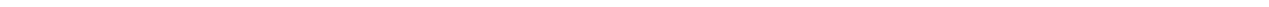


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High-Performance Document Production

*How Leading Law Firms Overcome
Document Production Problems with
Knowledge Partnership*



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Executive summary

High-performance document production has become a core competency of top law firms, driven by the demand for exceptional client service. To retain key clients, law firms must ensure that legal documents meet client needs in a timely manner, without the delays often caused by production issues.

Most law firms experience the same document production challenge – as they collaborate more with clients, they experience more document issues which negatively impact client service. Last minute document issues, such as comparison or corruption problems, are often first experienced by lawyers who are continually under deadline pressure to produce high-quality documents. Valuable time and associated costs are used inefficiently as lawyers are forced to escalate document issues to their secretary, help desk, and then experts in the word processing department before meeting client deadlines (see Figure 1). Law firms use Knowledge Partnership to resolve document issues faster, minimizing costs.

Conquer critical document problems

Microsystems Knowledge Partnership helps law firms resolve document problems more productively using a proven combination of software, services and support. More than 250 law firms maintain high-performance document production environments using Knowledge Partnership – including over 70% of the global top 100 firms. Lawyers at Knowledge Partnership law firms, and their support staff, are empowered to quickly address the document issues that affect client service with minimal escalation.

Improve your document production performance in three ways with Knowledge Partnership:

- **Produce higher-quality documents** – Knowledge Partnership software empowers your lawyers and support staff to produce corruption-free documents that are formatted and styled according to your firm’s document best practices.
- **Streamline document production workflows** – Knowledge Partnership training and consulting services help your firm streamline document production processes to dramatically boost productivity.
- **Support last-minute document problems** – Knowledge Partnership support provides your “safety net” when document issues require level 3 help, resolving issues within two hours or less to help you meet critical client deadlines.

Deliver measurable returns

The three components of Knowledge Partnership add up to measurable benefits. The average productivity gain firms realize is 75%. For a 300-lawyer firm this equates to an annual cost savings of over \$350,000. Read on to learn how Knowledge Partnership can deliver results for your firm.

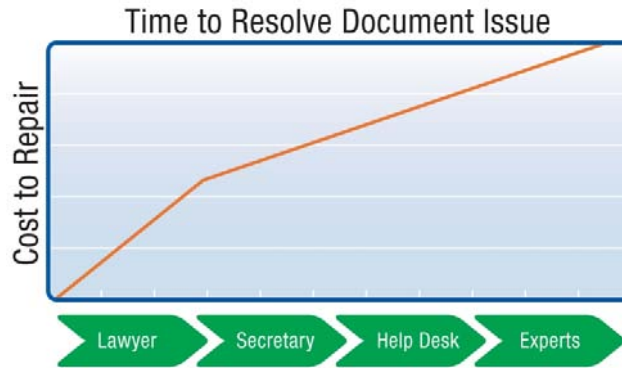


Figure 1 – Document issue workflow

Produce higher-quality documents

Knowledge Partnership software empowers your lawyers and support staff to produce electronic work product that is properly styled and free of corruption in less time. The software analyzes documents to provide comprehensive quality control and automated solutions that address corruption issues and ensure compliance with your firm’s document best practices. The Knowledge Partnership software component includes DocXtools, DocXamine and the Knowledge Partnership Accelerators.

Productivity gains of 75% or more are typically realized as the analysis and repair of documents is reduced from a matter of hours to minutes. As a rule of thumb for possible productivity gains, an expert can usually process 10 pages per hour – while an average user with less expertise can improve this rate to 120 pages per hour using Knowledge Partnership software. For example, the time spent cleaning-up and reformatting a 60-page document can be reduced, on average, from six hours to thirty minutes.

Simplify document quality control

DocXtools provides your lawyers, secretaries and the teams that support them with a powerful set of document assessment, cleanup and problem-solving tools – plus document-sensitive help – that makes your entire firm proficient at producing high-quality, Word-based work product.

DocXtools is a toolbar within Word that can reduce the total time spent formatting and quality controlling documents by 75%. DocXtools includes DocXstyles, a tool that can simplify firm-standard document formatting – the process by which a firm’s prescribed styles are applied to a document received from the outside – to a single click. Law firms that provide DocXtools to their document production support teams also report higher levels of employee retention, for these Word experts feel that they have been provided with the tools needed to best conduct their responsibilities.

Analyze documents and document production skills

DocXamine helps your training, human resources and word processing managers analyze the quality of document production skills and electronic

work product to ensure compliance with their firm's document best practices. By quickly and accurately assessing the quality of documents, DocXamine acts proactively as an "early warning system," exposing documents that require intervention before they are required to be filed with courts or delivered to clients. DocXamine also highlights opportunities for targeted training programs by analyzing document collections – including precedent or know-how documents – against a set of document best practices in order to identify issues found in those documents.

Accelerate the resolution of common document issues

“The time we (IT) spend checking document performance and corruption issues has dropped significantly, in some cases by as much as 80%.”

*Orlando Milford,
Applications Manager,
Ashurst*

The resolution of many common document production issues has been further improved with Knowledge Partnership Accelerators. These solutions apply the Discovery engine of DocXtools and Knowledge Partnership best practices to help address a wide range of your most pressing document issues, including:

- **Skills assessment** – Test the advanced Word skills of prospective and current employees easily using the Skills Assessment Accelerator's automated grading and report creation capabilities.
- **PDF preparation** – Analyze and clean-up Word documents in preparation for the creation of healthy PDFs using the Prepare for PDF Accelerator.
- **SEC/EDGAR filing** – Reduce the time spent cleaning-up and reformatting 10-Q, 10-K and other SEC documents in preparation for EDGAR filing by up to 90% with the SEC/EDGAR Filing Accelerator.
- **Word 2003 migration** – Easily and automatically turn legacy Word documents into fully styled Word 2003 documents based on your firm's document standards and best practices using the Word 2003 Migration Accelerator.
- **Rebuild cross-references** – Quickly create valid cross-references in documents with questionable or broken cross-references using the Rebuild Cross-References Accelerator.

Prepare your firm and clients for Word 2007

With law firms and their clients contemplating the move to Office 2007 – and the document production performance improvements it will bring – preserving investments in legacy documents has become a priority. Ensure that your documents remain consistent and usable in Word 2007 by making Knowledge Partnership software available to document authors and support staff throughout your firm.

Microsystems has extensive experience with the WordML and XML technologies used by Word 2007 due to our development of the document creation and content management solution D3, which uses the WordML architecture. Future versions of DocXamine and DocXtools will benefit from this knowledge and actively work with the Microsoft XML formats. Certain features of Word 2007, such as Document Inspector or Comparison, may be enhanced with add-ons by Microsystems. In the meantime, DocXamine will enable firms to prepare for Office 2007 migration by identifying the items in

current documents that would prevent a smooth migration and a positive usability experience.

Streamline document production workflows

Knowledge Partnership consulting and training services help your firm streamline document production workflows to dramatically boost productivity. Knowledge is continually transferred to Knowledge Partnership clients to improve their firm's document production skills.

“With Knowledge Partnership, we’ve been able to realize our vision of making our documents a core competency for Gadsby Hannah.”

Diane Power, Director of Information Services, Gadsby Hannah LLP (now McCarter & English LLP)

Transfer knowledge from THE document experts

The Microsystems team of document experts delivers Knowledge Partnership consulting engagements. Typical consulting engagements include: streamlining legal document production workflows, Word 2003/2007 upgrade preparation and Knowledge Partnership software customization.

Develop high-performance document skills

Microsystems consultants also deliver Knowledge Partnership training. The Knowledge Partnership training features an integrated suite of courses in using and troubleshooting Microsoft Word. Each course is tailored to key document roles within the organization, and is delivered on-site.

Support last-minute document problems

The Microsystems Solutions Center provides the support safety net to help you meet client deadlines when you're unable to resolve document issues internally. The Solutions Center is a team of document experts who deliver real-time support to Knowledge Partnership clients on issues related to Word and PDF documents, template/macro packages and Microsystems software.

“With the percentage of calls going down, our Level 3 resources are now able to address other projects. These benefits accrue to our clients, contributing to improved quality and efficiency.”

Kristine Kukich, Training Specialist, Sonnenschein Nath & Rosenthal LLP

Resolve support emergencies in two hours or less

The Solutions Center runs the Document Emergency Room, which provides help when problem documents require level 3 support, the highest level of document expertise. Document ER's unrivalled document knowledge resolves support issues within two hours or less.

The Solutions Center analyzes and fixes document problems when immediate repair is critical. When an important document becomes unstable and cannot be corrected internally, send it to the Microsystems Document Emergency Room. The Solutions Center team will analyze the document, fix any problems and return the repaired document within a targeted response time of two hours. This support is available from 9:00am to 9:00pm Eastern Standard Time on normal business days, and is included as part of the Knowledge Partnership – there is no additional fee for this service, nor is there any limit to how often it can be used.

Support document production with expert-level help

The Solutions Center provides expert support on all Microsystems software – including DocXtools, DocXstyles and DocXamine – as well as for Microsoft Word and Adobe PDF.

For a comprehensive listing of how different groups within law firms use and benefit from Knowledge Partnership, see Appendix A below.

Next steps - Estimating your firm's potential ROI

Microsystems has developed a return on investment model based on work with law firms of every size to help you estimate the potential value of Knowledge Partnership to your firm. Feel free to run the numbers yourself using the following ROI model to estimate the potential cost savings Knowledge Partnership may generate at your firm. Or contact Microsystems sales for a detailed ROI analysis of how Knowledge Partnership would benefit your law firm's unique operating environment.

The ROI model in Appendix B includes three categories of document issues: bad and corrupt documents, poorly-constructed documents and poorly-styled documents. A number of hours and cost per hour are allocated to each category based on the typical involvement of each employee, and then multiplied by the number of lawyers in the firm. This makes it easy to scale the model to the size of your firm and arrive at what has been found to be a conservative estimate.

For example, assume that a law firm has three hundred lawyers. By entering this total number of lawyers into the ROI model, we are able to extrapolate the number of documents worked on using Knowledge Partnership software by the firm's lawyers and support staff:

- Poorly-styled documents = 7,500
- Poorly-structured documents = 3,000
- Bad and corrupt documents = 600

Microsystems also estimates that the firm will provide 30 documents to the Document Emergency Room every year – that means roughly 5% of the total of “Bad & Corrupt” documents are escalated by the word processing/help desk team to Microsystems DocER.

As a result, the ROI model calculated that a 300-lawyer firm not using Knowledge Partnership will annually spend 19,800 hours attacking problem documents. At the hourly rates listed in the model, this firm – before Knowledge Partnership is used – will experience a total annual cost of \$517,500 to resolve problem documents.

If one estimates that Knowledge Partnership will reduce by 75% the amount of time required to fix these documents then that total annual savings accrued to this firm is \$388,125 (= \$517,500 x .75).

Additional savings can also be generated by Knowledge Partnership participation. Because DocXtools empowers lawyers and support staff to more productively resolve document problems, the firm experiences two additional areas of cost savings:

- **Reduced support staff headcount** – Due to productivity gains, additional headcount is not required as the firm grows. Law firms of similar size have identified a four headcount increase in efficiency in their help desk and word processing teams.
- **Reduced overtime** – Greater productivity also results in less problem documents requiring overtime to clean-up. Knowledge Partnership firms have identified that 2% of the documents worked on by their users with DocXtools would have otherwise required, on average, two hours of overtime each. Using the example law firm above, a total of 444 hours of overtime are saved on an annual basis.

About Microsystems

Microsystems is the leader in providing complete, “first draft to final delivery” document lifecycle solutions to the legal and life science markets and other document-intensive businesses. Microsystems provides more than 650 law firms and pharmaceutical companies with an innovative combination of software products, consulting services, and knowledge transfer sessions designed to improve the total document creation, quality control and delivery processes. www.microsystems.com

Why law firms turn to Microsystems and Knowledge Partnership:

- **Law firm expertise** – Microsystems is the legal industry expert with the deepest knowledge of law firm document production processes.
- **The de facto document production standard** – More than 250 law firms maintain high-performance document production environments using Knowledge Partnership – including over 70% of the global top 100 firms.
- **Unbeatable client service** – Document Emergency Room resolves document issues within two hours or less.
- **Microsoft Gold Certified and Go-To-Market Partner** – Microsystems has attained the highest levels of Microsoft partnership. These close ties bring the latest innovations to legal document production earlier – including those in Office 2007.
- **100% client satisfaction guarantee** – Microsystems backs Knowledge Partnership with a guarantee to deliver expected results.

Microsystems is headquartered near Chicago in Downers Grove, IL.

Appendix A - Knowledge Partnership value by user category

Component	Usage	Value	Users
DocXtools/DocXstyles	Reduces by 75% the total time quality controlling and formatting documents.	Empowers end users to keep documents healthy; reduces support staff by 3 to 4/year. Dramatically reduces overtime costs.	All
DocXamine	Comprehensive QC of Word, PDF document collections.	Skills assessment; targeted training.	WP, HD, T
New Hire/Skills Assessment Accelerator	Assesses advanced Word skills of potential new hires and existing employees.	Improved hiring decisions; targeted initial training. Staff retention.	HR, T
PDF Readiness Check Accelerator	Analyzes a Word doc on nine key qualities that impact its ability to become a healthy PDF.	Prepares a Word document for becoming a high quality PDF. Avoids delays in client delivery/filing.	All
SEC/EDGAR Accelerator	Simplifies repurposing of existing filings, preparation of new filings.	Reduces clean-up and reformatting time by 90%.	S, WP, HD
Word 2003 Migration Accelerator	Easily and automatically turns legacy Word documents into fully styled Word 2003 documents.	Promotes compliance with firm document standards and best practices.	All
Rebuild Cross-References Accelerator	Quickly creates valid cross-references in documents with broken cross-references.	Reduces support calls and improves document quality control.	All
Document Emergency Room	Level 3 support resource. Fix problem Word doc/template within 2 hours.	Safety net providing protection from problem documents that threaten client deadlines.	All
On-Site Training	Document forensics, "Train the Trainer" training.	Build the document production and triage skills of the firm's document experts.	WP, HD, S, T, IT
Custom Consulting Projects	Projects to create custom DocXtools toolbars, custom skills assessment programs.	Customized to fit the firm's document formatting, styles best practices.	WP, T, IT, HD
Lombard-based Training	Shared classes focused on document forensics, .NET development.	Build the document production and triage skills of the firm's document experts.	WP, HD, S, T, IT
Document Best Practices Webinars	Live Webcasts focused on document best practices.	Build the document production and triage skills of the firm's document experts.	WP, HD, S, T, IT

User Categories:

HD = Help Desk

HR = Human Resources

IT = Information Technology

L = Lawyers

P = Paralegals

S = Secretaries

T = Training

WP = Word Processing/Document Production

Appendix B - The cost of document issues for a 300-lawyer firm

	Hours	Cost/Hour	Total Cost
1. Cost For <i>Bad & Corrupt</i> Documents			
- Support (Word Processing & Help Desk)	5	\$20	\$100
- Secretary	2	\$25	50
- Lawyer	1	\$50	50
			\$200
Number of <i>Bad & Corrupt</i> Documents Per Lawyer Per Year			2
Number of Lawyers			300
Total Annual Cost			\$120,000
2. Cost For <i>Poorly-Structured</i> Documents			
- Support (Word Processing & Help Desk)	1	\$20	\$20
- Secretary	1	\$25	25
- Lawyer	0.5	\$50	25
			\$70
Number of <i>Poorly-Structured</i> Documents Per Lawyer Per Year			10
Number of Lawyers			300
Total Annual Cost			\$210,000
3. Cost For <i>Poorly-Styled</i> Documents			
- Support (Word Processing & Help Desk)	0	\$20	\$0
- Secretary	1	\$25	25
- Lawyer	0	\$50	0
			\$25
Number of <i>Poorly-Styled</i> Documents Per Lawyer Per Year			25
Number of Lawyers			300
Total Annual Cost			\$187,500
Total Annual Cost - 3 Categories			\$517,500
Total Annual Savings Produced by 75% Efficiency Improvement with Knowledge Partnership			\$388,125

Assumptions

1. Each lawyer has 2, 10 and 25 documents per year, respectively, in each of the 3 categories.
2. The cost per hour for lost or non-value added activities are \$20, \$25 and \$50 for each participant.
3. The time estimates for clean-up are based on observation, experience with thousands of each category and discussions with many Top 200 law firms. Results will vary from firm to firm.