

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 [±]	44
22	Mobile Tool/Device/Service	44
23	EDD Services Identification [±]	29
24	EDD Services Preservation [±]	24
25	Risk Management Services [±]	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.