



THE CANADIAN
BAR ASSOCIATION
British Columbia Branch

Use of Technology in the Practice of Law

Ward Branch, *Branch MacMaster LLP*

Brian Mauch, *BMC Networks Inc.*

Moderator – Michael Litchfield, BA, JD

Presenter #1 – Ward Branch

- *Founding Partner, Branch MacMaster LLP*

Presenter #2 – Brian Mauch, BCom, LLB

- *President & Founder, BMC Networks Inc.*

Learning Objectives

Participants in this webinar will:

Participants in this course will:

- Gain an understanding of the technology available to assist legal practitioners; and
- Learn how to effectively incorporate technology in legal practice.

This webinar is suitable for junior through senior lawyers who use or wish to use technology in their legal practice.



- Time: 11:30 to 1:30
- Break at Approximately 12:30
- Time for Questions at the end



A day in the life of a techno-lawyer

5



...and his tech guy

6



Wake up



- iPhone 5 on the bedside table
- Email synced to Exchange Server
- Review and delete non-billable emails including:
 - Prolaw alerts for the next 24 hours of appointments
 - Google Alert Report on Class Actions
 - Watchthatpage.com Alerts on monitored webpages
 - ATLA daily digest of US legal news



- Knock off the easiest billable emails
- Record the time using iTimekeep App
 - Autofills file number
 - Quick click on time
 - Read in the description
 - Directly inputs into billing system without administrative assistance



Poll #1:

What type of smartphone are you using?

9

1. Blackberry
2. iPhone
3. Android
4. Windows Phone
5. I don't have a smartphone
6. I don't have a cell phone at all



Wake Up: The Tech Guy on Phones

10

- Blackberry, iPhone, Android, Windows Phone
- Form factors (keyboard/touch/slider)
- Outlook/Exchange integration
- Apps and Media
- Security and Remote Management
- Data plans
- 3G/4G/Wi-Fi



Breakfast



- The iPad over breakfast
- Zite Personalized Magazine App
- Post interesting articles direct to Twitter
- Flip notable articles to other lawyers in office
- A few more detailed emails
- A broader prettier view of calendar



Poll #2:

What type of tablet are you using?

12

1. iPad
2. Android
3. Windows
4. I don't have a tablet



Breakfast: The Tech Guy on Tablets

13

- iPad, Android, Windows 8
- External keyboards and accessories
- Form factors
- Same considerations as smartphones



Morning when Travelling

14

- Cab not car: iPad saves your client money!
- At \$400 hour, if you can bill .5 on other files during the 40 minute cab ride, the client saves \$200-\$50=\$150
- Plane: iPad in economy, laptop in business class
- Air Canada is better for power outlets
- Focus on email
- File dump into folders on Desktop



- Bose Headphones avoid distractions
- Dump time billed on plane into an email to your assistant
- You client will love you for reducing travel time.
- Wireless is coming!
- Hotel: Citrix Server access from webpage
- Voicemail to email: One stop shopping
- Just like sitting in the office
- Meetings: New iPhone Map function isn't that bad and you can tell it where you want to go

BOSE[®]



Morning when Travelling: The Tech Guy on Laptops

16

- Consumer-grade vs. Business-grade
- Name brands
- Windows vs. Mac
- Form factors
- Screen resolution
- Solid-state hard drives (SSD)
- Optical drives



Morning when Travelling: The Tech Guy on Remote Access

17

- Solo: GotoMyPC, LogMeIn
- Small Office: Remote Desktop
- Windows Small Business Server: Outlook Web Access & Remote Web Access
- Branch/Virtual Office: Terminal Server/Citrix
- Hosted cloud service



- iPad to check up on news
- Smart cover for comfortable eating
- But don't forget it behind!
- Find my iPhone App
- Mandatory password lock
- Engrave with email address



- Security vs. Convenience
- Password lock
- Password keeper app
- Remote wipe
- Hard drive encryption
- Dual-factor authentication
- Wi-Fi

- All lawyers have laptops, but have the option to also have a desktop, or a second screen
- All PCs, given the availability of software



Afternoon in the Office: The Tech Guy on Hardware

21

- Desktops vs. Laptops
- Ergonomics
- Mac vs. PC
- Dual monitors (or more!)
- Personal scanners
- Wireless keyboard and mouse



PROLAW
Part of Thomson Reuters

THE SOFTWARE
FOR **EVERYONE**
IN YOUR OFFICE.™



- Prolaw
- Integrates with Outlook, so that each email is saved to file that all can see
- Integrates with Outlook calendar, so that each appointment can be attached to file
- You can see any lawyer's calendar for scheduling purposes
- Has Notes field so that you can take notes of calls that attach to file



- Includes all contacts
- Does conflict checking
- Integrates with Adobe, so that you can save PDFs of all incoming pleadings and correspondence
- Puts Correspondence, Pleadings, Documents in separate folders

- Handles all timekeeping
- Shows you your month at a glance
- Handles all accounting reporting, including WIP and billings to date





- Microsoft Office 2010
- Latest version is pretty good, but there was enough new that staff wanted training
- Summation
- Handles major document management, but it is complex and clunky

Afternoon in the Office: The Tech Guy on Software

26

- Case Management
- Document Management
- Litigation Support
- Microsoft Office (Word, Outlook, Excel, PowerPoint, OneNote, Access)
- Adobe Acrobat
- Legal Accounting



Afternoon in the Office: The Tech Guy on Software

27

- Convergence: Apple vs. Microsoft vs. Google
- Sole practitioners vs. small firms vs. nationals
- Cloud



Afternoon in the Office: Making Your Support Decision

28



- What are you looking for?
- Calm cool presence
- 15 minute response time on email
- A voice if you want one
- Proactive recommendations
- A focus on how new spending will make you more productive, not just because you have to
- Flexibility on managing home issues as well

Afternoon in the Office: What the Tech Guy needs from the Lawyer

29

- What are you looking for?
- Lawyers that recognize technology as a productivity tool, and not just another expense
- Willingness to keep current with hardware and software, to ensure compatibility, support, and productivity
- In order to fix problems, we need access to lawyers' computers



Afternoon in the Office: Reviewing the Financial Statements

30



- You want your technology to make you money, not cost you money
- If an iPhone/iPad creates 2 extra billable hours a month, you are making money
- If an iPhone/iPad makes a happy employee, you are making money
- If an iPhone/iPad reduces need for staff, you are making money
- 10 lawyers, 5 staff
- Made it clear that email is primary communication mode with everyone
- Made it clear that electronic file is primary file



Afternoon in the Office: Tech Guy on Cost Issues

31

- Hourly billing vs. Managed technology services
- Hardware lifecycle (3-5 yrs.)
- Commercial-grade hardware
- Appropriately-licensed software



ROI Example #1: Capture More Billable Time

32

- 10 timekeepers
 - Average billing rate: \$300/hr
 - Additional time captured per day per timekeeper: 0.2
- = Additional \$600/day in billable time**
x 260 work days/year
... or \$156,000/year



ROI Example #2: Document Management

33

- Firm of 10 lawyers and 15 staff
- Average billing rate (lawyer): \$300/hr
- Average staff costs (clerks, assistants): \$35/hr
- Time lawyer spends looking for documents each day: 6 minutes
- Time staff spends looking for, filing, and handling documents each day: 30 minutes
- Pages scanned per lawyer: 1500/month



ROI Example #2: Document Management

34

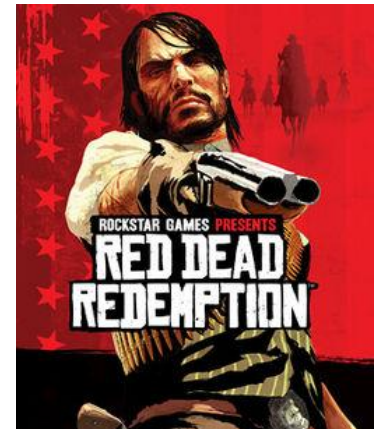
- Additional billings (recovered billable time):
(10 lawyers * \$300/hr * 6 mins/day * 20 days/mo)
= \$6,000/mo
- Staff savings (recovered time):
(15 staff * \$35/hr * 30 mins/day * 20 days/mo)
= \$5,250/mo

Monthly ROI: \$11,250

Annual ROI: \$135,000



- If you've worked productively since you've woken up, should be allowed to have fun!
- TV: Netflix, TV Station Aps, Slingbox when on the road
- Books: Audible, Kobo
- Music: Songza
- Gaming:
 - PS3: Red Dead Revolution
 - Nintendo DS: Grand Theft Auto: Chinatown Wars
 - Xbox Kinect: Dance Revolution



- Backup
- Maintenance
- Windows security patches
- Application updates & upgrades
- Server & workstation replacement



List of Resources



Questions?

38

Ward Branch
Branch MacMaster LLP
wbranch@branmac.com
@wbranch99

www.branchmacmaster.com/class-actions-blog/

Brian Mauch
BMC Networks Inc.
bmauch@bmcnetworks.ca
@bmcnetworksinc

www.linkedin.com/company/bmc-networks

