

FROM MARK TYNAN:

I am a sole practitioner in Scottsdale, and I concentrate my practice in real property tax appeals. I use the Credenza software. This is one of those things, like computers, where I wonder how I survived without it. The overall ease of use is remarkable.

Credenza enables me to have my case files integrated on my computer, including time slips, telephone calls, emails, notes, calendar, tasks and documents (although I have not integrated my documents yet). Before Credenza (B.C.), I entered my time slips into my legal time and billing program by hand. Now, after I do anything, I go into the Credenza computer file and enter my time. Once a month I export all of my time slips to my legal time and billing program, and the bills are prepared automatically. It literally takes seconds, and hours are saved each month.

Aside from saving hours, it helps me capture billing time that I might otherwise miss, and I am able to review each case with greater ease and speed.

FROM SUE MCLEAN, OFFICE MANAGER, COCONINO COUNTY PUBLIC DEFENDER: We are the Public Defender Office of Coconino County. We have been using

Time Matters Practice Management software for approximately 12 years.

We use Time Matters for case management including client detail, general contact information for outside entities, calendaring court dates, interviews and all other case events, document management, attaching interviews, pictures and other forms of disclosure and other information pertaining to a case. We don't attach state disclosure yet; we still receive it in paper form.

The staff finds the program easy to use and efficient. It has many subtle features that make tasks easier, such as the save and copy feature, the merge document, auto entry forms and the ease of searches. (The main complaint regarding the program is that it shuts down and requires an occasional reboot.)

The attorneys can see all events, documents and other information easily with a handy feature called "power view." That view can be customized to show a snapshot of the case on the screen without accessing the record.

As the office manager and a fan of databases, I find the information easy to manipulate into statistics, reports and other valuable analytical tools.

FROM DOUG ZANES:

Zanes Law is a plaintiff's personal injury law practice. We began using Needles case management software in 2005. At the time, our firm consisted of one attorney and five staff. Zanes Law currently has six attorneys and 21 business and support staff. After exhaustively researching case management software, we learned that there were a number of good options available to us. Because we intended to grow our law practice, choosing an excellent case management software was extremely important. We chose Needles for two primary reasons:

1. First, it has great customization capabilities. Needles allows a firm to customize its tabs in whatever manner the firm believes works best for them. Most other software that we looked at did not allow the user to modify its structure.
2. Second, Needles makes it easy to pull information out of its database via report writing. The Needles database is on an open platform, which has allowed us to do in-house report writing. These reports allow us to manage our cases and our staff in an extremely effective manner.

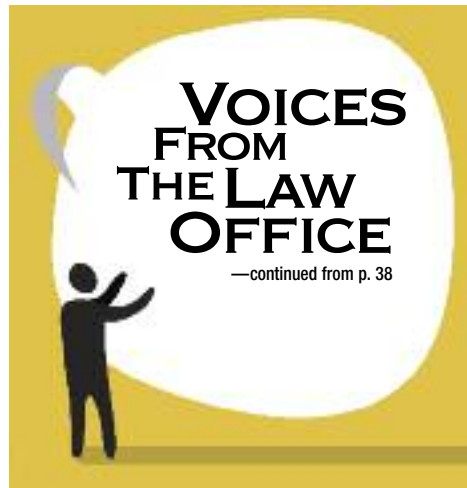
FROM AARON BLASÉ:

I am an attorney with the Law Offices of Scott David Stewart, PLLC. We are a divorce and family law firm with offices in Phoenix, Chandler, Scottsdale and Peoria. We currently have five attorneys and eight support staff, and we have used Abacus Law as our primary contact, calendar and document-generation software solution for many years. The ability to add events to the Abacus calendar based on rules that we may define and customize has been very useful. Abacus' document-generation abilities are very good and robust, and we use them extensively every day. We have roughly several hundred documents in our library, and we can generate each in less than 10 seconds.

However, we have recently transitioned to a "paperless" office, and we are now looking for software solutions that are web-based. We love the Abacus product, but in order to satisfy our current requirements, they need to expand their product to a web-based version and not what they are currently offering, which is just remote desktop and terminal server. Even though we are transitioning to some web-based solutions, for the time being we are keeping the Abacus document-generation feature.

FROM EDWARD J. MARKO:

Marko & Sarko PLLC decided to enter the 21st century and go paperless. We chose Amicus Attorney Small Firm



Edition, because it was easiest to use and it included features we wanted. It is a calendar-based program, which includes document assembly, document management and email integration. Susan Traylor's training allowed us to use Amicus within a few days, but getting used to a computer file system takes time.

Having files on the computer allows us to find documents in seconds, because we don't have to locate a file folder. The staff especially likes sticky notes text messaging, which instantaneously appears as a yellow note on the recipient's screen. The minimum requirements (Windows XP) aren't as robust as we would like, but computers running Windows 7 Professional Amicus work fine for us. A 23-inch monitor or dual monitors allow us to open multiple Amicus screens at the same time. Amicus Small Firm Edition doesn't require an expensive server; any Windows 7 professional computer will work.

Long-term, this program is the correct tool for a law firm to use. The staff wants to know when Susan is coming back to train more sophisticated features so we can be even more efficient.

**FROM ASHLEY B. RAHAMAN,
THE RAHAMAN LAW FIRM, PLLC:**

After deciding to go solo with my family law practice, I knew that I needed to set up a proper office. My first inclination was to stick to what I knew. Previously, I had used Time Matters as a practice management tool. However, my solo budget required me to be more frugal.

On the advice of my accountant, I tried the cloud-based program, Clio. For months, I have been singing Clio's praises to anyone who will listen. Because I am my firm's attorney, paralegal and runner, I am frequently on the move. One of the most appealing aspects of Clio is its mobility. As long as I have Internet access, I have access to Clio. In addition to my desktop, I utilize an Android tablet, which runs Clio with ease. My Clio calendar syncs with my Blackberry so that I am constantly aware of my deadlines and other obligations.

Clio is user-friendly, with first-rate customer service. Because it is cloud-based, changes to the system do not require costly software updates and installation. From case set-up to document storage, Clio makes the process easy. And the price-tag for all of this? \$49 per month. For my money, Clio really can't be beat. 