Amicus Attorney News

The Official Newsletter of Amicus Attorney

November 2003
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1. You Have to Try This!

Practical Tips and Tricks from Amicus Attorney Certified Consultants

SHARED RESOURCES – Creative Calendars
By Steven J. Best, Esq.
Amicus Attorney Premier Consultant

With both Advanced and Client/Server editions, Amicus Attorney includes shared resource calendars to schedule anything from time in your conference room, to things like sharing the LCD Projector, large trial bag, firm jet (if only that was true…).

To set up a SHARED RESOURCE CALENDAR, first go to the Amicus Administrator (Common Sense tip # 1: be sure EVERYONE has signed off of Amicus Attorney before you modify anything in the Amicus Administrator) and choose DATABASE: BACKUP. (Common Sense tip #2: Be sure to ALWAYS make a backup of the database before making any changes). Then, at the Administrator, Go to CONFIGURE: OTHER. Select Shared Resources Tab and add the names of your shared resources as appropriate (i.e. Conference Room A, Library, Trial Bag, Firm Jet). Note: Client/Server users have 25 shared resource calendars and Advanced Edition users have 5.

At your workstation, reopen Amicus Attorney. Go to the CALENDAR and select the GROUP Tab. On the upper right is the PROFILES button. You have the option of either adding the Shared Resource calendar to an existing Group Calendar Profile, or you can add new profiles to make use of the Shared Resource Calendar. To create or modify an existing group calendar profile, please refer to the Amicus Attorney User Guide on pages 204 or 207.

There are MANY things you can use your shared resource calendars for besides the conference room. You can schedule things for your "runner" who may not be an Amicus Attorney user, create a Cancellation Calendar, and/or create a firm wide jury trial calendar, etc. You can be as creative as you want with this and so many other features of Amicus Attorney.

amicusattorney.com

Past Issues

Missed an issue? No problem. Visit our web site and you'll be able to view or print from our archives of past issues. Click here.

Pass It On!

Know someone who would like to receive the Amicus Attorney News? Simply send this edition to them and with one click of the "Subscribe Here" button below, they can also start receiving it monthly.

SUBSCRIBE HERE

Legal Laugh

Your monthly dose of humor...

For more information on the Shared Resource feature or other assistance with Amicus Attorney, please contact the author of this article at (770) 998-3800 or steve@bestlawfirm.com or contact your local Amicus Attorney Premier or Certified Consultant.

Compliments of:

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www.bestlawfirm.com

Steven J. Best is an attorney and is the President of Best Law Firm Solutions, Inc., a law office practice management and software consulting firm based in Atlanta, Georgia. He has an educational background in law, accounting and economics, and consults with law offices and law departments of all sizes and disciplines throughout the United States. Steve is a certified premier consultant and trainer for Amicus Attorney, PCLaw/PCLawPro, CaseMap/TimeMap and Hot Docs.

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2. Legal Tips

Tips from Legal Industry Experts on How to Effectively Manage Your Practice

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Exceeding Client Expectations
By Edward Poll, J.D., M.B.A., CMC

With more lawyers than ever battling each other - and now other professionals - for business, just doing a good job seems no longer good enough. "What have you done for me lately" is an old saw that's heard more and more as clients consider their expanding legal options. Maybe it's time to go beyond the normal, to break out and exceed your clients' expectations, to grab or hold on to their business.

If some of this seems a little basic, don't let that fool you. As famed basketball coach John Wooden used to say, it's the execution of basic skills, not fancy dunks that win ball games.

1. CHANGE YOUR ATTITUDE

Law is a business, and all successful businesses understand that they exist to serve customers. But clients believe that lawyers have forgotten who they serve and why they are there. "It's the customer, stupid." What's needed is a mental shift to a customer- or client-oriented attitude. Accountants have already figured this out, which is why they're taking away legal work at an alarming rate.

So how does a lawyer become more customer-oriented? A proven way is simply by asking clients what they want. One lawyer I know sends out a one-page evaluation form with the client's first bill, usually 30 days after the engagement letter is signed. And he asks right then: "How are we doing?" Now, there may not be much substantive progress in the matter at this initial stage, but asking for early feedback accomplishes a couple of things. First, it shows you care, and second, it gives you time at the very beginning of the relationship to make shifts in your strategies and performance. (And not incidentally, a positive evaluation in your file might even help deflect any future malpractice claims or disciplinary actions. It can't hurt.)

You can also provide a customer survey or evaluation form after you conclude your representation. It doesn't have to be long and complicated. Usually, the best forms are one- or two-page questionnaires. And, if you have difficulty creating one, many State Bar associations offer such forms.

2. REDUCE COMPLAINTS & COMMUNICATE

These two go hand in hand since, by definition, if you communicate with your clients, you will reduce potential irritation and stress. Clients appreciate communication; the more, the better. In fact, failure to return phone calls or to respond to letters or faxes is the number-one complaint against attorneys received by State Bar associations across the country. So return those phone calls!

And don't use the "I'm too busy" excuse. One attorney colleague receives more than 125 calls a day. He's developed a system where his receptionist routes the calls according to last name initial to three different paralegals. He discovered that more than 75 percent of all telephone calls from clients were process-oriented:

- What's happening?
- When's the deposition?
- What should I wear?
- What's the next step?

These weren't substantive legal questions, and if he could get these questions answered immediately by someone, the client would be satisfied and would go away happy. For the 25 percent of the calls that require his attention, paralegals set up telephone appointments so he can talk directly to the clients at a more convenient time.

The same prescription goes for written communication. Even if there's nothing much to say, send something to the client. One good idea is a regular evaluation or status report. This is a one-page form that indicates the current status of the case or matter. It can have boxes to be checked and lines or blank spaces for brief handwritten or typed comments. It can be easily reproduced by copying, by making a template in your word-processing program and laser-printing it as needed, or by reproducing it at an instant printer as a personalized business form. Status reports can take as little as two minutes to fill out and send off. Doing it on a regular basis lets you communicate directly with the client in an efficient yet meaningful way. Each month, it is a reminder for the client of who you are, that you've looked at their file and thought about their case or matter, and that you are doing what needs to be done to reach the client's objectives. The client rests more easily knowing that you are on top of things.

3. SHOW CLIENTS YOU CARE & RESPECT THEM

It's important to make sure that your clients feel you care about and respect them. Appropriate gifts and hospital visits are just the starting point to interacting with clients in a way that bonds them to you.

I learned an important lesson about caring and respect several years ago when I called up an attorney colleague across the country. We had never met and had only spoken by phone once or twice before. The receptionist told me he wasn't in and asked if she could take a message. I agreed and started to spell my name. "Oh, that's all right Mr. Poll. I know who you are." I was surprised since I had never spoken to her before. But I was also impressed and very pleased; I felt important. When I mentioned this to the attorney later, he said that every staff member has a sheet of paper in front of them with the names of all people who are important or likely to call. The list has the correct spelling and pronunciation of difficult names, contact numbers, etc.

Realize that your office operations, like a good cycling team, are a team effort, and that clients want to know they have a solid team working for them. Personally introduce your staff, and make it clear that they, you — and the client — are all on the same team; A team whose goal is to successfully reach the objective of the client.

Make your office and the ways of reaching you more friendly and welcoming. First impressions are sometimes lasting ones. For example, voice mail can be a valuable tool, but not when the client feels trapped by it. Make sure that a receptionist or secretary — a real person — answers the phone personally. If you're available, take the call. If you're not, have the same person give the caller the option of leaving a voice mail message or a message with the operator. Clients feel more respected and empowered by dealing with human beings rather than machines.

And don't keep people waiting for an appointment. It shows a lack of respect and implies inefficiency and lack of organization on your part. If you can't even be on time for a simple appointment, how are you going to handle more complex and important issues?

4. GUARANTEE SATISFACTION

As every lawyer knows, you can't guarantee the outcome of a legal matter. But you can — and should — guarantee the satisfaction of your clients with the process of dealing with you. Although it's still almost unheard of, more and more attorneys are exceeding client expectations by saying: "We guarantee that you will be happy dealing with us as lawyers in the process of pursuing your objective. We do not guarantee results; but we guarantee your satisfaction." You can even amaze your clients — and your colleagues — more by adding: "And if you're not satisfied, we will give you your money back."

The theory, of course, is that you are removing any doubt in the customer's mind by telling them that you KNOW your service will be valuable to them. And you're backing it up with an offer they can't refuse.

Now if you think that this is a large-firm phenomenon, think again. I know a sole practitioner in Dayton, Ohio, who provides exactly the same guarantee. He says his business has gone up by more than 30 percent in just a few months of making his public aware of his satisfaction-guaranteed offer.

5. CREATE MORE VALUE

" Adding value" is a management term that's been popular in the business world for some time, and lawyers are finally catching on too. Creating more value in the minds of clients differentiates your service from others in your profession. If another lawyer provides X, you provide X + Y.

Bill Gates says (in Business at the Speed of Thought) that customer service is a primary value-added function in every business. Customer service is exactly that: serving the customer. If that means hand-delivering a package of documents, do it. If that means adding financial planning as a service to your estate planning or family law practice, do it. If that means offering a training seminar to keep your business clients out of trouble when dealing with their staff, do it! You may even have to raise your rates if there is a substantial increase in the added service provided, but since legal work is not that price sensitive, that shouldn't be a problem.

CONCLUSION:

All potential and current buyers of your service go through a mental exercise routine that basically ends up with the question: "Am I getting enough value for the time and money I'm investing in this attorney, or should I look elsewhere?" Exceed their expectations, provide the value, and they will stick with you!

Compliments of:

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Edward Poll, J.D., M.B.A., CMC, is a coach to lawyers and certified management consultant who shows attorneys and law firms how to be more profitable. Ed's latest book is Collecting Your Fee: Getting Paid From Intake to Invoice (ABA 2003); he is the author of Attorney & Law Firm Guide to The Business of Law, 2d ed. (ABA 2002); Secrets of the Business of Law: Successful Practices for Increasing Your Profits.

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3. Spotlight On ...

Highlighting a Feature of Amicus Attorney

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Practice Reports

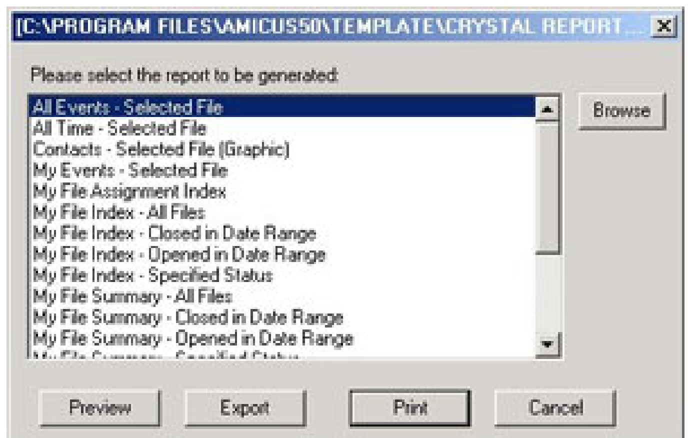
Amicus Attorney comes with several built-in reports that were created using Crystal Reports®. You can use these to convey essential information to clients and colleagues and to monitor your practice.

In addition to the reports that are included with Amicus Attorney, there are optional Add-On Reports available for purchase.

Team-Member (Workstation) Reports:
Included in Amicus Attorney Version IV and V Organizer, Advanced and Client/Server Editions

Over 50 reports are provided at the workstation level. Reports can be viewed or printed from any Amicus Attorney module by each team member, with the exception of the Group Calendar.

To View or Print a Workstation Report: Open the File Menu > Choose Reports > Choose Report Type. (Options include reports for the Calendar, ComCenter, Contacts, Files and Time Sheet Modules.) > Select the Desired Report.



Most of the reports require you to specify certain information before the report is displayed or printed. You will be prompted for this information before generating the report.

Group Calendar Reports:
Included in Amicus Attorney Version IV and V Advanced and Client/Server Editions

Group Calendar reports are dependant upon the current Group Calendar view and require access permission rights through Amicus Administrator settings.

For Advanced Edition users, the team Administrator can grant these rights through the User Profile dialog. For Client/Server Edition users, the team Administrator can grant these rights through the Access Profile settings.

If your team Administrator has denied your access to Group Calendar reports, you can print only the details of events on files to which you are assigned.

If you have been given access to generate reports from the Group Calendar, you will be able to create reports containing the full details of all events currently displayed in the group calendar window.

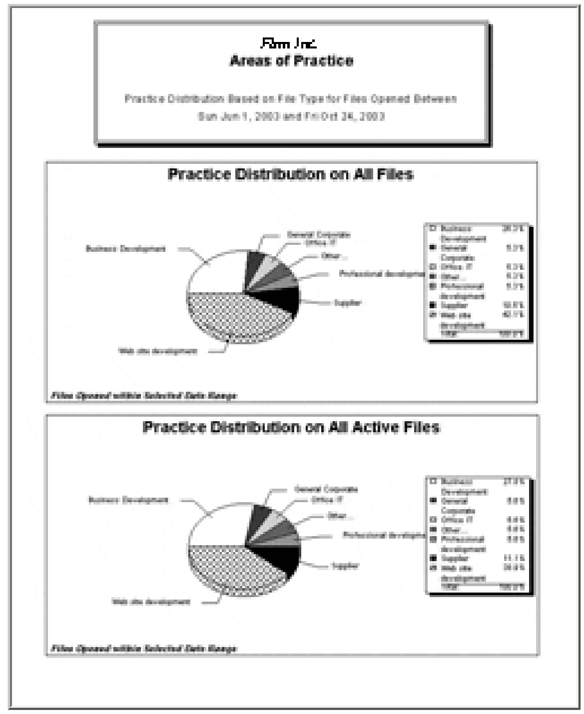
To Generate a Group Calendar Report: Display the Appropriate Group Calendar > Open the Calendar Menu > Select Group Reports.

You may be asked to provide some information or specify formatting preferences before the report is displayed or printed.

Firm–Wide (Administrative) Reports
Included in Amicus Attorney Version IV and V Client/Server Edition

The Client/Server Edition has more than 30 additional reports. If you are currently using the Version IV or V Client/

Server Edition, the team Administrator has the ability to generate reports that are based on information contained in the entire team database providing powerful analyses by subject across everyone in your firm.



To View or Print an Administrative Report: Open the Reports Menu > Choose the Relevant Report Type (For example, Business Planning, Calendar, Contacts, Files, Time Sheets etc…) > Select the Desired Report.

You can Preview the report or send it directly to the printer by selecting Print.

Most reports require you to specify certain information before the report is displayed or printed. You will be prompted for this information before generating the report. You can also view or print reports that you have created by simply opening the Reports Menu and selecting Other. Locate and select the desired custom report, then click OK.

Creating Custom Reports:

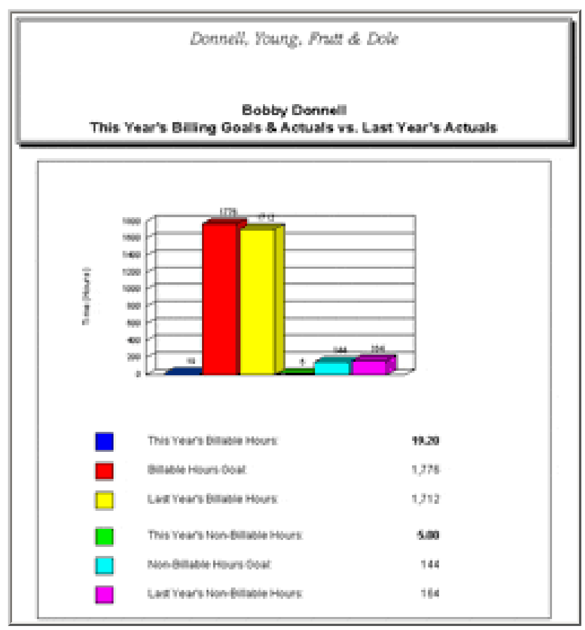
You can also create your own custom reports if you have Crystal Reports.

To create a report for use with Amicus Attorney start a New Report in Crystal Reports. In the Data tab of the Report Expert window select SQL/ODBC as the data source type.

For workstation reports, select the FairCom Crystal Reports c-tree driver as the server.
For administrative reports, select the FairCom ODBC driver (which must be installed on the server).

Select the fields you want to include in the report. Reports created for use in Amicus Attorney should have the "Save Data With Report" option deselected.

Add-On Reports:
Available for Amicus Attorney Version V Organizer, Advanced and Client/Server Editions



Further Team-Member (Workstation) and Firm-Wide (Administrative) reports are available as optional add-ons. Team-member reports are run from a Team-Member's workstation to pull information specific to his/her workstation and can be used with Version V Organizer, Advanced and Client/Server Editions of Amicus Attorney. Reports from the Time Sheets, Calendar, ComCenter, Contacts and Files can be compiled to produce statistics specific to your workstation.

Firm-Wide reports are designed for Version V Client/Server Edition users and can be run by the Administrator to pull information for the entire firm. A wide array of Time Sheets, Contacts, Business Planning and File reports are available.

For more information and pricing on the optional Add-On Reports you can purchase click here.

4. FAQs - Frequently Asked Questions

Our Customer Service Team provides answers to some common technical questions

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Moving the Amicus Administrator Team database from one computer to another.
Amicus Attorney Version 5.0.x Client/Server Edition

The following FAQ describes how the Amicus Administrator (central database) can be moved from one computer to another. This does not contain any information for moving your own Amicus Attorney Office to a new computer. Please follow the directions in the installation white paper if you are looking to move your Amicus Attorney office to a new computer or reinstall it on an existing computer.

Note: This process should be done only after you have confirmed that everyone is logged out of his or her Amicus Attorney V Office through Amicus Administrator.

Transplanting the Amicus Attorney Team database from one computer to another computer is a four-step process that involves:

1. Disabling the old version of Amicus Administrator.
2. Installing the new version of Amicus Administrator.
3. Transferring the license, database, and document files.
4. Pointing all Team Members to the correct database.

If the Team database resides on a Novell or Windows Server on the network, and you only wish to change the workstation on which Amicus Administrator resides, then it is a three-step process and you need not follow the instructions for Step 4.

<u>Step 1: Disabling the old version of Amicus Administrator.</u>

1. Once you have all the Team Members logged out of their Offices, Deny Access to all Users and exit from Amicus Administrator.

2. The paths below are relevant only if Amicus Administrator is installed in the default location on the local machine. Network installs should refer to the Paths section in the [drive]:\Windows (or WINNT) \aadmin50.ini file to find the location of the Team50 folder and to obtain the 2 files and two folders listed below.

   If you have a Split install of the Amicus Administrator then you must first stop the AmicusServer.exe located in the System Tray. If you have a Novell install then you must go to the Novell server and unload the NLM.

   > Copy and Paste the following files and folder to your Desktop:
   > **[drive]:\Team50\Database\amicus.db**
   > **[drive]:\Team50\ateam.ldf**
   > **[drive]:\Team50\Template**
   > **[drive]:\Team50\Backup** (Optional; depending on whether you use the Amicus backup function)

3. Rename the current Team50 folder to Team50old and aadmin50.ini file to aadmin50.old. If you have a split install then rename the Admin50 folder as well.

<u>Step 2: Installing the new version of Amicus Administrator.</u>

Go to the computer where you want Amicus Administrator to reside. Insert the Amicus Attorney V Installation CD and reinstall Amicus Administrator. This will also install a new Team50 folder in the location of your choice. The default location is **C:\Program Files\Team50** on the local computer. At this point you may wish to choose either an Embedded install or a Split install. The latter will add a folder on the computer where the administrator resides called Admin50. If your Amicus CD is of an older version than what you are currently running, please ensure that you update the version of Amicus to the equivalent or higher before continuing to Step 3.

For more information on installing Amicus Attorney V, consult the White paper: Installing Amicus Attorney V Client/Server Edition

For more information on running the Amicus for split installs, consult the White paper: Running the Amicus Server as a Service

Step 3: Transferring the license, database, and template folder and backup folder.

Once Amicus Administrator is installed, it is time to move the data over from the old location to the new location. You will now transplant the license, database, backup folder and document files.

1. Before transplanting these files, rename the corresponding files, which exist within the new Team50 folder. The 2 files and 2 folders to rename in the new Team50 folder are:

[drive]:\Team50\ateam.ldf
[drive]:\Team50\Database\amicus.db
[drive]:\Team50\Template
[drive]:\Team50\Backup\ (Optional)

2. Rename these files and replace them with the files from the Team50old folder. (See Step 1, Item 2.)

3. Go into the Team50\Database\ folder and delete all files ending with the .FCS extension. You will need to start the AmicusServer utility or service or load the NLM at this point. You must now rebuild the Team database by holding down the Ctrl key and starting Amicus Administrator on the new computer. Keep the Ctrl key held down until the status dialog reads “Fetching…” and then release the Ctrl key. Rebuilding the Team database may take some time depending on your database size, network integrity, and computer speed.

4. Once logged in to the Administrator, check the Add/Remove Users screen to ensure that all Users are registered.

Step 4: Point all Team Member Offices to the correct database.

Note: This step should not be necessary for network installations where the Team50 folder resides on a Novell or Windows Server, and you are just changing the workstation from which you run the Amicus Administrator.

1. Once Amicus Administrator is installed in it’s new location, you must grant each Team Member full access to the Team50 folder or the Drive (e.g., C:\) on which the Team50 folder resides. (For more information on Sharing and Mapping Network drives, consult the FAQ: Mapping a Network Drive).

2. Go into the **[drive]:\Windows (or WINNT)\aa50.ini** file on each Team Member's workstation. Go to the Paths section and change the ServerAmicusPath so that it points to the new location of the Team50 folder. Save the file and exit out.

3. Go into the [drive]:\Amicus50\ and rename the file aateam50.ini to aateam50old.ini

4. Copy the aateam50.ini from [drive]:\Team50 and paste it into [drive]:\Amicus50

5. Launch Amicus Attorney V and verify that it runs.

YOUR LEGAL LAUGH

Your monthly dose of humor...

A man goes into a pet shop to buy a parrot. The shop owner points to three identical-looking parrots on a perch and says, "The parrot on the left costs $500." "Why does the parrot cost so much?" asks the customer. The owner says "Well, the parrot knows how to do legal research."

The customer then asks about the next parrot, to be told that this one costs $1,000 because it can do everything the other parrot can do plus it knows how to write a brief that will win any case.

Naturally, the increasingly startled customer asks about the third parrot, to be told that it costs $4,000. Needless to say, this begs the question, "What can it do?"

To which the owner replies, "To be honest, I've never seen him do a darn thing, but the other two call him Senior Partner."

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5. Amicus Attorney Premier Consultants

Training, Events and More!

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Amicus Attorney Premier Consultants are professionals who are nationally qualified to sell and install all Amicus Attorney products and to provide their customers with on-site training and support.

Training Programs Offered by our Premier Consultants:

Here are some of the training sessions being offered by some of our Premier Consultants.
For more information or to register for a class, please contact the consultant firm directly.
All times listed in EST unless otherwise indicated.

CLASSROOM TRAINING:

Best Law Firm Solutions Inc.
Atlanta, GA
(770) 998-3800
www.bestlawfirm.com

For more details, visit their web site.

Date	Time	Training Session	Location
November 13th, 2003	9:00 am – 4:00 pm	Advanced Amicus Attorney Workshop	Atlanta, GA
November 14th, 2003	9:00 am – 4:00 pm	The Amicus Administrator Workshop	Atlanta, GA

ONLINE & CD-ROM TRAINING PROGRAMS:

CD-ROM TRAINING

2b1 Inc.
San Francisco, CA
(415) 284-2221
www.2b1inc.com

It's basic! Whether you need to get started or brush up on your Amicus Attorney skills, Amicus Attorney V Basic Training is the perfect desktop training tool. Easy-to-follow animation covers all of the basic functions of Amicus Attorney V. The training is available for download as well as on CD-ROM.

To download a copy or get more information, visit http://www.2b1inc.com/c-training.htm.

WEB BASED TRAINING

ProBill Law Firm Solutions
Boca Raton, FL
(800) 299-9177
www.probill.net

For more details, visit their web site.

Date	Time	Training Session	Location
Flexible Dates	9:00 am 11:00 am 1:00 pm 3:00 pm or 5:00pm Weekend and late nights available.	eClass Training (Web Based training) - *choose from*: Basic Application Training Advanced Application Training Application Troubleshooting Quick Start (New Clients Only)	Web based - You can take eclasses directly from your own computer.
November 4th, 2003	3:00 pm	**TRN201 Amicus Attorney - Basics** Setting up Contacts, Files and using the Calendar, Telephone & Email features	Web based
November 5th, 2003	3:00 pm	**TRN202 Amicus Attorney - Advanced Calendar** Court rules, attaching actions to a calendar event such as generating a document or sending an email, working with the group calendar and more	Web based
November 7th, 2003	2:00 pm	**TRN203 Amicus Attorney - Document Assembly** Merge information from Amicus Attorney into your documents while linking the document to a File for future reference	Web based
November 10th, 2003	3:00 pm	**TRN204 Amicus Attorney - The Library** Organize your research materials for easy retrieval, i.e., word processing documents, spreadsheets, websites, paid services.	Web based
November 17th, 2003	3:00 pm	**TRN207 Amicus Attorney - ComCenter** Everything you need to know about managing emails in Amicus including attaching emails to Files and Contacts. This class also covers other functions of ComCenter namely sending interoffice messages and initiating phone calls.	Web based
November 18th, 2003	3:00 pm	**TRN205 Amicus Attorney - Timeslips Link** Use Amicus Attorney to track your time as you work then transfer it to Timeslips for billing. Exchange contact information between the programs.	Web based
November 24th, 2003	3:00 pm	**TRN206 Amicus Attorney - QuickBooks Link** Use Amicus Attorney to track your time as you work then transfer it to QuickBooks for billing. Exchange contact information between the programs.	Web based

Amicus Assembly Webinar Training – offered by GhostFill Technologies Inc.
GhostFill Technologies
Oakville, ON
(888) 368-6549
www.ghostfill.com

For more details, please contact jeaninehoward@ghostfill.com.

Date	Time	Training Session	Location	Trainer
November 17th, 2003	10:00am – 1:00pm	Basic Developer Training	Web based	Paul Marvin, Intelligent Words Inc.
November 18th, 2003	12:30pm – 3:30pm	Basic Developer Training	Web based	Paul Marvin, Intelligent Words Inc.
November 19th, 2003	10:00am – 1:00pm	Advanced Developer : The Amicus Link	Web based	Paul Marvin, Intelligent Words Inc.
November 20th, 2003	12:30pm – 3:30pm	Advanced Developer : The Amicus Link	Web based	Paul Marvin, Intelligent Words Inc.

Your Step by Step Guide to Amicus Attorney
Version 5.1.1
by Lori Berenson

This Step by Step Guide is a comprehensive training manual that will walk you through Amicus Attorney every step of the way. The manual is designed for new and existing users and consists of guided hands-on activities that encourage you to follow along on your computer. Each segment will introduce a feature and then provide you with all of the information you need to maximize the use of that feature.

The manual is over 250 pages in length and is divided into seven separate lessons. Each lesson is comprised of hundreds of screen shots and examples, and is an ideal companion to Amicus Attorney.

For a sample lesson click here.
To purchase or for more information click here.

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6. Events

Watch for Amicus Attorney at these events.

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For a complete listing of National and Regional Events visit www.amicusattorney.com

NOVEMBER 2003

Date	Event	Location
November 18th, 2003	Wisconsin Law & Technology Conference & Expo Presented by: The Milwaukee Bar Association For more information: www.milwbar.org	Pfister Hotel Milwaukee, WI
November 27th – 28th, 2003	Technology for Lawyers Conference Presented by: The Ontario Bar Association and The Law Society of Upper Canada For more information: www.lsuc.on.ca	Toronto, ON

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