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

Legal Aid of East Tennessee, Inc. (LAET) has retained us to conduct a national review of case management systems. This review is made possible by a Technology Innovation Grant (TIG) from the Legal Services Corporation. The results of this review will be published nationally to help programs determine which case management system will best suit their needs and to illustrate ways in which case management systems can help programs achieve their program goals and mission.

This survey for developers is the first step in the review.[1] We would appreciate if you would answer these questions about your system and return the completed survey to us by August 25, 2003. Simply type the answers into this survey and send them via email to Cotter and Gordon. Our next step will be to view demonstrations of each CMS. Finally, we will interview CMS users at various legal services programs to learn how well the various systems are meeting their needs.

If you have any questions about this survey or the project please contact Colleen Cotter (812/322-5592, cmcotter@earthlink.net) or Julia Gordon (202/669-0424, julia@juliagordon.net).

❖ Overall CMS information:

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

RealLegal, LLC
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12th Floor
Aurora, CO 80014
888-584-9988
www.RealLegal.com

Additional Offices in San Francisco, New York, and Kaunas, Lithuania

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

RealLegal Practice Manager version 8.7 includes case management functions. Version 8.7 was released in 2002. Version 9.0 is scheduled for release by October 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.

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[1] Many of these questions were developed by Kathy Daniels, Statewide Legal Services of Connecticut and Michael Alexander of Southeastern Massachusetts Legal Assistance Corporation.

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

PMT, Inc., the original maker of Practice Manager, was formed in 1982. In 1999, PMT was acquired by Law.com and consolidated with several other legal business applications into the Applications Division known as RealLegal. In 2002, RealLegal spun off Law.com and became its own company, RealLegal, LLC.

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

There are over 100 full time employees at RealLegal, which is too many to list individually as requested. See the employee breakdown by job classification below. The current list of highly-qualified employees includes the original developer of Practice Manager, Ricky Huszagh, who now serves as Product Manager for Practice Manager, numerous staff in the Client Services department with actual legal environment work experience and a former managing attorney from a leading legal services program. Most of the current staff have been with RealLegal and one of its predecessor companies for over 5 years.

RealLegal Staff by Job Classification	
Corporate Admin	7
Operations	7
Operations – Billable	7
Sales	18
Customer/Technical Support	12
Development	40
Marketing	4
Product Management	10
Total Headcount	105

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.

This information is confidential and is not provided generally. However, we would be happy to arrange an interview with our CFO to answer your questions in this area.

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.

RealLegal currently has about 100 active Practice Manager clients, with over 4000 seats installed. This does not include the hundreds of customers of our MA3000, OCA Watch, eTranscript, Binder, eBrief, and Exemplaris products and services.

In the nonprofit legal services (excluding government legal departments) market, RealLegal Practice Manager is used by 15 separate organizations with a total of over 875 seats. They are listed below.

CALIFORNIA
- Legal Aid of San Mateo County
- Stanford University Law School Clinics

FLORIDA
- Florida Rural Legal Services

ILLINOIS
- Equip for Equality

MAINE
- Pine Tree Legal Assistance
- Volunteer Lawyer Project
- Legal Services to the Elderly
- U. of Maine Law School's Cumberland Legal Aid Clinic
- Maine Equal Justice Partners

MARYLAND
- Legal Aid Bureau
- Public Justice Project

MINNESOTA
- Mid-Minnesota Legal Assistance
- Central Minnesota Legal Services

TEXAS

Legal Aid of NorthWest Texas
Human Rights Initiative of North Texas

TOTAL=878 seats in legal services alone

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

None.

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

You will find these posted on our web site.

Case Studies and White Papers for Practice Manager:
http://www.reallegal.com/practiceManagerWhitePapersCaseStudies.asp

Articles, Press Releases, and Awards for RealLegal:
http://www.reallegal.com/pressReleases.asp

In addition, Practice Manager has been mentioned in the Legal Hotline Quarterly and other legal services-focused periodicals.

- **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?

MSRP for Server: $4995
MSRP for CAL: $495

Discount on software for nonprofit legal services customers: 50%

Upgrades: $150/seat for major release
(No charge for service packs or updates with software maintenance contract. One Major Release each calendar year, with service packs and updates as needed. Support provided for “current” version and 2 prior versions.)

No minimum number of seats must be purchased either initially or after.

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

<u>Relevant Optional Modules</u>
a. Legal Services Module: no extra charge (Intake, Pro Bono, CSR Reporting, Payroll Reports) Budgeting & Forecasting Module: no extra charge (matter-specific budgets, realtime forecasts of resource utilization, etc.)
b. Bi-directional Exchange Integration: no extra charge (calendar items synchronized between PM and Outlook)
c. Bi-directional Lotus Notes Integration: no extra charge (calendar items synchronized between PM and Lotus Notes)
d. DOCS OPEN Integration: no extra charge (document profiles synchronized between PM and PC DOCS or DM5)
e. Report Designer: no extra charge (drag-and-drop wizard to create multi-level, XML-generated html reports on any exposed data field in PM, including those for optional modules)
f. Full Text Search option for DMS: no extra charge (search text of documents stored in PM using strict or "fuzzy" logic)
g. iManage Integration: no extra charge (document profiles synchronized between PM and iManage)
h. Elite Integration: no extra charge (time and billing information exported to Juris; billing account information available from inside each Matter in PM)
i. Juris Integration: no extra charge (time and billing information exported to Juris; billing account information available from inside each Matter in PM)
j. PMSynch: no extra charge (synchronize contacts and appointments in PM with Palm devices)
k. PMRemote: no extra charge (download copies of Matters and Conflicts Database for use "offline" and synchronize selected data upon reconnection)
l. FormsDesigner: no extra charge (add new screens and fields in WYSIWYG drag-and-drop interface, including support for OLE calls to other applications and the PM database
m. FormBuilder: no extra charge (used to modify user interface, also supports multi-layered Web Intake forms, etc.

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).

RealLegal Practice Manager is continuously being enhanced and expanded as other related technologies permit. Version 9.0 will be released in October 2003 and includes expanded support for our "heavier" integrations with Exchange, Lotus Notes, iManage, DOCS OPEN, etc., Report Designer 3.0, and the new web-form intake screens creatable with FormBuilder. PM Version 9.1, expected in 2004, will add more Web Services features and a new Portal Module to allow customers to design and build their own web-based portals for PM and other applications. Version 10 is in the early stages of design, but is expected to be released in 2005.

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?

"Regular Hours" Support is provided from 6:30 a.m. to 6:30 p.m. Mountain Time at no additional charge beyond the software maintenance contract. After hours support is available at an additional charge. We have 2-5 technicians on the phones during regular hours and at least one is on call at all times after hours. Support requests can be submitted 24/7 by email, fax, or web form submission, also. We have guaranteed support response times that are included in our master customer contract and vary according to the severity of the software issue's impact on the customer. Most customers designate a limited number of authorized contact persons who may authorize our technicians to perform work on their systems, however, all users may submit system error reports and problems using the built-in functions in PM (if permitted by their IT managers).

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

Free support is provided for the first 30 days. After that time, a maintenance agreement or support contract is recommended. With Maintenance Agreement, unlimited regular hours support is included at no extra charge via toll free number, fax, email, and web form submission. If no Maintenance or Support Contract, support is provided at an hourly rate.

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?

Training is provided on all features and functions to the extent requested by the customer. Standard pricing for Training services ranges from $800 to $1500 per day, depending on many factors. Training is available onsite, via the Web, and in combination. Onsite training can range from direct user training, "train the trainer," deskside assistance, and follow-up training. System administrator training is available on all modules and functional areas to help the customer maintain its own software system. RealLegal will provide training at any training facility the customer selects.

Generally, User Training consists of 8 small-group, hands-on sessions of 1½ hours each. Our trainers have legal experience in addition to years of experience working with and teaching others to use our software. We can use several trainers in multiple, simultaneous training sessions are available to train more staff faster.

Custom training plans and pricing are developed with each nonprofit on a case by case basis.

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

There is a legal services support list that is managed by Pine Tree Legal Assistance. Participation is voluntary, but encouraged.

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

RealLegal will perform any additional services and custom work that is required. Standard pricing for additional services ranges from $1000 per day to $1800 per day, depending on the complexity and quantity of services. RealLegal Practice Manager comes with User and Administrator Manuals already prepared and online user help is activated upon installation (beginning with PM 9.0) at no extra charge. All manuals and documentation may be accessed in the client-restricted area of the RealLegal.com website.

Custom services and pricing are developed with each nonprofit on a case by case basis.

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

The most important aspect of any deployment is the pre-implementation phase. We recommend that at least one full day of time be dedicated to making decisions on how the system will be set up initially. Maintenance is a variable that each customer performs at its own pace. We estimate that about 1 hour per month would be used to keep an average system up for our customers. More time is devoted to expanding and modifying the system when needed.

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

Very minimal. We have deployed and trained users for a 40-office system where the users did not even have computers prior to the Practice Manager project. Ideally, the ability to type, use a Windows mouse, and perform functions similar in complexity to sending an email or opening a word processing document would help they typical user absorb training faster.

- **Hardware and Software:**

Please describe the following:

Note: RealLegal maintains its current system requirements on its web site at http://www.reallegal.com/practiceManagerTechnicalSpecs.asp

21) Operating system(s) required for file server and workstation.
Practice Manager 8.7:

Server Operating Systems: **(MDAC 2.70 required)**	Microsoft Windows NT4 SP6 Microsoft Windows 2000 SP3
Workstation Operating Systems: **(MDAC 2.70 required)**	Microsoft Windows 98SE Microsoft Windows NT4 SP6 Microsoft Windows 2000 SP3 Microsoft XP Professional SP1

Practice Manager 9.0:

Server Operating Systems: **(MDAC 2.8 Required)**	Microsoft Windows 2000 Server SP4 Microsoft Windows 2003 Server
Workstation Operating Systems: **(MDAC 2.8 required)**	Microsoft Windows 2000 SP4 Microsoft XP Professional SP1a

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

MS SQL Server and CALS required for each user, prices vary and discounts may be available via Microsoft's Open Charity License program.

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.

Practice Manager 8.7:

	Minimum Recommended Specifications	**Optimum Recommended Specifications**
SQL Server		
Processor	Pentium III, 550 MHz	Pentium IV 2.0 GHz or higher
I/O Bus	EISA/PCI	EISA/PCI
RAM*	512 MB	2 GB
Hard Drive**	As needed	As needed
Network Operating System	Microsoft NT 4.0 SP6	Microsoft Windows 2000 SP3 Advanced Server
File Server		
Hard Drive	Dependant on the number of images and documents per file. Baseline footprint for application files is 250MB	
Network Operating System	Microsoft Windows NT 4 SP6 Novell 4.11 and higher	Microsoft Windows 2000 SP3
Application Server (Budgeting/Forecasting and Reporting Modules)		
Processor***	Pentium III, 550 MHz	Pentium IV 2.0 GHz or higher

I/O Bus	EISA/PCI	EISA/PCI
RAM	256 MB	1 GB
Hard Drive	250 MB required	250 MB required
Network Operating System	Microsoft Windows 2000 SP2 with IIS 5.0 and SQLXML 3.x	Microsoft Windows 2000 SP3 with IIS 5.0 and SQLXML 3.x
Index Server (Full Text Search module)		
Processor	Pentium III, 550 MHz	Pentium IV 2.0 GHz or higher
I/O Bus	EISA/PCI	EISA/PCI
RAM	256 MB	1 GB
Hard Drive****	250 MB required for binary	250 MB required for binary
Network Operating System	Microsoft Windows 2000 SP3	Microsoft Windows 2000 SP3
PCA Server (Professional Cost Auditing)		
Processor	Pentium III, 550 MHz	Pentium IV 2.0 GHz or higher
I/O Bus	EISA/PCI	EISA/PCI
RAM	256 MB	1 GB
Hard Drive	250 MB required for binary	250 MB required for binary
Network Operating System	Microsoft Windows 2000 SP3	Microsoft Windows 2000 SP3
Note: Additional SQL server may be required based on number of invoices processed		
Printing		
Printers	HP printers are preferred though most locally attached and network attached printers are supported. However, USB printers of any make are not currently supported.	
Scanning		
Scanners	HP ScanJet Visioneer Strobe	HP ScanJet 5 Fujitsu with Kofax Board
Modem/Communications		
Speed	56 KBps	T1

Software	PC Anywhere 9.x	Citrix Metaframe XP, PC Anywhere 10.x

FOOTNOTES TO TABLE:

* Amount of memory on your file server is strictly dependent on the hardware configuration (number and size of hard drives, number of users).

** We recommend use of the smallest, fastest drives available. Presently this is a 15,000 RPM drive. Note that more drives means more heads and provides the function of spreading data across multiple platters.

*** For large enterprise deployments consider application center deployments.

**** Size of index file is dependent upon number of documents indexed. Index file size is approximately 25-35% the size of the documents indexed. While index size varies depending on the nature of documents, typically it is about 25% of the size of the original documents.

[†] Must have 25MB available for PMWin.

Practice Manager 9.0: Certification baselines have not been finalized, but will have similar hardware recommendations, subject to adjustment of the specific software operating systems and other applications certified to work with Practice Manager.

24) Workstation Hardware: Minimum required and recommended; Cost estimate.
Practice Manager 8.7:

Workstations		
Processor	Pentium II, 333 MHz	Pentium IV 1.6 GHz
I/O Bus	ISA/PCI	ISA/PCI
RAM	128 MB	512 MB
Hard Drive [†]	4 GB	8 GB
Monitor	SVGA	SVGA
Video Card	1 MB SVGA	SVGA 16 MB or 32MB
Operating System	Microsoft NT 4.0 SP6 or Windows 98SE running MDAC 2.7	Windows 2000 or XP SP1 Professional running MDAC 2.7
Mouse	Windows Compatible	Windows Compatible

Practice Manager 9.0: Certification baselines have not been finalized, but will have similar hardware recommendations, subject to adjustment of the specific software operating systems and other applications certified to work with Practice Manager.

25) Multi-location requirements.

Whether for multiple offices in the same organization or multiple organizations sharing the same system, with Practice Manager's centralized database, you can leave forever behind the pains of database "merges" and replication procedures. Let the database server do all the work, with only a small amount of strain placed on the workstation and a small-enough bandwidth requirement that VPN and direct TCP/IP connections are affordable in most cases without Citrix software.

There are no special versions of Practice Manager for use in the multiple-location environment. Our standard software works just as well on the Local Area Network as the Wide Area Network, Extranet, or other means of providing remote connectivity to the central database. Because SQL database software performs data tasks more efficiently than other databases often still in use and only a "slim" client is needed on the workstation, Practice Manager functions well in Terminal Services, Citrix Metaframe, and Citrix Nfuse systems and we have customers who are using each of those. (The impact of other applications must be weighed separately.)

The primary concern is that each user have adequate bandwidth in her connection to the central database. For TCP/IP connections (direct LAN, WAN, or Internet VPN connections, e.g.), that is 24 KBps. A 10-user office, therefore, needs a steady 240 KBps dataline. For Terminal Services without Citrix, the bandwidth drops to about 18 KBps, depending on the type of encryption system used. With Citrix, the bandwidth need for each user is only 14KBps. Each of these guidelines assumes a maximum "hop" time of 150 milliseconds.

See answer to question 41 for more details.

26) Any record or size limitations.

No, only those limits provided by the storage medium (hard drive, e.g.).

- **Customization:**

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

Nearly every drop down list is set up to each customer's preferences and easily changed and updated by the customer as desired. All content in document assembly, calendar, email, and other "templates" is created from the customer's materials. Otherwise, our "standard legal services implementation" can save set up time and ensure conformity where desired.

Using our included tools, our customers can design and add their own screens to Matters, Entity (Contact) Records, Document Profiles, and Scanned document images (for annotating them). These screens are creatable by your staff with no risk of destabilizing the database or impacting performance or upgrades.

By late 2003, users will be able to create web-intake screens and custom XML-generated html reports using our included tools that permit user-determined design and field arrangement.

Additional customization is available by our engineers if needed. Reports can be customized using the drag-and-drop-style Report Designer.

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

Proprietary. No changes to the code are permitted except with our included tools. This ensures stability and scalability to 1500+ concurrent users, even if modifications are made using our included tools.

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

Individual "custom programming" has always been available to our customers and is provided at a cost that is determined after an assessment of the work requested. In very complex situations, a Scope of Work may be required to determine the ultimate specifications and costs.

❖ **General Features of the CMS:**

In answering the remaining questions, please try to address as many of the following questions as applicable.

a) Briefly describe the function.

b) How does this function benefit programs?

c) How easy is it to use?

d) Does it require or allow customization and, if so, how easy is it to customize?

e) How easily does it integrate with other functions of the CMS? Which functions?

f) Can programs create drop down lists where appropriate?

g) Are there potential problems with or limitations on this function?

h) Are there plans for further development of this function?

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

If yes, describe:

Time and expense information is entered in the Timeslips data entry screen. Time may be entered contemporaneously using the built-in automatic matter clock and phone call timers or after the fact with "batch" time entry. Keeping time inside Practice Manager helps users to keep working without having to switch around to different software applications and to see “real time” data on how much time and money has been spent on an individual matter, case, project, etc.

Entering time is quite simple, but can be made virtually effortless with our Timeslip Templates that come with everything filled in except the data you wish to have the user add each time. Specific timeslip templates may be assigned to certain document assembly functions where desired. Timeslips can be made at anytime, whether inside a matter or not, and there are one-click timeslip buttons in the documents and notes screens to facilitate granular timekeeping if desired.

There are two customer-defined drop down lists per timeslip for recording Transaction and Sub-transaction codes and full support for the ABA’s UTBMS codes is provided.

Time may be kept in various increments, including “actual” and default hourly rates may be used based on timekeeper, matter/case, funding source, or any combination of two of those three.

Timeslips are available as components of linked-action workflow and workflow Plans to help remind staff to enter time when certain events occur or are completed. PM may be set to prompt users to enter time when they close each matter and an auditable electronic record of the actual time captured by the timers is preserved if desired.

Time and expense information may be printed for submission with fee requests and the Legal Services Module’s Payroll Report generates in 3 seconds a complete report of all time by timekeeper broken out by funding sources of the matters worked on in the payroll period.

Development is planned for expanding customizability in this area.

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

Practice Manager’s Workflow system is the best there is. Whether using simple “linked action” items (where PM pops up a pre-written email Template when a court event is marked “Completed,” e.g.) or complex chained-event workflow Plans (such as for monitoring pro bono cases or guiding a litigation file through a meandering scheduling order, e.g.), the true power of a practice management system like Practice Manager becomes apparent when the software begins to perform tasks that previously required the user to *remember* something.

Every appointment, task, court event, phone call event, and critical date created in Practice Manager can have up to 3 tickler dates, a “mark critical” date, and a separate pop-up reminder. Each can be assigned to any number of individuals, each with his or her own level of responsibility, including those who merely require notice of the item, but are not responsible for carrying it out or attending.

Group calendars, court-specific dockets, litigation schedules, etc., can all be generated from the normal calendar items created by your staff every day. Other XML-generated html reports can be emailed to recipients outside your system if needed and staff resource utilization reports are provided with the Report Designer/Viewer module at no extra cost. Use these to see how busy your staff members are and what occupies their time or to project into the future what your staff resource needs will be based on various trends in demand and acceptance types.

Drop downs are customizable by the customer to help with sorting and reporting and "templates" are highly-recommended (where most if not all of the fields are already filled in for the user) to save time and typing.

Beginning in late 2003, calendar items created in Practice Manager's WorkFlow Calendar can be automatically exported to Microsoft Exchange to appear in the related users' Outlook calendar and changes to the items made in either Outlook or PM will automatically update the other.

Similar bi-directional calendar integrations are due in 2003 for Lotus Notes and 2004 for GroupWise.

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

If yes, describe:

Use the Outlook conduit to pull your appointments and contacts from Outlook to a Palm PDA or use RealLegal's own "PMSynch" conduit to get data directly from PM to your Palm, filtered to limit the data down to only what you need.

Each user may set synchronization preferences to customize the data that is synchronized.

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

If yes, describe:

Practice Manager is the only system to support true document assembly in all of these: Corel Word Perfect, Microsoft Word, Hot Docs, *and* Hot Docs FORMS. Our software is designed to handle data exchanges with those applications in a manner that is compliant with their programming. This ensures that the process will work when you need it.

Data in the PM database is available for "mail merge" insertion into document templates in Word, WordPerfect, and HotDocs, including data fields that you add to the PM system using our included FormsDesigner tool. All mail merge features of Word and Word Perfect (such as nested "if-then" conditionals and keyboard interrupts to ask users questions not found in the database) are available because Practice Manager *uses* these applications to their fullest capabilities.

By automating the assembly of routine documents, including letterheads, pleading captions, certificates of service, fill-in forms, etc., you save precious time for your staff. Cut the time down to whip out a Request for Protective Order, Draft Order, Petition for Relief, and Supporting Affidavit to about 15 seconds—the time it would take most people to find the last version they used so that they could pull it up to edit for their present needs.

Standardized language helps protect the firm as well as the lawyer. Make sure your staff use the "official" versions and simplify maintenance of those form documents by putting them—saved in Word or Word Perfect, not some database language—into the document assembly system where authorized document assembly managers can access them anytime they need to make a change (such as to add a logo to the letterhead or change the area code on the firm's address).

This feature set includes a tremendous amount of customer-driven customization. RealLegal will train your staff, if desired, on how to (a) add new fields to the system, (b) create new document assembly components, (c) use the new fields you have added for document assembly, and (d) keep the document assembly components up to date and compliant with funding restrictions and law changes. Each document assembly set can be tailored by law category, law type/problem code, and even specific authors. Every user can have what appears to be personal letterhead, custom-fit to include email address and direct phone number and extension. Each office can have a different version of the same letter head with appropriate addressing for the staff in that office. Individual special projects can have their own letterheads and form documents as well.

Once the components are set up, entire packets of documents can be connected into one automated assembly set where the user picks the packet from a list, determines the answers to any variables required, and clicks "Generate Document." This can be done with as few as two clicks of the mouse.

There is no limit to how many document assembly components can be created and maintained in Practice Manager.

Continuous enhancement of this area goes forward so that Practice Manager can keep up with developments in Word, Word Perfect, and Hot Docs applications.

34) Does the system have a contact management function?

If yes, describe:

Practice Manager's built-in "CRM" features go way beyond simply recording names, addresses and phone numbers. Who is related to whom and in what way? Connect the dots for the benefit of the rest of your staff when you learn that the judge's husband sits on the board of the landlord corporation and the bar president's brother is a senior partner in the largest non-pro bono firm in town.

PM can store an unlimited number of addresses and phone numbers for each contact, relate "parent" and "child" records to help manage those addresses, store notes and comments about particular contacts, and show the user all related documents, matters, contacts, timeslips, notes, email, and calendar items.

The addresses come in handy when sending bulk mailings. Practice Manager's "Mailing Lists" and "Entity Mail Merge" help staff send fundraising, legal update, volunteer opportunities, and general information with a few clicks of the mouse. Whether sending a single letter with multiple addresses or a separate letter for hundreds of addressees that *looks* like it was personally addressed, users can rapidly generate the correspondence they need and have the printed envelopes or mailing labels sorted by zip code or alphabetically by name.

As more information is entered into the contact management area, more "knowledge transfer" occurs between staff than ever before, especially those separated by walls, halls, and highways.

Development of the CRM features in Practice Manager is continually occurring.

35) Does the system have a document management function?

If yes, describe:

Practice Manager began its life as a document management tool in a massive environmental tort litigation matter. Document management has *always* been part of Practice Manager's core features.

To add a document to the DMS, the user simply creates it in Practice Manager or drags it in from Windows Explorer or an email. Document Profile Templates can take away all the typing needed to profile the document and index it. When the profile is saved, the document is actively linked to the selected matter.

Documents created in Practice Manager or dragged and dropped into specific matters from other sources are *automatically* added to the firm-wide document management system. Full-text searching as well as profile searching helps users find documents previously created by experts.

Documents in the DMS are, to the extent the user is granted rights to do so, available for copying, emailing (with 2-3 clicks and NO searching around for an attachment), versioning, etc.

Version control, edit locking, and other security features help preserve those "best practices" documents that the firm determines will be good resource documents for staff. One document may be linked to any number of matters to allow group case files to remain up to date without multiple copies of the same document (that can cause a document management headache!) or multiple acts of relating one document to multiple matters.

When a document is emailed from inside PM, the email is automatically saved in the matter without further user effort.

Electronic court reporter transcripts are launched (just like other documents, spreadsheets, slideshows, database files, outliner/map files, scanned images, audio clips, etc.) with a double-click on the item.

Development of the DMS feature set continues to progress as the needs of our customers change. RealLegal released the DOCS OPEN integration in 2002, enabling customers who use PC Docs and DM5 to continue doing so without sacrificing the huge benefits of having documents profiled and creatable within the electronic matter files. In 2003, RealLegal will release Practice Manager's integration with iManage. Other litigation support tools like Binder, Summation, and iPRO are compatible with Practice Manager's document management system.

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:
Filtering and querying the database is broadly supported. Saved filters and queries ("reports") can be saved for firm-wide or private use. Every data field in the database, including those added by the customer using FormsDesigner, can be used as filter criteria.

Users will soon forget that they are "running reports" because the ability to get the data out that they need has been demystified and simplified for everyday use by everyday legal staff. And for those who just still don't get it, "reports" can be created and saved for them to use with a click.

Late in 2003, RealLegal's ReportDesigner 2.0 will be released with featuring the drag-and-drop-style of creating report templates on any available data field in the database. These XML-generated reports can have multiple layers of relational data and are simple to create by staff with no any formal database training.

ReportDesigner 2.1, scheduled for 2004, will enhance numerous options such as scheduling for automatic distribution.

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

If yes, describe:
The Legal Services Module contains a CSR Report for generating the cross-tabbed report most LSC-funded programs need. All spreadsheet-style reports ("listings" or "grids") may be printed or exported into several file formats such as Excel for further manipulation. The ReportViewer/ReportDesigner module comes with over 20 canned reports including graphs.

RealLegal's professional staff can add templates to each customer's system at any time on a case by case basis to provide additional customized reports if needed.

❖ **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:

Refer to the Document Management System comments above for more details, as this is simply a part of that system.

Full text searching is supported for any document that has an ASCII text component, including searchable pdf documents. Documents may be scanned directly into Practice Manager using our included software. The included TIFFView and ImageView software supports various document image formats.

Email is not automatically included in either the document or FTS systems. Email is generally stored in Practice Manager by default in its native format: email. Users may convert the email to documents to incorporate them into the DMS and FTS systems, or paste email text into notes, if preferred.

Scanned images may be annotated using Document Annotation screens designed by the customer using FormsDesigner to capture data, color code, etc.

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:
Practice Manager captures the following in each data table in the database: creator ID, created date/time, revisor ID, revision date/time. Practice Manager's Keystroke Auditing Engine can capture EVERY change to the database, including the "before" and "after" values on the tables the customers chooses to audit. The selection of tables for auditing is customizable by the customer. The ability to access the audit settings and results can be restricted if desired.

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

If yes, describe:

Practice Manager is the only CMS software to be "BackOffice Certified" by Microsoft. That assures our customers that Practice Manager appropriately interacts with all Microsoft Office applications such as Word, Outlook, SQL, etc. Whether making OLE calls to other applications or sending data to them, Practice Manager uses industry-standard API interfaces to ensure that the user's work is not lost or disrupted by poor design.

Any SQL reporting tool can be used to collect data straight from the SQL database. These include Business Objects, Crystal Reports, and MS Access.

A partial list of the certified integrations for PM 8.7 is below. A similar list is expected for PM 9.0 scheduled to be released in October 2003, updated to reflect changes in the supported versions of each third-party application.

APPLICATION TYPE	PRODUCT & VERSION SUPPORTED WITH PM 8.7
Remote Connectivity:	Terminal Server 2000 Citrix Metaframe 1.8 Citrix Metaframe XP
Word Processing:	Microsoft Word 97 Microsoft Word 2000 Microsoft Word XP Corel WordPerfect 8 Corel WordPerfect 2000 (9) Corel WordPerfect 2002 (10)
e-Mail:	Microsoft Outlook 98 Microsoft Outlook 2000 GroupWise 5.5 GroupWise 6.0
Accounting:	Juris Export LegalVision 11
Utilities:	RightFax 8.0 PaperPort 7 PaperPort 8 TextbridgePro 98 TextbridgePro Milennium ImageControls 3
Other:	Hot Docs 5.x
Printing:	HP5 Printer located off of a Windows 2000 Print Server (Other "HP-compatible" printers work; specific testing suggested.)

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:

Practice Manager is the same software whether it is used on a local network or via remote access connection and it has always been "Citrix compliant." There is no scaled-back Web or ASP version. We test and certify our own software using the currently-supported versions of Citrix so that our customers can be sure that their software will work no matter how they get to access it.

Our own staff and our current customers, including legal services organizations, law firms, and large corporate legal departments, use Practice Manager daily via remote access. Most use Citrix Metaframe running on top of Windows Terminal Services, but some use Terminal Services alone. The Citrix "client" functions as a Web Browser of its own. Our corporate ASP customers access their Practice Manager and other software by launching them from links in the ASP Portal (we use Citrix NFuse for that system). These users simple log into the ASP page using Internet Explorer.

Citrix embeds its own encryption, along with user ID and password-protected access. Practice Manager contains its own ID and password protection as well. The benefit of a Terminal Services-supported connection is that users get the full range of functions via remote access (document assembly, drag-and-drop document and email importing, quick-send email, double-click launching of other software like PowerPoint, Excel, Quattro Pro, etc.) that they have when connected to the network. The added benefit of using Citrix is built-in encryption of data transmissions and automatic linking to the supported printers at the user's remote location.

Virtual private network (VPN) connections are often used to carry the security burden for TCP/IP and Terminal Services connections from off site. These can be used directly through the Internet, shaving data line costs as well as removing the need for Citrix software.

Each of these connection methods ensure that the user has appropriate access to the full suite of applications used with and within Practice Manager, including word processing, groupware, and other integrated applications.

With each release of Practice Manager, including 9.0, more and more "web services" features are added. Development will continue as the underlying technologies permit expansion of "browser-accessed" features without sacrificing the broad and deep feature set that our customers have come to rely upon. As anyone who has worked with "purely web-based" software can attest, the user gives up many functions and features in exchange for that type of access today. Where document assembly, budgeting & forecasting, and other robust functions are desired, the underlying technology has yet to mature to the point that all of those functions can be delivered without a Citrix or Terminal Services client added to the browser.

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

If yes, describe:

Absolutely. How else can staff work together on the same screens? With some records, the user is alerted if another person has made changes prior to an attempt to save. With documents and other files in the DMS, the user is alerted when someone else has that file open and given an opportunity to open a "read only" copy, wait for notification that the original has been released, cancel the request, or open a new Version. With most, multiple users in the same screen will not even know others are present. Practice Manager has always worked this way.

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

If yes, describe:
Practice Manager sees clients and matters as separate items. One client can have many cases, for example. One matter or case can have multiple clients or other contacts related to it. Such is life.

Our "fully normalized" data structure is designed so that data exists in only one place, thereby reducing the amount of work needed to keep data current and eliminating the problems of conflicting multiple data records.

All matters related to one contact (client, e.g.) may be listed with a click.

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

If yes, describe:
No.

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

If yes, describe:
Only limited by the number of licenses purchased by the customer. "Concurrent Access Licenses" are available to permit volunteers, clients, and other outsiders to have restricted access to limited information in their own matters. "Web users" (board members, funders, partner agencies, e.g.) do not need a license to access specific online reports the organization authorizes them to view.

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

If yes, describe:

If by "programs" you mean the customers, the answer is "yes." There are three primary layers of security and the user-level is the most flexible, allowing any combination of over 250 separate functions and powers to be assigned or restricted by user or user group.

If by "programs" you mean other software, then the answer is "sometimes." Practice Manager works with Windows NTFS, for example, to provide greater security on the back end, so to speak, outside of Practice Manager. When linked to other software like PC DOCS, the Practice Manager user must have authorization to use the other application or features that are integrated with Practice Manager may not work.

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

If yes, describe:
If by this question you mean "can programs put in codes for what they want to track, so that they know which cases and matters are linked to which staff members, funding sources, what outcomes were achieved, etc, and can run reports on those variables?", then the answer is a definite "yes."

Practice Manager is designed to move "codes" back into the realm of the computer, letting users work with words. For example, no longer will your staff have to memorize (or keep a look up sheet for) the "code" for a Child Support case. "Child Support" begins with a "c", not a "3". Your intake staff will save time by typing to the nearest match on the pick lists, using intuitive language rather than programming shortcuts that make the user do the work for the computer instead of vice versa.

Although each customer retains the right to preserve its endearing code sheets, they are not necessary. Yet, reports will work the same because the "code" is stored behind the scenes and the database queries can be run on either the Code or the Description the user sees.

As for what information can be tracked and reported, Practice Manager permits a tremendous amount of flexibility and customization. Out of the box, any data field can be used for reporting and cross referencing for data reports. Fields that are added by the customer can be marked as available for filtering and reporting (and document mail merge if desired) as well as whether they will be available as new column choices for the user's grid ("listings") for that data type.

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:
In several places throughout the core Practice Manager and Legal Services Module interface, pick-lists help reduce typographical errors. For example, instead of giving intake staff a free-text field for Income Type, the customer can lock down the approved income types in the Admin Console so that one person does not type "Employment"

while another uses "Work" or "Wages" for the same thing. Those also speed up Intake processing while improving data accuracy and reporting flexibility.

When new fields are created by RealLegal or the customer using FormsDesigner, the option exists to create "open" and "closed" pick lists in lieu of free text fields. New fields may be made "mandatory" if needed, to prevent incomplete records.

Queries can be run to search for text strings and even blank fields to help with identifying errors or omissions.

Practice Manager's built-in spell checking feature may be used on any text field in the user interface and may be set to automatically spell check notes.

❖ **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.

  a) Practice Manager's Legal Services Module supports up to 5 different family-size based financial eligibility schemes (the LSC 125%-187.5% system is one "scheme") for income and assets. Others may be added as customer demand develops. Eligibility is checked automatically based on the financial information entered.
  b) Practice Manager's Legal Services Module has automatic age-based eligibility checking, such as for Title III eligibility.
  c) Practice Manager's Legal Services Module allows geographic eligibility checking by County of residence as well as "Matter County"—the place where the legal issue must be addressed.
  d) Practice Manager's Legal Services Module requires an entry in the Citizenship status field before Intake can be completed.

  Development of the Intake and Eligibility features is an on-going process. Frequent changes are made as the needs of our customers are identified. In 2003, the ability to add unlimited additional Income Source and similar fields will be added, for an example, as well as the ability to break down Citizenship by INS regulation. More enhancements are expected throughout 2004.

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

  If yes, describe:

If an intake person wishes or needs to flag an application for supervisor review, he or she checks a box to so indicate. The system automatically stores in non-editable form that user's User ID. When a supervisor rules on the request, that supervisor's User ID is also recorded in non-editable form. Supervisors may choose to add the "Request Permission" flag column to their Matter Listing (grid) to watch for requests by their supervisees, or simply generate a quick report on the applications in a specific time period where a flag was set by a specific staff person. A small text field is provided for eligibility-specific comments.

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:
Practice Manager's Legal Services Module supports up to 5 different family-size based financial eligibility schemes (the LSC 125%-187.5% system is one "scheme") for income and assets. Within the CRM features that can be implemented for keeping information on other service providers, each customer can add detailed information to help intake workers identify the most appropriate referral(s) based on factors like zip code, phone exchange, county, city, type of services provided, eligibility criteria, 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:

Practice Manager uses the Matter Status function to empower users to describe the actual current status of each matter from the time it is opened through closing. This status list is customized to the needs of each customer and can be as simple or granular as needed. Each list of status labels is filtered by the law type/problem code of the matter so that only choices that are relevant to the type of matter are presented to the user.

Within the WorkFlow Plan automation options is the ability to have Practice Manager update the status field when certain activities are completed. For example, if the status is "Awaiting Call-back," the system can be set to automatically change to "Call-back Completed" when the user marks the Call Back task as completed.

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

If yes, describe:

Practice Manager has several automatic and manual options for checking for existing data in the database.

a. Intake. In the Legal Services Module, the Intake Sheet program uses automatic record checks based on any data entered or changed in the SSN, Alien No., and Last Name (or Company Name) fields for the Applicant, Spouse, and Adverse Party.

These are automatic and provide several levels of look-ups to help the user quickly review additional data in the system to make the determination as to whether a conflict of interest is real or even likely. "Wildcard" searching is supported.

There is an "Additional Party Conflict Search" feature in the Intake Notes screen for rapid searching on names that may come up during the main part of the interview. This look-up feature lets the intake person stay on one screen during the substantive interview.

b. After Intake. Within Practice Manager's core features is the Contact Relationship Management system that lets users search for matches using type-to-match and "wild card" searching for existing records using any field (first name, last name, address, SSN, phone number, etc.) in the contact record. All related data (cases, documents, email, appointments, etc.) is presented in one "tree view" screen for detailed assessment of the potential conflict of interest. If the user omits that step and seeks to create a record that matches one already in the system, a warning box pops up to alert her to the existence of the prior record.

In the event a duplicate Entity (Contact) record is created, either by importing data from another system that does not distinguish between Clients and Cases, or by user error, Practice Manager's Entity Merge tool allows the system administrator to fold one into another, filling in missing data and preserving all related data for both.

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

If yes, describe:

Although arguably Practice Manager's most powerful feature, WorkFlow Plans look like simple outlines. These outlines may be built using any combination of questions, answers, and functions desired and set up to only be available as choices based on the law type/problem code and or court/tribunal to which the matter is assigned.

These automated linked-action work flow management Plans assist staff who are unfamiliar in areas of law or in assessing eligibility for narrowly focused projects. When the user selects an answer, then the next question or the resulting action depends on the answer selected. Branches of these Plan outlines can end with rejection or referral letters, acceptance packages, pro se forms, informational flyers, or even other Plan outlines. Along the way, Practice Manager may generate email, notes to the file, and documents, or change the status of the matter as appropriate. The Plans are assigned to and stored in the Matter for historical records, along with the answers and any work items created automatically during the course of the Plan. There is no limit on the number of WorkFlow Plans that may be used in a single matter and one Plan may even call for the launching of a subsequent Plan to continue the interview or information gathering or even to move into the case management phase.

Another option for interview guidance is the Note Template. These note forms can be formatted with questions, with spaces for free-text responses, as well as information and instructions that the user may consider providing during the interview. There is no limit on the number of Note Templates that can be saved in the system or accessed in the Matter. Once the Note is saved, it becomes a part of the Matter. Note Templates may be used with and without WorkFlow Plans.

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

If yes, describe:

Yes. See answer to question 54.

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:

Practice Manager's Document Assembly features support an unlimited number of form documents in Word, WordPerfect, Hot Docs, and Hot Docs Forms. Every one of those can be restricted to a limited set of one or more law type/problem codes and authors, if desired. There are more options for limiting a user's choices of document assembly forms that are based on the customer's document management system settings. When set up as "mail merge" forms in Practice Manager, the user's selected word processor will populate all appropriate fields in the document or form using data from the Practice Manager database, even data from fields that the customer adds using FormsDesigner.

For form documents that are not set up for auto-assembly, Practice Manager's Document Management System features enable customers to establish "banks" of resource documents, categories of "form" or "key" documents, and even matter folders for grouping forms by project or other criteria. Every document that is added to Practice Manager is automatically included in the firm's document banks with no extra effort by staff. Comment fields and other options provide the means to "rate" forms for relative value and issues (substantive, factual, procedural, etc.) included, all of which help other staff find these resource forms when then need them.

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

If yes, describe:

Volunteers, pro bono attorneys, and other "outsiders" can have access to the matters you permit them to access, and the powers to perform the activities you permit them to perform, based on the customer's policies and procedures for these outside users. The same matter, document, time, contact relationship, communications, and workflow management tools are available—to the extent granted to them—as to in-house staff.

In-house staff have the full set of Contact Relationship Management and project management tools available to manage volunteers and other projects from recruitment to award ceremony. As described in other responses throughout this questionnaire, WorkFlow Plans can automate the follow-up and monitoring routines for pro bono cases, calendaring features help plan projects and assign staff and volunteers, timeslips track volunteer time, CRM tools keep contact information handy and useable such as with batch mailings, document assembly and document management features support volunteer and pro bono-related form documents, and communications management tools help keep track of email and other groupware interchanges. FormsDesigner can create a large variety of new screens and fields to help with tracking additional data that is not included in Practice Manager or the Legal Services Module.

The Legal Services Module includes special features for keeping up with and assigning pro bono volunteers to matters as well as printing phone call lists for various purposes.

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:

RealLegal does not provide substantive content, as this is most appropriately developed by the customer's internal and affiliated experts. Our professional staff can assess all data resources in use and present options for relating or importing that data into Practice Manager for the customer to consider.

Further, online resources may be linked with a hyperlink from several locations in Practice Manager to help assimilate resources for your staff to use.

Software like GIS mapping tools that can be used with Microsoft SQL databases are compatible. RealLegal's professional staff can work with customers on the details of our data structure as well as suggestions for configuring them to meet the customer's needs. In addition, we provide an html version of our data dictionary to assist with reporting and other direct links to the database outside of Practice Manager.

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:

Not at this time. Although such reports can be built in Access or Crystal Reports, RealLegal's scheduling service for the forthcoming ReportDesigner 2.0 will not be released in 2003.

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

If yes, describe:

Practice Manager's PMRemote lets your advocates take their electronic matters and all the data in them out of the office on a laptop. This lets them take cases to court or other litigation events with a full-featured version of PM (limited only by the integrated software applications that are installed on the laptop). When they return, they can synchronize their "contemporaneous" timeslips. Another use for PMRemote is to enable your clinic management staff to take a copy of the Entity database with them offline for conflict checking in the field. No more waiting for days or weeks to process off-site applications only to find a conflict of interest prevents services.

Practice Manager's DMS includes its own imaging software. All your staff needs is a local scanner and Practice Manager to create scanned images of photos, maps, plats, and other documents and exhibits. Once scanned, the document can be annotated using the annotation forms created by your organization.

When bundled with RealLegal's electronic transcript management tool, Binder, Practice Manager becomes even more powerful as a litigation support system. Binder includes its own software for creating searchable OCR'd scanned documents, but its strongest use is to manage multiple electronic court reporter transcripts. For example, if a group of transcripts is organized into a single Binder project folder, Binder automatically indexes, cross-indexes, and hyperlinks every word in each transcript and creates simple navigation tools for finding specific words, exhibit references, speakers, and other details in the transcripts. All the user has to do is "drag-and-drop" the eTranscript into Practice Manager and add it to the primary matter's documents list. When she double-clicks to open the file, Binder pops up and starts to work before she sees the first screen.

Several other modules and functions are listed above under question 12 that are not fully described in this document. Additional information available upon request.

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

If yes, describe:

Practice Manager functions well as a support tool for hotlines. The online Intake screens help operators rapidly process eligibility screening (some users quickly get to the level of only needing 3-4 minutes to gather all essential eligibility data on a new applicant) and collect case acceptance and assignment details so that a call back is not necessary (or second call back).

Practice Manager's "progressive status labeling" feature allows every authorized user to quickly see the present status of any application or accepted case. This status label can be linked to specific check-list tasks so that is automatically updates as the case work progresses. An application that begins in the status of "Awaiting Call-back," for example, can move into "Call-back Completed" when the user marks that step completed.

Further discussion on the interview guidance and related features is provided in the answers to other questions above.

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

If yes, describe:

See the response above to question 57.

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

If yes, describe:

Although RealLegal is expanding the functionality in this area in future versions, there is presently a lot of functionality already. There is no limit on the number of attorneys that can be assigned to Matters. Each assigned attorney is assigned one or more Roles. If a "Lead Attorney" becomes a "Former Staff," for example, all the user need do is open the Entity record and change the role in that matter. This has no impact on the data created by that former staff member such as time and notes. When connected to or used with an email template, the notice of case reassignment can be sent to the new "Lead Attorney" with an email that was pre-written for that situation and is automatically stored in the Matter to provide a record of the reassignment.

When a staff person's role in a matter changes, that matter would automatically appear on the newly assigned casehandler's case report.

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

If yes, describe:

Without exception, our legal services customers report satisfaction with their ability to "electronically supervise" their supervisees—especially if those people are scattered between multiple locations. Supervisors are usually given extra functions to help them keep their staff and the data created by them in compliance with funding restrictions and guidelines. The "manager" version of Practice Manager's Desktop has a compliment of

Practice Analysis quick reports to let any authorized manager see, for example, all matters with no timeslips in the past 30 days or matters with past due Critical Dates.

Another useful feature is the ability to process electronic referrals between organizations on the same system. Selected Intake supervisors or staff can be given specific rights to "push" a referral to another organization or "pull" it from them upon clearing the conflict check process.

- **Office Management/Administration/Resource Development**

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

If yes, describe:

One feature that many of our customers' staff like is the Payroll Report. Included in Practice Manager's Legal Services Module, this canned report prints out the user's time, broken down by funding source, with leave time segregated by category. All the user does is run the 3-second report, print it, sign it, and turn it into the supervisor.

Practice Manager's time and expense data can be printed in "invoice-style" reports right from inside Practice Manager for fee requests or cost reimbursement requests. The data can also be exported in a large number of file formats compatible with popular accounting software (including delimited text).

Practice Manager also has standard "two-way" integration modules for connecting PM to Elite and Juris law office accounting software and our patented DataPipe can be configured to "pump" time, expense, matter, and client/fund data to and or from accounting packages of almost any kind.

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

If yes, describe:

RealLegal Practice Manager's Legal Services Module is set up to currently handle up to five different family size based financial eligibility criteria schemes. Based on the automatic eligibility checking that Practice Manager performs when the user enters income and asset information, the user is able to immediately see the "Funds" under which the applicant is eligible and assign the application accordingly. If that assessment turns out to be incorrect or change, the fund assignment is very easy to update if the user has the system powers to make that change.

67) Does the system maintain project/grant information?

If yes, describe:

Practice Manager approaches this differently from most software. In Practice Manager, every funding source, account, and project has its own Entity/Contact record. This gives your project managers the full slate of Contact Relationship Management and other features that the rest of your organization uses to manage relationships and information. Whether it is a list of funding restrictions, the amount of your last request and award, or the date your organization can next apply for funding, you will be able to store and report on more data than ever before.

Most of our customers also set up Project Management folders for each grant and project. These are useful locations to store documents, forms, and other information related to a single funder or initiative as well as to bill time that should billed to the "matter services" category.

Because these features and functions are essentially the same as the other Contact and Matter features, users need no special training to use them.

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

If yes, describe:

Practice Manager's Contact Relationship Management features give your development staff the tools to manage names, addresses and phone numbers, as many other products do. Beyond that, you can record specific information on individuals, group them on one or more mailing lists, connect related contacts together showing the type of relationship between them, and record donations, pledges, and payments.

For more custom data collection, FormsDesigner provides the tool for adding additional screens for both the Donor's contact record and the fundraising project Matters that your staff will use to manage development work. For example, record the dates of next eligibility for applying for a grant, or the giving history of each past donor and the type of solicitation that produced each response.

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

If yes, describe:

One of the new features added to the Legal Services Module in 2003 is the "loader" utility to let Intake staff pull XML-tagged data from a web-based data source. This gives the immediate benefit of being able to import intake data from another organization without retyping it (for use with referrals). This utility can be customized to fit the needs of any similar system for processing electronic referrals (assuming XML-based).

Future development will expand this functionality and add the option to "publish" intake data in an XML-compliant format.

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

RealLegal Practice Manager is the only Microsoft BackOffice Certified practice management solution on the market today. Practice Manager brings you the industry's leading software technology, load-tested to support over 1500 concurrent users, and backed by over 100 professionals who are continuously working to help you improve the way you work. Our company has a continuous record of quality service, products, and support over 20 years. RealLegal's commitment to the nonprofit legal services sector dates back to 1996 and continues today as well over 800 legal services staff rely on Practice Manager every working day to help them help their clients more effectively and efficiently.

Whether for a large, multiple office regional or state-wide organization or a consortium of smaller projects who pool resources to gain the tools they could not individually afford, Practice Manager is built to serve your needs reliably.