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## Executive Summary

During the first quarter of 2010, ALM surveyed technology and information services consumers at US-based law firms about their firms' usage of technology across 25 separate categories.

For the respondents to qualify, we asked each to rank his involvement in the usage or purchase of the technology they are evaluating. Those who indicated that they have Top 3 Box Involvement in recommending or purchasing legal technology for a law firm continued with the survey.

Respondents were then asked about how they go about choosing a technology vendor; specifically, which of nine listed factors – independent of category of technology or named vendor – were most important to them during the evaluation process. Customer service responsiveness to issues is the #1 factor, with more than three-quarters of response. The second and third most important factors are ease of integration into the firm's workflow and features & functions, both with 64% response. Training and availability of product literature are much lower on the importance scale relative to the other listed factors.

Below is a count of respondents who told us their firm uses that category of technology, decreasing in frequency of usage:

|    |   |     |
|----|---|-----|
| 1  | Online Research                                     | 366 |
| 2  | Document Management Systems                         | 213 |
| 3  | Time and Billing for Small Firms (<100 Attys)       | 196 |
| 4  | Docketing & Calendar Application                    | 185 |
| 5  | Case Management Software - Small/Mid (<100 Attys)   | 177 |
| 6  | Litigation Support Software                         | 153 |
| 7  | Practice Management Systems                         | 152 |
| 8  | Case Management Software - Large Firms (100+ Attys) | 140 |
| 9  | Trial Presentation Software                         | 126 |
| 10 | Collaboration tools (extranets, webinar, wikis)     | 117 |
| 11 | Dictation Systems                                   | 115 |
| 12 | EDD Services Review                                 | 95  |
| 13 | Client Relationship Management Systems              | 93  |
| 14 | Time and Billing for Large Firms (100+ Attys)       | 91  |
| 15 | EDD Services Analysis                               | 83  |
| 16 | EDD Services Processing                             | 67  |
| 17 | Records Management Software                         | 61  |
| 18 | EDD Services Collection                             | 58  |
| 19 | EDD Services Production                             | 57  |
| 20 | Knowledge Management Systems                        | 51  |
| 21 | Litigation Support Consultants <sup>±</sup>         | 44  |
| 22 | Mobile Tool/Device/Service                          | 44  |
| 23 | EDD Services Identification <sup>±</sup>            | 29  |
| 24 | EDD Services Preservation <sup>±</sup>              | 24  |
| 25 | Risk Management Services <sup>±</sup>               | 7   |

Respondents were then asked to grade their satisfaction with the vendor they use for that technology across nine attributes, as well as likelihood to recommend that vendor. The following pages list those satisfaction levels by attribute for the top vendors in each category.

± Category not included in final report due to low sample size.