

4th Quarter, 2003

Fourth Edition



Keyhouse release Digital Dictation Software

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Welcome to our 4th Newsletter

A (*Short!*) Review of 2003

Justin Phelan,
Managing Director



Phew! What a year! 2003 has been our busiest, most interesting and most successful to date with lots of innovation and excitement. It's difficult to know where to start.

An obvious initiative was this newsletter, which first saw the light of day last March. The reaction we have received to it has been very positive and supportive, with many readers taking the trouble to comment. It takes a lot of effort to put together and we make a specific effort to be informative and useful – as well as promoting Keyhouse of course, so getting feedback makes it worthwhile.

We have gained quite a number of new clients during the year. While singling any one out might seem unfair, I must particularly draw attention to Lennon Heather & Company with whom, during a few short months in 2003, we replaced network infrastructure, converted and consolidated data from a wide variety of different existing systems and implemented the full range of Keyhouse LawOffice software, from Accounts, Case Management, Task Delegation, Time Costing, Telephone messaging, Bill Drafting, Cheque Requisitions etc. Not resting on their laurels after such an ambitious programme, they are now considering Digital Dictation. For 53 users, this has taken an enormous effort on all our parts and has been a great success. It shows what can be achieved in a short time when properly approached.

We are of course best known for supplying standard solicitors' software. We have had a few interesting adaptations in this area during the year. The Revenue Sheriffs Association commissioned us to develop a new web ftp interface between our Sheriffs systems and the Collector General's own systems. This goes live in early January.

For Hibernian Insurance, we have developed a web Active Service Page (ASP) interface between their e-claims system and our case management system. This is now in testing and looks good for rollout in the next few weeks – on schedule.

Dun Laoghaire Rathdown County Council, after successful implementation of Case Management in 2002, asked us to develop a web based interface system for their Rates Department. This is now live.

Outside the legal arena, we continue to support and develop the National Intellectual Disability Database for the Department of Health and Children, with hundreds of users nationally. We have been the developers of this project for 6 years and are proud to be so. We also continue to develop and support systems for the Irish Cancer Society, Irish Heart Foundation, Diabetes Federation of Ireland and St Francis Hospice and others. Our Networks division has been very busy – its busiest year yet.

When you consider that we also rolled out a new version of our core product – SAM3.4 accounts, with considerable additional features – a major logistical exercise - you can see it has been a busy year. At the end of our most successful year to date, thank you very much for your ongoing support. Watch this space. We have more interesting plans for next year!

Happy Christmas and a peaceful and prosperous 2004 from all at Keyhouse.

Justin Phelan (justin@keyhouse.ie)

News....News....News....News

Keyhouse Digital Dictation

As mentioned in the last newsletter, Keyhouse will be releasing **Digital Dictation** software in January 2004.

The software includes dictation, transcription and job management modules and will seamlessly integrate with Case Management or be available as a stand-alone product. However if you are using Keyhouse SAM34 Accounts, you will be able to link your client and matter records to the new product.



The pricing for the **Digital Dictation** software will be approximately €550 per user. In most situations there should be **no** requirement for an additional computer server to run the product. In fact it has been designed to operate on your current network provided your computer network is properly configured and is reasonably up to-date.

If you are interested in receiving more information about this contact us at sales@keyhouse.ie or 01-2040020.

Successful 4th quarter

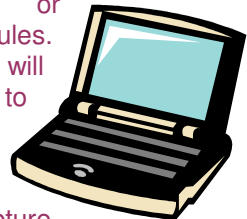
A strong 4th quarter has ensured that 2003 has been a very good year for Keyhouse. Because of this strong performance Keyhouse has been able to develop new products

and significantly invest in it's current product set. All of the enhancements to the products will be passed onto our clients, through new releases of software.

New Keyhouse Desktop module

In 2004 the entry level Desktop module will replace the basic Ledger Access enquiry. This module will incorporate **Ledger Access, Cheque Requisitions** and **MiniCase** - basic case management. For the same price (€200 per user) this new module will have three modules for the price of one. Keyhouse will also be offering current users, **gratis**, the **Cheque Requisitions** or **MiniCase** modules.

The **MiniCase** will allow users to produce letters, email, diarise tasks and capture incoming documents - all from the one screen. A "To-Do" list will also be available so that users can schedule and action their work.



If customers want to upgrade their Ledger Access licences **gratis** they **must** contact us at sales@keyhouse.ie or 01-2040020.

More firms investing in Keyhouse Case Management

One of the most interesting facts to emerge in 2003 was that more firms are investing in Case Management than ever before.

News....News....News....News

Not only was there a significant uptake with new installations but also with existing users, there was an increase in the number of additional licences for case management. Firms such as, Ensor O'Conner and J.A. Shaw & Co. have increased the number of case management users in their offices. The main reasons were,

- a) to introduce an office standard for storing and managing their documents,
- b) to provide fee earners and support staff with the means to access and review cases quickly and easily,
- c) to implement caseplans and precedents for their conveyancing and litigation work which will help to reduce the considerable amount of time spent on



repetitive tasks,

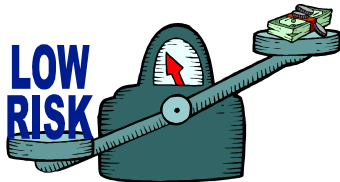
- d) to get greater utilisation from all their client and case records which were initially created in their accounts system.

It would appear that Case Management is now becoming as

much an integral part of a solicitors' office as Accounts.

Rent-to-Own model for small firms

The initial investment of a computer network and software for small firms can be very expensive. This can often act as a barrier and prevents these firms from making the proper investment in their IT.



In the new year Keyhouse will be offering these firms a rent-to-own package over a three-year period. The package will consist of a small office network, **CaseBooks** software and backup facility. The rental package will also cover software and network support for the rental period.

The benefits for the small law office is that firstly, the initial investment is low, secondly Keyhouse is managing all of their IT requirements and lastly it leaves them free to focus on their business.

At the end of the three years the firms will own the hardware and licence to use the software. The firms will also have the option at that stage to continue with another 3-year rent-to-own package.

IT Strategy – Importance of Integration

This issue, I promised to discuss System Selection as part of our IT Strategy series. I'm changing the emphasis slightly to highlight one very important consideration in system selection.

While in previous issues I have attempted to remain as neutral as possible, on this subject I am going to be unashamedly pro-Keyhouse. This is hardly surprising since I do believe that the best selection a solicitors' firm in Ireland can make is the Keyhouse system.

There are a number of obvious criteria to consider when selecting systems; reliability, suitability, future requirements, supplier reputation and service record being important ones. There is one criterion that is often overlooked – integration.

What is integration? Put simply, it means that all facilities operate together as one system. In a solicitors' office, there is a wide variety of ways computers can be used to advantage. There are even more software packages vying to fill these slots, and sales-people to persuade you.

What often happens is that a particular need is identified and a solution is found and implemented. Then a different need is identified, another solution sought and implemented. And so on. Pretty soon, you have a mish-mash of different systems, all working to different standards, requiring different support, different skills, duplicating data, with multiple suppliers to handle. (See previous articles on strategy planing).

This can result in chaos of a kind and sometimes causes serious errors.

This has been a persistent problem among solicitors, often when using Accounts, Case Management and Time Costing systems. We often come across firms who have separate systems fulfilling these functions – each with its own independent database. Indeed, we here at Keyhouse have done very well over the years “tidying up” these situations.

The simplest, and smallest example of the difficulty this can cause is the case of a client company changing its name. If it is not carefully changed in all instances (and remember your Christmas Card and Mailing Lists), errors can occur. Occasionally, these errors can be important.

It doesn't take much to imagine far more complex problems – multi referencing standards with files or documents getting misfiled or lost, documents sent to incorrect addresses, Christmas cards sent to deceased clients causing offence etc. On the scale of hundreds or thousands of cases, this can cause real difficulty. And this doesn't even begin to account for all the different training requirements

At Keyhouse, all of our solicitors' software fully integrates using the same database. So, if a company name changes, it is changed once for everything from Accounts, Documents, Case Management, Time Costing, Marketing, Christmas Cards, Digital Dictation etc. The one reference is used throughout for each matter. There is one set of standards to learn, with all the first class facilities you require in a single integrated system.

And of course, one very capable company looking after you.

Affordable Integrated Digital Dictation from KEYHOUSE

Much of a typical solicitor's work is done with the dictation machine in hand. This is familiar equipment and is one of the essential "tools of the trade". Graduating from belts to tapes and mobile units and with some centralised systems available, it has improved over the years. The latest improvement is Digital Dictation.

This allows your computer network to be used to manage your dictation – without the necessity for tapes at all.

Typically, each dictation "document" is created using a familiar dictation device connected to a PC (or a telephone or mobile dictation device can be used) and then simply sent from the author to the required typist for typing – on the computer network. Using a familiar set of foot-pedals and headphones connected to her PC, the typist picks up the document from her list on her PC and types.

Very little new skill is required and even for the most computer illiterate solicitor most systems are simple to operate.

These systems to date have had two main drawbacks – cost and isolation. They have tended to be very expensive to implement, requiring new servers and expensive desktop software. Also, they run completely independently without any integration with any other software.

At Keyhouse, we have now solved these problems with our new Digital Dictation product.

Designed to operate either as a stand-alone facility or to integrate very closely

with Microsoft Word and Keyhouse Desktop, it usually requires no extra investment in network infrastructure (if your network is of relatively recent vintage!) and the desktop licences are a fraction of the cost competing software. Indeed, it is considerably less expensive than a standard tape based dictation system. (*See News section for pricing*).

KEYHOUSE DIGITAL DICTATION Features

- **Stand-alone or Integrated**
- **Uses standard dictation devices and pedals**
- **Integrates with standard Keyhouse Desktop**
- **Easy routing & tracing of dictation**
- **Easy installation**
- **Assign typing to individuals or teams**
- **Telephone Dictation (requires infrastructure)**

KEYHOUSE DIGITAL DICTATION Benefits

- **No more tapes**
- **Very competitively priced**
- **Little or no infrastructure investment**
- **Same functionality as much more expensive systems**
- **Same performance as much more expensive systems**
- **Close integration – even with Keyhouse Accounts!**
- **Familiar dictation devices**
- **Little Training required**

The Clipboard

The return of Chris Lawrence

In our last newsletter we informed you that Chris, one of Keyhouse's longest serving network engineers had decided to leave the IT industry. Fortunately for Keyhouse, Chris missed the IT industry more than he realised and has resumed his career in the company as a senior network engineer. So don't be surprised if you see him in your office or answering support calls.

Watch for Client Survey in January



The Client Survey package, which was mentioned in our last newsletter, will be arriving at your offices in early January 2004. Please take the time out to answer the questions, as they will have a major influence in deciding how Keyhouse is going to develop its products and services over the next 2 years. We do appreciate the fact that your time is a precious commodity but it is still worth investing some of it in the survey, as it will have a direct bearing on your firm.

The Keyhouse Web Page

Thank you for your comments on the redesigned Keyhouse Web Page that was launched in October. The feedback has been extremely

positive and we will keep you informed of any additions to the Web Page over the next few months.

Is Broadband (ADSL) for you?

There has been a lot of hype about the introduction of



Broadband

technology. It is

only a matter of time before it is available throughout the country. The question is will your firm benefit from this technology?

The simple answer to this question is "Yes". The two main reasons are firstly, that you only pay a flat monthly fee (starting from €54) for "always on" access to the internet and email with **no** more call charges. Secondly, the speed of this technology allows you to have instant access to the internet and instant delivery of your emails.

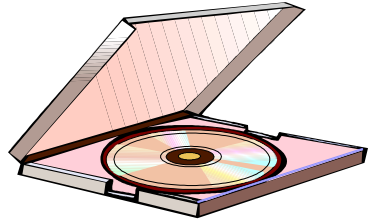
Over the last few months the Keyhouse networks division have successfully transferred several clients to Broadband. This involves careful planning and implementation, especially when transferring from your current email/internet account. If you are interested in receiving more information about this contact us at sales@keyhouse.ie or 01-2040020.

At your service...

The complete Information Technology (IT) solution for your firm. **Keyhouse** is the only Guaranteed Irish IT company that can provide and deliver all the necessary IT requirements for today's law office. Everything from your standard PC to Digital Dictation and connectivity to the internet.

Keyhouse LawOffice:-

- Accounts (SAM3.4)
- Bill Drafting
- Cheque Requisitions
- Digital Dictation
- Case Management - includes case plans and precedents for:
 - *Conveyancing*
 - *Litigation*
 - *Debt Collection*
 - *Probate*
- Time Recording
- File Manager (physical file tracking, deeds, wills etc)
- Document Imaging
- Web Access to Case Management



Keyhouse Networks:-

- Hardware
- PC Networks
- Communications services & software
- Training
- Network Support
- Internet & Remote Access Services



With over 200 clients and 20 years experience, we at Keyhouse can implement, service and project manage your firm keeping disruption to a minimum.

Your in-house IT Department