



## 2012 ILTA/InsideLegal Technology Purchasing Survey Purchasing Trends of Law Firms with 50+ Attorneys

This summer ILTA, in partnership with InsideLegal, developed and administered the annual ILTA/InsideLegal Technology Purchasing Survey. The 2012 survey marks the seventh edition of this joint ILTA/InsideLegal collaboration and garnered a 16% response rate with 114 unique ILTA member firms responses.

The annual survey includes many of the categories covered in past years, and has been enhanced to include a more comprehensive breakout of past and future technology purchases; legal technology budget and purchasing authority questions; updated information on participants' social media, publication and blog preferences; and an in-depth analysis of cloud computing and mobility trends including tablet usage and governance. The 37 question web-based survey was distributed to approximately 697 firms, from 50 to 4,200 attorneys.

### Notables and Quotables in 2012

- Overall firm technology spending - as a percentage of firm revenue and based on per attorney spend - is still down from pre-2009 economic downturn.
- 63% of all responding firms spend between 2-4% of total firm revenue on technology indicating a new tech budget 'normal'.
- The 'sweet spot' for per attorney technology spend, \$8K-\$17K, accounts for 46% of all responses. Firms spending \$26K or more per attorney are up to 9%.
- 85% of all survey respondents are Director level or C-Level executives and 89% have direct purchasing or purchasing committee responsibility.
- 52% cited increased technology budgets in 2012, up 2% from 2011.
- The top purchases within the last 12 months included desktop/hardware; laptops/notebooks; network/server upgrades; and storage area networks.
- 6 of the top 10 favorite publications mentioned by respondents are non-legal, general technology publications.
- 81% of surveyed law firms use outside technology consultants. Of those, 90% hire a third party to assist with implementations.
- 32% indicated they are currently using or implementing a cloud solution.
- 61% of surveyed firms provide IT support for employees that purchase/bring their own tablet devices.
- When asked about smartphone purchasing, 49% indicated buying BlackBerry devices; 48% Apple iPhones; and 10% Android.
- 66% of all respondents indicated purchasing Apple iPads.
- 35% of firms have a formal tablet security policy in place.
- 61% of firms do not reimburse business apps purchased by its employees.



The 'sweet spot' for per attorney technology spend is \$8K-\$17K according to 46% of respondents.

## EXECUTIVE SUMMARY

88% of all responses came from the U.S., with the remaining 12% originating from Canada (6%), the U.K. (3%), Europe (non-U.K.) (2%) and Brazil (1%). The 2012 survey revealed notable findings relating to IT purchasing patterns; budgets; technology decision making and influences; future technology trends; cloud computing and the popularity of tablets in the law office and how this will affect future purchasing policies as well as security concerns. The analysis also included more insight into who is signing off on purchases; what influences them; the role of peers, clients and consultants in the purchasing process; the use of independent technology consultants; and the level of client service provided by legal technology vendors.

### Budgets & Approvals

Again this year, overall firm technology spend – as a percentage of total revenue and per attorney - is down. 63% of all respondents spend between 2-4% of total firm revenue on technology, compared to 57% in that segment in 2011. It is safe to say that the 2-4% range is establishing itself as the 'new normal' when it comes to technology budget percentage benchmarks. Firms across the board are also spending less on technology as allocated per attorney. The 'sweet spot' for per attorney technology spend, \$8K-\$17K, accounts for 46%, approximately the same as in 2011 and 2010. While spending is down, there is a leveling off taking place as it relates to overall budget cuts with 33% indicating their budgets remained the same. 61% of respondents can approve purchases for budgeted items valued at less than \$20K and 33% can approve purchases for budgeted items valued at more than \$50K.

### Technology Purchases

This year's top reported implementation categories were consistent with 2011, with a focus on core hardware and mission critical software purchases. To that end, Office upgrades (a flood of Office 2010 implementations is under way), operating system upgrades, litigation support software and anti-virus/spam software all recorded higher demand.

### Media Preferences

According to 2012 survey participants, the favorite legal/technology publications remain ILTA's Peer to Peer quarterly magazine and ILTA whitepapers followed by Law Technology News, CIO/cio.com and InformationWeek. News aggregators and blogs providing a broader portal view of relevant IT news continue to thrive with the likes of Engadget, Above the Law and TechnoLawyer grabbing more mind-share this year among survey respondents.

### Purchase Influences

The top sources for product buying influences are ILTA's e-groups followed by peers/law firm recommendations and internet research. Consultant recommendations ranked 5th (after the ILTA Annual Conference) with 47% indicating they influence buying decisions.

### Cloud Realities

32% indicated they are currently using or implementing a cloud computing solution while another 38% are actively researching it. Disaster recovery, storage/backup and email are the top three desired cloud applications/uses. Beyond security, respondents' main cloud computing concerns include service reliability, control of data, performance/speed, cost and vendor longevity.



88% of all responses came from the U.S., with the remaining 12% originating from Canada (6%); the U.K. (3%); Europe (non-U.K.) (2%); and Brazil (1%).

## Mobile Trends & Policies

The overwhelming majority of respondents (66%) indicated they are purchasing iPads as their tablet of choice, with 15% currently not purchasing any tablets. 74% of law firm IT departments support employees' tablet use whether they provide them to staff or not. 17% of all firms handle all purchasing of laptops, tablets and smartphones directly versus the majority that allows employees to bring/buy their own. Reimbursement policies for tablet apps and data plans vary: 61% don't provide pay for users' tablet apps and 76% don't cover tablet data plans.

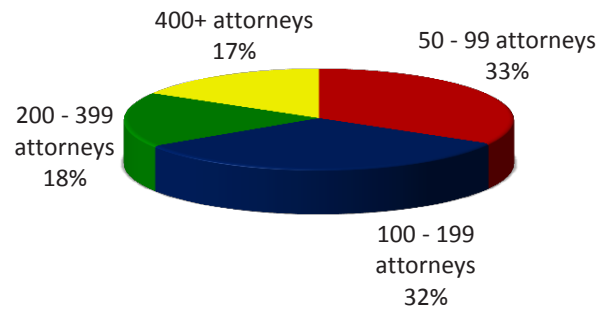
## IT Challenges

Email management topped the list for the fifth consecutive year as the biggest issue or challenge facing their department. Keeping up with firm growth/change and staffing came in second and third.

## PART I - FIRM DEMOGRAPHICS

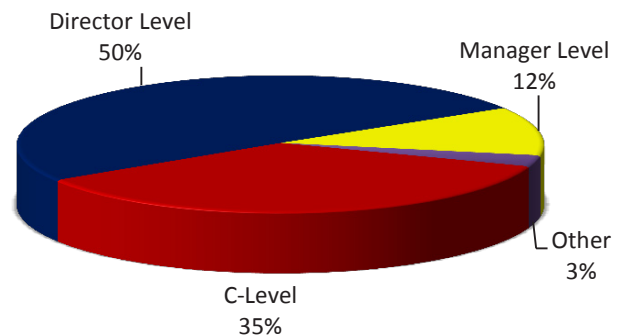
### What is your firm size?

Of the 114 respondents, 65% came from the under 199 attorney segment. The segment with the largest growth from 2011 was the 200-399 attorney group with an increase of 3%.



### What is your role at the firm?

85% of all respondents are C-Level or Director-level executives, the same percentage as in 2011. C-Level participation is up 6% compared to 2011 and 9% vs. 2010 survey responses.



## PART II: IT BUDGETING AND PURCHASING

### What role do you have in your firm's tech buying decisions?

89% of total survey respondents either make the final purchasing decisions or serve on the purchasing committee. This represents a 3% increase from 2011 and a 12% increase from 2010, reinforcing the importance of this survey audience when it comes to legal technology purchasing. Technology purchasing final decision makers account for nearly half (49%) of all survey respondents, a 7% increase from 2011.



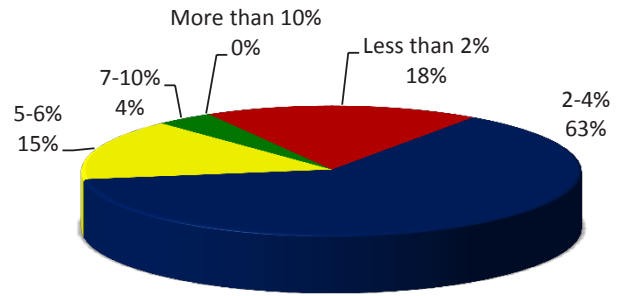
63% of surveyed law firms spend 2-4% of total firm revenue on technology.



52% of surveyed firms increased their technology budgets this year, while 33% indicated their budget remained the same.

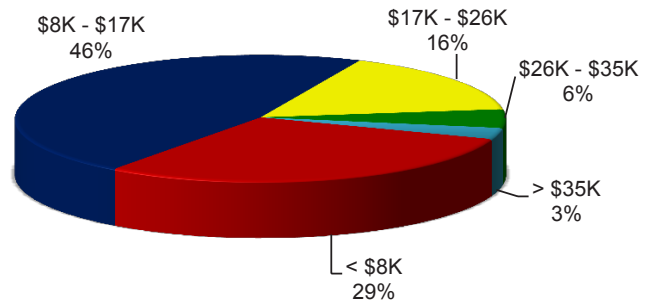
## What percentage of total firm revenue are you spending on technology?

63% of respondents spend between 2-4% of total revenue on technology (up from 57% in 2011) and a further indication that this budget percentage range is a telling indicator of the new budget 'normal'. Spending percentages of more than 5% (19%) mirror 2011 statistics.



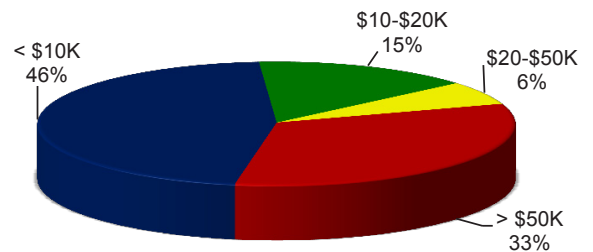
## What is your annual technology spend per attorney?

The 'sweet spot' for per attorney technology spend, \$8K-\$17K, accounts for 46% (the same as 2011). 25% of all respondents indicated a per attorney tech spend of \$17K+ with 3% spending \$35K or more on each attorney (up 3% from 2011).



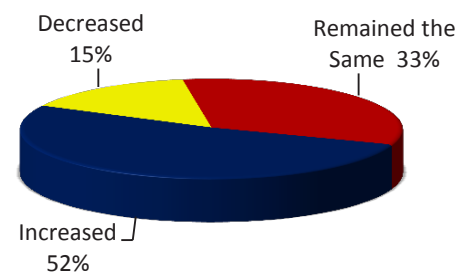
## What amount can you approve without executive review/sign-off on budgeted items?

46% of all respondents can approve purchases valued up to \$10K, while the second highest approval percentage (33%) is for purchases of more than \$50K. This also represents the single biggest percentage gain (4%) from last year and indicates that IT budget spending authority might be on the permanent rise.



## Did your current technology budget increase, decrease or remain the same from last year?

15% of respondents cited budget decreases this year, compared to 15% in 2011, 29% in 2010, 58% in 2009 and 12% in 2008. Keeping budgets balanced and consistent has taken priority with 33% indicating their budgets remained the same compared to 35% in 2011.





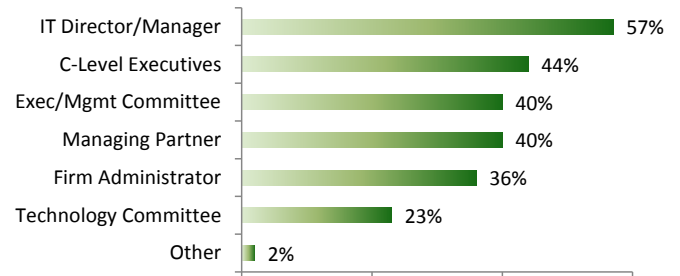
33% of respondents can approve purchases of \$50K and higher, a 4% increase vs. 2011.



The most notable jump in 'who approves technology purchases' came from law firm administrator responses with 36%, an 11% increase vs. 2011.

## Who approves technology purchases within your firm?

A majority (57%) of the technology purchasing power remains with IT Directors/Managers, while the biggest 'jump' in terms of technology approval



influence can be found among law firm administrators (up 11% from 2011). Next in terms of increased responses this year are managing partners (up 8%) and C-Level executives (up 7%).

## PART III: TECHNOLOGY PURCHASES: PAST AND FUTURE

**What major technology purchases have you made last year?** While the immediate purchasing emphasis remains on ramping-up 'bread and butter' law firm hardware and IT infrastructure, mission critical software applications, aside from Office upgrades, are making their way onto firm purchase lists. The top 5 purchases include: desktop hardware, laptops/notebooks, network/server upgrades, storage area networks and virtualization.

### What are the major technology purchases your firm plans to make in the next year? (see table next page)

Survey respondents revealed that many of their planned purchases for the next 12 months are similar to what was implemented last year by other ILTA firms. However, there seems to be a noticeable decrease in planned Microsoft Office upgrades as well as operating system changes. The same goes for digital dictation hardware and software which had a combined purchased percentage of 47% in 2012 but was only cited by 19% of the respondents as being a priority for 2013 purchases. By contrast, we counted nine application categories with more growth for future purchases than what was reported as purchased last year. Below is the list including the increase in future planned purchases over last year's purchases.

- Virtualization (desktop based) (7%)
- Accounting systems (5%)
- Portal/KM (4%)
- CRM/contact management (3%)
- Business intelligence software (2%)
- Intranet/extranets (2%)
- SharePoint (2%)
- Enterprise content management software (1%)
- Workflow automation (1%)

### What was the most popular technology purchase you made for your firm within the last year?

Similar to 2011, the responses reflect the prevailing priority of the law firm IT department: providing users with core technologies such as essential hardware and peripherals. The most popular purchases based on respondents' write-in answers included desktops/laptops/netbooks, Microsoft Office upgrades and wireless device purchases. Other popular purchases included remote access, VoIP and upgrading operating systems.

# 2012 ILTA/InsideLegal Technology Purchasing Survey



Popular firm technology purchases range from core hardware and networks to MS Office upgrades, wireless devices, remote access, VoIP and upgraded operating systems.

2012 Survey Results		Past & Present Technology Purchases	2011 Survey Results	
Purchased LAST 12 mos	Planned Purchases for NEXT 12		Purchased LAST 12 mos	Planned Purchases for NEXT 12
9%	14%	Accounting system	12%	14%
24%	9%	Antivirus/antispam/spyware software	20%	6%
10%	5%	Budgeting software	9%	6%
8%	10%	Business intelligence software	5%	6%
11%	10%	Case management software	5%	5%
5%	3%	Collections software	2%	1%
9%	1%	Cost recovery system	11%	2%
12%	6%	Courtroom technology/trial presentation software	9%	6%
8%	11%	CRM/contact management software	9%	9%
28%	6%	Database systems (SQL, Oracle, etc.)	13%	11%
75%	44%	Desktop hardware	59%	49%
26%	8%	Dictation hardware	14%	8%
21%	11%	Dictation software	12%	9%
38%	31%	Disaster recovery (includes business continuity)	36%	26%
9%	5%	Docketing/calendaring software	8%	8%
8%	8%	Document assembly software	2%	4%
12%	0%	Document comparison software	11%	1%
15%	8%	Document management system	14%	11%
17%	11%	Electronic discovery software	17%	15%
19%	10%	Email add-ons (Outlook plugins, productivity enhancers, etc.)	<i>new category</i>	
15%	11%	Email archival system	<i>new category</i>	
14%	6%	Email system	15%	13%
2%	3%	Enterprise content management software	3%	4%
2%	1%	ERM/relationship management software	2%	0%
17%	4%	Help desk applications	6%	11%
13%	10%	Human resources management	9%	8%
16%	11%	Imaging/scanning/OCR	18%	9%
23%	11%	Internet (backup, redundancy, etc.)	<i>new category</i>	
14%	16%	Intranet/extranet	17%	18%
62%	40%	Laptops/notebooks	58%	39%
35%	29%	Litigation support software	24%	16%
11%	8%	Metadata scrubbing software	14%	6%
19%	7%	Microsoft Office add-ons (macros/templates, numbering, etc.)	14%	12%
39%	20%	Microsoft Office upgrade	42%	34%
27%	26%	Network security	23%	12%
59%	32%	Network upgrade/servers	57%	30%
20%	11%	Offsite backup system	17%	9%
17%	7%	Onsite backup system	15%	7%
35%	12%	Operating System upgrade	29%	19%
8%	7%	Patch management software	7%	5%
27%	6%	Photocopiers	<i>new category</i>	
7%	11%	Portal/knowledge management	11%	9%
38%	18%	Printers/multifunctional devices	37%	21%
4%	4%	Project management software	2%	2%
11%	8%	Records management software	5%	14%
22%	15%	Remote access technology	24%	15%
20%	20%	Security	18%	10%
20%	22%	SharePoint	19%	19%
33%	17%	SmartPhones	41%	20%
53%	32%	Storage area network (SAN)	45%	22%
23%	15%	Tablets	25%	25%
39%	18%	Telephone systems/upgrades (VoIP)	17%	14%
4%	4%	Telephone systems/upgrades (non-VoIP)	37%	20%
5%	5%	Time entry/remote time entry software	8%	6%
16%	13%	Training/e-learning	13%	11%
19%	13%	Unified messaging	9%	6%
34%	22%	Video conferencing	28%	21%
10%	17%	Virtualization (desktop-based)	43%	17%
42%	20%	Virtualization (server-based)		
6%	3%	Voice recognition	3%	2%
32%	17%	Wireless network	26%	14%
12%	13%	Workflow automation	10%	8%



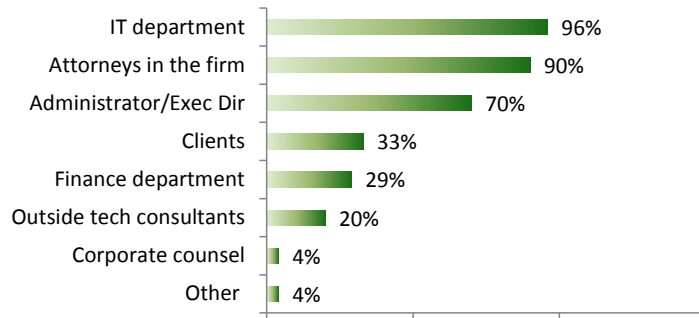


According to survey respondents, 6 out of the top 10 most read publications are general technology (non-legal).

## PART IV: IT PURCHASING INFLUENCES

### Where do technology purchase requests originate from in your firm?

It's no surprise that in this technology-focused survey, 96% of all technology requests come from IT. Attorneys are almost as vocal when it comes to requesting technology, with a 90% response rate (up 7% from 2011), a 27% increase since 2007. Law firm administration also continues to assert itself in the process with 70% of firm technology requests originating with legal administrators (up from 64% in 2011 and 58% in 2010).



### What legal/technology publications do you read?

According to 2012 survey participants, the favorite legal/technology publications remain ILTA's Peer to Peer quarterly magazine (87%) and ILTA whitepapers (77%) followed by Law Technology News (57%). In terms of technology publications (non-legal focused), CIO and CIO.com, Information Week, Computerworld and eWeek are among the most well read. In fact, Wired magazine registered the highest year-to-year gain (17%) among survey responses. Overall, the relevance of non-legal specific publications continues to increase, with 6 of the top 10 favorite reads being general technology titles. Well established legal publications that include but do not solely focus on technology, such as the National Law Journal and The American Lawyer, lost some market share according to the results, with The American Lawyer indicating an 8% decrease from 2011.

2012 %	Publication	2011 %
11%	ABA Journal	11%
10%	American Legal Technology Insider	11%
54%	CIO/cio.com	54%
34%	Computerworld	30%
34%	eWeek	27%
77%	ILTA Whitepapers	89%
87%	ILTA's Peer to Peer	94%
6%	Information Management	2%
45%	InformationWeek	43%
17%	InfoWorld	11%
5%	KM World	4%
5%	Law Practice	5%
3%	Law Practice Today (webzine)	2%
57%	Law Technology News	55%
18%	Law.com	22%
5%	Legal Management	5%
15%	Legal Technology Insider	10%
19%	Litigation Support Today	25%
11%	LJN's Legal Technology newsletter	10%
3%	National Law Journal	5%
15%	Network Computing	15%
25%	PC Magazine	18%
6%	Redmond Magazine	n/a
1%	State bar journals	3%
15%	TechnoLawyer	15%
10%	The American Lawyer	18%
1%	Windows 15 Pro	n/a
22%	Wired	5%



Above the Law, TechnoLawyer, Law.com, Legal IT Professionals and 3 Geeks and a Law Blog are ILTA members' favorite legal blogs based on response rates.



27% of survey respondents use Twitter mainly to follow and track topics and trends.

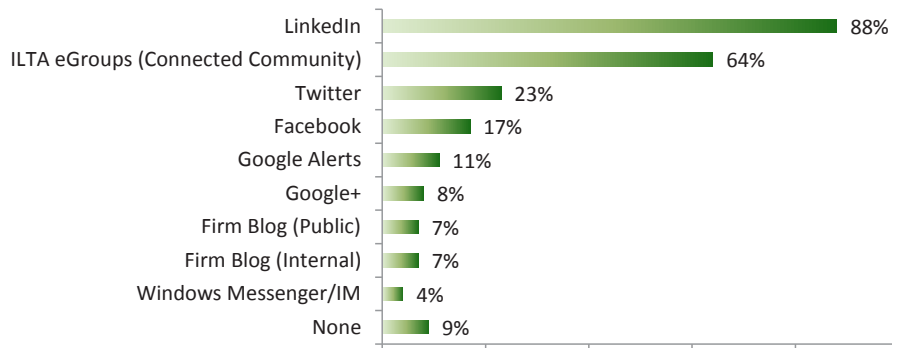
### Blogs: What do you read?

In 2012, 84% of all survey respondents indicated reading a legal or legal technology blog, compared to roughly 50% in 2009. News aggregators and sites providing an in-depth view of relevant legal IT news continue to thrive with Above the Law, TechnoLawyer, Law.com and Legal IT Professionals all surpassing the 25% readership mark. Other popular legal-focused blogs according to survey participants include 3 Geeks and a Law blog and PinHawk Law Technology Daily Digest. Blogs to register the biggest response gain vs. 2011 include Engadget, Above the Law, TechnoLawyer, Gizmodo, Slashdot and Wired.

2012 %	Blogs/Communities	2011 %
24%	3 Geeks and a Law Blog	16%
28%	Above the Law	17%
5%	Dennis Kennedy.com	4%
0%	e-Disclosure Information Project	0%
25%	Engadget	14%
19%	Gizmodo	10%
28%	Google News	22%
11%	InsideLegal.com	5%
26%	Law.com	19%
26%	Legal IT Professionals	22%
6%	LegalSupportNetwork	3%
13%	Lifehacker	6%
4%	Mashable	2%
24%	PinHawk Law Technology Daily	19%
3%	RollonFriday	3%
18%	Slashdot	9%
4%	Strategic Legal Technology	1%
7%	TechCrunch	4%
27%	TechnoLawyer	17%
1%	The Common Scold	1%
7%	The Orange Rag	8%
14%	Wired	6%

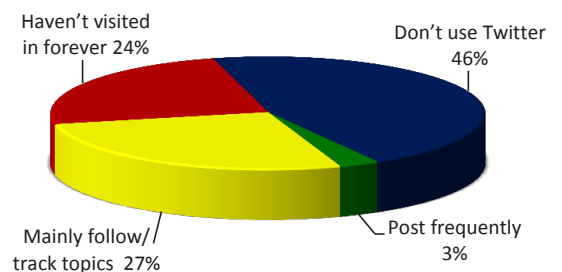
### What social media sites do you use for professional purposes?

LinkedIn is still the overwhelming connectivity tool of choice for legal professionals with a 88% response rate, followed by ILTA eGroups (Connected Community), Twitter and Facebook. While use of Facebook remained the same (17%) from 2011, Twitter gained 4% in 2012. Participants using Google+ increased from 6% to 8%.



### How do you use Twitter?

Fueled by the increased use of Twitter among legal professionals, we added this question in 2009 to better understand specific uses of the '140 characters or less' communication tool. 46% of survey respondents don't have a Twitter account. Of the 54% that do, 27% of them use it mainly to track, follow and monitor topics. Tracking is the one area of growth (6% increase from 2011) we have noticed with Twitter as it relates to this survey.







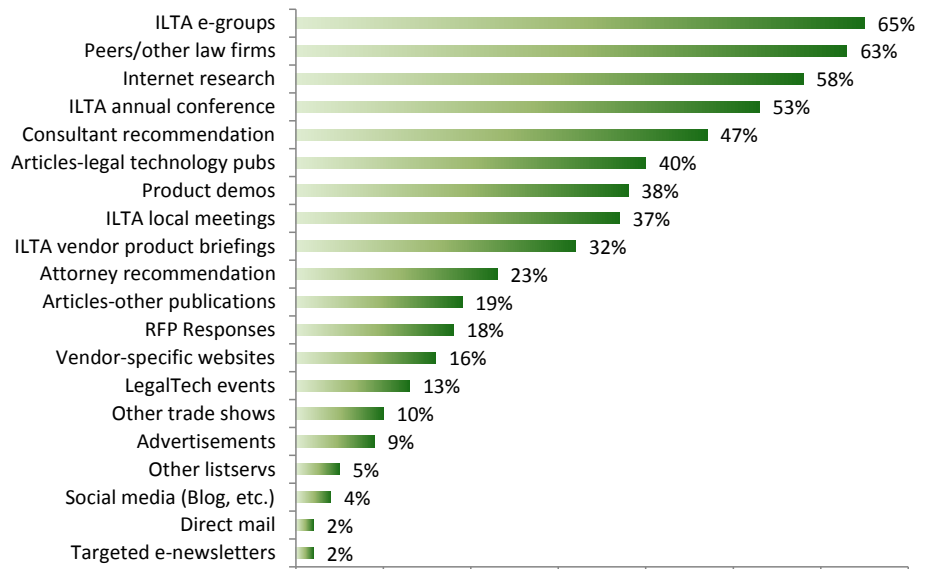
IT purchasing decisions are most influenced by peer feedback, online research, involvement with ILTA events and e-groups and consultant recommendations.



81% of all respondents use outside technology consultants to assist with varying technological, operational or strategic aspects of their firm.

## Which of the following has influenced you to make an IT purchasing decision in the last year?

Based on survey responses, ILTA e-Groups, peer recommendations and internet research are the top tools used to make legal IT purchasing decisions. ILTA e-Groups surged to the top of the list with 65% indicating they use ILTA's member forums to influence purchasing decisions. This is a 22% response rate gain vs. 2011 findings. Also of note, is the increasing influence of ILTA local meetings (up 16%); RFP responses (up 12%); peers/law firm recommendations (up 10%); consultant recommendations (up 9%); ILTA vendor product briefings (up 7%); product demos (up 7%); and the annual ILTA conference (up 6%). On the opposite end, survey respondents do not heavily rely on ads (9%); other listservs (5%); social media (4%); direct mail (2%); or targeted e-newsletters (2%) to influence IT purchasing decisions.

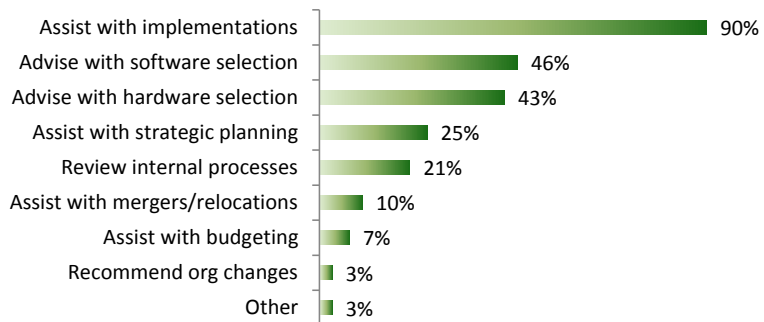


## Does your firm use outside technology consultants?

81% of this year's respondents reported that they use outside technology consultants to assist with some aspect of firm operations, technology and infrastructure. Note: Last year, firms were asked if they used outside technology consultants specifically for purchasing decisions and 44% responded yes.

## Why did you hire an outside technology consultant?

According to the 2012 survey results, the number one reason law firms hire outside consultants is to assist with implementations. In fact, based on response rates, 9 out of 10 consultant engagements are implementation related. The top two and three reasons firms select third parties is to aid in the software (46%) and hardware (43%) selection process. 25% of all consulting work is focused on helping firms with strategic planning.





Outsourced training is on the decline; 10% vs. 15% in 2011.

Outsourced application development declined by 10% from 2011.

## What technology consultants have you worked with?

This open-ended question yielded 70 unique responses but the consultancies listed below each received multiple mentions (in alphabetical order):

CDW	Kraft & Kennedy Inc.
Cisco	Microsoft
Datalink Corporation	mindSHIFT Technologies, Inc.
Dell	Navantis Inc.
FusionStorm	Phoenix
GDSI	Plan B
HBR Consulting	Presidio
Innovative Computing Systems	Project Leadership Associates
iVision	Younts Consulting, Inc.
Keno Kozie	

Note: This question addresses which consultancies ILTA member firms have worked with only. It is not an endorsement or ranking based on service or quality of experience.

## PART V: TECHNOLOGY TRENDS AND IT CHALLENGES

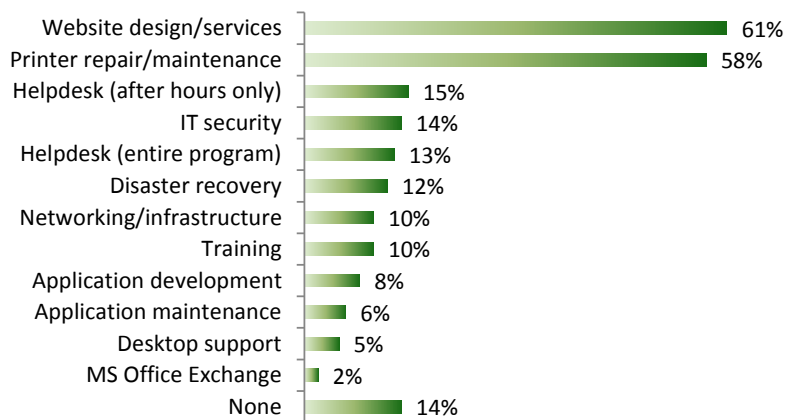
### What is the most exciting technology or trend you have seen?

While getting insights on exciting technologies does not necessarily reflect what is being implemented or currently purchased, it does provide good technology trend and futures information. While cloud computing was the buzz word a few surveys ago, this year is all about mobile devices (e.g., tablet computing and next generation smartphones) and mobility. ‘Consumerization of IT’, most notably the trend of ‘BYOD’ policies, was the second most cited exciting trend. Here are the 2012 top vote getting categories (unsolicited mentions):

Mobile devices & mobility	SharePoint
Consumerization	Business continuity/disaster recovery
Virtualization	VoIP
Cloud computing	

### What aspects of your technology infrastructure do you currently outsource?

61% of all survey respondents outsource website design and related services followed by printer repair/maintenance (58%). IT security gained 11% while application development, one of the more popular outsourced services in the past, decreased by 10% overall. Outsourced training is also on the decline; 10% vs. 15% in 2011.





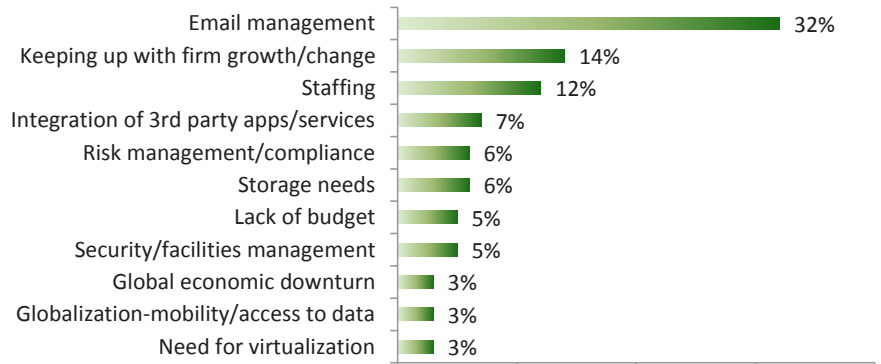
For the last 5 years, email management has been the biggest challenge faced by law firm IT departments.



The percentage of firms currently using or implementing a cloud strategy (32%) is up 23% compared to the first cloud use poll in 2009.

## What is the biggest issue or challenge facing your department?

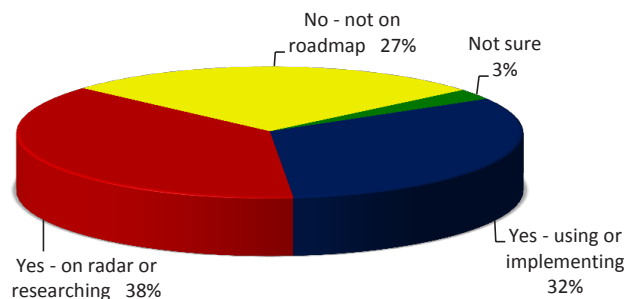
Email management dominates legal IT's issues list and has been named the biggest challenge facing IT departments for the fifth consecutive year followed by keeping up with firm growth/change and staffing. The challenge specific to integrating third party applications and services was not as pronounced in 2012 with only 7% citing it as an ongoing issue.



## Is cloud computing on your firm's IT roadmap?

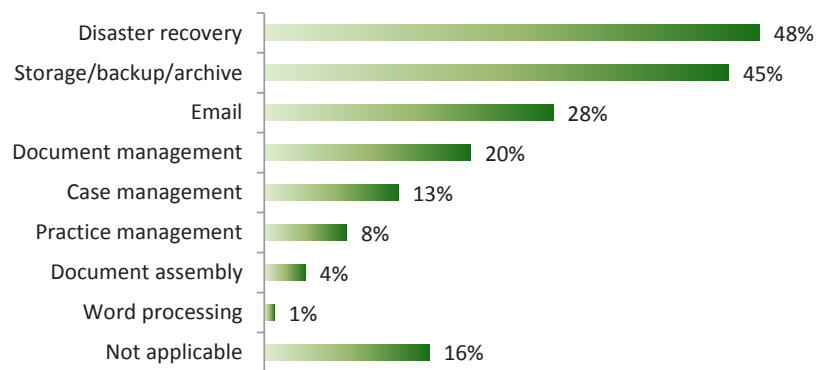
70% of all respondents have either added cloud computing to their IT roadmap or are currently using or implementing a cloud solution (5% increase from 2011). A mere 3%

of respondents stated they are not sure about their cloud strategy, which clearly indicates that firms are now making actionable and strategic cloud decisions.



## If cloud computing is on your firm's IT roadmap, what applications/services are you looking to utilize?

Like in 2011, the top three cloud applications/services firms are embracing include disaster recovery, storage/backups and email. This is a switch from 2010, when email and practice management topped the list.

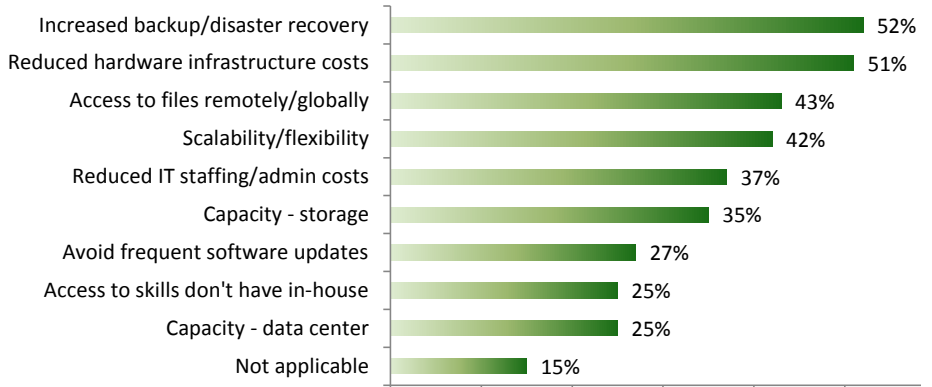




First and foremost, firms are 'going to the cloud' with disaster recovery, storage/ backup and email.

## What benefits are you looking to derive using cloud offerings?

While increased backup/disaster recovery was once again the most frequently cited cloud benefit, it did decrease by 2% from 2011. Reducing hardware and infrastructure costs was a close second, up 6% from last year and reduced IT staffing and administrative costs was prioritized as 5th most important in the 2012 survey results. In addition to cost-related benefits being a priority, the benefit of accessing files remotely/globally was ranked third most important vs. fifth in 2011.



## What are your main concerns regarding cloud computing security? **NEW**

This question was added in 2012 to dive deeper into security concerns and the cloud. The abundance of open-ended answers was categorized as follows: data ownership, data access, data safety, data location/compliance and provider reliability. Here are several open-ended comments as provided by the respondents.

“Who can access the data internally within the provider? What are their security measures to the outside world? How is my data co-mingled with others?”

“Data breach. I trust the individuals working in our technology department. We are not used to the idea of trusting outside entities to maintain/protect our data.”

“If we are accessing data via Internet/VPN so could others.”

“Who has access to data? How can I assure data is secure from subpoena because of proximity to other company’s data?”

“Difficulty in vetting the hosted service or achieving necessary commercial/contract language to protect the firm and client”

“Security, stability and capabilities of provider”

“Control of virtual environments that exist on shared space, from both security and SLA perspectives”

## Beyond security, what are your main cloud concerns? **NEW**

This open-ended question yielded many answers which have been categorized into the following main themes: reliability, control of data, performance/speed, cost, vendor longevity, SLA, compliance, location of data, loss of control, integration, functionality and vendor management.



When asked what smartphones their firms purchase, respondents cited BlackBerry (49%) and iPhone (48%).

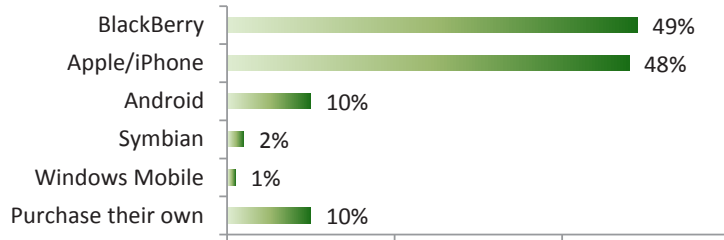


74% of surveyed firms provide IT support for employee tablets, whether they are part of a 'BYOD' scenario or furnished by the firm.

## PART VI: MOBILE TRENDS AND POLICIES

### What smartphones are you purchasing within your firm? **NEW**

Previously, we tracked general wireless and mobile purchasing patterns but this year added a question about what specific devices ILTA members are purchasing for their firm. BlackBerry (49%) devices and iPhones (48%) are virtually equal, with Android (10%) lagging behind. 10% of respondents indicated they currently have a BYOD policy or are preparing one which will allow employees to purchase their own phone.

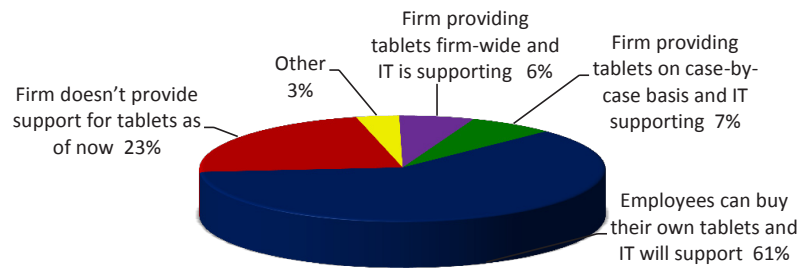


### What tablets are you purchasing within your firm? **NEW**

66% of all respondents indicated purchasing Apple iPads with other tablets by HP, Motorola, Samsung and BlackBerry accounting for only 2%. 15% are not purchasing any tablets at the moment and 13% are testing a variety of tablet manufacturers on a limited basis.

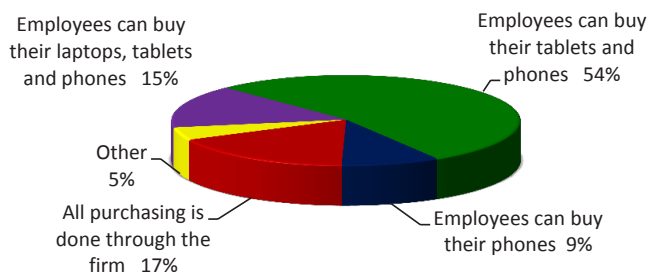
### What is your firm's tablet purchasing policy?

Of those responding, 74% (up 8% from 2011) provide IT support for tablets whether firm policy includes purchasing devices or not. Currently, only 6% (2% in 2011) of the firms surveyed provide tablets to attorneys firm-wide with 7% (9% in 2011) providing them to employees on a case-by-case basis. Other responses included shared cost models, tablet loaner programs and hybrid approaches to tablet support and purchasing. 23% of firms don't provide support for tablets as of now (compared to 31% in 2011).



### Does your firm have a 'buy your own device' policy? **NEW**

74% of surveyed firms permit varying degrees of external purchasing of laptops, tablets and phones with 54% stating they allow employees to buy their tablets and phones. 17% adhere to an 'all purchases go through the firm' policy. Other responses primarily focused on 'buy your own' dependent on roles with in the firm (e.g., C-Level versus support staff).





35% of all respondents have a security policy specific to tablet devices in place.



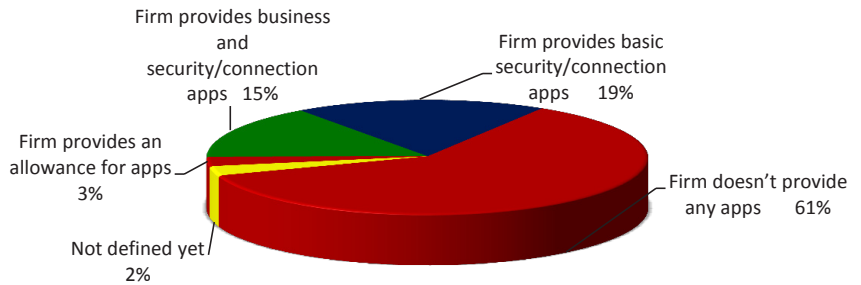
61% of surveyed firms do not provide employees with any apps or app reimbursement.

## Does your firm have a formal tablet security policy? **NEW**

35% responded that they have a formal tablet security policy, while 42% said they are currently establishing one.

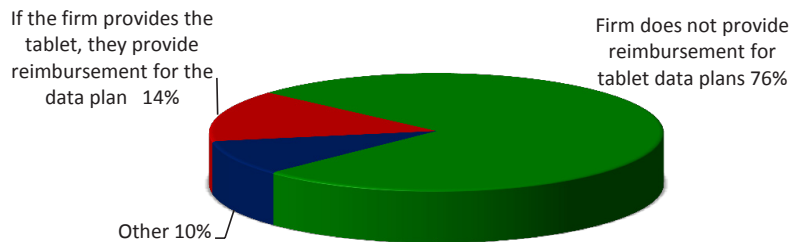
## What is your firm's reimbursement policy for tablet apps? **NEW**

37% of respondents stated their firms either provide an app allowance or provide a base level of apps for employees to access and download. 61% don't provide any apps or app reimbursement.



## What is your reimbursement policy for tablet data plans? **NEW**

While 76% of surveyed firms do not reimburse tablet data plans, 14% do if tablets are firm-purchased. Other responses included partial data plan reimbursements primarily for mobile phone purchases.



## PART VII: VENDOR RELATIONS

### What legal vendors have provided exceptional customer support/service to you in the last year?

Every ILTA/InsideLegal Technology Purchasing Survey includes an open-ended question about technology vendors that provide exceptional customer support. 90 different vendors were mentioned this year.

The vendors with the most unsolicited mentions for providing exceptional customer support include (in alphabetical order):

- |                              |                      |
|------------------------------|----------------------|
| CDW                          | PayneGroup           |
| Cisco                        | Traveling Coaches    |
| Dell                         | West/Thomson Reuters |
| Innovative Computing Systems | Younts Consulting    |
| Kraft & Kennedy              |                      |





Every ILTA/InsideLegal Technology Purchasing Survey includes an open-ended question about technology vendors that provide exceptional customer support. 90 vendors were mentioned this year.

Other vendors mentioned include (in alphabetical order):

AccessData	LexisNexis
Accudata Systems Inc.	MicroPulse
Adaptive Solutions	Microsoft
Aderant	Microsystems
Alexander Open Systems	Mimecast
Arraya Solutions	mindSHIFT Technologies
Aurora North	Navantis
Autonomy	NetApp
Aztech Consulting Group	NetDocuments
BigHand	Nimble Storage
Canotec	Onward Technologies
CARM Consulting	OpenText
CaseXpress	Outsource Technologies
Crowther Consulting Corporation	PerfectLaw
Data Fusion Technologies	Profit Recovery Partners
DLS Technologies	Prosperoware
DocAuto	Recommind
DocMan Technologies	Recovered Capital Corp.
DocSolid	Riverbed
DocuSource	Savvy
D'TI	Sayers Technology
EIM	SendThisFile
Elegriety	ShareFile
EMC	SHI
Esquire Innovations	Sirius
Harbor Networks	Softchoice
HBR Consulting	Structured.com
HP	Systems Auditing
Hyperion	Texas Star Docs
ICI America	Tikit
iEnvision Technology	Ultipro
IKON/Ricoh	Varrow
InOutSource	Vendor Direct Solutions
IntApp	VentureNet
Intelliteach	Verdatum
Internetwork Engineering	ViaWest
iVision	W Venture
Juris	William Ives Consulting
Keno Kozie	Williams Lea
LAN Solutions	Workshare
LaserNetworks	



## About ILTA

ILTA is the premier peer networking organization, providing information to members to maximize the value of technology in support of the legal profession. For more information on ILTA, visit ILTA's website or contact Peggy Wechsler at (512) 795-4662 or [peggy@iltanet.org](mailto:peggy@iltanet.org).

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## About InsideLegal

InsideLegal is the insider's guide to doing business in legal technology - both in the US and internationally - for legal technology thought leaders, consultants/technologists, vendors and law firm innovators. For more information, please contact JoAnna Forshee at [jf@insidelegal.com](mailto:jf@insidelegal.com).

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## Survey Methodology

This survey was commissioned by ILTA and administered among its membership. InsideLegal was responsible for data analysis and the final presentation. The survey consisted of seven sections, each with a subset of unique questions: Part I covered Firm Demographics including firm size, location, department and role. Part II focused on IT Budgeting and Purchasing spanning next year vs. last year budget variances, budget approvals and purchasing authority questions. Part III, Technology Purchases: Past and Future, included past technology purchases and planned future purchases. Part IV, IT Purchasing Influences, drilled down into influences for technology purchases (e.g., publications and consultants). Part V, Technology Trends and IT Challenges, took a closer look at legal technology trends and common challenges faced by ILTA IT thought leaders. Part VI, Mobile Trends and Policies, reviews smartphone, tablet and app purchasing patterns as well as related security policies. Part VII, Vendor Relations, highlights vendors that have been reported by ILTA members as giving exceptional customer support. Response percentages are based on total responses per question, not overall survey participation.