

# THE LAWYER'S PC®

*A Newsletter for Lawyers Using Personal Computers*

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## “HOMEWORK” PROS & CONS THINGS YOUR SOLO LAWYER FRIENDS MAY NOT HAVE TOLD YOU

By Daniel E. Harmon, Editor

It's 3:30 on a lovely but darkening spring afternoon, and one of my two desktop computers suddenly has become inoperative. When I tell you why, you either will laugh (hopefully, in empathy) or you will brand me an utter fool for trying to work this way. Regardless, it occurred to me that those of you considering the establishment of a home-based law practice might be unaware of some of the more . . . shall we say *bizarre* . . . circumstances that can present themselves and complicate your “homework.” Keep in mind that when such complications arise, they're almost always *unanticipated*.

We have a dog. Actually, two (both rescues). Sam, our stocky Lab mix, is the one who at the moment is hunkered immovable at my feet. The Weather Channel calls for merely “showers” this afternoon; Sam senses more sinister conditions swirling up from

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***There's much to be said for working from an office at home. But it poses interesting challenges and requires organizational skills and discipline.***

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the Gulf of Mexico. (Dogs are very accurate about that, you know—more accurate at the community level than The Weather Channel.) Physically, Sam's carcass on the floor now blocks the connection between the cordless mouse on my desktop and the PC stowed below.

Should I kick frightened, shivering (literally) Sam from his hiding place, or should I remove myself (in-

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conveniently, at the moment) to my other desktop station—the one with the corded mouse? I'm concerned about Sam, so I defer to his anxiety attack. I shall continue this discourse from the other PC. . . .

Most of you who are working in mid- to large law firms, I'm sure, think this is the most preposterous episode you've ever read in a legal technology periodical. Please bear with me: This is directed to solos who are considering home practice. There are issues, many of them technology-related, for which they need to be prepared.

My office (as you've inferred) is in my home—as are the offices of a growing number of lawyers and law-related professionals. Having worked from a home office for the past 13 years, I've experienced many of the common homeworking issues others have encountered, as well as perhaps a few that are not so common.

## ***DOGS WILL BARK & DOORBELLS WILL RING***

**I**t *never* fails. I'm engaged in an important telephone interview. Here comes the mail carrier or overnight service courier to our door—or somebody walking down the street with a dog on a leash. My dogs *love* to go barking-berserk at every opportunity.

Undoubtedly, you've read precautions about this type of homeworking concern. If you intend to set up a business office at home, the first thing you need to do is find a way to isolate your work space from your home space, because homey elements (such as dogs) don't mix well with office procedures (such as client phone calls). If you have pets, be sure they're well out of earshot when you're on the phone with clients and associates.

If you have children in the house, similar issues arise. This is especially a challenge for work-at-home moms with preschoolers, but interference can come from children of any age. (In fact, it can come from adults in your family who often forget you're supposed to be working.) Again, either devise a way to isolate your office from your household (many home workers literally enforce "closed door" policies) or formulate an amusing explanation to your people on the phone as to what the background commotion is about.

Noise is the central issue when planning a home office. In my early years of telecommuting, my work was severely complicated when our daughters arrived home from school at midafternoon. The TV immediately came on, and even though the den is two rooms away, it was a definite distraction. The girls certainly deserved a bit of relaxation time, and they were good about keeping the volume relatively low. Not so some of their friends who often hung out here after school. I calculated that after 3 p.m., my hourly productivity was approximately halved. Now that we're empty nesters, noise is only a minor distraction for me.

## MULTITASKING CALLS FOR MEGA-DISCIPLINE

**S**ome professionals create extra work space at home and employ support staffs. However, most solo lawyers who practice in home offices are literally that—solos. They understand, by necessity, the term “multitasking” in a way “supported” lawyers don’t. They have to do it all themselves. Technology-wise, that includes everything from drafting memos to timekeeping and billing to troubleshooting software and hardware problems. The lawyer is the secretary, receptionist, paralegal, librarian, business manager, marketing specialist and go-fer. It can be overwhelming—to the extent that some legal professionals give it up and go back to working in a “real office.”

Phone calls alone can be troublesome. Even if you have a separate work number and turn a deaf ear to the ringing of the home phone, you’re likely to find yourself engaged in personal conversations when you should be working. It’s one of many reasons self-discipline is a prerequisite for a home worker. If you’re going to be your own boss, you have to know how to “boss” yourself.

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***“The main drawback I’ve experienced is the feeling that since my office is at home, I’m always ‘at the office.’ That is, I constantly feel that I should be working.”***

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Meanwhile, you have to master the art of organization. No one is going to manage your schedule for you, and no one will help you balance your work with your home life—a unique problem when your home is your work place. The main drawback I’ve experienced is the feeling that since my office is at home, I’m always “at the office.” That is, I constantly feel that I should be working. Many’s the time some job-related detail has come to mind after hours, getting me up from the dinner table or den and sending me scurrying to my office PC. It’s a horrible habit that, to date, I’ve been unable to break.

It cuts both ways. Sometimes my business detracts from my family life. Other times (especially when we have guests), family matters are impossible distractions from my work. (I think my pet peeve in life is a brother-in-law who, when he comes to spend a weekend, always arrives at mid-day on Friday and can find *nothing* to do all afternoon but look over my shoulder as I struggle at the keyboard to wrap up the week’s projects.)

## NOT THE LIFE OF RILEY, BUT A LIFESTYLE WORTH CONSIDERING

**I**t may take you some time to adapt to effective home working, but if you succeed, the benefits clearly outweigh the drawbacks. If I’m on a project with a deadline early tomorrow morning and I’m just too tired to complete it tonight, I know I can be at the keyboard by 6 or 7 a.m. in my pajamas and slug away until it’s done; shower and breakfast can be postponed. On a beautiful day, I can take my laptop or netbook and a sheaf of project documents out to our patio table. There I can work for hours, logging on occasionally for e-mail. I believe I accomplish some of my best drafting outside, relaxed, away from the phone with no interruptions. Again, of course, self-discipline is required. (I have to remind myself I’m back there not to daydream but to work.)

A special benefit for me is “creative break time.” Ergonomic experts advise us to take frequent breaks from the keyboard. My breaks often take the form of doing one of a gazillion small chores around the house. Washing dishes and sweeping the kitchen floor can be therapeutic. I return to the computer fresh, with the wonderful sense that I’ve just accomplished something—a terrific motivational shot in the arm.

Oh, one more asset: You get to work with your beloved dog(s) or cat(s) constantly at your side! ❖

# “UNBUNDLED” SERVICES ONLINE

## The New MyLawyer.com Web Portal Offers Free Legal Forms & a Directory of Virtual Law Firms

**R**ichard Granat, the creator of DirectLaw, Inc., ([www.directlaw.com](http://www.directlaw.com)) has launched MyLawyer.com, Inc. ([www.mylawyer.com](http://www.mylawyer.com)), a legal Web site for consumers that offers free legal forms, free legal information and a directory of “virtual law firms” that provide “unbundled legal services” over the Internet “at fees most consumers can afford.”

The MyLawyer.com Law Firm Directory consists of only law firms offering “unbundled legal services” and having the capacity to offer the services directly to consumers over the Internet. “Unbundled legal services,” also known as “limited legal services” or “legal services *à la carte*,” means purchasing just the legal services or advice you need and no more, and at a fixed price, rather than the conventional practice of charging by the hour. MyLawyer.com lists the pricing of discrete legal services for consumers to evaluate and compare to services from conventional attorneys.

“The proliferation of nonlawyer legal document preparation Web sites serving consumers and small businesses has been taking market share from solos and small law firms for several years,” Granat said. He noted that when consumers buy a document from some such services, they get no legal advice and “are really just getting a legal form that often they can find for free on the Internet. Nonlawyer legal document preparation services, which hold themselves out as having legal expertise, have no basis for comparing themselves with law firms, as they do not provide legal advice. Law firms are starting to fight back with real legal services online at affordable prices for moderate- and middle-income clients.”

Consumers who register at MyLawyer.com can access their own secure MyLegalAffairs page where they can assemble hundreds of free legal documents, access free legal information resources and, if they need it, purchase legal advice by the question and purchase other legal services *à la carte* from a network of qualified virtual law firms that are listed on the site. Clients who want a lawyer to review a completed legal document can transfer it electronically to one of the law firms for review.

Richard Susskind, legal technologist and author of *The End of Lawyers? Rethinking the Nature of Legal Services*, comments that “Granat aims to offer his service at the same price as purely online systems but with the added advantages (in interpersonal and liability terms) of having a qualified lawyer involved. He is showing that legal technology can be deployed easily and cheaply by small practices.”

Granat has been involved in developing innovative legal services delivery systems for more than 30 years. He recently was awarded the Louis M. Brown Lifetime Achievement Award in Innovation in the Delivery of Legal Services from the American Bar Association’s Standing Committee on the Delivery of Legal Services for his efforts to deliver the “next generation of affordable legal services” for moderate- and middle-income Americans. Granat is president and founder of DirectLaw, Inc., and MyLawyer.com, Inc. He also is managing partner of Granat Legal Services, P.C. ([www.marylandfamilylawyer.com](http://www.marylandfamilylawyer.com)), a virtual law firm that is the prototype for the DirectLaw Virtual Law Firm Platform. He cochairs the eLawyering Task Force of the ABA’s Law Practice Management Section. Granat is a member of the Section Council of the American Bar Association, serves on the Standing Committee on the Delivery of Legal Services of the ABA, and is a fellow in the College of Law Practice Management. ❖

# WORDPERFECT OFFICE X5

## *Latest Version of the Suite Provides Collaboration Tools, New Formatting Features, .PDF Support*

**C**orel in March introduced Corel WordPerfect Office X5, the newest version of what it touts as “the world’s leading alternative to Microsoft Office.” Offering enhanced online collaboration tools, a new integrated e-mail client and expanded file format support, Office X5 has been designed to offer users greater flexibility in how they work, both online and offline.

Legal professionals long have formed a central part of WordPerfect’s user base. Interestingly, Corel launched Office X5 at two national law-related events: FOSE, a government technology show in Washington, DC (March 22-25 and the ABA TECHSHOW in Chicago (March 25-27).

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***Office X5 supports more than 60 file formats, including MS Office files, facilitating file creation and sharing in users’ preferred environments.***

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“For more than 20 years, WordPerfect Office has earned the trust and loyalty of millions of users by providing essential tools and innovations that are designed specifically to address the evolving needs of our customers,” said Jason Larock, Director of Product Management for Corel’s Office Productivity group. “With WordPerfect Office X5, we’ve expanded the scope of our suite to provide customers with a unique solution that addresses the new requirements of an online-offline workflow while enhancing the formatting features and .PDF tools that our users have come to rely on.”

WordPerfect Office X5 offers a complete suite of powerful office productivity applications, all from one source. With support for more than 60 file formats, including Microsoft Office files, WordPerfect Office X5 makes it easy for users to create and share files in whatever format they choose.

### ***MORE COLLABORATION OPTIONS & INCREASED FLEXIBILITY***

**T**he newest version of WordPerfect Office includes a number of established customer favorites along with innovative additions that reflect the evolving requirements of today’s users. WordPerfect Office X5 includes:

\* *A complete office suite* comprised of WordPerfect X5 for word processing; Quattro Pro X5 for spreadsheets, charts and graphs; Presentations X5 for creating and presenting slideshows and demonstrations; and WordPerfect Lightning for collecting and storing information for digital note taking.

\* *Enhanced .PDF tools.* What Corel describes as “the world’s first .PDF office suite” continues to offer users flexibility when working with .PDF documents, including .PDF creation out of each application, opening .PDF files in WordPerfect, and creating archival and password-protected .PDFs.

\* *Better integration* with document management systems including Microsoft Office SharePoint.

\* *New Web services integration.* Now, users can quickly and easily populate their documents with content pulled directly from a Web service or internal enterprise system.

\* *New Mozilla Thunderbird for WordPerfect Office.* An integrated e-mail client and calendar offers a tabbed e-mail view and powerful search tools.

\* *New Nuance PaperPort SE 12.* Users now can easily organize, annotate and share .PDFs

\* *Expanded support for Microsoft Office's latest .XML formats,* allowing users to open, edit and save in .OOXML (.docx, .xlsx, .pptx) formats.

\* *New Reference Center.* It is easier to find answers, with guided tutorials for every part of the suite.

\* *File format freedom.* Compatibility with multiple file types, including MS Office, enables users to focus on the content of their files, not the format. Enhanced compatibility with binary Microsoft Office formats ensures that file content displays better than ever.

## EDITIONS & PRICES

**C**orel WordPerfect Office X5, Standard Edition, has a suggested retail price of \$159.99 for the upgrade version and \$249.99 for the full version. The product is immediately available as an electronic download through [www.corel.com](http://www.corel.com). The boxed version of the suite is available for pre-order through Corel and soon will be available through retailers.

The Home & Student Edition provides office suite essentials. It is marketed as an easy and affordable way to create documents, manage money and design multimedia slideshows. The suggested retail price is \$99.99 for the full version.

The Professional Edition is the essential office suite for business and power users, allowing them to create high-impact documents, spreadsheets and presentations and manage databases and e-mail. With enhanced compatibility, it can easily open, edit and save the latest Microsoft Office file formats and work more collaboratively with powerful new .PDF features and Microsoft Office SharePoint Server support. The Professional Edition is available for the suggested retail price of \$259.99 for the upgrade version and \$399.99 for the full version.

Corel reportedly has more than 100 million active users in more than 75 countries. For more information about Corel WordPerfect Office X5 and to see a detailed list of new and enhanced features, visit [www.corel.com/wordperfect](http://www.corel.com/wordperfect). To learn more about how people are using WordPerfect Office, visit the product's community site at <http://officecommunity.com> or join the Official WordPerfect fan page on Facebook. ❖

## RR LINE OPTIMIZES ED PROCESSING TIME

**O**mnitrax, one of the largest short-line railroads in North America, reportedly has optimized its electronic discovery processing time "from days to minutes" with the NearPoint system from Mimosa Systems, Inc. The Mimosa integrated archive provides an out-of-the-box solution for e-discovery, data protection and storage optimization for companywide e-mail content.

Omnitrax is based in Denver, with managed businesses in 10 states and 3 provinces. Its services include railroad, port and industrial switching operations, as well as intermodal operating services.

Mimosa provides e-mail, file and SharePoint archiving solutions for information immediacy, discovery and continuity. For information, visit [www.mimosasystems.com](http://www.mimosasystems.com).

# ONLINE JURY RESEARCH

## LookingGlass Sees Internet-Based Jury Research As a Cost-Effective Alternative on Tight Budgets

**W**hile mock trials remain a critical part of litigation strategy, many companies and firms have had to scale back on the exercise live and in-person because of budget constraints. As an alternative, they are turning to the Internet to complete the jury research experience. LookingGlass ([www.lg-juries.com](http://www.lg-juries.com)) is a new service that allows them to simulate “a near real-world experience from the convenience of their desk.”

Online jury research presents the possibility of a massive reduction in expenses for litigators, LookingGlass notes. Online jury research has been available for several years but, the company believes, “has remained pretty rudimentary. Often, jurors are presented with written descriptions of the case, there are no juror discussions or deliberations, and data analysis and presentations can be very basic.”

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***Conducting jury research from their offices, litigators can receive detailed reports within a week of starting a project or capture real-time responses to oral arguments from jurors.***

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Aref Jabbour, president and managing director of LookingGlass, developed the new system to meet the market need for “a more sophisticated online jury research option.” Jurors view video presentations of lawyers’ arguments, rate them in real time, and answer questions. Juror discussions or deliberations are available, and data reports are designed to be comprehensive, informative and easy to navigate. The service gives clients with numerous cases an opportunity to conduct powerful, effective, quick and cost-efficient jury research from their desks. They receive detailed reports within a week of undertaking a research project or capture real-time responses to oral arguments from jurors.

LookingGlass reportedly can locate and survey a target demographic in a secure online environment within a matter of days. Jurors then view confidential material and complete a questionnaire in one session at their convenience, day or night. Because of the broad reach of the Internet, the wealth of information gathered is limited only by a client’s imagination.

LookingGlass can arrange for jurors to engage in online deliberations, evaluate various types of evidence, offer feedback on videotaped witness depositions, and more. Attorneys can use the results from a LookingGlass research study to develop juror profiles. They can pick and choose any combination of demographic characteristics and see how those jurors responded to their case.

Attorneys also can take advantage of LookingGlass’ real-time capability, which means jurors are rating the persuasiveness of their arguments as they watch them. After research is completed, the videos of attorneys’ presentations then are overlaid with the jurors’ ratings, enabling clients to quickly determine which issues, points and arguments strike a chord and which do not.

LookingGlass points out that online research allows larger sample sizes at substantial cost savings. Users of the service still have jurors answer questionnaires, view presentations and even deliberate. The resulting data can indicate the characteristics of the best and worst jurors for a case.

An obvious advantage is the elimination of travel time and costs by conducting jury research online. Litigators can use the saved time to focus on cases.

According to the company, “most projects can be completed within a week of you supplying the presentation materials we need. Jurors will be recruited from your venue unless you want to use a matched venue because of confidentiality concerns or because your venue is small.” Online jurors not only read a description of the case but view videotaped presentations describing the parties’ positions.

**Online jury re-  
search reportedly  
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ple sizes at lower  
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LookingGlass suggests a number of scenarios wherein online jury re- search is useful:

- \* When you simply want to “run” your case by a group of jurors to see how they react.
- \* As a preliminary step to conducting live jury research, gaining insights into the juror decision making process that can make live research more effective.
- \* When the size of a case does not justify the expense and time that live jury research entails.
- \* When time is of the essence; LookingGlass offers to complete the entire process in a matter of days.
- \* When you need to cut down on the expenses of travel, facility and equipment rental, and payment to mock jurors.
- \* When you don’t think you need the full services of a jury consultant.

LookingGlass notes that online surveys are less expensive than telephone surveys. Furthermore, “caller ID has made it more difficult for survey houses to reach people for traditional telephone surveys. In addition, even when survey houses do reach people they have a very high rate of refusals.” Since many people have Internet access at home and at work, “online access is no longer limited to a select few; it has become available to people of all walks of life.”

An additional advantage of online surveys is that they can be completed any time of day or night, thus increasing the number (and types) of people who are willing to participate. “In addition to these trends, an online survey allows us to present the participants with far more information than can be accomplished in a traditional telephone survey (video, for example). We also get a higher level of comprehension and we are able to collect more data.”

LookingGlass respondents are screened to be jury-eligible. “Where possible, the research is conducted in the venue where the case will be tried. Respondents are matched to the demographics of the jury pool.”

The company says its online survey method is “at least as secure as traditional jury research. All respondents agree to keep the information confidential. As they watch case presentations, a unique ID is imprinted on the video. Respondents must complete the exercise in one sitting.” LookingGlass uses a secure Web site to restrict access to case information. Participants complete screening information, verify their identities, and indicate their willingness to abide by a confidentiality agreement before they are allowed access to information.

LookingGlass is owned by R&D Strategic Solutions but is a separate company. ❖

We encourage readers to share experiences, dilemmas and information concerning law office technology. Please submit comments to *The Lawyer’s PC* editorial office at [lpc@hornpipe.com](mailto:lpc@hornpipe.com).

## ROUND TABLE GROUP JOINS US CORE LEGAL DIVISION

# EXPERT WITNESS CONSULTING SERVICES GROUP ADDED TO THOMSON REUTERS

**T**hompson Reuters has acquired Round Table Group, a leading provider of expert witness consulting services to litigators. Round Table Group will be aligned with the litigation businesses within the US Core Legal division of Thomson Reuters and will be led by Allison Guidette, vice president and general manager of litigation.

Round Table Group provides litigators with expert witnesses on hundreds of subject matters to assist them in pleading their cases. The company features a network of more than 100,000 expert witnesses, including industry experts, corporate executives and academics. It offers a database of proprietary expert content reaching more than 750,000 records. It serves Amlaw 200 and boutique law firms.

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**Round Table Group marshals a network of more than 100,000 expert witnesses in varied fields and has a database of proprietary expert content reaching more than 750,000 records. It serves Amlaw 200 as well as boutique law firms.**

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“Round Table Group brings a deep directory of industry experts and expert witness consulting expertise to Westlaw’s current litigation offerings,” Guidette said. “We are thrilled about this partnership and the growth opportunities it presents in this market—particularly, that we can now offer our customers a significantly expanded selection of integrated products and services essential to helping them build their cases. Combining Round Table Group’s consulting services with our suite of litigation information and workflow tools helps us address the needs of litigators throughout the litigation process.”

The acquisition also allows the expansion of Westlaw’s expert witness content—primarily expert résumés, articles, video content and trial documents—allowing litigators even greater access to case-critical information in a fully linked and integrated environment.

“We’re excited to join Thomson Reuters and expand our services to our current litigation customers, as well as provide greater opportunities for our network of expert clients,” said Russ Rosenzweig, CEO of Round Table Group. “Combining our content and services with the content

and power of Westlaw will allow us to grow and provide a greater level of service than ever before.”

Round Table Group was founded in 1994 and operates in Chicago, Boston, Dallas, New York and Washington, DC. Round Table Group employees will continue in their current responsibilities and positions and will report to Guidette.

Thomson Reuters is the noted source of intelligent information for businesses and professionals. It combines industry expertise with innovative technology to deliver critical information to leading decision makers in the financial, legal, tax and accounting, scientific, healthcare and media markets, powered by the long-trusted news organization. With headquarters in New York and major operations in London and Eagan, MN, Thomson Reuters employs more than 50,000 people in more than 100 countries.

For more information, go to [www.thomsonreuters.com](http://www.thomsonreuters.com). ❖

# LPC NEWSROOM

## **ANNUAL CLIENT ADVISORY: 2010 WILL BE A YEAR OF “SLOW BUT POSITIVE GROWTH” FOR LAW PRACTICES**

**H**ildebrandt Baker Robbins and the Law Firm Group at Citi Private Bank released their annual Client Advisory in March. The two organizations, advisors to the legal profession, forecast that 2010 will be a year of gradual growth in the industry, with revenues remaining at or slightly above 2009 levels.

“We believe the worst is over,” said Dan DiPietro, advisory head of Citi’s Law Firm Group. “However, while the profession is no longer in crisis mode, we recognize that firms will remain under intense pressure to create new models for pricing and delivery of legal services. The report addresses these issues as well as the industry’s response to the current market environment.”

“We believe that there will be a buyer’s market for legal services for the foreseeable future, and that this will fundamentally change the way firms approach the practice of law,” said James W. Jones, comanaging director of Hildebrandt Baker Robbins. “The watchwords of the day are efficiency and cost effectiveness. We are already seeing evidence of new ideas for pricing and the increased use of technology to streamline business processes in order to gain competitive advantage.”

## **DTI UPS ELECTRONIC DISCOVERY PROCESSING CAPACITY**

**D**ocument Technologies, Inc. (DTI), an independent provider of legal support services and document outsourcing, is adding 132 terabytes of storage from BlueArc Corporation to support DTI’s growing e-discovery service offering. The expansion represents an almost 50-percent increase in total data storage space at the company’s National Technology Center in Atlanta.

In addition to the ever-increasing creation and storage of traditional electronic documents, the everyday use of other data formats—including audio and video files, instant messages and text messages—has exploded in recent years. Data in these formats and others now are included frequently in data sets collected in response to litigation, regulatory and compliance matters.

DTI combines the technology of partners such as BlueArc Corporation and legal industry software providers with its own proprietary processes and project management to offer expertise to legal teams. With integrated e-discovery, hosting and traditional litigation support services, DTI services clients through offices in 22 markets across the U.S. It provides end-to-end solutions for electronic discovery including forensics, data collection, processing and an array of hosting platforms to meet a variety of litigation support needs. The company also provides facilities management and traditional paper-based litigation support services. DTI services both top law firms and Fortune 500 clients. For more information, visit [www.DTIGlobal.com](http://www.DTIGlobal.com).

The 2010 Client Advisory draws its findings from data presented in the Full Year 2009 Flash Report, an analysis of 193 U.S.-headquartered law firms by Citi Private Bank, and from the Peer Monitor survey of more than 100 U.S.-based law firms. Peer Monitor is a unit of Hildebrandt Baker Robbins.

To download a complete copy of the 2010 Client Advisory, log onto the Hildebrandt Baker Robbins Web site at [www.hildebrandt.com](http://www.hildebrandt.com). Hildebrandt Baker Robbins is a Thomson Reuters business.

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Hildebrandt Baker Robbins is a multidisciplinary consulting firm helping law firms, legal departments and other professional service organizations plan, implement and measure key strategic, management, operations and technology goals. For more information, visit [www.hbrconsulting.com](http://www.hbrconsulting.com).

## ***EXPANDING PC SERVICE NETWORK OFFERS ONSITE AID***

**S**low computer? Virus or spyware infection? Computer not starting up properly, or at all? Slow or nonexistent Internet connection? You may need a "Geek."

Geek Choice is an expanding nationwide computer service company with headquarters in Boston. Technicians offer onsite service for homes and businesses seven days a week. The company recently announced the addition of new technicians in the field, new expert in-house support "for those cases when even our geeks might be having trouble," and a redesigned Web presence to keep visitors informed about the latest threats and opportunities. The Web site posts expert information "on everything from choosing the right laptop to tips on avoiding the most common type of computer viruses (hint: It might be sitting in your taskbar!)." A free monthly newsletter is available for timely updates on the latest computer threats and Geek Choice service specials.

The company offers to resolve issues "as complex as setting up a business network or as simple as helping you get the most out of your PC or laptop, all within 24 hours of scheduling your appointment." Typical issues: slow computer, virus or spyware, computer startup problems, printer not printing, failure to connect to the Internet, scanner not working, and the "blue screen of death." The firm also provides technical support services including wireless network setup, new PC setup, data back-up or recovery, business network firewall setup, and the upgrading of memory, CPU, video cards, hard drives and more.

For more information, call (800) 433-5435 or visit the Web site at [www.geekchoice.com](http://www.geekchoice.com). ❖

# PRODUCT BRIEFS

*The purpose of this column is to provide brief descriptions of products we recently have received for review or products we've learned of that may interest lawyers. We mention these items for informational purposes only, without endorsement. It's possible some products mentioned here have been announced but not released yet. We urge readers to contact the vendors for full details, availability information and customer references before placing orders.*

## **CLARVERGENCE ADDS 20-PLUS ENHANCEMENTS**

**T**echnology Concepts & Design, Inc., (TCDI) has released ClarVergence 4.3, adding more than 20 significant enhancements to its electronic discovery and case management platform, along with several new back-end integrations designed to enable greater efficiency and productivity throughout document review and analysis.

The most anticipated features included in the ClarVergence 4.3 enhancements are foreign language identification and machine translation, enhanced concept analysis, and e-mail thread management.

ClarVergence 4.3 supports the identification and grouping of foreign language documents. It also incorporates machine translation of foreign documents in more than 14 languages, providing review teams first-pass insight into foreign language documents without the delay or costs of manual, human

translation. Additionally, concept analysis enhancements have been integrated to provide broader keyword analysis and initial data culling capabilities. Enhanced e-mail thread management allows for the suppression of lesser inclusive duplicates, as well as the grouping of e-mail messages within a common thread for faster and more efficient review and coding.

In addition to broadening supported capabilities, ClarVergence 4.3 includes enhancements to many existing features as a direct response to client input. "We take client feedback seriously, and our development priorities reflect our commitment to respond to the input we receive from both our corporate and law firm clients," said Bill Johnson, president and CEO of TCDI. "Whether it's integrating new capabilities or improving existing capabilities, ClarVergence 4.3 is an example of our dedication to designing client-driven technology and our continued efforts to help companies gain control and reduce

the costs associated with e-discovery and litigation management."

TCDI was founded in 1988 to provide business and government clients with advanced application and system design services. Its proprietary and client-driven approach to system design was developed to offer power, efficiency and data security to companies operating in some of the most complex legal environments in the world.

To learn more, visit [www.tcdi.com](http://www.tcdi.com) or call (888) 823-2880.

## **STI IMPROVES INTEGRATION WITH OUTLOOK**

**S**oftware Technology, Inc., has announced improved Outlook calendar integration and faster performance for firms using a hosted Microsoft Exchange server.

"PracticeMaster has integrated with Outlook and Microsoft Exchange servers for years," said Dan Berlin, president of Software

Technology, Inc. "As more law firms outsource their information technology needs to hosted Exchange servers, we will continue to adapt our software to stay current with emerging technologies."

PracticeMaster optionally integrates with Microsoft Outlook, to help users maintain a firmwide calendar and contacts list. When it is integrated with a Microsoft Exchange server, users can change other users' Outlook calendar entries via PracticeMaster. PracticeMaster Version 15.3 is said to offer faster performance for users whose Exchange servers are hosted remotely.

For more information or to purchase Tabs3 or PracticeMaster, contact Software Technology, Inc., (phone (402) 423-1440 or visit [www.tabs3.com](http://www.tabs3.com)) or a local Tabs3 and PracticeMaster consultant.

Software Technology, Inc., the maker of Tabs3 Billing Software and PracticeMaster Practice Management Software, has developed software for law firms for more than 30 years. Tabs3 has become one of

the most widely used time and billing products since its introduction in 1979. Tabs3 is designed to integrate with PracticeMaster. Among its other features, PracticeMaster provides an easy way for firms to create a firmwide calendar, search for conflicts of interest, and organize case and contact information. There are more than 425,000 active user licenses of Tabs3 and PracticeMaster software combined.

### ***NUIX UPDATES USER INTERFACES IN ED PRODUCT***

**N**uix, a worldwide provider of electronic discovery and investigation technology for litigation support, corporate and regulatory organizations, has unveiled Nuix3, an update to its enterprise discovery solution platform.

In addition to Nuix's superior features, including exceptionally fast processing speeds, Unicode compliance and the ability to digest the most difficult of data storage formats, Nuix3 gives customers a new series of user interfaces, making it more intuitive, efficient and simple to use.

The fresh interfaces have been designed following customer and analyst feedback from extensive research and consultation. They take into account that Microsoft Outlook is the interface most familiar to

investigators and lawyers. By taking a cue from Outlook's layout and combining that with a deep understanding of the challenges facing electronic discovery and investigation analysts, Nuix has created a powerful interface that users quickly and easily can navigate.

"When you think about the massive amounts of data that can be involved in just one corporate, regulatory or criminal investigation—sometimes tens or hundreds of millions of e-mails, attachments and other digital files to sort and sift through—simplifying the process for each document makes a critical difference," said Eddie Sheehy, Nuix CEO. "The speed and functionality of the Nuix platform already helped lawyers, litigation support and in-house counsel deal with incredible time pressures, cutting time and costs, but there was a hurdle in terms of ease of use by untrained users. This new interface will ensure that investigators can be up and running with e-discovery in a fraction of the time of other commercially available solutions."

Nuix offers fast, complete, advanced enterprise-wide corporate investigation and electronic discovery software. Nuix is used in the European Union, China, Australia, Canada and the United States by organizations such as multinationals, government authorities, financial institutions, corpo-

rations, professional services firms and national law enforcement agencies. See [www.nuix.com](http://www.nuix.com) for more information.

### ***SYSTEM OFFERS DOC ASSEMBLY "IN THE CLOUD"***

**B**usiness Integrity has launched ContractExpress.com, reputed to be "the world's first premium document assembly product to be delivered exclusively as 'software as a service,' requiring no set-up costs or infrastructure." ContractExpress.com builds on Business Integrity's DealBuilder technology, used by law firms and corporate legal departments. Adding scalable, secure Web-based delivery, it is designed to extend the reach of document assembly from large law firms to the medium and small practice market, as well as corporate law departments looking to sidestep complicated corporate IT protocols.

The service, available at [contractexpress.com](http://contractexpress.com), makes powerful document assembly easier for lawyers to deploy and use. ContractExpress.com offers users Word-based template design tools, workspaces and a "how-to" help system, all at a low monthly cost.

"Document assembly has always been something of a 'Cinderella' technology, never quite making the big time," said Richard Newton,

Business Integrity's executive vice president. "We put that down to two factors: the cost of IT set-up and the difficulty in creating useful document templates. Most lawyers aren't interested in becoming XML programmers." ContractExpress.com, he said, solves both problems as a simple-to-use, cloud-based solution.

Most lawyers don't use document assembly, despite pundits' predictions of it being a game-changing technology, especially in a world of fixed fees and reduced legal budgets. ContractExpress.com is designed to change that. Template design is easy, using only MS Word and a mark-up style that follows the way lawyers naturally draft documents. The product requires no IT investment and is free for the first 60 days, with a monthly fee thereafter. "We are trying to put technology that once was the preserve of a select few firms within reach of any practitioner," Newton said.

While newly available in the cloud, Business Integrity's ContractExpress DealBuilder on-premise solution has been implemented at dozens of large law firms and law departments around the world.

For more information or a free 60-day trial, visit [www.contractexpress.com](http://www.contractexpress.com).

Business Integrity develops and markets the ContractExpress family of software products, compris-

ing ContractExpress for SharePoint, ContractExpress DealBuilder and ContractExpress.com. The company was founded in 2001 and is privately held with offices in New York and London. For details, visit [www.business-integrity.com](http://www.business-integrity.com).

**BACKUP RECOVERY SYSTEM OFFERS REDUCED COST**

**B**ackup disaster recovery systems are storming through the doors of small to mid-size businesses. Major companies are integrating back-up disaster recovery systems for their clientele. Racing Crow, a new backup disaster recovery system, reportedly offers “these same systems for a fraction of the cost.”

Disaster can strike at any time, and data can be lost in an instant without the protection of a backup system. But many middle-size and small companies cannot afford the expensive price tags of large-name providers. Brian Swanson, who started Racing Crow, said the technology “gives every business owner, IT manager and office manager the peace of mind that their data are protected.”

Racing Crow provides:

- \* near-continuous frequency (15 minutes) with an onsite NAS device;

- \* optional offsite data storage;

- \* the ability to restore downed servers in less than 30 minutes;

- \* advanced restoration options (file and folder levels) with Exchange message and mailbox recovery;

- \* bare-metal restorations to dissimilar hardware.

For more information, visit [www.racingcrow.com](http://www.racingcrow.com).

**TEXT EXPANSION SOFTWARE HELPS SPEED DRAFTING**

**F**or law office workers, repetition is a major part of word processing and document drafting. Legal professionals regularly follow the same procedures and use similar text when replying to e-mail, filling in forms and writing documents.

Nagarsoft has released Direct Access 2.6, text expansion software created to save time and money, inserting frequently used phrases and long, repetitive terms in a snap.

Direct Access can save time by functioning as a “virtual law office assistant.” It corrects spelling and, by typing predefined legal and business abbreviations (in any Windows application), it automatically inserts frequently used phrases and terms; it also launches applications and Web sites.

With minimal system impact, Direct Access resides in the background, ready to speed up daily work by

turning a few characters (defined “abbreviation”) into full sentences, correcting spelling mistakes (in seven languages) and inserting long or hard-to-remember terms. Additionally, it operates as a universal application launcher, allowing the user to type an abbreviation to launch an application or to open or automatically query a Web site.

Since it works in any Windows app, typing an abbreviation anywhere gives the user access to valuable data, instantly.

New features of Version 2.6 include:

- \* Windows 7 support (32- and 64-bit);

- \* clipboard history;

- \* Rich Text editor (for inserting pictures and formatted text);

- \* sharing and synchronizing data among PCs;

- \* multiple languages (English, German, Italian);

- \* powerful macros to insert the current date/time, reuse a piece of text and insert special characters.

Direct Access can prove invaluable to anyone who creates many similar documents: contracts, reports, tech support messages, medical prescriptions or any other form of text. In a similar way, the software can be used to launch applications, presentations, or intranet or Internet sites; it can open documents and files of any type. For example, while

working on a document, you may need to refer to your corporate knowledge base; this can be done instantly by typing “base” in the current document; the database loads.

In brief, Direct Access vastly expands the utility of the familiar but limited “AutoCorrect” word processor function to give global access to your most frequently used data in all programs. Moreover, companies can organize their list of commands and easily distribute them to a whole network to offer their employees a standard set of common phrases and frequently used applications.

A Direct Access Usage Statistics report presents detailed data on how much time has been saved using the application, and the number of keystrokes.

Direct Access 2.6 runs under Windows XP, Windows Vista and Windows 7 (32- and 64-bit editions) and costs \$49.95 for a single-user license. Licensed customers are entitled to free technical support and free updates for one year.

Founded in 2006, Nagarsoft is committed to simplifying everyday PC use, creating powerful user-friendly productivity applications for home users, professionals and businesses. The company is privately held and based in Torino, Italy. Additional information, including a screenshots tour and a free 21-day evaluation copy, is available at [www.nagarsoft.com](http://www.nagarsoft.com). ❖

# SELECTED READING

*Computer- and law-related periodicals contain thousands of pages of information each month—far too much for the average lawyer to digest. The purpose of this feature is to suggest selected recent articles of possible help in computerizing your office.*

## AALL SPECTRUM

**M**ark Gediman, information services director at the California firm of Best Best & Krieger LLP, laments that legal services can't be priced like consumer goods (March issue, "A Perfect Match: Cost Recovery and the Librarian"). The retail price of a bag of chips, for example, takes into account all the overhead costs that went into its production. For legal services, by contrast, "hourly rates do not typically reflect the large costs of providing access to online subscription services, yet the high cost of these services makes it important to the firm to offset as much of it as possible." Law librarians, he proposes, can help their firms accomplish that. In his own office, he reports, "I've come to realize that a law firm can actually save its clients money by charging back for online services." He compares the cost of online versus off-the-shelf case research and submits that online research can be more cost-effective. Librarians hold the key to savings potential, since "librarians are uniquely qualified to help the firm to realize the most from its investment in these services."

In her March article "Overcoming Your Aversion to the 'M' Word," Lisa Smith-Butler of the Charleston (SC) School of Law explains why she changed her view of the role of marketing a law library. When she entered the profession, "I was certain that sensible and intelligent patrons immediately understood the value and necessity of a library. Marketing, in my opinion, was a dirty word. . . ." After 15 years, she's found valuable marketing avenues—especially online in the form of blogs, RSS feeds, podcasts, e-mail, alerts, e-newsletters, etc. She notes, "One way to ensure that your library is a useful resource for your patrons is by following blogs." She points to several helpful legal blog lists.

"Equipping Our Lawyers" by Judith Meadows and Kay Todd in the March issue reports on the Autumn 2009 Critical Issues Summit cosponsored by ALI/ABA and the Association for Continuing Legal Education. Panelists discussing technology's impact on law practice questioned whether current law practice technology is "really understood by the law class of 2010." For example, law students might consider themselves tech-savvy because they're regular e-texters and Facebook networkers—but what do they know about law firms' use of document assembly, spreadsheets, online searching and databases?

Nathan Aaron Rosen's "Wisdom for the Unemployed Librarian" piece includes "connectedness" as a vital strategy.

The March "Member to Member" column compiles input from professional law librarians in response to the question, "What is your best tip, advice, and/or technique for teaching or training legal research?" Sarah Glassmeyer at the University of Kentucky Law Library suggests that for bibliographic instruction, a wiki site may be superior to PowerPoint presentations and paper handouts. Tim Kelly at the Willamette University College of Law Library has found benefits in integrating PowerPoint and live presentations. My favorite response is from Druet Cameron Klugh at the University of Iowa Law Library: "Assume they know nothing. Assume they think they know everything. Teach for both."

*AALL Spectrum* is published monthly except in January and August by the American Association of Law Libraries (53 W. Jackson Blvd., Suite 940, Chicago, IL 60604; (312) 939-4764; [www.aallnet.org](http://www.aallnet.org)); free to AALL members, \$75/year to nonmembers.

## SPEECH TECHNOLOGY

**L**eonard Klie discusses "Security in the Cloud" in the March/April issue of the magazine. Despite a down economy, he writes, "voice biometrics has started to make yet another comeback, reignited organically by vendors that are changing how they offer solutions."

# T H E L A W Y E R ' S P C

To me, an especially interesting piece in the March/April magazine is Jim Larson's "Grammatically Speaking." Here, we're getting into the intricacies of how conversational speech dialogue systems deal with the words and phrases users may respond to automated voice prompts. Larson explains the workings of SLMs (statistical language models). SLMs, he writes, "might be able to process utterances that were not initially captured by using results from the statistical analysis to map utterances to one of the target categories." He uses car questions as examples. SLMs can be problematic, he acknowledges—"expensive, complex, and notoriously difficult and time-consuming to design and deploy due to the thousands of utterances that need to be collected and tagged."

Nancy Jamison addresses "Mobility Ubiquity" in her March/April "Voice Value" column. She notes: "Voice search, command and control, text-to-text, translation, navigation, voice-activated dialing, multimodal input/output—it's becoming rare to find a mobile phone today that doesn't have at least one of these features. In fact, most come with several." She concludes that "the key to growth will be in finding an equally compelling reason for new or existing speech applications that will make users think speech is indispensable."

*Speech Technology* is published nine times a year by Information Today, Inc. (143 Old Marlton Pike, Medford, NJ 08055; [www.speechtechmag.com](http://www.speechtechmag.com)); \$3.95/issue, \$20.95/year.

—Daniel E. Harmon

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