



technology
2002
survey

a publication of
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SUMMATION LEGAL TECHNOLOGIES, INC.
550 CALIFORNIA STREET, SUITE 800
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LARGE FIRM, MEDIUM FIRM, SMALL FIRM . . . THE #1 LITIGATION SUPPORT SOFTWARE IN EVERY FIRM SIZE

SUMMATION #1 LITIGATION SUPPORT SOFTWARE IN 2002 LOWNET SURVEY

Summation Legal Technologies, Inc. would like to thank our customers and LawNet members for voting Summation the #1 most used litigation tool, for the 3rd consecutive year in LawNet's Technology Survey. In response to the question "What Litigation Support Tools do you use?" 70% of the respondents identified Summation. For details, see pages 8 and 15.



INTRODUCING THE SUMMATION WEB SERVER CONSOLE (THE "SWSC")

As Summation users already know, remote, searchable access to data residing in a variety of data repositories can be invaluable in helping win a case. The question is how to gain access to this dynamic data when you are not connected to the LAN where the various data repositories are located.

The SWSC allows the network administrator to provide secure, dynamic remote access to Microsoft SQL Server (7 and 2000), Microsoft Access®, and Summation databases over the Internet, via the iBlaze® Case Explorer. It builds the connections (Universal Data Links, a.k.a UDLs) that can be e-mailed to authorized users (e.g. an attorney on the road, so they can connect to the database remotely once they receive the UDL). Other dimensions of SWSC include:

- Establishing collaborative edit rights to SQL Server databases;
- Loading images and OCR easily into SQL Server through the well-known DII file;
- Providing column level security in SQL databases being accessed, searched, and edited via iBlaze;
- Enabling remote sharing of Summation core case transcripts;
- Creating a global transcript repository independent from a Summation case that can be accessed over the web.

iBLAZE® VERSION 2

Tap into Multiple Repositories (Summation's Database, SQL, and Access)

With Summation iBlaze you can search and edit multiple repositories per case, whether stored locally on your firm's network or remotely.

Capture Snapshots of the Database for Use Offline, Create Subcollections, and More . . .

Briefcasing, a unique feature of Summation iBlaze, is the ability to create special document collections from core, remote, or companion databases. Use the briefcase function to create mini-repositories of summaries and images, production tracking folders, Exhibit sets, or subsets of information. You can take a briefcase created from a remote repository with you for offline use.

With the Browser Briefcase, you can export Briefcased records and associated images to an easily readable HTML format. Anyone, even non-Summation users, can view the Browser Briefcase via a browser (e.g. Microsoft Internet Explorer).



SUMMATION®
LEGAL TECHNOLOGIES, INC.

By the Numbers

This year's technology survey is bigger and better than ever! Nearly 20 new survey questions were added, and many of this year's graphs now include 3 years of data for trend analysis. You'll also see a continued look at technology differences between the various sizes of firms, which was a new feature added to last year's survey. This year's publication also represents the largest response from LawNet member firms over any previous year with **nearly 500 responding firms!** Are we good, or what?

Demographic Snapshot

The survey results represent the input of 481 member firms, representing over 93,000 attorneys and more than 215,000 end users. Nearly 94% of the respondents are from private law firms, with the remainder coming from corporate or governmental legal departments. Out of the 481 firms that responded, 445 (93%) are headquartered in the US, 27 (6%) are in Canada, and others are from outside North America.

The median firm is composed of 100 attorneys and 223 end users, located in 3 offices. These figures are up from last year, indicating that firms are continuing to grow and/or merge. Approximately a quarter of the firms that responded have more than 200 attorneys while another 25% have fewer than fifty. The firms represented range in size from 5 attorneys to 5,000, and from 20 end users to 8,500. The participating firms range from those with a single office to several firms with more than 20 locations.

Just the Right Size

A note about our size categories -- for reporting purposes, our respondents have been classified by number of users into the following buckets:

Small	1-150
Medium	151-250
Large	251-500
Very Large	>500

Let's look at the trends.

Time for a Breather?

Over the last several years, we have witnessed intense changes in the technology at law firms. It only seemed inevitable that a cooling down period would arrive, particularly in light of the dramatic declines in the technology industry as well as in the overall US economy. And while this year's survey would indicate that there were fewer intense changes of technology, LawNet member firms appeared to remain quite busy with operating system upgrades, new server installations, office suite upgrades and many other law office software installations.

Windows 2000: The King is Firmly Enthroned

Last year, Windows 2000 succeeded to the desktop OS throne, and it also made significant headway onto servers. This year, Windows 2000 is the undisputed champion as the desktop operating system of choice (44%) vs. the runner-up Windows NT (20%), which like Windows 95 & 98, is on its way out the door. Windows XP, however, will likely challenge this domination within a few years.

On the server side of the kingdom, Windows 2000 also enjoys its lofty status as the most common network operating system (77%), followed closely by Windows NT (71%). Windows is also in use as the intranet OS of choice for nearly 75% of LawNet firms, with NetWare (5%) and Linux (2%) as the next two most common choices.

And speaking of Linux, the penguin has increased its acceptance at firms by growing in use from 7% to 14% in 2002, with the overwhelming favorite distro being RedHat Linux, which waddled its way into 13% of LawNet firms.

Use of Novell Netware on servers continues to slip, but its use at nearly half of the firms indicates it's still relied on by many. A majority of medium and large firms still have Netware in use, but only a minority of the small or very large firms use it.

"May I take your order?"

"Yeah, I'll take a Dell laptop, a side of Palm Pilots, and a Blackberry for dessert. To go, please."

LawNet firms have been buying more laptop computers for their attorneys. The median percentage of attorneys using a laptop instead of a desktop PC increased from 10% to 15% this year. Viewed in another way, firms that indicated that at least a quarter or more of their attorneys use a laptop full time jumped from 15% to 37% this year. And Dell laptops are the clear favorite, being purchased 3 times as often as the nearest competitor, IBM.

A greater number of attorneys are also sporting a PDA in their pocket, and firms are increasing both their technical support and financial support for PDAs. In fact, the number of firms providing financial support for PDAs grew from 37% to 46%, and only 3% indicated that they *didn't* provide technical support for them.

A new question this year was "what percentage of attorneys use a PDA?" The result is an average percentage of 30%, and that number climbs up to 38% as the size of the firm increases.

XP: Extra Pricy?

In the software realm, Microsoft released two significant products in 2001: Windows XP and Office XP; and shortly thereafter, firms began to hear about various software licensing changes that Microsoft was instituting. It will be interesting to see how all of this shakes out over time, but we do know that a percentage of firms have jumped on the "XP"

bandwagon in 2002. Approximately 10% have put Windows XP on the desktops, and 16% have made Office XP their primary office suite. These changes are at the expense of Office 97 and WordPerfect firms, but not for Office 2000 firms. Their numbers increased from 27% to 34% in 2002. Speaking of office suites, the percentage of firms still running WordPerfect took another big dive from 30% to 20% this year, an even larger drop than the prior year.

Application Software Trends

For document comparison, Workshare DeltaView can now be found at half of all LawNet firms, and that figure rises to 81% for the very large firms. CompareRite, the only other 3rd party product to show up in the survey responses, can be found in 37% of LawNet firms.

For document assembly, there are at least 7 different products available on the market, but HotDocs is the clear favorite with a 36% share. The runner-up is CAPS at 4%.

There was a period of time when document management systems were a very hot topic, but the last 2 years have seen little to no activity in regard to market share changes. DOCS Open (Hummingbird) remains the favorite with a 47% share, followed by iManage (27%) and WORLDOX (7%). DOCS Open is particularly favored in the large to very large firms (62%), while WORLDOX's market share increases to 13% as the size of the firm decreases.

E-mail / Groupware systems showed a small change this year with Microsoft Outlook/Exchange gaining another 5% of the market by reaching to 69%, and this 5% gain was at the expense of Novell GroupWise, which dropped from 29% to 24%. Lotus Notes stayed pat at 6%.

In the crowded arena of marketing / contact management, InterAction and Elite were the only two products to make any notable increase in market share, with InterAction climbing to 27% and Elite moving up to 9%.

A number of firms took this year as an opportunity to add inbound network faxing, and over half of LawNet firms (54%) now have this functionality, with larger firms even more likely to have it.

Three new survey questions this year focused on the use of software for case management, docketing, and IP/Trademark management. It's interesting to note that for all 3 categories, "none" is the most common choice for more than 1/3 of the firms, with no one product obtaining more than a 16% share of the market in its respective category.

Random Notes

Another new question that we asked firms is if they had video conferencing equipment. The current percentage of firms that do is 39%, and this percentage climbs to 88% for the very large firms. It will be interesting to note if this percentage goes up significantly over the next few years now that the technology has become more affordable

and since costs and concerns related to travel have increased.

In regard to Internet bandwidth at LawNet firms, the selection of bandwidth speeds in the range of 3 Mbps to 100 Mbps increased by roughly 10%. The average bandwidth per user also increased by about 25% for LawNet firms, and exactly half indicated having a redundant Internet connection.

A majority of firms (58%) are also working on "business continuity plans" in the event of a disaster, while 30% indicate having a plan completed.

On Average . . .

In 2000, we included a look at the technology profile of the "average" firm. And while that past survey indicated (and I think we would all agree) that there's no such thing as an "average" law firm, it's still an interesting way to look at the technology trends at law firms.

So for your entertainment, here's **the "Average" Law Firm for 2002:**

It would have 100 attorneys, 225 total computer users and 3 offices.

The computer network would be running a mixture of Windows 2000 and Windows NT on Compaq or Dell servers, with a strong possibility of some Novell NetWare still existing in the backroom.

Microsoft Windows would be the intranet operating system of choice, but there might be a RedHat Linux box around, perhaps running LawNet's popular Linux SIG project called *Acrophobia*.

For the desktop, Windows 2000 would be the OS of choice, and it would be running on a Dell PC with a 17" CRT, or possibly a 15" LCD flat screen for the luckier folks. However, a significant percentage of attorneys would be using a laptop computer in lieu of a desktop, and that would typically be a Dell.

An even higher percentage of the firm's attorneys would be carrying a Blackberry/RIM or a Palm Pilot, which the firm helped pay for and for which the IT department is providing technical support.

Microsoft Word 2000, or perhaps Word 97, would be the primary word processor, and the firm would be using an in-house developed macro / template solution for document creation.

The firm's end users would also be using DeltaView for document comparison purposes, and if an automated document assembly program were in place, it would be HotDocs.

To manage all of those documents, DOCS Open, or perhaps iManage would be employed.

To stay in contact with everyone, Microsoft Outlook would be used for e-mail and contact management. If the firm had a more elaborate marketing solution, InterAction would be in place.

There would be a RightFax network fax server in place, and this would include the ability to receive inbound faxes via the network.

Elite would be the time and billing system, but something else would be in place for case management and docketing, if there was anything at all.

The litigation group would be using 3 or more tools to facilitate their work, and those would include Summation, Microsoft Access, LiveNotes and/or CaseMap.

The IT department would be using a combination of tools to distribute and/or update all of that software, which would include Norton Ghost, Novell ZENWorks and/or Veritas WinInstall. The helpdesk would be using VNC or pcAnywhere for remote control, and they would be tracking support calls using either an in-house developed database or TrackIt.

The attorneys would have multiple solutions for remotely accessing information stored on the firm's computer network, which would include Citrix Metaframe, Microsoft Outlook Web Access, along with one other remote access technology.

AT&T or MCI would be providing the long distance service, with which the firm would be fairly satisfied.

The firm would have a public website and an intranet, and if they didn't have an extranet yet, they're likely thinking about it. And a "portal" is something that they're either planning for next year or they're at least thinking about.

For the Internet, the firm has a single T1 connection, but there's a good chance that a second T1 is in place to serve as a redundant connection in the event of a primary circuit failure. And speaking of potential disasters, the firm is working on their business continuity plan.

Thanks

Many thanks to Randi Mayes and Jeanne Martinez for their tremendous assistance in producing this publication. We gratefully acknowledge Mal Mead for pioneering this publication and thank him for all of the hard work he put into those past technology surveys. And a very special thanks to all of the firms who took the time to participate.

Please enjoy this year's look at law firm technology, and join us next year at survey time!

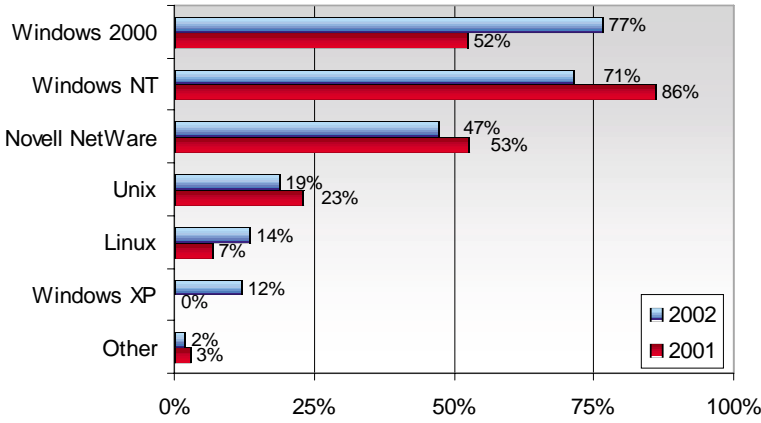
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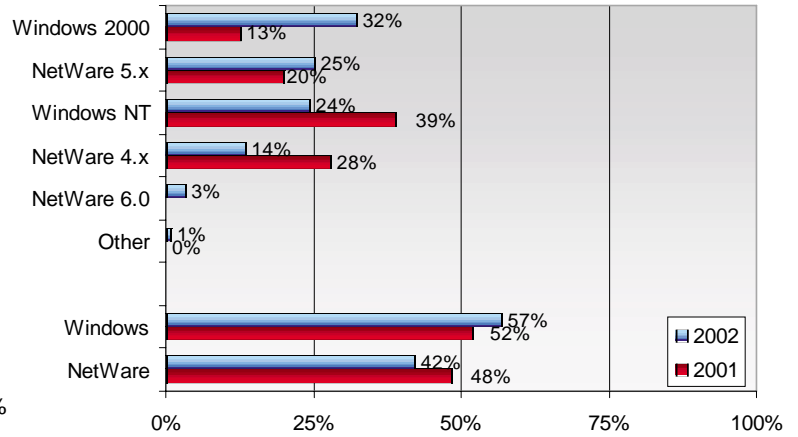
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WHICH NETWORK OPERATING SYSTEMS DO YOU USE?

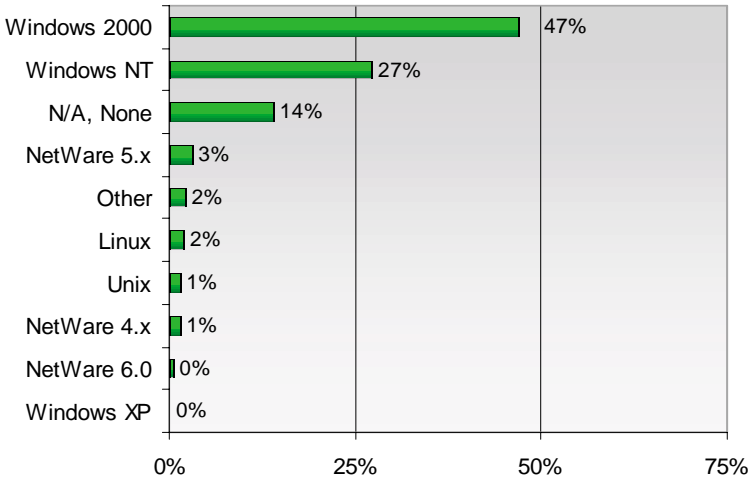


WHAT IS YOUR PRIMARY FILE & PRINT NETWORK OS?

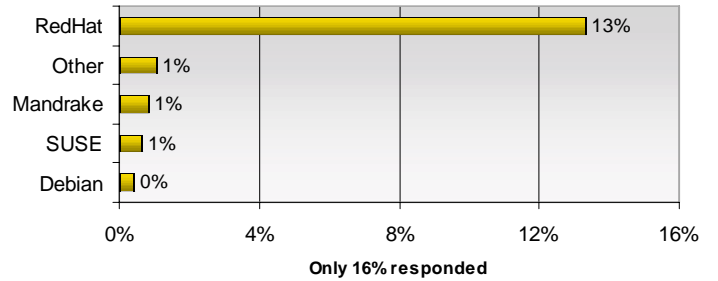


2001 figures for NW 4.x and NW 5.x are estimates, as last year's survey didn't differentiate between 4.x and 5.x versions.

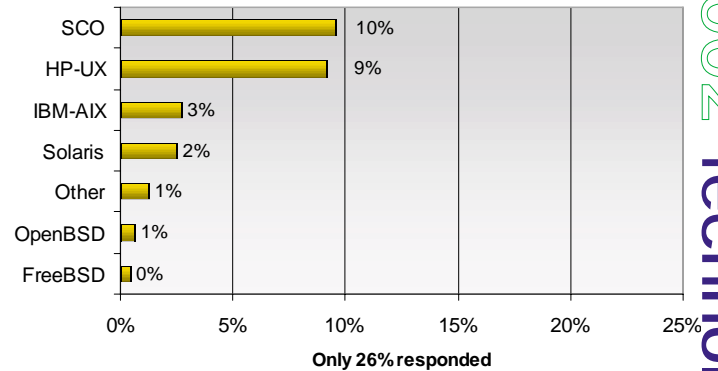
WHAT IS YOUR PRIMARY INTRANET OS?



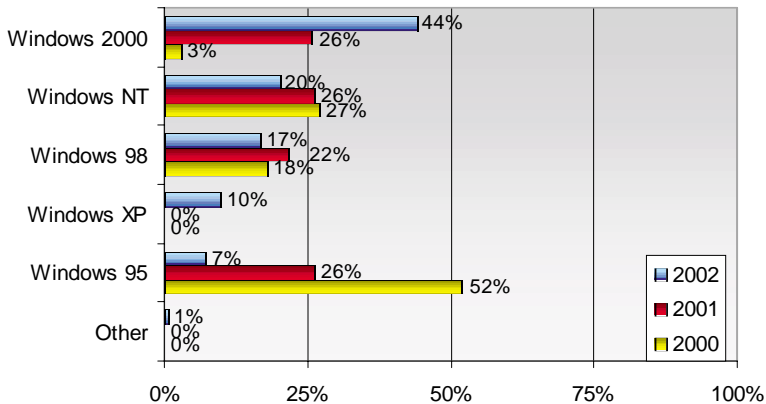
WHAT IS YOUR PRIMARY LINUX DISTRO?



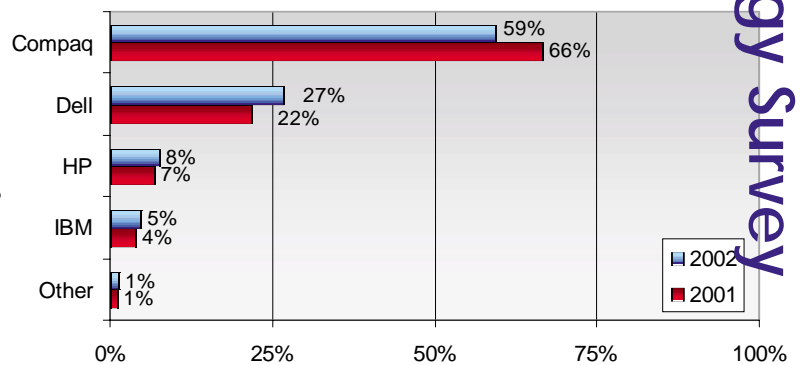
WHAT IS YOUR PRIMARY UNIX RELEASE?



WHAT IS YOUR PRIMARY DESKTOP OPERATING SYSTEM?



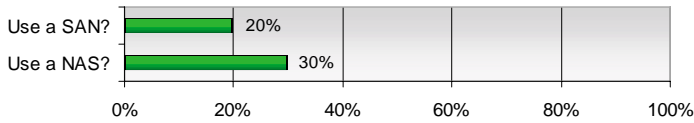
WHAT BRAND OF SERVER ARE YOU CURRENTLY BUYING?



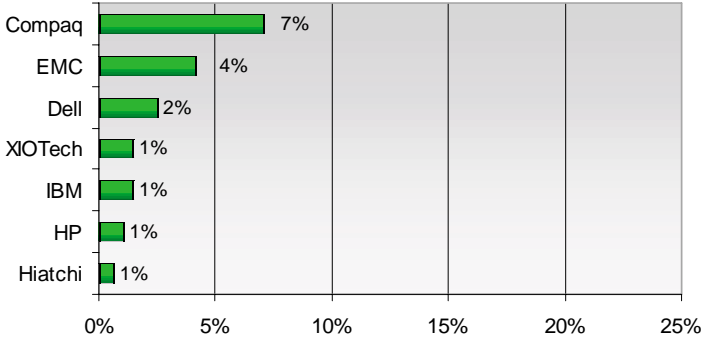
2002 Technology Survey

NOS / OS / Server

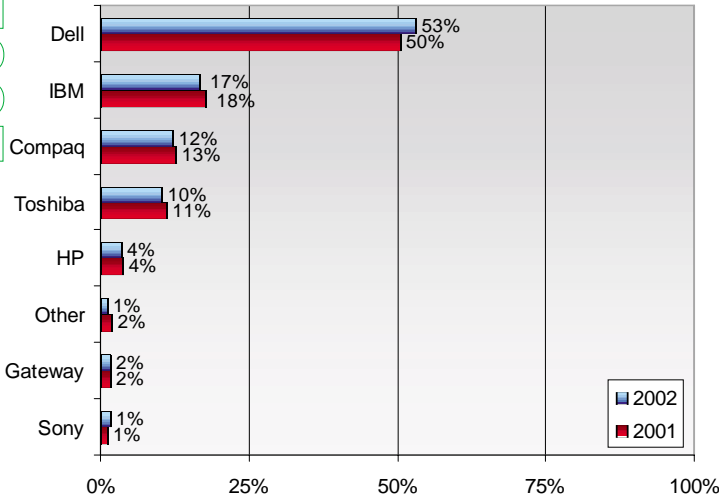
**ARE YOU USING A NAS AND/OR A SAN?
(Network Attached Storage vs Storage Area Networks)**



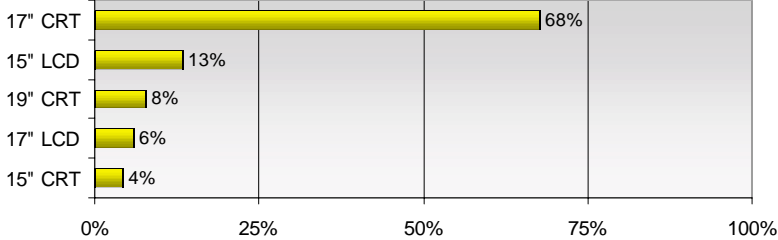
WHAT BRAND OF SAN ARE YOU CURRENTLY BUYING?



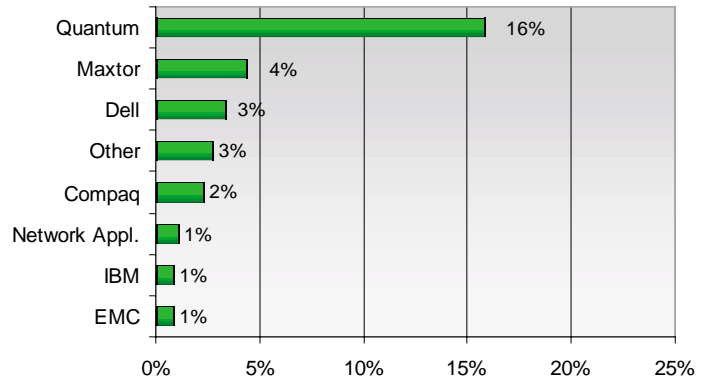
WHAT BRAND OF LAPTOP ARE YOU CURRENTLY BUYING?



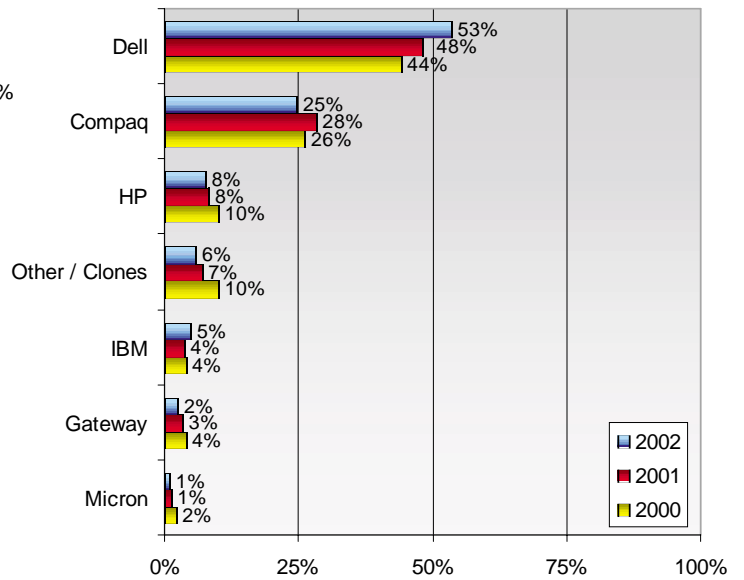
WHAT DESKTOP DISPLAY TYPE ARE YOU CURRENTLY BUYING?



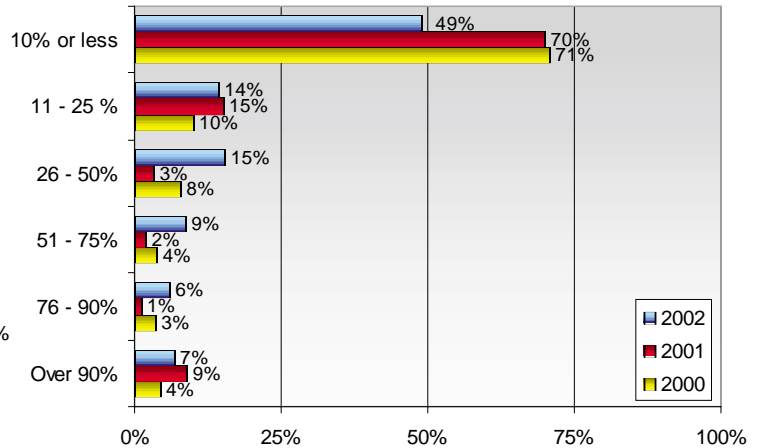
WHAT BRAND OF NAS ARE YOU CURRENTLY BUYING?



WHAT BRAND OF PC ARE YOU CURRENTLY BUYING?

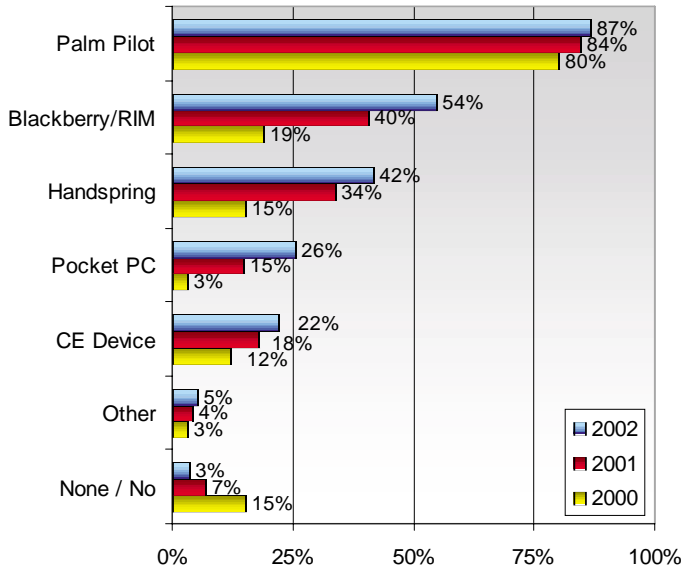


WHAT PERCENTAGE OF YOUR ATTORNEYS ARE USING A LAPTOP IN LIEU OF A DESKTOP?

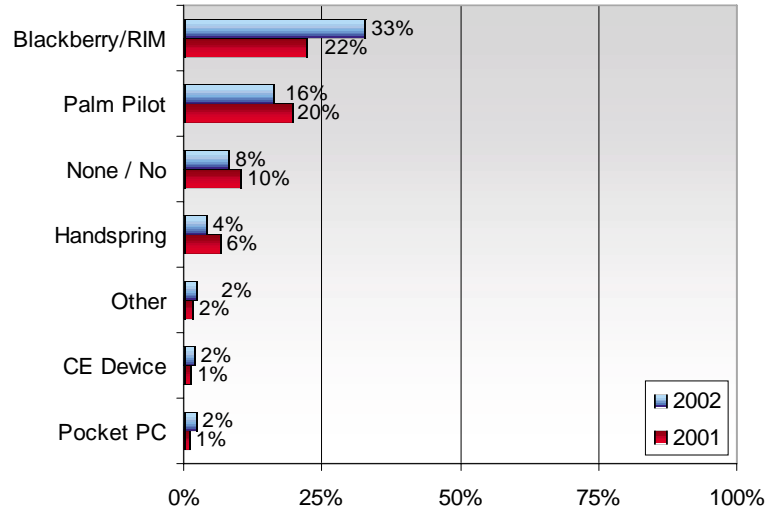


NAS - SAN / PC / Laptop

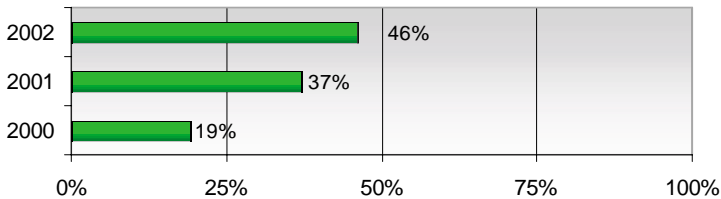
DOES YOUR FIRM PROVIDE TECHNICAL SUPPORT FOR PDAs?



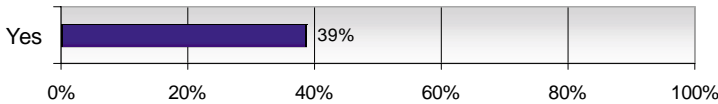
DOES YOUR FIRM PROVIDE FINANCIAL SUPPORT FOR PDAs?



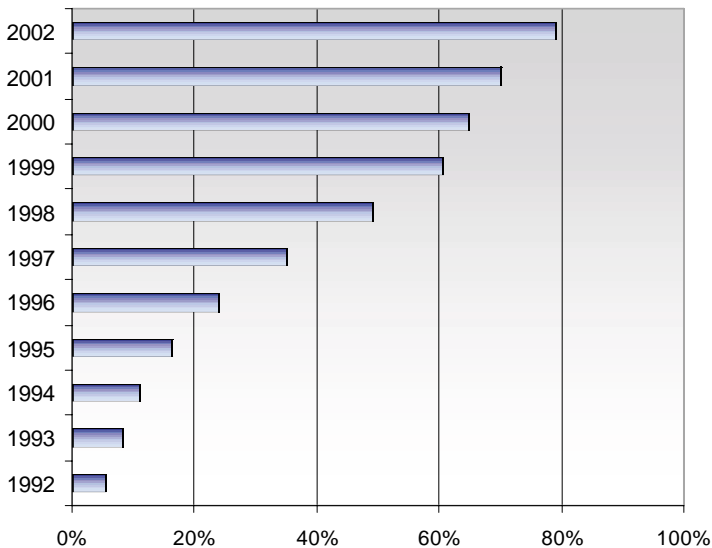
FIRMS PROVIDING FINANCIAL SUPPORT FOR PDAs



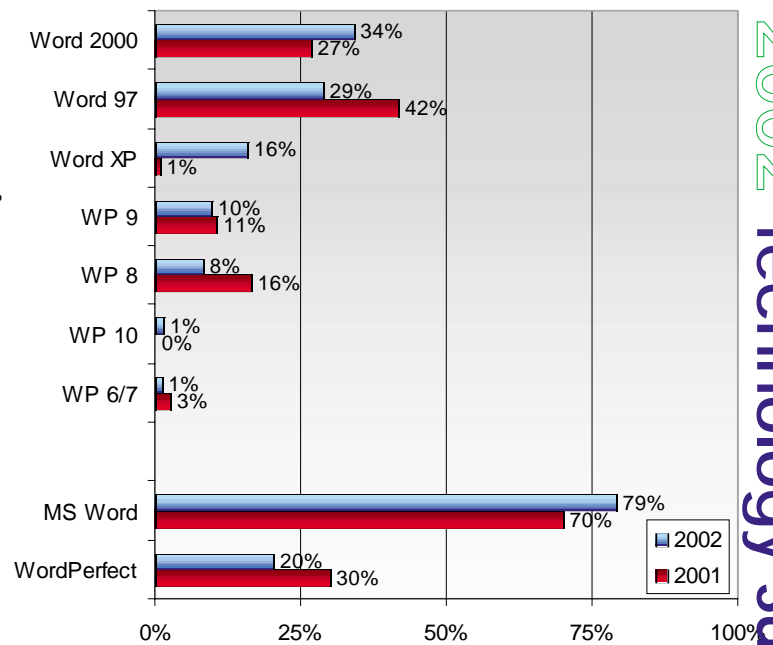
DOES YOUR FIRM HAVE VIDEO CONFERENCING EQUIPMENT?



MICROSOFT WORD'S SHARE OF THE LEGAL MARKET



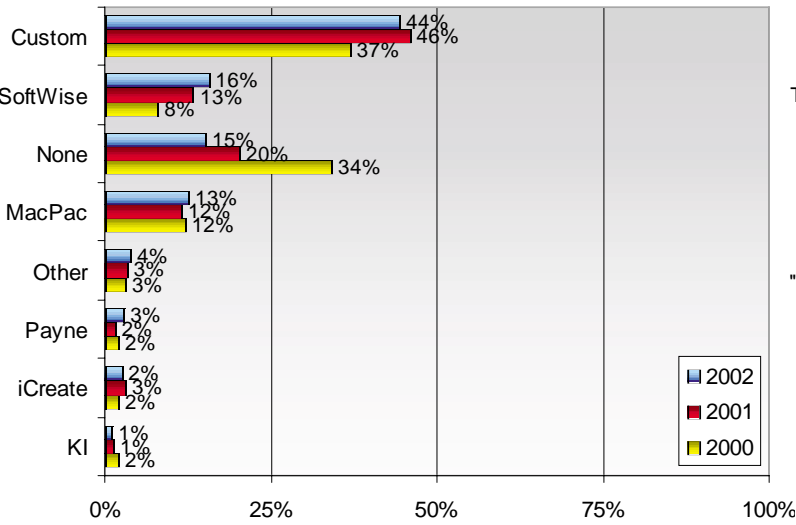
WHAT IS YOUR PRIMARY WORD PROCESSOR?



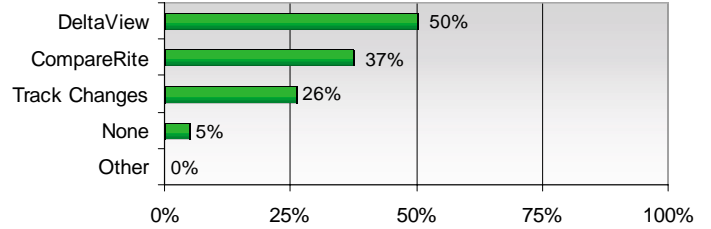
2002 Technology Survey

PDAs / Video / Word Processing

WHAT MACRO / TEMPLATE SOLUTION DO YOU USE?

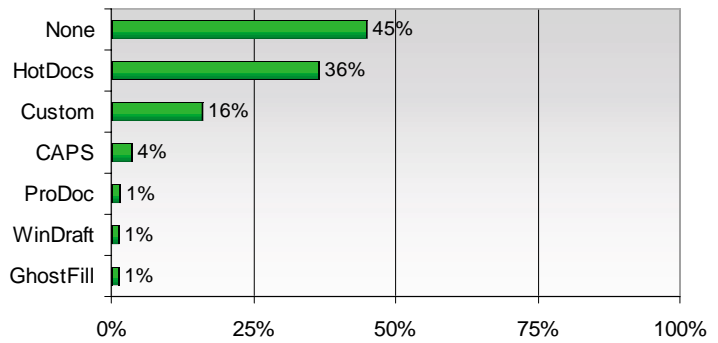


WHAT DOCUMENT COMPARISON TOOLS DO YOU USE?

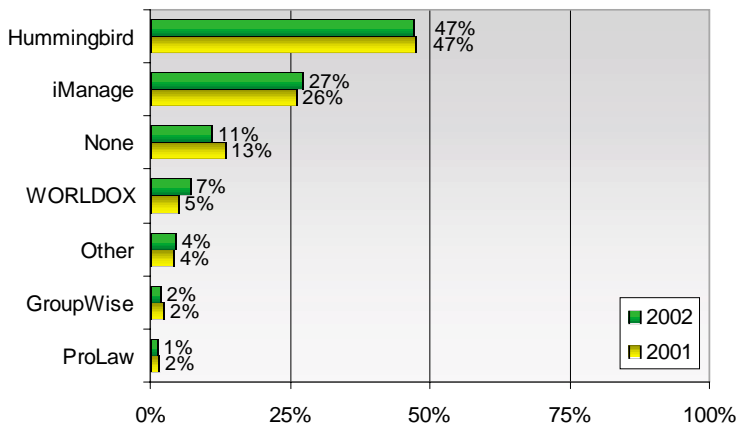


Multiple Responses Possible
 "Track Changes" corresponds to built-in comparison feature of word processor

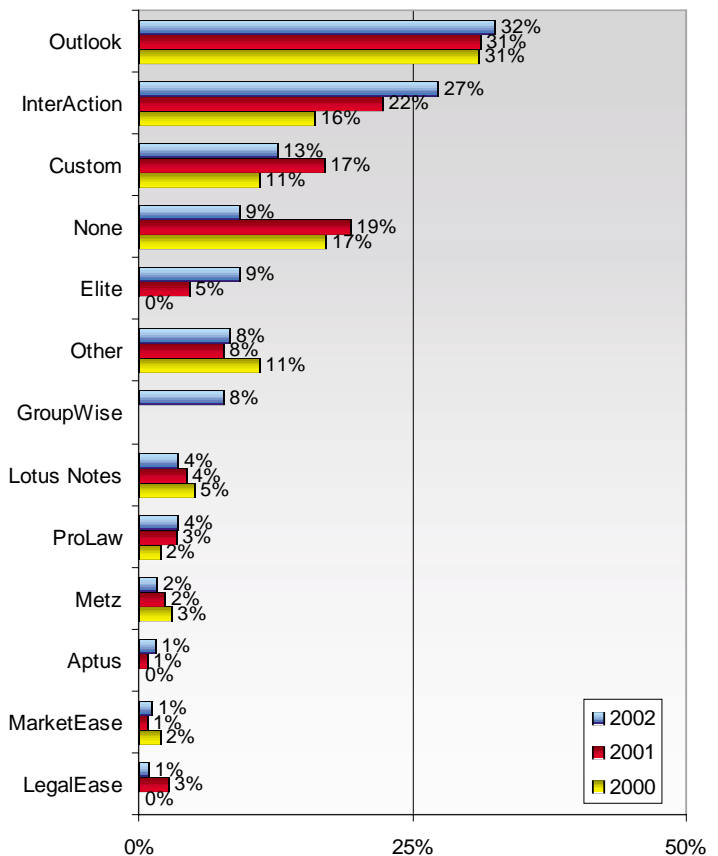
WHAT DOCUMENT ASSEMBLY PROGRAM DO YOU USE?



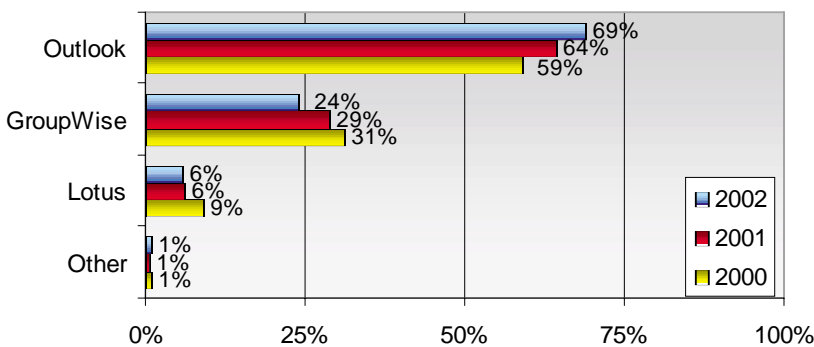
WHAT DOCUMENT MANAGEMENT SYSTEM DO YOU USE?



WHAT DO YOU USE FOR CONTACT MANAGEMENT?



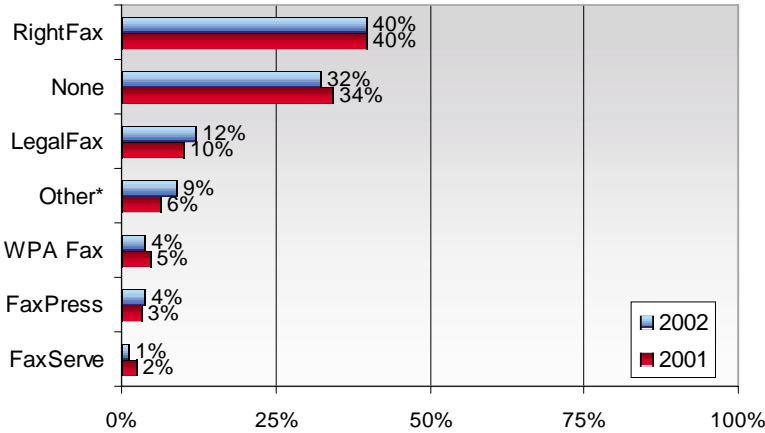
WHAT E-MAIL / GROUPWARE SOFTWARE DO YOU USE?



Multiple Responses Possible

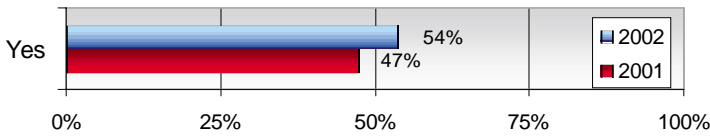
Document Apps / E-Mail / Contacts

WHAT DO YOU USE FOR NETWORK FAXING?

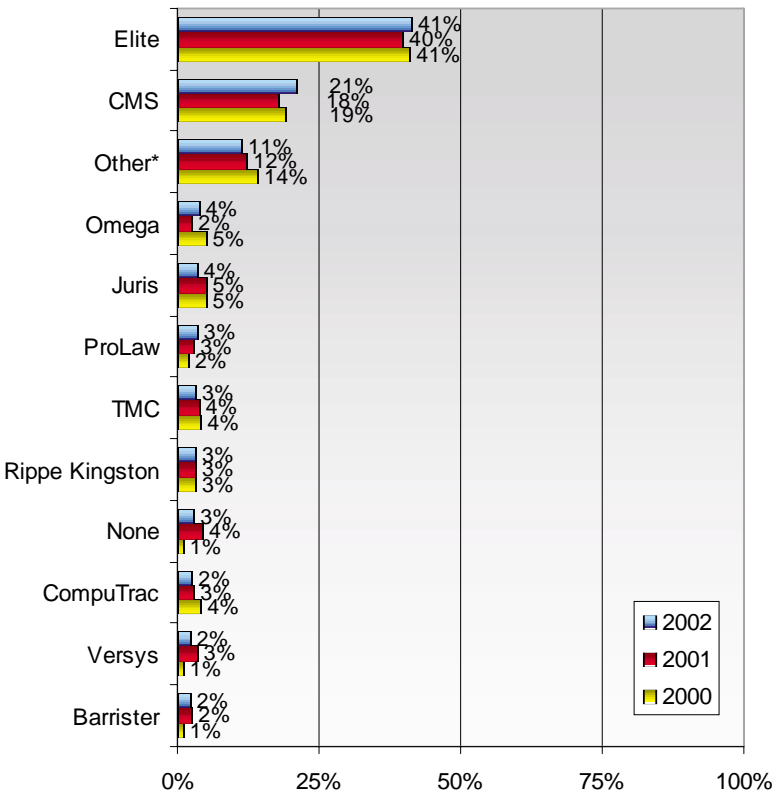


* Other is made up of more than 15 different alternatives

DO YOU PROVIDE INBOUND NETWORK FAXING?

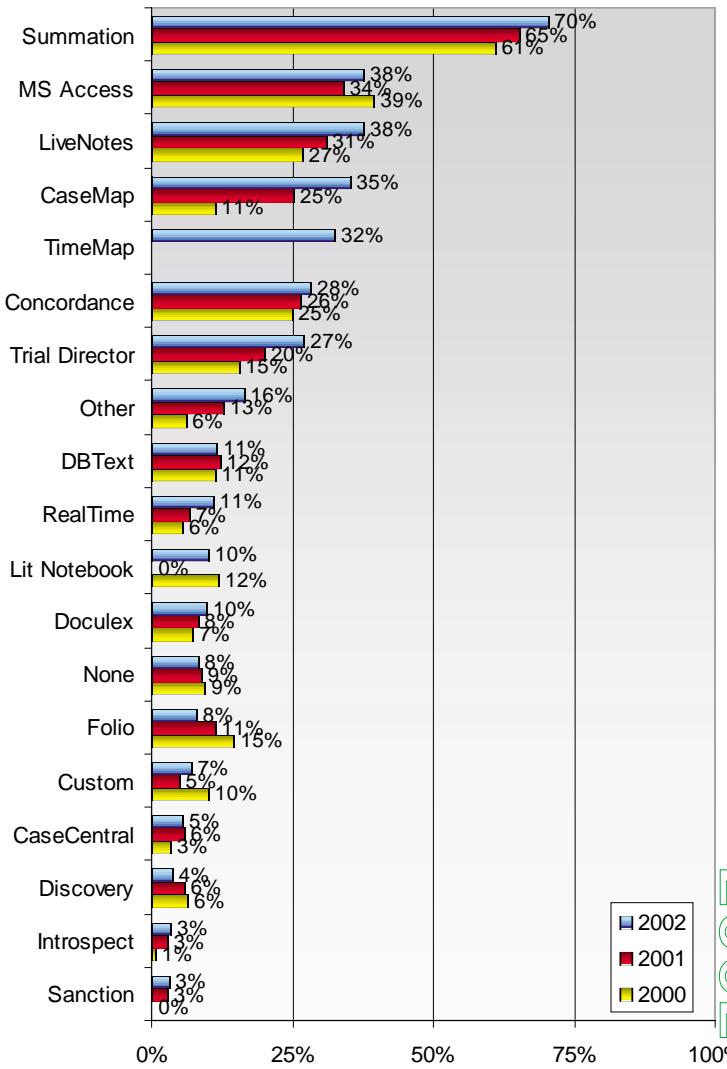


WHAT TIME & BILLING SYSTEM DO YOU USE?



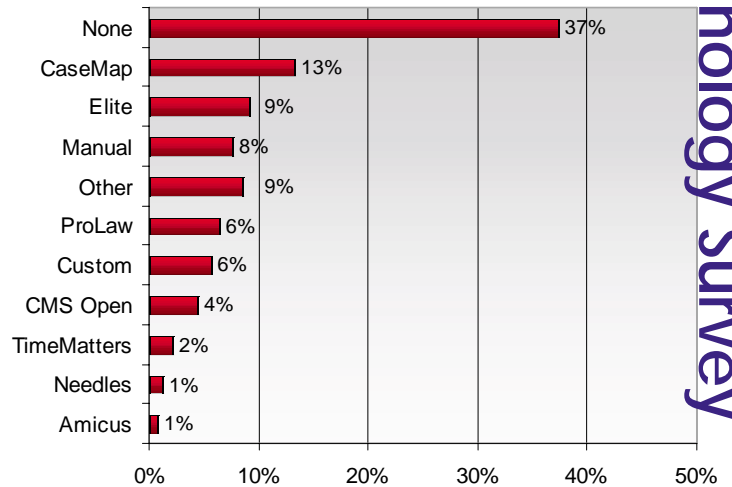
*Other represents over 20 different products

WHAT LITIGATION SUPPORT TOOLS DO YOU USE?



* Other represents over 20 different products

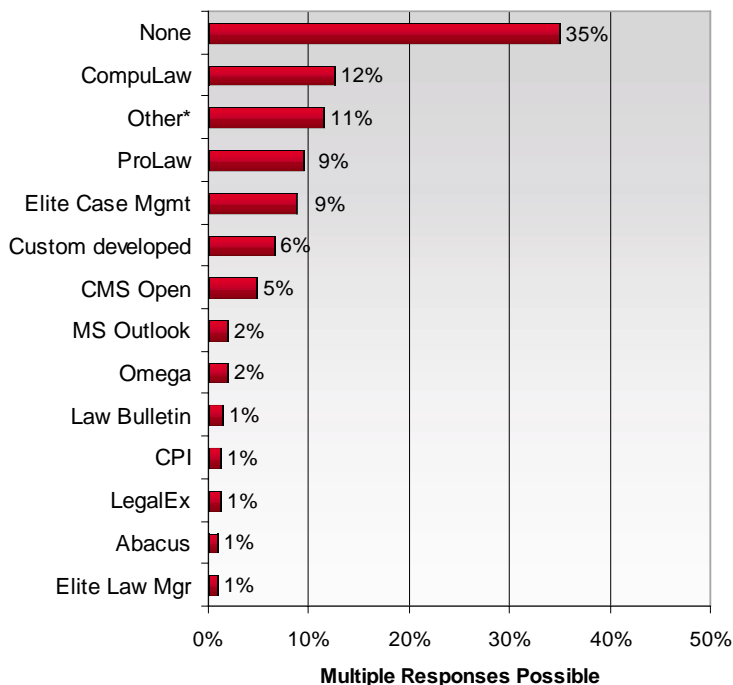
WHAT DO YOU USE FOR CASE MANAGEMENT?



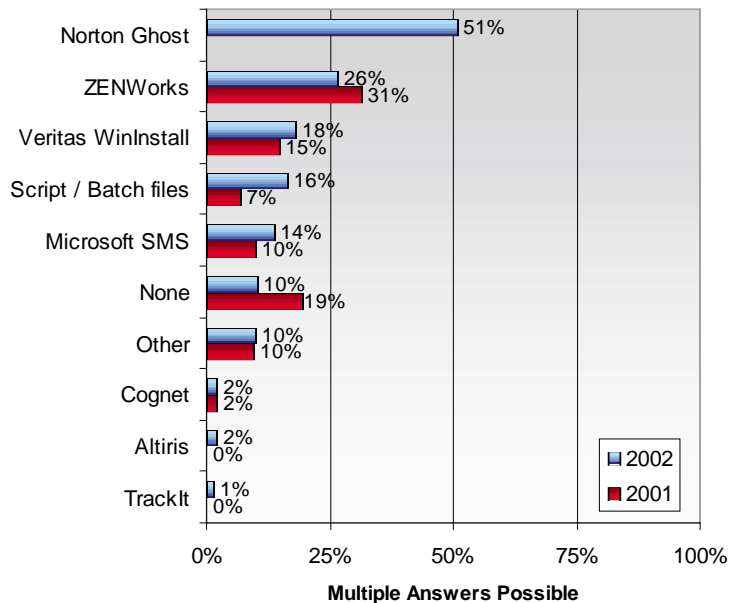
2002 Technology Survey

Fax / LitSup / T&B / Case Mgt.

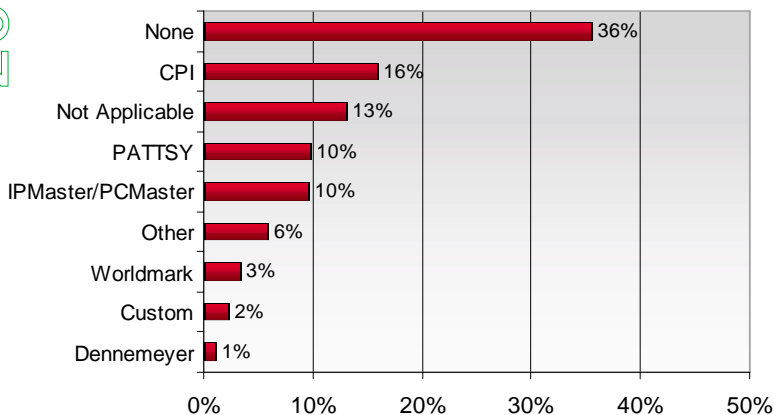
WHAT DO YOU USE FOR DOCKETING?



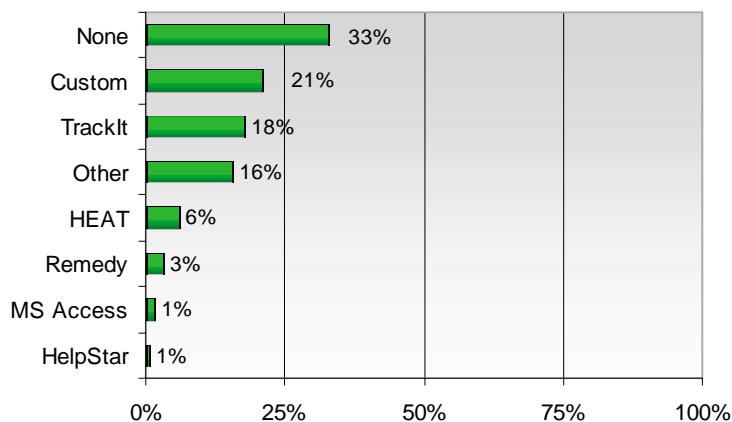
WHAT DO YOU USE FOR SOFTWARE DISTRIBUTION



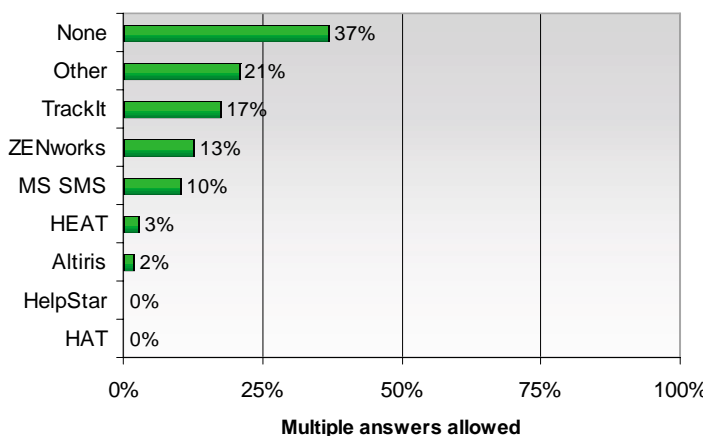
WHAT DO YOU USE FOR IP AND/OR TRADEMARK MANAGEMENT?



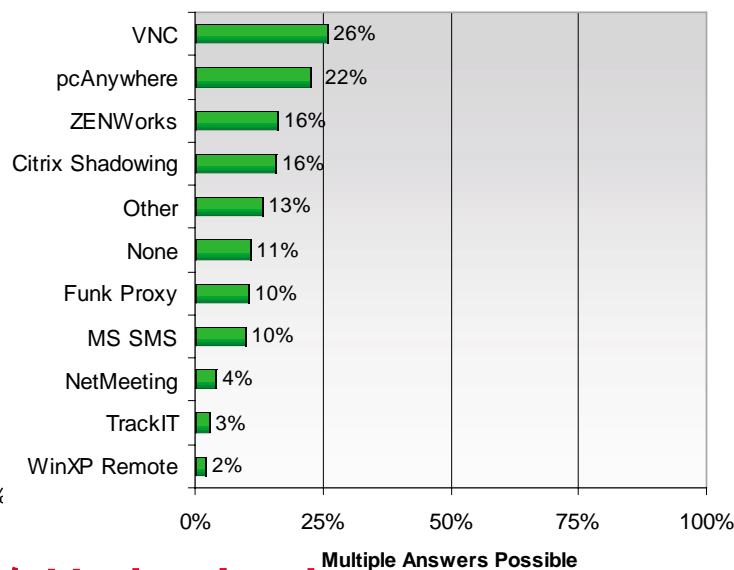
WHAT DO YOU USE FOR HELPDESK MANAGEMENT?



WHAT DO YOU USE FOR HARDWARE/SOFTWARE AUDITING?

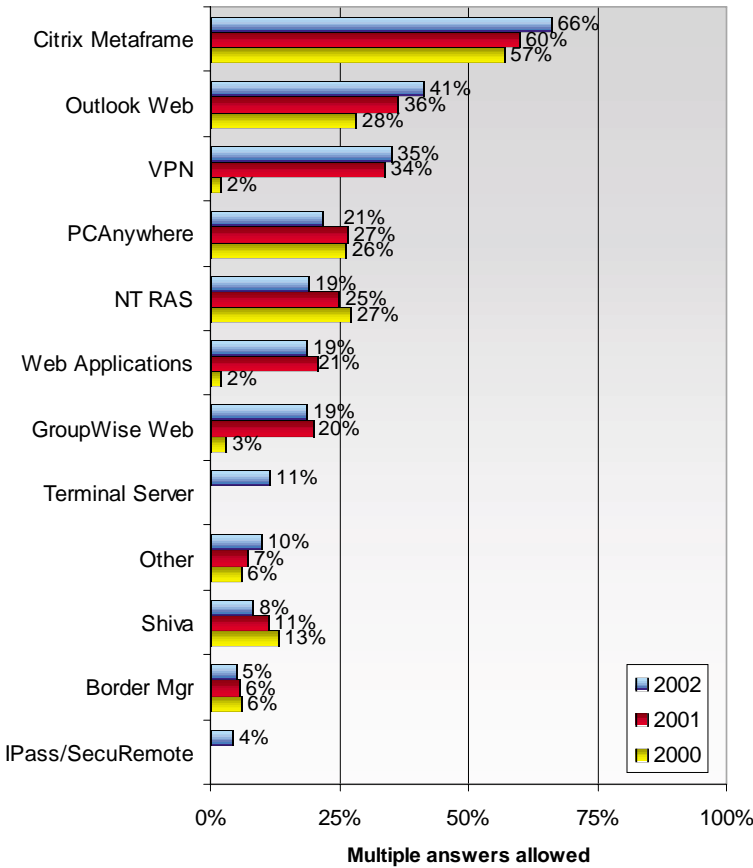


WHAT DO YOU USE FOR REMOTE CONTROL (HELPDESK)

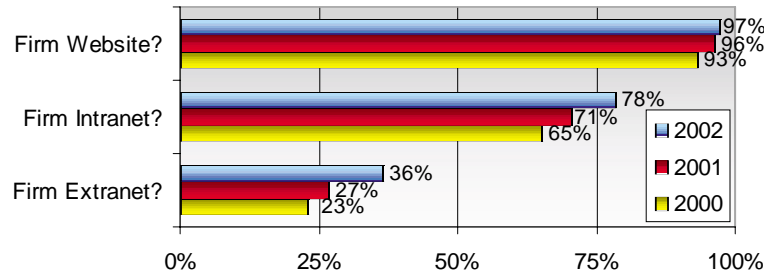


Docket / IP / Helpdesk

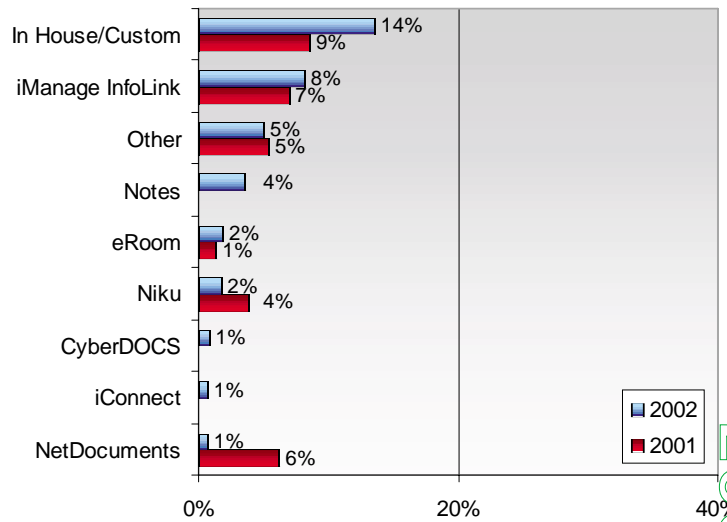
WHAT REMOTE ACCESS TECHNOLOGIES DO YOU USE?



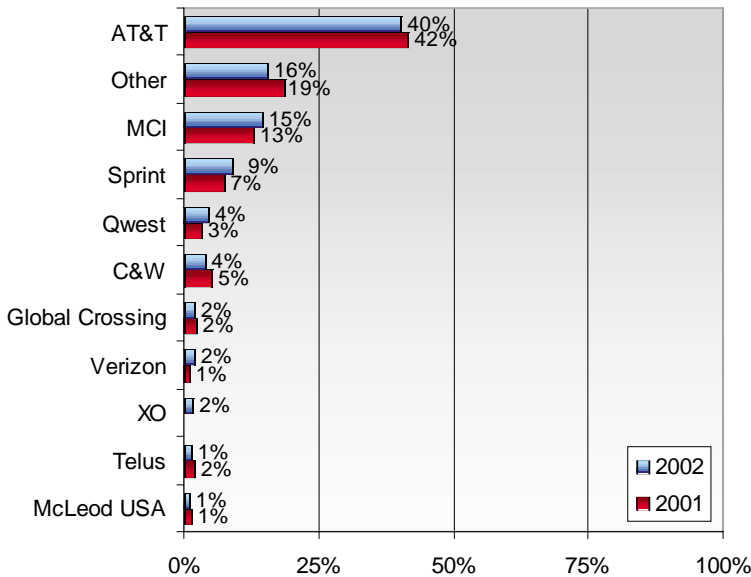
WEBSITES, INTRANETS & EXTRANETS



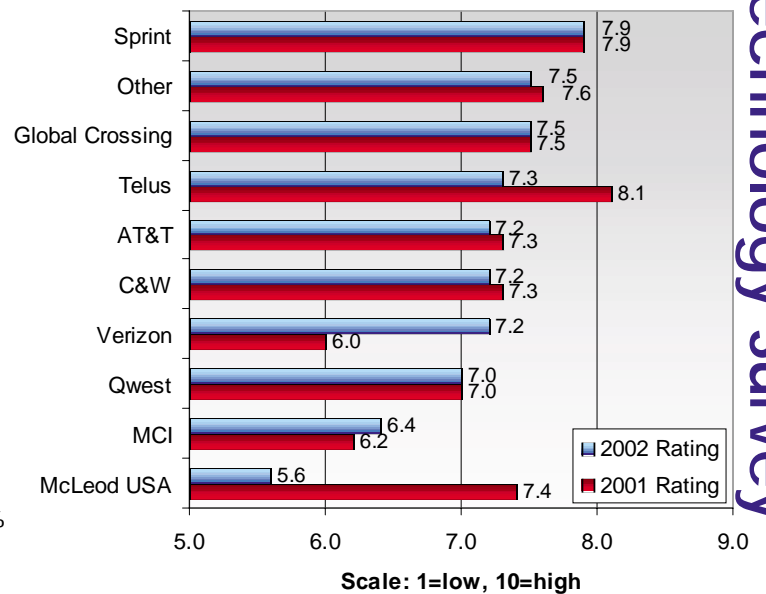
WHAT EXTRANET PRODUCT ARE YOU USING?



WHO IS YOUR PRIMARY LONG DISTANCE PROVIDER?

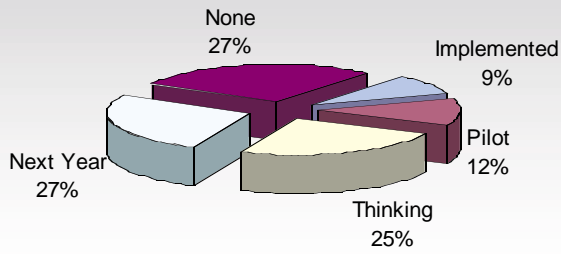


HOW WOULD YOU RATE YOUR LD SERVICE PROVIDER?

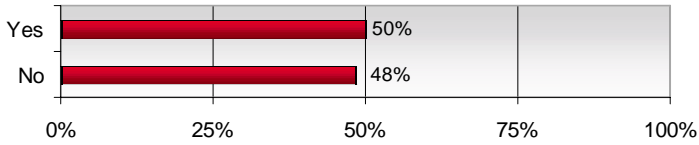


Remote Access / Web / LD Service

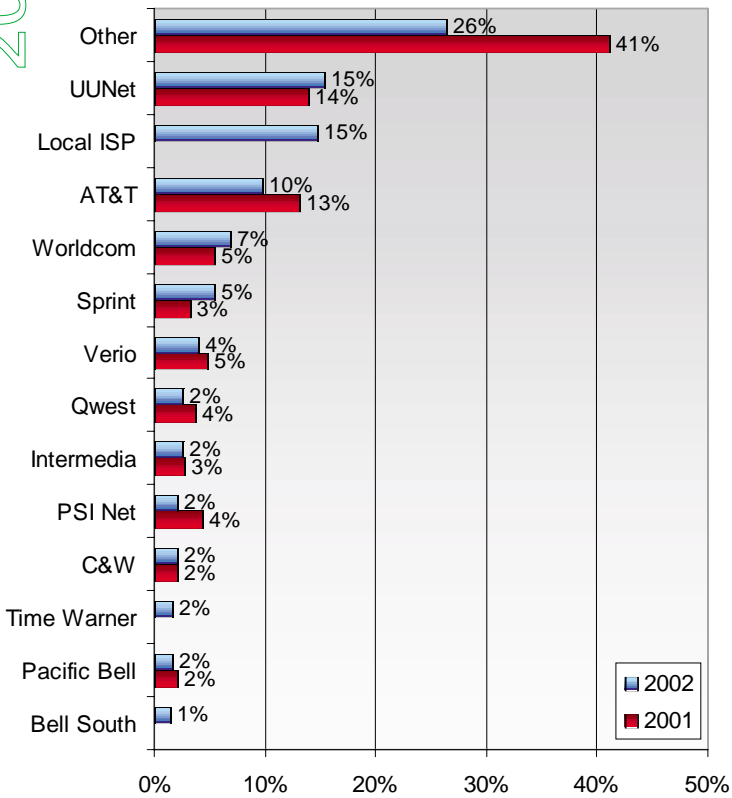
WHAT IS THE STATUS OF PORTALS AT YOUR FIRM?



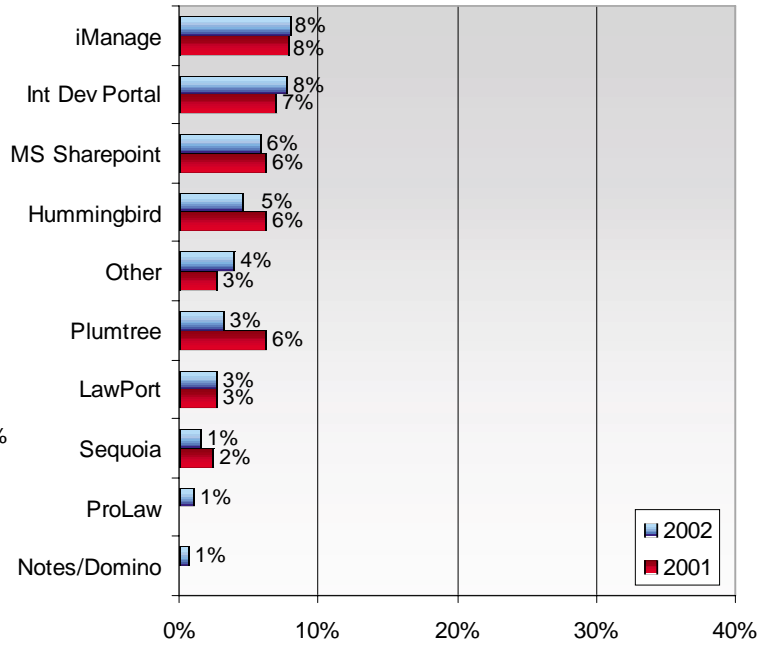
DO YOU HAVE A REDUNDANT INTERNET CONNECTION?



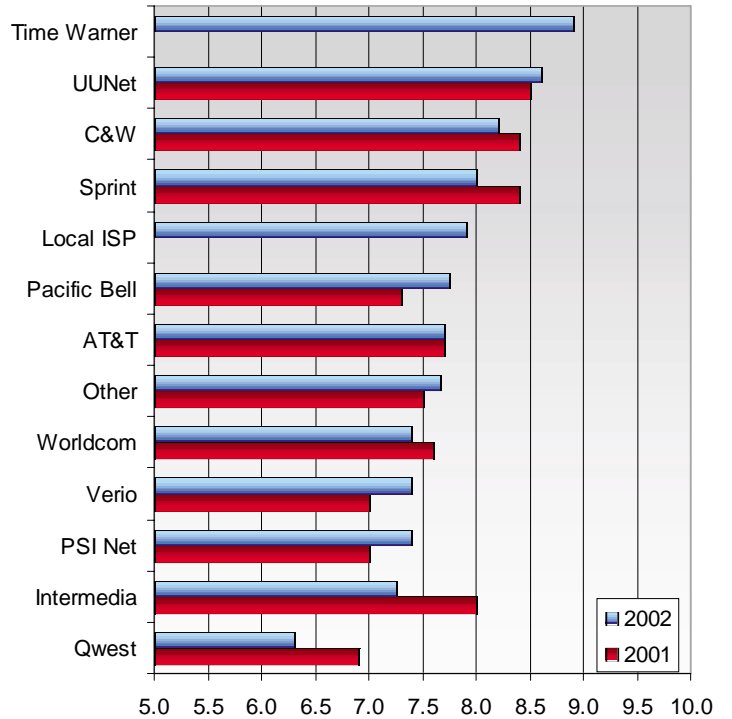
WHO IS YOUR PRIMARY INTERNET SERVICE PROVIDER (ISP)?



WHICH PORTAL PRODUCT HAVE YOU CHOSEN?

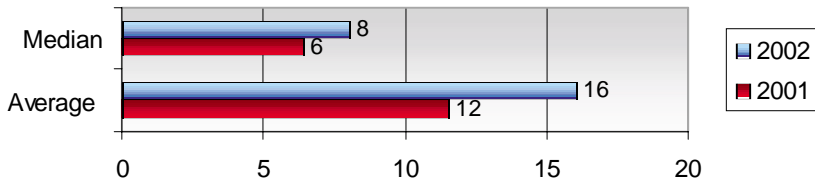


HOW WOULD YOU RATE YOUR ISP's SERVICE? (10 = HIGH)

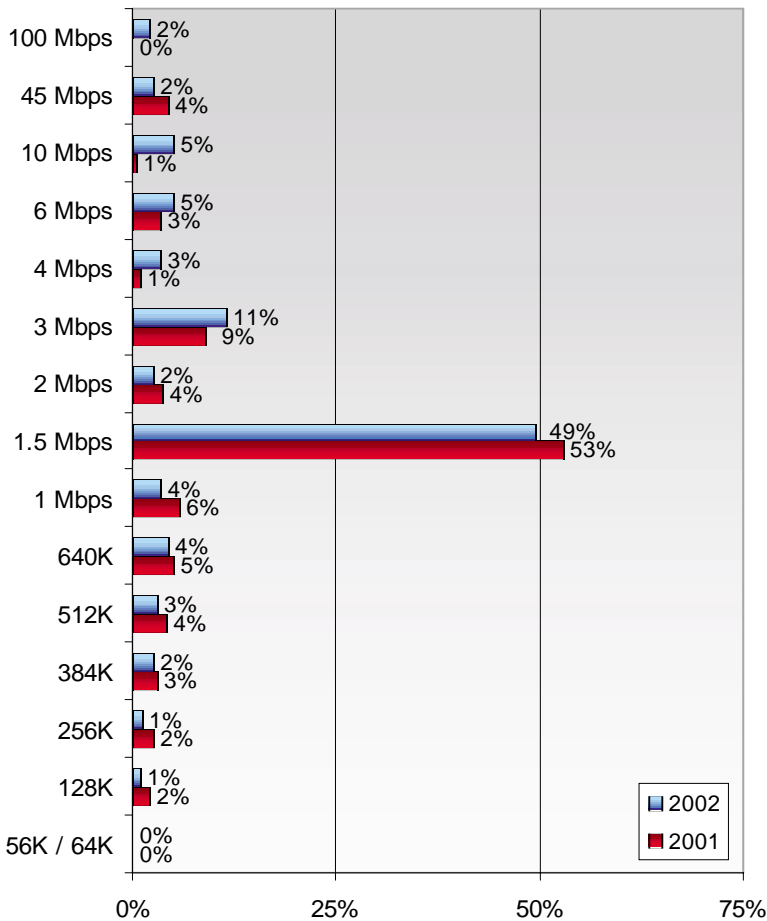


Portals / ISPs

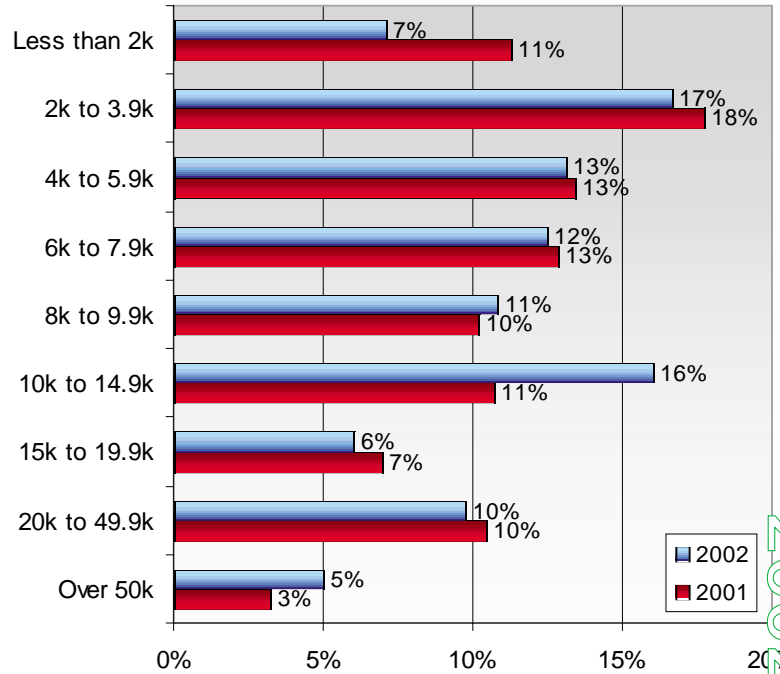
WHAT IS YOUR FIRM'S INTERNET BANDWIDTH PER USER? (in kb)



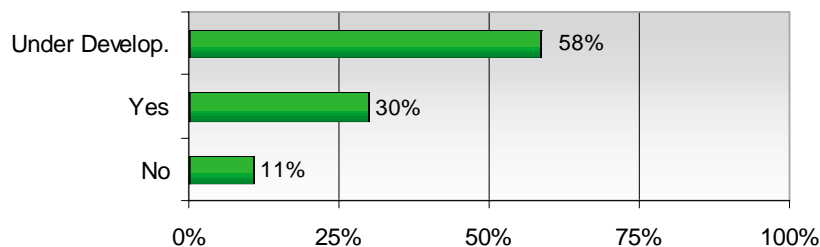
WHAT IS YOUR FIRM'S TOTAL BANDWIDTH FOR INTERNET ACCESS?



WHAT IS YOUR FIRM'S INTERNET BANDWIDTH PER USER?



DOES YOUR FIRM HAVE A BUSINESS CONTINUITY PLAN?



2002 Technology Survey

Bandwidth / Business Continuity Plan

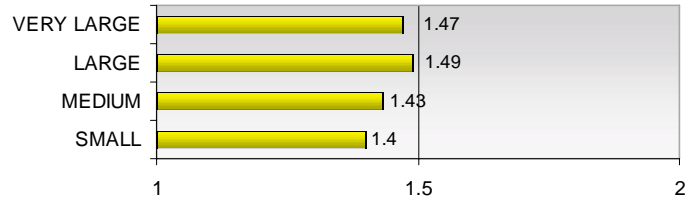
One Size Fits All?

There are some differences in the deployment of certain technologies based on firm size. 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:

Classification Number of Users

Small	1-150
Medium	151-250
Large	251-500
Very Large	>500

STAFF TO ATTORNEY RATIO Number of staff persons for every attorney



HARDWARE AND OPERATING SYSTEMS

NOS Platform	SMALL	MEDIUM	LARGE	VERY LG
Windows 2000	71%	80%	80%	82%
Windows NT	68%	72%	73%	70%
Novell NetWare	41%	53%	52%	44%
Windows XP	13%	14%	15%	9%
Linux	11%	13%	20%	12%
Unix	11%	19%	15%	26%
Other	2%	3%	1%	0%

Primary File/Print NOS	SMALL	MEDIUM	LARGE	VERY LG
Windows	60%	53%	55%	58%
NetWare	38%	45%	44%	41%
Windows NT	31%	24%	19%	18%
Windows 2000	29%	28%	35%	39%
NetWare 5.x	23%	23%	27%	29%
NetWare 4.x	12%	16%	15%	11%
NetWare 6.0	4%	6%	2%	1%
Other	0%	2%	1%	1%

Primary Intranet OS	SMALL	MEDIUM	LARGE	VERY LG
Windows 2000	30%	44%	55%	66%
Windows NT	29%	27%	27%	26%
N/A, None	23%	16%	9%	4%
NetWare 5.x	5%	3%	5%	0%
NetWare 4.x	4%	1%	0%	0%
Linux	3%	2%	1%	1%
Other	2%	3%	1%	1%
Unix	1%	3%	1%	1%
NetWare 6.0	1%	0%	0%	0%

Primary Linux Distro	SMALL	MEDIUM	LARGE	VERY LG
NA	62%	84%	76%	85%
RedHat	8%	12%	22%	15%
Mandrake	2%	1%	0%	0%
Other	2%	1%	1%	0%
SUSE	1%	0%	1%	0%
Debian	0%	2%	0%	0%
TOTAL RESPONSES	11%	16%	24%	15%

Predominant Laptop	SMALL	MEDIUM	LARGE	VERY LG
Dell	51%	52%	53%	56%
Compaq	14%	15%	16%	6%
IBM	14%	14%	13%	28%
Toshiba	11%	15%	8%	6%
HP	4%	3%	7%	2%
Gateway	3%	1%	0%	2%
Sony	2%	0%	2%	1%
Other	1%	2%	1%	0%

Primary UNIX Release	SMALL	MEDIUM	LARGE	VERY LG
NA or No Answer	81%	52%	50%	32%
SCO	13%	15%	7%	2%
HP-UX	3%	5%	9%	20%
IBM-AIX	1%	3%	0%	6%
OpenBSD	1%	1%	1%	0%
Other	1%	1%	1%	2%
FreeBSD	0%	0%	0%	2%
Solaris	0%	1%	2%	7%

Primary Desktop OS	SMALL	MEDIUM	LARGE	VERY LG
Windows 2000	39%	46%	41%	51%
Windows NT	22%	18%	24%	18%
Windows 98	19%	18%	15%	13%
Windows XP	9%	6%	14%	11%
Windows 95	9%	10%	6%	6%
Other	1%	1%	1%	0%

Predominant Server	SMALL	MEDIUM	LARGE	VERY LG
Compaq	53%	59%	63%	64%
Dell	28%	27%	26%	26%
HP	11%	7%	5%	5%
IBM	4%	5%	6%	6%
Other	2%	2%	1%	0%

Use a NAS or SAN	SMALL	MEDIUM	LARGE	VERY LG
Use a NAS?	25%	25%	34%	37%
Use a SAN?	5%	9%	20%	46%

Predominant PC Brand	SMALL	MEDIUM	LARGE	VERY LG
Dell	49%	58%	53%	56%
Compaq	24%	24%	31%	22%
HP	9%	4%	10%	6%
Other / Clones	8%	5%	2%	4%
Gateway	4%	1%	1%	3%
IBM	4%	5%	2%	8%
Micron	1%	2%	0%	1%

Median % of Attys with Laptops	SMALL	MEDIUM	LARGE	VERY LG
	3%	10%	23%	35%

Preferred PC Display	SMALL	MEDIUM	LARGE	VERY LG
17 CRT	66%	69%	61%	74%
15 LCD	12%	12%	18%	11%
19 CRT	10%	9%	7%	6%
17 LCD	6%	5%	6%	6%
15 CRT	5%	4%	6%	2%

HARDWARE AND OPERATING SYSTEMS CONT'D

PDA Technical Support	SMALL	MEDIUM	LARGE	VERY LG
Palm Pilot	86%	88%	88%	86%
Handspring	35%	35%	52%	47%
Blackberry	34%	45%	60%	85%
Pocket PC	22%	17%	28%	36%
CE Device	14%	20%	25%	31%
None / No	8%	3%	1%	0%
Other	7%	4%	0%	4%

PDA Financial Support	SMALL	MEDIUM	LARGE	VERY LG
Palm Pilot	21%	16%	18%	10%
Blackberry	19%	22%	43%	51%
None / No	13%	10%	5%	3%
Handspring	5%	3%	7%	2%
Other	4%	3%	0%	1%
CE Device	2%	2%	5%	0%
Pocket PC	2%	1%	3%	2%

Attorney PDA Usage	SMALL	MEDIUM	LARGE	VERY LG
MEDIAN	20%	20%	25%	30%
AVERAGE	25%	25%	32%	38%

Firm Provides Financial Support for PDAs?	SMALL	MEDIUM	LARGE	VERY LG
	39%	58%	52%	57%

Video Conf Eqpt?	SMALL	MEDIUM	LARGE	VERY LG
Yes	11%	20%	44%	88%

SOFTWARE / APPLICATIONS

Primary Editor	SMALL	MEDIUM	LARGE	VERY LG
MS Word	69%	79%	81%	89%
WordPerfect	31%	21%	18%	11%
Word 2000	31%	37%	30%	37%
Word 97	23%	25%	34%	36%
WP 9	16%	13%	6%	4%
Word XP	14%	16%	17%	17%
WP 8	10%	6%	10%	5%
WP 6/7	3%	2%	0%	1%
WP 10	2%	0%	2%	1%

Macro / Template Apps	SMALL	MEDIUM	LARGE	VERY LG
Custom	51%	40%	45%	38%
None	25%	18%	13%	2%
MacPac	7%	12%	13%	20%
SoftWise	7%	23%	16%	21%
Other	5%	2%	0%	5%
WordTricks	2%	1%	1%	2%
KI	1%	0%	2%	2%
Payne	1%	1%	7%	3%
iCreate	1%	3%	2%	4%

No. of firms using a different editor at least 10% of the time	SMALL	MEDIUM	LARGE	VERY LG
	30%	22%	20%	19%

Document Mgt System	SMALL	MEDIUM	LARGE	VERY LG
Hummingbird	34%	41%	61%	62%
iManage	25%	31%	22%	30%
None	17%	17%	6%	1%
WORLDOX	13%	8%	7%	2%
Other	5%	2%	2%	5%
GroupWise	4%	1%	2%	0%
ProLaw	2%	1%	0%	0%

Document Comparison	SMALL	MEDIUM	LARGE	VERY LG
Track Changes	44%	29%	17%	10%
CompareRite	35%	47%	43%	30%
DeltaView	29%	37%	57%	81%
None	9%	6%	1%	2%
Other	0%	0%	1%	0%

Document Assembly	SMALL	MEDIUM	LARGE	VERY LG
None	59%	51%	38%	28%
Custom	21%	16%	16%	10%
HotDocs	17%	28%	48%	58%
ProDoc	2%	1%	2%	0%
CAPS	1%	0%	11%	5%
WinDraft	1%	1%	2%	2%
GhostFill	0%	1%	1%	2%

Groupware Package	SMALL	MEDIUM	LARGE	VERY LG
Outlook	64%	70%	67%	72%
GroupWise	29%	28%	25%	15%
Lotus	3%	2%	7%	11%
Other	2%	0%	1%	0%

Contact Mgt/Marketing	SMALL	MEDIUM	LARGE	VERY LG
Outlook	37%	40%	22%	26%
None	15%	9%	7%	2%
Other	13%	12%	5%	3%
Custom	13%	14%	16%	12%
GroupWise	12%	8%	7%	3%
Elite	8%	13%	13%	7%
ProLaw	7%	2%	3%	1%
InterAction	5%	17%	32%	58%
Lotus Notes	3%	2%	5%	6%
Metz	2%	0%	3%	2%
MarketEase	1%	1%	2%	2%
Aptus	0%	0%	2%	4%

Network Fax System	SMALL	MEDIUM	LARGE	VERY LG
None	47%	37%	19%	18%
RightFax	31%	35%	50%	50%
FaxPress	7%	2%	2%	2%
Other	6%	4%	13%	6%
LegalFax	4%	14%	10%	20%
FaxServe	3%	2%	0%	0%
WPA Fax	1%	3%	8%	3%

InBound Faxing ?	SMALL	MEDIUM	LARGE	VERY LG
Yes	40%	47%	64%	69%

* More than one response was allowed

SOFTWARE / APPLICATIONS CONT'D

Time & Billing Package	SMALL	MEDIUM	LARGE	VERY LG
Elite	32%	46%	40%	51%
Omega	10%	3%	0%	0%
Other	10%	9%	8%	5%
Juris	8%	3%	0%	0%
CMS	8%	23%	30%	12%
ProLaw	6%	3%	1%	0%
TABS III	5%	0%	0%	0%
Rippe Kingston	5%	3%	1%	3%
None	4%	4%	1%	2%
Versys	3%	2%	2%	1%
CompuTrac	2%	0%	5%	3%
Barrister	2%	3%	6%	0%
TMC	2%	2%	6%	4%

Case Management	SMALL	MEDIUM	LARGE	VERY LG
None	41%	42%	33%	34%
Manual	12%	9%	9%	2%
Other	11%	10%	9%	6%
Elite	8%	11%	9%	8%
ProLaw	7%	4%	6%	6%
CaseMap	4%	9%	18%	18%
Needles	2%	2%	2%	0%
TimeMatters	2%	2%	0%	2%
CMS Open	2%	5%	5%	5%
Custom	2%	4%	5%	10%
Amicus	1%	0%	2%	1%

IP / Trademark Mgt	SMALL	MEDIUM	LARGE	VERY LG
None	51%	47%	26%	10%
Not Applicable	26%	15%	2%	2%
Other	7%	6%	7%	10%
IPMaster / PCMaster	6%	11%	15%	16%
PATTSY	4%	3%	17%	19%
CPI	2%	10%	18%	34%
Worldmark	2%	4%	6%	4%
Dennemeyer	1%	0%	0%	3%
Custom	0%	3%	5%	0%

LitSup Systems / Tools	SMALL	MEDIUM	LARGE	VERY LG
Summation	57%	70%	80%	80%
MS Access	28%	35%	43%	50%
TimeMap	25%	29%	35%	42%
CaseMap	24%	28%	43%	50%
LiveNotes	22%	34%	41%	61%
None	18%	9%	2%	0%
Trial Director	16%	28%	34%	39%
Concordance	11%	23%	30%	55%
DBText	7%	9%	18%	15%
Folio	6%	6%	5%	14%
Other	5%	11%	9%	12%
RealTime	5%	13%	13%	14%
Lit Notebook	3%	3%	10%	26%
Custom	2%	3%	9%	14%
Doculex	2%	7%	15%	19%
Discovery	1%	0%	5%	9%
CaseCentral	1%	3%	5%	14%
Introspect	0%	0%	1%	11%

Docketing (Rule Based Calendar)	SMALL	MEDIUM	LARGE	VERY LG
None	44%	43%	31%	22%
Other	17%	8%	11%	30%
CompuLaw	9%	14%	11%	18%
Elite Case Mgmt	8%	9%	10%	7%
ProLaw	8%	8%	10%	10%
Omega	5%	1%	0%	0%
MS Outlook	4%	3%	0%	0%
LegalEx	2%	1%	0%	0%
Elite Law Mgr	1%	0%	1%	2%
Abacus	1%	3%	0%	0%
CMS Open	1%	4%	10%	5%
Custom developed	0%	7%	8%	0%
Law Bulletin	0%	0%	2%	3%
CPI	0%	0%	0%	4%

NETWORK MANAGEMENT SOFTWARE

Software Distribution	SMALL	MEDIUM	LARGE	VERY LG
Norton Ghost	50%	51%	53%	46%
ZENWorks	25%	29%	32%	28%
None	19%	9%	3%	2%
Other	12%	11%	11%	14%
Script / Batch files	10%	15%	19%	21%
Veritas WinInstall	10%	14%	27%	25%
Microsoft SMS	7%	8%	16%	25%
Altiris	2%	4%	2%	1%
TrackIt	1%	2%	1%	2%
Cognet	1%	2%	2%	4%

HW/SW Audit/Inventory	SMALL	MEDIUM	LARGE	VERY LG
None	53%	30%	30%	22%
Other	15%	22%	19%	29%
TrackIt	13%	28%	25%	10%
ZENworks	12%	11%	18%	14%
MS SMS	4%	8%	10%	21%
Altiris	2%	3%	1%	2%
HEAT	1%	1%	0%	10%

* More than one response was allowed

Remote Control	SMALL	MEDIUM	LARGE	VERY LG
pcAnywhere	27%	17%	16%	20%
VNC	26%	25%	25%	27%
None	21%	9%	5%	4%
Citrix Shadowing	16%	11%	18%	18%
ZENWorks	13%	16%	23%	18%
Other	8%	10%	13%	18%
MS SMS	6%	8%	10%	17%
Funk Proxy	5%	16%	14%	12%
NetMeeting	4%	4%	6%	3%
WinXP Remote	2%	2%	5%	2%
TrackIT	2%	3%	5%	2%

HelpDesk Mgt	SMALL	MEDIUM	LARGE	VERY LG
None	59%	41%	10%	6%
TrackIt	13%	28%	30%	9%
Custom	11%	22%	30%	26%
Other	8%	4%	18%	30%
HEAT	1%	1%	5%	18%
Remedy	1%	0%	5%	7%
HelpStar	0%	0%	2%	1%
MS Access	0%	1%	1%	2%

NETWORK MANAGEMENT SOFTWARE CONT'D

Remote Access	SMALL	MEDIUM	LARGE	VERY LG
Citrix Metaframe	53%	64%	75%	79%
Outlook Web	37%	42%	39%	49%
PCAnywhere	27%	22%	16%	11%
VPN	24%	26%	36%	56%
GroupWise Web	23%	23%	20%	12%
Terminal Server	13%	12%	9%	11%
Other	11%	8%	11%	10%
NT RAS	10%	15%	24%	31%
Web Applications	9%	18%	25%	28%
Shiva	6%	5%	7%	11%
Border Mgr	4%	3%	8%	5%
IPass/SecuRemote	1%	1%	1%	13%

Website Status	SMALL	MEDIUM	LARGE	VERY LRG
Firm Extranet?	14%	23%	45%	70%
Firm Intranet?	59%	75%	92%	98%
Firm Website?	95%	97%	100%	100%

ISP Bandwidth per User	SMALL	MEDIUM	LARGE	VERY LG
Average	24	14	11	11
Median	13	8	5	3

Extranet Product	SMALL	MEDIUM	LARGE	VERY LG
Other	5%	5%	10%	12%
iManage InfoLink	4%	9%	11%	9%
In House/Custom	3%	5%	16%	32%
Notes	2%	3%	6%	6%
eRoom	1%	0%	2%	4%
NetDocuments	0%	0%	0%	2%
CyberDOCS	0%	0%	0%	2%
Niku	0%	2%	2%	3%

Portal Project	SMALL	MEDIUM	LARGE	VERY LG
None	47%	33%	16%	5%
Next Year	27%	36%	24%	16%
Thinking	16%	18%	30%	36%
Pilot	4%	6%	17%	24%
Implemented	3%	5%	11%	17%

* More than one response was allowed

BUSINESS CONTINUITY

Redundant Internet Conn.?	SMALL	MEDIUM	LARGE	VERY LG
No	73%	59%	42%	0%
Yes	31%	41%	57%	83%

Portal Product	SMALL	MEDIUM	LARGE	VERY LG
iManage	5%	9%	5%	12%
ProLaw	5%	0%	1%	1%
Int Dev Portal	3%	3%	11%	16%
Hummingbird	2%	4%	5%	8%
MS Sharepoint	2%	3%	5%	14%
Sequoia	1%	0%	2%	3%
Plumtree	1%	2%	5%	6%
Notes/Domino	1%	1%	0%	1%
Other	0%	2%	5%	6%
LawPort	0%	0%	2%	9%

Disaster Recovery Plan?	SMALL	MEDIUM	LARGE	VERY LG
No	19%	15%	5%	2%
Yes	27%	18%	40%	36%
Under Develop.	53%	66%	55%	62%

RESPONDENT STATS

Total No. of Responses (Firms):	481	Average	Median
Total No. of Attorneys:	93,120	194	100
Total No. of Users:	218,789	455	223
Average Number of Offices:	4.5		
Median Number of Offices:	3		
Firm Type	Responses	2002	2001
Law Firms (453)	453	94%	94%
Law Dept (18)	18	4%	5%
Other (10)	10	2%	1%
Staff to Attorney Ratio	Ratio		
Average		1.43	
Median		1.32	
(Compute: total staff / attys)			
Home Office Location	Responses	2002	
USA (445)	445	93%	
Canada (27)	27	6%	
Other (7)	7	1%	

Our Author

We gratefully acknowledge the time, talent, and analytical skills of our author, **Clay Gibney of Woods Rogers & Hazlegrove PLC** in Roanoke, Virginia. Clay has served as the firm's IT Director since 1994. His nineteen years of work in the computer field include roles of consultation, product evaluations, systems installation and integration, programming, Unix, NetWare and Windows expertise, hardware repair, software support, and classroom technical training to peers and end-users. Clay currently serves as the Chair of LawNet's Corel Special Interest Goup.

We are hopeful you will find this information timely and relevant and that you will continue to participate in the years ahead when LawNet routinely checks the technology vital signs of our member firms and legal departments.

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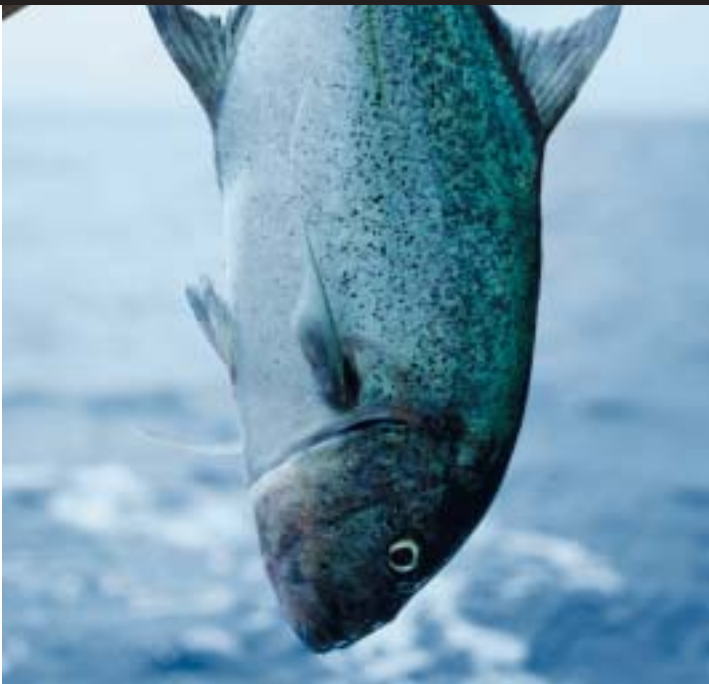
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tech
survey

What can an attorney learn from a fish?



It was a day for big catches. Both the fish – and the fisherman. A search of the Alaska Fish & Game Licenses on LexisNexis revealed the fisherman's current address. A summons could now be served.



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