International Legal Technology Association

InsideLegal.com

2009 ILTA MEMBER TECHNOLOGY PURCHASING SURVEY OF LAW FIRMS WITH 50+ ATTORNEYS

This July, ILTA, in cooperation with InsideLegal.com, developed and administered the annual ILTA Member Technology Purchasing Survey. The 2009 survey contains the same baseline questions from previous years, but has been substantially enhanced to include: data from 50+ attorney firms (instead of 100+); more detailed breakouts of technology purchases; new questions on social media and cloud computing; and a separate section on how surveyed firms are approaching IT spending and technology purchasing amidst an economic downturn. A 40 question web-based survey was distributed to roughly 730 firms, ranging from 50 to over 3,000 attorneys, and yielded 115 responses.

Notables and quotables in 2009

- Budget cuts in 2009 are severe – only 15% of survey participants spend more than 4% of total firm revenue on technology vs. 28% in 2008
- Economic recovery is closer than many might believe … 14% of respondents claim they are already on the way!
- 2008 saw major hardware projects rolled out with at least a 40% implementation rate (based on all survey responses) for server upgrades, desktop hardware, virtualization, laptops and printers/multi-function devices (MFDs)
- 75% of all 2009/10 planned purchases were put on hold or deferred from last year with enterprise-wide, high dollar systems such as document management, accounting and Microsoft Office upgrades topping the list
- ILTA's *Peer to Peer* magazine is 2009's undisputed publication favorite with a 95% read rate among respondents
- Technology blog readership is still below 50% but LinkedIn, as a social media tool for firms, is well entrenched
- According to ILTA respondents, the law firm technology future belongs to virtualization, cloud computing and Software-as-a-Service (SaaS)
- Cloud computing is definitely on legal IT's radar, but less than you might think … 56% don't have it on their technology roadmap
- Email management continues to be IT's #1 challenge, this year followed by staffing concerns and managing firm growth
- During the economic slowdown, firms are willing to work with vendors on renegotiating service terms instead of just terminating vendor contracts
- Majority of IT decision-makers say getting discounts/price cuts is the best way their vendors can work with them in the downturn - 62% indicated they have received specific vendor 'economic stimulus'

EXECUTIVE SUMMARY

The vast majority of the survey responses originated from the US, while information from a few Canadian, UK and Australian firms was also included. The 2009 survey revealed notable findings relating to IT purchasing patterns, budgets, decision-making influences, future technology trends and a closer look at how the economy has affected IT departments and the vendor-firm relationship. The analysis also included more insight into who is signing off on purchases (and why), the role the legal technology press plays in the technology selection process, and what to make of social media.

Budgets

All survey respondents either directly make firm purchasing decisions or assume an influencer role - making it an ILTA survey first that 100% of those surveyed either directly sign the dotted line or recommend purchases. As expected, IT budgets are down - less is being allocated based on firm revenue (58% of all respondents indicated budget decreases), and less technology budget is being spent per attorney.

Technology Purchases

The most popular technology implementations for 2008 included network and server upgrades (49%); desktop hardware (47%); virtualization (46% compared to 51% in 2007); laptops/notebooks (43%); and printers/MFDs (40%). On the growth side for 2009/10, responses indicate a noticeable increase in planned Microsoft Office upgrades (up 60% from 2008 implementations) as well as general operating system upgrades. A new series of questions also revealed that 75% of future planned technology purchases were held over from the previous budget year and that many firms have already made vendor selections for future purchases pending approved budgets.

Publication Influences

In 2009, established lawyer magazines such as the *ABA Journal* and *The American Lawyer*, as well as reputable IT trade publications such as *CIO Magazine*, *Information Week* and *Network Computing* all realized declines in readership (based on survey participants). While these fluctuations can possibly be attributed to the inclusion of a smaller firm audience (50-99 attorneys), the increased survey population did not negatively impact ILTA publication readership. In fact, *Peer to Peer* posted a record 95% readership and the ILTA whitepaper series popularity was up by 10% as well. Publications making their ILTA purchasing survey debut this year include *American Legal Technology Insider (ALTi)* with 6%, *PC Magazine* with 26% and *Wired* with 7% readership. Beyond traditional publications, the use of social media tools in legal, specifically IT environments, has blossomed with 84% indicating a firm-specific LinkedIn presence, while 25% are using twitter and 23% are active professionally in Facebook.

Purchase Influences

62% of survey respondents very rarely or never use outside consultants to help make purchasing decisions. Only 16% cited using consultants on half or more of their purchasing decisions. These statistics are in line with recent years and might very well underscore the primarily role of outside consultants – to assist with IT implementations and, to a lesser degree, to help with strategic planning.

Technology Trends & IT Challenges

Virtualization - virtual desktops and data center/back-up virtualization - is by far the hottest technology trend cited in this year's survey. SaaS and cloud computing are also rising in popularity. In terms of clouds, 39% are either currently implementing or actively considering future use, a number that is sure to rise in the years to come.

Legal IT faces many 'game changing' challenges led by e-mail management and followed by staffing and firm growth. Budgetary constraints and the global economic downturn are also adding to the overall balancing act.

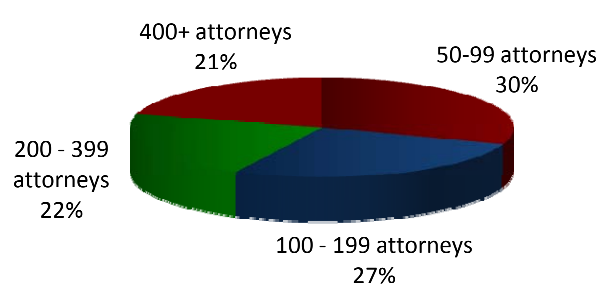
Current Economic Realities

This newly added section focused on better understanding how IT is coping with budget and headcount cuts, and how vendors are partnering with firms on weathering the financial storm. Interestingly enough, 47% of all respondents believe firm financials will be on the upswing within the next 12 months, and of that, 14% feel they are already on their way to financial 'normalcy'. When asked how vendors can assist them during this time, survey respondents cited four main areas of collective vendor-firm interaction: cost control/price cutting; customer service; creative, value-added solutions; and sales etiquette (how to work more effectively with firm contacts).

PART I - FIRM DEMOGRAPHICS

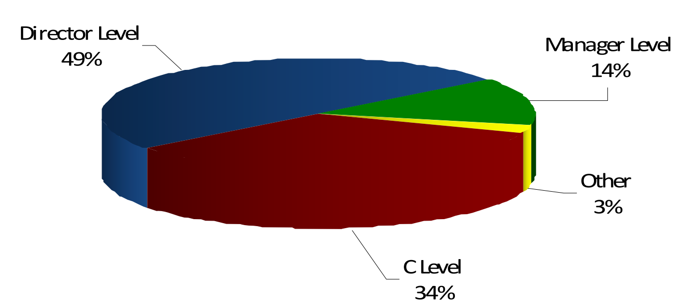
What is your firm size?

Of the 115 ILTA member firms that responded to the 2009 ILTA Member Technology Purchasing Survey, 30% represent the 50-99 attorney firm category; 27% are from the 100-199 attorney firm segment; and 43% come from 200+ attorney firms.



What is your role in the firm?

83% of all respondents are IT Directors or C-level executives. The 14% manager level respondents represent a 7% increase from the 2008 survey.



35 firms within the newly added 50-99 attorney category completed the 2009 survey.

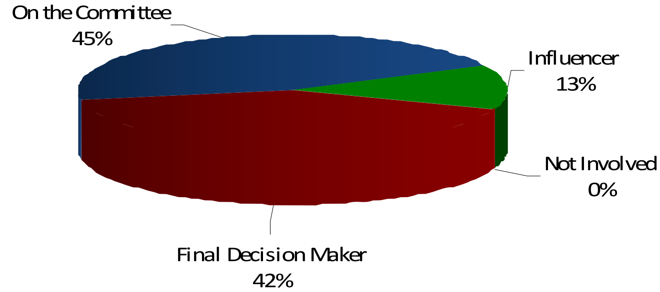
85% of all respondents come from US law firms, 9% from Canada and 6% from overseas firms including the UK, Australia, New Zealand and Brazil.

All survey participants either directly make firm purchasing decisions or take on an influencer role - an ILTA Member Technology Purchasing Survey first!

PART II: IT BUDGETING & PURCHASING

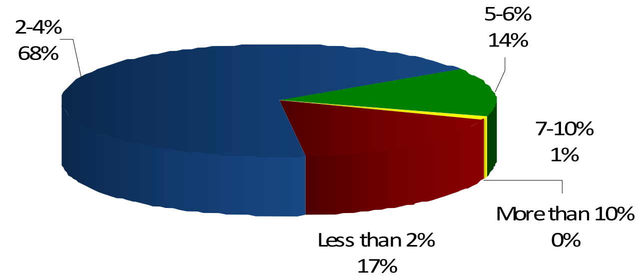
What role do you have in your firm's technology buying decisions?

87% of total survey respondents are directly involved in their firms' technology purchasing decisions - either by making final decisions or serving on the purchasing committee.



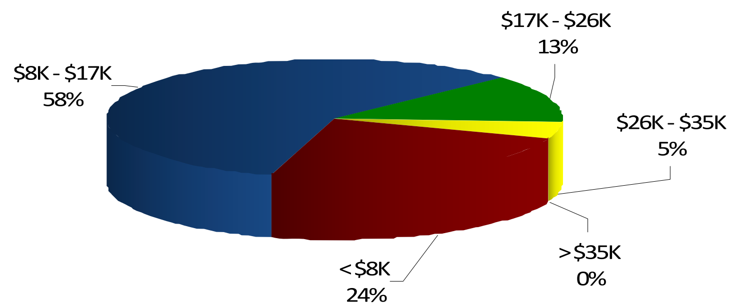
What percentage of total firm revenue are you spending on technology?

As expected for 2009, the overall firm technology expenditures are down considerably. 68% revealed they spend between 2-4% of total firm revenue on technology. This is up 12% from 2008 and shows increased conservatism on the spend side. Conversely, only 15% spend more than 4% of total revenue on technology, down 13% from last year.



Annual technology spend per attorney

Firms across the board are spending less on technology per attorney. The percentage of firms spending less than $8,000 per attorney is up by 9%, and those budgeting $26,000 or more per attorney technology spend is down 13% from 2008. The 'sweet spot' for attorney technology spend is $8,000-$17,000 and, at 59% in 2009, is up by 19%.

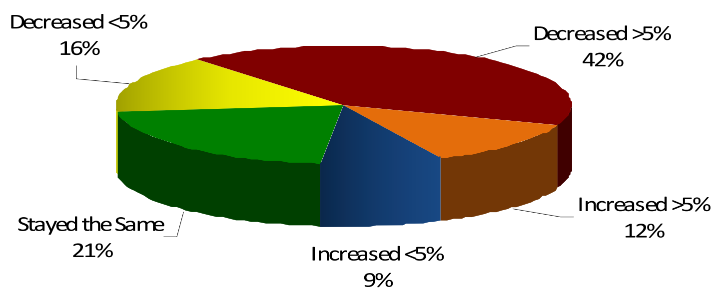


Budget decreases are overwhelmingly tied to overall expense control versus specific department cost cutting. 83% of respondents indicated IT budget cuts are part of firm-wide initiatives, not isolated belt tightening.

10% of this year's respondents have complete budget control, compared to 16% in 2008. This percentage drop may be attributed to the addition of smaller firms (50-100 attorneys) to the survey, who follow a more centralized, regimented budget approval process.

Compare your 2009 budget with 2008

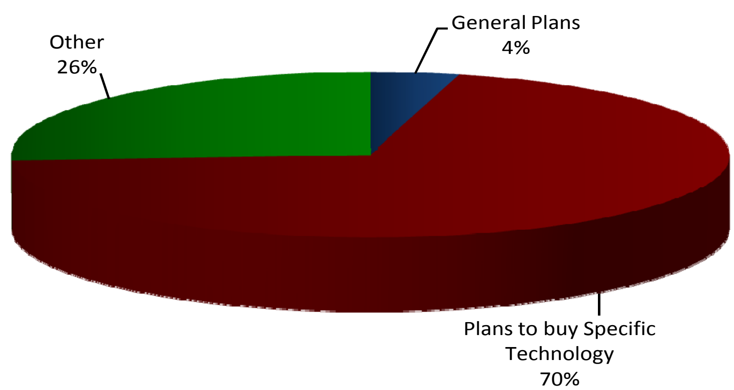
58% of all respondents indicated budget decreases in 2009 vs. 12% in 2008, while the number of firms citing overall budget increases is down to 21% (from 68% in 2008). The single biggest percentage shift was reported by firms with 5+% decreases - a staggering 39% more than last year. The only area of consistency in comparing this year and 2008 results are budgets that stayed the same (21% in 2009 compared to 20% in 2008).



Reasons for increased and decreased budgets

The trend towards more closely defining specific technology purchases and mapping budgets accordingly continued to grow in 2009. General technology purchasing plans no longer justify large budgets as indicated by a 15% decrease in this category compared to 2008.

Why did your 2009 technology budget increase?

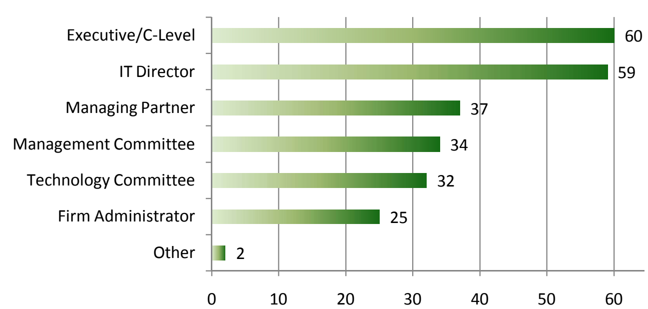


Purchasing autonomy

When it comes to IT Department purchase approvals, 85% of the respondents indicated that although they manage the budget, some executive approval is required.

Who approves your technology purchases?

The C-suite approves 52% of purchases, a 9% drop compared to 2008 results. This is an indication that technology purchase approvals are a bit more evenly distributed among IT Directors/ Managers and Managing Partners.



Delayed technology purchases are par for the 'rough economy' course with 75% of all 2009/10 planned technology purchases experiencing some level of deferral or hold status from 2008.

PART III: TECHNOLOGY PURCHASES-PAST & FUTURE

What were the major technology purchases your firm implemented in 2008? What are the next major technology purchases your firm plans to make in the next 12 months?

Several 2008 technology implementations, all hardware, were very popular among survey respondents. These included network and server upgrades (49%); desktop hardware (47%); virtualization (46% compared to 51% in 2007); laptops/notebooks (43%), and printers/MFDs (40%). While steady demand for traditional office hardware is nothing out of the ordinary, the continued high demand for virtualization technologies is very interesting and could dominate the legal technology landscape for some time to come. Aside from hardware, notable 2008 software implementations included disaster recovery/business continuity (30%); litigation support software (25%), and SharePoint (20%).

Other noteworthy findings include hefty fluctuations in recent implementations vs. future purchases (purchases within the next 12 months). For example, cost recovery software future purchases are down drastically from last year as well as combined dictation hardware/software. Similar declines are noticeable for litigation support software and metadata scrubbing tools as well. On the growth side, responses indicate a noticeable increase in planned Microsoft Office upgrades (up 60% from 2008 implementations) as well as general operating system upgrades. *(See table next page)*

Of the planned technology purchases for 2009/10, which initiatives were held over from last year (i.e., put on hold or deferred)?

This newly added question directly addresses legal IT's challenge faced by reduced technology budgets and overall cost and resource cuts. Specifically, it shows how planned application purchases (75%) have been held back from previous budget year(s). Per survey respondents, at least 40% of planned purchases for accounting, docketing, document management, e-mail management, and e-mail systems were deferred. This makes sense as all are enterprise level, high ticket software purchases that require concerted resources and bandwidth to successfully implement. Microsoft Office upgrades which have significantly increased in the 2009/10 planned purchase category, showed a 38% 'hold purchase' rate with 13 firms stating deferrals.

For which planned purchases have you already made the vendor selection, and are just waiting on budget?

Survey respondents provided some insight into their purchasing processes and vendor selection timelines. Of the planned purchases in over 60 hardware/software categories, respondents have already selected specific vendors for 47 of them, which still leave ample room for vendor positioning within the sales process. Specifically, accounting, e-mail systems, voice mail upgrades, records management and case management showed high numbers of prior vendor selections, while others including CRM, e-Discovery software, video conferencing, and VoIP indicated far fewer early vendor selections in terms of planned purchases for 2009/10.

Cloud computing and SaaS solutions, which increase IT's flexibility and strive to lower IT costs and total cost of ownership, are bound to see upticks in deployment and user adoption in future surveys.

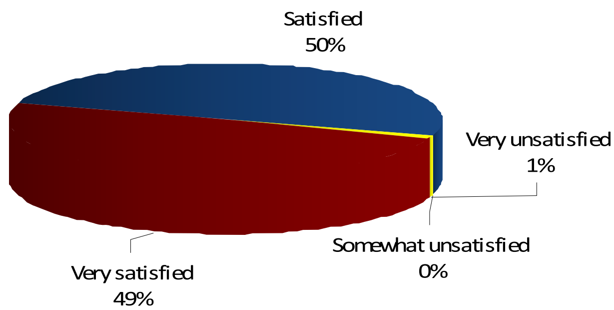
2009 Survey Results			2008 Survey Results	
Implemented in 2008	*Planned for 2009/2010*	***Past & Present Technology Purchases***	*Implemented in 2007*	*Planned for 2008/2009*
13	12	Accounting system	10	10
4	5	Budgeting software	4	12
12	8	Business intelligence software	14	8
8	10	Case management software	5	6
5	2	Collections software	4	2
0	0	Contract management software	0	2
12	1	Cost recovery system	15	4
5	2	Courtroom technology	3	3
10	13	CRM/contact management software	6	15
9	3	Database system (SQL, Oracle, etc.)	13	6
54	39	Desktop hardware	45	31
14	3	Dictation hardware	14	10
18	5	Dictation software	16	10
34	35	Disaster recovery (includes Business Continuity)	32	24
15	11	Docketing software	6	6
7	5	Document assembly software	12	4
17	7	Document comparison software	3	10
18	19	Document management system	11	12
16	13	Electronic discovery software	12	9
11	4	E-mail add-ons (antivirus, antispam, spyware)	13	5
11	16	E-mail management software	13	17
10	10	E-mail system	n/a	n/a
4	3	Enterprise content management software	6	3
5	2	ERM/relationship management software	1	4
8	4	Help desk applications	11	10
11	5	Human resources management	5	13
17	12	Imaging/scanning/OCR	16	8
19	18	Internet/intranet/extranet	17	13
50	29	Laptops/notebooks	41	28
29	18	Litigation support software	23	11
18	7	Metadata scrubbing software	4	5
10	6	Microsoft Office add-ons (templates, metadata, etc.)	1	7
21	34	Microsoft Office upgrade	13	29
21	16	Network security	15	8
56	36	Network upgrade/servers	49	31
15	12	Offsite backup system	5	13
18	9	Onsite backup system	15	7
5	16	OS upgrade	9	7
8	3	Patch management software	9	6
11	15	Portal/knowledge management	13	17
46	18	Printers/multifunctional devices	23	16
1	n/a	Project management software	n/a	n/a
8	11	Records management software	9	15
21	15	Remote access technology	22	6
15	18	Security/encryption	9	10
23	18	SharePoint	24	21
4	1	Shipping automation software	2	1
6	3	Software-as-a-Service (SaaS), not application specific	n/a	n/a
39	24	Storage area network	38	17
26	20	Telephone system upgrade	18	16
3	2	Time entry/Remote time entry software	4	1
11	8	Training/e-learning	7	6
13	13	Unified messaging	9	12
22	16	Video conferencing	19	15
53	29	Virtualization	44	24
17	15	Voice mail upgrade	9	11
1	1	Voice recognition	1	1
18	20	VoIP	18	24
26	15	Wireless devices (Palm, BlackBerry, Windows Mobile)	28	14
17	12	Wireless network	19	9
15	13	Workflow automation	9	14

Overall satisfaction with newly implemented technologies is in the 97 percentile, and very satisfied responses are up by 14% as rated both by IT decision makers and day-to-day technology users.

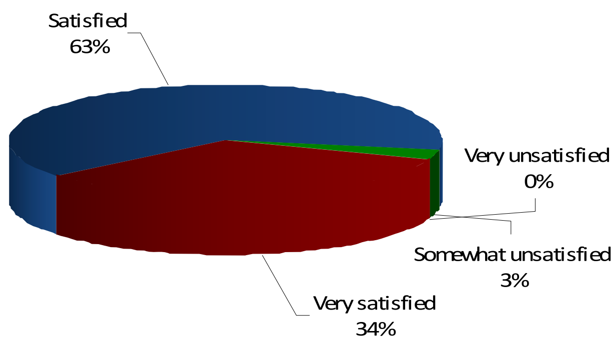
Are third party technology consultants taking a more active role in firm technology purchases? 16% of all purchase requests originated with them, compared to 4% in 2008.

Satisfaction with newly implemented technology

As in last year's survey, 99% of all respondents were satisfied or very satisfied with new technologies they implemented in 2009. Most notable however is the 14% spike in very satisfied responses compared to 2008.



The overall user satisfaction response rates are slightly lower than in years past with a combined 97% satisfied/very satisfied. However, the most significant change from 2008 is the substantial uptick in very satisfied users - 33% compared to 19%.



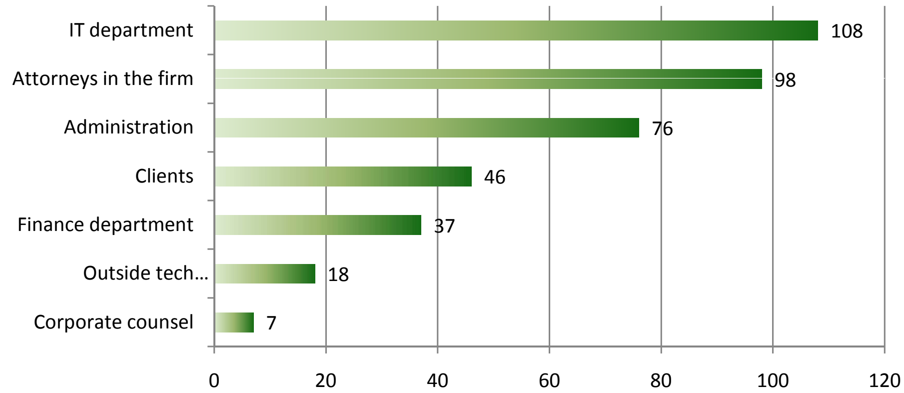
What is the most popular technology purchase you made for your firm in the last 12 months?

Respondents cited numerous 'favorites' ranging from accounting software to Office upgrades with a distinct bias for wireless technologies and new firm-wide communication platforms including telephony systems, VoIP, voicemail upgrades and unified messaging. On the wireless front, Smartphone upgrades continue to please the user base, with BlackBerry purchases topping the list followed by iPhones. SharePoint, one of the most popular technology purchases in past surveys, is still very relevant, but responses have tapered a bit. New this year, are several mentions for Office 2007 upgrades from older versions.

PART IV: IT PURCHASING INFLUENCERS

Where do technology purchase requests come from?

As expected, IT leads the way in requesting new legal technologies, but this year, the collective voice of attorneys and administration is increasingly audible. Case in point, attorney technology requests are up 9% from last year and 24% from 2007 results, and administrators (Executive Directors, etc.) made 66% of



Re-design it and they shall come...95% of respondents read ILTA's *Peer to Peer*, up 48% from 2008. This year is the first year of a *Peer to Peer*'s re-design and content overhaul - sheer coincidence? ... probably not!

technology requests, up by 11% in 2009. Client influence mirrors last year's statistics at 40%.

What legal/technology publications do you read?

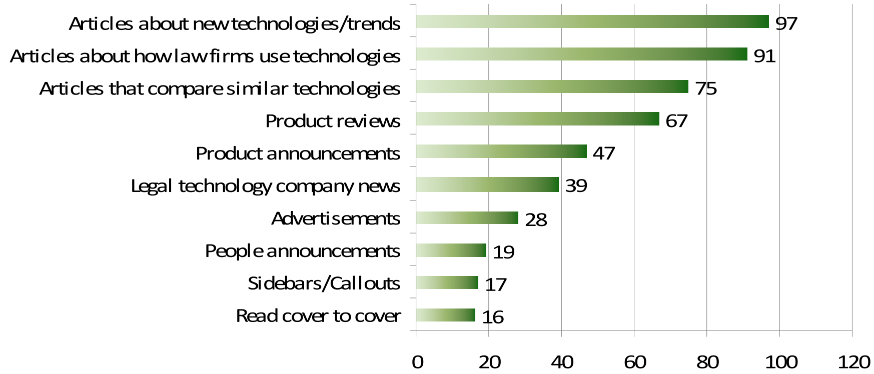
According to 2009 survey respondents, the overwhelming favorite legal/technology publication is ILTA's *Peer to Peer* quarterly membership magazine. While its readership has always ranked high in past surveys, the 95% readership response this year is unprecedented and 48% higher than last year. ILTA whitepapers are almost as popular with 86% (10% higher than in 2008), followed by *CIO Magazine*. Also, this year's data shows a gradual drop in readership among several publications, especially IT/technology trade publications as well as more traditional lawyer magazines: *CIO* (-4%), *eWeek* (-13%), *Network Computing* (-5%), *The American Lawyer* (-14%), and the *ABA Journal* (-2%). These drops might be explained by the addition of a smaller firm sample (50-99 attorneys) to the survey and their typical reading preferences. Publications added to the list this year included *American Legal Technology Insider (ALTi)* with 6% (founded in 2008), *PC Magazine* with 26% and *Wired* with 7% readership.

# Responses	%	Publication
14	12%	ABA Journal
7	6%	American Legal Technology Insider (ALTi)
2	2%	California Lawyer
3	3%	Canadian Lawyer
70	61%	CIO
1	1%	Corporate Counsel Magazine
30	26%	eWeek
2	2%	FindLaw.com
97	84%	ILTA Whitepapers
107	93%	ILTA's Peer to Peer
47	41%	Information Week
2	2%	Inside Counsel
5	4%	KM World
7	6%	Law Practice
0	0%	Law Practice Today (webzine)
64	56%	Law Technology News
10	9%	Law Technology Today (webzine)
25	22%	Law.com
18	16%	Legal Management
2	2%	Legal Technology Insider (UK)
0	0%	Legal Times (UK)
2	2%	Legal Week (UK)
22	19%	Litigation Support Today
7	6%	LJN's Legal Technology newsletter
1	1%	Managing Partner (UK)
2	2%	National Law Journal
21	18%	Network Computing
29	25%	PC Magazine
3	3%	State Bar Journals
18	16%	Technolawyer
26	23%	The American Lawyer
8	7%	Wired

What parts of legal/technology publications do you read?

In terms of publication content preferences, survey takers favor articles about new technologies and trends, law firm technology "how-tos", product comparisons and product reviews. Legal technology company news and ads are

Legal IT decision makers rely primarily on peer-authored articles, product reviews, case studies and consultant thought leadership as aids to making technology purchasing decisions. Of note: Vendor-written articles do not sway this audience nor do advertisements (although 25% admit to reading them!)



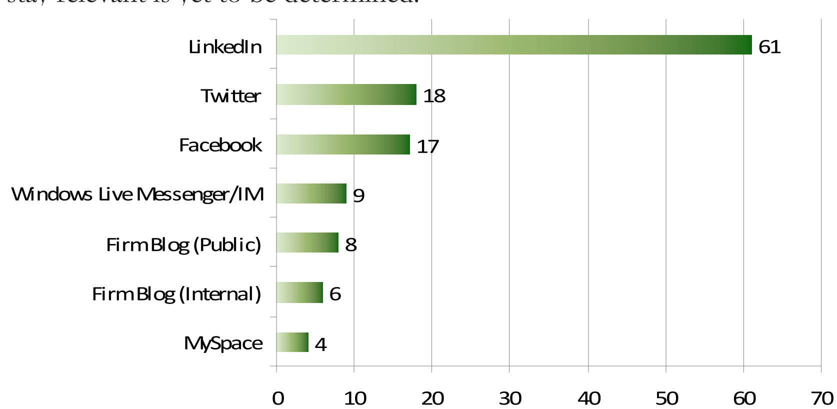
read by 35% and 25% respectively, while 14% read the publications cover-to-cover.

Blogs: What do you read?

While the percentage of those who do not read technology blogs is surprisingly still over 50%, there are several that are becoming valued resources. Some, like Google News, Law.com, and Legal IT Professionals, provide a 'portal view' of aggregated news stories, press releases, technology-related announcements, and legal opt-in content. Others are structured like 'true' blogs focused on providing a blogger's opinions, insights, commentary and discussions. There are many of these out there, but based on survey feedback, The Common Scold, DennisKennedy.com, Engadget, Slashdot, and the TechnoLawyer blog are popular and gaining in interest.

What social media sites and services do you use for firm/ department use?

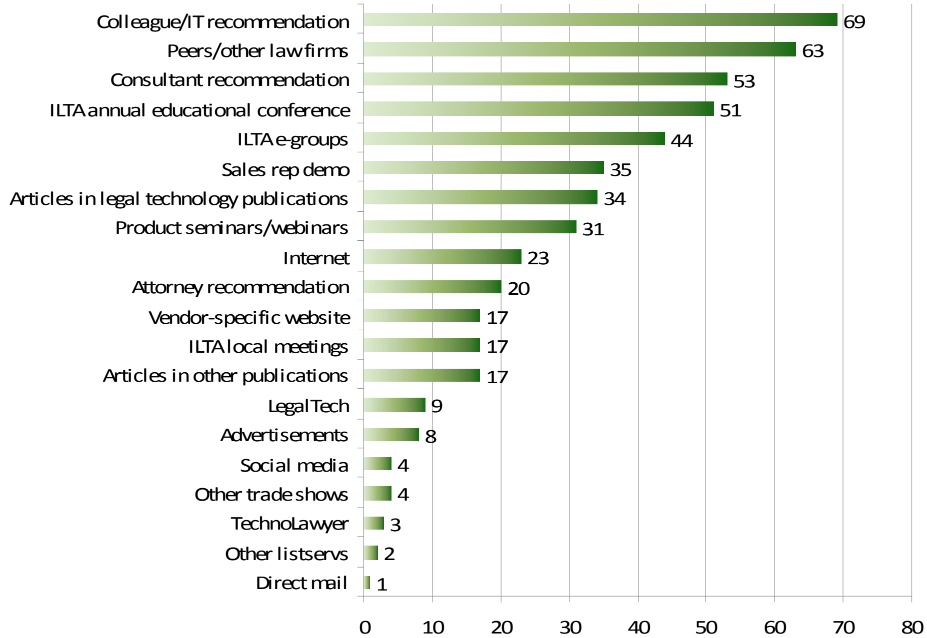
This newly added question in 2009 provides an overview of ILTA members' use of social media tools. While LinkedIn is the overwhelming tool of choice garnering an 84% response rate, 25% of respondents have twitter accounts, and not far behind with 23% is Facebook. Instant messaging, firm blogs (both public and internal) and MySpace round out the social media list. While LinkedIn has a proven track record for effective business use, the extent to which other tools such as Twitter and Facebook will really breakthrough and stay relevant is yet to be determined.



What do you base product buying decisions on?

In 2009, the two most popular sources for product buying decisions were IT recommendations (62%) and peers/other firms (57%). ILTA-specific activities

The surveyed ILTA member base has proven to be very resourceful and highly informed and methodical when it comes to making technology purchasing decisions. This year 20+ sources were cited as influencing purchasing.



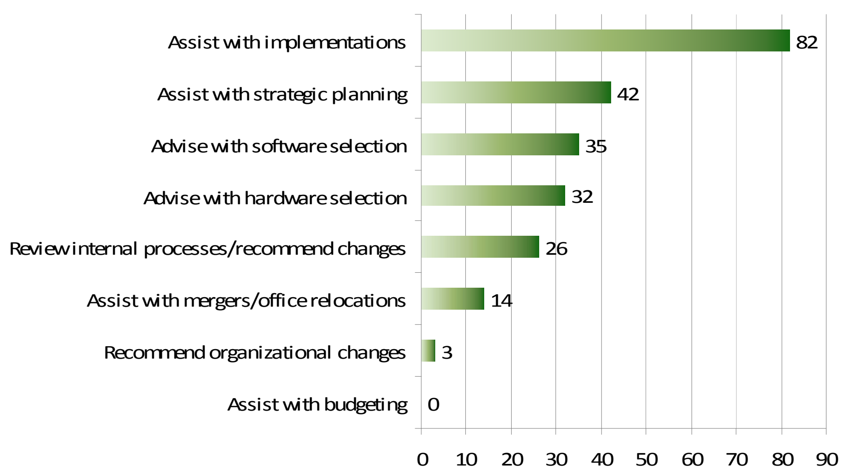
such as the annual conference, e-groups and local meetings are consistently popular when it comes to purchasing influence.

How much does your firm use outside technology consultants in making purchasing decisions?

62% of survey respondents very rarely or never use outside consultants to help make purchasing decisions. Only 16% cited using consultants on half or more of their purchasing decisions. These statistics are in line with recent years and might very well underscore the primarily role of outside consultants – to assist with IT implementations.

Why did you hire an outside technology consultant?

The overwhelming reason law firm IT brings on third-party consultants is to assist with implementations and, to a lesser degree, help with strategic planning as well as software and hardware selections. These statistics align with many firms' desire to outsource highly technical, specialized expertise such as IT implementations, but keep lesser niche IT core competencies in-house.



If ILTA member feedback is any indication, then the future (and in many cases, increasingly the present) belongs to virtualization, cloud computing and SaaS.

What national/international technology consultants have you worked with?

In response to which consultancies survey respondents worked with in 2009, below are the companies that received 6 or more mentions on the open-ended question. There were more than 75 mentioned in all, but the next highest consultancies had 2 mentions.

- Baker Robbins & Company
- Kraft & Kennedy, Inc.
- Project Leadership Associates
- mindSHIFT
- eSentio Technologies
- Younts Consulting, Inc.

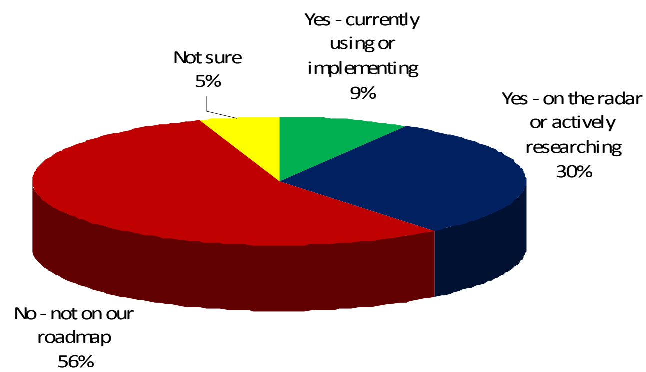
PART V: TECHNOLOGY TRENDS & IT CHALLENGES

What is the most exciting technology or trend?

Virtualization - virtual desktops, and data center/back-up virtualization - is by far the hottest technology trend cited in this year's survey with 31 unaided responses. SaaS and cloud computing are also rising in popularity with over 18 mentions.

Is cloud computing on your firm's roadmap?

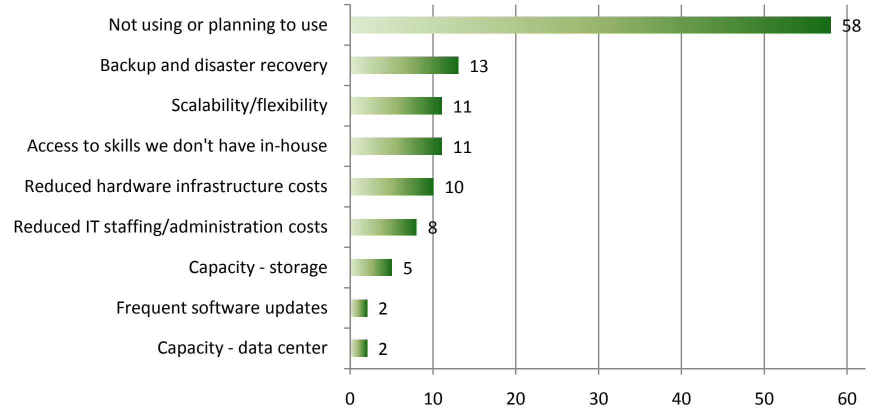
Based on increasing demand and interest, we added a few specific 'cloud' questions pertaining to current and planned use. While only 9% of respondents are currently implementing a cloud strategy, another 30% are actively considering future use. Look for cloud computing to pick up further steam in the months and years to come, as firms seize the opportunity to access skills they don't have in-house and use cutting-edge technologies they would not otherwise be able to implement internally.



How is your firm currently using (or plans to use) cloud offerings?

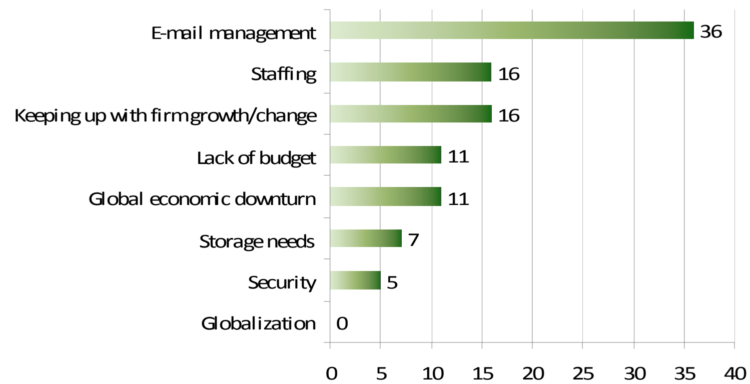
Of those respondents currently implementing cloud alternatives or those evaluating them, disaster recovery/business continuity was the most frequently cited use, followed by increased scale/flexibility as well as easier access to broader skill sets not available in-house. Reduced costs (infrastructure and staffing) anticipated with cloud models also helps bolster the business case.

One collective IT challenge that may be fueled by the economic downturn is the correlation between decreased user training (because of less resources to train and teach) and slower attorney technology adoption (since they are not being adequately trained and have less time to learn new technologies)!



What is the biggest issue or challenge facing IT overall?

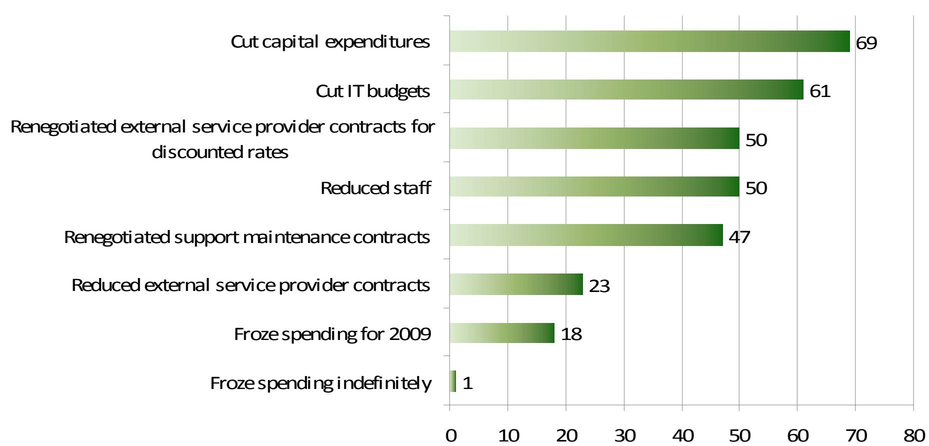
Respondents face many 'game changing' IT challenges led by e-mail management, and followed by staffing and firm growth. Budgetary constraints and the global economic downturn are also adding to the overall balancing act, both of which were not on respondents' radar (or a lot less visible) last year.



PART VI: CURRENT ECONOMIC REALITIES

How has your IT department responded to the current economic slowdown?

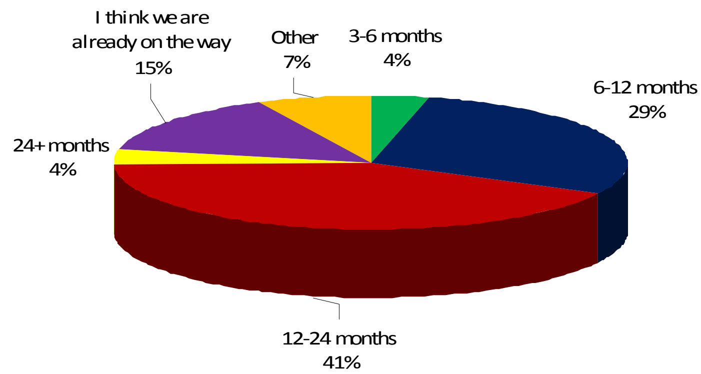
While cost cutting, be it slashing capital expenditures and IT budgets or reducing headcount, is standard fare in this climate, the respondents focused on renegotiating vendor service agreements and support maintenance contracts. This trend indicates a willingness of firms to work with vendors who are equally affected by the downturn. This point is further evidenced by the fact that only 21% of respondents reduced external contracts (vs. renegotiating existing ones).



Light at the end of the financial gloom tunnel?! 14% think their firms are already on the way to financial 'normalcy', while another 33% contend the worst will be over within the next 3-12 months.

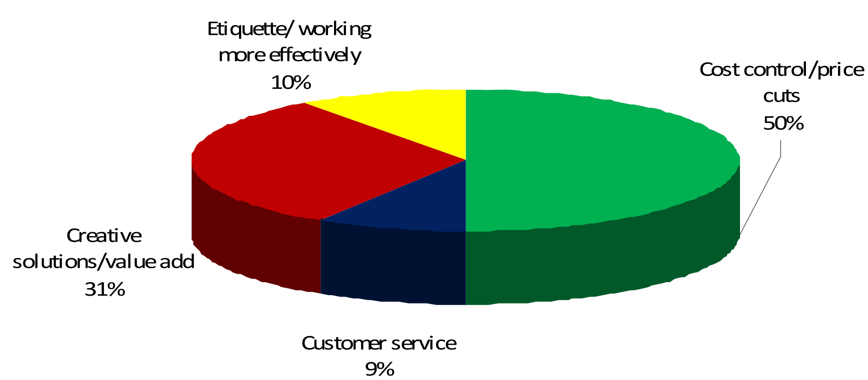
When do you predict your firm will be 'back to normal' financially?

While the largest response rate indicates economic recovery in 12-24 months, 47% of all respondents believe firm financials will be on the upswing within the next 12 months.



How can vendors work with you more effectively in the down economy?

We received a very impressive 60% response rate to this open-ended question and identified four primary areas vendors can better partner with their firm clients in this climate. Half of the responses pertain to overall cost control and recommend better pricing options, reduced consulting fees, creative discounting and reduced annual maintenance options. While cost cutting is the obvious favorite (at least from the firm perspective), appealing to vendors to come up with creative, value-added solutions to better partnerships is a bit more esoteric. Over 30% responded with suggestions to adding value including creative finance and support agreement options, and providing client training focused on efficiency and productivity gains, as opposed to new product features and superfluous functions. Others suggested that vendors take a more proactive, 'consultative' role in assisting firms with planning their technology investments. Respondents also mentioned customer service as an area vendors could improve on by educating them on new technologies and providing them with tips and tricks on better utilizing existing offerings. The last main area identified by firms pertained to communication and sales process etiquette to be followed by vendors. It was repeatedly noted that under-staffed and under-resourced firms should be approached by vendor contacts in a very professional and process-focused manner (i.e., limiting sales calls and solicitations). Following firm etiquette, as it pertains to providing sales and new technology information was deemed paramount to establishing a long term relationship.



Has any particular vendor helped you proactively during this tough economic time?

Out of 61 responses to this open-ended question, 62% indicated that either particular vendors or the vendor community at large had worked with them on economic relief options. 38% indicated that they had not received any discount offers or stimulus from vendors. 25 different vendors were mentioned as proactively offering special stimulus programs and discounts. The most mentions went to Advanced Productivity Software (5 mentions), which according to respondents, gave customers an unsolicited reduction in annual maintenance/support costs. Dell and CDW also garnered multiple mentions for proactively working with firms.

What legal vendors have provided exceptional customer support?

The top vendors based on number of votes include:

- CDW (7 mentions)
- MindShift (5 mentions)
- Younts Consulting (4 mentions)
- Advanced Productivity Software (3 mentions)
- BigHand (3 mentions)

These vendors received two mentions each: ADERANT, DocsCorp, Handshake, Intelliteach, Interwoven, Litéra, Microsoft, Microsystems, PayneGroup (formerly Payne Consulting), and Traveling Coaches.

International Legal Technology Association

About ILTA

ILTA is the premier peer networking organization, providing information to members to maximize the value of technology in support of the legal profession. Reach the ILTA organization of legal technologists by contacting Peggy Wechsler at (512) 795-4662 or peggy@iltanet.org. Special thanks to Peggy for her work on this project! **www.iltanet.org**

InsideLegal.com

About InsideLegal.com

InsideLegal.com is the insider's guide to doing business in legal technology - both in the US and internationally - for legal technology thought leaders, vendors, consultants/technologists and law firm innovators. In addition to information on industry events, publications and personalities, InsideLegal.com focuses on legal technology industry market research and trends. Sign up at InsideLegal.com to receive industry news by email. InsideLegal.com was founded by JoAnna Forshee of Envision Agency. For more information, please contact JoAnna Forshee at 770.438.1908 or jf@insidelegal.com. twitter: insidelegal **www.InsideLegal.com**

Survey Methodology

This survey was commissioned by ILTA and administered among its membership. InsideLegal.com was responsible for survey design, data analysis, and the final presentation. The survey was sent to 730 law firms and responses were received by 115. The survey consisted of six sections, each with a subset of unique questions: Part I covered Firm Demographics including firm size, title, and role. Part II focused on IT Budgeting and Purchasing spanning 2008 vs. 2009 budget variances, budget approvals and purchasing authority questions. Part III, Technology Purchases: Past and Future, included past technology purchases, planned 2009/10 purchases, and user satisfaction comparisons. Part IV, IT Purchasing Influencers, drilled down into the clients' role in influencing IT purchasing decisions as well as other factors (e.g., publications, consultants, sales demonstrations) that might positively affect legal IT purchasing decisions. Part V, Technology Trends & IT Challenges, took a closer look at legal technology trends and common challenges faced by ILTA IT members. Part VI, Current Economic Realities, shed light on IT economic challenges and how legal technology vendors can work with their firm partners on weathering the economic storm. Response percentages are based on total responses per question, not overall survey participation.

To download/view the survey online, please visit www.InsideLegal.com.