

This user error is costly and becoming all too common. No one should carry or use a telephone or other electronic device while in the bathroom. Other places to think again before letting go of your phone, PDA or BlackBerry® include next to any sink, on top of toilet tank, on the roof of a car, next to an uncapped beverage, or on top of the bar.

See SMARTER TECHNOLOGY inside for safe storage suggestions when taking care of personal business!



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Howard Street
Hicksville, NY 11801

A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes.

Scottish Proverb