



ILTA's 2007 Technology Survey

August 2007



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by Clay Gibney of Woods Rogers PLC
and Todd Corham of Lowenstein Sandler PC



ILTA's 2007 Technology Survey

Leave it to ILTA member firms to break a new record! We are again truly appreciative of the great response to this year's survey. There were 499 respondents representing firms with attorney counts ranging from 3 to 4,700. Over 103,000 attorneys and nearly 235,000 total end users are represented by this data. The majority of responses were received from the United States (90%), with submissions also coming from firms in Canada (6%), Australia and the United Kingdom.

Our respondents represent private law firms, with a statistically average firm having about 85 attorneys and 200 total users spread among three offices. This publication includes a section that reports data based on the following size categories and percentage of respondents in each:

Firm Size	Number of Users	% of Resp	# of Firms
Small	< 151	41%	205
Medium	151 - 250	17%	87
Large	251 - 500	18%	92
Very Large	> 500	23%	115

For 2007, more than 25 new questions were added on topics such as blade servers, server virtualization, PDA usage, cost recovery, e-mail management, data backup and WANs. Many questions also were revised. As a result, several graphs won't include trend data because rephrasing the question rendered past data irrelevant.

Our analysis also is focused on law firms as opposed to legal departments, with the latter being covered in a separate publication to be released soon. This year, we're pleased to combine ILTA's annual e-mail survey with this technology survey, creating an incredible wealth of information in one publication. Without further ado, let's look at some highlights and trends.

What's in Your Closet?

For the typical law firm, the machines in the backroom are often the heart and soul of technology. Each year, we track both the brands and types of server technology. For the most part, prior trends are continuing. Novell Netware usage continues to shrink (only 10% of firms list it as their primary server operating system), while Windows Server 2003 has risen steadily to its current place of prominence with 78% of firms indicating it is their primary server OS. Although Linux use took a dip last year, usage held steady this year with 22% noting its continued service at their firm.

Among the brands of servers favored by firms, HP remains dominant: 57% to Dell's 37% share. A new question this year asked whether any firms were buying blade servers. This is a technology where most of the essential parts of a server are all housed on one very dense circuit board (a blade). The blade is inserted along with other blades into a box, the blade server enclosure. Approximately 19% of firms indicated they have bought these space-saving server products.

Are We Virtually There Yet?

A technology that continues to grow at an amazing pace is virtualization. What is virtualization? Webopedia.com puts it this way: "To create a virtual version of a device or resource such as a server, storage device, network or even an operating system where the framework divides the resource into one or more execution environments." (Readers are encouraged to learn more via ILTA's white paper on virtualization available at www.iltanet.org.)

When ILTA firms were asked if they were using server virtualization technology, 58% indicated yes, and many have placed mission-critical servers or a large part of their data center under virtualization. Of those firms using virtualization, VMWare ESX (55%) is the favorite solution followed by Microsoft Virtual Server (24%). When asked about

any plans within the next year involving virtualization, only 20% indicated they had no plans to incorporate virtual server technology, while a combined 45% noted significant plans for implementing or increasing their usage of virtualization.

This technology isn't limited to just the back room. The use of virtualization is headed to the average user's desktop, too. Many see it as a way to improve computer security, fight against malware, help manage standardized desktops or provide a rapid deployment solution in the event of a disaster. Citrix and VMWare both offer solutions in this area, and approximately one-third of ILTA firms reported using virtual desktop technology.

It Seemed Like a Good Idea at the Time

Last year's trend to retain computer hardware a little longer continues. A growing number of firms (45%) are buying extended warranties on servers, and they are pushing PCs to last longer, too. A shrinking number of firms (37%) follow a three-year life cycle on desktops, while a combined 47% have decided on a four-year or five-year term. As far as laptops go, nearly half still stick with a three-year cycle versus 25% who go with an as-needed replacement approach versus a four-year term (17%).

While ILTA firms have a significant number of things in common, there are different challenges posed by firm size.

Speaking of conserving resources, when we look at the ratio of total staff to attorneys, we see the lowest ratio (1.24) this year since we began tracking that metric in 2001. While the change in ratio isn't large (1.29 in 2006), it likely indicates that today's technology allows attorneys to do more themselves than ever before.

Q: What Are E-Mail and PDAs?

A: Things We Love to Hate.

On the basic question of e-mail platform, the move from Notes and GroupWise toward Exchange has slowed somewhat. The firms that remain on Notes may have a significant investment in the Lotus platform, and making the transition will likely put almost all other projects on hold for a year or more.

The big story for e-mail looks to be data management. Once again, our members listed "archiving, retention, retrieval and compliance" as their biggest e-mail support challenges by far. In fact, when asked what their firm's biggest technology annoyance was, e-mail management was the top vote-getter.

When we asked the nearly 60% of participants who stated they had no current electronic records initiative why they were not mobilized for this challenge, the most common answer was, "We are unclear on our needs as yet." This survey reflects the continued uncertainties of both the evolving records challenges and the increasingly complex state of electronic data discovery. The second most popular answer to that question was "No support from management." This demonstrates that IT leadership is not alone in this concern.

In the meantime, it appears that in order to ease the burden on ever-expanding mailboxes, we have turned to a number of different solutions:

Allowing users to archive their own PSTs, a practice that continues to grow each year

Aging of e-mail messages in the inbox (just over a quarter of respondents do this)

Profiling messages to the DMS

Archiving using a centralized system (like Zantaz/EAS or Veritas/KVS)

The one response that decreased this year was, "We allow users to keep all messages in the inbox for the foreseeable future." That choice lost about nine percentage points this year but still remains relatively high at 44% of respondents. A third of those participating report they are "evaluating" an archiving application. This matches last year's number.

Is It Stuffy in Here or What?

While we consider what to do about expanding data stores, the load on e-mail systems continues to rise. For those who limit the size of their mailboxes, the median size limit (the size to which we allow them to grow) has increased by 100MB (to 400MB). Looking at it from a different perspective, the "average" size limit on mailboxes has gone above 1,600MB, up from 500MB. The size of the largest mailbox on a firm system has increased as well, with 6% more respondents indicating e-mail storage between 10 and 20GB and, compared to last year, almost twice as many (14%) stating above 20GB. Our e-mail systems truly are bursting at the seams.

As expected, high-availability solutions go hand-in-hand with high budgets. So, although 22% of total respondents answered that they have a "clustered" e-mail server environment, among Very Large firms that number is 44% versus 15% for all other firm sizes. Very Large firms were also more likely to use an e-mail continuity service (such as MessageOne). Those numbers were 41% of Very Large firms versus 14% of all other firms.

Another question that is best interpreted by firm size is the number of users per server. Many small and even medium firms will be able to get all users on a single box. Their largest numbers of users per server were 90 and 190. Those firms can take heart that they have some room to grow since the Large and Very Large organizations are housing 255 and 445 users respectively. Of course, these numbers are easier to achieve for firms that closely manage their mailbox sizes via archiving, aging or other policies.

What Do You Mean You Won't Support My iPhone?

Our survey questions on mobile messaging provided some interesting data, including a fairly short life cycle for PDAs at two years. This most likely reflects the length of the contracts we're signing with our carriers. For many firms, "As they break" was popular, since the devices have gotten sleeker and more slippery. But for almost a third, the responsibility for replacing these units falls on the attorney, which could make standardization on a single model tricky. Seventy percent of responding firms support only a single platform or are "working toward" that goal.

This effort by firms to standardize is reflected by the fact that the second most popular response to our “biggest challenge” in the e-mail support realm was PDA/wireless device support. It was interesting that more than a quarter of the organizations that reported supporting “only a single PDA platform” also reported multiple platforms in use. We’ll see next year what kind of inroads the iPhone makes and whether we can hold the line on the single platform goal.

One aspect of PDA management that remains a significant headache is invoicing these accounts. As in past years, responses were all over the map with regard to who pays for what and how each firm tackles invoice management. Most firms are providing an equipment “stipend” to associates and “selected staff,” but funding the full hardware cost for partners.

Partners also are being funded for their data plan, while most associates (70%) and staff (80%) must pay the full price for the data service. This seems a bit counterintuitive if staff personnel are required to carry the device. On the other hand, 50% of those staff members receive some kind of stipend for voice plans while less than a quarter of professional staff receive that benefit. Fifty-six percent of respondents report that invoicing is done on a single corporate bill, and based on the numbers above, many of those organizations must then issue personal charges to users for those services.

In the midst of all the challenges we see in the art of e-mail management, the question of whether we spend more or less time managing this application reveals some sanity rather than desperation. Half of our respondents tell us they spend the same amount of time wrestling with e-mail and a third spent less or “significantly less” time this year over last. That, at least, is encouraging. If e-mail is expanding exponentially and our members are generally dealing with it, it means we must be meeting the challenge through better tools, more cooperation from our users or just working smarter. Our vote is for the latter!

Random Notes

Many firms upgraded their version of the Microsoft Office suite in the last 12 months. Microsoft Word 2003 is the dominant choice, with 59% citing it as their primary word processor versus Word XP’s 29% share. It will be interesting to see how many firms decide to adopt Microsoft Office 2007 by this time next year; however, no firms have indicated a jump to that Office suite as of March/April this year when we collected our survey data.

Being able to use the computer in a matter-centric interface (*e.g.*, portal) rather than the usual application-centric interface is definitely growing. Twenty-five percent indicated it was available at their firm (versus 16% last year) and another 31% are working on it.

A new question this year was to ask firms to delineate what common expenses they routinely charged their clients. We hope to track any future trends, and it’s interesting to note that old habits don’t die easily. Most firms (86%) still charge for photocopies, and two-thirds charge for long distance and faxes (67% and 66% respectively), but only a minority charge for laser printer use (26%) or document scanning (23%).

Nearly one-third (32%) of ILTA members reported having a VoIP (IP telephony) phone system, up from 19% two years ago. The favorite choice was Cisco; however, Avaya remains the favorite brand of phone system overall.

A twist on an old question we asked again this year is “What technologies were used to build or develop your Intranet?” Given how often the topic of Microsoft SharePoint has popped up on the listservs, it wasn’t surprising to see SharePoint and custom/ASP.NET at the top of the list. We will follow this in years to come, but we suspect SharePoint usage will continue to grow.

When it comes to spending money on technology, about one-third of respondents indicated their capital budgets remained the same as last year, however, 50% said their budget increased. This is true of operating budgets as well, with 53% of firms reporting an increase and only 10% indicating a decrease. There also seems to be a slight shift toward buying equipment over leasing. Sixty-two percent said they usually buy versus 25% who usually lease.

The Impact of Firm Size

While ILTA firms have a significant number of things in common, there are different challenges posed by firm size. The detailed tables included in this survey provide a rich source of information on how firms of different sizes are using technology. Here are a few more highlights on how firms vary based on size:

Compared to larger firms, smaller firms are:

- More likely to keep PCs and laptops longer before replacing (or to not standardize at all on a replacement cycle)

- More likely to manage documents manually (no DMS)

- More likely to handle records management in a manual fashion and least likely to have support from management to implement electronic records management

- Less likely to delete e-mail automatically after a certain age

- Less likely to have experienced downtime from a virus/malware problem

- More likely to support a single PDA server platform but less likely to require passwords on PDAs

- More likely to buy instead of lease new technology

- Less likely to bill clients for faxes, scanning or copies printed by laser printers

- More likely to have users working with two different word processing programs

Compared to smaller firms, larger firms are:

- Much more likely to use blade servers

- Much more likely to use virtual server software

- More likely to be using virtual desktop technology

- Much more likely to have attorneys using laptops full-time

- More likely to have scanner work flow software (*e.g.*, eCopy, AccuRoute)

Much more likely to have redundant e-mail servers and/or an e-mail continuity service

More likely to provide financial support of PDAs and have a much higher adoption of PDA usage

More likely to have metadata removal software to clean documents, and more likely to have document assembly software to automate document creation

More likely to have or be working on a matter-centric interface of their systems

Much more likely to have automated IT support, that is, to use specific tools for software distribution, inventory, remote control of the desktop and helpdesk call tracking

More likely to employ a service level agreement to define expected levels of customer service for the firm

Much more likely to use VPN technology or Citrix for remote access

Much more likely to have video conferencing equipment

Much more likely to have an extranet and a Web-based portal for users

More likely to offer wireless network connectivity, and more likely to have a redundant or backup Internet connection

More likely to use a Web filtering technology to block or limit Internet access to harmful content

Much more likely to have a completed business continuity plan

More likely to have increased the capital budget and operating budget since last year

No matter the size of your firm or the size of your budget, we want to thank everyone who participated this year for lending their information, experience and expertise to this initiative. We hope you find this year's Technology Survey of value. Please be sure to review all of the graphs and tables for complete results.

ILTA's Statement of Purpose: ILTA is the premier peer networking organization, providing information to members to maximize the value of technology in the support of the legal profession.

DISCLAIMER This report is designed for use as a general guide and is not intended to serve as a recommendation or to replace the advice of experienced professionals. If expert assistance is desired, the services of a competent professional should be sought. Neither ILTA nor any author or contributor shall have liability for any person's reliance on the content of or any errors or omissions in this publication.

Acknowledgements

We gratefully acknowledge the time and analytical skills of our authors, Clay Gibney and Todd Corham. Clay has served as the IT Director at Woods Rogers PLC in Roanoke, Virginia since 1994, and he has been an author or contributor to our technology survey for many years. He can be reached at gibney@woodsrogers.com. Todd, Director of Information Technology at Lowenstein Sandler PC, has authored our annual e-mail survey for several years, and his work in creating that section of this year's combined publication cannot be overstated. Todd can be reached at tcorham@lowenstein.com.

We are thankful to June Ragone and Amy Hauptly of Altman Weil who assisted in the production of this year's survey. From review of the questionnaire, to production of the online survey, to the creation of the resultant charts and graphs of the compiled data, the depth and breadth of their experience made our process much easier and the results much more professional.

By the Numbers

There are some differences in the deployment of certain technologies based on firm size. Beginning on page 25, we're providing some tables so you can see how your firm sizes up. The size categories are based on number of users and are grouped like this:

Firm Size	Number of Users
Small	< 151
Medium	151 - 250
Large	251 - 500
Very Large	> 500

About ILTA

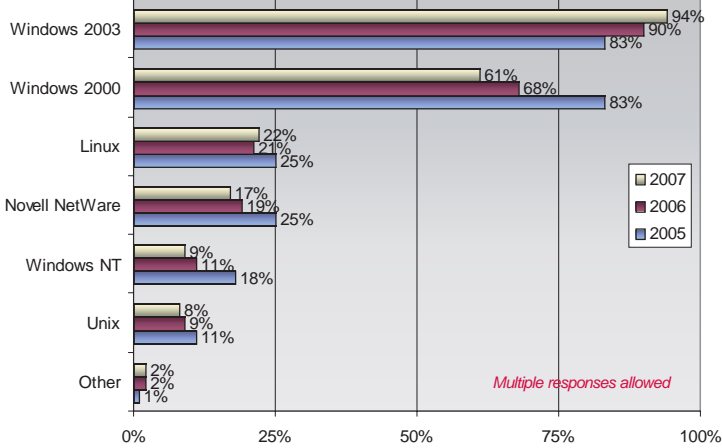
Providing technology solutions to law firms and law departments gets more complex every day. Connecting with your peers to exchange ideas with those who have "been there, done that" has never been more valuable.

For nearly three decades, the International Legal Technology Association has led the way in sharing knowledge and experience for those faced with challenges in their firms and legal departments. ILTA members come from firms and law departments of all sizes and all areas of practice, all sharing a common need to have access to the latest information about products and support services that impact the legal profession.

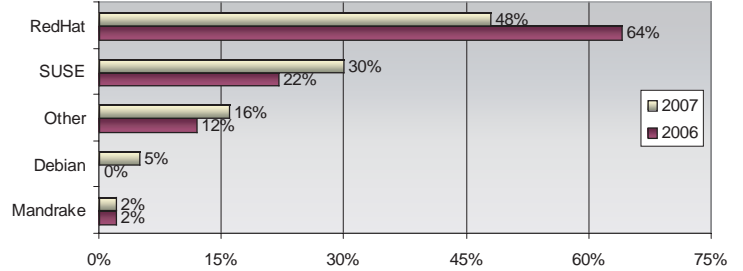
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NOS / OS / Server / NAS - SAN

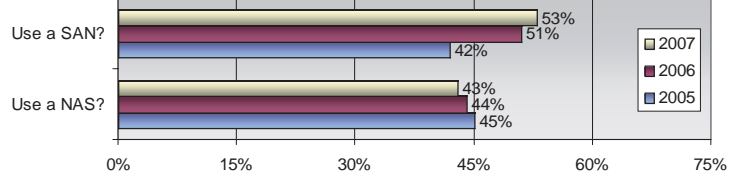
WHAT NETWORK OPERATING SYSTEMS DO YOU USE?



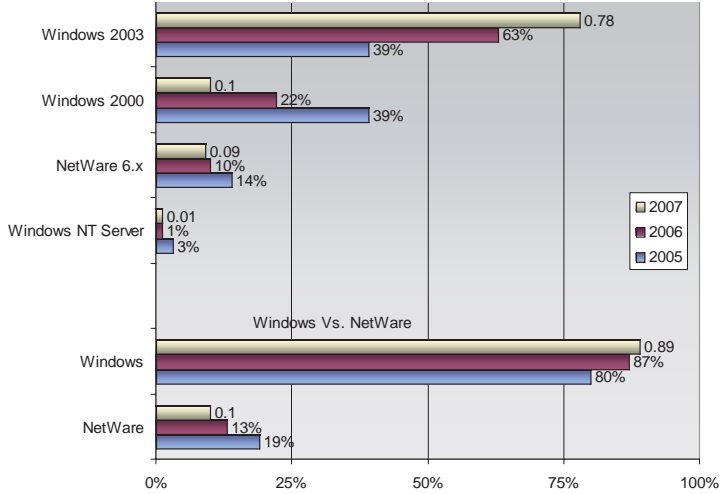
IF YOU USE LINUX, WHAT PRIMARY DISTRO DO YOU USE?



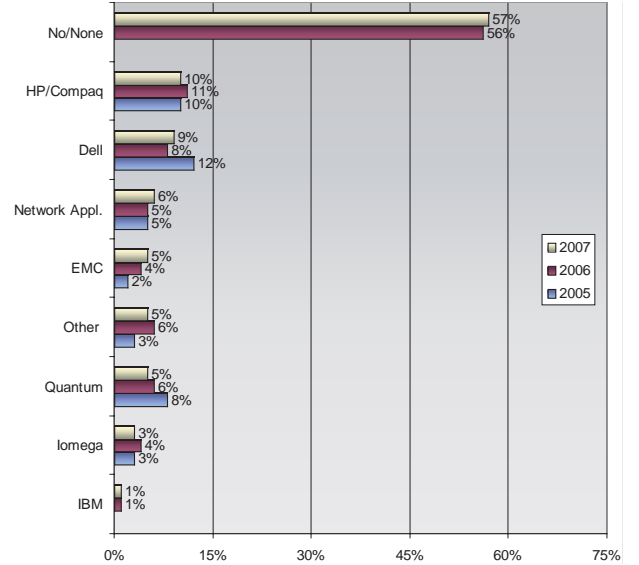
ARE YOU USING NAS AND/OR SAN SOLUTIONS?
(Network Attached Storage vs Storage Area Network Solutions)



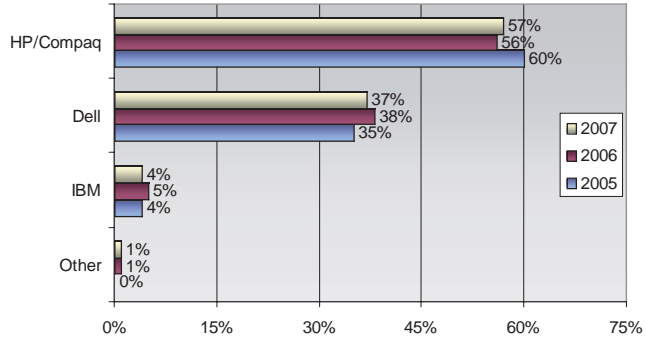
WHAT IS YOUR PRIMARY FILE SERVER OPERATING SYSTEM?



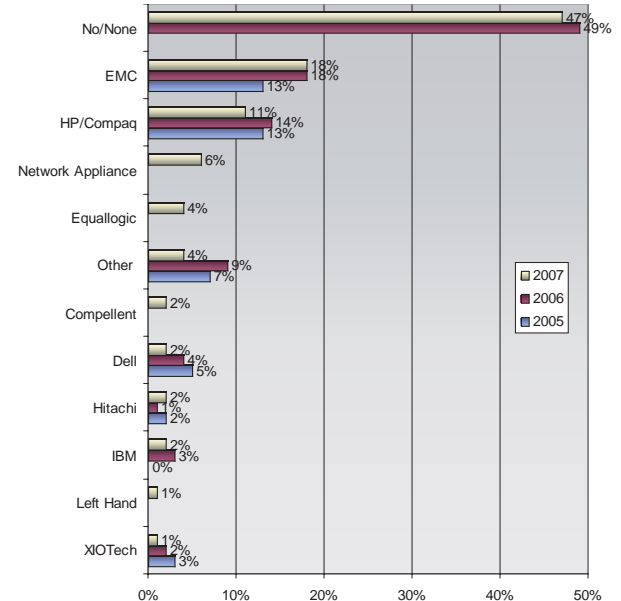
WHAT BRAND OF NAS ARE YOU CURRENTLY BUYING?



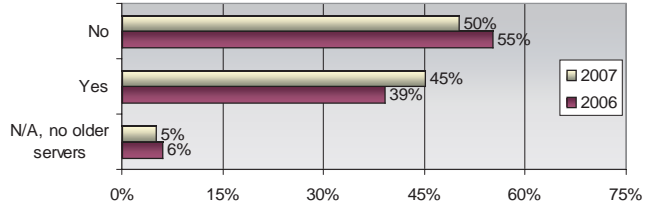
WHAT BRAND OF SERVER ARE YOU CURRENTLY BUYING?



WHAT BRAND OF SAN ARE YOU CURRENTLY BUYING?

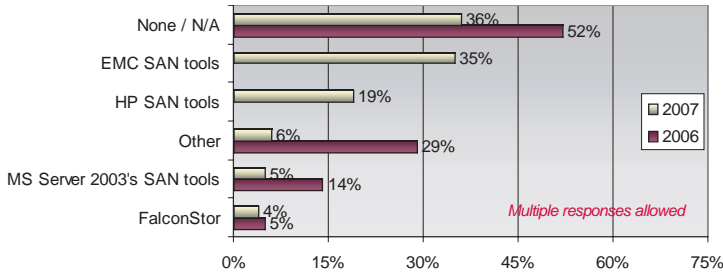


PURCHASE ADDITIONAL WARRANTY/SERVICE EXTENSIONS FOR SERVERS?

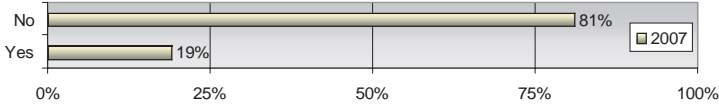


SAN Mgt. / Blades / Virtualization / PC

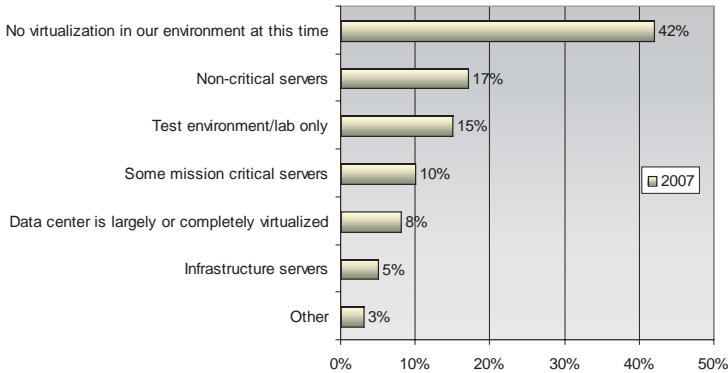
SAN MANAGEMENT THIRD-PARTY TOOLS



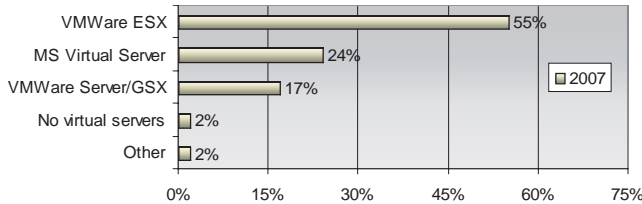
CURRENTLY BUYING ANY BLADE SERVERS?



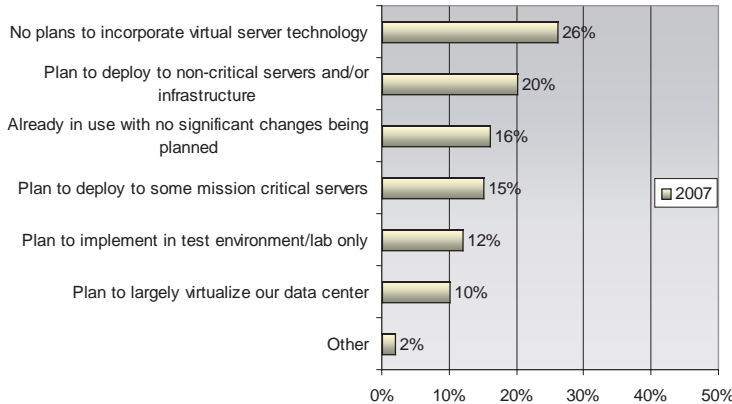
CURRENTLY MAKING USE OF VIRTUAL SERVER TECHNOLOGY? DESCRIBE YOUR ENVIRONMENT



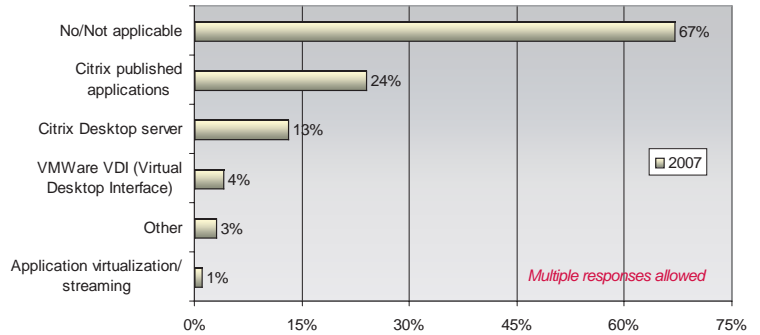
DO YOU USE VIRTUAL SERVER SOFTWARE?



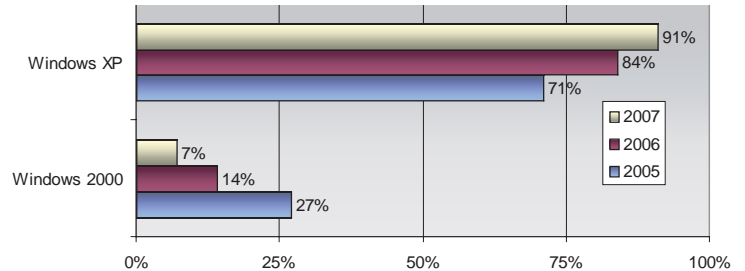
SERVER VIRTUALIZATION PLANS IN NEXT 12 MONTHS



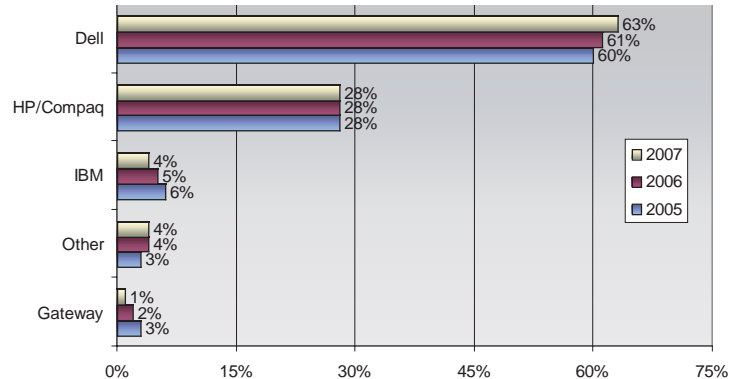
CURRENTLY USE ANY VIRTUAL DESKTOP TECHNOLOGY WITHIN FIRM?



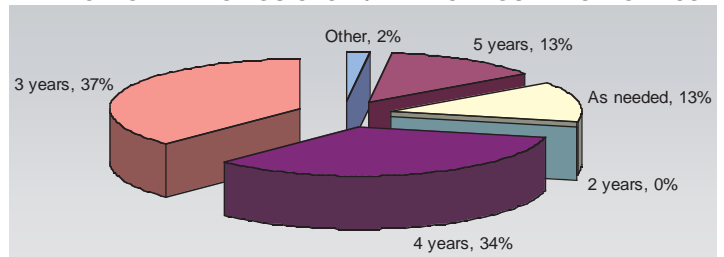
WHAT PRIMARY DESKTOP PC OPERATING SYSTEM DO YOU USE?



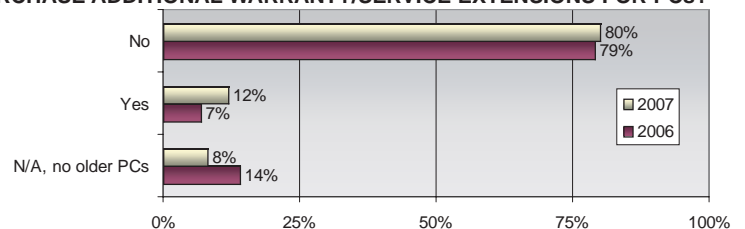
WHAT BRAND OF PC ARE YOU CURRENTLY BUYING?



HOW OFTEN DO YOU CYCLE/REPLACE YOUR DESKTOP PCS?

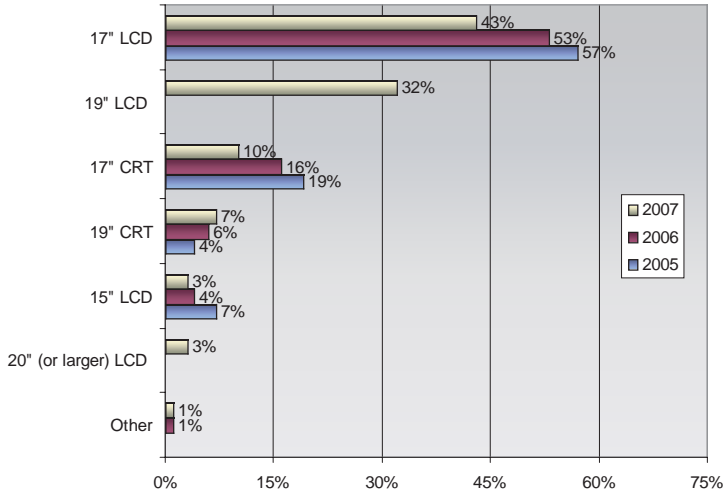


PURCHASE ADDITIONAL WARRANTY/SERVICE EXTENSIONS FOR PCs?

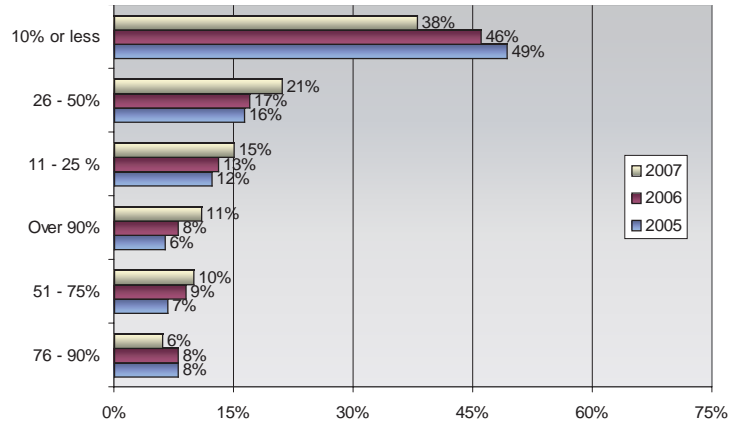


PC / Laptop / Wireless / Video

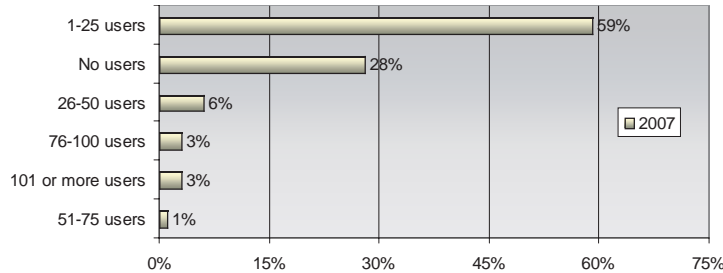
WHAT TYPE OF DISPLAY DO YOU USE FOR FOR DESKTOP PCS?



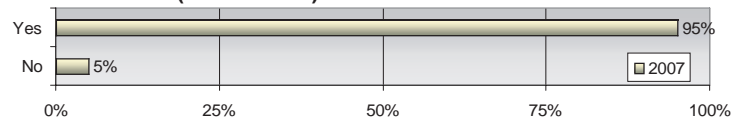
WHAT % OF ATTYS USE LAPTOPS IN PLACE OF PCs



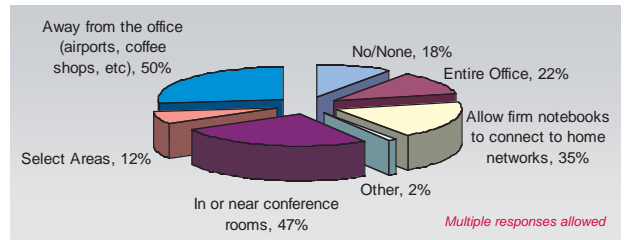
NO. OF USERS USING DUAL MONITOR/SPECIAL WIDESCREEN SETUP?



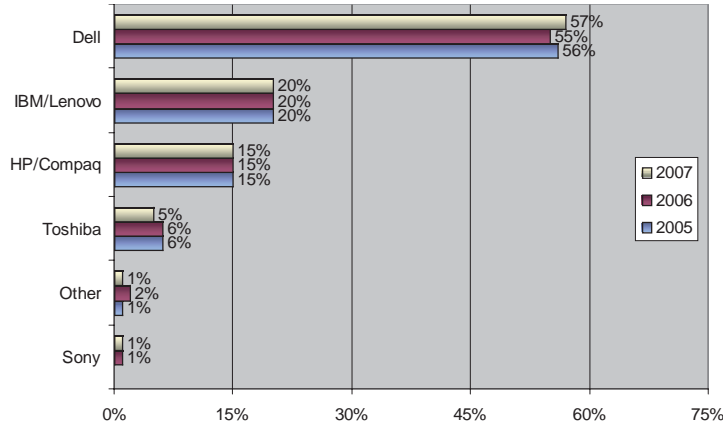
LOANER POOL (CHECK-OUT) OF LAPTOPS FOR AS-NEEDED USE?



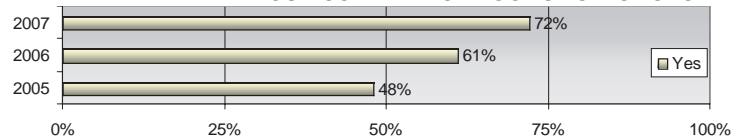
DO YOU OFFER WIRELESS NETWORKING AT YOUR FIRM?



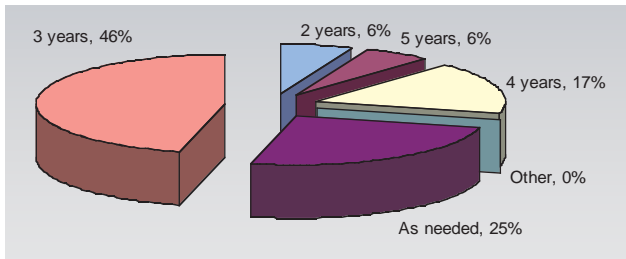
WHAT BRAND OF LAPTOP ARE YOU CURRENTLY BUYING?



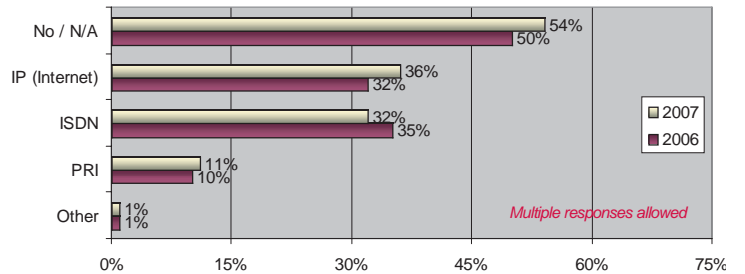
DOES YOUR FIRM OFFER WIRELESS CONNECTIVITY IN YOUR CONFERENCE ROOMS TO VISITORS?



HOW OFTEN DO YOU CYCLE/REPLACE YOUR LAPTOPS?

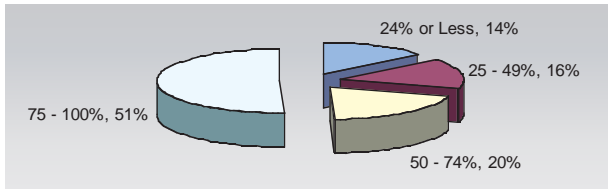


DOES YOUR FIRM HAVE VIDEO CONFERENCING EQUIPMENT?

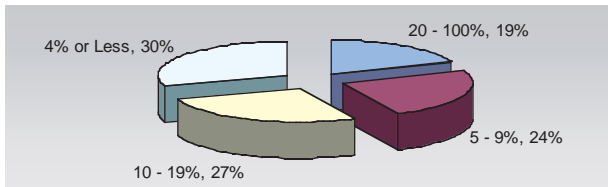


PDA's

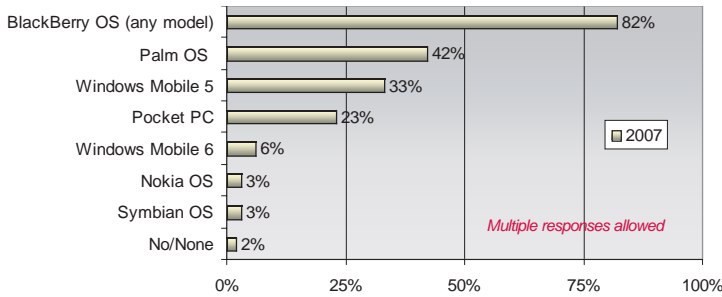
PERCENT OF ATTORNEYS HAVING MOBILE ACCESS TO E-MAIL VIA WIRELESS DEVICE?



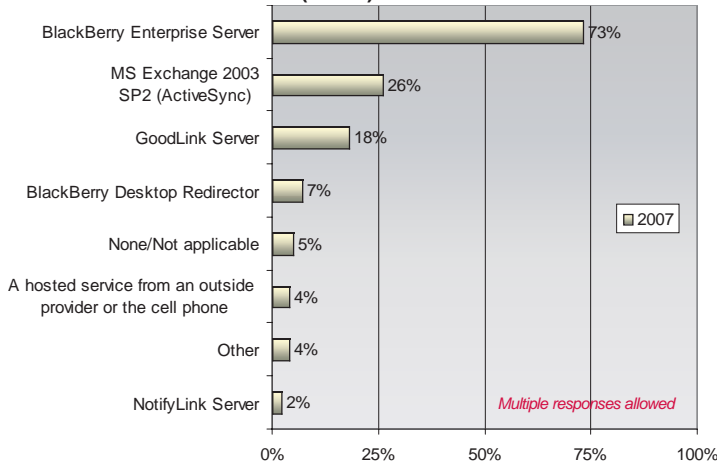
PERCENT OF STAFF HAVING MOBILE ACCESS TO E-MAIL VIA WIRELESS DEVICE?



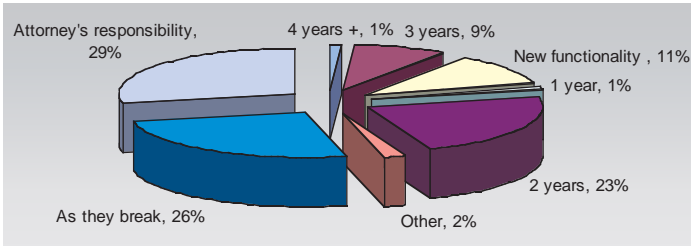
WHICH OF THESE POPULAR WIRELESS E-MAIL DEVICES ARE IN USE BASED ON THEIR EMBEDDED OS?



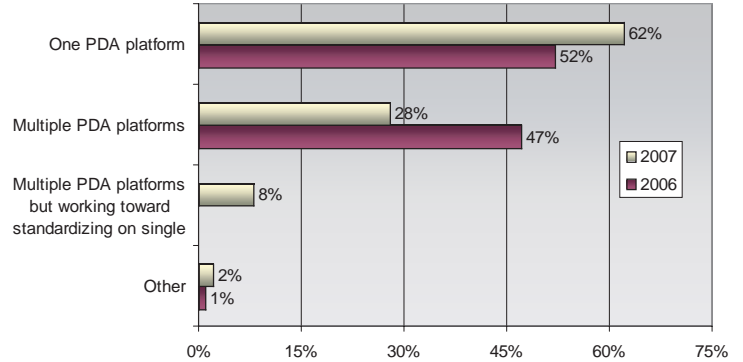
WHICH OF THESE WIRELESS E-MAIL SYNC (PUSH) TECHNOLOGIES ARE IN USE?



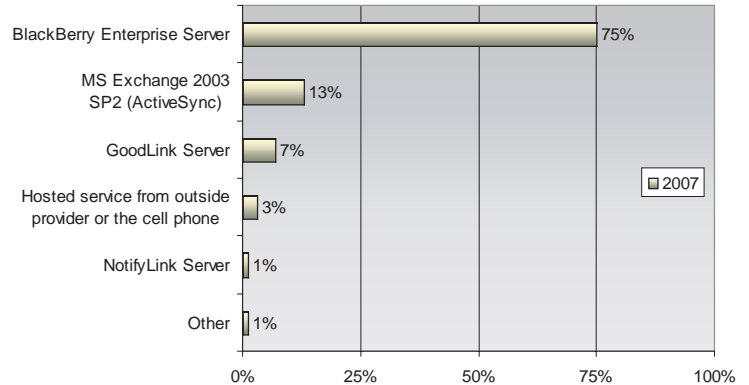
REPLACEMENT CYCLE FOR PDAS



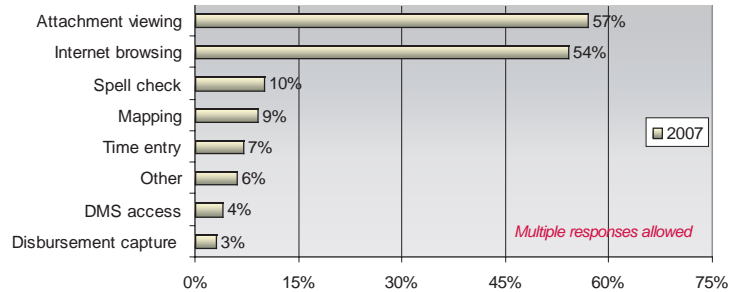
EXTENT OF TECHNICAL SUPPORT



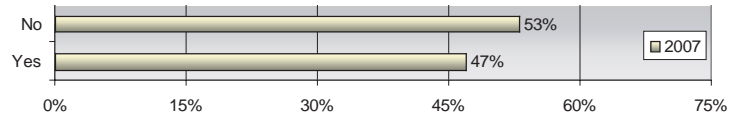
FOR THOSE SUPPORTING ONE PLATFORM/MOVING TO SINGLE PLATFORM, WHICH PLATFORM?



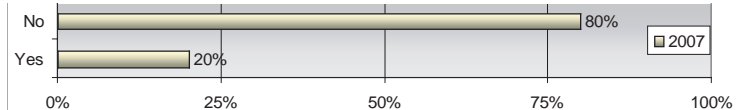
OTHER THAN E-MAIL, CALENDAR, CONTACTS AND TASKS, WHICH WIRELESS DEVICE APPS HAVE BEEN ADDED?



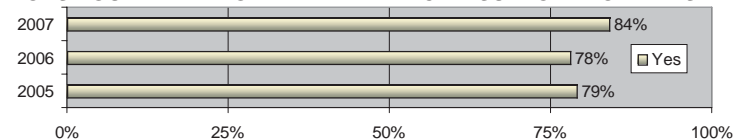
ARE PASSWORDS REQUIRED FOR PDAS?



INSURE WIRELESS DEVICES/OFFER USERS THE OPTION?

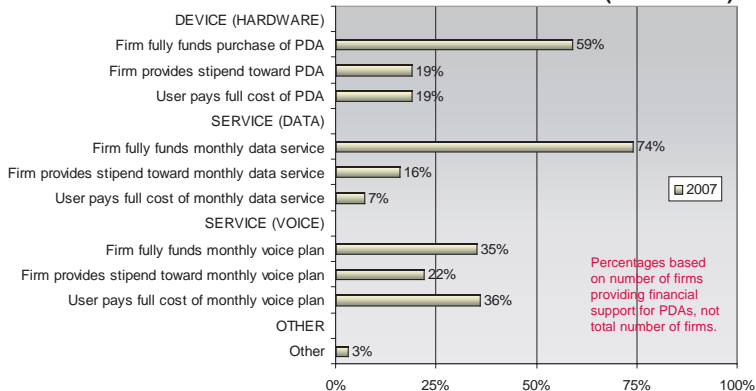


DOES YOUR FIRM PROVIDE ANY FINANCIAL SUPPORT FOR PDAS?

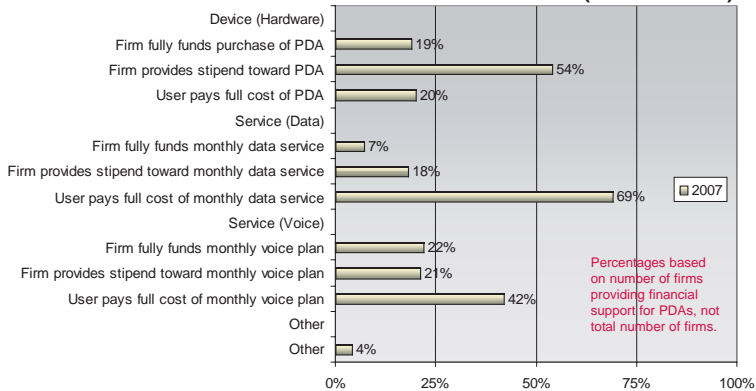


PDA's / Copiers / MFDs

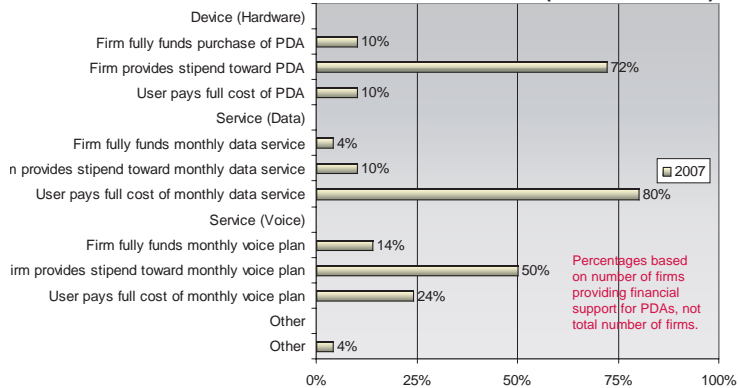
DESCRIBE FINANCIAL SUPPORT PROVIDED (PARTNERS)



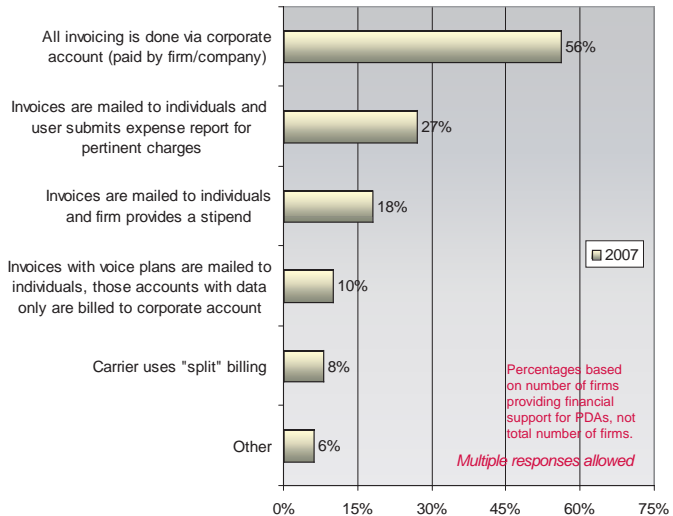
DESCRIBE FINANCIAL SUPPORT PROVIDED (ASSOCIATES)



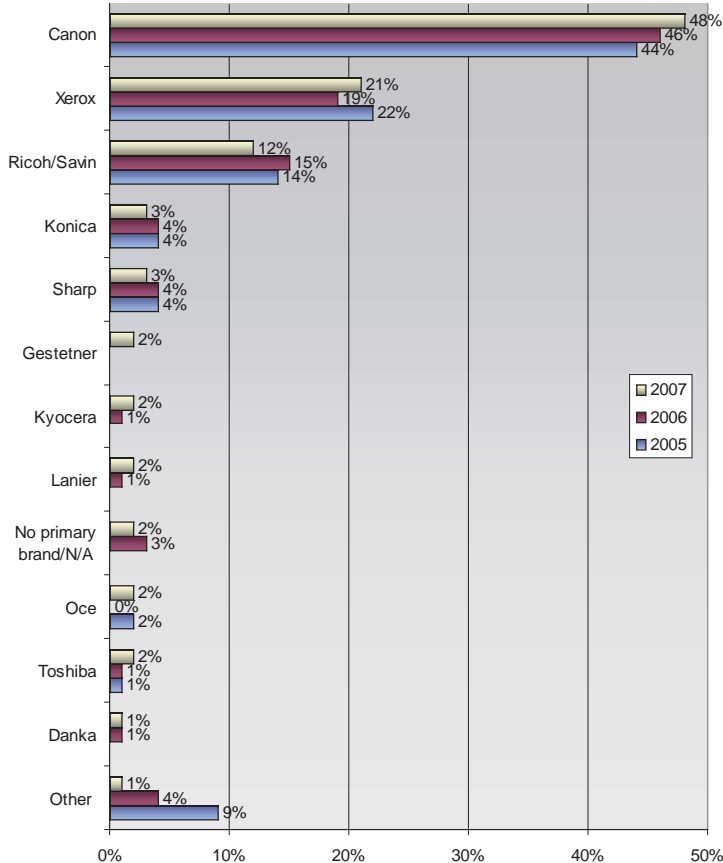
DESCRIBE FINANCIAL SUPPORT PROVIDED (SELECT STAFF)



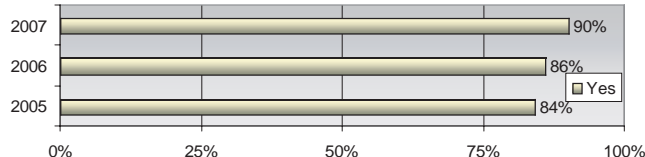
INVOICING OF CELL PHONE AND/OR WIRELESS E-MAIL DEVICES



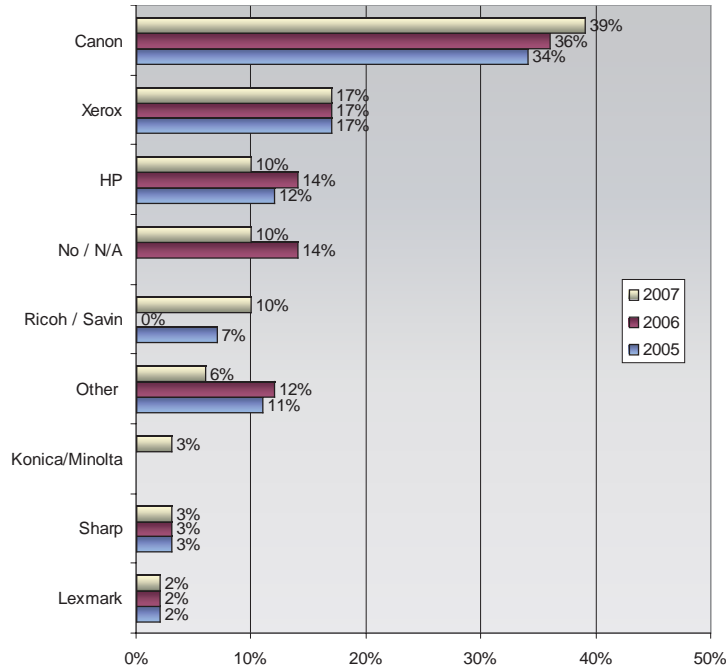
WHAT IS YOUR FIRM'S PRIMARY BRAND OF PHOTOCOPIER?



DOES YOUR FIRM USE MULTIFUNCTION / ALL-IN-ONE DEVICES?

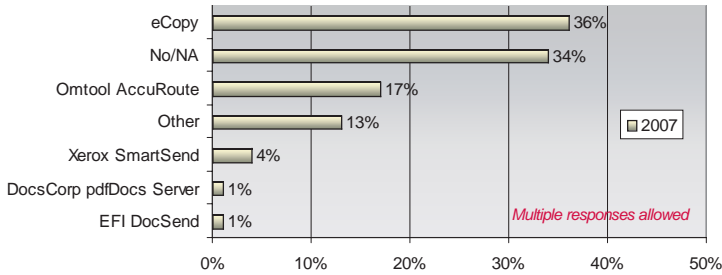


WHAT IS YOUR FIRM'S PRIMARY BRAND OF MULTIFUNCTION / ALL-IN-ONE DEVICE?

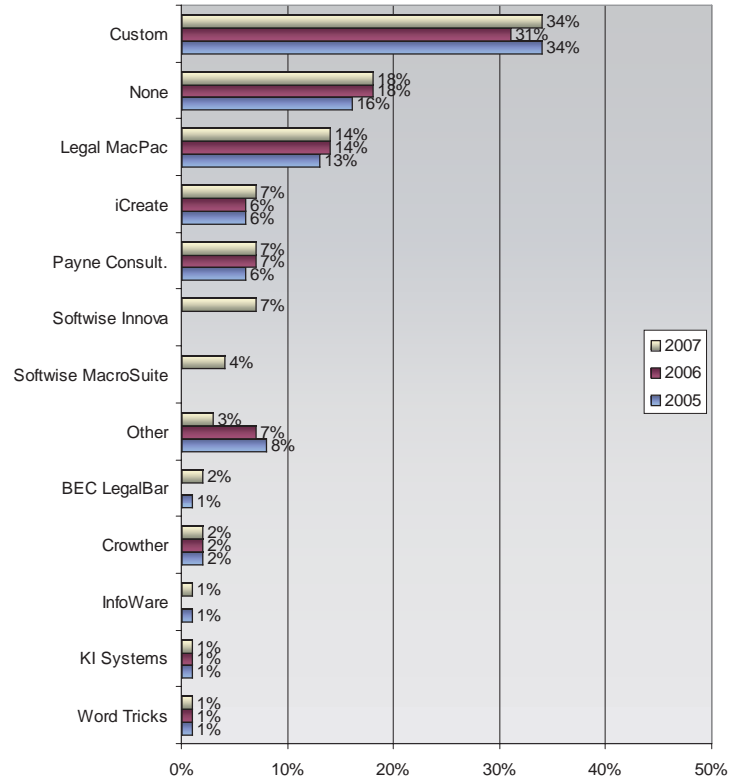


Workflow / WP / Document Apps / Matter-Centricity

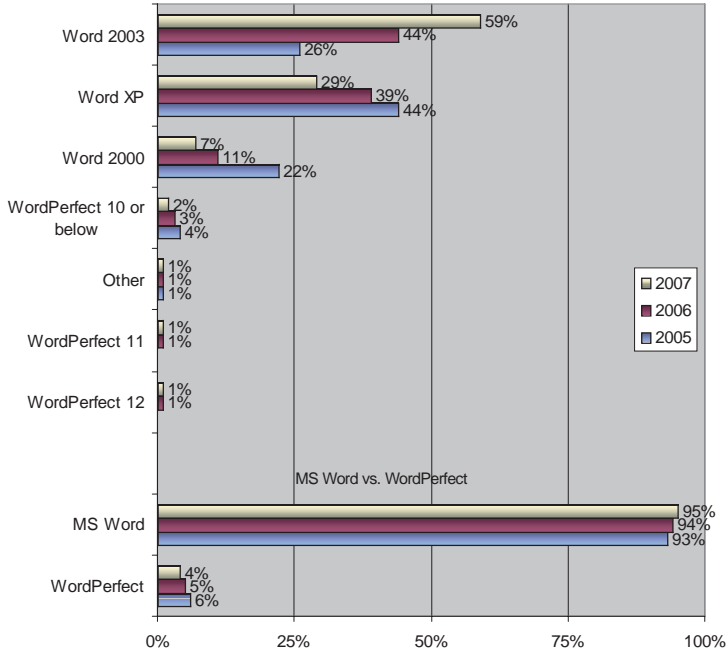
SCANNER WORKFLOW SOFTWARE TO AUTOMATE/FACILITATE DOCUMENT SCANNING PROCESSES FROM COPIER?



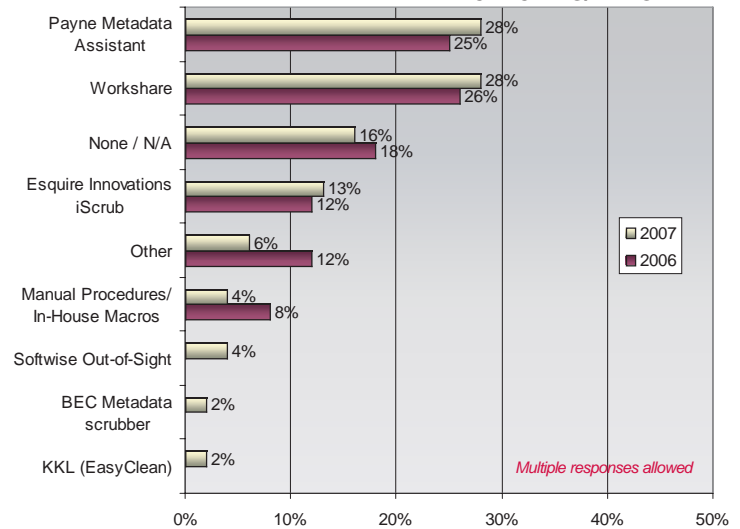
WHAT MACRO/DOC. TEMPLATE SYSTEM DOES YOUR FIRM USE?



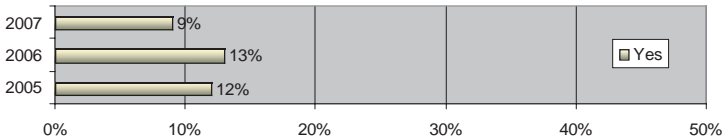
WHAT IS YOUR FIRM'S PRIMARY WORD PROCESSOR?



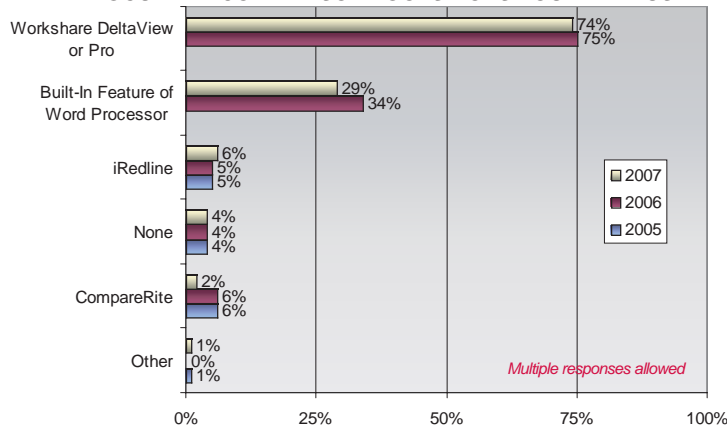
WHAT SOFTWARE DO YOU USE FOR METADATA CHECKING/REMOVAL?



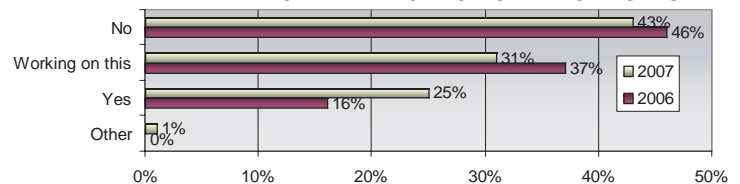
DO MORE THAN 10% OF YOUR USERS ROUTINELY USE A DIFFERENT WORD PROCESSOR THAN YOUR PRIMARY?



WHAT DOCUMENT COMPARISON TOOLS DOES YOUR FIRM USE?

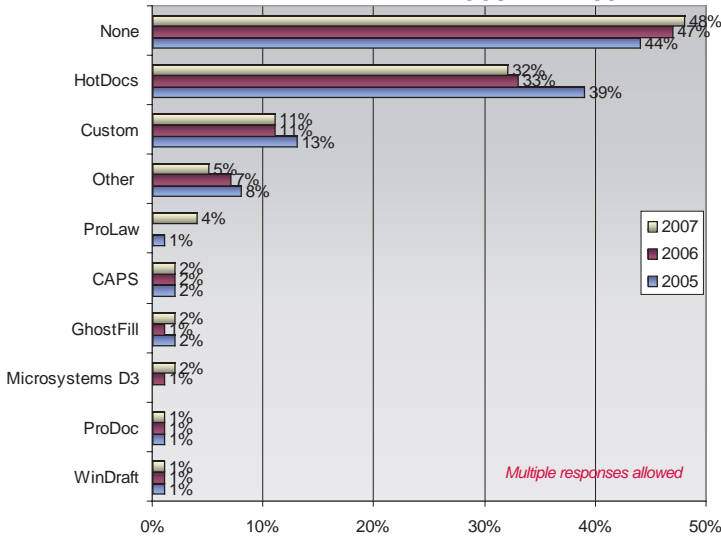


DO YOU WORK IN A MATTER-CENTRIC INTERFACE VS. AN APPLICATION-CENTRIC DESKTOP?

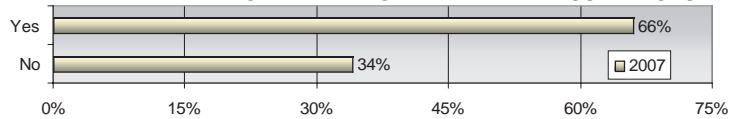


Document Apps / Fax / Contacts / Pitch-Building

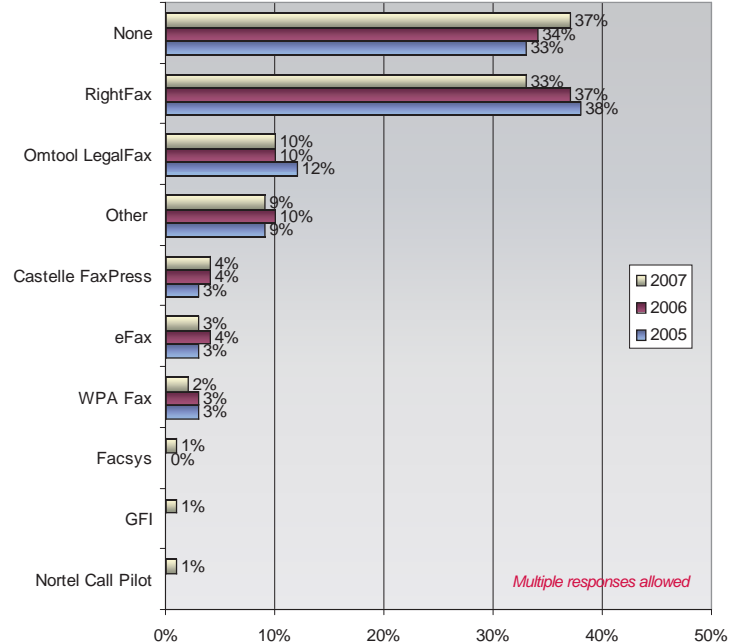
WHAT SOFTWARE DO YOU USE FOR AUTOMATED DOCUMENT ASSEMBLY?



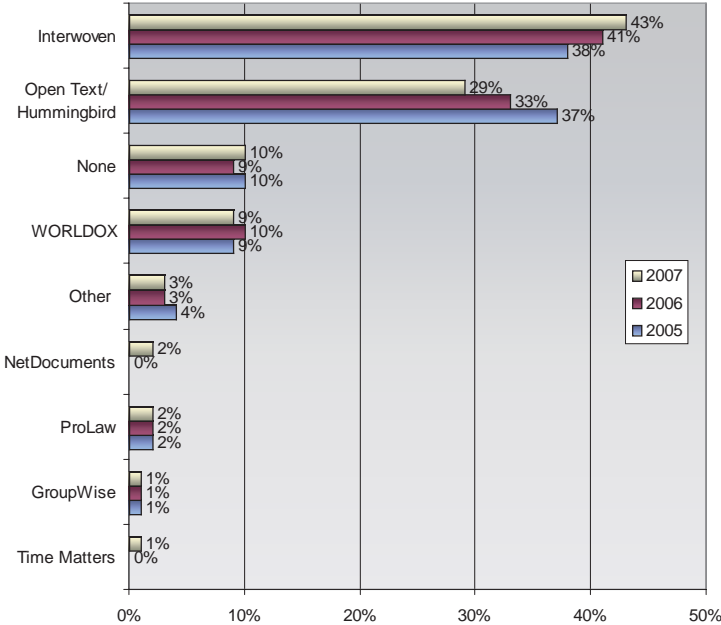
FOR FAXES ROUTED TO USER E-MAIL INBOXES, CAN USERS OPEN THEM ON THEIR WIRELESS DEVICES?



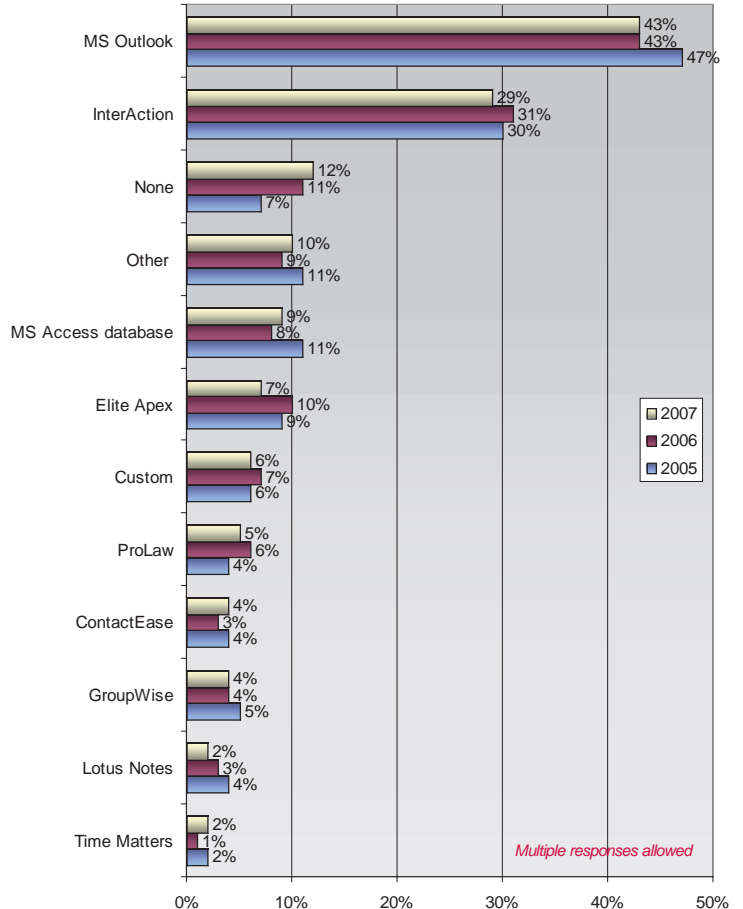
WHAT DOES YOUR FIRM USE FOR DESKTOP FAXING?



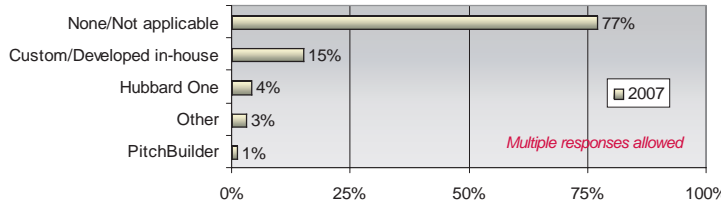
WHAT DOC. MANAGEMENT SYSTEM DOES YOUR FIRM USE?



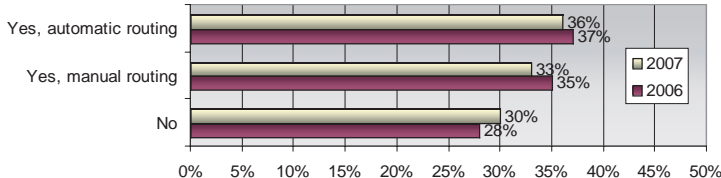
WHAT DOES YOUR FIRM USE FOR CONTACT MGT / MARKETING?



SOFTWARE USED FOR PITCH-BUILDING?

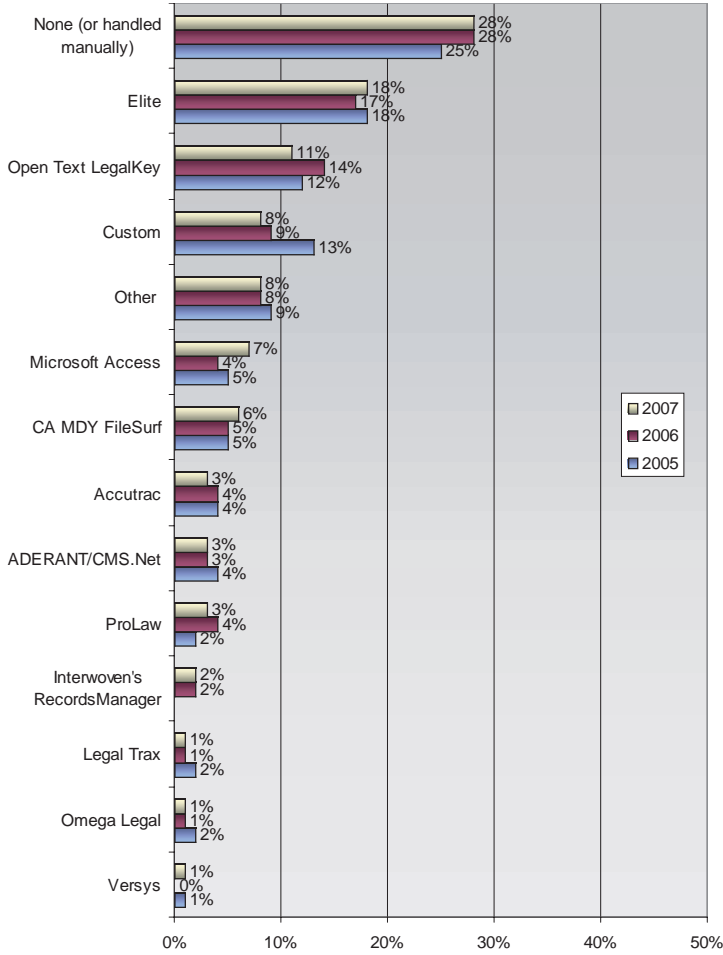


DOES YOUR FIRM HAVE INBOUND NETWORK FAXING?

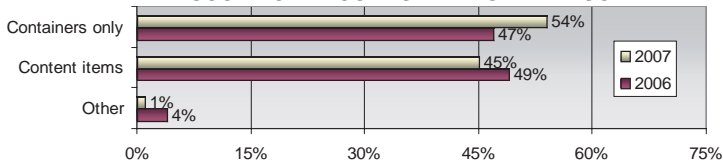


Records Mgt / INS

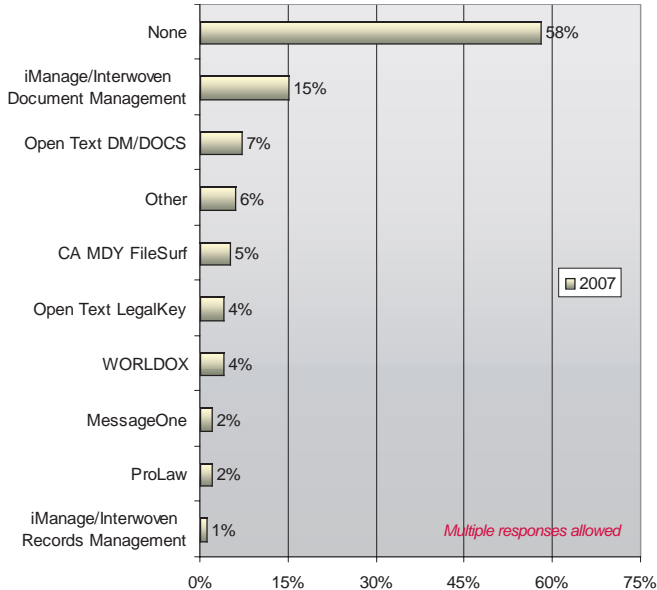
WHAT SOFTWARE DOES YOUR FIRM USE FOR RECORDS MGT?



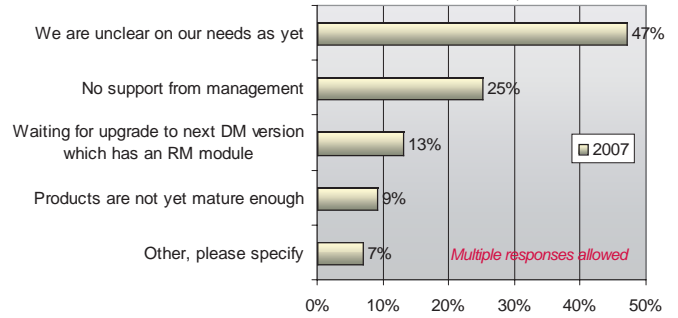
SCOPE OF RECORDS MANAGEMENT SOFTWARE



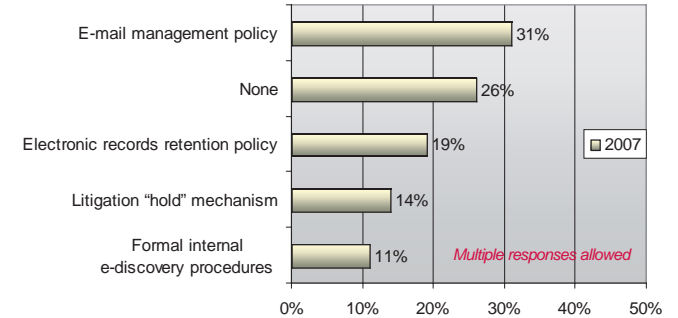
APPLICATION FOR E-MAIL OR ELECTRONIC RECORDS MGT.



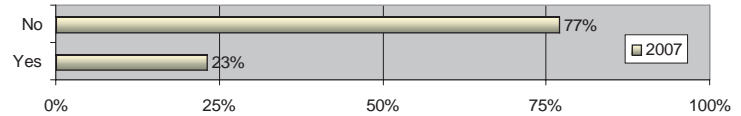
IF NO ELECTRONIC RECORDS MGT., WHY NOT?



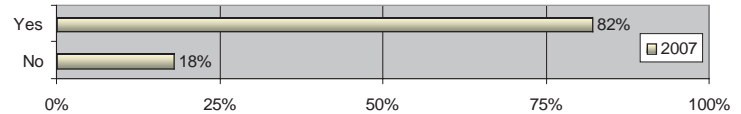
WHAT DO YOU HAVE IN PLACE?



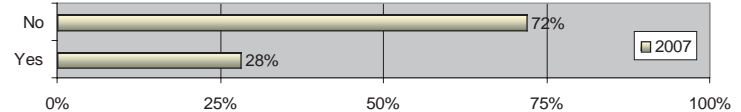
REQUIRE USERS TO TAG EMAILS WITH CLIENT MATTER/NUMBER?



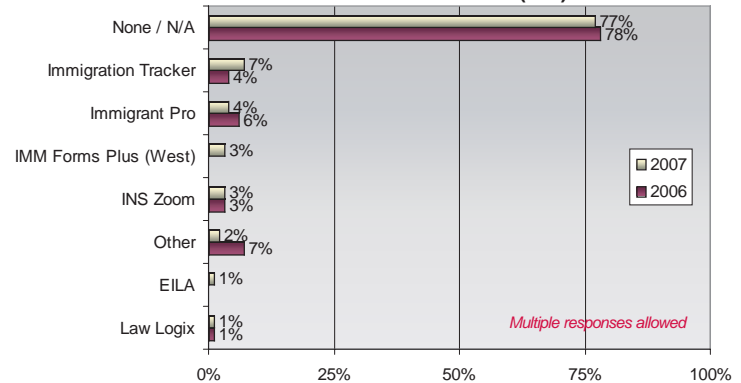
ROUTINELY OVERWRITE BACKUP TAPES?



DOES THE FIRM AGE E-MAIL?



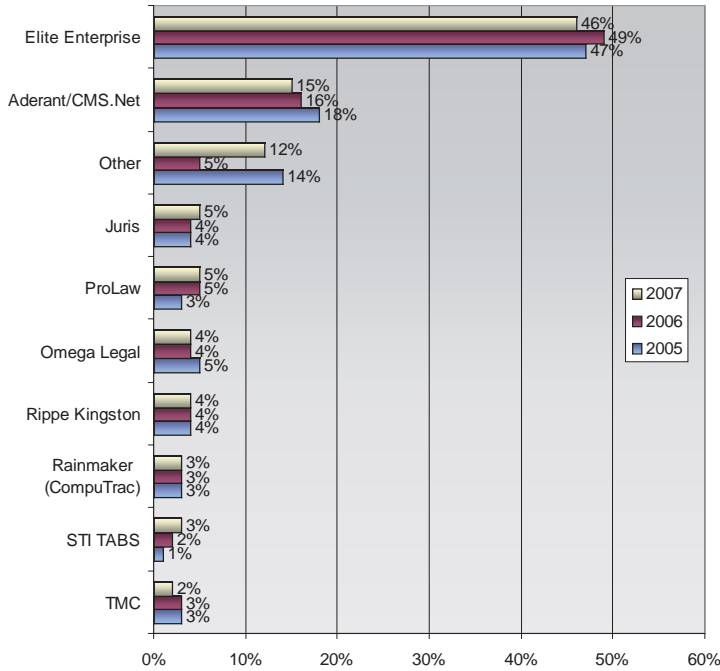
WHAT DOES YOUR FIRM USE FOR IMMIGRATION (INS) SOFTWARE?



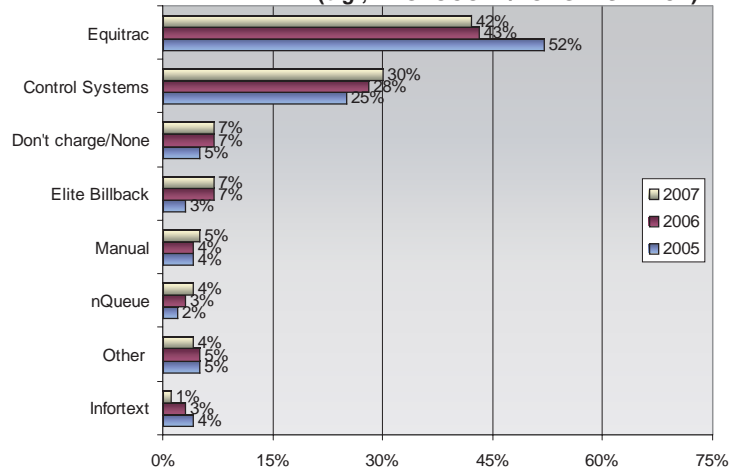
**International Legal
Technology Association**

T & B / Docket / Cost Recovery / Corp Governance

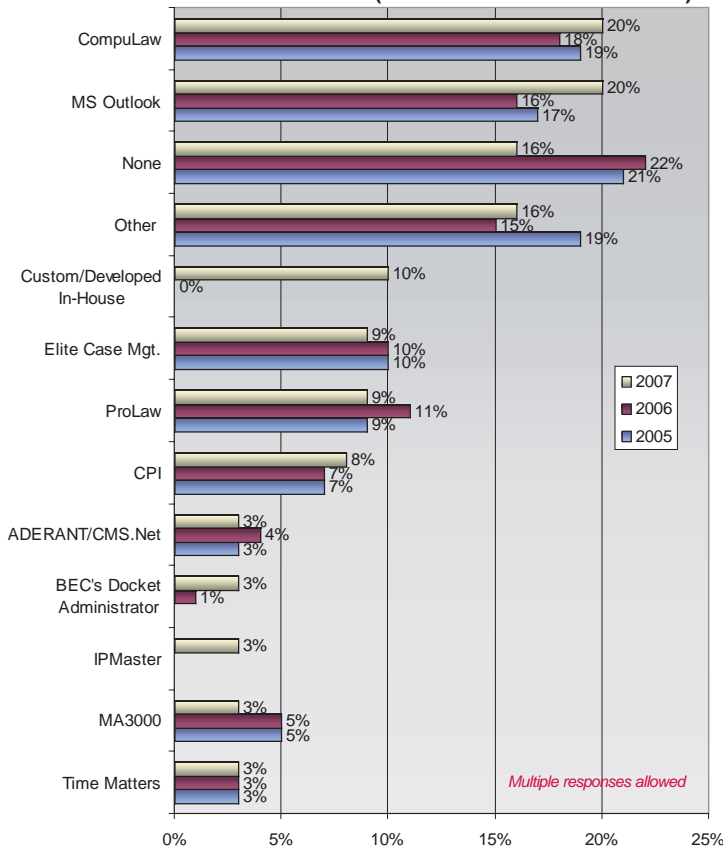
WHAT TIME & BILLING SYSTEM DOES YOUR FIRM USE?



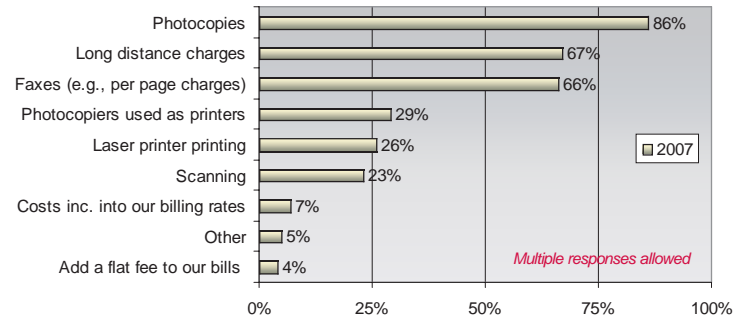
WHAT DO YOU USE FOR COST RECOVERY MANAGEMENT (e.g., PHOTOCOPY/LONG DISTANCE)?



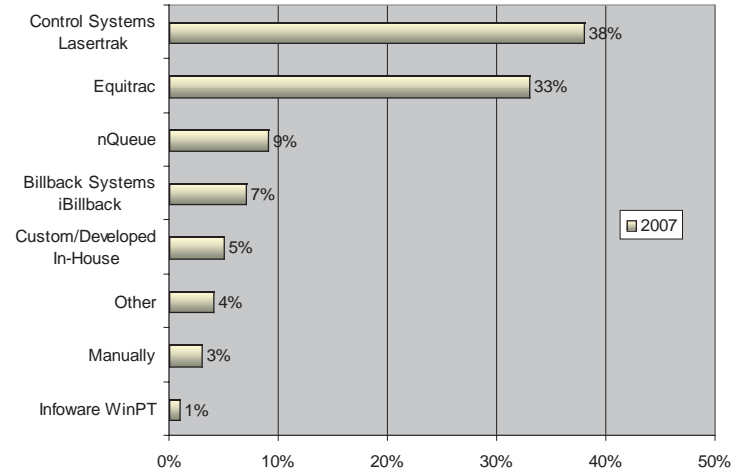
WHAT DOES YOUR FIRM USE FOR DOCKETING (RULE-BASED CALENDARING)?



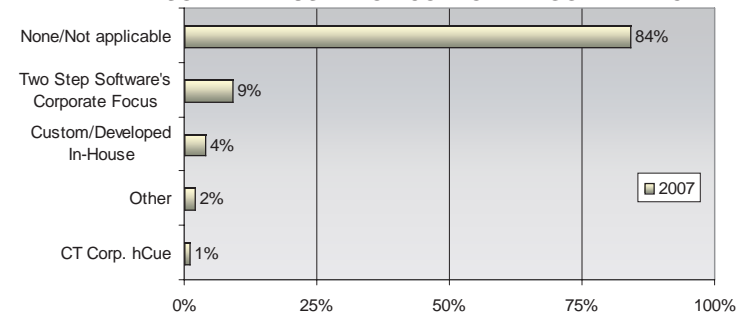
WHICH EXPENSES ARE FREQUENTLY/ROUTINELY CHARGED TO CLIENTS?



WHAT DO YOU USE TO BILL/CHARGE CLIENTS FOR LASER PRINTED DOCUMENTS?

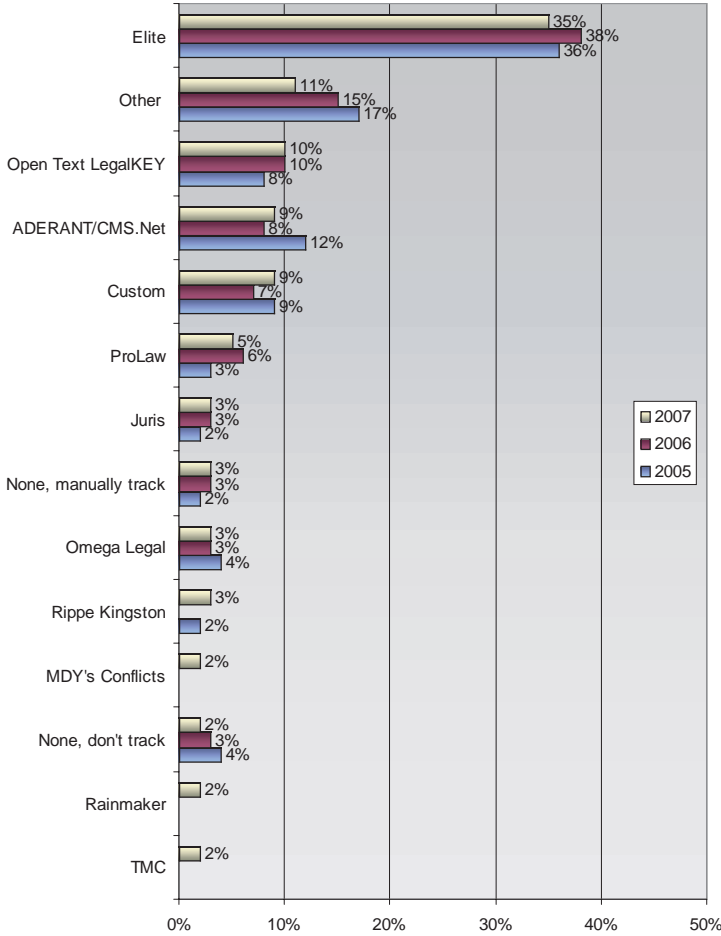


SOFTWARE USED FOR CORPORATE GOVERNANCE?

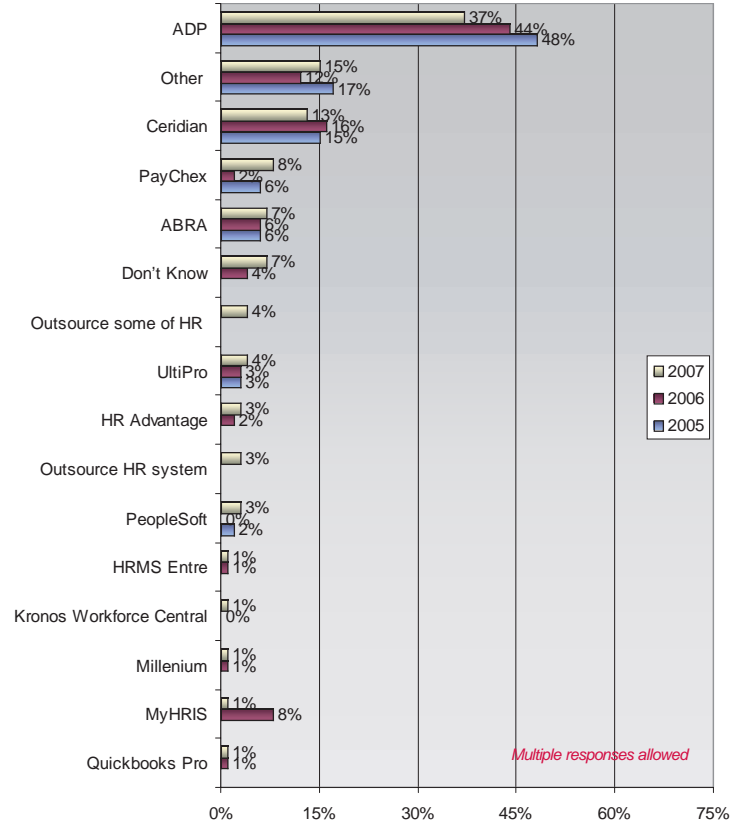


Conflicts / IP / HR / Stock Plan Mgt / E-Discovery

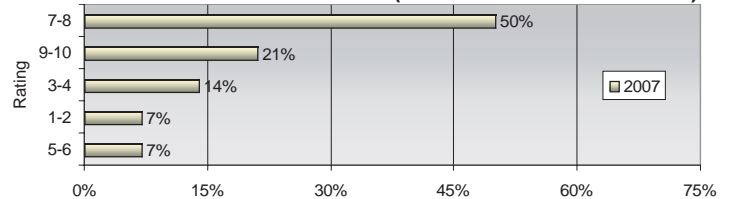
WHAT DOES YOUR FIRM USE FOR CONFLICT OF INTEREST MGT?



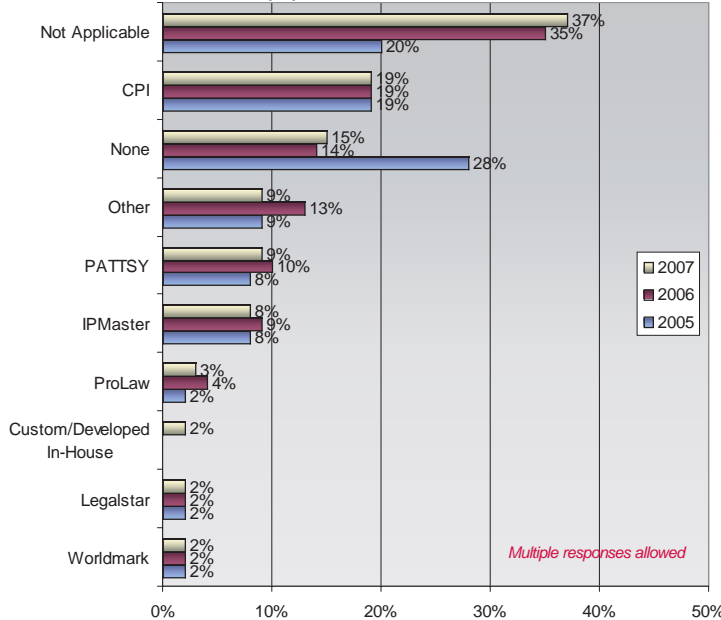
WHAT DOES YOUR FIRM USE FOR HR/PAYROLL SOFTWARE?



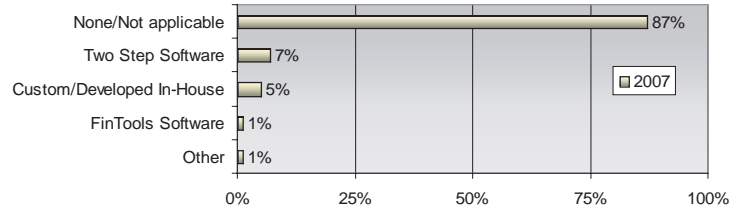
HR SATISFACTION RATING (10 = EXTREMELY SATISFIED)



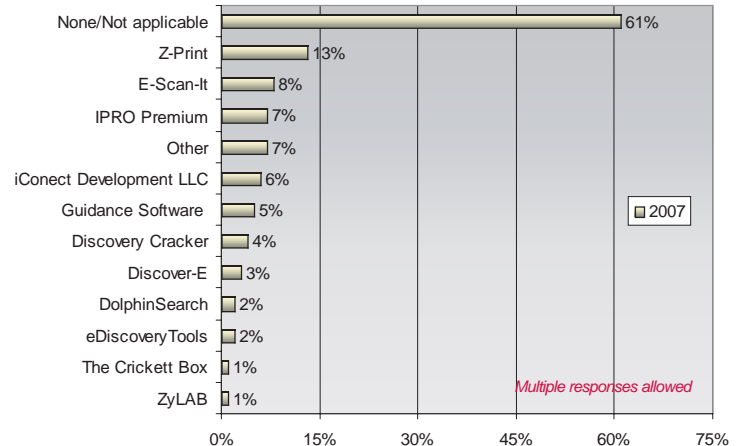
WHAT DOES YOUR FIRM USE FOR INTELLECTUAL PROPERTY (IP) AND/OR TRADEMARK MANAGEMENT?



SOFTWARE USED FOR STOCK PLAN MANAGEMENT?

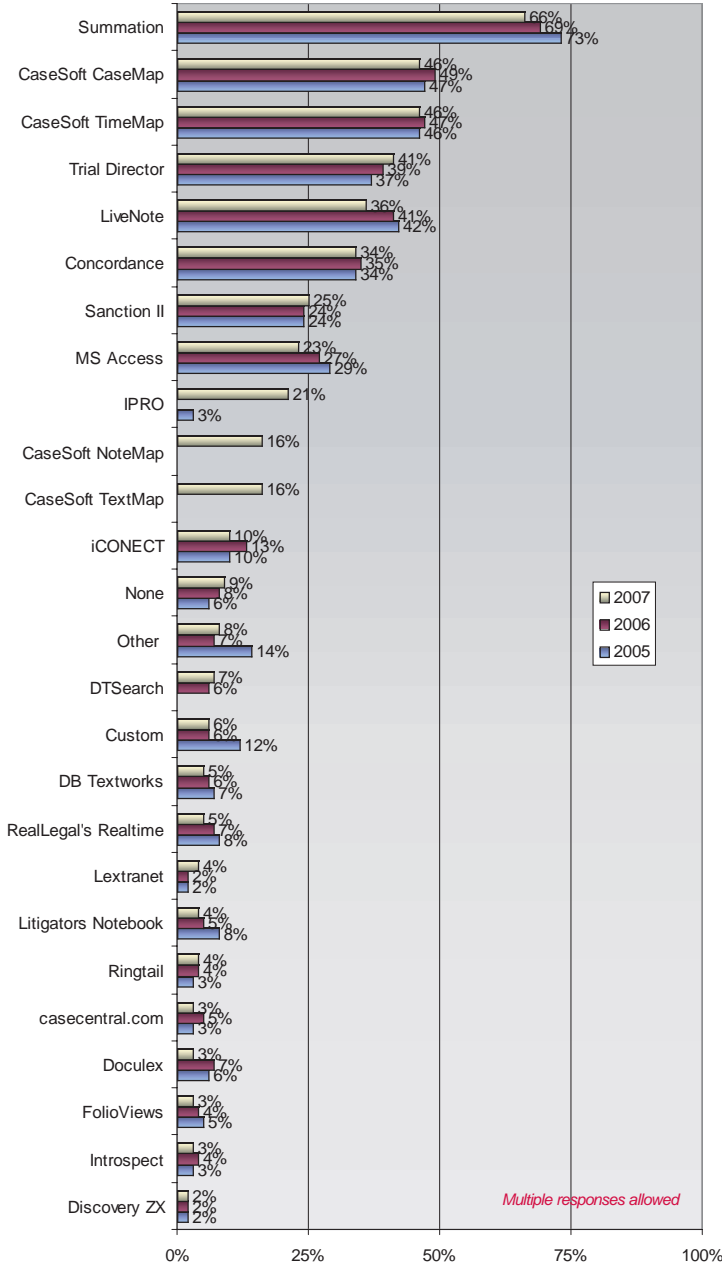


USE ANY E-DISCOVERY TOOLS/ VENDORS IN PAST 12 MONTHS?

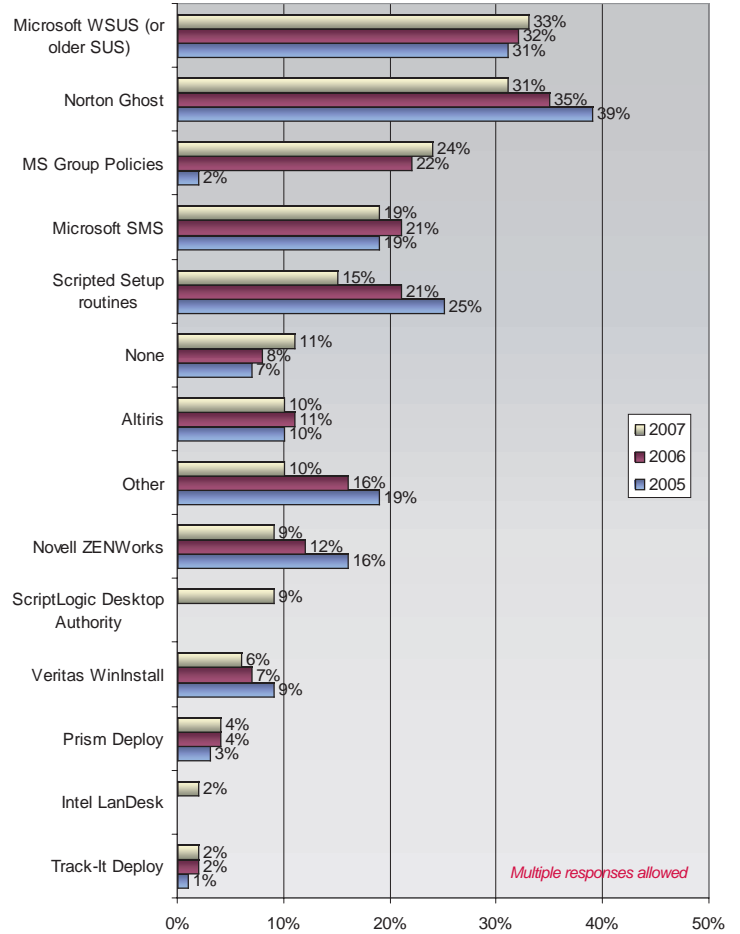


LitSup / Helpdesk / Network Mgt Tools

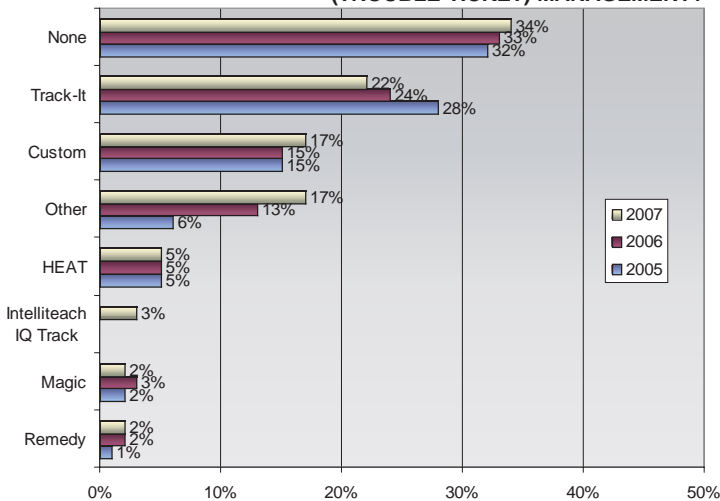
WHAT LITIGATION SUPPORT TOOLS DOES YOUR FIRM USE?



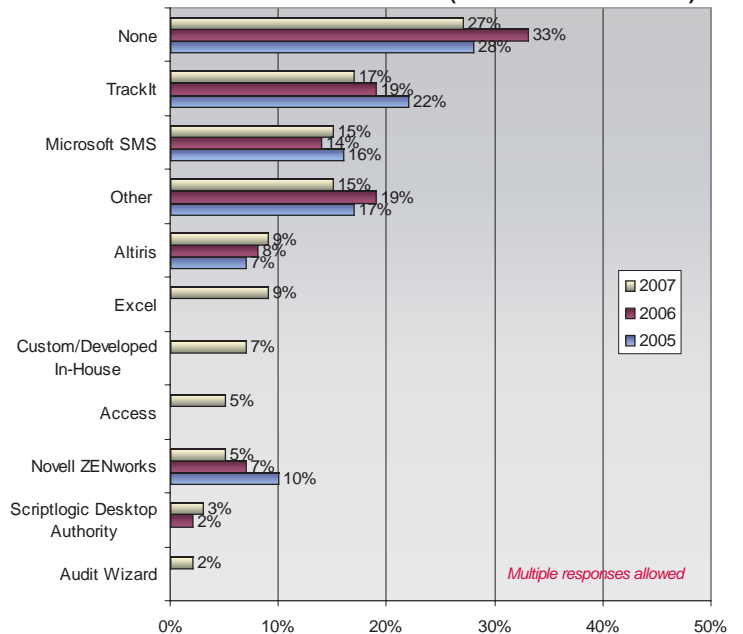
WHAT SOFTWARE DISTRIBUTION TOOLS DO YOU USE FOR AUTOMATING SOFTWARE INSTALLATIONS AND/OR UPDATES?



WHAT DOES YOUR FIRM USE FOR HELPDESK (TROUBLE-TICKET) MANAGEMENT?

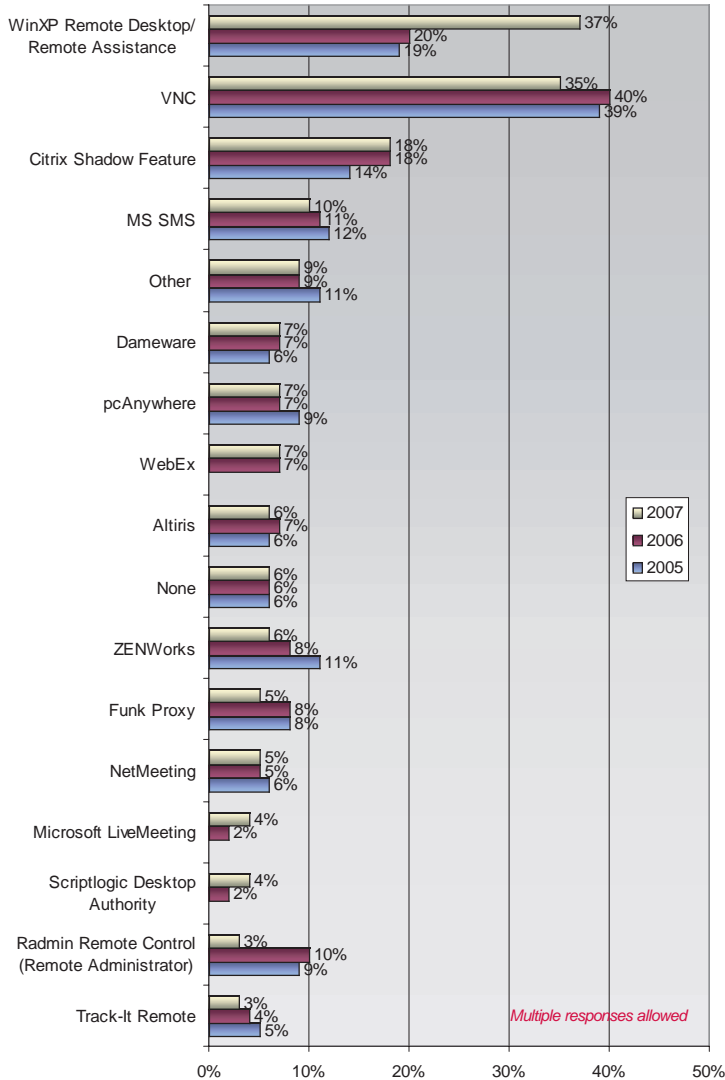


WHAT DO YOU USE FOR HARDWARE/SOFTWARE AUDITING (INVENTORY CONTROL)?

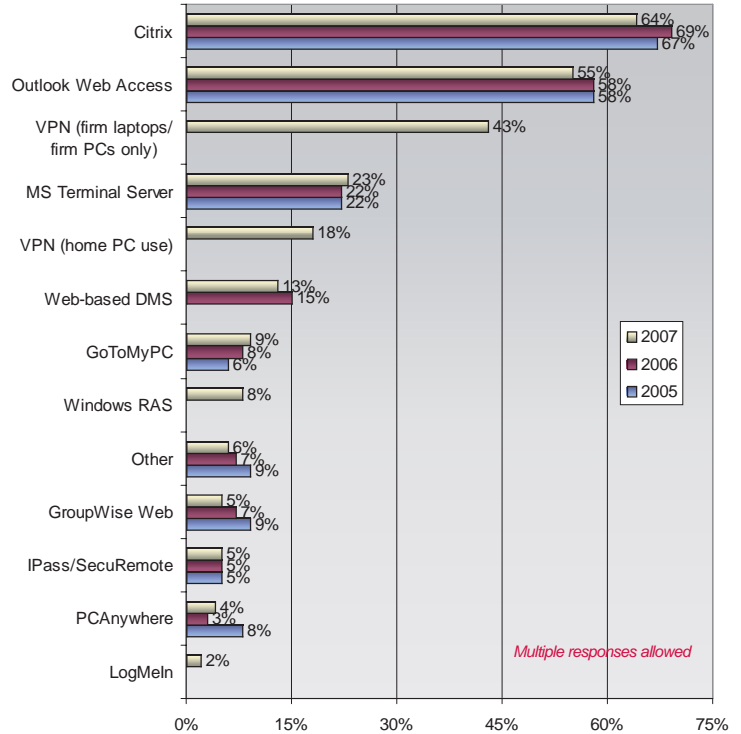


Network Mgt. Tools / WAN / LD / Voice Mail

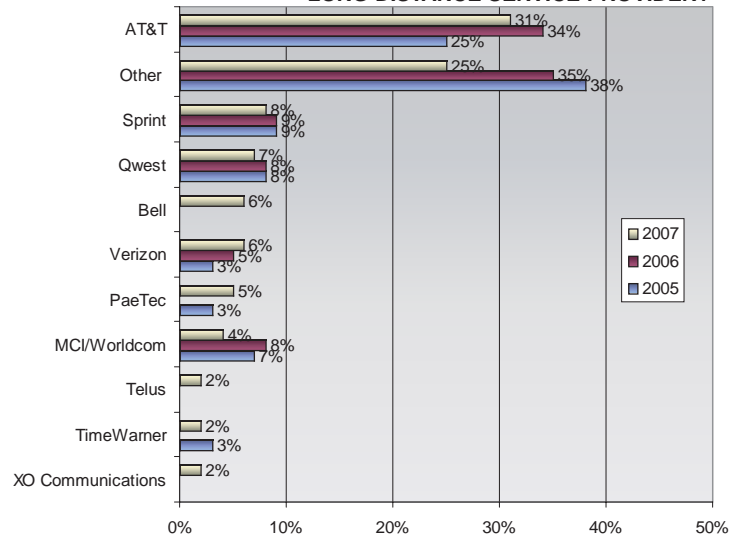
WHAT REMOTE CONTROL SOFTWARE DOES YOUR FIRM USE?



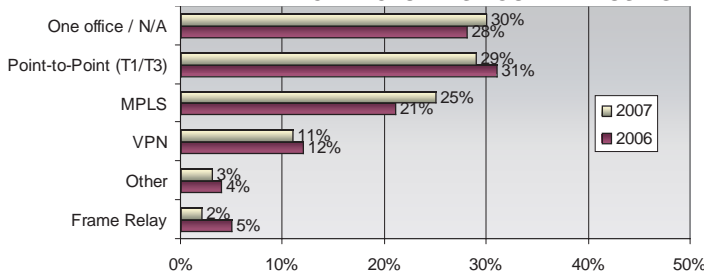
WHAT REMOTE ACCESS TECHNOLOGIES DOES YOUR FIRM USE?



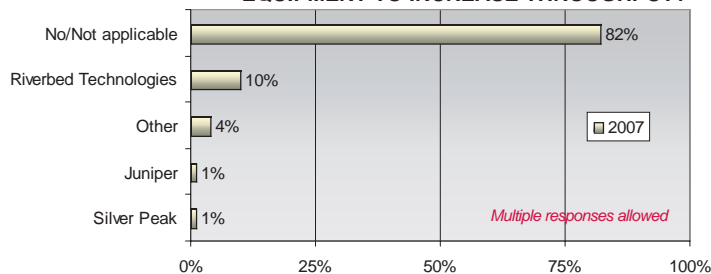
WHO IS YOUR FIRM'S PRIMARY LONG DISTANCE SERVICE PROVIDER?



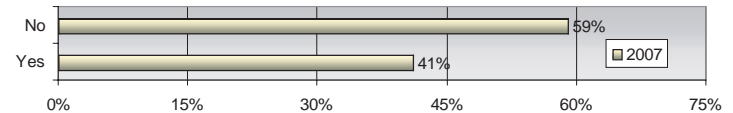
WHAT WAN ARCHITECTURE IS YOUR FIRM USING?



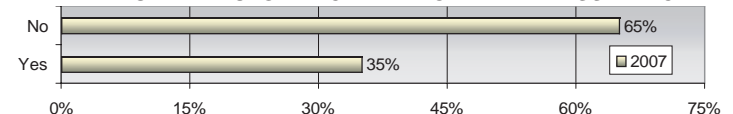
USE ANY WAN ACCELERATION/OPTIMIZATION EQUIPMENT TO INCREASE THROUGHPUT?



IS YOUR FIRM USING UNIFIED OR INTEGRATED MESSAGING FROM WITHIN YOUR E-MAIL BOX?

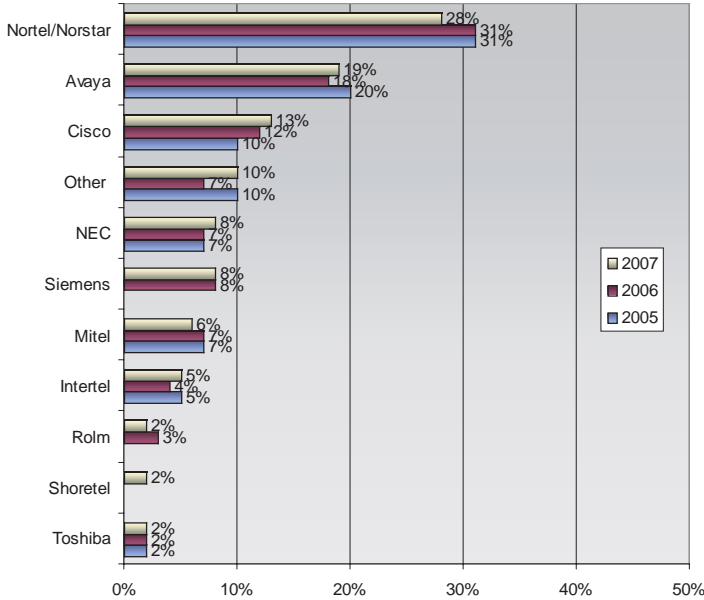


FOR VM ROUTED TO USER EMAIL INBOXES, CAN USERS REDIAL THE NUMBER AUTOMATICALLY FROM A WIRELESS DEVICE?

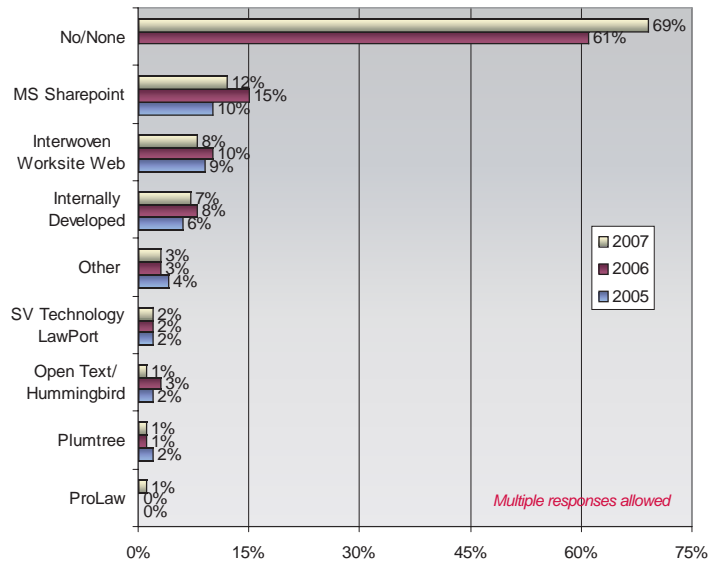


Telephony / Web

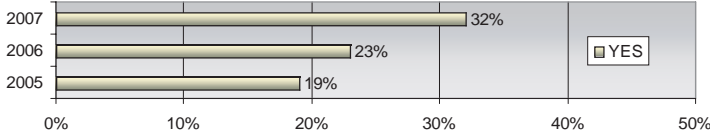
WHAT PRIMARY BRAND OF PHONE SYSTEM DOES YOUR FIRM HAVE?



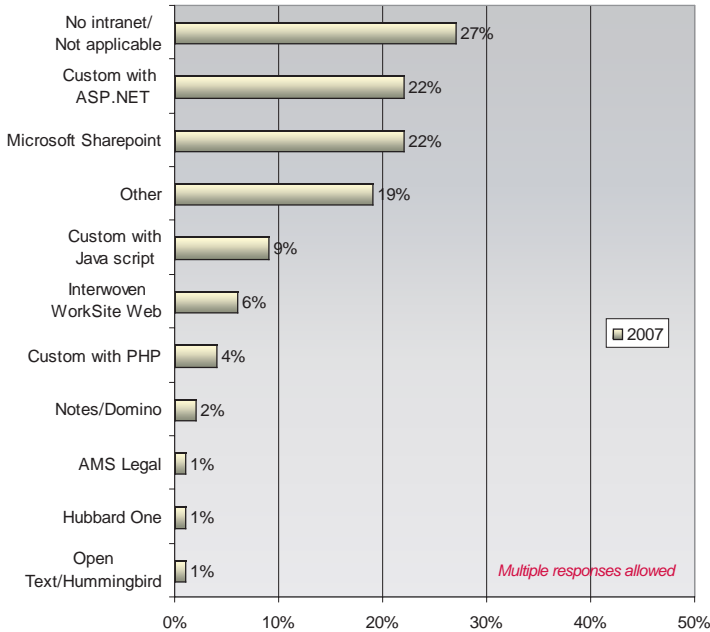
IF YOUR FIRM HAS A WEB PORTAL, WHAT PORTAL PRODUCT DO YOU USE?



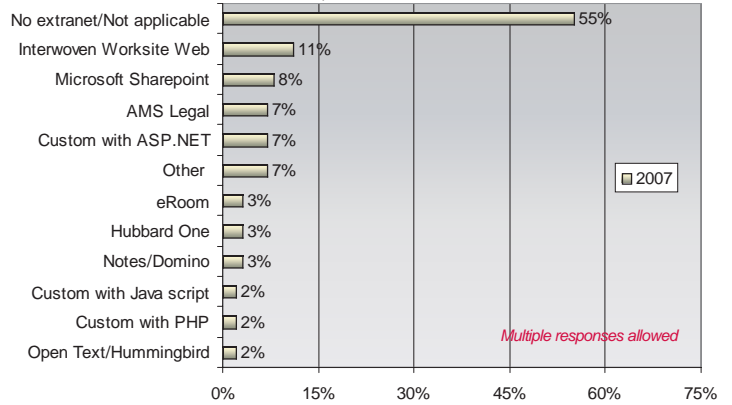
IS YOUR PRIMARY PHONE SYSTEM AN IP-BASED SYSTEM (VoIP)?



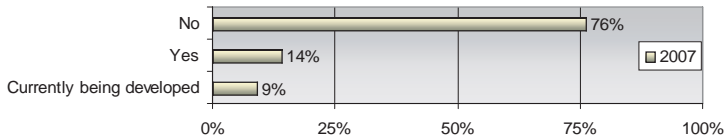
IF YOU HAVE AN INTRANET, WHAT TECHNOLOGIES IS IT BASED ON AND/OR DEVELOPED WITH?



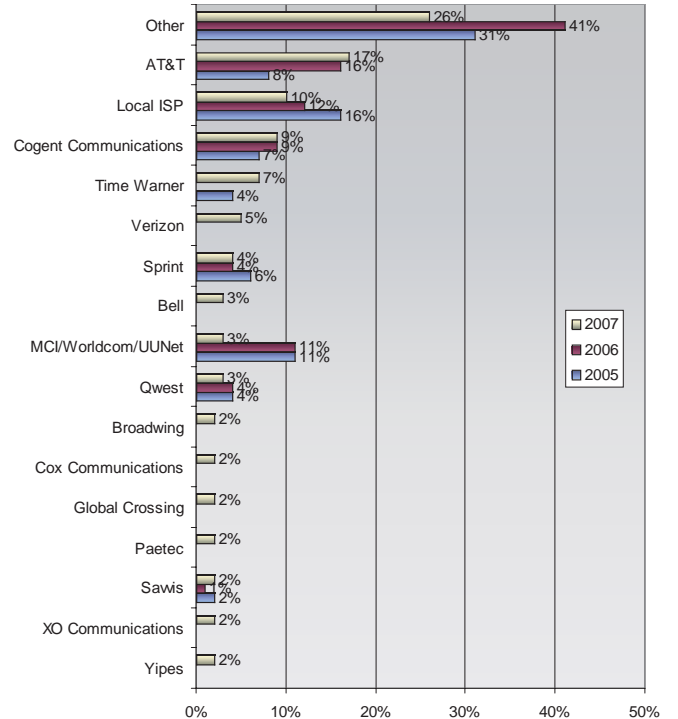
IF YOU HAVE AN EXTRANET, WHAT PRODUCT ARE YOU USING?



HAVE A SERVICE LEVEL AGREEMENT (SLA) THAT DEFINES THE EXPECTED LEVEL OF CUSTOMER SERVICE TO THE FIRM?

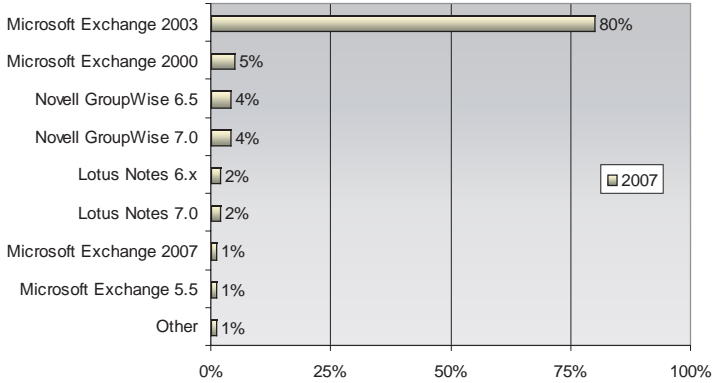


WHO IS YOUR FIRM'S PRIMARY INTERNET SERVICE PROVIDER?

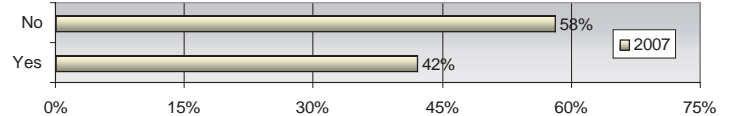


E-Mail

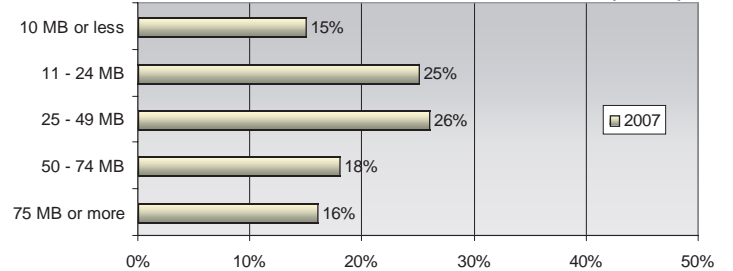
PRIMARY E-MAIL PLATFORM AND VERSION



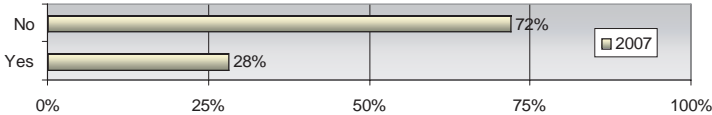
LIMIT THE SIZE OF OUTGOING E-MAIL?



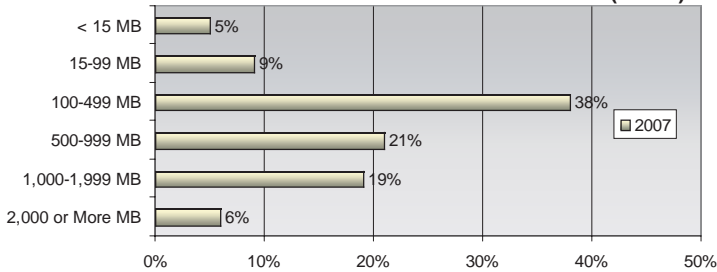
SIZE LIMIT OF OUTGOING E-MAIL (IN MB)?



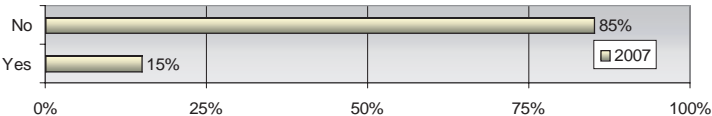
SET LIMIT ON MAILBOX SIZE?



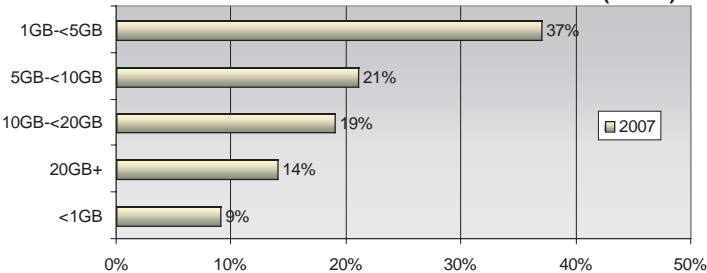
WHAT IS YOUR TYPICAL MAILBOX SIZE LIMIT (IN MB)?



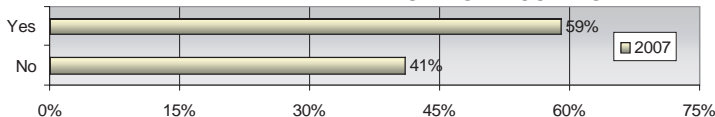
RESTRICT MAILBOX SIZE BY JOB FUNCTION?



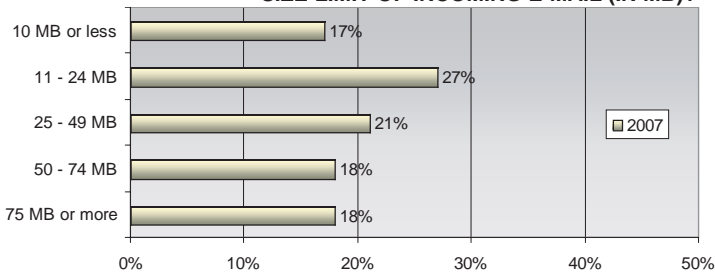
SIZE OF THE LARGEST PERSONAL MAILBOX (IN GB)?



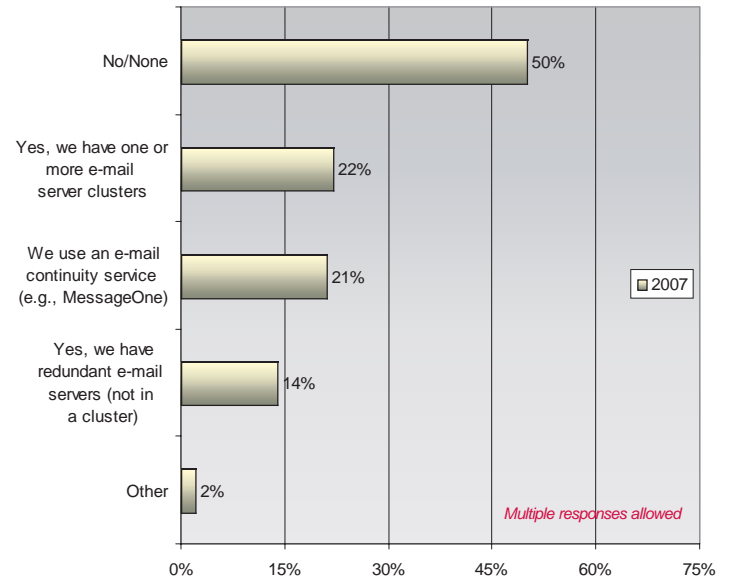
LIMIT THE SIZE OF INCOMING E-MAIL?



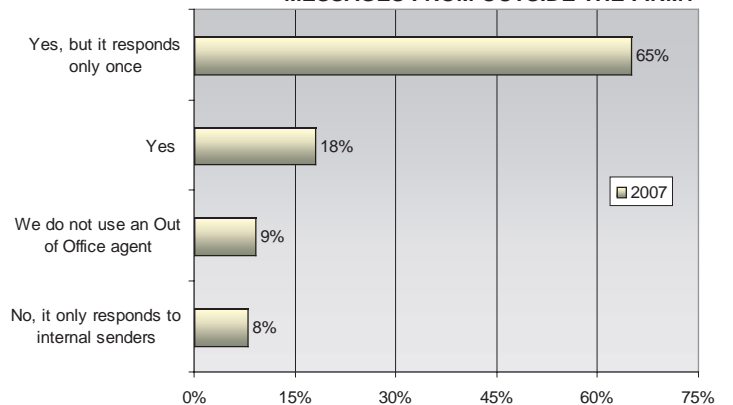
SIZE LIMIT OF INCOMING E-MAIL (IN MB)?



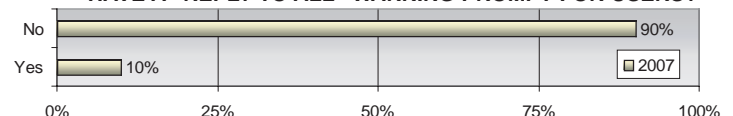
HAVE REDUNDANT E-MAIL SERVERS, OR SERVER CLUSTERS, OR USE E-MAIL CONTINUITY SERVICE?



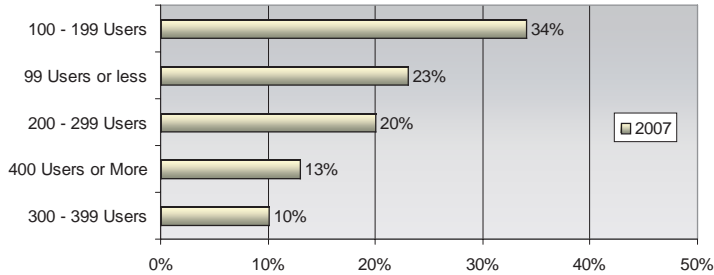
DEFAULT THE "OUT OF OFFICE" AGENT TO E-MAIL MESSAGES FROM OUTSIDE THE FIRM?



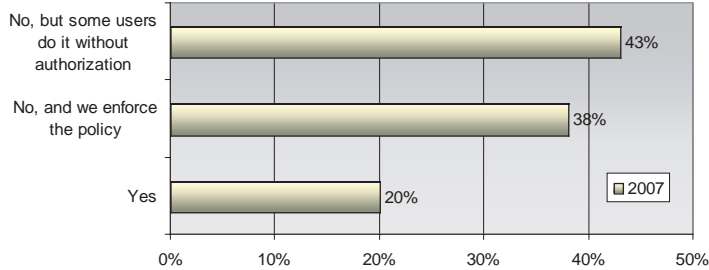
HAVE A "REPLY TO ALL" WARNING PROMPT FOR USERS?



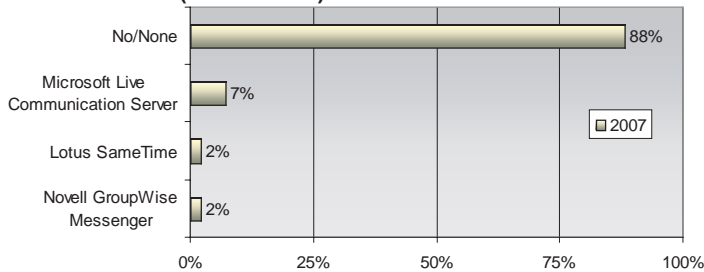
LARGEST NUMBER OF USERS ON ANY ONE E-MAIL SERVER?



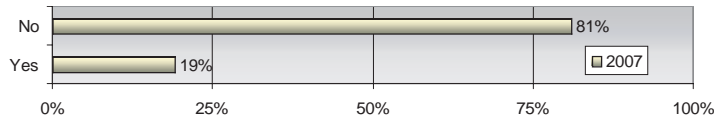
PERMIT THE USE OF PERSONAL INSTANT MESSAGING PROGRAMS?



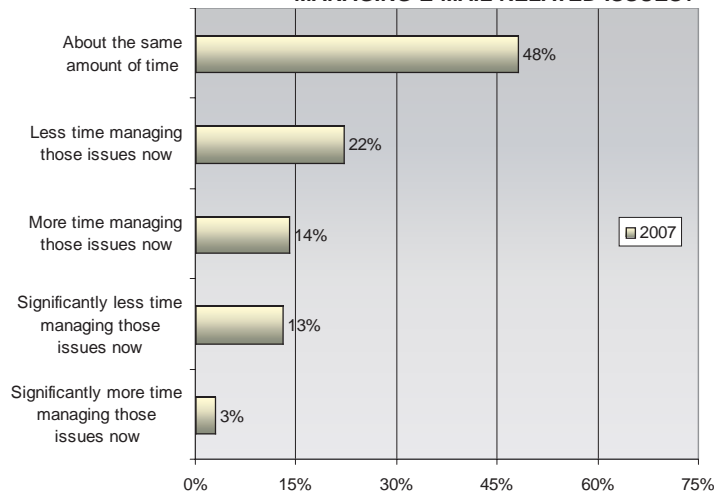
USE AN ENTERPRISE (CORPORATE) INSTANT MESSAGING PROGRAM?



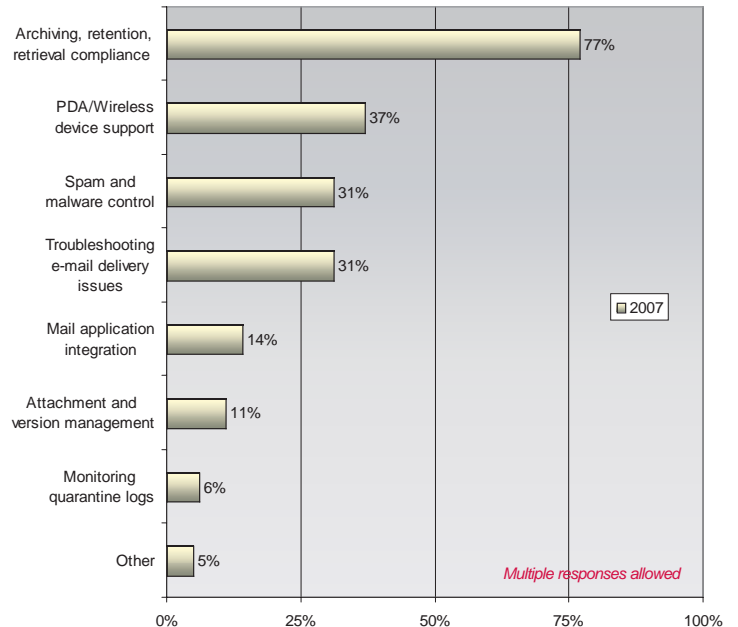
PREVENT ACCESS (VIA SYSTEM RESTRICTIONS) TO PERSONAL WEB-BASED E-MAIL SERVICES?



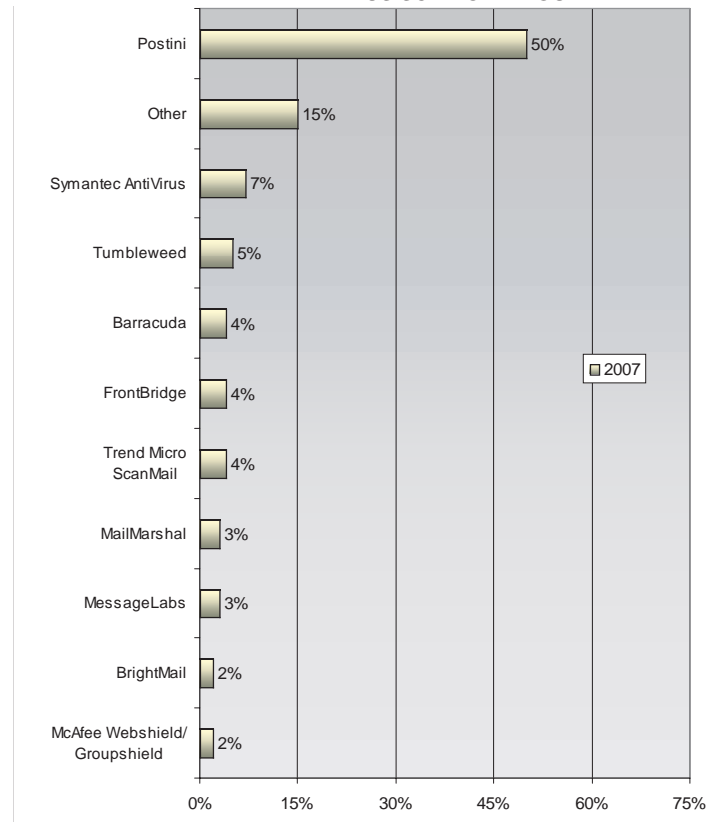
COMPARED TO 12 MONTHS AGO, SPEND MORE/LESS TIME MANAGING E-MAIL RELATED ISSUES?



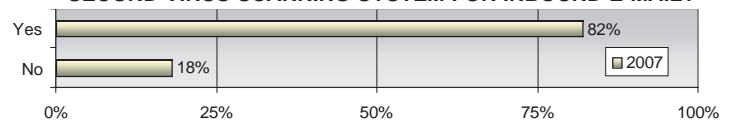
BIGGEST E-MAIL SUPPORT CHALLENGES TODAY?



INITIAL VIRUS SCAN OF INBOUND E-MAIL?

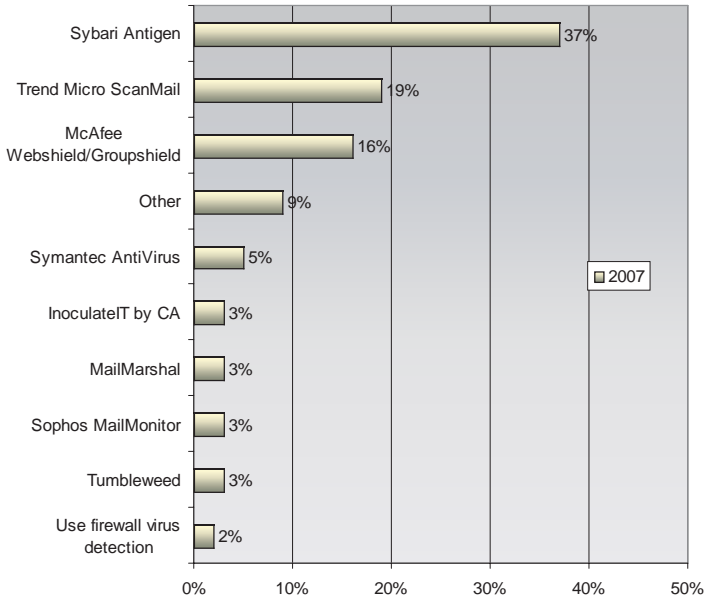


SECOND VIRUS SCANNING SYSTEM FOR INBOUND E-MAIL?

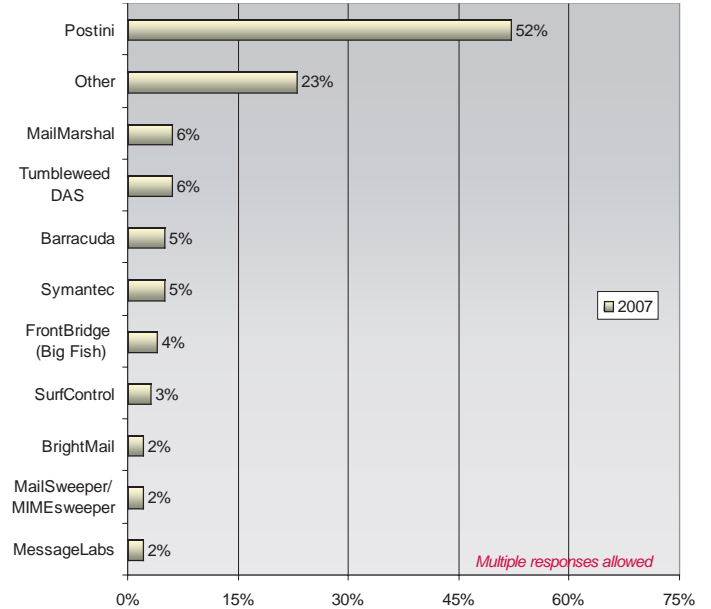


E-Mail

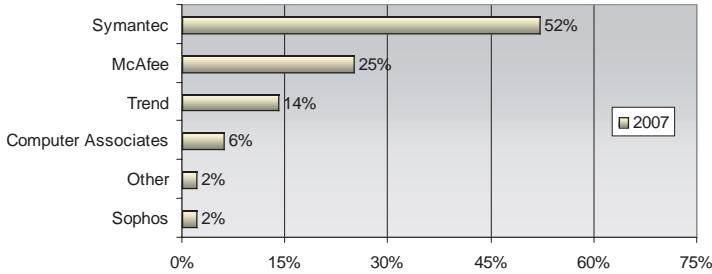
WHICH PRODUCT DOES THE SECOND VIRUS SCAN OF INBOUND E-MAIL?



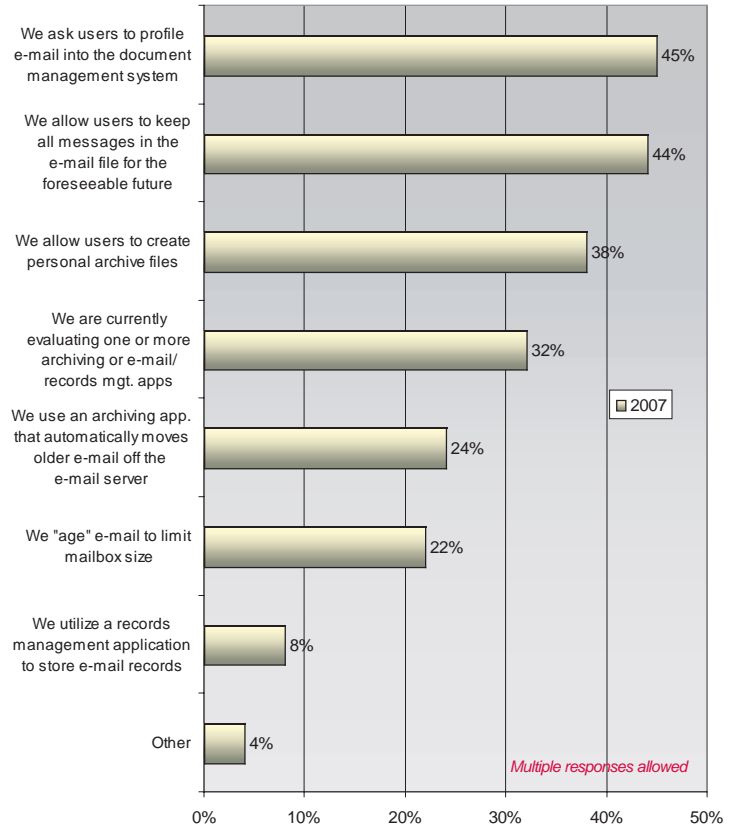
SPAM DETECTION SYSTEM USED?



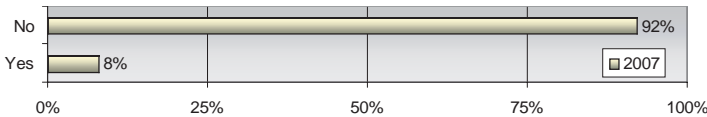
PRIMARY DESKTOP COMPUTER ANTI-VIRUS SOFTWARE BRAND?



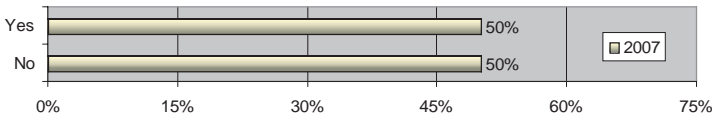
WHICH SCENARIO BEST DESCRIBES YOUR CURRENT PRACTICE WITH REGARD TO E-MAIL MANAGEMENT?



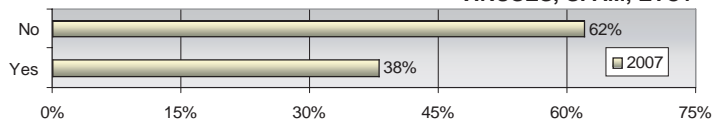
NETWORK/APPLICATION DOWNTIME IN PAST 12 MONTHS BECAUSE OF A VIRUS OR MALWARE?



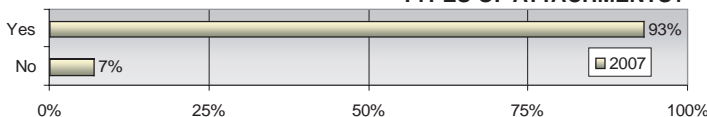
FILTER INCOMING E-MAIL BASED ON WORD CONTENT?



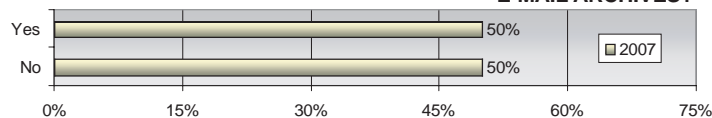
FILTER OUTGOING E-MAIL FOR INAPPROPRIATE CONTENT, VIRUSES, SPAM, ETC?



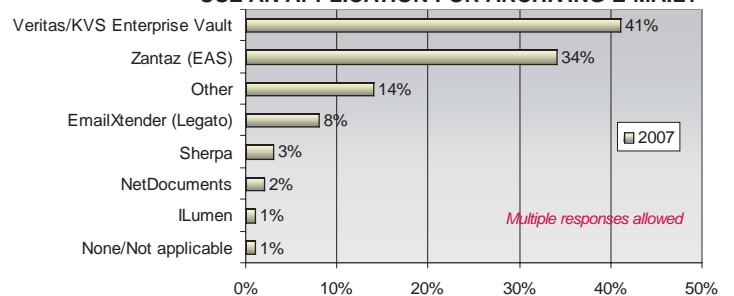
BLOCK, QUARANTINE OR RESTRICT CERTAIN TYPES OF ATTACHMENTS?



ALLOW USERS TO CREATE AND MANAGE THEIR OWN E-MAIL ARCHIVES?

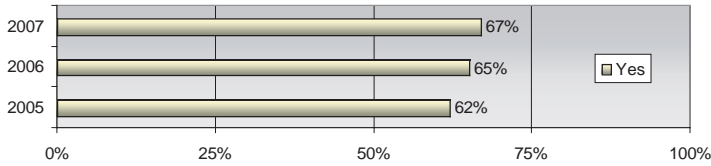


USE AN APPLICATION FOR ARCHIVING E-MAIL?

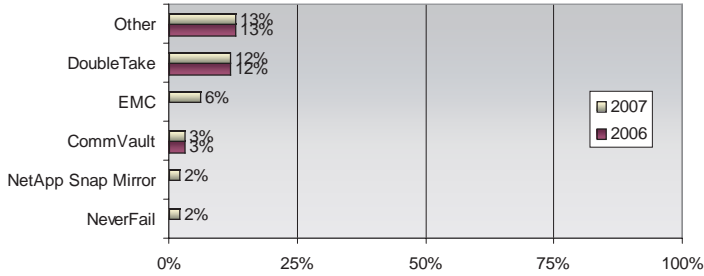


Backup / Firewall / Web Filtering / BC-DR

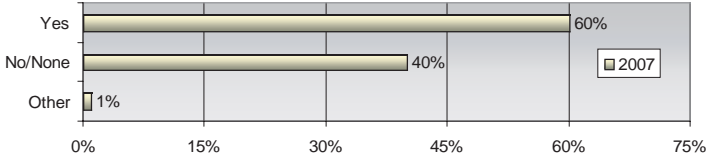
DOES YOUR FIRM HAVE A REDUNDANT OR BACKUP INTERNET CONNECTION?



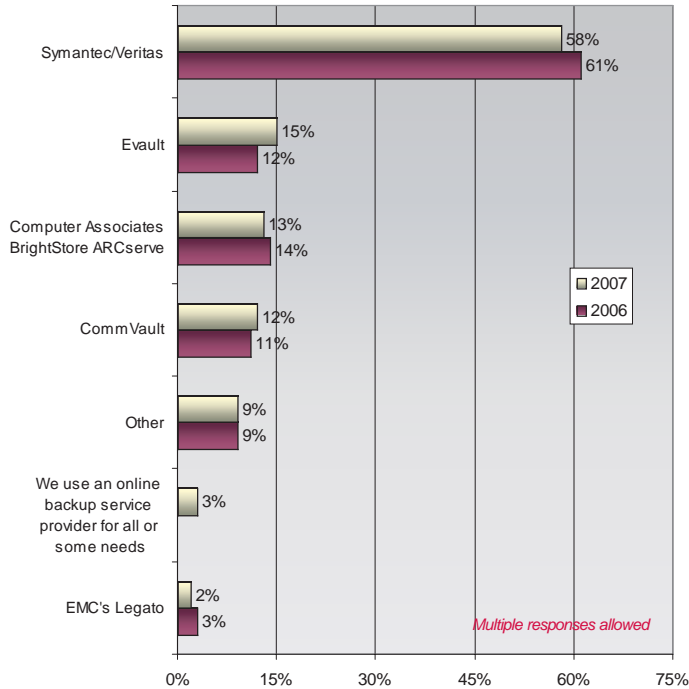
WHAT REPLICATION SOFTWARE DO YOU USE?



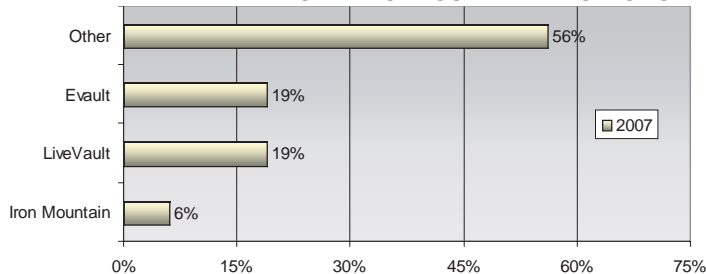
USE "DISK TO DISK" BACKUP TECHNOLOGY FOR DATA RECOVERY?



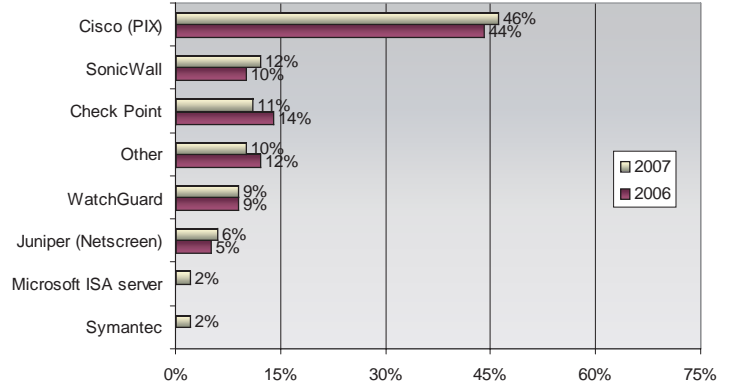
WHAT BACKUP SOFTWARE DOES YOUR FIRM USE IN-HOUSE?



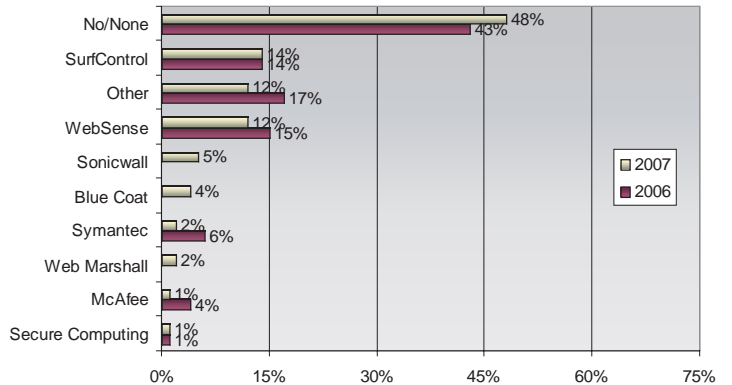
ONLINE BACKUP SERVICE PROVIDER FOR SOME OR ALL OF YOUR DATA PROTECTION



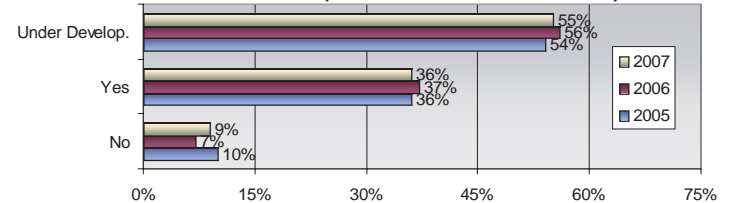
WHAT PRIMARY BRAND OF FIREWALL ROUTER DO YOU USE?



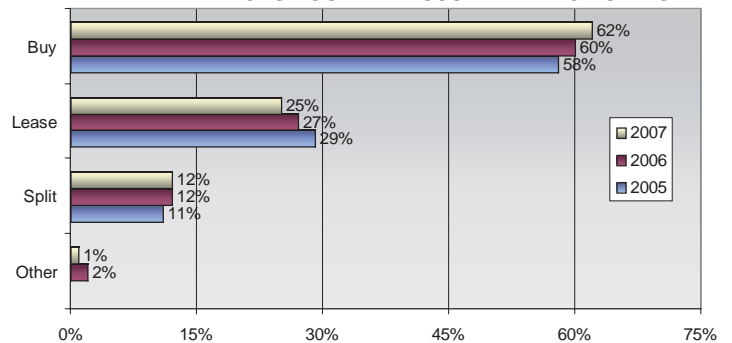
WHAT WEB FILTERING APPLIANCE/SOFTWARE SYSTEM DO YOU USE TO BLOCK HARMFUL OR OBJECTIONABLE WEB CONTENT?



DOES YOUR FIRM HAVE A DISASTER RECOVERY (OR BUSINESS CONTINUITY) PLAN?

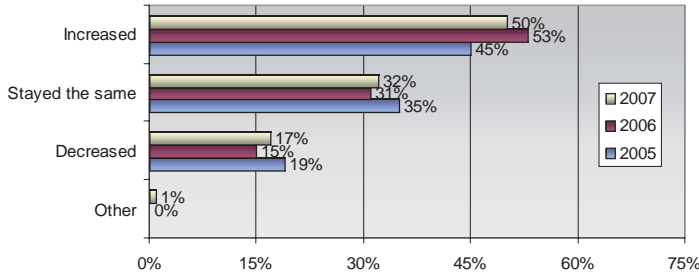


FOR MAJOR TECHNOLOGY PURCHASES, DOES YOUR FIRM USUALLY LEASE OR BUY?

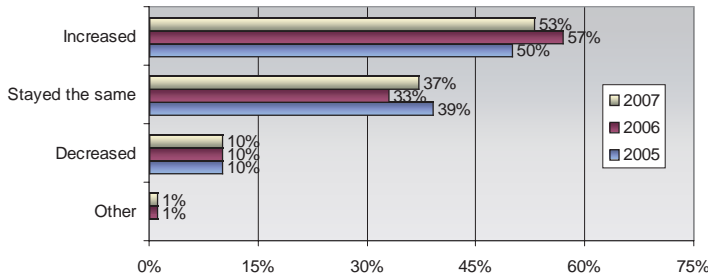


Budget / Vendor Support

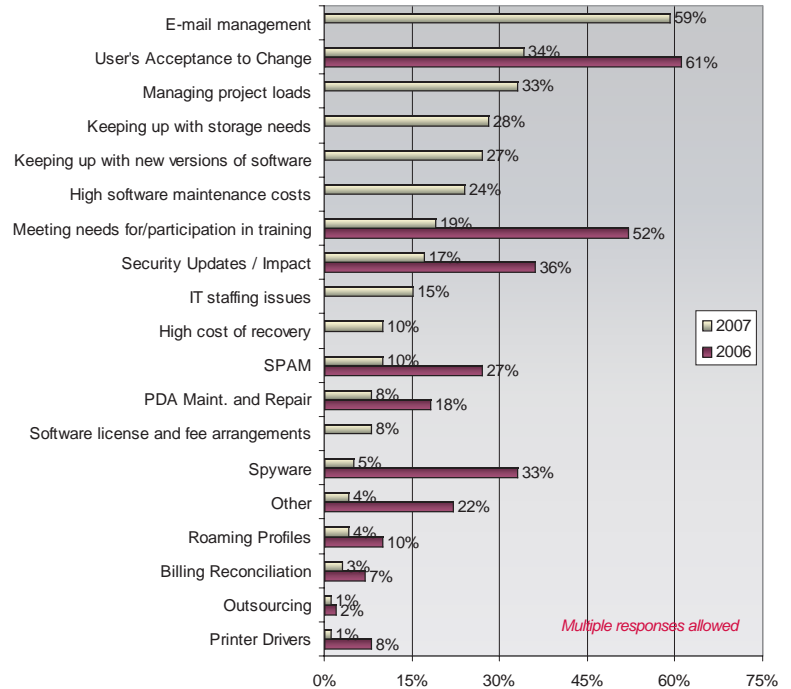
HOW DOES YOUR FIRM'S CAPITAL BUDGET COMPARE WITH LAST YEAR?



HOW DOES YOUR FIRM'S OPERATING BUDGET COMPARE WITH LAST YEAR?



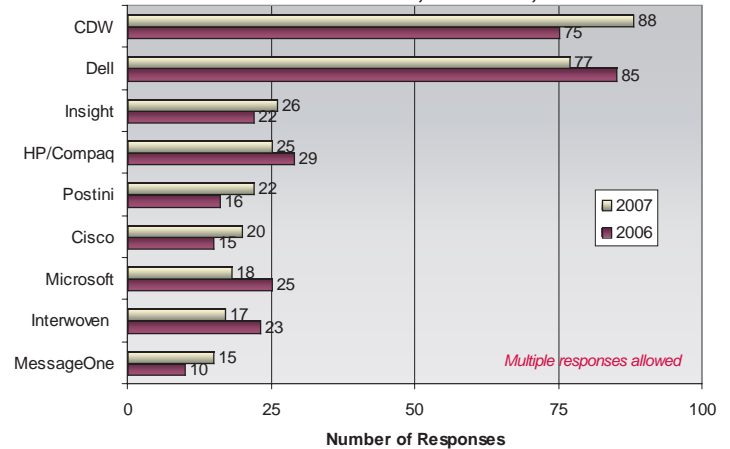
WHAT IS YOUR FIRM'S BIGGEST ANNOYANCE?



ILTA's Core Values

- :: Maximize the value of technology in support of the legal profession
- :: Provide quality, independent, unbiased and accurate information to our members about technology and the practice of law
- :: Maintain vendor independence
- :: Provide quality educational opportunities for our members and ongoing learning for navigating through change
- :: Rely on and celebrate volunteers for their real world experience and their value as a resource
- :: Recruit and retain the highest caliber of professional staff
- :: Act as a vehicle for meaningful peer networking
- :: Respect our colleagues
- :: Commit to the highest standard of professionalism
- :: Maintain a financially sound organization that provides full value for the members' investments
- :: Promote member advocacy with vendors regarding product development and support

CAN YOU NAME A VENDOR WHO HAS DONE AN OUTSTANDING JOB IN TERMS OF PRODUCT QUALITY, SUPPORT, AND PRICING?



**International Legal
Technology Association**

Hardware / Operating Systems

NOS Platforms	SMALL	MEDIUM	LARGE	VERY LRG
Linux	20%	26%	25%	22%
Novell Netware	19%	15%	18%	13%
Unix	3%	9%	8%	13%
Windows 2000 Server	64%	60%	62%	56%
Windows 2003 Server	90%	100%	92%	100%
Windows NT Server	11%	10%	7%	7%
Other	2%	1%	3%	1%

Primary File/Print NOS	SMALL	MEDIUM	LARGE	VERY LRG
Windows	89%	90%	89%	94%
NetWare	11%	10%	11%	6%

Novell Netware 4.x	0%	1%	0%	0%
Novell Netware 5.x	1%	0%	0%	0%
Novell Netware 6.x	10%	9%	11%	6%
Unix	0%	0%	1%	0%
Windows 2000 Server	16%	8%	8%	4%
Windows 2003 Server	70%	82%	78%	89%
Windows NT Server	1%	0%	1%	0%
Windows XP	0%	0%	0%	0%
Other	0%	0%	1%	0%

Primary Linux Distro	SMALL	MEDIUM	LARGE	VERY LRG
Debian	5%	5%	4%	4%
Mandrake	3%	0%	0%	4%
RedHat	40%	45%	52%	58%
SuSe	30%	23%	39%	29%
Other	23%	27%	4%	4%

Primary Desktop OS	SMALL	MEDIUM	LARGE	VERY LRG
Linux	1%	0%	0%	0%
Windows 2000	7%	8%	9%	7%
Windows NT	0%	0%	1%	0%
Windows Vista	0%	0%	0%	0%
Windows XP	91%	92%	89%	93%
Other	0%	0%	1%	0%

Dominant Server	SMALL	MEDIUM	LARGE	VERY LRG
Dell	45%	31%	32%	34%
HP/Compaq	52%	66%	59%	58%
IBM	2%	2%	8%	8%
Other	1%	1%	2%	0%

Extend Server Warranty	SMALL	MEDIUM	LARGE	VERY LRG
Not applicable, no older servers	5%	3%	3%	7%
Yes	42%	43%	52%	48%
No	53%	54%	45%	45%

Blade Servers	SMALL	MEDIUM	LARGE	VERY LRG
Yes	5%	9%	22%	50%
No	95%	91%	78%	50%

Use a NAS or SAN?	SMALL	MEDIUM	LARGE	VERY LRG
NAS	70%	59%	54%	64%
SAN	43%	78%	85%	96%

NAS Brands	SMALL	MEDIUM	LARGE	VERY LRG
No/None, we don't use NAS	68%	61%	52%	37%
EMC	1%	2%	4%	14%
Dell	10%	9%	4%	11%
HP/Compaq	4%	8%	11%	20%
IBM	0%	1%	1%	1%
lomega	4%	5%	3%	0%
Maxtor (MaxAttach)	0%	0%	0%	0%
Network Appliance	2%	5%	10%	10%
Procom Technology	1%	0%	0%	0%
Quantum (Snap Server)	5%	3%	7%	4%
Other	5%	6%	8%	4%

SAN Brands	SMALL	MEDIUM	LARGE	VERY LRG
No/None we don't use SAN	80%	48%	25%	5%
Compellent	2%	2%	2%	1%
Dell	1%	5%	1%	4%
EMC	3%	15%	27%	39%
Equallogic	2%	8%	5%	2%
Hitachi	0%	0%	1%	8%
HP/Compaq	4%	9%	16%	21%
IBM	0%	1%	1%	6%
Left Hand	1%	0%	2%	0%
Network Appliance	1%	5%	12%	8%
SbrageTek	0%	0%	1%	0%
Sun	0%	0%	1%	0%
XIOtech	0%	3%	0%	2%
Other	4%	3%	4%	4%

Third-Party Tools	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	63%	41%	36%	24%
EMC SAN tools	15%	30%	29%	49%
FalconStor	5%	2%	3%	6%
HP SAN tools	10%	16%	26%	20%
Microsoft Server 2003				
SAN tools	8%	5%	9%	3%
Other	0%	9%	6%	8%

Use Virtual Server?	SMALL	MEDIUM	LARGE	VERY LRG
No virtualization in our environment at this time	70%	40%	22%	11%
Data center is largely or completely virtualized	2%	7%	13%	13%
Infrastructure servers	2%	3%	8%	10%
Non-critical servers	8%	23%	13%	29%
Some mission critical servers	5%	6%	17%	17%
Test environment/lab only	10%	20%	23%	15%
Other	2%	1%	4%	5%

Virtual Server Software	SMALL	MEDIUM	LARGE	VERY LRG
No virtual servers	3%	4%	1%	1%
Microsoft Virtual Server	34%	27%	22%	16%
VMWare ESX	29%	48%	54%	74%
VMWare GSX	21%	17%	18%	6%
Other	13%	4%	4%	2%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Hardware / Operating Systems Continued

Server Virtualization Plans	SMALL	MEDIUM	LARGE	VERY LRG
No plans to incorporate virtual server technology	47%	15%	15%	6%
Already in use with no significant changes being planned	9%	15%	20%	23%
Plan to deploy to non-critical servers and/or infrastructure servers	16%	24%	24%	20%
Plan to deploy to some mission critical servers	9%	15%	15%	25%
Plan to implement in test environment/lab only	14%	17%	7%	7%
Plan to largely virtualize our data center	3%	9%	16%	17%
Other	1%	5%	3%	2%

Virtual Desktop Technology	SMALL	MEDIUM	LARGE	VERY LRG
No/Not applicable	77%	76%	65%	47%
Application virtualization/streaming	0%	1%	1%	3%
Citrix Desktop server	12%	9%	14%	16%
Citrix published applications	14%	19%	26%	44%
VMWare VDI	1%	2%	4%	10%
Other	4%	2%	1%	4%

Dominant PC Brand	SMALL	MEDIUM	LARGE	VERY LRG
Dell	64%	60%	67%	62%
Gateway	2%	1%	0%	0%
HP/Compaq	25%	32%	26%	31%
IBM	2%	2%	4%	7%
Other	7%	5%	2%	0%

PC Replacement Cycle	SMALL	MEDIUM	LARGE	VERY LRG
As needed/varies	20%	5%	12%	4%
Every 2 years	0%	0%	1%	0%
Every 3 years	32%	25%	42%	51%
Every 4 years	27%	54%	29%	35%
Every 5 years	16%	11%	15%	8%
Other	4%	5%	0%	2%

Extend PC Warranty	SMALL	MEDIUM	LARGE	VERY LRG
Not applicable, no older PCs	12%	10%	11%	13%
Yes	7%	10%	12%	5%
No	81%	79%	77%	81%

Dominant Laptop	SMALL	MEDIUM	LARGE	VERY LRG
Dell	61%	52%	58%	53%
Gateway	1%	0%	0%	0%
HP/Compaq	15%	16%	16%	15%
IBM	13%	22%	17%	28%
Sony	3%	0%	0%	0%
Toshiba	6%	7%	4%	2%
Other	1%	3%	4%	2%

Laptop Replacement	SMALL	MEDIUM	LARGE	VERY LRG
As needed/varies	35%	25%	18%	8%
Every 2 years	4%	5%	7%	12%
Every 3 years	34%	38%	49%	71%
Every 4 years	20%	25%	16%	6%
Every 5 years	7%	6%	8%	2%
Other	1%	1%	2%	1%

Desktop PC Display	SMALL	MEDIUM	LARGE	VERY LRG
17" CRT	16%	7%	8%	6%
19" CRT	4%	7%	7%	13%
20" (or larger) CRT	0%	0%	1%	0%
15" LCD flat screen	3%	6%	2%	2%
17" LCD flat screen	47%	36%	47%	40%
19" LCD flat screen	26%	43%	30%	35%
20" (or larger) LCD flat screen	2%	1%	5%	3%
Other	1%	1%	0%	2%

Dual Monitors/Special Widescreen Setup by Users	SMALL	MEDIUM	LARGE	VERY LRG
Median	1	3	5	20
Average	4	10	13	54

Dual Monitors/Special Widescreen Setup by Users	SMALL	MEDIUM	LARGE	VERY LRG
25 or less	97%	91%	89%	67%
26 - 50	1%	7%	8%	14%
51 - 75	1%	0%	0%	1%
76 or more	0%	2%	3%	18%

Laptop Use by Atty's	SMALL	MEDIUM	LARGE	VERY LRG
Median	5	10	40	200
Average	11	44	53	338

Laptop Use by Atty's	SMALL	MEDIUM	LARGE	VERY LRG
10 or less	66%	51%	30%	13%
11 - 25	20%	15%	13%	6%
26 - 50	11%	20%	14%	4%
51 - 75	2%	7%	13%	8%
76 - 90	0%	0%	5%	0%
Over 90	0%	8%	24%	68%

Laptop Loaner Pool	SMALL	MEDIUM	LARGE	VERY LRG
Yes	94%	94%	98%	97%
No	6%	6%	2%	3%

Videoconf. Eqpt	SMALL	MEDIUM	LARGE	VERY LRG
No/Not applicable	82%	66%	40%	5%
IP (Internet)	13%	25%	45%	77%
ISDN	8%	20%	47%	73%
PRI	2%	1%	15%	29%
Other	0%	1%	1%	3%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Hardware Continued

MFD Equipment?	SMALL	MEDIUM	LARGE	VERY LRG
No	14%	10%	5%	8%
Yes	86%	90%	95%	92%

MFD Device	SMALL	MEDIUM	LARGE	VERY LRG
No/Not applicable	14%	10%	5%	8%
Brother	0%	1%	0%	0%
Canon	36%	39%	49%	34%
HP	5%	15%	5%	19%
Konica/Minolta	5%	2%	0%	1%
Lexmark	2%	2%	2%	3%
Ricoh/Savin	12%	9%	15%	4%
Sharp	4%	0%	4%	1%
Xerox	15%	13%	14%	29%
Other	8%	8%	3%	1%

Photocopiers	SMALL	MEDIUM	LARGE	VERY LRG
No primary brand/ Not applicable	1%	1%	0%	6%
Canon	42%	55%	58%	45%
Danka	0%	1%	0%	2%
Gesteher	2%	5%	0%	0%
Konica	5%	2%	1%	1%
Kyocera	2%	5%	0%	1%
Lanier	2%	0%	4%	0%
Minolta	1%	0%	0%	0%
OCE	3%	1%	1%	1%
Panasonic	0%	0%	0%	0%
Ricoh/Savin	14%	13%	16%	6%
Sharp	4%	0%	4%	2%
Toshiba	4%	2%	0%	0%
Xerox	19%	15%	15%	35%
Other	1%	0%	0%	2%

Software / Applications

Primary Word Proc.	SMALL	MEDIUM	LARGE	VERY LRG
MS Word	93%	98%	99%	99%
WordPerfect	7%	2%	1%	1%
Word 2000	7%	5%	14%	5%
Word XP (2002)	29%	32%	24%	31%
Word 2003	57%	60%	60%	62%
WordPerfect 10 or below	3%	0%	1%	1%
WordPerfect 11	2%	0%	0%	0%
WordPerfect 12	2%	2%	0%	0%
Other	0%	1%	1%	1%

Metadata Removal	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	25%	16%	8%	6%
BEC Metadata Scrubber	2%	0%	7%	0%
Esquire Innovations iScrub	12%	14%	14%	12%
KKL (EasyClean)	1%	2%	3%	2%
Manual procedures/ In-house macros	7%	2%	2%	4%
Payne Metadata Assistant	26%	21%	28%	38%
Softwise Out-of-Sight	2%	7%	5%	2%
Workshare	19%	37%	34%	33%
Other	9%	5%	4%	7%

10% Use Different Word Processor?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	13%	13%	3%	4%
No	87%	87%	97%	96%

Doc. Assembly	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	61%	66%	29%	27%
CAPS	0%	2%	2%	2%
GhostFill	1%	6%	0%	3%
HotDocs	19%	22%	47%	53%
Microsystems D3	0%	0%	4%	4%
ProDoc	2%	0%	1%	0%
ProLaw	6%	0%	4%	4%
ThinkDocs	0%	1%	0%	1%
WinDraft	0%	0%	1%	3%
Custom/Developed In-House	6%	14%	14%	15%
Other	6%	5%	4%	5%

Macro/Template Package	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	32%	11%	5%	8%
BEC LegalBar	2%	0%	3%	0%
Crowther Consulting	3%	1%	1%	2%
iCreate	6%	9%	7%	8%
InfoWare	0%	1%	0%	2%
KI Systems	1%	1%	1%	0%
KKL Software	0%	0%	0%	1%
Legal MacPac	4%	15%	20%	26%
Payne Consulting	4%	7%	10%	8%
Softwise Innova	2%	11%	10%	8%
Softwise MacroSuite	2%	5%	4%	7%
Word Tricks	1%	0%	1%	0%
Custom/Developed In-House	37%	36%	34%	28%
Other	4%	2%	3%	3%

Doc. Management	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	18%	8%	4%	1%
GroupWise	1%	0%	0%	0%
Interwoven	27%	59%	50%	55%
Microsoft SharePoint	0%	1%	0%	0%
NetDocuments	2%	0%	2%	3%
Open Text/Hummingbird	25%	23%	35%	37%
ProLaw	4%	0%	1%	1%
Time Matters	2%	0%	0%	0%
WORLDOX	15%	9%	5%	2%
Other	4%	0%	2%	2%

Doc. Comparison	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	8%	2%	0%	1%
Built-in feature of my word processor	41%	29%	23%	12%
CompareRite	1%	3%	3%	2%
DocuComp	0%	0%	0%	0%
iRedline	7%	8%	7%	3%
Workshare Delta View/Pro	56%	70%	88%	97%
Other	1%	0%	0%	1%

Matter-Centric Interface	SMALL	MEDIUM	LARGE	VERY LRG
Yes	24%	22%	20%	33%
No	55%	40%	41%	28%
We are working on this	20%	38%	37%	39%
Other	1%	0%	2%	0%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Software / Applications Continued

Records Management	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	23%	16%	11%	4%
None/Not applicable, we manually track on paper	16%	20%	7%	7%
Accutrac	2%	2%	2%	7%
ADERANT/CMS.Net	1%	3%	7%	4%
CA MDY FileSurf	1%	5%	10%	13%
Elite	11%	17%	34%	17%
Interwoven's RecordsManager	1%	2%	2%	2%
Legal Trax	0%	1%	0%	4%
Microsoft Access	11%	7%	2%	3%
Omega Legal	1%	1%	1%	0%
Open Text LegalKey	3%	3%	12%	31%
ProLaw	6%	0%	2%	1%
Tower Software	0%	0%	0%	1%
Versys	0%	1%	0%	1%
Custom/Developed In-House	11%	9%	4%	5%
Other	11%	11%	7%	3%

Records Mgmt Scope	SMALL	MEDIUM	LARGE	VERY LRG
Containers only	60%	52%	48%	52%
Content items	40%	46%	51%	47%
Other	1%	2%	1%	1%

Electronic Records Mgt.	SMALL	MEDIUM	LARGE	VERY LRG
None	64%	56%	65%	47%
CA MDY FileSurf	1%	6%	8%	8%
EMC Documentum	0%	0%	0%	0%
iManage/Interwoven Document Management	11%	21%	10%	23%
iManage/Interwoven Records Management	1%	2%	0%	3%
Legal Trax	0%	0%	0%	0%
MessageOne	0%	1%	1%	5%
Open Text DM/DOCS	6%	8%	7%	8%
Open Text LegalKey	1%	1%	5%	13%
Postini Archive Manager	0%	0%	0%	0%
ProLaw	4%	1%	0%	1%
Stellant	0%	0%	0%	0%
Tower	0%	0%	0%	0%
TRIM	0%	0%	0%	0%
WORLDOX	7%	3%	2%	1%
Other	4%	6%	9%	9%

No Electronic Records Management?	SMALL	MEDIUM	LARGE	VERY LRG
No managementsupport	34%	33%	23%	13%
Products are not yet mature enough	5%	9%	15%	17%
Waiting for upgrade to next DM version which has an RM module	10%	11%	28%	15%
We are unclear on our needs as yet	58%	56%	49%	46%
Other	7%	7%	2%	15%

Have in Place?	SMALL	MEDIUM	LARGE	VERY LRG
None	51%	58%	26%	17%
Electronic Records Retention Policy	22%	20%	34%	41%
E-mail Management Policy	39%	30%	58%	66%
Formal internal e-discovery procedures	5%	7%	18%	44%
Litigation 'Hold' Mechanism	7%	8%	30%	50%

Tag E-Mail Messages?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	20%	18%	27%	29%
No	80%	82%	73%	71%

Overwrite Backup Tapes?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	82%	79%	84%	81%
No	18%	21%	16%	19%

Age E-Mail?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	20%	24%	35%	42%
No	80%	76%	65%	58%

Scanner Workflow Software	SMALL	MEDIUM	LARGE	VERY LRG
No/Not applicable	42%	36%	26%	25%
DocsCorp pdfDocs server	0%	1%	2%	0%
eCopy	36%	34%	42%	32%
EFI DocSend	0%	2%	0%	1%
Omtool AccuRoute	6%	13%	23%	34%
Xerox SmartSend	5%	1%	2%	7%
Other	15%	15%	12%	10%

Contact Mgmt / Mktng	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	20%	11%	10%	1%
ACT!	1%	1%	1%	1%
Aptus	0%	0%	0%	1%
ContactEase	2%	6%	8%	4%
Elite Apex	5%	6%	11%	7%
Goldmine	1%	0%	1%	1%
GroupWise	7%	5%	1%	1%
InterAction	7%	21%	33%	71%
KI Systems	1%	0%	1%	0%
Lotus Notes	1%	0%	2%	4%
Law Office Accelerator	1%	0%	1%	0%
Legal Ease/Market Ease	0%	2%	2%	1%
Legal Files	0%	0%	0%	0%
Microsoft Access database	11%	16%	5%	5%
Microsoft CRM	0%	1%	0%	0%
Microsoft Outlook	47%	55%	36%	32%
ProLaw	10%	2%	2%	2%
SalesForce	0%	0%	0%	0%
Time Matters	3%	2%	0%	1%
Versys Corp.	0%	1%	2%	1%
Custom/Developed In-House	3%	7%	10%	8%
Other	7%	5%	3%	5%

Pitch Building	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	91%	83%	68%	56%
Hubbard One	0%	1%	5%	12%
PitchBuilder	0%	0%	2%	2%
Pragmatech	0%	0%	0%	1%
Custom/Developed In-House	7%	15%	20%	26%
Other	1%	3%	4%	4%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Software / Applications Continued

Network Fax System	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	50%	39%	24%	25%
Castelle FaxPress	8%	2%	2%	1%
Computer Associates'				
FaxServe	0%	0%	0%	0%
eFax	2%	2%	1%	5%
Facsys	0%	2%	0%	0%
GFI	3%	1%	0%	0%
Jfax	0%	0%	0%	0%
Nortel Call Pilot	1%	2%	0%	0%
Orntool LegalFax	4%	6%	18%	16%
RightFax	20%	33%	44%	48%
WPA Fax	1%	5%	3%	2%
Other	10%	9%	9%	8%

InBound Faxing?	SMALL	MEDIUM	LARGE	VERY LRG
Yes, and routing is done automatically	27%	41%	47%	41%
Yes, and routing is handled manually or with human intervention	31%	22%	33%	46%
No	42%	37%	21%	12%

Open in Wireless Devices?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	62%	62%	70%	71%
No	38%	38%	30%	29%

Docket	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	17%	24%	11%	14%
Abacus Data Systems, Inc.	0%	0%	0%	2%
Aderant/CMS.Net	1%	3%	4%	4%
BEC'S Docket Administrator	2%	3%	4%	1%
CompuLaw	10%	20%	24%	33%
CPI	2%	3%	9%	19%
Elite Case Management	7%	11%	12%	8%
Elite Law Manager	0%	1%	0%	3%
IPMaster	2%	5%	5%	3%
Juris	2%	0%	0%	1%
Law Bulletin	1%	2%	1%	2%
Legal Files	0%	0%	0%	0%
LegalEx	2%	0%	0%	2%
MA3000	0%	1%	3%	11%
Microsoft Outlook	26%	23%	13%	13%
Omega	1%	1%	1%	0%
Open Text LegalKEY	0%	1%	1%	3%
ProLaw	14%	5%	4%	10%
Synaptec Lawbase	0%	1%	0%	0%
Time Matters	3%	1%	5%	4%
Custom/Developed In-House	9%	7%	16%	7%
Other	13%	3%	4%	11%

Cost Recovery	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable, we no longer bill clients for these types of expenses	10%	3%	8%	3%
None/Not applicable, we track manually	11%	1%	2%	0%
Control Systems	28%	29%	25%	35%
Elite Billback	2%	12%	12%	10%
Equitrac	39%	42%	46%	44%
Infortext	2%	3%	0%	0%
NQueue	2%	6%	2%	6%
Other	5%	3%	5%	3%

Expenses Charged	SMALL	MEDIUM	LARGE	VERY LRG
Faxes	62%	66%	70%	75%
Laser printer printing	20%	34%	24%	32%
Long distance charges	62%	77%	64%	76%
Costs are incorporated into our billing rates	8%	8%	7%	4%
Photocopiers used as printers	26%	34%	28%	34%
Photocopiers	85%	88%	82%	95%
Scanning	16%	27%	27%	33%
We add a flat fee to our bills to cover these routine expenses instead	6%	3%	3%	0%
Other	7%	3%	5%	3%

Bill Product Laser Docs	SMALL	MEDIUM	LARGE	VERY LRG
Billback Systems iBillback	3%	8%	9%	8%
Control Systems Lasertrak	38%	47%	28%	39%
Equitrac	33%	22%	44%	33%
Infoware WinPT	0%	0%	0%	2%
Manually	8%	3%	0%	0%
nQueue	8%	8%	6%	12%
Custom/Developed In-House	5%	3%	13%	2%
Other	5%	8%	0%	4%

Time and Billing	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	1%	0%	0%	0%
Aderant/CMS.Net	4%	16%	21%	29%
ASA Pyramid	1%	1%	0%	0%
Elite E3	1%	1%	1%	0%
Elite Enterprise	29%	51%	53%	61%
Javelan	1%	2%	1%	1%
Juris	12%	2%	0%	0%
Omega Legal	8%	5%	1%	0%
Orion	1%	0%	0%	0%
Prolaw	11%	1%	1%	0%
ProVantage (formerly CSS, Inc.)	2%	0%	0%	0%
Rainmaker (Computrac)	3%	3%	5%	0%
Rippe Kingston	5%	6%	2%	3%
STI TABS	6%	0%	0%	0%
TMC	0%	3%	5%	1%
Versys	0%	2%	1%	1%
Custom/Developed In-House	1%	0%	1%	3%
Other	11%	6%	7%	2%

Immigration Software	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	94%	79%	67%	59%
EILA	1%	2%	1%	0%
IMM Forms Plus (West)	1%	3%	4%	5%
Immigrant Pro	1%	5%	7%	8%
Immigration Tracker	1%	3%	11%	18%
INS Zoom	1%	2%	5%	6%
Law Logix	0%	1%	2%	2%
Other	1%	5%	2%	3%

Stock Plan Mgt. Software	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	91%	92%	81%	82%
FinTools Software	0%	1%	0%	1%
Two Step Software	2%	6%	12%	11%
Custom/Developed In-House	7%	1%	7%	3%
Other	0%	0%	0%	4%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Software / Applications Continued

Lit Support	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	17%	6%	1%	3%
BRS Search	0%	0%	1%	3%
casecentral.com	0%	0%	3%	9%
CaseSoft CaseMap	26%	48%	58%	73%
CaseSoft NoteMap	9%	13%	21%	25%
CaseSoft TextMap	11%	15%	19%	22%
CaseSoft TimeMap	31%	53%	51%	63%
Concordance	15%	28%	44%	64%
DB Textworks	2%	2%	5%	10%
Denmeyer	0%	0%	0%	0%
Discovery ZX	0%	0%	3%	4%
Doculex	2%	1%	2%	9%
DTSearch	4%	2%	4%	18%
ELF	0%	0%	0%	0%
E-tech	0%	0%	0%	1%
FolioViews	2%	7%	1%	5%
iCONNECT	1%	5%	9%	30%
Introspect	0%	1%	0%	9%
IPRO	10%	15%	21%	45%
Lextranet	1%	3%	1%	10%
Litigators Notebook	0%	1%	5%	12%
LiveNote	19%	30%	41%	66%
Microsoft Access	14%	21%	24%	41%
RealLegal's Realtime	3%	5%	3%	9%
Ringtail	0%	0%	5%	13%
Sanction II	14%	30%	32%	37%
Summation	54%	68%	86%	73%
Trial Director	30%	38%	49%	56%
Trial Net	0%	1%	0%	2%
Virtual Partner	0%	1%	1%	3%
Custom/Developed In-House	3%	3%	2%	17%
Other	5%	3%	2%	11%

HR Software	SMALL	MEDIUM	LARGE	VERY LRG
We now outsource our HR system	3%	3%	2%	4%
We now outsource some of our HR system	4%	5%	6%	2%
ABRA	8%	8%	11%	3%
ADP	38%	38%	52%	29%
Ceridian	6%	15%	20%	20%
HR Advantage	1%	2%	2%	7%
HRMS Entre	0%	0%	0%	3%
Kronos Workforce Central	0%	0%	2%	4%
MyHRIS	0%	2%	2%	1%
Paychex	15%	8%	3%	1%
PeopleSoft	1%	2%	0%	10%
Pro Business	0%	0%	1%	0%
Millenium	3%	0%	1%	0%
Quickbooks Pro	3%	1%	0%	1%
Ulli Pro	1%	1%	3%	14%
Don't Know	15%	5%	2%	1%
Other	15%	15%	12%	19%

Satisfaction with HR Outsource (1 to 10; 10 = extremely satisfied)	SMALL	MEDIUM	LARGE	VERY LRG
Median	7	7	5	9
Average	6	7	5	9

***MORE THAN ONE RESPONSE WAS ALLOWED**

E-Discovery Tools/ Vendors	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	89%	53%	67%	32%
The Crickett Box	0%	0%	0%	5%
Discovery Cracker	1%	0%	2%	14%
Discover-E	1%	1%	2%	9%
DolphinSearch	1%	0%	1%	7%
eDiscovery Tools	1%	2%	3%	5%
E-Scan-It	2%	14%	8%	17%
eMag Solutions	0%	0%	0%	2%
Guidance Software	1%	6%	1%	16%
Hard Copy Pro Plus	0%	0%	1%	0%
iConect Development LLC	1%	10%	6%	15%
IPro Premium	1%	10%	7%	19%
NeedleFinder	0%	0%	0%	0%
New Technologies Inc.	0%	0%	0%	0%
Z-Print	3%	22%	11%	32%
ZyLAB	0%	0%	1%	2%
Other	3%	7%	7%	17%

Conflict of Interest	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable, we don't track	3%	2%	1%	0%
None/Not applicable, we manually track on paper	4%	2%	4%	2%
Accutrac	1%	0%	0%	4%
ADERANT/CMS.Net	2%	11%	15%	15%
Amicus Attorney	1%	0%	0%	0%
Elite	26%	49%	41%	32%
Javelan	1%	1%	1%	0%
Juris	7%	2%	0%	0%
LawBase2000	0%	0%	0%	0%
MDY's Conflicts	0%	2%	4%	3%
Needles	0%	0%	0%	0%
Omega Legal	6%	3%	1%	0%
Open Text LegalKEY	0%	3%	10%	31%
PerfectLaw	1%	0%	0%	0%
ProLaw	12%	0%	3%	0%
Rainmaker	3%	2%	2%	0%
Rippe Kingston	4%	3%	2%	0%
TMC	0%	3%	4%	1%
Time Matters Software	1%	0%	0%	0%
Custom/Developed In-House	9%	6%	8%	11%
Other	15%	7%	2%	2%

IP / Trademark Mgmt	SMALL	MEDIUM	LARGE	VERY LRG
Not applicable, we don't track this area of law	62%	38%	23%	6%
None, we do this type of work but do not use software	20%	20%	13%	5%
CPI	5%	10%	25%	46%
CPA Inprotech	0%	1%	1%	4%
Denmeyer	1%	1%	0%	4%
InProma	0%	0%	1%	2%
IPMaster	3%	11%	14%	11%
LegalStar	1%	1%	5%	3%
PATTSY	3%	5%	13%	20%
ProLaw	4%	1%	1%	3%
Worldmark/WorldSuite	1%	1%	3%	4%
Custom/Developed In-House	2%	5%	3%	1%
Other	3%	6%	4%	11%

Software / Applications Continued / PDAs

Corporate Governance Software	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	93%	84%	77%	73%
CT Corp. hCue	0%	1%	1%	2%
Two Step Software's Corporate Focus	2%	11%	14%	16%
World Records	0%	0%	0%	1%
Custom/Developed In-House	4%	1%	5%	4%
Other	0%	2%	2%	5%

Attorney PDA E-Mail Access	SMALL	MEDIUM	LARGE	VERY LRG
Median %	50	70	80	95
Average %	54	66	72	83

Staff PDA E-Mail Access	SMALL	MEDIUM	LARGE	VERY LRG
Median %	5	5	10	14
Average %	7	9	10	18

PDA Embedded OS	SMALL	MEDIUM	LARGE	VERY LRG
No/None	4%	0%	0%	0%
BlackBerry OS	71%	84%	88%	96%
Nokia OS	1%	2%	3%	6%
Palm OS (e.g., Treo 650, 700p)	40%	44%	46%	41%
Pocket PC (e.g., Treo 700w, SCH-i730)	17%	30%	27%	27%
Symbian OS (e.g., Nokia E62/E62)	1%	3%	2%	6%
Windows Mobile 5 (e.g., Motorola Q, BlackJack)	29%	33%	38%	36%
Windows Mobile 6 (e.g., Motorola Q2/Q9)	4%	6%	7%	11%
Other	0%	1%	0%	0%

PDA Replacement Cycle	SMALL	MEDIUM	LARGE	VERY LRG
1 year	1%	0%	0%	1%
2 years	17%	22%	27%	30%
3 years	4%	7%	8%	19%
4 years or more	0%	1%	0%	2%
As they break	33%	25%	22%	18%
When new functionality compels a change	11%	14%	9%	9%
Attorney's responsibility to replace	30%	31%	35%	19%
Other	2%	0%	0%	2%

PDA Technologies	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	11%	1%	0%	1%
A hosted service from an outside provider or the cell phone carrier	6%	3%	3%	0%
BlackBerry Desktop Redirector	12%	3%	3%	5%
BlackBerry Enterprise Server	55%	77%	82%	96%
GoodLink Server	8%	16%	27%	30%
MS Exchange 2003 SP2 (ActiveSync)	26%	28%	29%	23%
NotifyLink Server	2%	1%	5%	2%
Other	5%	2%	3%	3%

PDA Technical Support	SMALL	MEDIUM	LARGE	VERY LRG
We support multiple platforms (e.g., BES, GoodLink, ActiveSync)	19%	29%	28%	42%
We support multiple platforms but are working toward standardizing on a single platform	12%	1%	11%	5%
We support only one platform	65%	69%	59%	51%
Other	4%	1%	2%	2%

Which Single Platform?	SMALL	MEDIUM	LARGE	VERY LRG
A hosted service from an outside provider or the cell phone carrier	6%	0%	0%	0%
BlackBerry Enterprise Server	63%	80%	81%	95%
GoodLink Server	7%	10%	9%	2%
MS Exchange 2003 SP2 (ActiveSync)	21%	10%	8%	3%
NotifyLink Server	1%	0%	2%	0%
Other	3%	0%	0%	0%

PDA Add-On Apps	SMALL	MEDIUM	LARGE	VERY LRG
Attachment viewing	71%	70%	74%	73%
Disbursement capture	3%	3%	6%	2%
DMS access	2%	4%	7%	10%
Internet browsing	60%	69%	63%	84%
Mapping	11%	10%	15%	9%
Spell check	12%	10%	12%	16%
Time entry	9%	6%	7%	13%
Other	7%	4%	13%	5%

PDA Passwords	SMALL	MEDIUM	LARGE	VERY LRG
Yes	38%	44%	46%	66%
No	62%	56%	54%	34%

Insure PDAs?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	23%	16%	20%	16%
No	77%	84%	80%	84%

Firm Provides Financial Support for PDAs?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	77%	82%	91%	92%
No	23%	18%	9%	8%

Invoicing of Cell/Wireless Device	SMALL	MEDIUM	LARGE	VERY LRG
All invoicing is done via corporate account	68%	54%	48%	47%
Carrier uses 'split' billing	6%	11%	2%	14%
Invoices are mailed to individuals and firm provides a stipend	16%	25%	20%	14%
Invoices are mailed to individuals and user submits expense report for pertinent charges	22%	28%	35%	29%
Invoices with voice plans are mailed to individuals, those accounts with data only are billed to corporate account	3%	15%	11%	17%
Other	1%	7%	6%	10%

*MORE THAN ONE RESPONSE WAS ALLOWED

PDAs

PDA Financial Support - Partners	SMALL	MEDIUM	LARGE	VERY LRG
Firm fully funds the purchase of wireless device (PDA)	65%	57%	48%	64%
Firm provides a stipend or allowance toward a PDA	15%	21%	27%	17%
User pays full cost of PDA	14%	24%	28%	18%
Firm pays full cost of monthly data service	78%	76%	67%	79%
Firm partially pays or provides a stipend for monthly data service	13%	17%	23%	17%
User pays full cost of monthly data service	6%	9%	10%	5%
Firm pays full cost of monthly voice plan	51%	33%	29%	20%
Firm partially pays or provides a stipend for monthly voice plan	18%	34%	25%	19%
User pays for the monthly voice plan	24%	31%	40%	54%
Other	3%	4%	2%	4%

PDA Financial Support - Associates	SMALL	MEDIUM	LARGE	VERY LRG
Firm fully funds the purchase of wireless device (PDA)	55%	48%	45%	74%
Firm provides a stipend or allowance toward a PDA	21%	25%	28%	16%
User pays full cost of PDA	19%	29%	26%	11%
Firm pays full cost of monthly data service	71%	70%	68%	82%
Firm partially pays or provides a stipend for monthly data service	16%	22%	23%	18%
User pays full cost of monthly data service	9%	12%	9%	1%
Firm pays full cost of monthly voice plan	30%	19%	20%	16%
Firm partially pays or provides a stipend for monthly voice plan	24%	28%	25%	18%
User pays for the monthly voice plan	34%	45%	46%	58%
Other	4%	4%	4%	4%

PDA Financial Support - Select Staff	SMALL	MEDIUM	LARGE	VERY LRG
Firm fully funds the purchase of wireless device (PDA)	79%	73%	65%	87%
Firm provides a stipend or allowance toward a PDA	6%	11%	23%	6%
User pays full cost of PDA	13%	11%	15%	5%
Firm pays full cost of monthly data service	88%	83%	80%	90%
Firm partially pays or provides a stipend for monthly data service	7%	14%	15%	9%
User pays full cost of monthly data service	7%	3%	4%	1%
Firm pays full cost of monthly voice plan	63%	50%	50%	46%
Firm partially pays or provides a stipend for monthly voice plan	15%	24%	11%	12%
User pays for the monthly voice plan	19%	21%	29%	36%
Other	5%	3%	4%	4%

Network Mgt. Tools

Software Distribution	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	22%	10%	0%	1%
Altiris	3%	13%	10%	20%
Cognet	0%	1%	0%	1%
Executive Software	0%	1%	1%	0%
Intel LanDesk	0%	1%	0%	6%
ManageSoft	0%	0%	0%	2%
Microsoft Group Policies	19%	28%	25%	28%
Microsoft SMS	8%	8%	24%	44%
Microsoft WSUS	31%	40%	34%	29%
Norton Ghost	35%	37%	35%	15%
Novell ZENWorks	6%	9%	13%	10%
Prism Deploy	3%	3%	7%	4%
Scripted Setup routines	11%	22%	16%	15%
ScriptLogic Desktop				
Authority	6%	10%	11%	11%
ScriptLogic MSI Studio	1%	1%	2%	2%
Track-It Deploy	2%	3%	1%	0%
Veritas WinInstall	4%	3%	10%	7%
Other	5%	7%	13%	8%

Helpdesk

HelpDesk Mgt.	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	64%	31%	10%	0%
FootPrints	0%	1%	2%	3%
GW	0%	0%	3%	3%
HEAT	0%	2%	1%	17%
HelpSTAR	0%	1%	0%	2%
HelpDESK Pro	0%	2%	0%	0%
Intelliteach IQ Track	0%	1%	8%	8%
Peregrine	0%	0%	0%	2%
Magic	0%	0%	0%	9%
Remedy	0%	0%	1%	5%
TouchPaper	0%	0%	0%	3%
Track-It	14%	32%	41%	13%
Custom/Developed In-House	15%	13%	26%	14%
Other	6%	16%	8%	22%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Audit/Inventory	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	48%	22%	8%	8%
Access	9%	3%	5%	1%
Altiris	2%	10%	9%	19%
Audit Wizard	1%	1%	3%	3%
EZ Audit	2%	3%	0%	0%
Excel	10%	15%	10%	2%
HAT	0%	0%	0%	2%
HEAT	0%	1%	0%	2%
LanDesk	0%	1%	0%	5%
ManageSoft	0%	1%	0%	2%
Microsoft SMS	3%	7%	20%	37%
Peregrine	0%	0%	0%	2%
Scriptlogic Desktop Authority	1%	3%	5%	5%
Track-It	12%	28%	32%	4%
ZEN Works	2%	6%	8%	7%
Custom/Developed In-House	6%	1%	11%	8%
Other	7%	14%	12%	15%

Network Mgt. Tools Continued / Telephony

Service Level Agreement?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	8%	5%	16%	27%
No	87%	87%	73%	53%
Currently being developed	4%	7%	10%	18%
Other	0%	1%	1%	3%

Remote Control	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	13%	2%	1%	1%
Altiris	3%	6%	7%	10%
Citrix Shadow Feature	17%	21%	17%	18%
Dameware	6%	8%	4%	11%
ePOP	0%	0%	0%	1%
Funk Proxy	2%	10%	9%	16%
Microsoft SMS	5%	5%	14%	19%
NetMeeting	5%	5%	2%	8%
NetOp	0%	0%	1%	1%
NetSupport	1%	0%	0%	2%
pcAnywhere	10%	7%	2%	6%
Radmin Remote Control	2%	3%	2%	5%
Scriptlogic Desktop Authority	2%	7%	7%	4%
Track-It Remote	4%	3%	7%	0%
VNC	37%	39%	37%	26%
ZENWorks	3%	5%	10%	7%
WinXP Remote Desktop/ Remote Assistance	42%	41%	39%	24%
Microsoft LiveMeeting	1%	5%	4%	7%
WebEx	4%	11%	8%	11%
Other	9%	11%	11%	12%

Remote Access	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	1%	0%	0%	0%
Citrix	49%	71%	67%	82%
GoToMyPC	12%	10%	7%	7%
GroupWise Web	7%	5%	7%	2%
IPass/SecuRemote	0%	1%	4%	18%
LogMeIn	4%	1%	1%	0%
Microsoft Terminal Server (No Citrix)	26%	23%	23%	17%
Novell BorderMgr	1%	1%	0%	2%
Outlook Web Access	49%	53%	63%	62%
pcAnywhere	6%	6%	2%	2%
Shiva	0%	0%	1%	0%
VPN (firm laptops or firm provided PCs only)	32%	36%	52%	60%
VPN (software provided for home PC use)	16%	22%	20%	19%
Web-based DMS	8%	16%	17%	17%
Windows RAS	5%	7%	11%	11%
Other	3%	7%	5%	8%

WAN Acceleration	SMALL	MEDIUM	LARGE	VERY LRG
No/Not applicable	96%	85%	74%	68%
DiskSites	0%	0%	0%	0%
InMage	0%	0%	0%	0%
Juniper	0%	0%	2%	3%
Riverbed Technologies	1%	10%	19%	18%
Signiant	0%	0%	0%	0%
Silver Peak	0%	1%	0%	2%
Tacit	0%	0%	0%	0%
XOsoft	1%	1%	0%	0%
Other	3%	2%	4%	10%

Primary Phone System	SMALL	MEDIUM	LARGE	VERY LRG
3Com	2%	1%	1%	0%
Avaya	19%	14%	23%	20%
Comdial	0%	2%	0%	0%
Cisco	5%	15%	17%	24%
Executone	2%	0%	0%	0%
Intertel	10%	3%	0%	0%
Mitel	6%	9%	7%	3%
NEC	12%	7%	4%	3%
Nortel/Norstar	23%	29%	33%	32%
Roim	0%	0%	5%	2%
Siemens	4%	10%	5%	14%
Toshiba	4%	3%	0%	0%
Other	12%	6%	4%	3%

VoIP Systems	SMALL	MEDIUM	LARGE	VERY LRG
Yes	20%	44%	35%	40%
No	80%	56%	65%	60%

Primary Long Distance	SMALL	MEDIUM	LARGE	VERY LRG
AT&T	27%	30%	28%	42%
Bell	6%	5%	7%	5%
Broadwing	0%	0%	2%	3%
Cable & Wireless	1%	1%	0%	1%
CTC	1%	0%	1%	0%
Electric Lightwave	1%	1%	2%	0%
Global Crossing	1%	0%	2%	1%
KMC Telecom	0%	1%	0%	0%
MCI/Worldcom	2%	3%	5%	8%
Paetec	7%	3%	9%	1%
Qwest	5%	8%	8%	8%
Sprint	2%	10%	11%	16%
Telus	1%	3%	1%	1%
Time Warner	3%	1%	3%	0%
Verizon	8%	5%	5%	6%
XO Communications	4%	2%	2%	0%
Other	28%	25%	13%	9%

Unified/Integrated Messaging	SMALL	MEDIUM	LARGE	VERY LRG
Yes	35%	41%	38%	53%
No	65%	59%	62%	47%

Automatic Redial from Wireless	SMALL	MEDIUM	LARGE	VERY LRG
Yes	17%	34%	50%	47%
No	83%	66%	50%	53%

WAN

WAN Architecture	SMALL	MEDIUM	LARGE	VERY LRG
One office/Not applicable	56%	31%	7%	0%
Frame Relay	2%	3%	1%	3%
MPLS	3%	18%	33%	57%
Point-to-Point (T1/T3)	24%	33%	41%	24%
VPN	13%	14%	9%	8%
Other	2%	0%	10%	9%

***MORE THAN ONE RESPONSE WAS ALLOWED**

E-Mail

E-Mail Platform/Version	SMALL	MEDIUM	LARGE	VERY LRG
Microsoft Exchange 5.5	2%	1%	1%	0%
Microsoft Exchange 2000	7%	5%	7%	2%
Microsoft Exchange 2003	75%	87%	80%	84%
Microsoft Exchange 2007	1%	0%	1%	1%
Lotus Notes 5.x	0%	0%	0%	0%
Lotus Notes 6.x	1%	0%	2%	4%
Lotus Notes 7.0	1%	0%	1%	5%
Novell GroupWise 5.x	0%	0%	0%	0%
Novell GroupWise 6.5	5%	3%	3%	3%
Novell Groupwise 7.0	6%	3%	3%	2%
Other	1%	0%	1%	0%

Limit Size of Mailbox?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	30%	31%	30%	21%
No	70%	69%	70%	79%

Typical Mailbox Size (MB)	SMALL	MEDIUM	LARGE	VERY LRG
Median MB	500	400	500	1,000
Average MB	3,130	2,359	831	1,517

Mailbox Size by Job Function?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	14%	18%	20%	10%
No	86%	82%	80%	90%

Largest Mailbox Size (GB)	SMALL	MEDIUM	LARGE	VERY LRG
Median GB	3	6	7	11
Average GB	96	61	30	509

Incoming E-Mail Size Limit?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	55%	61%	63%	61%
No	45%	39%	37%	39%

Incoming E-Mail Limit (MB)	SMALL	MEDIUM	LARGE	VERY LRG
Median MB	23	30	23	40
Average MB	141	90	43	53

Outgoing E-Mail Size Limit?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	36%	47%	48%	46%
No	64%	53%	52%	54%

Outgoing E-Mail Limit (MB)	SMALL	MEDIUM	LARGE	VERY LRG
Median MB	25	25	25	40
Average MB	49	59	40	48

Redundant E-Mail Servers	SMALL	MEDIUM	LARGE	VERY LRG
No/None	71%	63%	41%	13%
Yes, we have one or more e-mail clusters	7%	20%	27%	46%
Yes we have redundant e-mail servers	7%	11%	23%	21%
We use an e-mail continuity service	13%	14%	22%	39%
Other	3%	2%	1%	3%

Number of Users on Any Server	SMALL	MEDIUM	LARGE	VERY LRG
Median	90	195	250	350
Average	90	190	256	457

Out of Office Default?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	18%	21%	12%	20%
Yes, but it responds only once	62%	67%	68%	67%
No, it only responds to internal senders	4%	6%	15%	9%
We do not use an Out of Office agent	16%	6%	4%	4%

Reply to All Prompt?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	5%	5%	12%	20%
No	95%	95%	88%	80%

Permit IM Programs?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	20%	18%	13%	24%
No, and we enforce the policy	34%	41%	46%	34%
No, but some users do it without authorization	45%	40%	41%	42%

Enterprise IM Programs	SMALL	MEDIUM	LARGE	VERY LRG
No/None	93%	99%	89%	71%
Jabber	0%	0%	1%	0%
Lotus SameTime	0%	0%	3%	4%
Microsoft Live Communication Server	2%	1%	4%	24%
Novell GroupWise Messenger	4%	0%	2%	1%

Restrict Personal E-Mail Access?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	15%	21%	29%	18%
No	85%	79%	71%	82%

E-Mail Issues Mgt.	SMALL	MEDIUM	LARGE	VERY LRG
We spend significantly less time managing those issues now	13%	16%	12%	10%
We spend less time managing those issues now	26%	17%	23%	19%
We spend about the same amount of time	47%	49%	49%	49%
We spend more time managing those issues now	11%	14%	15%	19%
We spend significantly more time managing those issues now	3%	3%	1%	4%

E-Mail Support Challenges	SMALL	MEDIUM	LARGE	VERY LRG
Archiving, retention, retrieval compliance	70%	82%	77%	84%
Attachment and version management	10%	13%	10%	15%
Mail application integration	11%	17%	14%	18%
Monitoring quarantine logs	7%	5%	7%	5%
PDA/Wireless device support	40%	40%	29%	35%
Spam and malware control	36%	30%	24%	30%
Troubleshooting e-mail delivery issues	32%	41%	30%	24%
Other	4%	3%	5%	6%

***MORE THAN ONE RESPONSE WAS ALLOWED**

E-Mail Continued

Initial E-Mail Virus Scan	SMALL	MEDIUM	LARGE	VERY LRG
Barracuda	5%	1%	4%	4%
BrightMail	0%	1%	2%	4%
ClamAV	1%	1%	1%	0%
GFI MailSecurity	2%	0%	0%	0%
GWGuardian	0%	2%	0%	0%
FrontBridge	4%	3%	5%	5%
MailMarshal	2%	5%	5%	2%
MailSweeper/MIMEsweeper	0%	1%	1%	1%
McAfee Webshield/ Groupshield	2%	5%	0%	2%
MessageLabs	1%	0%	3%	6%
MessageOne	0%	1%	0%	0%
MXLogic	1%	1%	1%	1%
Postini	48%	54%	51%	50%
Sophos MailMonitor	1%	1%	0%	2%
Symantec AntiVirus	11%	5%	2%	4%
Sybari Antigen	0%	0%	2%	1%
Trend Micro ScanMail	2%	5%	3%	7%
Tumbleweed	3%	3%	9%	9%
Use firewall virus detection	2%	2%	0%	0%
Other	12%	8%	9%	3%

Second E-Mail Virus Scan?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	77%	80%	84%	92%
No	23%	20%	16%	8%

Second E-Mail Virus Scan	SMALL	MEDIUM	LARGE	VERY LRG
Barracuda	1%	3%	0%	0%
BrightMail	1%	0%	0%	0%
ClamAV	1%	1%	0%	0%
GFI MailSecurity	1%	0%	1%	1%
GWGuardian	0%	1%	0%	0%
InoculateIT by CA	3%	3%	3%	1%
MailMarshal	3%	4%	3%	2%
MailSweeper/MIMEsweeper	1%	3%	0%	0%
McAfee Webshield/ Groupshield	14%	17%	21%	13%
Postini	0%	0%	0%	2%
Sophos MailMonitor	2%	1%	3%	4%
Sybari Antigen	47%	37%	35%	25%
Symantec AntiVirus	3%	4%	4%	12%
Trend Micro ScanMail	11%	20%	23%	26%
Tumbleweed	0%	3%	5%	8%
Use firewall virus detection	4%	1%	1%	0%
Other	10%	0%	1%	7%

Block Certain Attachments?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	91%	95%	93%	94%
No	9%	5%	7%	6%

Filter Incoming E-Mail Word Content?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	54%	52%	53%	41%
No	46%	48%	47%	59%

Filter Outgoing E-Mail Content?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	37%	43%	36%	37%
No	63%	57%	64%	63%

Create/Manage E-Mail Archives?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	56%	54%	41%	44%
No	44%	46%	59%	56%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Spam Detection	SMALL	MEDIUM	LARGE	VERY LRG
No/None	1%	0%	0%	0%
Barracuda	5%	3%	5%	4%
BrightMail	0%	1%	4%	6%
FrontBridge (Big Fish)	4%	3%	5%	5%
GWGuardian	0%	3%	0%	0%
MailFrontier	1%	0%	1%	2%
MailMarshal	4%	10%	12%	3%
MailSweeper/MIMEsweeper	1%	3%	2%	1%
MessageLabs	1%	0%	3%	5%
MXLogic	1%	2%	1%	1%
Postini	49%	55%	51%	56%
Surf Control	4%	3%	1%	1%
Symantec	8%	5%	2%	3%
Tumbleweed DAS	3%	6%	9%	11%
Other	26%	15%	14%	12%

E-Mail Management	SMALL	MEDIUM	LARGE	VERY LRG
We 'age' e-mail to limit mailbox size	18%	18%	20%	33%
We allow users to create personal archive files	45%	44%	25%	33%
We allow users to keep all messages in the e-mail file for the foreseeable future	51%	52%	34%	35%
We are currently evaluating one or more archiving or e-mail/records management applications	31%	31%	38%	31%
We ask users to profile e-mail into the document management system (DMS)	45%	49%	42%	46%
We use an archiving application that automatically moves older e-mail off the e-mail server	8%	15%	36%	50%
We utilize a records management application to store e-mail records	1%	7%	13%	19%
Other	3%	3%	7%	4%

E-Mail Archive App.	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	6%	0%	0%	0%
EmailXtender (Legab)	12%	15%	6%	5%
Homegrown	0%	0%	0%	0%
ILumen	0%	0%	3%	0%
MailStore	0%	0%	0%	0%
NetDocuments	0%	0%	6%	0%
Sherpa	6%	0%	3%	4%
Veritas/KVS Enterprise Vault	18%	23%	36%	54%
Zantaz (EAS)	29%	46%	36%	32%
Other	29%	15%	18%	7%

Desktop Anti-Virus Software	SMALL	MEDIUM	LARGE	VERY LRG
Computer Associates	6%	9%	7%	2%
McAfee	20%	22%	32%	31%
Sophos	1%	2%	1%	3%
Symantec	60%	53%	42%	44%
Trend	9%	14%	15%	20%
Other	3%	0%	3%	1%

Downtime from Virus/Malware?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	5%	7%	7%	13%
No	95%	93%	93%	87%

Web / Backup

Intranet Technologies	SMALL	MEDIUM	LARGE	VERY LRG
No intranet/Not applicable	49%	26%	9%	2%
AMS Legal	0%	0%	2%	2%
Custom with ASP.NET	13%	23%	31%	31%
Custom with Java script	8%	11%	13%	7%
Custom with PHP	3%	8%	3%	4%
eRoom	0%	0%	0%	0%
Hubbard One	0%	0%	1%	4%
Interwoven WorkSite Web	3%	11%	10%	6%
Microsoft Sharepoint	7%	18%	26%	46%
Niku/Legal Anywhere/ Advanced Management Systems	0%	0%	0%	0%
Notes/Domino	2%	0%	2%	5%
Open Text/Hummingbird	1%	1%	0%	3%
Other	20%	18%	19%	21%

Extranet Technologies	SMALL	MEDIUM	LARGE	VERY LRG
No extranet/Not applicable	85%	66%	34%	9%
AMS Legal	2%	7%	14%	12%
Custom with ASP.NET	4%	3%	7%	18%
Custom with Java script	0%	2%	1%	4%
Custom with PHP	1%	1%	1%	4%
eRoom	0%	1%	2%	9%
Hubbard One	0%	0%	3%	9%
Interwoven WorkSite Web	4%	15%	18%	17%
Microsoft Sharepoint	0%	6%	10%	23%
Niku/Legal Anywhere/ Advanced Management Systems	0%	1%	0%	0%
Notes/Domino	0%	0%	3%	9%
Open Text/Hummingbird	0%	2%	2%	6%
Other	2%	6%	10%	13%

Portal Product	SMALL	MEDIUM	LARGE	VERY LRG
No/None	88%	80%	63%	34%
Citrix Sequoia	0%	0%	0%	0%
Interwoven Worksite Web	4%	10%	11%	9%
Microsoft SharePoint	1%	8%	12%	34%
Open Text/Hummingbird	1%	1%	0%	4%
Plumtree	0%	0%	1%	3%
ProLaw	1%	0%	0%	3%
SV Technology LawPort	0%	0%	4%	7%
Internally developed	4%	2%	10%	11%
Other	1%	3%	2%	5%

Wireless Networking?	SMALL	MEDIUM	LARGE	VERY LRG
No/None	26%	26%	10%	3%
Wireless available in entire office	20%	23%	25%	24%
Wireless available in or near conference rooms	39%	40%	50%	65%
Wireless available in only select areas of office	9%	13%	15%	16%
Wireless access allowed when away from the office	46%	44%	49%	64%
Firm computers allowed to connect to home networks	29%	29%	39%	47%
Other	1%	2%	2%	2%

Visitor Wireless Access	SMALL	MEDIUM	LARGE	VERY LRG
Yes	61%	67%	80%	90%
No	39%	33%	20%	10%

***MORE THAN ONE RESPONSE WAS ALLOWED**

Primary ISP	SMALL	MEDIUM	LARGE	VERY LRG
Local ISP	15%	7%	10%	3%
AT&T	14%	17%	13%	24%
Bell	4%	5%	1%	1%
Broadwing	1%	0%	3%	4%
Cable & Wireless	0%	1%	0%	0%
Cogent Communications	5%	11%	11%	12%
Cox Communications	2%	3%	1%	1%
Global Crossing	1%	1%	2%	3%
Level3 Communications	1%	0%	2%	1%
MCI/Worldcom/UUnet	1%	3%	1%	6%
Paetec	3%	1%	3%	0%
Primus	1%	0%	0%	0%
Qwest	3%	2%	3%	2%
Savvis	1%	2%	2%	3%
Sprint	0%	2%	9%	8%
Telus	0%	2%	1%	3%
Time Warner	7%	6%	13%	5%
US LEC	2%	1%	1%	0%
Verio	0%	1%	0%	2%
Verizon	7%	5%	5%	2%
XO Communications	3%	3%	1%	2%
Yipes	0%	0%	1%	8%
Other	25%	24%	15%	13%

Redundant Connection	SMALL	MEDIUM	LARGE	VERY LRG
Yes	43%	69%	82%	94%
No	57%	31%	18%	6%

Replication Software	SMALL	MEDIUM	LARGE	VERY LRG
No/None	87%	67%	54%	28%
EMC	1%	0%	7%	19%
CommVault	1%	3%	4%	6%
DoubleTake	3%	14%	12%	26%
NeverFail	3%	1%	5%	1%
Other	6%	14%	17%	20%

Disk-to-Disk Backup	SMALL	MEDIUM	LARGE	VERY LRG
No/None	54%	39%	30%	22%
Yes	46%	60%	68%	77%
Other	0%	1%	1%	1%

Backup Software	SMALL	MEDIUM	LARGE	VERY LRG
We use an online backup service provider for all or some needs	6%	1%	2%	2%
Computer Associates				
BrightStor ARCserve	17%	17%	4%	10%
CommVault	3%	9%	23%	22%
EMC's Legab	0%	2%	2%	5%
EVault	8%	18%	21%	21%
Symantec/Veritas	68%	52%	51%	50%
Other	8%	11%	7%	12%

Web Filter	SMALL	MEDIUM	LARGE	VERY LRG
No/None	58%	41%	47%	36%
Blue Coat	1%	2%	5%	8%
McAfee	1%	2%	0%	1%
Secure Computing	0%	0%	1%	1%
Sonicwall	8%	10%	1%	0%
SurfControl	12%	11%	13%	19%
Symantec	3%	3%	0%	0%
Web Marshall	1%	5%	1%	1%
WebSense	7%	6%	17%	24%
Other	8%	18%	14%	11%

Backup / Finance / BC-DR / Miscellaneous

Online Backup Provider	SMALL	MEDIUM	LARGE	VERY LRG
EVault	18%	0%	50%	0%
Iron Mountain	9%	0%	0%	0%
LiveVault	9%	0%	50%	50%
Other	64%	100%	0%	50%

Primary Firewall Router	SMALL	MEDIUM	LARGE	VERY LRG
None/Not applicable	0%	0%	0%	0%
Check Point	3%	7%	17%	21%
Cisco (PIX)	39%	45%	58%	53%
Fortinet	1%	1%	0%	2%
Juniper (Netscreen)	8%	6%	5%	4%
Microsoft ISA server	3%	3%	2%	1%
Nokia	0%	0%	0%	6%
SonicWall	21%	13%	5%	1%
Symantec	2%	5%	0%	1%
WatchGuard	12%	10%	8%	4%
Don't Know	0%	0%	0%	0%
Other	10%	10%	4%	7%

Disaster Recovery Plan?	SMALL	MEDIUM	LARGE	VERY LRG
Yes	25%	29%	38%	61%
No	15%	8%	9%	0%
Under development	60%	63%	53%	39%

Capital Budget	SMALL	MEDIUM	LARGE	VERY LRG
Increased	43%	54%	55%	56%
Decreased	21%	11%	18%	14%
Stayed the same	35%	34%	25%	29%
Other	1%	0%	1%	0%

Operating Budget	SMALL	MEDIUM	LARGE	VERY LRG
Increased	42%	56%	53%	68%
Decreased	10%	11%	11%	7%
Stayed the same	46%	32%	35%	24%
Other	1%	0%	1%	0%

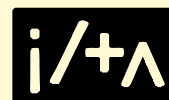
Buy or Lease Equipment	SMALL	MEDIUM	LARGE	VERY LRG
We usually lease	21%	20%	25%	37%
We usually buy	67%	69%	62%	47%
We're split pretty evenly between leasing and buying	11%	10%	11%	15%
Other	1%	1%	2%	1%

Biggest Annoyances	SMALL	MEDIUM	LARGE	VERY LRG
Difficulty reconciling invoices from suppliers	2%	2%	3%	5%
E-mail management	55%	61%	59%	66%
High cost of technology	16%	7%	9%	4%
High software maintenance costs	25%	24%	25%	21%
Keeping up with new versions of software	31%	22%	26%	23%
Keeping up with storage needs	20%	33%	29%	37%
IT staffing issues	15%	15%	12%	18%
Managing project loads	27%	34%	33%	44%
Meeting needs for and/or getting participation in training	19%	28%	21%	13%
Outsourcing	1%	0%	0%	3%
PDA maintenance and repair	9%	7%	10%	7%
Printer drivers	2%	2%	0%	0%
Roaming profiles	4%	2%	5%	3%
Security updates and resulting operational impacts	22%	16%	13%	13%
Software license and fee arrangements	10%	6%	11%	4%
Spam	17%	6%	7%	5%
Spyware	9%	3%	2%	2%
Users' acceptance to change	39%	32%	34%	28%
Viruses	0%	0%	0%	0%
Other	2%	7%	4%	6%

***MORE THAN ONE RESPONSE WAS ALLOWED**

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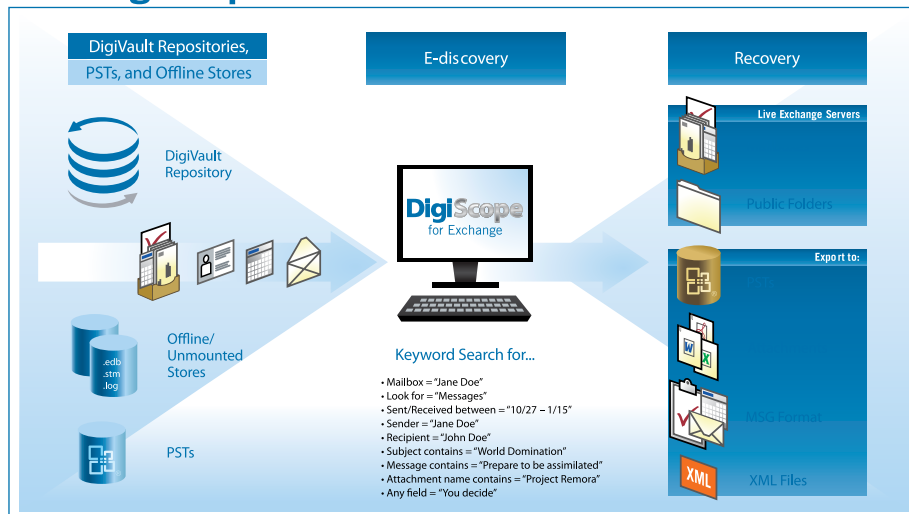
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