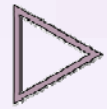


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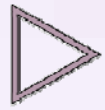
# Maximizing Investments in Technology In a Challenging Economy

*ILTA Webinar  
January 12, 2009*



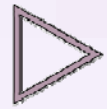
# Introductions

- Bob Dolinsky – [bob.dolinsky@esentio.com](mailto:bob.dolinsky@esentio.com)
- Rob Kerr – [rob.kerr@esentio.com](mailto:rob.kerr@esentio.com)



# Agenda

- Introductions
- Re-Prioritize Initiatives
- Consolidate Technology
- Provide Efficiency Gains
- Use Technology to Reduce Costs
- Assess Staffing Options
- Hardware
- Software
- Training and Other Services
- Litigation Support
- Business Continuity – Disaster Recovery
- Vendor Management
- Wrap-Up and Questions



# Overview

- There are challenges for Law Firm IT leadership in the current economic climate
- There are also opportunities
  - With Firm Management
  - With Vendors
  - Others

## ▶ Re-Prioritize Initiatives

- Consult with firm and practice management on business objectives
  - Practice area focus
  - Client service focus
  - Be Proactive
- Develop a Strategic Plan or revise the plan that you have
  - Incorporate the revised focus of the firm

# ▶ Re-Prioritize Initiatives

- Focus on solutions that:
  - Improve on how people and technologies work together (collaboration, cross-platform support)
  - Leverage and maximize your existing technology investments
  - Deliver quick wins
  - Improve business processes

# ▶ Re-Prioritize Initiatives

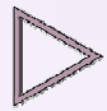
- Initiative focus
  - Client facing
    - Extranets
  - Revenue producing
    - Practice Support
  - Competitive advantage
  - Cost reduction or cost avoidance

# ▷ Re-Prioritize Initiatives

- Initiatives to consider deferring
  - Infrastructure projects (unless mandatory upgrades)
  - Application migrations (but not necessarily upgrades)

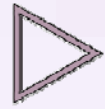
# ▶ Re-Prioritize Initiatives

- In summary – revisit your plans
  - Be proactive in assessing your plans and working with Firm management



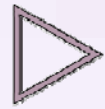
# Consolidate Technology

- Data Centers
  - Consolidation
    - Hardware
    - Staffing
    - Management
  - Utilization
    - Review server and storage utilization
    - Review effectiveness of backup strategies
      - Consider newer in-house technology
      - Evaluate outsourcing to an off-site server provider
- Virtualization – put your data centers on a diet



# Provide Efficiency Gains Through Process Improvement

- Technology Function
  - Internal processes
    - Project management
    - Change management
    - ITIL framework
  - End-user support
  - Applications development



# Provide Efficiency Gains Through Process Improvement

- Practice and Business areas
  - Workflow
    - New Matter Intake
    - Conflicts
    - Practice area processes
      - IP Docketing
    - Administrative Management
      - New hire processes
  - Document Management
    - Better search and document reuse capabilities

# ▶ Use Technology to Reduce Costs

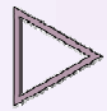
- Travel
  - Video Conferencing
  - Webinars
- Remote Access

# ▶ Use Technology to Reduce Costs

- Go Green
  - There may be a short term cost
  - Should be longer term savings
  - Examples include energy efficient
    - Hardware
    - Lighting
  - Encourage the use of technology where it can help - educate the Firm, examples include
    - Minimize printing where possible
    - Turning off PCs at the end of the day
    - Reduce travel

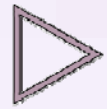
## ▶ Use Technology to Reduce Costs

- Practice Being Green in IT, including
  - Lighting
  - Paper (manuals)
- ILTA has a number of useful articles and resources that can provide you information and guidance on effectively going green



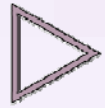
# Use Technology to Reduce Costs

- Data Storage/Storage Planning
  - Technology-driven actions
    - More efficient utilization of storage media
    - Tiered approach to limit purchase of expensive storage
  - Policy & process-driven actions
    - Review policies that impact storage such as records retention-implement or enforce a records retention schedule
    - Enforce policy compliance



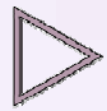
# Assess Staffing Options

- Assess your staffing needs
  - Staff size
  - Skills
- Allow IT staff to focus on being strategic
- Consider using contractors for short-term projects
- Consider outsourcing, but only if part of a long-term strategy
  - Equipment break/fix
  - Printer fleet maintenance
  - Software development



# Hardware

- Stretch The Life!
  - Desktops
  - Laptops
  - Servers
  - Printers
- Lease vs. Purchase
- Inventory Management
- New Sources – Competitive Bidding



# Software

- Are you paying for software that you are not using?
- Are you paying for licenses that you do not need?
- Are you paying for support that you do not need?

## ▶ Training and Other Services

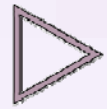
- Are you paying for training and other services that you are not using?
- Do you have the right balance between in-house and training services resources?
- Take advantage of lower pricing alternatives that vendors may offer for both end user and IT training

# ▶ Litigation Support

- Work with Firm Management on Improving Billings and Cost Recovery
  - Billing for Time
  - Cost Recovery
  - Chargeback for Storage
- Assess the Litigation Support Function
  - Process Efficiency
  - Software
  - Staffing

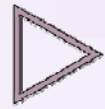
# ▶ Litigation Support

- Consider Vendors for Additional Services
  - Better manage staff size
  - Bill clients for services



# Business Continuity – Disaster Recovery

- Incorporate these changes into your BC-DR Plans and Realize, including:
  - Virtualization
  - Consolidation
  - Going Green
- Review BC-DR Costs
  - Services
  - Space



# Vendor Management – Take Advantage of The Opportunity

- Renegotiate contracts
  - Hardware leases
  - Consolidate software licenses where possible
  - Maintenance and support services such as:
    - Printer fleet maintenance
    - Desktop, laptop and server maintenance
    - Help Desk support
    - Phone system maintenance
  - Recruiter fees
  - Cell phone and PDA fees
  - Long distance phone fees
  - Internet fees



# Wrap Up

- Questions & Answers



# Wrap Up

- Thank you!