General Practice, Solo & Small Firm Division
AMERICAN BAR ASSOCIATION

A service of the ABA General Practice, Solo & Small Firm Division

Technology eReport

JULY 2011
VOL. 10, NO. 2

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Last Issue of *GPSolo Technology eReport* !!!!!!

(Not really.)

By Jeffrey Allen, Editor-In-Chief

This is the last issue you will ever receive of *GPSolo Technology eReport*. Starting in August, the GPSolo Division will consolidate all of its newsletters into one electronically delivered newsletter. The consolidated newsletters will go under the name *GPSolo eReport*.

The Division plans to deliver the *eReport* to your email inbox on a monthly basis around the middle of each month, starting in August 2011. I will serve as the Editor-In-Chief of the *eReport*. Aviva Cuyler will become the technology editor, Jim Schwartz (formerly the editor of *GPSolo Law Trends & News*) will edit the substantive law portions, and Evan Loeffler (formerly the editor of *Solo*) will edit the law practice management section of the newsletter. Kim Anderson, the Division's capable staff director, will continue to provide content regarding Division operations and activities.

Due in no small part to the exceptionally dedicated and talented editing staff and art staff assigned to work on the *eReport* by the ABA, the new *eReport* will have a new and more modern look and feel.

We hope you will enjoy the new *GPSolo eReport* even more than its predecessor newsletters and that you will find the monthly delivery of this information helpful, useful, and more convenient than the intermittent delivery of the predecessor newsletters.

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Avoiding Common Malpractice Risks Associated With Legal Calendaring

By Joseph C. Scott

It may come as no surprise that many law firms, from solos to megafirms, are anxious when it comes to managing their court calendars and legal deadlines. As a result, firms are often relegated to a "fingers-crossed" approach when it comes to avoiding costly mistakes. What is rather surprising, however, is that most of these same firms, especially smaller practices and solos, still don't have a practical strategy for addressing the real risks associated with missed deadlines and calendar-related errors.

Fortunately, technology and automation can help (without breaking the bank). Legal-specific deadline calculation and rules-based calendaring services can assist with the calendaring process, improving accuracy and minimizing the overall risk of missing a deadline that could eventually lead to a malpractice lawsuit.

Ugly Truths

According to the most recent *Profile of Legal Malpractice Claims*, a study published by the ABA Standing Committee on Lawyers' Professional Liability, calendar-related errors are the leading cause of malpractice actions against lawyers and account for more than 34 percent of all malpractice claims. Specific infractions include failure to file documents (10.7%); improper calendaring (7.4%); failure to know or ascertain deadlines (6.4%); procrastination in following up (4.2%); failure to react to the court calendar (3.6%); and clerical errors (2%). Equally as clear is the revelation that small firms account for a majority of all claims with more than 70 percent of claims filed against firms with five or fewer attorneys (a 5% increase since the previous study in 2003).

Technology Levels the Playing Field

While we live in a technology age that often finds us struggling to truly benefit from the latest and greatest new gadget or tech tool, rules-based legal calendaring software has come of age and is at law firms' disposal when it comes to automating court calendar rules and deadlines. Beyond automation, modern calendar technology is increasingly being utilized as a risk management tool, designed to minimize calendar-related malpractice risks. Calendaring systems can play a supporting role in firm risk management or act as the driving force behind an integrated firmwide risk management initiative. Flexible deployment options enable firmwide calendaring, via the desktop, through web portals and even mobile devices.

Specifically, automated rules-based systems enable firms of all sizes and complexities to automate date scheduling (the service calculates all related dates and deadlines); reduce human errors (since any calendaring system is only as good as the information entered); adjust for local court rules and holidays; schedule and update groups for complex litigation; and sync dates with Outlook calendars.

In addition to technology, there are many practical "do-it-now" ways to contain and manage calendar-related risk. Here are six any practitioner can try out right now:

- Development of a risk management program: designed to clearly define loss prevention policies and articulate how your firm will manage risk through people, processes, and technology, regardless of the practice size or complexity.
- Review and analysis of malpractice carrier mandates: understanding carriers' automation requirements will streamline compliance and facilitate potential insurance discount eligibility.
- Establishment of disaster recovery/business continuity procedures: get lawyers' calendars in as many places as possible and advocate the establishment of a firmwide, centralized calendar. Add this to your formal DR/BC plan as an immediate step to having an actionable process.
- Establishment and documentation of calendaring practices and procedures: includes analyzing flow of pleadings and documents; auditing users to verify firm compliance; and reviewing firm culture/user attitudes to determine fit for automated calendaring systems. Although such procedures might be more applicable to larger firms, conducting an audit on how the firm is currently calendaring and circulating that information is recommended even for solos.
- Desktop calendar integration: integrating calendaring systems with existing platforms such as Outlook, GroupWise, and Lotus Notes adds to the cohesiveness and integrity of the firmwide, centralized calendar. Although integrations with existing platforms are important, making sure you take advantage of smart technologies that correctly calculate all dates for you (so you don't calendar wrong dates) are equally critical.
- Open access minimizes missed deadlines: establishing a calendaring portal provides anytime, anywhere access to critical dates and deadlines and ensures that all parties—lawyers, support staff, clients—see the same dates, whether via their desktop, the web, or smartphones.

Making the Case for Legal Calendaring Alternatives

As mentioned above, an effective way to minimize errors is to use a rules-based computerized calendaring program or an automated, Internet-based legal date calculation service. Here are some tips and pointers to keep in mind when contemplating their use:

- Legal calendaring is not "one size fits all": rules-based computerized date calculations services now operate via a software-as-a-service web model.

They allow users to pick and choose any and every court rule and calculation they need, either one calculation at a time or one entire case at a time.

- Limited budgets, no problem: "pay-as-you-go" or "pay-per-case" pricing models best meet the needs of firms with limited budgets and those that prefer to bill calculation fees back to clients.
- Proactively address disaster recovery/business continuity: accessing calendars online and having redundancies housed in multiple locations greatly aids back-to-business recovery after disaster strikes. Telling the judge you arrived late for court because your planner was destroyed in an office fire will not hold water.
- Deadline calculation services can serve as a tremendous productivity enhancer: automating this tedious but necessary process often saves days if not weeks of research time while simultaneously reducing human error.
- Usability and an intuitive interface are all essential features of a useful service: the whole idea behind automating the calendaring and rules calculation process is to be able to do it faster than the "old fashioned way." Speed depends on how simple it is to navigate through various rules, select what you need, schedule it, pay for it, and move on.
- Verify compliance: although it is common to delegate certain aspects of calendaring and deadline calculations to an experienced legal secretary or paralegal, with risk management in mind, the attorney should still be the one to control the process and take ultimate responsibility for the outcome.
- Take training seriously: modern SaaS-based technologies will have you up and running with your first calculations in no time. An additional investment of 15−30 minutes can elevate users to expert status and further speed up the calculation options process.

Testing Your Calendaring IQ

Although there are many myths about legal calendaring, here are several truths about modern systems and their relevance to law firm risk management:

FACT: According to the ABA's Profile of Legal Malpractice Claims study, the smaller the firm, the higher the risk of malpractice. More than 70 percent of all claims, according to the survey, were filed against firms with five or fewer attorneys.

FACT: A calendaring system can be an integral part of your firm's disaster recovery plan. Maximizing calendar exposure firmwide, encouraging integration with other desktop calendars, and establishing one cohesive, centralized, and easy-to-access calendaring system will minimize calendar-related errors, reduce billable time spent on researching court rules, and provide a reliable calendar back-up that can be remotely accessed, especially during a disaster scenario.

FACT: According to the ABA's *Profile of Legal Malpractice Claims*, more than 34 percent of malpractice claims arise from a failure to calendar properly, including failure to file documents; no deadline; improper calendaring; failure to know or ascertain deadlines; procrastination in following up; failure to react to the court calendar; and clerical errors.

FACT: Many state and national malpractice insurance providers offer discounts to law firms that use automated, rules-based calendaring technology. It pays to review a carrier's calendaring mandates, specifically as they relate to automation, firmwide calendar access, and calendar back-ups.

FACT: Calendaring web portals can provide mobile lawyers and clients anytime, anywhere access to critical dates and deadlines. Furthermore, web-based date calculation services do not require any software installs.

Rules-based calendaring technology has come of age and is at small firms' and

solos' disposal when it comes to automating calendaring and managing deadlines. In addition to speeding up the calendaring process and hopefully reducing calendar-related errors, firms will take note that smart calendaring can serve as a proactive risk management measure and also satisfy nagging disaster recovery requirements, often leading to discounts on malpractice insurance premiums.

Joseph C. Scott is an LA-based attorney and vice president/general manager of CompuLaw, LLC and Deadlines.com (formerly Deadlines On Demand, LLC), providing legal rules-based calendaring software and services for law firms. He is a regular speaker, CLE presenter, and author on the topic of risk management, legal industry calendaring, business continuity, and related case strategy. He can be reached at (310) 553-3355 or jscott@compulaw.com.

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Internetworking/Virtualization

By Sarah H. Adams

Change has always been the mandate of successful businesses, and as we enter the second decade of our new century, new vocabulary is creating new opportunities for new business development and expansion at our fingertips (the click of a mouse). Business and consumer advertising is promoting "cloud-based" miracles, and this article aims to dispel the myths while providing an explanation of the possibilities and improvements available to small/solo firms. When considering the switch to cloud computing, you need to base decisions upon the options and the applications needed, which are critical to justify the return on that investment.

Cloud Computing

The simplest explanation is the cloud is the Internet and provides a place in space for computing resources. The "cloud drawings and symbols" used in business charts, Power Point presentations, and other references provided the moniker, and it's ethereal enough to visualize a service you can't see but know is there, like the Internet. Its purpose is to facilitate hardware and networks, combined with services to offer solutions to the end user's business.

Already accepted practices are being used daily, without any users actual awareness. Providers include popular social media sites Facebook, LinkedIn and Twitter, as well as collaborative solutions like Google products, Google Docs, Google Calendar, Picasa, Microsoft Office-Online, Microsoft Sharepoint Online, and Amazon.

Private cloud-based providers are powered by SaaS or IaaS and HaaS offerings. These are explained in the following paragraphs. No single solution is recommended, the options are available, and each firm must make its own informed decision.

SaaS

Software as a Service applications are cloud-based subscriptions, or pay-as-you-go services. Some of the better known and legal-specific options include, but are not limited to, NetDocuments, Advologix. RocketMatter, Clio, and others. Additionally, protective offsite backup systems are typically SaaS-based models.

Solutions was the key word in the previous paragraphs, and these can include applications for billing, case, and document managements. This service is accessed via the Internet, and the subscribers' data resides in the cloud, on servers maintained on systems residing in data centers, thus providing a safe and secure environment for law firms.

As in all contracts, there must be an escape clause that returns the data to the customer upon demand.

In contracting with an SaaS provider, all that's required is a reliable Internet connection. There is no software purchase required, just the license and usage fees subscribed with the provider, thereby relieving the responsibilities of software maintenance and upgrades from the company and entrusting these to the provider. The subscription fees are generally on a per-user basis, requiring payment only for what's needed. Users (additional employees and clients) may be dropped and added as needed.

IaaS and HaaS

Infrastructure as a Service and Hardware as a Service are both virtual environments resembling a local area network, LAN environment, except these servers, backup systems and desktops are remotely accessed through the Internet. Replacing a firm's need for proprietary servers and systems, these services provide state-of-the-art, high-performance systems residing in highly secure bunker type buildings called Data Centers.

Personalized services can be structured for each practice's desktop and server needs. Users can be added and/or removed, and storage capacity can be modified as business adapts to changing demands. The platform and equipment is maintained and upgraded by the hosting IaaS and HaaS firms. In IaaS, a customer can continue using their same software applications purchased in a traditional one-time license fee.

So, firms that don't want to move to some of the SaaS offerings can opt for an infrastructure that resembles their current system, but not have the headache of keeping the equipment current.

Cloud-Based Application/System

Evaluating the traditional LAN vs. cloud-based IaaS is a decision based upon time, budget, and effort responsibilities. Outsourcing to an IaaS provides the opportunity to increase computing resources, or "add-on-the-fly" without the expense of new equipment and infrastructures. The elasticity to scale up or reduce down easily is a rewarding alternative to the traditional in-house model, requiring staff and continued monitoring of technological advances.

Capital expenditures are exchanged by expense-based subscriptions, creating a monthly budgeted line item that is anticipated and planned for. Substituting the IaaS service for in-house staff is facilitated by provided 24/7 technical support.

Security

Probably the most crucial element of the decision is tantamount to the most sophisticated systems adhering to strict privacy policies that offer a more secure, protected system than those found in tradition in-house systems. These

proprietary systems must serve all IaaS clients, not just one individual firm, requiring the most advanced systems, provide additional encryption systems and updated as new technology warrants. Antivirus, Spam filters, and firewalls aggressively protect data and applications.

Research and public analysts The Gartner Group have prepared the *Security Seven*, important issues for consideration when comparing cloud computing vendors. These are the critical questions to be asked and answered:

- Who has access to the proprietary data? What are their hiring and management protocols of the host provider?
- Is the vendor agreeable to external audits and security checks?
- Where is the data location and is there a duplicate, failsafe, back-up site should a weather event interrupt service?
- Is each subscribers account data segregated from others?
- Ask about data recovery in the case of data corruption or disaster?
- Is there a prescribed policy for monitoring and investigating inappropriate or illegal activities?
- Upon request, how will the data be returned and in what format?

Small/Solo Firms Navigation to the Cloud

Maximizing expenditures matter to small practices and IaaS subscription services provide a multitude of cost savings, including, but not limited to: data center installation and operations, along with their inherent infrastructure and rigid security systems preventing unauthorized access, either by person or virtually; and multiple levels of power and connectivity ensuring subscribers of consistent operations regardless of outside circumstances. These features are affordable because the operating costs are and resulting economies of scale are shared by the total subscriber population.

Cloud-Based Solutions

There are several determining factors for switching to cloud-based providers, including:

- The age and condition of the current equipment
- The outsourced expense, or too-frequent service calls
- Unlimited storage on demand
- A mobility option
- Connectivity for iPad and other devices
- Cost and floor space savings from eliminating servers
- Practice expansion requires a shared, secure server for documents and data
- Utility expense reduction
- Add/reduce staff on demand (as needed).

Other Determinants

In addition to the Secure Seven, there are several other considerations:

- Is the data center in the United States?
- Does it have a U.S.-based back-up location?
- If opting out, how is the data returned?
- Ultimately how is the stored data destroyed and protected?
- What security protocols used?
- How is support handled?

Cloud Computing Tangible Benefits

This section is a summary of previously discussed benefits and efficiencies.

Small/solo practices are concerned about cash flow, managing and conserving expenditures, and maximizing the value equation. Cloud computing will provide savings on energy bills and equipment replacement cycles. Because the anticipated, reasonable longevity of a server is three years, many smaller firms choose to delay and defray the costs, extending this use to 5 or even 6 years, which results in the need for hard drive, system boards and other mechanics' repairs and replacements, with the eventual deterioration of the operating systems and other system utilities.

Labor cost reductions are an additional cost savings factor, minimizing and eliminating the need for either in-house or outsourced IT providers. IaaS subscriptions generally include full support, service coverage with 24/7/365 technical support on demand with little to no wait time. These included services may be augmented by additional benefits including Microsoft Office, virus protection, and backup services. If Microsoft Office has been included with the subscription, there is no additional charge for the provided upgrades.

As previously mentioned, another savings is floor space, always at a premium in smaller offices. If a solo practice is home-based, servers can be hoisted atop file cabinets, reside on kitchen counters next to coffee pots, in closets that should have cooling apparatus but the door is ajar to cool down, and in corners where they are bumped and knocked in the daily maintenance of the area. By putting the server in the cloud, all of these impediments are eliminated and solved.

Managing monthly expenses by reducing energy bills as much as 40 percent can help to offset the additional expense of the cloud computing subscription.

Increased accessibility, from any location, using all Internet devices, brings the team together, wherever. At the airport, at home, in the office or coffee shop, wherever there's an Internet connection, there is business to be done.

And there are no changes to your familiar, tried-and-true software applications. These applications can be loaded or transferred according to your application provider. Tabs3/PracticeMaster, Time Matters, Amicus, PCLaw, Timeslips, Quickbooks, Worldox, and many others can be included with the account's set up for continued daily operations.

The Cloud Solution

The Pew Internet & American Life Project study predicts most people and businesses will access software applications online and share or access information by remote server networks by 2020.

A popular entry into the world of cloud services are social networks such as Facebook, Twitter, and YouTube. Also growing in popularity are Internet-based applications such as Google Docs, whereby users can share documents without being dependent on their PC Operating System or on their PC-based word processing software applications. The attractiveness of products like Google Docs is the ability to access documents from any device as long as there is connection to the Internet.

You are probably involved in some form of cloud-based computing. Before purchasing additional systems or software, take into consideration the benefits of moving to the clouds.

The ultimate conclusions? Higher productivity, lower costs, increased security.

Sandra H Adams is a partner with Affinity Consulting Group's Miami Office. She can be reached at sadams@affinityconsulting.com or 800-355-7979.

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Annual Meeting, Fall Meeting, bylaws amendments, and more.

MacNotes

Should I Get An iPad 2?

By Jeffrey Allen

The number of readers who asked me about whether to get an iPad 2 made it inevitable that I would devote this column to answering that question. A word of warning, though: people already enjoying an iPad may find that the answer about upgrading differs from the answer for those who have yet to purchase their first modern slate-computing device.
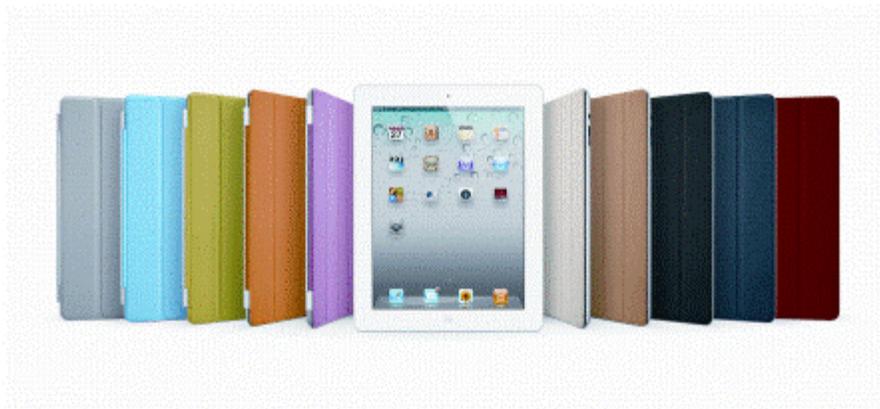
Courtesy of Apple.

The iPad's status as the "only" true slate-computing device on the market has gone by the wayside. Many competing devices have hit the market in the last few months. They include Motorola's Xoom, Samsung's Galaxy Tab, and Blackberry's Playbook.

With all due respect to the competition, I rank the iPad 2 at the top of the heap. In fact, I would take the original iPad over any of the other slate devices currently available. If you want to get a slate device, I strongly recommend that you get the iPad or, even better, the iPad 2. Why? Because in the iPad 2, Apple has done almost everything right. That is not to suggest that the iPad has bested its competitors in every category; but, for my money, when it comes to slate computing devices, Apple did more right than anyone else to date.

If I wanted to avoid an iPad for some reason, my next choices would be the Motorola Xoom and the Samsung Galaxy Tab (in that order). The last two both use the Android Operating System. I like the Android OS, quite a bit. In fact, I rank it as the second best mobile OS available (after the Apple iOS). The Xoom uses Android 3.0, making it preferable to the Tab, which uses Android 2.2. Google optimized Android 3.0 for slates. It designed Android 2.2 for smartphones, but subsequent modifications made it work with slate devices, such as the Galaxy Tab.

The Galaxy Tab has a 7" display. It easily fits in a coat pocket, making it a very convenient traveling partner. Samsung has a new model coming out called the Galaxy Tab 10.1. The 10.1 will run Android 3.0 and have a 10.1" screen, making it about the same size as the iPad 2.

The Xoom has the largest footprint and heaviest weight of the top rated slates. It outweighs the iPad 2 by several ounces. It also accepts memory cards allowing for expanded ability to store information, a feature missing from the iPad 2.

Although one or another slate may have a better display or a better camera than the iPad 2, I do not believe any of them offers as full, rich, and varied an experience as the iPad. Apple's iTunes Store gets a large part of the credit for that. None of the other slate devices can access the iTunes store or sync with iTunes software. While you do have the Android Market for many Android-based device and the Blackberry App store for the Playbook, neither of those can play in the same league with the iTunes Store.

The iTunes store offers several hundred thousand applications for the iPad, iPhone, and/or iPod Touch. Apps designed exclusively for the iPad or redesigned to optimize the iPad's features represent a smaller, but rapidly growing segment (around 60,000, I am advised). Most apps designed for the iPhone work on the iPad too, but you don't always get the full benefit of the larger screen of the iPad as many iPhone apps appear in an iPhone-sized window on the iPad. You can, generally, double the size of the window, but the result often appears pixilated, making it less attractive. The iTunes store also gives you the ability to purchase additional audio and video media for the iPad.

The commercials say that they have apps for just about everything at the iTunes Store, and when you browse through the iTunes App store, it appears that they do. With available apps you can use the iPad 2 for a wide variety of business, personal, and other functions. It works as an audio player, a video player, an image display device, a calendar, a mail device, an address book, a word processor, an Internet appliance, an eBook reader, a reference and research tool, a videoconferencing device, a health appliance, a medical records-keeping device, a travel agent, a game device . . . and the list goes on and on and on. The iPad has a number of apps specifically designed for courtroom work including apps to help select a jury, keep track of evidence exhibits, keep track of documents, facilitate preparation of witness examinations, and assist with multimedia presentations. You can even get a rules-based calendaring app for the iPad.

In the iPad 2, Apple presents a slimmer, lighter, faster, and better version of the iPad at the same price as the original iPad. The addition of cameras allows the use of the iPad 2 for FaceTime, Apple's videoconferencing technology (subject to the limitation that it only works when you have a WiFi connection). The additional speed comes from a dual core A5 processor created for the iPad 2. The iPad 2 also comes with faster graphics, making it better for games than its predecessor.

Courtesy of Apple.

The iPad 2 comes with two cameras (compared to none in the original iPad). The front-side camera takes VGA-quality still and video shots (up to 30 frames per second (fps)). The backside camera takes HD video recording in 720p at 30 fps. It also takes still photos and provides a 5x digital zoom. The iPad cameras work satisfactorily for FaceTime and both still and video recording; but you have many better options for still and video recording. A higher resolution camera would have been nice, but I do not consider it a deal breaker. I would not buy an iPad (or any other currently existing slate device intending to use it as a digital camera or as a video camera.

The iPad 2 offers the same three memory options as the original iPad: 16GB, 32GB, and 64GB. I went with the 64GB version, as more memory is a good thing to have and the memory in the iPad 2, like the original iPad, is not upgradeable. The iPad 2 comes in a WiFi only and a WiFi +3G version with all three memory configurations available in each category.

The original iPad only came with 3G for the ATT system. The iPad 2 offers you a 3G version for ATT and a 3G version for Verizon. Because the iPad 2 comes in black or white, you actually have 24 versions to choose among. Pricing remains the same as for the original iPad with the 16GB, 32GB, and 64GB WiFi only versions costing $499, $599, and $699, respectively, and $629, $729, and $829, respectively, for the WiFi +3G versions. The ATT and Verizon versions cost the same thing. You cannot get a carrier discount from either service provider.

Apple did not offer a 4G version of the iPad 2. That will likely occur in the iPad 3 (look for it in mid 2012) as the so-called 4G networks expand in availability and coverage areas. It is particularly disappointing as 4G speeds would improve the iPad experience online, and Verizon has a robust 4G data network that provides decent coverage in most major metropolitan areas. Undoubtedly, battery life also impacted Apple's decision as 4G devices tend to burn batteries faster than 3G at the present time. As battery technology adjusts and improves, Apple will likely move to the 4G platform. For the present, however, Apple seems very content with its 10 hours of use per charge spec on the 3G iPad 2.

ATT offers two data plans for the iPad, $15 for 250MB and $25 for 2GB. If you

have the 2GB plan and use more than 2GB, you pay $10/GB. Verizon offers you four plans to choose among: $20 for 1GB, $35/3GB, $50/5GB, and $80/8GB. Overage prices for Verizon are $10/GB for all plans except the 1GB plan. In that plan Verizon charges $20/GB for over-plan usage. Verizon will cost a bit less than ATT except for light data users (less than 3GB/month). If you use 10GB a month, ATT will cost $85 and Verizon $80. As both go up from that point by $10/GB, that $5/month differential remains in place for all higher-level users.

When deciding which iPad to get, you will want to consider your potential uses for the iPad, as that will help you decide about which level of memory and whether to go with the WiFi or WiFi + 3G version. After that, if you choose to go with a 3G version, look at which carrier provides better service in your primary use areas and pick that carrier. The only remaining choice, color, represents a personal preference.

The more media and/or apps you plan to store on your iPad, the greater will be your memory requirements. The iPad does a very nice job displaying HD movies; however, HD movies take up a lot of memory (in the range of 3–4GB per movie) by comparison to standard definition movies (generally between 1 and 2 GB per movie). If you plan to use the iPad for business and will add substantial amounts of data for work, opt for larger memory. Under any circumstance, get at least the 32GB size. I got the 64GB size in both the original iPad and the iPad 2, and I still have to regularly juggle contents as I continually run short of memory. I do not think it likely that Apple will include an SD card slot in the iPad 3; so I hope that when Apple releases it, they will offer a 128GB version.

I chose the 3G versions as I want access to the Internet as much as possible and without having to depend on the availability of WiFi. Nor do I want to have to depend on public WiFi for security reasons. I think that I have given myself the best possible utility in that I have used Verizon's MiFi for Internet access for the last several years for travel. The MiFi gives me my own secure hotspot wherever I can get a signal (almost everywhere now). I got it for my laptop, but it accepts up to five connections, so I can connect any of my laptops, my iPad, and my iPhone at the same time. I recently upgraded to the 4G MiFi, giving me higher speed in most major metropolitan areas and traditional 3G speeds when I cannot access the 4G LTE system. I got an ATT 3G iPad 2. As a result, when I bring my MiFi along, I have access to both the ATT and the Verizon networks.

I found it very easy to justify getting an iPad. I regularly use it for both work and recreation. If you have no slate device, I have no problem recommending that you get an iPad.

I have had a number of people who already have an iPad ask me whether it makes sense for them to upgrade to the iPad 2. That presents a much more difficult question. The improvements to the iPad 2 over the iPad 1 disappointed many of us. The memory options remained the same; Apple did not incorporate its retina display technology into the iPad 2. Apple did not add an SD card slot or a USB port to the iPad 2; all features that many of us had on our wish list for the iPad 2. Apple did, however, make the new iPad lighter and faster and added cameras. Although the extra speed is nice, it is not noticeable in many applications. The weight difference, while noticeable, is not that significant, and the reduced thickness does not make that much of a difference (except that it means that a lot of accessories (especially cases) made for the original iPad won't work well (or at all) with the iPad 2.

If you have a need (or at least a strong desire) for videoconferencing and want to do it on the run, then upgrading to the iPad 2 makes good sense. The addition of cameras offers that capability in a WiFi environment.

If you do not have a need for the cameras, then whether you upgrade or not depends on whether you want to spend the money to have the newest and best;

but in truth, unless you need (or at least really want) FaceTime or can justify getting the iPad 2 so that you can give the original iPad to someone else, the improvements to the iPad 2 probably do not justify the cost of buying one if you already have one of the original iPad devices.

If you do get an iPad 2, you will want to pick up some accessories to maximize your use and enjoyment of the iPad. You will want to get Apple's Smart Cover for your iPad 2. It adds little bulk or weight, protects the screen, folds nicely to provide a stand in landscape mode (not in portrait). You can easily remove it if it gets in your way (magnets hold it in place on the iPad). I put Zagg's Invisible Shield on my iPad 2, added the Smart Cover, and packed it inside a neoprene sleeve. Protected in that manner, I can safely and confidently carry it in virtually any type of case. I generally prefer a lightweight ballistic nylon messenger-style bag that has no padding (I particularly like the Tumi line for such cases), so the neoprene case functions as a padded slate-compartment for the iPad. If you prefer leather, you might want to take a look at the Levenger messenger cases. My favorites, the Bomber Jacket Day Pack Messenger and the Bomber Jacket Tech Traveler, will accommodate the iPad, an iPhone (or other smartphone), keys, a camera, and several other necessities.

If you plan on doing any significant amount of typing, you will likely want to acquire a Bluetooth keyboard. Virtually any Bluetooth keyboard will work with the iPad 2. Apple makes a very nice full-sized wireless Bluetooth keyboard that works with iPads. Zagg partnered with Logitech and offers a keyboard built into a case that will hold the iPad securely face down (to protect the screen). You will need to remove your Smart Cover to store the iPad in the keyboard case.

If you plan to use the iPad to display photographic images or otherwise want to transfer data from an SD card, get Apple's camera connection kit. While you are about getting accessories, you will probably want to pick up some of the other connectors, such as the VGA adapter and digital AV adapter.

Last, but certainly not least, while Apple ships its devices with functional and adequate earphones, you have many better choices available. The acquisition of a good pair of headphones or earphones will substantially improve your enjoyment of the iPad, and I encourage you to consider acquiring an upgraded set.

Jeffrey Allen is the principal in the law firm of Graves & Allen with a general practice that, since 1973, has emphasized negotiation, structuring, and documentation of real estate acquisitions, loans and other business transactions, receiverships, related litigation, and bankruptcy. Graves & Allen is a small firm in Oakland, California. Mr. Allen also works extensively as an arbitrator and a mediator. He serves as the editor of the [Technology eReport](#) and the Technology & Practice Guide issues of [GP Solo Magazine](#). He also serves on the Board of Editors of the ABA Journal. Mr. Allen regularly presents at substantive law and technology-oriented programs for attorneys and writes for several legal trade magazines. In addition to being licensed as an attorney in California, Jeffrey has been admitted as a Solicitor of the Supreme Court of England and Wales. He is an associate professor at California State University of the East Bay and the University of Phoenix. Mr. Allen blogs on technology at www.jallenlawtekblog.com. You can contact Jeffrey via email jallenlawtek@aol.com.

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Technology eReport

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SurvivingEmail

The State of Email Security and Confidentiality

By Aviva Cuyler

Long before there was such a thing as a virtual law practice, there was email. Email is now one of the world's primary forms of communication, most of which is conducted via unsecured systems, and the legal profession is struggling to balance its use with a lawyer's duty to keep client data confidential.

The issue is one of many addressed by [ABA's Ethics 20/20 Commission](#), formed to review and suggest possible changes or additions to the Model Rules, or propose other methods to assist lawyers in remaining compliant while using technology and other emerging law practice trends. Fortunately, due to the complexity and evolution of technology, the committee is not advising that the rules be substantially rewritten to specify lawyers' conduct in using technology. Rather, they have proposed the following language as an addition to Model Rule 1.6, paragraph (c) in their Initial Draft Proposal – Technology & Confidentiality:

> A lawyer shall make reasonable efforts to prevent the inadvertent disclosure of, or unauthorized access to, information relating to the representation of a client.

And added the following provisions to comment 16:

> Paragraph (c) requires a lawyer to act competently to safeguard

information relating to the representation of a client against inadvertent or unauthorized disclosure by the lawyer or other persons. . . . Factors to be considered in determining the reasonableness of the lawyer's efforts include the sensitivity of the information, the likelihood of disclosure if additional safeguards are not employed, and the cost of employing additional safeguards...

In order to encourage lawyers to employ best practices in preserving online confidentiality, they have also added a provision to Model Rule 1.1 (Competency) section [6] requiring lawyers to stay abreast of "...the benefits and risks associated with technology."

In other words, lawyers are being charged with the obligation to learn and understand the security levels employed by their email host, and use only those hosts that provide the highest level security and encryption enhancements in their practices. They must also be aware of security levels employed in WiFi hotspots such as airports, hotels, or coffee shops.

Using email hosts such as Gmail, Yahoo, Hotmail, or any large-scale enterprise is particularly troublesome. For example, [high-level security measures](#) are used only in the Premier edition of Google Apps, now called [Google Apps for Business](#). The standard edition does not offer bank-grade security, and its use would be doubtful in considering a lawyer's obligations to secure client data against data breach.

Although the Model Rules revisions are only in the proposal phase, best practices require lawyers to use email systems that take every available precaution to ensure the communication they transmit and store remains confidential. Using a system with bank-level security is paramount. Here are two suggestions for email hosts:

- [Luxsci](#): an email, web, and collaboration platform where email services and premium dedicated servers reside in very high-performance, high-security, SAS70 Type II-certified data centers
- [Case Record](#): All data placed is held on servers hosted by Amazon Web Services, which participates in the Safe Harbor program developed by the US Department of Commerce and the European Union, and certify that they adhere to the Safe Harbor Privacy Principles agreed upon by the US and the EU.

A better choice is to integrate a cloud-based law practice management system into your practice. These systems are developed keeping the special obligations of lawyers to preserve the privacy and confidentiality of client information and data front of mind. Although not all such platforms offer client communication capabilities, upgraded pioneering and newly emerging systems are now offering secured client communication, document transmission, and collaboration functions within a highly securitized cloud environment. Here is a list of the most proven and reliable collaborative platforms available:

- [Total Attorneys](#): This is a full-service practice management system that offers direct client portal functionality, with easy communication, document transmission, and collaboration functions for lawyers and their clients and anyone associated with the matter. Permissions for authorized access can be set for each. Currently, it is still in beta as an upgrade from its original platform, VLOTech.
- [DirectLaw](#): The platform is built around their [*ClientSpace* application,](#) enabling attorney-client interaction and delivery of legal services online via a secure client portal.
- [Clio](#): Clio's communication component is called Clio Connect, a secure web-based client portal, allowing Clio users to share information and collaborate with clients through an online interface employing bank-

grade security.

- **Advologiz**: A practice management system built on a Force.com platform, it enables you to send email from AdvologixPM, log email from any email system using your own tracking key, or fully and completely integrate with Microsoft Outlook, Google Apps, and Gmail, bringing all email sources within its security parameters.
- **MyCase**: Titling itself "social practice management," MyCase has the ability to create a group, comprised of attorneys, clients, necessary staff, and any others involved in the case (i.e., expert witnesses), for the matter. The platform enables anyone in the group to communicate each and every action in the case to other applicable group members, all residing on Amazon's E2 platform and utilizing bank-grade data security.
- **PBWorks**: PBWorks has created a legal edition that includes a "legal client extranet" in which you set up a shared workspace for each client to collaborate on legal strategy, scheduling, and document sharing.

The legal profession has standards of confidentiality and protection of client data that are higher than most normal business functions. In response, developers are continuing to meet the needs of our profession with options to existing email platforms. As these options evolve, it is clear that lawyers need to replace standard email functions with technology that will provide the best security possible to protect our clients and their information.

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TechNotes

Time Savers on the Web

By Wells Anderson

Do you want to save time when you work with information and source material on the Web? Here we cover three different kinds of time-savers: (1) a webpage bookmarking service, Delicious.com; (2) browsing the Web with another person using GoToMyPC and Twiddla; and (3) Keyboard shortcuts for Microsoft Internet Explorer, Firefox, and other Web browsers.

[Delicious.com](#)—Web Page Bookmarking Service

How many times have you remembered that you saw something on the Web but you can't find it again? Or you were able to find it again, but you wasted a lot of time searching for it? Delicious.com is a free service that saves your links to webpages in an easily searchable, always available collection. It organizes bookmarks or favorites faster than any other method.

Whether you are taking notes in preparation for a meeting or writing an analysis that draws on a number of web resources, Delicious can make the work faster and easier. It allows you to rapidly switch from one webpage to another by clicking on links in a sidebar list sorted by your tags (keywords). Because your links to webpages are stored in your account on the Web, you can access them from any computer and most mobile devices.

Toolbar Buttons

Delicious.com lets you put two highly useful, small buttons in your web browser's toolbar. Firefox, Microsoft Internet Explorer, Google Chrome, Safari, and Opera are supported. Pressing the Tag button brings up a form that has the web address and page name of the current webpage already filled in. Enter one or more keywords in the Tags field to organize your bookmarks. An optional Notes field lets you preserve your thoughts on the nature of the webpage. Or if you select some text on the page before you press the Tag button to save the page, that text appears in the Notes field.

Pressing the Bookmarks button displays a narrow sidebar pane on the left side of your browser listing your Tags alphabetically. That makes going back to a webpage really fast. There is a Search box at the top that lets you do either a full text search or a tag search.

Privacy and Sharing

By default any webpage you tag is shared with the general public. You can choose to make any of your bookmarks private, and you have the option to share your private bookmarks with other individuals you select. You can check the Private box any time you save a bookmark with Delicious. That prevents the bookmark from being linked to you publicly. Otherwise, bookmarks that you tag may be viewed by others. For more information, see the Delicious privacy policy

Bookmarks Backup

When considering any sort of web-based service, you should always answer the question, "How can I backup the stuff I saved on the Web?" You invest time in using any web service. You don't want to lose your investment and useful information if there is a glitch.

Here are two methods for backing up your bookmarks:

Method 1: Export to HTML Format

- Login to your account at Delicious.com

- In upper right, click Settings

- Click Export/Backup Bookmarks

- Click Export

- Choose Save File

Method 2: Save to Excel

- Download a free Excel spreadsheet from **Automate Excel**

- Open the spreadsheet with Excel 2003, 2007, or 2010

- In the spreadsheet, enter your Delicious username and password

- Save the spreadsheet with a new name

Searching the Web Together

You don't always have to go it alone. For example, let's say you have done a few web searches and you are not finding the information you need. You could keep

searching alone, spending a lot of time, but why not recruit a colleague to search with you?

Instead of viewing your request as an unwelcome burden, your colleague may see it as a welcome opportunity to take a break. To search together, you don't need to be together. In fact, it can be faster and easier if you are each at your own computer. Don your headsets and talk via phone or Skype. Then share the same screen together using one of a wide variety of free or low-cost services.

The challenge in selecting a screen-sharing service is finding one you will actually use. If it is both easy and fast for both of you to get connected, you are much more likely to use it. Let's take a close look at two options that are among the easiest and fastest to learn and use.

GoToMyPC—Full Screen-Sharing

GoToMyPC is more than a fast way to control your office computer from somewhere else. You can use for another purpose: browsing the Web with another person. GoToMyPC has an advantage over other web collaboration services. It lets you share full access to all the programs on your computer and all the websites on the Internet. You and the person you are working with each have full control of the mouse and keyboard in any window on your computer.

Starting a screen-sharing session is simple and fast. You send an email to your colleague, inviting him or her to share your screen. You can do this on the spur of the moment. To send an email invitation, you right-click on the GoToMyPC icon, fill in the email address, and click Send. Your colleague clicks a link in the email, and you click a confirmation button. That's it. Your colleague sees your screen and optionally can share control of it with you.

Once you are connected, you can browse the Web together, page through a document, and share anything on your computer screen. With two minds and two sets of eyes, you can get more done faster. GoToMyPC starts at $9.95 for month-to-month service. It gives you unattended access to your main computer from anywhere and serves as a powerful collaboration tool.

Twiddla—Fast, Free, Easy Collaboration

Twiddla is stunningly easy and fast to use, plus it is free. But there is a catch. For all its elegant simplicity, Twiddla has some limitations that are deal breakers for some people and less important for others.

With Twiddla, you can start sharing a screen with one click on the Twiddla homepage. All your colleague needs to do is go to the resulting webpage. Neither of you needs to sign up for anything or download anything.

Twiddla has an excellent selection of collaboration tools. You can jointly:

- View a webpage

- Work on a whiteboard

- View a Word document, Excel spreadsheet, or PDF document

- Watch a PowerPoint presentation

- Write together on a text pad

- Talk together via free VOIP on your computer headset or mic and speakers

Surprisingly, Twiddla offers unlimited sessions with no maximum on the number of participants for free. That means you can use Twiddla to collaborate

with one individual or many. What's the catch? Each of Twiddla's features has at least one significant limitation that varies from feature to feature. And you need to pay a monthly fee if you want to keep your sharing sessions private.

Limited Web Browsing

Browsing does not work on every website. Sometimes pages appear without graphics or the links cannot be clicked. It all depends on how the website was designed. For example, our [website](#) performs smoothly. Its design complies with the World Wide Web Consortium standards. But even on standards-compliant sites like ours, you cannot complete forms together.

More significantly, you don't have a Back button when browsing webpages together with Twiddla. You do have a clickable history of pages visited, which serves the same purpose as a Back button, though more awkwardly.

Viewing Word, Excel, and PDF Documents

You can only view these documents, not change them. You can annotate and highlight their contents, but the result is a downloadable image, not an actual document. To do joint writing you need to use the EtherPad feature, a text pad you can both type in.

No Application Sharing

You cannot look at the same program together. You can snap a screenshot and share it, but you cannot share a live application.

One more catch: If you want to keep your sharing session private, you need to subscribe to a Professional account at $14 per month. No one else needs to subscribe or pay to participate in private meetings that you start.

Twiddla has its share of limitations, Yet of the many collaboration services I have tried, Twiddla stands apart as the fastest, easiest one by a wide margin.

Web Browser Keyboard Shortcuts

Your computer mouse serves as your faithful pathfinder as move around the Web. Yet when you write, whether composing in Word or answering client email, your fingers are on the keyboard, not the mouse. Navigating webpages to get information you need while you write requires that one hand travel back and forth, again and again, between keyboard and mouse.

Multiple monitors are a big help when you write because you can display and refer to more open windows. But when you need to go beyond what you can see in your browser window, your hand and mouse need to move greater distances to switch windows or move around within them.

Web browser keyboard shortcuts can save you time and energy when you switch between the window where you write and your web browser. Firefox, Microsoft Internet Explorer, and other browsers share a number of frequently used key combinations. They are worth learning and remembering.

Ctrl-T: New Tab

When referring back and forth among multiple webpages, use the Tab feature in modern browsers. Then you don't need to clutter up your desktop with multiple browser windows and waste time hunting for the right one. At the top of your browser, tabs show you the webpage titles of the pages you have open. Press Ctrl-T to open a new tab and then enter a webpage address or perform a search. The new page appears in the new tab.

Tab Settings

Set your browser to open new webpages in Tabs. In Firefox, go to Tools / Options / Tabs / Open new windows in a new tab instead. In Microsoft Internet Explorer, press Alt, select Tools / Internet Options / General / Tabs area / Settings / Enable Tabbed Browsing.

Ctrl-Tab: Next Tab

Once you have multiple pages open in Tabs, you can rotate among them by pressing Ctrl-Tab.

Alt-Tab: Switch Windows

You can quickly switch back and forth between a webpage and another program, such as Word or Outlook, using Alt-Tab. While writing an email, for example, you spare your hand the trip over to the mouse when you need to refer to content in a webpage. Alt-Tab takes you to the last window you viewed and Alt-Tab takes you back. It works with all Windows programs.

Page Up / Page Down: Move Up Or Down on a Page

Instead of rolling the mouse all the way over to the right edge of your browser to scroll down the page, keep your hands on the keyboard and press the Page Down key to move down the page. If your hand is already on the mouse, use the roller wheel to move up or down. (No roller wheel? It is worth replacing your mouse with one that has a wheel. Trackpads usually have scroll features, too.)

Ctrl-plus / Ctrl-minus: Increase or Decrease Font Size

Is the small print on some webpages hard to read? Often you can increase or decrease the font size by using the plus or minus keys on the numeric keypad (Numlock must be on). The plus key on the main keyboard works, too, but you need to press both Ctrl and Shift.

Alt-Left Arrow / Alt-Right Arrow: Back or Forward

To return to the previous webpage, you can press Alt-Left Arrow instead of clicking your browser's Back button. You can backtrack through multiple pages and then go forward through them using the Alt-Right Arrow key.

Even if you don't need or remember all of these shortcuts, expect to find that one or more of them will save you a lot of time and mousing.

Wells H. Anderson (info@activepractice.com) works directly with small firms and solos across North America via virtual meetings to implement Time Matters practice management software and TMBills timekeeping and billing software. Through his [website](#) he regularly publishes technology tips and articles and hosts a monthly Webinar open to all. Anderson serves on the Technology & Practice Guide Board of the ABA GPSolo Division and is a winner of TechnoLawyer awards, including Legal Technology Consultant of the Year.

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Converting From WorkSite to Worldox: Choosing Worldox Is Choosing Cost-Effective Compatibility and Control

By Tommy Coe

The law firm of Allen, Allen, Allen & Allen is one of the oldest, largest and most experienced plaintiff's personal injury firms in Virginia and the United States with approximately 125 employees including 23 attorneys. I am the IT manager for the firm and recently participated in the firm's collaborative decision to migrate its documents to Worldox from its previous Document Management System (DMS), Autonomy's WorkSite.

Prior to implementing Worldox, our firm had been using Autonomy's iManage (formerly Interwoven) DMS for more than 10 years. However, early in 2010, our team embarked on a search for an improved DMS. This decision was in direct response to rising hardware costs associated with iManage, significant upgrade costs to run the current version of WorkSite, and an overall desire to improve the day-to-day management of our documents and email integration in a cost-effective manner.

To begin with, Autonomy's iManage did not have any email integration with the DeskSite client, and the expense to move to FileSite was cost-prohibitive. Additionally, we were using SQL Server 2000, which had reached the end of its life regarding support, and the cost to buy the new SQL server licensing was

high. With Autonomy, we were more than likely facing a purchase of three new physical servers to maintain our iManage infrastructure. Because our firm's document growth is not very high, we thought there must be a more cost-effective solution with fewer hardware requirements. We therefore started our search by looking at solutions that did not have ever-increasing hardware requirements for document management.

Additionally, configuration was becoming troublesome with the DeskSite client; specifically, keeping track of the different registry keys to customize DeskSite was becoming unnecessarily time-consuming. We really wanted a product that could be more centrally controlled. This, in conjunction with an overall desire to improve our day-to-day document management, email, and software integration, inspired our search for a new DMS.

We considered other competing products on the market, such as NetDocuments and Xerox WorkCentre, as we had working relationships with companies that had recommended them. However, neither one integrated with our case management software, Client Profiles. Client Profiles is the main software our firm uses every day to keep track of cases and clients, so our DMS had to integrate with it.

Worldox from World Software Corporation was capable of delivering those results and everything we needed at a lower cost, from acquisition and deployment through administration and potential future upgrades. The interface was also straightforward and intuitive. Most importantly for us, the system requirements were less from a hardware/server perspective, as Worldox did not require a SQL server. Additionally, Worldox had far superior integration with our other applications and file types, especially with Client Profiles.

To facilitate a successful implementation project, we worked with Laurie Odgers of Philadelphia-based [O2 Consulting](#), a Worldox systems integrator. O2 Consulting excels in DMS implementations and conversions and has specialized in the technology needs of law firms.

The conversion was no simple task and involved migrating more than 600,000 documents from iManage to Worldox. With the exception of the conversion PC, the environment was virtual, and the firm runs in a Citrix/Terminal Server environment. At the time of conversion, the firm was on VMWare VSphere 4.0 servers and mostly using standalone Citrix XenApp 4.5 servers for application access. We also went live with Office 2003 when Worldox was installed, and then within three weeks of going live with Worldox, we upgraded to Office 2007.

O2 Consulting helped us to save time and money, and minimized the interruption caused by migrating content, process, and workflow to a new DMS. To this end, in conjunction with Odgers and O2 Consulting, Allen & Allen scheduled a staggered initial conversion/training/final conversion from iManage to Worldox through the first week and a half of October 2010.

The first weekend of October, we migrated the firm's inactive users, successfully converting these 260,000 documents seamlessly. Immediately following the weekend of the October 2, we held training sessions for the firm's employees from October 5–7 so that they would be prepared when Worldox would be up-and-running on the system. The final conversion was completed the weekend of October 9. In a mere 40 hours over that weekend, we finished the final conversion. No documents were lost in the entire migration of more than a half million documents, and the firm's employees were ready to go with the new software with little to no interruption to our workflow.

After a successful migration, Worldox integrates with Client Profiles beautifully. Now when an employee is viewing a case, the integration piece brings up a prepopulated search of any files associated with the case being viewed, which is a tremendous time-saver. Also, we are truly pleased with its compatibility within

our Citrix/Terminal Server environment. Worldox is fully customizable without requiring us to push out registry keys, has far superior integration with our other applications and file types, and does not require a SQL server. In our environment, the lower system requirements from a hardware/server perspective were a huge plus and helped keep the migration extremely cost effective.

We set the bar high and Worldox delivered. Worldox is stronger for email management, document security, and ease of use for employees, and it needed less software and hardware than iManage had required. With Worldox, our administration is simplified, our long-term costs lower, and our application integration more seamless.

Since the Worldox installation and document migration, everyone at our firm is extremely comfortable with our new DMS. Document collaboration is much more fluid, and information is more easily shared, while essentials like document security and version control continue without compromise. Worldox has proven to be an ideal fit for Allen, Allen, Allen & Allen.

Neither the ABA nor ABA Divisions endorse non-ABA products or services, and the product reviews in the Technology eReport *should not be so construed.*

Tommy Coe is the IT manager for Allen, Allen, Allen & Allen.

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2011 ABA ANNUAL MEETING

August 4–7
Fairmont Royal York
Toronto, Canada

Registration is open for the Annual meeting. You can register by clicking here.

GPSOLO JOINT RECEPTION WITH THE SECTIONS OF FAMILY LAW, LAW PRACTICE MANAGEMENT, SCIENCE & TECHNOLOGY LAW, and TORT TRIAL & INSURANCE PRACTICE

Thursday, August 4, 2011
7:00 p.m.–9:30 p.m. Eastern Time
Hockey Hall of Fame, 30 Yonge Street, Toronto, Ontario, Canada

You can purchase tickets when you register for the Annual Meeting.

Join us as we kick off the ABA Annual Meeting with a joint reception with the Section of Family Law, General Practice, Solo & Small Firm Division, Law Practice Management Section, Section of Science & Technology Law, and Tort Trial & Insurance Practice Section at the Hockey Hall of Fame. You will enjoy food, drinks, and interactive entertainment while you meet new friends and reconnect with old ones. The Law Practice Management Section will be presenting their Sam Smith Award. And don't forget your camera—you can take pictures with the Stanley Cup or purchase your professional pictures in the gift

shop. While you are there, you will have the opportunity to buy a souvenir: anything from a key chain to your favorite team's hockey puck to a sports jersey. We look forward to sharing this great night with you. See you there!

Tickets: Member $85 USD (onsite, $95 USD)
Guest: $85 USD (onsite, $95 USD)
Children $20 USD (age 12 and under)

SOLO AND SMALL FIRM LAWYERS CAUCUS BREAKFAST

The Annual Solo and Small Firm Lawyers Caucus Breakfast, sponsored by the GPSolo Division, will be held on Sunday, August 7, 2011, from 7:30 to 9:00 a.m. at the Fairmont Royal York Hotel in Toronto, Canada.

REGISTRATION IS OPEN!
2011 ABA GPSOLO FALL MEETING AND NATIONAL SOLO & SMALL FIRM CONFERENCE

October 20–22, 2011
The Westin Denver Downtown Hotel
Denver, CO

To register for the meeting please click here.

Join us in as we kick the meeting off with committee meetings and our Welcome Reception on Thursday. We will have council on Friday morning followed by our Difference Makers Awards Luncheon, with Keynote Speaker Sonia Nazario, Winner of the Pulitzer Prize. The National Solo and Small Firm conference will start after lunch on Friday and will end Saturday afternoon. We will be webcasting the CLE programs live and also be recording them for attendees to watch at a later date. We will also be have three ABA entities joining us: the Standing Committee on Group and Prepaid Legal Services, The Commission on Mental and Physical Disability Law, and The Commission on Sexual Orientation and Gender Identity.

BYLAWS REVISION

The ABA General Practice, Solo and Small Firm Division seeks approval from the membership to amend the Division's bylaws at the ABA Annual Meeting in Toronto, Ontario, Canada, on Saturday, August 6, 2011. The vote will be held at the Annual Meeting of the Division Membership at the Fairmont Royal York Hotel. Please note that the revised bylaws were approved by the Division's Council at the Spring Meeting in St. Louis, Missouri, on Saturday, May 11, 2011.

Over a number of years, the Division has made various changes to the bylaws on an as-needed basis. The GPSolo Bylaws Committee decided to review the bylaws in their entirety, and this process provided an opportunity for an extensive review of Division policies and procedures. The Committee has ensured that the language in the bylaws was changed to be as clear and concise as possible to follow current policies and procedures.

A copy of the current bylaws, revised bylaws, and a summary of key changes and additions to the bylaws may be found on the Division's website **after** June 2nd at www.americanbar.org/genpractice. Any questions or concerns should be emailed to genpractice@americanbar.org.

HOUSE OF DELEGATES ELECTION

The 2010–2011 Division Council will elect a new Division Delegate to the House of Delegates at the Annual Meeting in Toronto, Canada, August 4–7, 2011, at the Fairmont Royal York Hotel. This is a three-year term to be filled through the

conclusion of the ABA Annual Meeting in 2014. Nominations must be provided to the 2010–2011 Division Secretary, Jennifer A. Rymell, in writing at least 10 days prior to the beginning of the 2011 ABA Annual Meeting. She may be reached via the mail c/o ABA General Practice, Solo and Small Firm Division at 321 North Clark St., Chicago, IL 60654. The email address is genpractice@americanbar.org or via fax at 312-988-5711. No special form of nomination is required, and self-nominations are acceptable.

DIVERSITY FELLOWSHIP PROGRAM

The Diversity Committee has selected the four diversity fellows for the 2012 bar year. They are Frank Aba-Onu (Minneapolis, MN), Jasmin N. French (Indianapolis, IN), Rinky S. Parwani (Tampa, FL), and Eneida M. Roman (Boston, MA). We found all of the applications to be outstanding, and therefore we are pleased with the selection.

DIFFERENCE MAKERS AWARDS

The ABA General Practice, Solo and Small Firm Division (ABA GPSolo) is pleased to announce a call for nominations for its annual Difference Makers Awards Program to recognize extraordinary lawyers who make a difference by breaking down barriers for women, people of color, and people with disabilities, regardless of sexual orientation. Winners will be honored at the ABA GPSolo's 2011 Fall Meeting and National Solo & Small Firm Conference Awards program at the Westin Tabor Center in Denver, CO, on Friday, October 21. For more information visit our website to submit your nomination by September 9, 2011.

COMMITTEE HIGHLIGHT

The Division's 2012 Leadership is sponsoring a committee audio program (Brown Bag Session) called "Planning for Success: How to Create a Business Plan for Your Committee" on July 13, 2011, from 12:00 p.m. to 1:00 p.m. Central time. Directors, chairs, vice-chairs, and other leaders of all of the Division's committees are invited to participate. The sessions are short, informal, educational events on timely GPSolo topics organized by committees and held entirely by teleconference. They normally last one hour and are held during lunch hours. Due to the informal nature of the programs, and the fact that accompanying written materials may not always be prepared and distributed, the Division does not offer continuing legal education credits for these programs.

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