



2011 ILTA/InsideLegal Technology Purchasing Survey

Purchasing Trends of Law Firms with 50+ Attorneys

This August ILTA, in partnership with InsideLegal, developed and administered the annual ILTA/InsideLegal Technology Purchasing Survey. The 2011 survey marks the sixth edition of this joint ILTA/InsideLegal collaboration and garnered a 17% response rate with 118 unique ILTA member firms completing the survey.

The annual survey includes many of the categories covered in past years, and has been enhanced to include more detailed breakouts of technology purchases; legal technology budget questions; updated information on participants' social media preferences; an in-depth analysis of cloud computing; and sections on technology outsourcing and IT challenges. The 33 question web-based survey was distributed to approximately 684 firms, ranging in size from 50 to 3,000 attorneys.

Notables and Quotables in 2011

- Overall firm technology spending - as a percentage of firm revenue and based on per attorney spend - is still down considerably from pre-2009 economic downturn figures.
- 57% of all responding firms spend between 2-4% of total firm revenue on technology.
- The "sweet spot" for per attorney technology spend, \$8K-\$17K, accounts for 46%, the same as in 2010.
- 85% of all survey respondents are IT Directors or C-Level executives; 86% have direct purchasing or purchasing committee responsibility.
- While budget slashing has clearly been curtailed, keeping budgets balanced has taken priority with 35% indicating their budgets remained the same.
- The top five implementations within the last 12 months included desktop hardware; laptops/notebooks; network/server upgrades; storage area networks and virtualization.
- 5 of the top 10 favorite publications mentioned by respondents are non-legal, general technology publications.
- Internet research was cited as the 2nd most popular influence in terms of aiding IT purchasing decisions (next to peer recommendations).
- 33% indicated they are implementing a cloud strategy, up from 17% in 2010 and 9% in 2009.
- 55% of surveyed firms provide IT support for employees that purchase and use their personal tablet devices.



50% of surveyed firms increased their technology budgets with an average increase of 20%. 15% decreased their budgets by an average of 19%.

EXECUTIVE SUMMARY

84% of all responses came from the U.S., with the remaining 16% originating from Canada (10%), the U.K., Australia and Brazil (each 2%). The 2011 survey revealed notable findings relating to IT purchasing patterns; budgets; decision making and influences; future technology trends; cloud computing and the (gaining) popularity of tablets in the law office. 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

As first experienced in 2009, this year's overall firm technology spend is still down considerably. 57% of all respondents spend between 2-4% of total firm revenue on technology, a 3% decrease from 2010 and an 11% decrease from 2009. Spending percentages above 5% of total firm revenue are only up 1% from 2010. 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%, the same as in 2010 but down from 58% in 2009. While spending is down, there is a leveling off taking place as it relates to overall budget cuts with 35% indicating their budgets remained the same. In terms of approvals, 42% of respondents can approve purchases for budgeted items valued at >\$20K and 29% can approve purchases for budgeted items valued at >\$50K.

Technology Purchases

While this year's top reported implementation categories were consistent with 2010, the rate of implementation was much higher, with six application areas showing >20% increases over the previous year. 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.

(Social) Media Preferences

According to 2011 survey participants, the favorite legal/technology publications remain ILTA's Peer to Peer quarterly magazine and ILTA whitepapers (10% increase vs. 2010) followed by CIO/cio.com, Law Technology News and InformationWeek. News aggregators and sites providing a broader portal view of relevant IT news continue to thrive with the likes of Google News, Law.com, PinHawk, Legal IT Professionals and TechnoLawyer grabbing more mind-share this year among survey respondents.

Purchase Influences

While the top source for product buying decisions - peers/other law firm recommendations - is consistent with 2009 and 2010, internet research was second to that as the most popular source compared to its #8 ranking in 2009. In addition, consultant recommendations are back up to 38% after a 12% decrease in 2010 and sales rep demos are up 6% from 2010.



84% of all responses came from the U.S., with the remaining 16% originating from Canada (10%), the U.K., Australia and Brazil (each 2%).

Cloud Realities

Even though cloud computing only received the third most mentions for exciting new technology (preceded by the iPad and virtualization), the cloud is being added to an increasing number of law firm IT roadmaps. Along those lines, 32% mentioned not having cloud computing on their IT roadmap (compared to 43% in 2010 and 56% in 2009). Increased backup/disaster recovery was the most frequently cited cloud benefit, followed by increased scale/flexibility and the desire to reduce hardware infrastructure costs. Similar to 2010, reducing costs was surprisingly low on the priority list.

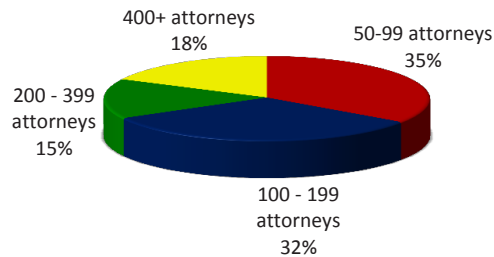
IT Challenges

Legal IT faces many 'game changing' challenges, led for the fourth consecutive year by email management and staffing. Keeping up with firm growth and change, as well as integrating third party applications and services, are high on the priority list. 'Lack of budget' came in last place.

PART I - FIRM DEMOGRAPHICS

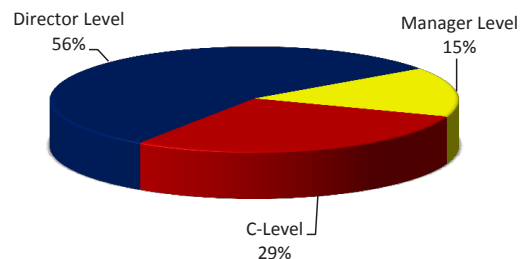
What is your firm size?

Of the 118 respondents, two-thirds came from the 'under 199 attorney' segment. The largest response rate stemmed from firms with 50-99 attorneys (35%) with slight decreases among the 400+ (down 3% to 18%) and the 200-399 (down 3% to 15%) attorney firm segments compared to 2010.



What is your role in the firm?

85% of all respondents are C-Level executives or IT Directors, a 4% increase from 2010. C-Level participation in particular is up 3% vs. 2010 survey responses.





86% of total survey respondents are directly involved in their firms' technology purchasing decisions.

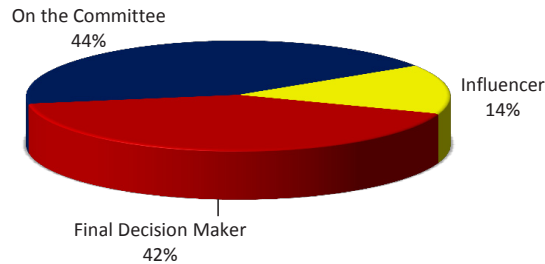


The "sweet spot" for per attorney technology spend is \$8K-\$17K.

PART II: IT BUDGETING AND PURCHASING

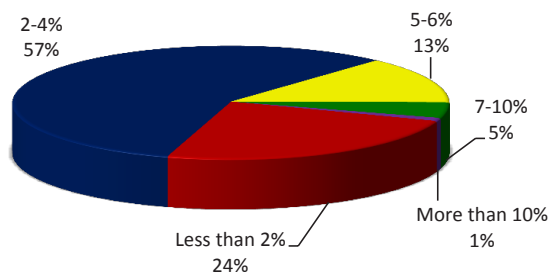
What role do you have in your firm's technology buying decisions?

86% of total survey respondents are directly involved in their firms' technology purchasing decisions - either by making final decisions or serving on the purchasing committee. This represents a 9% increase over 2010 totals reinforcing the relevance of this survey audience when it comes to legal technology purchasing.



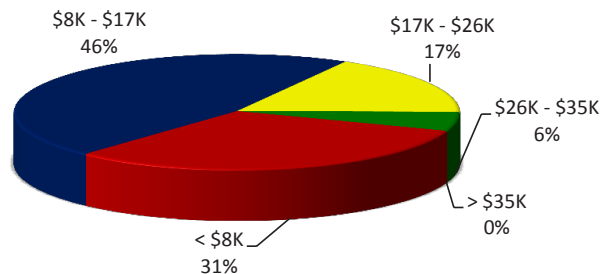
What percentage of total firm revenue are you spending on technology?

As first experienced in 2009, this year's overall firm technology spend is still down. 57% of all respondents spend between 2-4% of total revenue on technology, and 24% (up 2%) spend less than 2% of revenue. Spending percentages of more than 5% of total firm revenue are virtually identical to 2010 numbers.



What amount do you spend annually on technology per attorney?

Compared to 2010, firms across the board are spending about the same on technology as allocated per attorney. The "sweet spot" for per attorney technology spend, \$8K-\$17K, accounts for 46%, the same as 2010.





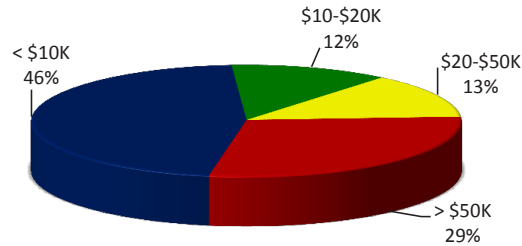
42% of respondents can approve purchases valued at >\$20K.



The most notable jump in 'who approves technology' responses was the Executive/Management committee category with 43%.

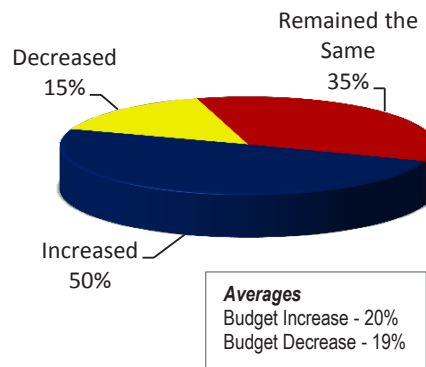
What amount can you approve without executive review/sign-off on budgeted items?

42% of respondents can approve purchases valued at >\$20K, 7% more than the combined totals in 2010. The single biggest percentage gain (5% vs. 2010) is for budgeted items of >\$50K indicating the increased purchase authority of our survey respondents.



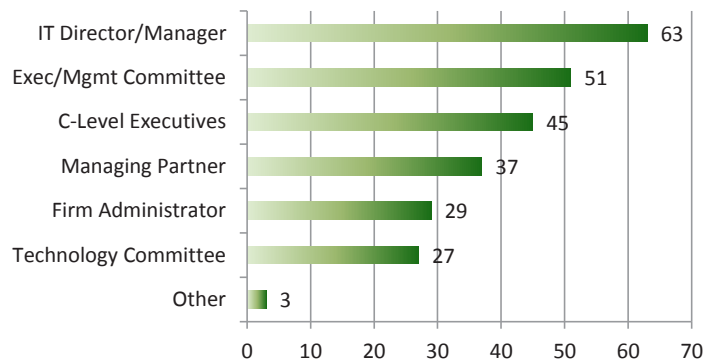
Compare your 2011 budget with 2010

15% of all respondents cited budget decreases this year, compared to 29% in 2010 and 58% in 2009. While budget slashing has clearly been curtailed, keeping budgets balanced and consistent has taken priority with 35% indicating their budgets remained the same. Firms that increased their budget did so by of an average of 20% and firms that reduced their budget did so by an average of 19%.



Who approves your technology purchases?

A majority of the technology purchasing power remains with IT Directors/Managers, the Executive committee, the C-suite as well as Managing Partners. The most notable jump in 'who approves technology' responses was among the Executive/Management committee category which, with 43%, had 12% more votes than in 2010.





While this year's top implementation categories were consistent with last year's, the implementation rate of these technologies was much higher with six showing >20% increases over the previous year.



34% of survey respondents are planning to upgrade Microsoft Office within the next 12 months, down 9% from last year's survey.

PART III: TECHNOLOGY PURCHASES: PAST AND FUTURE

What were the major technology purchases your firm implemented in the last 12 months? *(See table next page)*

Last year, we labeled major law firm technology purchasing as being focused on 'bread and butter' hardware and IT infrastructure. The theme continues this year with a few notable software additions. The top implementations within the last 12 months included:

- desktop hardware (59%)
- laptops/notebooks (58%)
- network/server upgrades (57%)
- storage area networks (45%)
- virtualization (43%)
- Microsoft Office upgrades (42%)
- wireless devices (41%)
- telephone systems (37%)
- MFDs/printers (37%)
- disaster recovery (36%)
- tablets (25%) *(new category)*

While this year's top reported implementation categories were consistent with last year's, the implementation rate of the following technologies had the most growth (>20%) over the previous year.

- Microsoft Office upgrades (increased 29%)
- laptops/notebooks (increased 25%)
- desktop hardware (increased 24%)
- OS upgrade (increased 21%)
- telephone system/upgrades (increased 21%)
- network server/upgrades (increased 20%)

What are the major technology purchases your firm plans to make in the next 12 months? *(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 are a few exceptions. While desktop hardware, laptops/notebooks and network/server upgrades received the most votes, 34% mentioned they are upgrading MS Office (vs. 43% last year) and 26% planned on upgrading disaster recovery systems. A 'tier 2' list of planned purchases bubbled to the service as well (garnering >20% of all respondents' vote) including:

- Tablets: Even as a new category addition, roughly 25% mentioned planning tablet purchases within the next 12 months.
- Storage area networks: SANs were the 4th most popular implemented application/infrastructure in this year's survey, but only 22% mentioned a future purchase.
- Video conferencing is becoming a hot ticket item, not only in terms of recent purchases (28%), but also for future purchase plans (22%).
- Printers/MFDs held their own as well with 22% planning on new equipment within the next 12 months, a 12% increase from 2010.
- Future purchases of telephone systems, wireless devices, and SharePoint were all mentioned by at least 20% of survey respondents.

ILTA/InsideLegal Technology Purchasing Survey



Tablets burst onto the technology purchasing scene with 25% of respondents having purchased and implemented iPads and other tablet devices last year.

2011 Survey Results		2010 Survey Results			
Implemented LAST 12 mos	Planned Purchases for NEXT 12 mos	Past & Present Technology Purchases		Implemented in 2009	Planned Purchases for 2010/2011
14	17	Accounting system		12	12
11	7	Budgeting software		3	1
6	7	Business intelligence software		7	6
6	6	Case management software		11	4
2	1	Collections software		5	4
13	2	Cost recovery system		14	4
11	7	Courtroom technology		5	2
11	11	CRM/contact management software		10	11
15	13	Database system (SQL, Oracle, etc.)		10	4
70	58	Desktop hardware		39	40
16	9	Dictation hardware		9	3
14	11	Dictation software		10	3
42	31	Disaster recovery (includes business continuity)		31	36
10	9	Docketing/calendaring software		6	9
2	5	Document assembly software		4	6
13	1	Document comparison software		6	5
16	13	Document management system		13	14
20	18	Electronic discovery software		10	10
24	7	E-mail add-ons (antivirus, antispam, spyware software)		10	2
22	6	E-mail management software		9	20
18	15	E-mail system		8	14
3	5	Enterprise content management software		5	2
2	0	ERM/relationship management software		1	1
7	13	Help desk applications		4	0
11	10	Human resources management		14	7
21	11	Imaging/scanning/OCR		14	8
20	21	Internet/intranet/extranet		17	13
69	46	Laptops/notebooks		37	35
28	19	Litigation support software		17	12
16	7	Metadata scrubbing software		11	5
17	14	Microsoft Office add-ons (templates, metadata, etc.)		5	9
50	40	Microsoft Office upgrade		15	47
27	14	Network security		14	7
67	35	Network upgrade/servers		40	33
20	11	Offsite backup system		6	8
18	8	Onsite backup system		14	5
34	22	OS upgrade		8	26
8	6	Patch management software		7	4
13	11	Portal/knowledge management		4	9
44	25	Printers/multifunctional devices		27	11
2	2	Project management software		5	2
6	16	Records management software		6	9
28	18	Remote access technology		21	10
21	12	Security/encryption		17	12
22	23	SharePoint		25	20
53	26	Storage area network		38	27
29	29	Tablets (iPad, Xoom, Galaxy Tab, PlayBook, etc.)		<i>new category</i>	
44	24	Telephone system/upgrades		18	19
10	7	Time entry/remote time entry software		<i>new category</i>	
15	13	Training/e-learning		10	4
11	7	Unified messaging		7	11
33	25	Video conferencing		22	18
51	20	Virtualization		40	21
16	8	Voice mail/upgrades		12	8
4	2	Voice recognition		2	1
20	16	VoIP		18	16
48	24	Wireless devices (BlackBerry, iPhone, Droid, Windows Mobile)		26	6
31	17	Wireless network		12	5
12	10	Workflow automation		7	12



Popular firm technology purchases range from core hardware and networks to MS Office upgrades, VoIP, wireless devices, as well as tablets.



Technology purchase requests by firm clients continue to decrease while outside technologist influence has doubled in 2011.

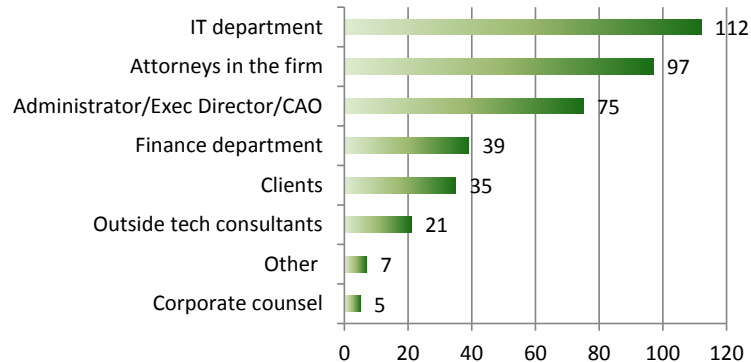
What is the most popular technology purchase you made for your firm in the last 12 months?

Similar to 2010, 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 include desktops/laptops/netbooks; Office upgrades; Windows upgrades; email; and networks. Others reflected the firms' desire to upgrade with new technologies including tablets/tablet integration, VoIP and wireless devices.

PART IV: IT PURCHASING INFLUENCES

Where do technology purchase requests originate?

As expected, IT leads the way in requesting new legal technologies, and as in recent years, the collective voice of attorneys and administration is increasingly audible. Case in point, attorney technology requests are up 19% from 2007 results, and Administrators continue to increase their technology purchase influence with a 6% increase from 2010 to 64%.



Blogs: What do you read?

2011 answers should continue to encourage blog enthusiasts as 80% of all survey respondents indicated reading a legal or legal technology blog. News aggregators and sites providing a broader portal view of relevant IT news continue to thrive with the likes of Google News, Law.com, PinHawk, Legal IT Professionals, and TechnoLawyer grabbing more mind-share this year among survey respondents. New survey entrants PinHawk Law Technology Daily Digest and Above the Law are among the most popular while 3 Geeks and a Law Blog registered the biggest response gain vs. 2010.

2011	Blogs/Communities	2010
19	3 Geeks and a Law Blog	5
20	Above the Law	<i>new</i>
5	Dennis Kennedy.com	6
0	e-Disclosure Information Project	1
16	Engadget	12
12	Gizmodo	16
26	Google News	20
6	InsideLegal.com	4
23	Law.com	26
26	Legal IT Professionals	19
4	LegalSupportNetwork	3
7	Lifehacker	6
2	Mashable	<i>new</i>
22	PinHawk Law Technology	<i>new</i>
3	RollonFriday	<i>new</i>
11	Slashdot	9
1	Strategic Legal Technology	3
5	TechCrunch	4
20	TechnoLawyer	14
1	The Common Scold	5
9	The Orange Rag	3
7	Wired	8



In terms of responses, the top five most popular blogs and web news sources include Legal IT Professionals, Google News, Law.com, PinHawk Law Technology Daily Digest, and Above the Law.



Only 10% of all survey respondents listen to legal technology podcasts, 5% less than indicated in 2010 responses.

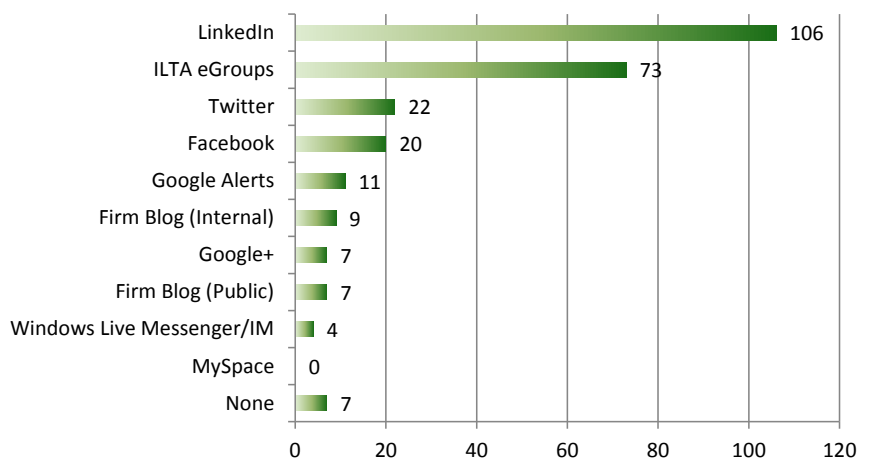
What legal/technology publications do you read?

According to 2011 survey participants, the favorite legal/technology publications remain ILTA's Peer to Peer quarterly magazine (94%) and ILTA whitepapers (89%). In fact, the latter, along with Law.com, registered the highest gains (10%) among survey responses. While CIO and CIO.com saw a 13% drop compared to 2010, the relevance of non-legal specific publications continues to increase, with 5 of the top 10 favorite 'reads' being general technology titles. Law.com, The American Lawyer and Litigation Support Today all gained in popularity in 2011.

2011 %	Publication	2010 %
11%	ABA Journal	17%
11%	American Legal Technology Insider	7%
54%	CIO/cio.com	67%
30%	Computerworld	37%
27%	eWeek	31%
89%	ILTA Whitepapers	79%
94%	ILTA's Peer to Peer	92%
2%	Information Management	7%
43%	Information Week	47%
11%	InfoWorld	15%
4%	KM World	2%
5%	Law Practice	3%
2%	Law Practice Today (webzine)	8%
55%	Law Technology News	58%
22%	Law.com	12%
5%	Legal Management	9%
10%	Legal Technology Insider	11%
25%	Litigation Support Today	16%
10%	LJN's Legal Technology newsletter	9%
5%	National Law Journal	5%
15%	Network Computing	11%
18%	PC Magazine	25%
3%	State Bar Journals	2%
15%	TechnoLawyer	11%
18%	The American Lawyer	10%
5%	Wired	8%

What social media sites and services do you use for professional purposes?

LinkedIn is still the overwhelming tool of choice garnering a 90% response rate (up 7% from last year), followed by ILTA eGroups (62%), Twitter (19%) and Facebook (17%). Use of Twitter and Facebook professionally is up 5% and 4% respectively compared to 2010 results. Google+, added last minute to the 2011 survey, yielded 7 responses.



How do you use Twitter?

Fueled by the increased use of Twitter among legal professionals, we added this question to better understand specific uses of the '140 characters or less' communication tool. Of the 52% who indicated using

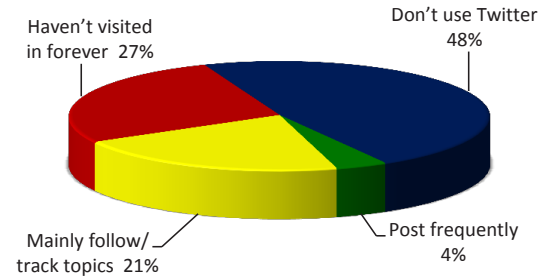


Only 4% of survey respondents using Twitter post frequently and actively use the social media tool.



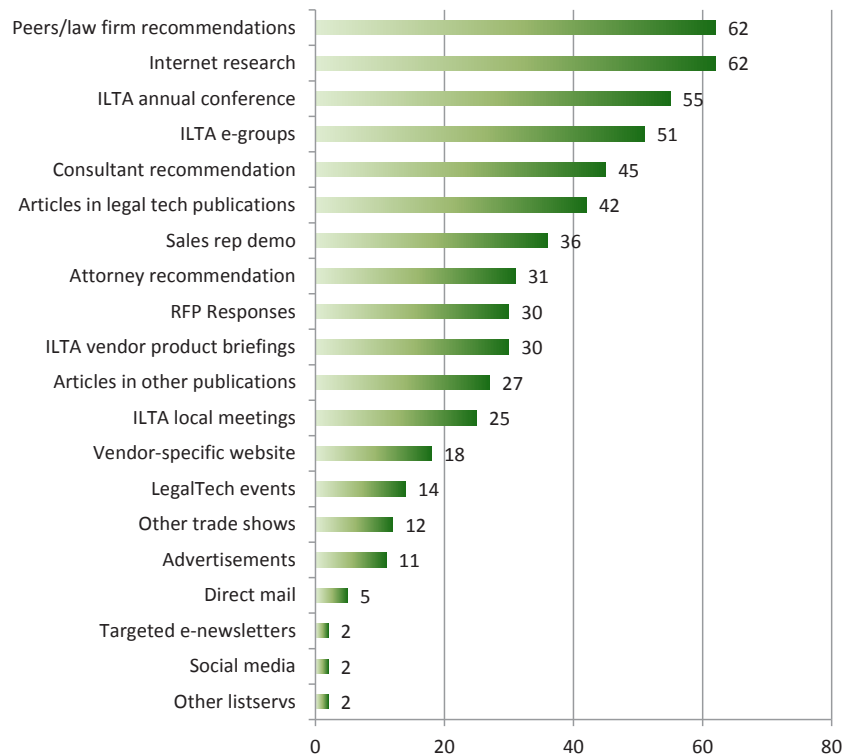
IT purchasing decisions are increasingly based on peer feedback, online research, involvement with ILTA events and e-groups, and consultant recommendations.

Twitter, many of them (27%) have an account but don't actively use it. Also, tracking topics, people and events is a lot more commonplace than actively posting content.



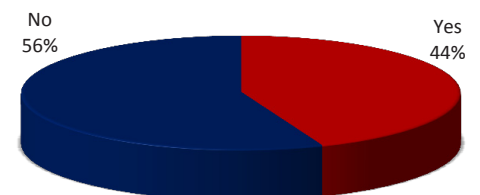
Based upon which of the following have you made an IT purchasing decision in the last year?

Similar to 2010, peer recommendations and internet research are critical components to making IT purchasing decisions as indicated by the high number of survey responses. Also of note, is the increasing influence of articles in legal technology publications (+9%); ILTA Vendor Product Briefings (+8%); sales rep demos (+6%); ILTA eGroups (+4%) and consultant recommendations (+4%). While many of the media cited are clearly influential in aiding technology purchases, additional respondents' comments indicated that actual product demonstrations and product trials (sometimes also referred to as 'proof of concept') are a pre-requisite to new purchases.



Does your firm use outside technology consultants?

44% of this year's respondents reported that they use outside technology consultants to aid in making purchasing decisions. This is a decrease of 13% from last year.

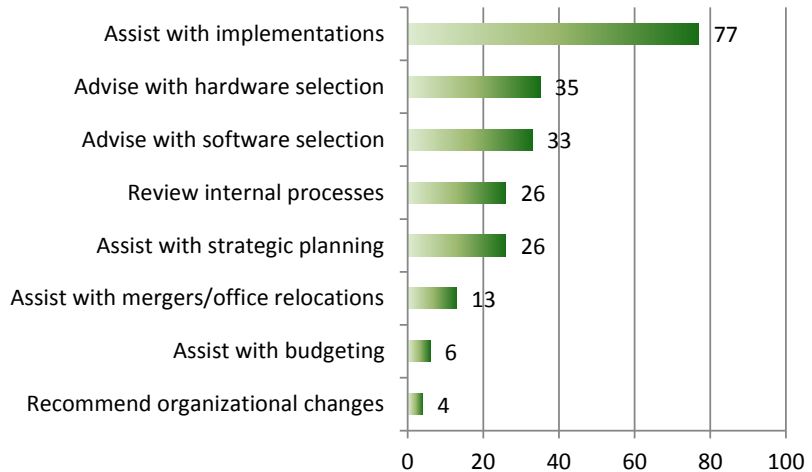




44% of survey respondents use outside technology consultants to aid in making purchasing decisions.

Why did you hire an outside technology consultant?

The number one reason law firm IT brings on third party consultants is to assist with implementations followed by seeking advice with hardware and software. A big difference to previous surveys is the increased demand (5% increase in 2011) for having third party consultants assist with internal process review. This is off-set by a smaller percentage of firms hiring third parties to assist with strategic planning - that percentage is down 12% from 2010 survey results.



What national/international technology consultants have you worked with?

The consultancies with the most unsolicited mentions include (in alphabetical order):

- Adaptive Solutions
- CDW
- Cisco
- DataFusion
- Dell
- EIM International
- eSentio
- Heavy Water Ltd
- Hildebrant Baker Robbins
- iEnvision
- Innovative Computing Systems
- IPM
- Kraft Kennedy
- Microsoft
- Microsystems
- mindSHIFT
- Project Leadership Associates
- Traveling Coaches
- WAMS
- William Ives Consulting
- Younts Consulting

Survey respondents cited a total of 75 different consultants and IT service providers.

Note: The list above is based on the number of responses from ILTA member firms when asked what consultancies they have worked with. It is not an endorsement or ranking based on service or quality of experience.



55% of surveyed firms provide IT support for employees that purchase and use their personal tablet devices.



The percentage of firms using cloud solutions or implementing a cloud strategy is up 24% compared to our first 'cloud use' poll in 2009.

PART V: TECHNOLOGY TRENDS AND IT CHALLENGES

What is the most exciting technology or trend?

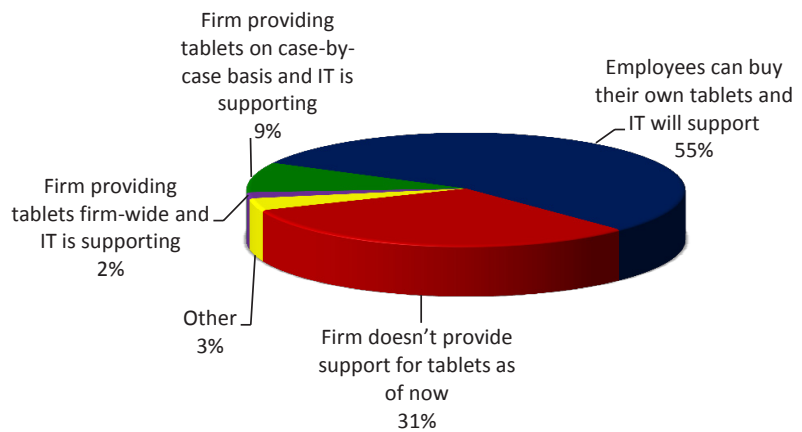
Tablets were cited as the most exciting technology trend in this year's survey replacing cloud computing which topped the 'most exciting' charts last year. Here are the 2011 top vote getters (unsolicited mentions):

- tablets
- virtualization
- cloud computing
- SharePoint
- mobility apps
- web apps

The following also received multiple mentions: enterprise search; Office 2010; SmartPhone apps and video conferencing.

What is your firm's tablet purchasing policy?

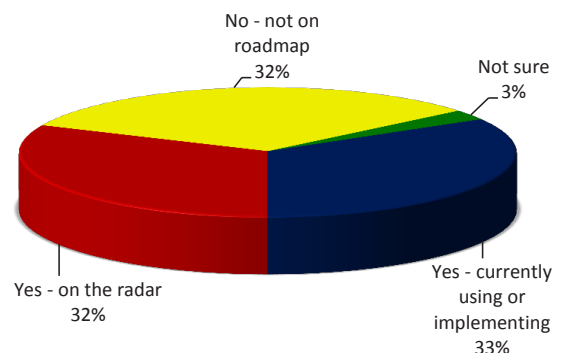
In acknowledgement of the hottest technology trend within legal, we wanted to drill down on firm tablet purchasing policies. Of those responding, 66% provide IT support for tablets whether firm policy includes purchasing devices or not. Currently, only 2% of the firms surveyed provide employees with tablets and corresponding IT support.



Is cloud computing on your firm's roadmap?

More firms have added cloud computing to their IT roadmap and 33% indicated currently implementing a cloud strategy, compared to 17% last year and 9% in 2009. A mere 3% of respondents stated they are 'not sure' about their cloud strategy, which clearly indicates that firms are making actionable and strategic cloud decisions.

Along those lines, 32% mentioned not having cloud computing on their IT roadmap, 24% less than when we first posed the question in 2009.





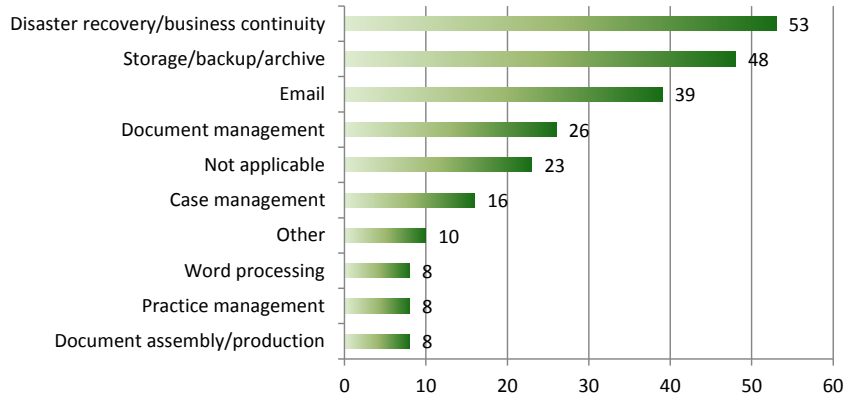
First and foremost, firms are 'going to the cloud' with disaster recovery, storage/backup and email.



Security is by far the top challenge facing cloud computing in legal with 3 times as many respondents citing it compared to other concerns.

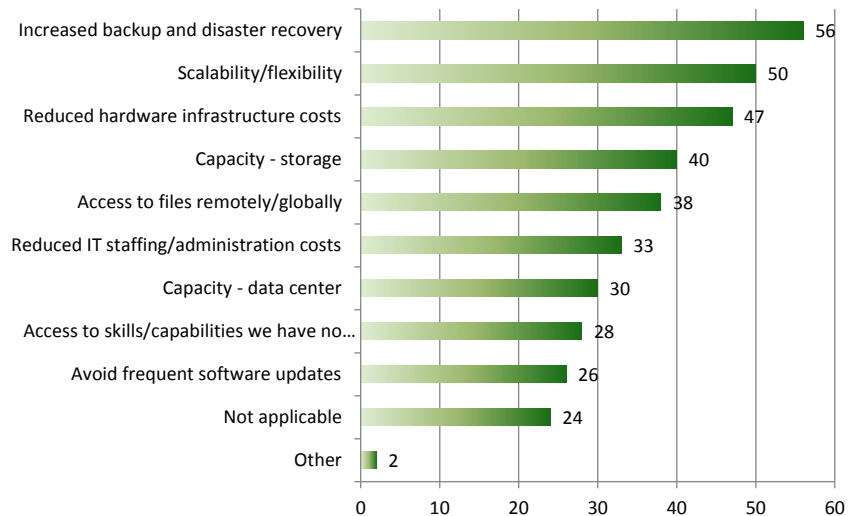
If cloud computing is on your firm's IT roadmap, what applications/services are you looking to utilize?

This year, 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.



What benefits are your firm looking to derive using cloud offerings?

Increased backup/disaster recovery was the most frequently cited (47%) cloud benefit, followed by increased scale/flexibility (42%) and the desire to reduce hardware infrastructure costs (40%). The often cited benefit of 'reduced IT staffing and administrative costs' was prioritized as sixth most important in the 2011 survey results.

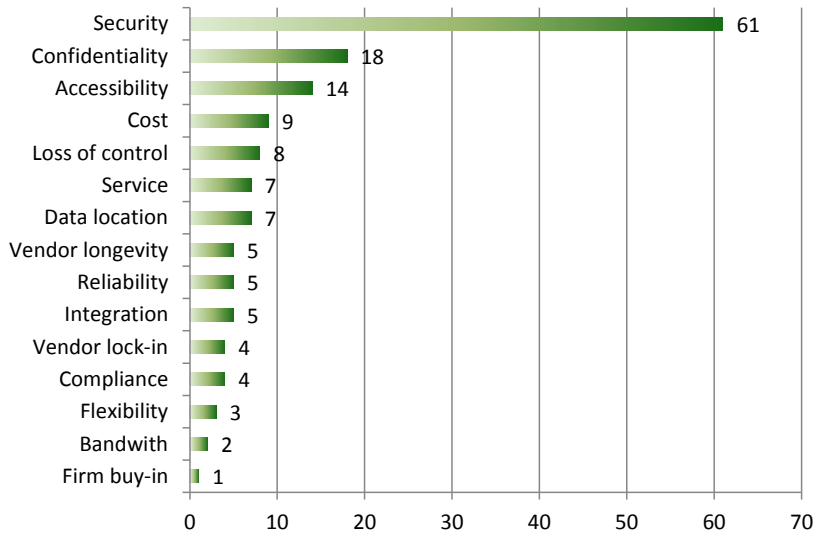


What concerns and challenges do you have concerning cloud computing?

This year's responses are very similar to last year's with the first four categories remaining the same. As anticipated, security is by far the overall biggest concern listed outweighing the second two categories, data confidentiality and accessibility, combined by nearly 3 to 1. Data location, data privacy, and broader data compliance, especially across multiple jurisdictions, are top themes. Data confidentiality is closely tied to security and the fact the data resides outside of the firm results in a loss of control internally. Data accessibility - from bandwidth to reliability



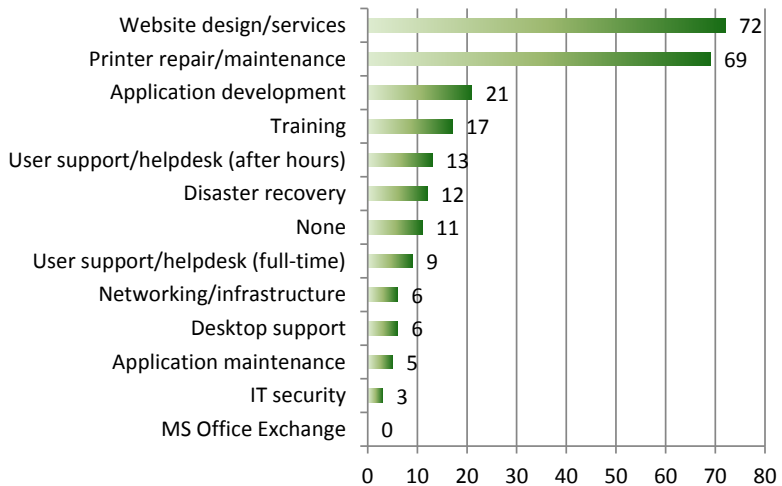
Aside from website design/services, printer repair and maintenance services are most frequently outsourced by ILTA firms participating in the survey.



- was cited as the third most pressing concern as users now expect and need to access the data from anywhere, anytime. Other recurring themes were vendor longevity, cost control, and maintaining control of the data over the long term.

What aspects of your technology infrastructure do you currently outsource?

61% of all survey respondents outsource website design and related services. Printer repair/maintenance is up 47% from 2010 and application development garnered 18% (vs. 12% in 2010). Training and after hours helpdesk round out the top five categories.



What is the biggest issue or challenge facing IT overall?

Email management continues to dominate IT's issues list and has been named the biggest challenge facing IT departments for four years running. While staffing is again the second most pressing concern, keeping up with firm growth and change as well as integrating third party applications and services are increasingly challenging the legal IT department as well. Integration challenges in particular are bound to intensify in the months and years ahead, especially as firms look to transition more services and applications to the cloud while still relying on established client/server solutions.



Every ILTA/InsideLegal Technology Purchasing Survey includes an open-ended question about technology vendors that provide exceptional customer support. 104 vendors were mentioned this year.

PART VI: VENDOR RELATIONS

What legal vendors have provided exceptional customer support?

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

- Adaptive Solutions
- BigHand
- CDW
- Dell
- LexisNexis
- Microsystems
- mindSHIFT
- OpenText
- Traveling Coaches

Other vendors mentioned include (in alphabetical order):

- ADERANT
- agile360
- Alexander Open Systems
- AppRiver
- Arraya
- CaseLogistix
- Cisco
- Communications Strategies
- Copittrak
- CORETECH Leasing
- Crowther Consulting Corporation
- CT Summation
- Cypress Communications
- D4 Discovery
- Data Fusion Technologies
- Deloitte
- DocuSource
- Education Partners
- EIM International
- Element55
- EMC
- Equitrac
- Esquire Innovations
- EVault
- Evidox
- Geller Data Solutions
- Google
- Handshake Software
- Heavy Water
- Hildebrandt Baker Robbins
- HP
- Hubbard One/XMLAW
- iEnvision Technologies
- Information Architects
- Inherent
- Innovative Computing Systems
- Insight Investments
- IntApp
- Intelliteach
- Interwoven
- Ion Resources
- IPM
- IPRO Tech
- iQuest Analytics
- Juris
- Keno Kozie Associates
- King Herpel & Associates
- Kraft Kennedy
- KwikTag
- LightPath Technologies
- Litera
- Maxis Networks
- MicroMenders
- Microsoft
- Mimecast
- NetDocuments
- NetFusion
- Omega
- Onward Technologies
- Optimum
- Orion Law Management Systems
- PAETEC
- PayneGroup
- PensEra
- Project Leadership Associates
- PROLAN Network services
- ProtectPoint
- QUIVX Electronic Discovery
- RBRO Solutions
- Sage Solutions
- Sayers Technologies
- Securit360
- Sharp
- SoftChoice
- Softmart
- Symantec
- TecCon
- Thomson Reuters (MTS)
- Tikit
- Trinogy Systems
- VentureNet
- Verdatum
- VLCM
- VMWare
- WAMS
- Waveguide Consulting
- West
- West KM
- William Ives Consulting
- Winscribe
- Workshare
- World Software Corporation
- Younts Consulting
- Zones



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.
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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 six 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 2011 vs. 2010 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, Vendor Relations, highlights vendors that has been reported by the ILTA members as giving exceptional customer support. Response percentages are based on total responses per question, not overall survey participation.

To download/link to the survey visit InsideLegal.com