

# Contents

List of Illustrations	ix
Acknowledgments	xi
About the Author	xiii
Preface	xv
<b>Introduction</b>	<b>1</b>
<hr/>	
<b>SECTION 1</b>	
<b>Defining Case Management</b>	<b>15</b>
<hr/>	
Databases Defined	16
Features in a Case Management System	19
<i>Client and Case Database</i>	19
<i>User-Defined Fields</i>	21
<i>Calendaring and Docketing</i>	21
<i>Diary</i>	23
<i>Conflict of Interest</i>	24
<i>Document Generation</i>	24
<i>Document Generation—the Merge Function</i>	25
<i>Document Generation—Boilerplate Documents or Templates</i>	27
<i>Document Generation—Document Coding</i>	27
<i>Document Generation—Document Sets</i>	29
<i>Document Generation—Is It for Everyone?</i>	29
<i>Timekeeping</i>	30
<i>Reporting</i>	30
<i>Queries v. Reports</i>	31
<i>Reporting—Standard Reports</i>	31

<i>Reporting—Custom Reports</i>	31
<i>Time and Billing Interface</i>	32
<i>Other Application Interfaces</i>	33
Corporate Law Departments	33
Municipalities and Government Agencies	36
More Than Software	36

## SECTION 2

### **Case Management Systems 39**

Case Management System Developers	40
The Case Management System Questionnaire	41
How to Use the Comparison Charts	46
Besides the Software	47
CMS Comparison Tables	50
<i>Case Management Systems for Private Practice</i>	50
<i>Matter Management Systems for Corporate Law Departments</i>	51
<i>Matter Management Systems for Government Law Departments</i>	52
<i>Case/Matter Management Systems for Small (1 to 50 Lawyers) Firms</i>	53
<i>Case/Matter Management Systems for Medium (51 to 100 Lawyers) Firms</i>	54
<i>Case/Matter Management Systems for Large (Over 100 Lawyers) Firms</i>	55
<i>Case/Matter Management Systems for Macintosh</i>	56
<i>Case/Matter Management Systems—Web-based, ASP, and SaaS Systems</i>	57
<i>Case/Matter Management Systems—Microsoft Word Integration</i>	58
<i>Case/Matter Management Systems—Corel WordPerfect Integration</i>	60
<i>Case/Matter Management Systems Calendar—Microsoft Outlook</i>	62
<i>Case/Matter Management Systems Calendar—Novell GroupWise</i>	64
<i>Case/Matter Management Systems Calendar—Lotus Notes</i>	65
<i>Case/Matter Management Systems Email—Microsoft Outlook</i>	66
<i>Case/Matter Management Systems Email—Novell GroupWise</i>	67
<i>Case/Matter Management Systems Email—Lotus Notes</i>	68
<i>Case/Matter Management Systems—Document Management Integration</i>	69
<i>Case/Matter Management Systems—Financial Management Integration</i>	71
CMS Developer Survey	73

## SECTION 3

### **Implementing a Case Management System in Your Organization 163**

Needs Analysis and Requirements	166
A Word about Vendors	174
CMS Software Selection Overview	176

Preparing the Request for Proposal	179
Evaluating the Proposal	182
Planning the CMS Implementation	183
Integrating the CMS with Your Existing Technology	185
Customizing or Configuring the CMS	186
Converting and Migrating Data	187
Training the Staff	188
Maintenance and Support	191
The Transition	192
The Paradigm Shift	194
When Things Go Wrong	196
Summary	199
Adkins' 10 Tips for Successfully Implementing Case Management Systems	200
<b>Appendix</b>	<b>203</b>
A Software Developer Questionnaire	205
B Uniform Task-Based Management System	217
C Sample Case Management Process Analysis Checklist	231
D Sample CMS Request for Proposal—Law Firm	237
E Sample CMS Request for Proposal—Corporate Law Department	253
F Sample CMS Request for Proposal—Government Agency Law Department	273
G Sample Practice Management System Request for Proposal (Front Office/Back Office)	293
H Sample CMS Proposal Evaluation Worksheet	317
I Sample Proposal Evaluation CMS Score Sheet	321
J Sample CMS Reference Questions and Checklist	329
K Sample CMS Implementation and Training Plan	331
L CMS Administrator Position Description	333
M Other Case/Matter Management System Developers	337
N Glossary	343
<b>Index</b>	<b>347</b>
<b>About the CD</b>	<b>359</b>