

KING & SPALDING LLP



Implementing a Matter-Centric Electronic File System

Thomas Gaines, Chief Information Officer, King & Spalding LLP

Yvonne Dornic, President, eSentio Technologies

Bob Dolinsky, Director, eSentio Technologies

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Agenda

- Project Background
- Why King & Spalding Undertook This Project
- Important Considerations
- Leadership Approach
- Current Project Status and Interesting Statistics
- Lessons Learned
- What's Missing
- What More Can Be Done

Background – Who We Are

- King & Spalding LLP
 - International Law Firm
 - Five Offices
 - 2000 Users
 - Substantial Corporate Litigation and Transactional Practices
 - Survey of Fortune 1000 Clients Reveals King & Spalding To Be One of the "BTI Power Elite"

Background – Who We Are

■ eSentio Technologies

- Technology Consulting and Implementation Services for AmLaw 200 Law Firms, including
 - Strategic Technology Planning
 - Records Management Consulting
 - Business Continuation Planning and Consulting
- Leader in DM Systems Design and Implementation, Including Matter Centric Environments
- Technology Advisor to King & Spalding LLP

Background – The Project Defined

- Scope
 - Multi-Year Project that we are Two and One-Half years into
 - Phase 1 – Records Policy Development
 - Phase 2 - Implementation of the Matter Centric Environment

- Applications
 - Interwoven Worksite 8.0 (Upgrade from 7.x to 8.0)
 - Mailsite
 - E-mail Mangement
 - Windows XP
 - Office 2003 (includes Outlook 2003)
 - Assessment and upgrade of the entire desktop
 - Core applications
 - Specialized applications

- 2000+ Desktops (5 offices / 1 International)

Why We Undertook This Project

Business Drivers

■ Risk Management

- Support for the firm's records management policy
 - Electronic and paper
- Better organization, management, retrieval and disposition of all matter and firm-related materials

■ Client Service

- Faster response to queries
- Single place for information regarding a matter
- Easier to Collaborate

Why We Undertook This Project

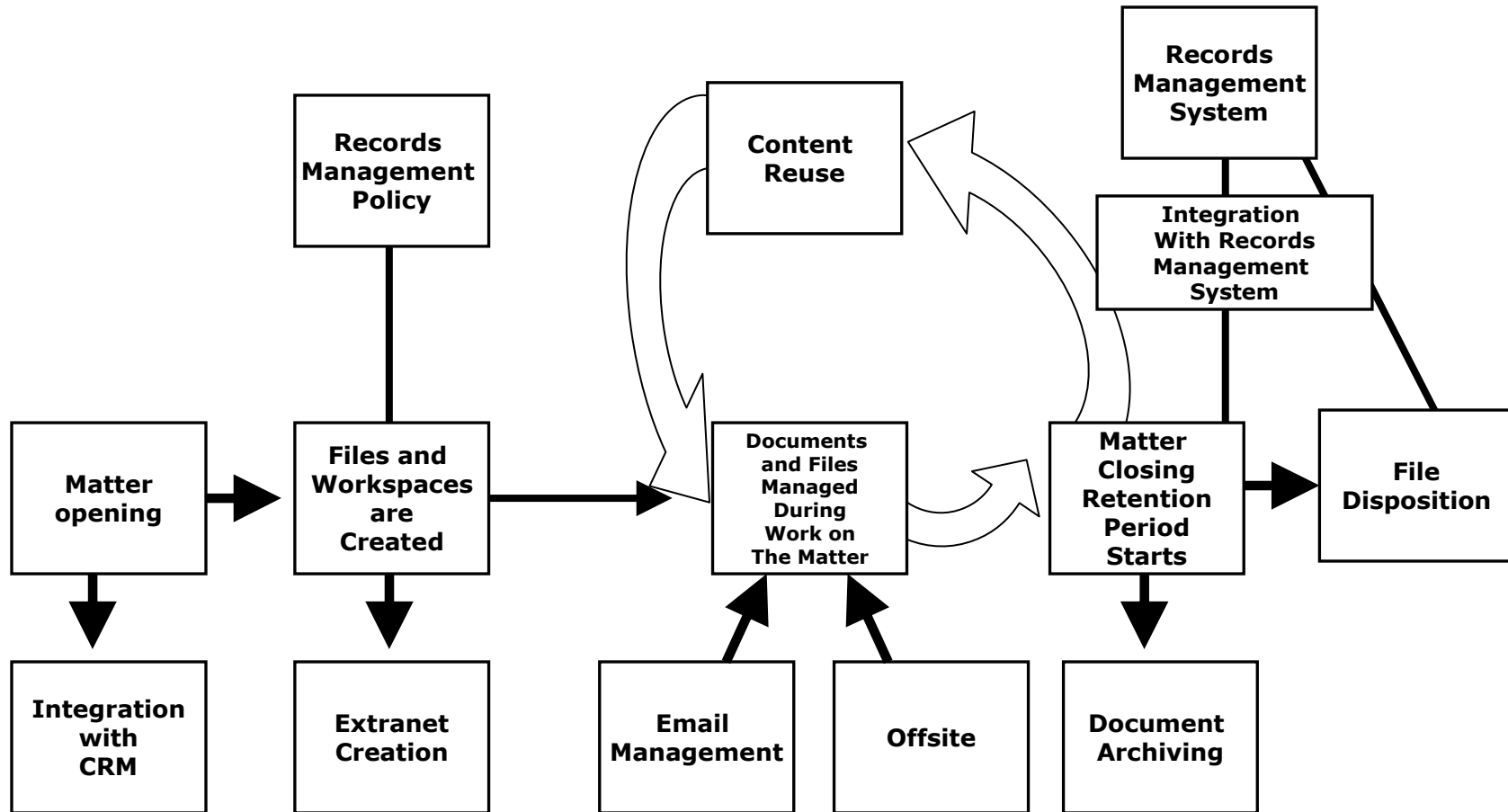
- Day-to-Day Management and Operations - Ease of Working
 - Personal organization
 - Collaboration facilitation among work teams
 - E-mail management
 - Improved searching
- Other Factors
 - Technology Process Change

Why We Undertook This Project

- Implement Automated Matter Life-Cycle Management
 - Matter Intake
 - File/Workspace Creation
 - Work in Progress
 - File Management (Organization)
 - Mobility
 - Matter Closing
 - Retention
 - Disposition

Why We Undertook This Project

Matter Life Cycle Management – The Vision



Considerations

■ Design Issues

- De-Centralized vs. Centralized Libraries
 - How (whether?) attorneys collaborate
 - Inter-office vs. intra-office
 - How matters are assigned
 - Business Process (70%) and Technology (30%)
 - Infrastructure Impact
 - Wan Design, Bandwidth, Latency, etc
 - Library Design
 - Dealing with Paper Documents
 - Dealing with Existing Matters
- Workspace Design
- Application Integration

Considerations

- Design Issues con't
 - Folder Organization Design Issues
 - Document Types
 - Folder Naming Conventions
 - Templates
 - Litigation vs. Transactional vs. Intellectual Property
 - Matter Life Cycle Management
 - Matter Opening Workspace Creation
 - Workspace Maintenance
 - Matter Closing
 - Disposition

Considerations

- Staff Considerations
 - Skills and Training
 - Matter Centric Concepts
 - New DM Software
 - Other New Software
 - Business Process Analysis
 - Support
 - What is required and your team's ability to deliver
 - Other Skills
 - Project Management - End User Focus

Considerations

- Lawyer Considerations
 - Attorney and Practice Group Involvement
 - Setting Expectations
 - Selling Benefits
 - » Leadership and supported by all teams with attribution
 - Communication Planning
 - What's New and What's Different

Considerations

■ Approach to the Rollout

- Big Bang vs. Slow Roll
 - Based on Current Situation
 - Records System Integration
 - Records Policy Integration
 - Mandatory or Voluntary Usage

■ Business Process

- The details – what the configuration is – Focus on Lawyers - what their perspective is and needs are
- Matter File vs. Working File
- Hid Explorer and Why

Leadership Approach – Policy Development and Design

- Records Management Steering Committee
 - Appointed by Operating Committee
 - Staff and Attorneys – Litigation and Transactional
 - Retention was an important component
 - Ensure consistency with the Records Management Policy and Attorney Acceptance
 - Participated in focus groups on workspace design and configuration decisions

Leadership Approach – Key Responsibilities

- Knowledge Management Department
 - Business Analysts
 - Taxonomy
- Practice Services Department
 - Training
 - Litigation Support
- IT Department
 - Project Management
 - Infrastructure
 - Design
 - Implementation
 - Support

Leadership Approach - Implementation

- Steering Committee
- Focus Groups
- Technology Advisory Group
- Pilot
- Communication
 - Setting Expectations
 - Communicating “What’s Different”

Current Project Status

- New Records Management Policy has been adopted
- All Offices, Practice Groups and Administrative Departments Rolled Out
- Content Reuse
- Workspace creation procedures incorporated into matter intake process
- Workspaces centrally created
- Revisiting all practice groups

Current Project Status – Key Statistics

- Approximately 3,000 active workspaces created and in use in only two months
- 55% of the documents filed in workspaces are emails
- 18% - the percentage of documents in workspaces that are classified as miscellaneous or form – prior to implementing matter centricity the number was approximately 40%
- 75% of active workspaces are matter related

Current Project Status – Key Statistics

- 77% of the documents in workspaces are matter related
- 1,653 – the average number of documents in the top 10 of the most active matter oriented workspaces
- The top five practice groups using workspaces are
 - Tort Litigation/Environmental
 - Corporate
 - IP
 - Real Estate
 - Business Litigation

Lessons Learned

Matter Centricity

Easy to grasp intellectually
Hard to implement operationally

- *Thomas Gaines*

Lessons Learned

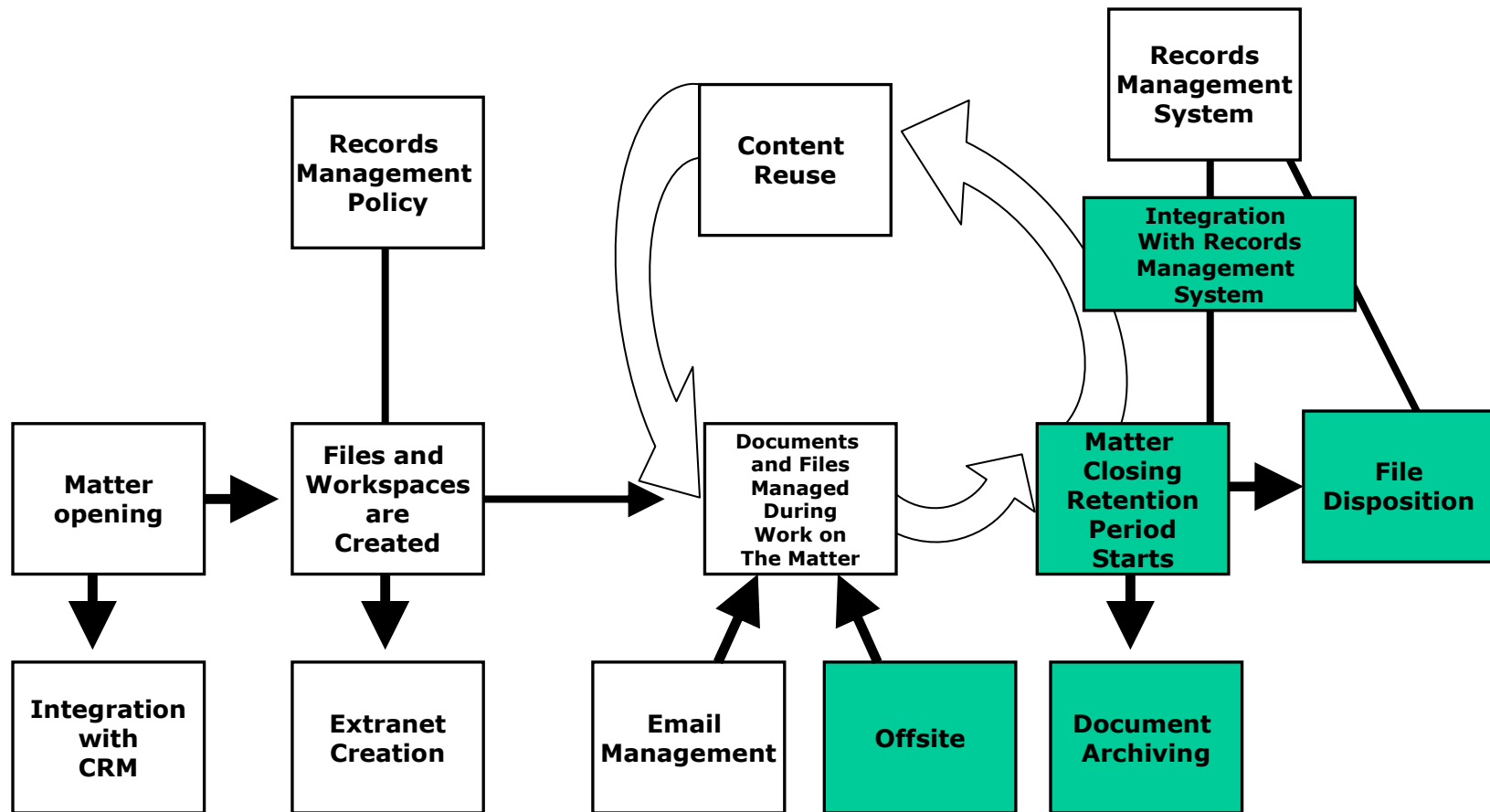
- Design and Planning
 - More time with Attorneys
 - More focus on Practice Group differences
- Training
 - MORE, including focus on benefits
- Process
 - Workspace creation and Maintenance
- Senior Leadership Involvement
- Impact on Users - Change Management
- Driving the Decision-Making Process

What's Missing

- Centralization and Consolidation – we will be looking at this
- The ability to efficiently work outside of the office (OffSite)
- New Records Management Policy -- Closing Matters/File Disposition
- Document Archiving
- Integration with LegalKey

What's Missing

Matter Life Cycle Management

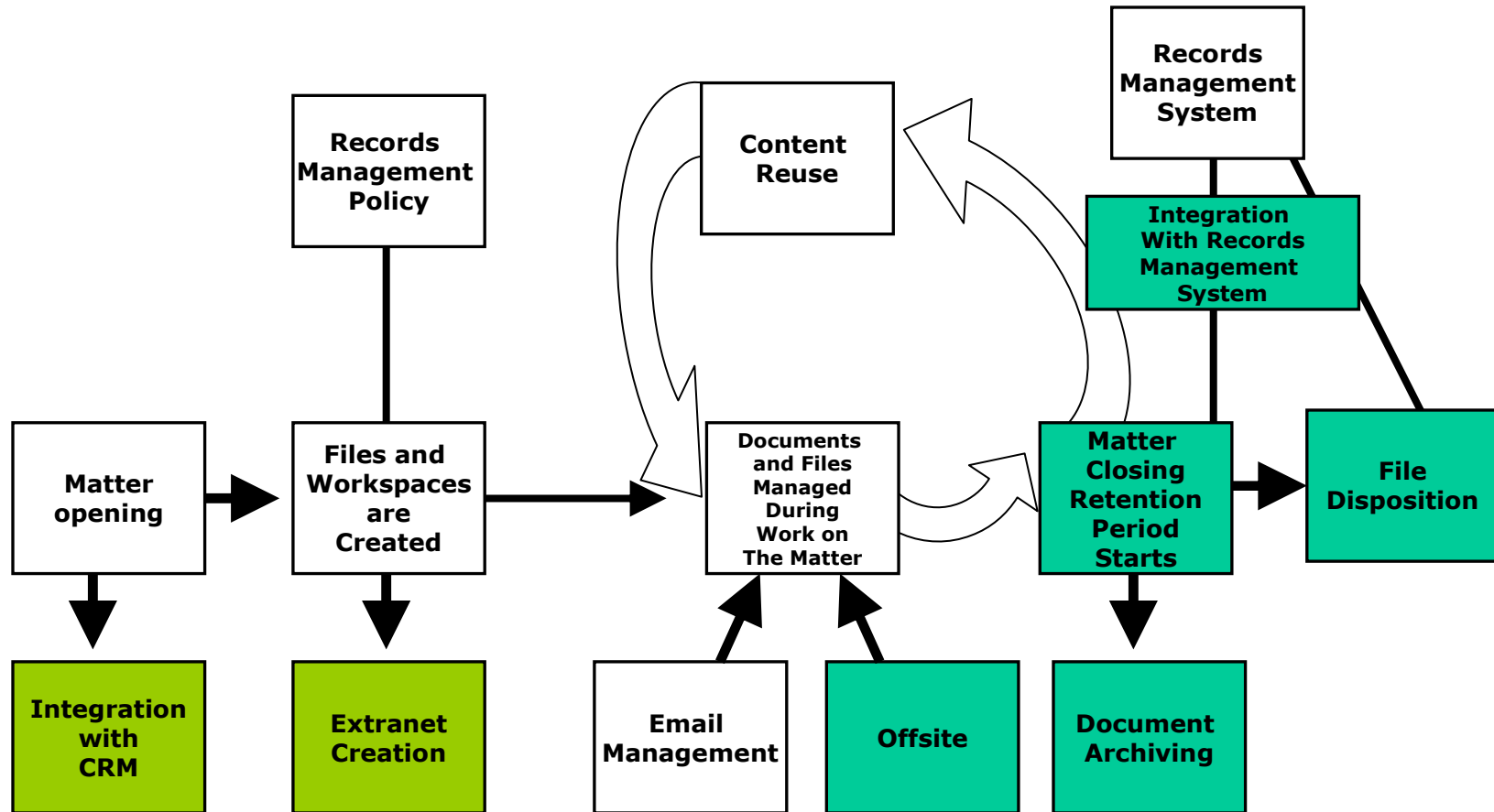


What More Can Be Done

- Launching Extranets From Matter Workspaces
- Integration with CRM

What More Can Be Done

Matter Life Cycle Management



Questions & Answers

Thank You For Joining Us!