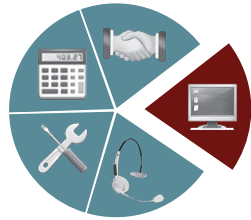




Superior Technology and Software

*Your environment
is always current,
isolated and
secure*



Superior Technology and Software

Arguably, there is no more important aspect to your critical business tools than the technology they are built on. This is especially true for your legal spend management/matter management system. While most options you consider will have well-designed interfaces and impressive features, the technological core behind them can vary greatly.

What Does Distinctly Superior Technology and Software Mean?

In order to make the right choice for your needs, it's crucial to understand what the technology means for you. Beyond the surface features such as ease of use and data accuracy, the best technology and software platforms offer:

Finding these offerings in your spend and matter management software platform comes down to understanding the pillars of technology that support the system. These four technology strengths are the fundamentals of a successful spend and matter management software environment.

Technology Strength #1: A Unique Instance Hardware Architecture

The core of any software platform is its architecture – how is the software hosted and served to your users? Software platform providers will typically offer one of two models: unique instance or multi-tenancy.

CONFIGURABLE

Your platform should adapt to your business instead of the other way around.

SECURE

Your spend and matter management system provider should be able to offer you a secure hosted environment.

MANAGED

Your IT team shouldn't be burdened with configuring and managing another crucial business system.

LESS DOWNTIME

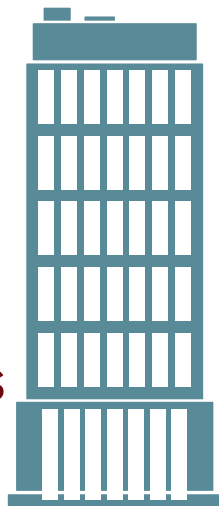
Updates and other crucial changes should happen seamlessly without significant impact to your working environment or cost.



In the multi-tenancy model, your software and database are stored on the same server as many other users' installations. This model allows the provider some inherent management efficiency, but also means that you're sharing a server (and all of its resources) with other users on the system. If other users are doing a heavy batch of processing, your own performance may suffer.

With the unique model, your software and database live by themselves in their own instance, so there is no competition for resources with other installations with no limitations on your ability to configure. Because a unique instance model gives you a completely private environment, it is ideal for legal departments that require high levels of performance, configurability, and security.

Multi-Tenancy vs. Single Instance Structures



The difference between these two structures is like the difference between a condo and an individual house. In a condo, everyone is subject to the same design and layout. With a single family home, you can customize it to your individual needs and tastes.



Technology Strength #2: A Multi-Layer Software Architecture

Beyond the hardware layer, the ideal legal support platform should also include a multi-layer software architecture. This type of architecture splits the software application into a core application layer and a client configuration layer:

- The core application layer is the same for every client so it can be easily updated and maintained independent of individual client configurations
- The client configuration layer sits between the user and the core application. It is adapted to the unique processes (custom fields, interfaces, workflows, etc...) of each individual legal department.

This multi-layer approach allows your platform provider to keep all of their clients on the most up-to-date software version without requiring significant, (and substantially costly) "forklift"



3 REPORT TYPES

Standard ways any software should allow you to access your data:

Standard Saved

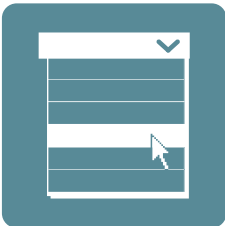
Your report is built right into



the system. Simply choose the report you want from a menu and it's available.

Ad-Hoc

Choose a report and set the



parameters (like date span, matter-type, etc...) and

the system will generate it for you.

Process Scheduler

A sophisticated engine lives in



the background automatically and runs and delivers

your reports on a schedule you create.

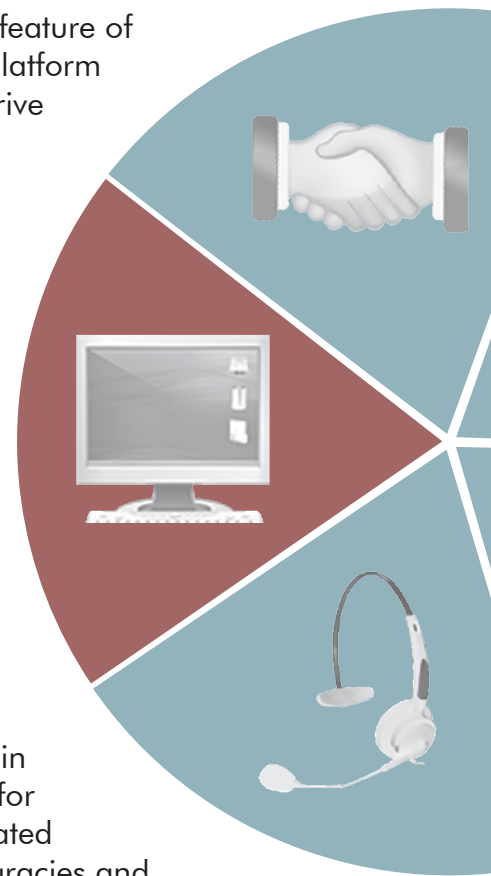
upgrades for major new releases. Single-layer architectures are expensive to upgrade because each new upgrade must be re-customized to match your existing environment.

On a multi-layer software architecture, all clients are running the same core application and it's a quick and painless process for clients to receive any updates or upgrades. Many such systems can even allow you to select which features you'd like to roll out and when – allowing you to control the pace at which your own software evolves.

Technology Strength #3: Integrated, Real-Time Reporting

Ultimately, there is no more important feature of your spend and matter management platform than reporting. The reports are what drive your decision-making process and help you manage your department - choosing a platform with integrated, real-time reporting is crucial to getting the best insight into your operations.

A number of legal support software platforms are designed to work with one or more of the most common 3rd-party reporting tools. However, such a model typically requires a separate subscription to the 3rd-party software vendor. In addition, the delays caused by transferring data to the reporting system can cause your reports to contain out-of-date information. Instead, look for a platform that provides its own integrated reporting system to avoid report inaccuracies and extra costs.



Technology Strength #4: Designed for Configuration

Many spend and matter management systems are built from a



distinct perspective on how best to run your legal department – integrating their software means adapting your processes to fit their viewpoint. However, the best software platforms are designed to be configurable enough that they conform to your process. This level of configurability must permeate all facets of the platform:

- Custom pagelets for each legal group
- Unique tabs for each user and user type
- Individual search parameters
- Multi-level and variable security configuration

DO YOU HAVE THE FLEXIBILITY TO EVOLVE AND GROW?

If your legal support software isn't designed to evolve with you, you could be stuck and unable to grow to keep up with the market. Break out of the box with software that allows you to adapt and prosper.



The Right Technology Comes From Understanding How You Do Business

As you review spend and matter management software platforms, you are likely to see a lot of flashy interfaces. That's not the important technology to consider. Choosing a solution with the best technology means understanding the way the platform was developed, from the foundation up. Choose a system that enhances your team's experience and knowledge with your working business processes rather than replacing them. Use the four strengths outlined in this book to investigate the truly important software and technology behind your prospective spend/matter management software platform.

A truly advanced technological solution is one that understands and adapts to the way you work and empowers you to do it well.