LEGAL AID OF EAST TENNESSEE
CASE MANAGEMENT REVIEW PROJECT

LEGAL AID OF EAST TENNESSEE

CASE MANAGEMENT SOFTWARE SURVEY OF LEGAL FILES SOFTWARE, INC.

August 25, 2003

Legal Files Software, Inc.
Gordon Hack
(800) 500-0537 Ext. 247
2730 S. MacArthur Blvd.
Springfield, IL 62704
(217) 523-2390 FAX
g.hack@legalfiles.com

Legal Files

Table of Contents

LAET Case Management Review Project
Survey for Developers
By
Consultants Colleen M. Cotter and Julia Gordon

Overall CMS information

1) Please provide your company name, mailing address, phone, web site address, and additional office addresses.

   Legal Files Software, Inc.
   2730 S. MacArthur Blvd.
   Springfield, IL 62704
   (800) 500-0537
   (217) 523-2390 FAX
   www.legalfiles.com

2) What is the name of the case management system, what versions are available, and what was their release date?

   Legal Files Version 5.0
   Release Date: February 2003

   MyLegalFiles Web Portal
   Release Date: April 2003

3) Please provide the name, phone, and e-mail address of the person filling out this form, along with the same information for a contact person if that is a different person.

   Gordon Hack
   Account Manager
   (800) 500-0537 Ext. 247
   g.hack@legalfiles.com

4) When was your company founded, by whom, and what is the founder(s)'s professional background?

   Founded in Springfield, Illinois, hometown of Abraham Lincoln, Legal Files Software, Inc. has grown to become a successful, international provider of professional matter and office management software and quality IT services including system integration, training and project management. Legal Files customers include thousands of users in legal services clinics, leading law firms, corporate legal departments, insurance companies and universities in the U.S., Canada, Australia and Europe.

We began serving the legal community in the mid-1980s after we saw a need for a fast and efficient way to provide the most up-to-date information on each matter to everyone in a law firm or legal department--no matter where they were located. In a city known for its small-town friendliness and educated workforce, a dedicated group of people worked together to develop Legal Files software.

With a shared belief in integrity and a strong commitment to quality and service, Ron Kanoski, an attorney from Springfield, launched our company, Legal Files Software, Inc. in 1991. By offering innovative products and professional system integration, IT training and project management services, Legal Files has flourished—and so have our customers.

5) Please list full-time (or FTE) employees, including job title, years of related professional experience, and years of experience with your company.

   Administration – 4 (total years of experience = 29 years)
   Sales & Marketing – 5 (total years of experience = 19 years)
   Programming – 4 (total years of experience = 18 years)
   Support – 5 (total years of experience = 28 years)

6) Is the company private or public? If it is public, please provide the stock symbol and percent of staff ownership.

   Private

7) Please tell us the date of your last audit, the net worth of the company as of the last audit, and the company's gross revenue for each of last five years.

   Legal Files Software Inc. is a privately held company and, as such, does not release such financial information or publish annual reports. In lieu of such information, bank reference letters could be provided to demonstrate strong financial capability.

8) Please list the number of current account / installations; total current number of seats installed; current number of legal services accounts; current number of legal services seats installed; and names of legal services programs with current accounts.

   Current number of installations: 372
   Current number of seats installed: 7,150
   Current number of legal services accounts: 4
   Current number of legal services seats installed: 807

   Legal Services programs:
   Legal Aid of North Carolina
   Legal Services of Connecticut
   Indiana Legal Services, Inc.
   Harvard Law School; Office of Clinical Programs

9) Have any complaints against the company resulted in litigation? If yes, please provide the date, state, and court for all such complaints.

No

10) Please list any reviews or case studies of your product, including information on how to obtain those documents.

Legal Files Software's website www.legalfiles.com contains many reviews on the software that have appeared in many publications. You will be able to find the reviews along with other information at the following web address:

http://www.legalfiles.com/Press-Reviews.htm

Costs and Support

11) What is the software purchase price? Include whether it is priced per user, per advocate, or per office and whether multi-office, legal services or statewide discounts are available. What are the renewal costs? Upgrade costs (how often)? User or license limitations? Any minimum purchase requirements?

- The purchase price of Legal Files for any legal services provider is $495 per user, which is a 50% discount off the regular purchase price of the software.
- Legal Files is sold as a user based license.
- Legal Files does offer volume discounts off the legal services price of $495 per user. Depending on the number of users the discounted price could equal an 80% discount off the regular purchase price of the software.
- A Legal Files license does not have any renewal costs. The license is a one-time fee.
- Legal Files does offer a maintenance and support program, which includes all changes and upgrades to the program as well as unlimited help desk and technical support. Major upgrades average one per year.
- The maintenance and support program is an annual fee that includes everything for $149 per user. The fee is a 25% discount off the standard fee and volume discounts are offered to legal services programs.
- The Legal Files license is a user-based license and there are no limitations.
- Legal Files does not require any minimum purchase.

12) Describe the name and function of any additional modules and costs.

Legal Files is one program and does not contain any additional modules.

13) Are other versions or major upgrades of the system expected in the near future? Please explain improvements and innovations and the anticipated completion date(s).

Legal Files averages a new release for our customers every year. Each release includes new functionality and enhancement ideas that have come from our customers who benefit from one another, and continually improve their own operations. Legal Files also ensures that all new releases are compatible with all of the customization and configuration that our customers have already performed so they never have to waste time and money re-configuring their system after installing a new release.

Legal Files is currently shipping Version 5.0. The following are the dates of the previous five releases beginning with Version 4.8.

- July 2001 - Version 4.8
- November 2000 - Version 4.6
- February 2000 - Version 4.5
- March 1999 - Version 4.4
- March 1998 - Version 4.3

The next version of the software, which will be released in the winter of 2003/2004, will include enhancements to the email integration, document management, time keeping and calendar functions of the program. Legal Files is in the final testing of a web-enabled version of Legal Files Software that will not rely upon Citrix and Terminal Services software.

In addition to the above, another top priority for the future development plans of Legal Files is to release a completely web-based application portal by the end of 2003, which will be based on the Legal Files Portal *MyLegalFiles*. Legal Files will continue to build upon the partnerships and alliances with vendors that are currently in place, while still incorporating customer ideas into the application.

14) Please explain the technical and customer support you provide. Include telephone number, hours available, number of support people, and average and maximum response times. Do you guarantee a timely response to requests for support? May users access support directly, or must they go through a technical person?

Legal Files meets or exceeds industry standards for response time and support. Legal Files backs its software with superior customer service. Legal Files software is the only product Legal Files Software, Inc. develops and markets. Consequently, all our support specialists are focused solely upon providing the support you need.

Legal Files provides three levels of support: telephone and e-mail support for everyday, "how-to" questions; telephone and e-mail technical support for "talk-through" system maintenance; and on-site technical support for "walk-through" system administration. We also offer network consultation at competitive rates.

All support calls follow the same, formal problem management escalation procedures. Any questions that the Help Desk technician cannot answer are immediately assigned to the product manager or the development department.

The Help Desk is open from 7:00 a.m. until 5:00 p.m., Central Time, Monday through Friday, and other hours by appointment. The number of people that field and manage questions and problems is nine. Our Help Desk system is designed to conform to our goal of answering each help call as it is received.

Legal Files Help Desk does ask that each customer designate key personnel as the users to contact the Help Desk. This provides the customer with better and timelier support. The following chart includes sample problems and response times:

Problem Level	Response & Resolution Time
Level 1 Critical Problem: Application/users are down and inoperable. Business operations and productivity are severely impacted.	**Response time:** within one (1) hour of report of problem. **Resolution time:** works continuously until the problem is resolved or an acceptable workaround is delivered.
Level 2 High Priority: Application/users are limited; the situation is causing a significant impact to portions of business operations and activity.	**Response time:** within two (2) hours of report. **Resolution time:** works continuously until the problem is resolved or an acceptable workaround is delivered.
Level 3 Medium Priority: application/users are slightly limited; the situation has impaired some operations, but most user productivity continues.	**Response time:** within 24 hours of report. **Resolution time:** define a solution/fix problem within 10 calendar days.
Level 4 Low Priority: applications and users' productivity are not affected.	**Response time:** within forty-eight (48) hours of report. **Resolution time:** define a solution/fix problem within 30 calendar days.

15) How do you charge for the support described above? Include a description of any free support available and any per incident charges.

Legal Files' maintenance and support program includes unlimited upgrades and help desk/technical support. Legal Files does not charge per incident.

16) What types of basic and advanced training are available (number of hours, at program or other location, training for all staff or designated staff, who are the trainers)? What is the cost of these trainings?

Legal Files Software, Inc. offers basic and advanced training including System Administration Training, onsite End-User Training, One-on-One Training and Train-the-Trainer Training. Details on each follow:

System Administration Training
The Legal Files case management solution is a robust, professional practice management system. It is reasonably easy to learn and use; however, Legal Files recommends a serious

and disciplined approach to training. Maximum effectiveness and efficiency will only be acquired if management requires all appropriate employees to receive the training and practice necessary to become proficient in the use of the software.

Legal Files recommends that the key employee or employees who will be responsible for the ongoing administration of the Legal Files solution complete, at a minimum, three days of administrative training.

The System Administration Training will enable the employees to establish the system options and preferences. After training, the employees will be able to:

- Set up matter menus
- Create custom checklists
- Establish appropriate user workgroup
- Decide and establish system security
- Create task wizards
- Create document assembly templates

Onsite End User Training
Legal Files recommends that each end-user receive the equivalent of 1½ to 2 days of training prior to using the Legal Files solution.

The end-user training will instruct users on the use of the case management and groupware features of the application. An end-user training manual is utilized and students are encouraged to take this manual with them for future reference upon completion of the training.

Legal Files recommends that training class sizes not exceed 10 people. Classes larger than 10 require a training assistant. System administrators that have been pre-trained can qualify as training assistants. It is strongly recommended that staff not be exempted from training. Special training should be set up for employees with scheduling conflicts or staff desiring separate training.

Legal Files also offers a portable training lab that can be utilized if computer equipment is not available. There is a $50 per computer additional surcharge for training conducted using Legal Files Software, Inc.'s equipment.

One-on-One Training
During the first few days of program use, Legal Files will provide one of our trainers to be on-site at your office to walk around and assist employees as they begin using the program, answering questions and reinforcing training.

Train-the-Trainer
As an option, Legal Files offers a train-the-trainer program, which is recommended for large implementations only. The following outlines the four-day class:

Day 1: Overview, groupware functions and case detail
Day 2: Setup, security & document assembly training
Day 3: Train the trainer
Day 4: Train the trainer

Implementation Assistance
In order to ensure a successful implementation at the organizations, Legal Files, as an option, proposes Implementation Assistance to help with the initial configuration and rollout of the system. During this time, a Legal Files consultant will work closely with your own administrator(s) to facilitate an additional level of knowledge transfer between the parties.

The Legal Files consultant and your own system administrator(s) will then work together to configure the system.

All the above training is billed on a per day charge of $1,000.

Legal Files trainers offer extensive professional experience training clients in-house and on-site, answering and responding to Help Desk queries, creating training documentation (including customized documentation), developing curriculum and designing practice exercises. Each trainer possesses excellent communication skills, a commitment to each student's success and the ability to show the relevance of the course material to your needs. All instructors are certified as Legal Files Software Inc. trainers and are required to meet continuing education requirements to maintain their certification.

17) Are there any user groups or listservs for your product? If so, please list.

No

18) Please indicate availability of and additional charges for the following: installation; data conversion; custom reports; custom programming; and user manuals.

Installation:	Onsite installation = $1,500 per day Phone support for installation = No charge
Data Conversion:	Per Bid = $100 per hour (50% discount)
Custom Reports:	Per Bid = $100 per hour (50% discount)
Custom Programming:	Per Bid = $100 per hour (50% discount)
User Manuals:	$10 per printed manual No charge for electronic copy

19) What type and amount of program staff time and support are recommended for deployment of the CMS? For maintenance?

While it is Legal Files that provides the project plan and completes many of the necessary tasks, it is critical that the customer participate fully throughout the entire project. For that reason, Legal Files recommends a project team be established for the duration of the project to assist with providing the information and activities needed to successfully install the solution.

The project team will consist of a primary project manager from both Legal Files and the customer who will have joint responsibility for meeting deadlines and keeping the project on track within their respective organizations. The project team will also consist of additional personnel who will be instrumental in the implementation and ongoing operation of the Legal Files solution within the organization. A complete list of potential personnel involvement for the project team can be found in the next section.

Legal Files will also work with the customer to establish the control procedures necessary to ensure that people working on the project are aware of the correct procedures to be followed. This ensures consistency is maintained and the "flow" of the project is not interrupted by a lack of direction or control. The major areas of the project that require effective control are quality, change (scope & requirements), progress, and organizational impact.

Legal Files is confident that it can deliver the proposed solution and provide the necessary assistance to ensure a successful implementation at the customer's organization. Our experience and approach will provide a low-risk project with a relatively short implementation timeframe at a reasonable cost to the customer.

Your Legal Files project manager will work as your central point of contact for all issues surrounding the implementation project. A dedicated project team should also be established and meet regularly during the implementation to address the business process, administrative, and technical issues that will arise. Legal Files recommends, at a minimum, the following personnel for inclusion on the project team:

- A customer project manager – who is the primary city point of contact for all matters surrounding the implementation of the system. This individual should have the authority to approve work and accept deliverables.
- The Legal Files system administrator(s) from the organization – who will have eventual responsibility for administering the Legal Files application within the organization.
- A Department of Information Technology representative – who can ensure all customer policies and procedures are adhered to during all phases of the implementation and assist with establishing policies for items such as database backup and network security rights after the system is put into production
- A office/section representative – who is knowledgeable on the current operations of the office/section, and has authority to make decisions on how the system will be configured for the specific needs of the section

Note: It is common for one individual to be able to fulfill the responsibilities of two or more of the descriptions above, thereby reducing the number of personnel assigned to the project team.

The time requirements for each project team member will vary based on the roles and responsibilities assigned. It is important when establishing the project team that each team member is committed to the common goal of implementing the system. The proper project planning, combined with the open communication with all members of the project team will ensure a successful implementation of the Legal Files application.

Since Legal Files is so easy to customize, program staff can easily address nearly all post-implementation additions, amendments and standard maintenance. Legal Files' easy-to-use interface makes it easier to learn as office staff changes and its flexibility allows the program to grow and change as the office's requirements change. Legal Files was designed to allow non-technical users to administer and customize critical aspects of the application, including security, file menus, custom windows, document templates and office-defined look-up tables. Legal Files is customized from within the application itself; no technical or programming ability is required. Any non-technical person, with the proper security and training, can perform any Legal Files customization. Legal Files also ensures that all new releases are compatible with all of the customization and configuration that our customers have already performed so they never have to waste time and money reconfiguring their system after installing a new release.

20) What level of staff technology sophistication is desirable to use the CMS?

Legal Files' biggest asset is our user interface. Many Legal Files customers have stated that it was the main reason they purchased and implemented Legal Files. Legal Files has a unique way of organizing your information, called the ToolBar and ToolBox. This is where you are going to accomplish all your work for the day. The ToolBar, a set of horizontal icons, that relate to a user. The ToolBox, a set of vertical icons relate to the case that is open. Legal Files groupware items include calendars, to-dos, phone messages, e-mail, time entries, expenses and mail messages.

Users may create an item within a file, which is on the ToolBox, or users may create an item from the ToolBar and then reference the appropriate file if necessary. This eliminates unwanted steps and allows the user to have the groupware items displayed in multiple places with a single entry. The screen shot below illustrates the user interface and highlights the ToolBar and ToolBox.

Hardware and Software

Please describe the following:

21) Operating system(s) required for file server and workstation.

File Server: Microsoft Windows NT/2000/2003, Linux, Novell, UNIX, OS/390 and Sun.
Workstation: All Microsoft Windows desktop operating systems. (Windows 95 and above)

Using Legal Files thin-client implementation option, Legal Files operates in any web-browser capable operating system.

22) Additional server software and licensing required (please indicate cost).

Legal Files would require additional licensing for the operating system and the database selected. Legal Files offers our software with Sybase, MS SQL and Oracle databases. If Sybase Adaptive Server is selected for the database, Legal Files does supply the Sybase database licenses at no charge.

23) File Server Hardware: Minimum required and recommended; Cost estimate, assuming a basic install with a fresh database, and any cost info on legacy database conversion.

Recommended Database Server Specifications

Users	Processor(s)	Memory	Drive Space
200 Users	**Dual Pentium III –800 MHz or better**	**2 Gigabyte to 4 Gigabyte**	**40+ Gigabyte**

Estimated Cost = $5,000

Recommended Terminal Server Specifications – Windows 2000 Server

Users	Processor(s)	Memory	Drive Space
50 Users	**Dual Pentium III– 800 MHz or better**	**1 Gigabyte or better**	**18 Gigabyte**

Estimated Cost = $4,500

We do not recommend the use of "clone" processors

Servers should always be protected with properly sized UPS and shutdown software. Regular backups should be made.

Mission critical servers should consider RAID 1 or RAID 0+1. We do recommend the use of RAID 1 or RAID 0+1, but do not recommend software or operating system level RAID or Mirroring. RAID 5 is not recommended for database servers. For proper performance, RAID or Mirrors should always be done through a hardware device designed for that function.

24) Workstation Hardware: Minimum required and recommended; Cost estimate.

Minimum Workstation Specifications – Windows 95/98/NT/2000/XP

Processor(S)	Memory	Drive Space
Pentium II – 333MHz or better	**64 Megabytes (95/98/ME) 128 Megabytes (NT/2000/XP)**	**1+ Gigabytes**

Recommended Workstation Specifications – Windows 95/98/NT/2000/XP

Processor(S)	Memory	Drive Space
Pentium III – 500MHz or better	**64+ Megabytes (95/98/ME) 128+ Megabytes (NT/2000/XP)**	**1+ Gigabytes**

25) Multi-location requirements.

Multi location requirements would depend greatly on how Legal Files was deployed to those locations.

26) Any record or size limitations.

Legal Files can store an unlimited amount of information for an unlimited number of cases. Legal Files can also manage an unlimited number of documents and transactions including calendar item, to-dos, etc. The only limitation is that imposed by your system.

Customization

27) What elements of the CMS are customizable? Is customization required?

Legal Files was designed to allow non-technical users to administer and customize critical aspects of the application, including security, file menus, custom windows, document templates and office-defined look-up tables.

Legal Files can be easily customized from within the program itself. Legal Files has four segments of customization: custom menus, custom windows, custom prompts and custom-defined look-up tables. Legal Files supports an unlimited number of each of these. Following is a brief explanation of the capabilities of each:

Custom Menus:
Legal Files custom menus allow case or file structure to be customized based on the types of cases the department handles. A Legal Files menu will exist for each type of case. Legal Files contains many pre-made case/file management windows as well as offering a Custom Windows features, for creating windows that suit specific needs. Users can control the size, color, content and text of any menu, allowing the creation of a customized system of menu templates specific to the department. Both the pre-made and custom windows reside on Legal Files Custom File Menus. Through Legal Files unique Custom Case Menus, a user can, with the proper security, decide which windows and language are used for each type of case/file and hide those that aren't used. The result is a clean case menu that displays only the information the department requires.

Custom Windows:
Legal Files Custom Windows is a powerful tool that is simple to create and can be attached to any Name Card or file/case. The Legal Files' Custom Windows feature provides the ability to design windows that meet specific needs and the flexibility to change when office needs change. Data from Custom Windows can be used in ad hoc reports and merged into documents using document assembly features. Each template can have up to 300 fields. When a Note is included in a Custom Window Template, the template can have up to 290 fields. Legal Files treats Notes on a Custom Window just like every other note, Custom Window notes can be included in queries and tagged as priority items.

Custom Windows can contain default values so when the Custom Window is first created the value already exists for either a Name Card or file. Custom Windows also can contain required controls, displaying a prompt in the user's *smart color* prompting. The Custom Window validates that required fields have a value input.

When a Custom Window is attached to a Name Card, it is stored with all other Name Card data. A Name Card can also have a default custom window for every new Name Card added to the system.

Because Legal Files is flexible, Custom Window Templates can be attached to more than one file. When a template is attached to a file, it becomes a Custom Window. Though based on the same template, Custom Windows can have a unique name in each file.

Legal Files Custom Windows are attached to a file using the file menu structure. This allows the user to create menu items that will go directly to a particular Custom Window. There is no limit to how many custom windows may be on a file menu. Legal Files also gives the user the ability to create and label multiple Tabs on a Custom Window. When adding a Tab to a Custom Window Template, the user can select it as a control type. Tabs may contain between 1 and 10 controls and the user can determine which controls should appear on which Tab. Custom Window Control (Field) Types include Entry, Date, Money, Number, Pick List, Drop Down List, Check Box (Yes/No), URL, Decimal, Calculated, Note And Tab.

Custom Prompts:
Legal Files Custom Prompts allow the flexibility to change the field labels on existing Legal Files windows. Custom Prompts enable users to leverage the powerful pre-built screens within Legal Files, while still allowing the flexibility necessary for users to incorporate customized language.

Custom-Defined Look-Ups:
Legal Files Custom-Defined Look-Ups allow for the customization and control of a certain type of field called Pick Lists. Legal Files Pick Lists benefit end users in three ways: Providing the flexibility to incorporate customized language, providing ease of use to speed data input and providing the necessary structure to standardize data entry.

Customization is not required but recommended.

28) Is the underlying code for the CMS proprietary? Can persons other than the developer make changes to the CMS?

The underlying code of Legal Files is proprietary and changes to the code would be completed by a Legal Files programmer.

29) Are you willing to develop individualized programming or modifications to meet individual program needs? Explain and estimate cost.

Legal Files is willing to provide custom programming to meet programs needs that the built-in customization tools won't provide. The cost for these services is on a fixed price based on an hourly bid.

General Features of the CMS

30) Does the system have a time keeping component (for cases/matters/activities)?

If yes, describe: Yes.

Legal Files contains several ways to track an individual's time on a case, matter or supporting activity. Legal Files will capture time manually or automatically. Tracking time automatically in Legal Files can be done through the automatic timer, which starts when a file/case is opened and prompts the end-user to generate a time slip when exiting the file. Another way to track time automatically is through the Activity Log, which automatically captures the file related items that were accomplished in a given day. Any of the items in the activity log can be converted into a Time Slip.

All time capturing information is reported on the Time Query Report. Legal Files allows the reporting of Time Tracked in many ways by using the Time Query Report. The Time Query Report will allow a user to generate a list of time slip entries across all files or for a particular file. The report has the ability to query all or a combination of the following fields within a date range: user, for, task, activity, status and type of file. You have the ability to generate the report office wide or for a specific attorney, and for all files or a specific file. The user also has control on the output of the report with all or a combination of the following: file name, manager, file type, activity, task, transaction date, for and amount.

31) Does the system have a calendar and tickler system (including work group scheduling, date calculator, rules-based calendaring)?

Legal Files has a unique way of creating calendar and tickler/deadline items. You may create a calendar item within a file/case calendar, which is on the ToolBox, or you may create a calendar within a user's calendar on the ToolBar and then reference the appropriate file/case if necessary. This eliminates unwanted steps and allows the user to have the calendar items display in multiple places with a single entry.

Users may create an item within a file, which is on the ToolBox, or users may create an item from the ToolBar and then reference the appropriate file if necessary. This eliminates unwanted steps and allows the user to have the groupware items displayed in multiple places with a single entry. The screen shot below illustrates the user interface and highlights the ToolBar and ToolBox.

Users with proper security can create and view other users' calendar items. The screen above details Legal Files unique interface and the one below displays the calendar detail for a hearing.

There are seven different ways to view Legal Files Calendar. Each view provides key information at a glance for the day, week, or month.

Daily List: The Daily List view for the User (ToolBar) Calendar lists all calendar events for the specified user for the current date forward. The Daily List view accessed from the ToolBox lists all calendar events for the open file or Name Card for the current date forward.

Day-at-a-Glance: The Day-at-a-Glance view provides a graphical presentation of the day's appointments. Day-at-a-Glance also lists any to-do's that are open or outstanding.

Week-at-a-Glance: The Week-at-a-Glance view is a seven-day display that can be viewed Sunday through Saturday. If Rolling Weeks is checked, the day selected on the selection calendar is the first day of the seven days displayed in Week-at-a-Glance.

Month-at-a-Glance: The Month-at-a-Glance view displays the entire month in which the selected date falls and highlights the days on which calendar items are scheduled.

Group: The Group Calendar allows a user to see a graphical presentation of different user's appointments side by side. The screen below details the Group calendar view.

Master: The Master Calendar looks like the Daily List view, listing all calendar items for every user for the selected day.

Resource Calendar View: This view works like the Group Calendar view. All resources, such as conference rooms or video equipment, appear in a list where they can be selected. The view will display all calendars for the Resource for the selected day.

Other Key Calendar/Tickler Features:

Heads Up Display: Legal Files automatic notification system is called Heads Up. Legal Files will allow repeat notification of due dates or tasks through Heads Up.

Heads Up messaging will automatically notify users of ten different kinds of items on one screen (calendar, to do's, past to-do's, trackers, e-mail, Internet e-mail, phone messages, documents, notes and mail messages) so important information yet to be resolved is quickly brought to their attention. Additionally, Heads Up allows users to directly launch to the related file from any item displayed in Heads Up with a click of a button, integrating documents, phone calls, e-mails, deadlines, appointment, etc. with files. From Heads Up, users can also create a calendar item, create a to-do, send or receive e-mail, create a phone or mail log and preview notes. The following is an example of a Heads Up Display.

Task To-do Wizard: The Task To-Do Wizard automatically assigns tasks and due dates to users based on their role in a file. The Task To-Do Wizard uses a Task Wizard Template. The Template standardizes each step in a process into a task with an assigned role, ensuring that nothing will be forgotten. The Wizard assigns the tasks to the appropriate user in the file in one simple step.

Wizard Triggers: Wizard Triggers define conditions that trigger the sending of e-mail to both Legal Files users and to Internet recipients, notifying those recipients that a specific condition has been met, or it can trigger another action to occur. In addition to sending e-mail to recipients, the Wizard Trigger may be configured to launch the Task To-Do Wizard, with or without a default Task To-Do Wizard specified.

A Wizard Trigger is allowed to run unattended or in Wizard mode. When run unattended, the Wizard Trigger will perform the process silently (no user interaction required). When run as a Wizard, the user may interact with the Wizard Trigger, adding other recipients to the list for notification or additional tasks to complete.

Wizard Triggers can be launched:
- When a File is opened
- When a File is closed
- When a File Status Changes from…
- When a File Status Changes to…
- When a User is assigned to a File
- When a User is un-assigned from a File

The detailed screen of the Wizard Trigger is outlined below.

Group Calendar Wizard: Schedules a calendar event for multiple users at one time with the Group Calendar Wizard. A user may use a predefined group of users or select users individually on the wizard window.

Re-Schedule Calendar Wizard: Allows a user to reschedule multiple calendar items for a single user or file. A user can also re-assign a user's calendars to another user using this wizard.

Time and Resource Conflict Checker: The Conflict Checker will automatically check for a duplicate entry of a calendar event for an individual. The Resource Conflict Checker determines if there is a scheduling conflict with the selected Resource. If a conflict exists, a conflict icon will appear and display the conflicting event(s).

Recurring Calendar Wizard: The Recurring Calendar Wizard creates recurring Calendar items for one or more users. This wizard is located on the Wizard button from the ToolBar and from the Calendar Update window. The options for recurring include: Daily, Weekly, Monthly, Yearly and Custom.

Calendar Copy Feature: The Calendar Copy feature allows the user to make a copy of the current item. The item copied is assigned to the currently logged in user. This feature is useful for making a copy of a routed calendar item as well as making a copy of an existing Calendar item.

32) Can data on the system, including calendar and contacts, be transferred to and/or synchronized with a PDA?

If yes, describe: Yes.

Legal Files offers the ability to synchronize with PDAs. Legal Files synchronization works directly with the Palm operating system for contacts, calendars and to-do's.

33) Does the system have its own document assembly capacity?

If yes, describe: Yes.

Legal Files offers built-in document assembly, providing powerful tools to create, send, receive, locate and manage all documents relating to a file, case or Name Card. Fully integrated with Microsoft Word and Corel WordPerfect, users can create and edit documents in their word processor without ever having to leave Legal Files.

With Legal Files Document Assembly, users can create a single template for any type of document, and then, from within a file or Name Card, automatically create new documents based on that template using data from the file or Name Card.

Document Assembly has thousands of data fields (tokens) available to create master templates. Custom window data can also be merged into a document. Users can create their own tokens that prompt for data insertion when a document is generated.

Other Advantages of Legal Files Document Assembly:

- Group Token Management
- Token Management
- Template Properties
- Spell Checker

In the latest release of Legal Files Software, version 5.0, offers integration with the external document assembly program Hot Docs.

34) Does the system have a contact management function?

If yes, describe: Yes.

Name Cards provides users an office-wide or department-wide Rolodex, which becomes the foundation of your Legal Files database. Name Cards store basic information on every person and company associated with your office, from clients, attorneys, witnesses, and any other file related people. Type a name, address and phone number once and never have to type it again. With the integration of document assembly, users can automatically merge names and addresses into documents. Below is an example of the Name Card Selection Window.

Part of the contact management features is an exhaustive conflicts and involvements system. The system automatically logs the information when a contact is attached to a file and assigned a role and purpose. The Conflict System contains extensive reporting on contacts and the roles they are performing in the files.

The conflicts and involvements system is an integral component of Legal Files. As Name Cards are linked to related files/matters, an involvement "flag" is automatically created. Subsequently, when a Name Card is viewed from the department-wide Rolodex, any and all files to which that Name Card has been linked can also be viewed. Legal Files allows users to define a role and purpose for each person attached to a file. This information automatically activates the conflicts and involvements system. Legal Files has extensive conflict and involvement reporting that can be viewed on screen or in a report format. This report allows queries against single or multiple contacts within the database enabling viewing of file relationships and all relevant data. Below is the Name Card update window.

Other Features of Name Cards:

- Mailing Lists
- Conflicts & Involvements
- Relationships
- Multiple Addresses/International Addresses (No limit)
- Multiple Phone Numbers/Foreign Phone Numbers (No limit)
- Private Name Cards
- Internet addresses and e-mail addresses

- Index of City, State, and ZIP codes
- Categories: classify staff members into groups and then query that data. Examples include opposing counsel, experts and pro bono attorneys
- Custom Windows (Multiple windows)
- Notes
- Photo Attachment
- Calendar and To-do's
- Phone Messages
- Document Assembly

Legal Files allows each user to maintain a private Name Cards list, which is controlled by the user's login. Private Name Cards also have security features attached to them that allow users to add their private name cards to another user's list.

35) Does the system have a document management function?

If yes, describe: Yes.

Legal Files contains a complete and fully functional document management system. With Legal Files Document Management, users have at their fingertips every document anyone has created or copied into Legal Files. Any type of document (including Excel spreadsheets, Adobe PDF's photographs, etc.) can be indexed into the Legal Files Document Management System. Legal Files offers multiple ways to access documents. The Document Selection Window is shown below.

Copy External Document Wizard
Legal Files Document Management System also offers a Copy External Document Wizard which provides the ability to copy a single or multiple documents from a user's computer or desktop (external from Legal Files), import them into Legal Files and attach them to the appropriate case or matter. The Copy External Document Wizard uses Microsoft Windows and Explorer to help users find and attach documents using "drag and drop" functionality.

Document Check-in/Check-out
The Legal Files Document Management System contains a check-in and check-out feature that allows users to "check-out" documents from the document management system. The feature is controlled by security and allows an administrative setting that brings the document back into the document management system as a version or overwrite.

Document Versioning
The Legal Files Document Management System contains a feature called Document Versioning that allows the end-user to track multiple versions of the same document, maintaining the history of the current version. The Document Selection Window and Update Window automatically capture the version of the document being used.

Document Security
Legal Files document security has two levels. The first level of document security is at the file/case level. If a user does not have access to a case, then the user does not have access to the documents. Once a user has access to a file/case, then the second level of security occurs: access, read only or no access.

Document Auditing
Legal Files document management system contains an extensive document security and audit trail. The audit trail tracks activity on the check-in, check-out, creation, modification and viewing of the document. The deletion of a document is controlled by the Legal Files security system.

Document Indexing
Legal Files indexes documents for easy storage and retrieval. Legal Files contains a complete and fully functional document management program. Every document anyone has created or copied into Legal Files can be retrieved quickly and easily. Legal Files offers multiple ways to access documents.

Fully integrated with Microsoft Word or WordPerfect, documents are assembled and managed in your word processor within Legal Files. The Document Update Window in Legal Files is displayed below.

Document Searching
Once documents are within Legal Files Document Management System, Document Text Searching can be conducted, allowing users to query the text of documents using a Boolean type search. Document Profile Searching can also be conducted, allowing users to search documents by name, author, number, type, classification, or created by.

Pleadings Index Report
The Pleadings Index Report builds automatically as documents are created and logged into the system. The report orders the documents, classified as a Discovery or Pleading entry, by the date filed. Legal Files then assigns an index number to each item. You can filter the items by date filed, index numbers, specific volume number or category. The output of the report is user definable. Optional heading values, as well as optional detail column values can be selected and ordered. Since the report output is in HTML format it can be saved as a file document.

Other Advantages of Legal Files Document Management:
- Documents Sent/Read-Only Lock: When a document has a sent date, the document will be marked as “read only” and locked from further editing.
- Document Numbering: Document Numbering is the capability to associate a document number with a document during document creation. The document number uniquely identifies the document in the system.
- Blank Document Wizard: The Blank Document Wizard enables users to automatically open their word processor to a new, blank document and attach that document to a file or Name Card.

- Copy Internal Document Wizard: The Copy Internal Document Wizard allows documents to be copied from file to file within Legal Files.
- Document Routing: Legal Files Document Management System includes a feature called Document Routing, which allows users to electronically route documents to a single user or to multiple users at the same time with a note attached.

36) Does the system enable users to create custom reports and conduct customized searches based on large number of variables (i.e. case status, closed cases, time, rejected cases, office, advocate, funding source, adverse party, or outcome)?

If yes, describe: Yes.

Legal Files allows for the creation of custom reports, customized searches and case summaries through any third-party report writer that is ODBC compliant. Legal Files also contains a feature called Add Ons, which allows Legal Files to integrate with Crystal Reports and other third-party report tools. Add Ons provides the ability to create a custom-built report in Crystal using the Legal Files Data Dictionary. The report will then be attached to the Add Ons feature. Add Ons maintains the structure of the Legal Files security system and allows users to generate custom-built reports from within Legal Files.

Legal Files also contains more than 90 standard reports that are integrated into the system. These reports allow the end user to query data in numerous ways. Legal Files also contains the Custom Window Query Report, which allows a user to generate a report from custom windows, which contain data fields that the program staff has created. The report will allow single or multiple fields to be queried at the same time. Results can be viewed from within Legal Files or data can be exported to an Excel spreadsheet for further sorting and manipulating. The report can be generated department wide or for an individual user.

Training on system-integrated reports will be held during administrative training and implementation assistance. Training on ad-hoc reports has two phases. The first phase is to learn the report tool and the second is to understand the database structure. Legal Files provides a data dictionary for third-party report writers and an optional technical training class.

37) Does the system include any pre-formatted reports, including LSC reports?

If yes, describe: Yes.

Legal Files includes a number of LSC reports and a number of general pre-formatted reports. Reports are separated into several categories including: File, Name Card, Contact, User, Hot Print and Administrative. Users may view a report on their monitor or send it directly to their printer. Some reports are generated as word processing or HTML documents, providing even greater flexibility within and outside of Legal Files. Some can also be exported in ASCII format for easy importing into other programs.

File Reports:
Calendar Custom Report
Calendar Report
Calendar/To-Do Report
Client Communication Aging Report
Closed File Collections Report
Custom Window Query Report
Daily Calendar/To-do Report
Expense Query Report
Expense Report
File Expense Report
Time Query Report
File Checklist Detail Report
File Checklist Query Report
File Query Report
Litigation Location Report
Mail Log Report
Medical Bills Index Report
Medical Records Index Report
Pending Negotiations Report
Pending Settlements Report
Resolution Schedule Report
Statute of Limitations Report
To-Do Report
Tracker Query Report
Trust Check Register Report
User Assignment Report

Name Card Reports:
Name Card List Report
Name Card Query Report
Name Card To-Do Date Report

Contact Reports:
Contact and Marketing Query Report
Contact Appointment Summary Report
Contact Detail Status Report
Contact Pending Issues Summary Report
Contact Pending Rejection Letters Report
Contact Summary Report
Contact Unresolved Interviews Report
Contacts and Appointments Summary Report
Contacts Unresolved Report
Marketing Source Summary Report

User Reports:
User Calendar Daily View Report
User Calendar Report
User Calendar Weekly View Report
User To-Do Date Report

Administrative Reports:
Administrative Matter Value Report
Administrative Assignment Summary Report
Administrative Category Revenue Summary Report
Administrative Fees Received Report
Administrative Negotiation Analysis Report

Tool Bar Hot Print Reports:
Name Card Hot Print Report
Name Card Index Report
E-mail Hot Print Report
Expense Index Hot Print Report
Expense Update Hot Print Report
Mail Log Hot Print Report
Mail Message Hot Print Report
Phone Log Hot Print Report
Phone Message Hot Print Report
Time Index Hot Print Report
Time Slip Update Hot Print Report
To-Do Log Hot Print Report
To-Do Detail Hot Print Report
Calendar Detail Hot Print Report
Calendar Daily Hot Print Report
Day at a Glance Hot Print Report
Week at a Glance Hot Print Report
Month at a Glance Hot Print Report

File Hot Print Reports:
File Notes Hot Print Report
File Calendar Hot Print Report
File Captions Hot Print Report
File Checklist Hot Print Report
File Check Register Report
File Contacts Index Hot Print Report
File Custom Window Hot Print Report
File Document Hot Print Report
File E-mail Hot Print Report
File Expense Summary Hot Print Report
File Expense Detail Hot Print Report
File Facts Hot Print Report

File Filing Information Index Hot Print Report
File Time Summary Hot Print Report
File Time Detail Hot Print Report
File Related People Hot Print Report
File Mail Log Hot Print Report
File Phone Log Hot Print Report
File Pleading Index Report
File Settlement Sheet
File Summary Report
File To-Do Hot Print Report
File Tracker Hot Print Report
File Transaction Hot Print Report
File Web Windows Hot Print Report

General Usage Attributes

38) Does the system enable users to attach or scan in, maintain, and search full text of documents (including email)?

If yes, describe: Yes.

Legal Files gives the users the ability to log all incoming and outgoing mail. By using the Legal Files Document Management System, outgoing mail is posted automatically from the document profile card to the mail log, eliminating duplicate entry. The mail is posted in the mail log index, which can be searched and sorted from within the index or through the Mail Log Report (multiple files), the Mail Log Hot Print Report (single file), or any ad hoc report. Below is a screen print of the Mail Log Index:

With each mail log entry, Legal Files provides the ability to send and receive mail messages to a user and/or a file. Legal Files mail messaging allows a user to read the message, link it to the related file or Name Card or mark the importance of the message. With the Legal Files Mail Log, users can attach a file (such as a scanned document), to a message and then view it from the mail message. The mail messages reside in the mail log and a user can be automatically notified through Heads Up of any mail messages. Below is a screen print of the detail of the Mail Log Update Window:

39) Does the system enable users to track the date of each entry and the identity of the person making it? Is this also true for modifications of data already entered?

If yes, describe: Yes.

A complete audit trail is built into the application. Legal Files keeps a complete audit trail on every user for each add, update, delete, and view. Matter status auditing also exists for management reporting.

40) Does the system enable users to interface with other non-CMS software, such as report writers, word processing and email?

If yes, describe: Yes.

Report Writers:
Legal Files allows for the creation of custom reports, customized searches and case summaries through any third-party report writer that is ODBC compliant. Legal Files also contains a feature called Add Ons, which allows Legal Files to integrate with Crystal Reports and other third-party report tools. Add Ons provides the ability to create a custom-built report in Crystal using the Legal Files Data Dictionary. The report will then be attached to the Add Ons feature. Add Ons maintains the structure of the Legal Files security system and allows users to generate custom-built reports from within Legal Files.

Word Processing:
Since Legal Files is completely integrated with Microsoft Word and Corel WordPerfect, you can create and edit documents in your word processor without ever having to leave Legal Files.

Email:
Legal Files has full e-mail integration with Microsoft Outlook, Outlook Express or any MAPI compliant email system. The integration does not require a user to license Microsoft Exchange Server components although it is fully supported in this environment.

Legal Files integrates with an individual user's e-mail system. If a user chooses, all unread messages sitting in his or her own Inbox can be displayed in the Legal Files universal Inbox called Heads Up! Users can open, read, forward, and reply to any Internet e-mail from within Legal Files. If a particular e-mail is determined to be case related, it can be easily and permanently attached to a case stored in Legal Files to become part of case diary/history. Since Legal Files automatically creates a copy of the email message (with attachments) and stores it in the Legal Files database, the message can be deleted from the users Inbox and it will still be available in Legal Files for future reference.

Legal Files can also be used to send e-mail to other Internet e-mail recipients. While working in a case, a new e-mail message can be sent and a copy is automatically stored within the case that the user was working. If the e-mail did not pertain to a particular case, the message can still be composed and sent from within Legal Files and the e-mail will be stored in Legal Files at the user level with no case reference associated with it. Internet e-mail sent from within Legal Files is sent through the users email client and a copy of the e-mail will appear in the user's Sent Items in the email package once it has been sent.

In addition, Legal Files has developed a Com Add-in for Microsoft Outlook that provides a tool to quickly and easily link e-mail from any Outlook folder to a Legal Files Case. The Com Add-in places a "Save to Legal Files" button on a user's Outlook Toolbar. Clicking on the "Save to Legal Files" button opens a file selection window where the user simply selects the case where the e-mail should be copied and Legal Files automatically copies the message (with attachments) to the appropriate file. The Legal Files client does not need to be running to use the Com Add-in in Outlook.

41) Does the system enable users to access records remotely (i.e., over a web browser)? If yes, please describe security measures.

If yes, describe: Yes.

Legal Files recommends that remote access be accomplished through the web portal called *MyLegalFiles*. With the portal, the user has a limited view of (files assigned to that specific user) files and the portal requires little end user training. The screen shot below details the interface to the web portal.

If complete functionality is desired at a remote location, then Legal Files can be accessed with the Legal Files web-enabled product or by publishing the application on Citrix/Terminal Services software

42) Does the system enable users to access multiple records at one time?

If yes, describe: Yes.

Legal Files allows the access of multiple records at one time. In the case of multiple files/cases, Legal Files allows access up to three cases at one time. To eliminate confusion the Legal Files interface maximizes one case and automatically minimizing the other two.

43) Does the system create one record for each client and/or project, with multiple cases or matters attached?

If yes, describe: Yes.

Central Rolodex (Name Cards)
Legal Files provides the ability to assign multiple roles to persons and entities involved in cases and the ability to allow one individual to have different roles in different cases. Legal Files also offers you the option of creating your own roles.

In Legal Files, Name Cards store basic information on every person and company associated with your office. They are the foundation of your Legal Files database and serve as the central contacts file for your office. Every client, party, attorney, witness, judge, and other entity are entered in a Name Card where they can then be used (referenced) in any of the Legal Files features. Type a name, address and phone number once and you will never have to type it again, eliminating duplicate entry of identifying information. You can make changes or additions to a Name Card at any time. When the Name Card is saved, the changes are automatically updated throughout Legal Files—regardless of where that information is used (referenced).

Using a feature called File Related People, users can link people from their Name Cards in the master contacts database to one or multiple files/cases and allows them to define the role each entity or individual is playing in the file. File Related People are people or companies who have or have had anything to do with the case or matter. Assigned users and file managers are also file related people.

Roles are extremely important for file related people. You can filter reports and lists by role. You can also automatically assign tasks to users based on their role using the Task To-Do Wizard. The Task To-Do Wizard automatically assigns tasks and due dates to users based on their role in a file. The Task To-Do Wizard uses a Task Wizard Template. The Template standardizes each step in a process into a task with an assigned role, ensuring that nothing will be forgotten. The Wizard assigns the tasks to the appropriate user in the file in one simple step.

The Name Card's Conflicts and Involvements tab shows all the files in which that person or company is a file related person. Part of the contact management features is an exhaustive conflicts and involvements system. The system automatically logs the information when a contact is attached to a matter and assigned a role and purpose. The Conflict and Involvement System contains extensive reporting on contacts and the roles they are performing in the files.

Copy Eligibility Wizard:
Legal Files provides the ability to permit new applications for existing clients through the use of the Copy Eligibility Wizard. The Copy Eligibility Wizard does an exhaustive copy of eligibility, client and basic file information eliminating the need to re-key information.

44) Is there a limit on the number of modules that can be run simultaneously?

If yes, describe: No.

Legal Files is not a modular product.

45) Is there a limit on the number of simultaneous users?

If yes, describe: No.

There is no limit to the number of simultaneous users. Legal Files' largest customer has 1,765 users on a single database. The only limitation would be that imposed by your system.

46) Does the system allow programs to control user access?

If yes, describe: Yes.

Legal Files data is secure. Access throughout Legal Files is controlled administratively with security rights. Security is attached to all files/cases, screens, look-ups and reports.

Administrators can assign rights to groups of users, and expand or reduce an individual's access by overriding the group specifications. Security changes take effect immediately.

47) Does the system enable users to code for large numbers of variables, including staff, volunteers, funding, outcomes, etc.?

If yes, describe: Yes.

Legal Files allows users to code cases with multiples of the variables that are listed and more.

48) Does the system have methods to prevent mistakes in entry and/or does it require certain types of data to be entered?

If yes, describe: Yes.

Legal Files supports standard windows commands for preventing mistakes during the entry process.

Management and Support of Cases/Matters/Activities

49) Does the system determine eligibility based on different variables, including:
   a) Income
   b) Age
   c) Geographic location
   d) Citizenship status

If yes for any, describe: Yes.

Legal Files provides the ability to track and manage income, age, location and citizenship for an unlimited amount of prospective client intake through the use of our two-tiered eligibility wizard with the ability to track outcomes to gauge the legal services organization results. The eligibility wizard captures the potential client's problem, household information, income, factors, assets, demographics, benefits and funding information. The eligibility wizard also provides the poverty percentage indication on the potential client and, if necessary, opens the client file. Below are a few screen prints of the Eligibility Wizard:

50) Does the system flag exceptions for eligibility that require further consideration?

If yes, describe: Yes.

Legal Files offers the ability to flag exceptions for further consideration through the use of the factors list. The factors list in Legal Files is completely customizable by each legal services organization and can contain an unlimited amount of exceptions to include for further consideration.

By using the Legal Files Routing System, Legal Files also allows saved applications to be submitted to an individual or group for further review of the exceptions.

51) Does the system link eligibility rules with various organizational, office or project eligibility rules to allow for easy referral or assignment to appropriate location or organization?

If yes, describe: Yes.

Legal Files provides eligibility rules through the financial eligibility calculation methods. The calculation methods allow an administrative user to create templates of multiple methods, which the end-user/intake person selects at the point of screening the potential client. The various methods can be set up to accommodate eligibility requirements of organizations, grants, projects, etc.

52) Does the system enable users to track the status of an application, case, or matter (i.e. intake, call-back, status of active case, advocate assigned)?

If yes, describe: Yes.

Legal Files does have the ability to track the status of an application or case through the use of the disposition list and case status. Both the disposition list and case statuses in Legal Files are completely customizable by each legal services organization and can contain an unlimited amount of items to include.

Legal Files contains a very powerful feature called File Assignments to track the advocate assigned to a case or application. File Assignments consists of a two-step process of assigning users to a file. The first step is the assignment of users. Legal Files allows an unlimited number of assigned users with each user having defined role. The second step is the assignment of File Managers. Legal Files allows a file to contain up to three managers and the definition of each manager is controlled administratively.

Legal Files offers a tool to more effectively utilize File Assignments. It is called Team Management. Through the use of teams, Legal Files can automatically assign one or more people to a case and set up all three File Managers. Teams are similar to groups functionality, but offers more flexibility and scope. Teams may automatically create file assignments using the File Opening Wizard. Legal Files has the uncommon ability to track users as well as cases.

53) Does the system enable users to check for conflicts and repetition (including applicant, opposing party, tribunal)?

If yes, describe: Yes.

Part of the contact management features is an exhaustive conflicts and involvements system. The system automatically logs the information when a contact is attached to a file and assigned a role and purpose. The Conflict System contains extensive reporting on contacts and the roles they are performing in the files. The conflicts and involvements system is an integral component of Legal Files. As Name Cards are linked to related files/matters, an involvement "flag" is automatically created.

Subsequently, when a Name Card is viewed from the office-wide Rolodex or from the Conflict Check Wizard any and all files to which that Name Card has been linked can also be viewed. Legal Files allows users to define a role and purpose for each person attached to a file. This information automatically activates the conflicts and involvements system. Legal Files' extensive Conflict Check Wizard can be viewed on screen or in a report format. This report allows queries against single or multiple contacts within the database, enabling viewing of file relationships and all relevant data. Below is screen print of the Name Card Update window showing the file relationships:

Below are screen prints of the Conflict Check Wizard showing a search of multiple people and then listing all the files they are associated with.

54) Does the system enable users to create questions to ask applicants based on type of case, location and other factors?

If yes, describe: Yes.

Legal Files has the capability to create custom defined questions based on the type of case through the use of the Legal Files Custom Windows.

Legal Files Custom Windows are powerful tools that are simple to create and can be attached to any case or matter. The Legal Files' Custom Windows feature provides the ability to design windows that meet specific needs and the flexibility to change when the legal services organization's needs change. Data from Custom Windows can be used in ad hoc reports and merged into documents using document assembly features. Each template can have up to 300 fields. When a Note is included in a Custom Window Template, the template can have up to 290 fields. Legal Files treats Notes on a Custom Window just like every other note. Custom Window notes can be included in queries and tagged as priority items.

Custom Windows can contain default values so when the Custom Window is first created, the value already exists for the case or matter. Custom Windows also can contain required controls, displaying a prompt in the user's smart color prompting. The Custom Window validates that required fields have a value input.

When a Custom Window is attached to a case or matter, it is stored with all other case or matter data. A case or matter can also have a default custom window for every new case or matter added to the system.

Because Legal Files is flexible, Custom Window Templates can be attached to more than one case or matter. When a template is attached to a case or matter, it becomes a Custom

Window. Though based on the same template, Custom Windows can have a unique name in each case or matter.

There is no limit to how many custom windows may be attached to a case or matter. Legal Files also gives the user the ability to create and label multiple Tabs on a custom window. When adding a Tab to a Custom Window Template, the user can select it as a control type. Tabs may contain between 1 and 10 controls and the user can determine which controls should appear on which Tab. Custom Window Control (Field) Types include Entry, Date, Money, Number, Pick List, Drop Down List, Check Box (Yes/No), URL, Decimal, Calculated, Note And Tab.

Below is an example screen print of a custom window in the form of a questionnaire attached to a case. Legal Files was designed to allow non-technical users to administer and customize critical aspects of the application, including custom windows, which gives your administrative staff a powerful tool that does not rely upon precious IT resources.

55) Does the system enable users to develop and use checklists for various types of cases, matters, or activities?

If yes, describe: Yes.

Legal Files does have the ability to develop custom checklists for various types of cases, matters, or activities.
Legal Files Checklists are one way to monitor a case in Legal Files. The checklists, completely customizable and created in template form, are assigned to a case. Two File and Matter reports key off checklist data. The File Checklist Detail Report lists checklists, their items and status for files that match the selection criteria. The File Checklist Query Report queries checklist items for the specified checklist. You can filter the report by various file and user criteria, as well as range and option criteria for the checklist items.

Checklists are completely customizable and consist of either a date field or status field. As a case progresses, you mark each checklist item as completed by changing the answer status or supplying the date the item was completed. Below is an example of a customized checklist for a litigation file.

56) Does the system enable users to develop form pleadings and other documents to automatically link to cases or projects based on type of case, location, opposing party or other factors?

If yes, describe: Yes.

Legal Files offers built-in document assembly, providing powerful tools to create, send, receive, locate and manage all pleadings and other documents relating to a file or Name Card. Fully integrated with Microsoft Word and Corel WordPerfect, Legal Files allows users to create and edit documents in their word processor without ever having to leave Legal Files.

With Legal Files Document Assembly, users can create a single template for any type of document, and then, from within a file or Name Card, automatically create new documents based on that template using data from the file or Name Card.

Document Assembly has thousands of data fields (tokens) available to create master templates. Custom window data can also be merged into a document. Users can create their own tokens that prompt for data insertion when a document is generated.

Other Advantages of Legal Files Document Assembly:

- Group Token Management
- Token Management
- Template Properties
- Spell Checker

Below is a screen print of a template using the Microsoft template editor:

57) Does the system include management tools for volunteers, pro bono attorneys?

If yes, describe: Yes.

Legal Files recommends that volunteers and pro bono attorneys use the web portal called *MyLegalFiles*. With the portal, the user has a limited view of the files (just those they are assigned) and the portal requires little end-user training. The portal can be accessed from any computer using an operating system that uses a web-browser. The screen shot below details the interface to the web portal.

58) Are there any special tools within the CMS specifically designed for the work done by legal services, such as documents relating to SSI, TANF, etc. or GIS mapping capability?

If yes, describe: No.

However, any existing document that a legal services organization relies upon for handling cases or matters for SSI, TANF, etc., can be copied into the Legal Files Document Assembly engine as a document template and then reused from that point forward.

59) Does the system enable users to create and send reports or messages automatically upon the occurrence of a designated event or at a designated time?

If yes, describe: Yes.

Legal Files would contain the documents as a document template or the report as a built-in report, but would only issue the notification of the designated event automatically to inform the user to generate the document or report which would be generated from the built-in document assembly engine or reports engine.

60) Does the system have any other litigation support tools not addressed previously in this questionnaire?

If yes, describe: Yes.

Specialized Screens
In addition to the core functions and customization features described in this document, Legal Files also provides several legal specific data screens, which have been developed and refined over the last 15 years.

1. General Screens
    - Transaction Summary of all file activities and communications
    - Employment History for any involved parties
    - Statements from any involved parties
    - Incident Details
    - Statute of Limitations and Filing Deadlines
    - Insurance/Coverage Information
    - Damages/Specials/Records
    - Images/Attachments

2. Litigation Screens
    - Filing/Court Information
    - Depositions, Hearings and Trials
    - Transcripts
    - Evidence/Exhibits
    - Pleadings Index for all sent/received court documents
    - Expert Reports
    - Appeals

61) Does the CMS offer other tools specifically for hotlines?

If yes, describe: Yes.

File/Case Distributor
The Legal Files File/Case Distributor is a feature that is ideal for large or statewide hotlines that are capturing intake information for multiple offices or organizations. The File/Case Distributor will capture the necessary intake information and then distribute the case within the same database or to an external database, eliminating the need to re-key information.

Legal Files allows users with the proper administrative rights to transfer files from one Legal Files database to another (e.g., from legal services organization A to legal services organization B) or, if using Enterprise (as defined in question 69), from one Enterprise site to another (e.g., from Office A to Office B).

In transferring files, Legal Files first distributes the data you selected to transfer, then distributes the data before importing it to another site or database. Once the data is distributed and before it is imported, the file data is unlinked from the originating site. All file-related data (including groupware and documents) are transferred.

62) Does the CMS offer tools specifically for pro bono programs?

If yes, describe: Yes.

Legal Files offers pro bono programs tools by using built in features like Custom Windows. Custom Windows are powerful tools that are simple to create and can be attached to any Name Card. The Legal Files' Custom Windows feature provides the ability to design windows that meet specific needs and the flexibility to change when needs change.

Below is an example of a pro bono screen print of a custom window attached to a pro bono attorney's name card. Legal Files was designed to allow non-technical users to administer and customize critical aspects of the application, including custom windows, which gives your administrative staff a powerful tool that does not rely upon precious IT resources.

63) Does the CMS allow cases to be reassigned easily upon the departure of an attorney?

If yes, describe: Yes.

Legal Files contains another administrative tool that will be used for the reassignment of cases is the User Assignment Wizard. The wizard allows a manager to reassign all or a portion of one user's files, calendar items, and to-do items to another user with just a click of the mouse. This feature is beneficial when your department has staff reassignments or turnover in employees. The User Assignment wizard is displayed in the screen below.

64) Does the CMS offer other supervision tools not addressed elsewhere in this questionnaire?

If yes, describe: Yes.

Team Management
Legal Files offers a tool to more effectively utilize File Assignments. It is called Team Management. Through the use of teams, Legal Files can automatically assign one or more people to a case and set up all three File Managers. Teams are similar to groups functionality, but offers more flexibility and scope. Teams may automatically create file assignments using the File Opening Wizard or through the File Setup window.

File Summary
The File Summary will provide users quick access to vital information with a click of a mouse. Every type of case has a user-defined Summary button that instantly accesses the information needed most, regardless of where it resides in the file.

Tracker
The Legal Files Tracker allows a manager the ability to track tasks/items that have been delegated to other people. Tracker is a management tool that is controlled by security and private to allow a manager to follow up on the conclusion of a task/item.

Report Management
The Report Management features in Legal Files allow the creation of customized menus of reports that are controlled administratively. The menus can be made up of a combination of custom reports and built-in reports and the menus are controlled by security what reports each user is allowed to access.

Web Windows
Another feature of Legal Files is Web Windows, which are predefined web sites that can be accessed directly from within Legal Files using either our Internal Web Browser or the default Windows Web Browser. Web Windows provides the option to use either an Internal or External web browser. This is important for organizations that operate on an Extranet or Intranet network topology.

When using the Internal browser option, all page navigation is handled directly on the web page; navigational controls (like you might have on an external web browser) are not available. This provides a means to control the user's session and choices to those specified on the web page being displayed. When using the default Windows Web Browser, all normal functionality exists.

There are four types of Web Windows:

Firm Wide	Shared Globally with all Users
File Wide	Shared Globally with all Files
File Owned	Owned by a File
User Owned	Owned by a User

File Delete
The File Delete procedure will permanently delete the file and all related data, groupware (i.e. Calendars, To-Do's, etc), documents and images that have been associated with the file. Once deleted, the file and the associated data cannot be recovered. Legal Files File Delete procedure can be password protected.

The Administrative File Delete dialog defaults to display closed files, but will also allow the deletion of any type of file. Legal Files recommends the initiation of a policy wherein only closed files are deleted, but the flexibility is built in to the process to accommodate your needs. Files currently in use (i.e. another user is working in the file at that moment) cannot be deleted.

Office Management/Administration/Resource Development

65) Does the system integrate accounting and grant information with time and case/matter/activity data?

If yes, describe: Yes.

Legal Files currently tracks all time on a particular case/matter/activity, and all time can be cross referenced to a particular grant or funding source.

66) Does the system enable users to designate fund rules to assign cases and matters accordingly?

If yes, describe: Yes.

Legal Files offers a tool to more effectively designate File Assignments based on rules by using Team Management. Through the use of teams, Legal Files can automatically assign one or more people to a case and set up to three File Managers. Teams are similar to group functionality, but offer more flexibility and scope. Teams have the ability to designate any number of funds or other program identifiers through the team category function.

67) Does the system maintain project/grant information?

If yes, describe: Yes.

Legal Files includes a concept called “Office Files” which gives administrators the ability to create a “project/grant file” storing the necessary data elements, similar to the use of file folders in a cabinet. Office Files allow an organization the ability to manage office related activities within the same application as client data, and with all of Legal Files’ enhancements such as phone logs, notes, documents, e-mail, reminders and custom windows “attached” to the project/grant file.

68) Does the system enable user to maintain donor information?

If yes, describe: Yes.

Legal Files allows administrative staff the ability to capture donor information by using built in features like Custom Windows. Custom Windows are powerful tools that are simple to create and can be attached to any Name Card. The Legal Files’ Custom Windows feature provides the ability to design windows that meet specific needs and the flexibility to change when needs change.

Below is an example of a donor screen print of a custom window attached to a donor’s name card. Legal Files was designed to allow non-technical users to administer and customize critical aspects of the application, including custom windows, which gives your administrative staff a powerful tool that does not rely upon precious IT resources.

69) Are there additional functions of the CMS for things that were not discussed above?

If yes, describe: Yes.

Enterprise System
One of the biggest advantages of Legal Files is the capability to customize and configure for each office via the Enterprise System. Legal Files designed its unique Enterprise System solution to meet the needs of organizations with multiple offices or practice groups and/or multiple departments or divisions. Under the Enterprise System, an organization has a single database containing several distinct, separate and secure "views" of the data. Each view can represent a different practice group or office. There are many advantages to using the Enterprise System. Certain program configurations can be shared among all views or sites for consistency, while at the same time allowing for local or site-specific settings. Likewise, each site only accesses its own data, eliminating potential conflicts and reducing the clutter of unwanted information. If needed, designated users, such as management or supervisory staff, can be given access to more than one site. Legal Files provides a means for reporting across sites or the entire enterprise, offering prompt, cumulative data that can be used to more accurately and consistently track workload activity across practice groups or offices. With the Enterprise System, each office learns, uses and supports just one program sharing whatever information is necessary with other offices and maintaining the autonomy and functionality of each. Enterprise provides the flexibility to share resources with minimal effort and still function as an independent entity.

70) Please provide any additional information about your CMS that you would like us to have.

Legal Files Software Inc. is honored to provide the legal services community with an integrated suite of software inclusive of practice management, intake management and document management. Because of its great flexibility, Legal Files can easily manage all cases and documents relating to legal services, legal advice and administration. Since its introduction, Legal Files has evolved into the most comprehensive application available anywhere that is specifically tailored to meet the ever-changing needs of legal services and legal aid organizations.

Thanks to input from national experts, Legal Files is ideally suited to meet legal services organization's diverse needs. Legal Files includes the following features in a single, unified program:

- Practice/case management features—Legal Files provides the advocate with a tool that offers one central location for all information related to each case, an office-wide directory for client/party information, a conflicts checker, file manager, custom menus and custom screens, file notes (including alerts), checklists, response tracking, an activity summary, time and budgeting, automated task scheduling, assignment delegation, legal dates and deadlines calculator, court docketing, and file and management reports.

- Intake management features—Legal Files provides the intake person an efficient way to manage the intake process. Tracking this process, the number of applicants and the results are essential for successful management of the services being offered. Our eligibility module provides a solution for this process in a generic and re-usable manner.

Information is created and retained for each initial inquiry, helping you maintain statistical information.

- Document management and assembly—Legal Files provides advocates and staff the ability to assemble and manage all your documents. Legal Files eliminates the need for you to retype the same documents. Create a template once, and then use it again and again in different files. Or automatically generate a new document merging the template and any data fields you choose. Conveniently stored and catalogued in the file they reference, documents are easy to retrieve. Search for documents using a document name, document number or document type. Legal Files also offers full document text searching. With our document management features, you have—at your fingertips—every document anyone has ever created in or copied into your Legal Files software.

- Integrated groupware—Legal Files offers comprehensive and integrated groupware including calendars (office-wide, group, individual and case), group scheduler, e-mail integration (synchronization with Outlook and MAPI e-mail integration), telephone messaging, mail tracking and message notification, to-do's, reminders and alerts with automatic notification and file security.

- A world-class product with local support and training—Legal Files Software Inc. backs its solution with superior customer service. Legal Files Software Inc. offers an annual maintenance and support agreement to ensure that users receive regular software upgrades and unlimited Legal Files software support. To fulfill requests from our customers and provide the latest in technological advances, Legal Files is constantly adding functionality to the program. All requests for enhancements, whether originating from a customer or internally within the company, are routed to the product manager where they are prioritized based on the potential benefit to the largest number of customers. Once prioritized, the requests are taken to the development staff where a development plan and schedule is established, beginning with the highest priority items. Once a year, a new release is developed and distributed to customers who are participating in the annual maintenance and support agreement. Updated documentation and online Help are available with every release.

Legal Files Software Inc. has experience successfully implementing fully integrated solutions for legal services and other legal related organizations in the United States, United Kingdom, Australia and Canada. Developed with input from national experts in the United States, the unique features in Legal Files were created specifically for legal services and legal aid programs. No other program available in today's marketplace can fulfill a legal services organization's requirements like Legal Files can.

Working with Legal Files Software Inc. will help ensure that our customers accomplish their current, as well as future, goals. Legal Files Software Inc. builds lasting relationships with our customers. We've found that when we commit ourselves to our customers, our customers commit themselves to us. With a history rooted in the values of hard work and ingenuity, we offer the highest level of professional services to our customers. But we never to lose sight of the people we serve. At Legal Files you are never a number or just a client, but a partner. This personal approach has proved successful—for Legal Files <u>and</u> our customers—for more than a decade.

Finally, the unique features in Legal Files make it a comprehensive tool that helps you serve more clients, more efficiently—without additional staff or hours. Other legal services organizations have successfully used Legal Files to achieve this very same goal.