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UPCOMING EVENTS

- ◆ **19TH ANNUAL WILKINSON/
WALKER MEMORIAL GOLF EVENT**
DATE: AUGUST 13, 2010
LOCATION: BRIARWOOD GOLF CLUB

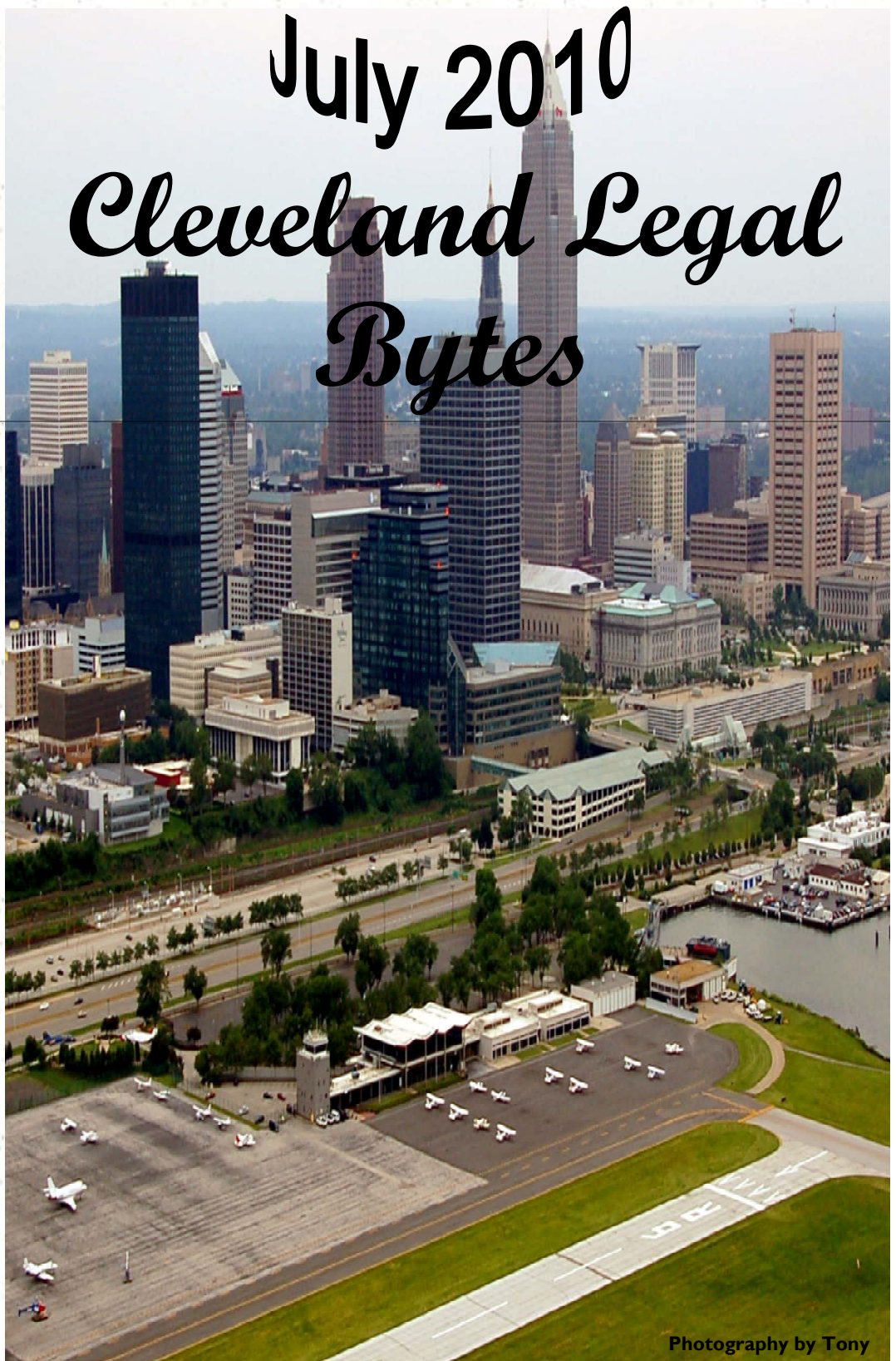
- ◆ **CHAPTER EDUCATION SESSIONS**
SPEAKER: ALCYIA SUTOR, AKINA
TOPIC: DEVELOPING YOUR
STRATEGIC VALUE
DATE: SEPTEMBER 1, 2010
TIME: 8-10 AM
LOCATION: SAMMY'S AT ONE
CLEVELAND CENTER

- ◆ **ALA COMMUNITY CHALLENGE**
DATE: OCTOBER 8-10, 2010
More info to come

NEWSLETTER COMMITTEE MEMBERS

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Photography by Tony



Cleveland
Chapter

ON THE MOVE

Congratulations to Nikki Tucci, Cleveland Chapter Treasurer, for being promoted from Administrative Supervisor to Office Administrator for the Akron office of Vorys, Sater, Seymour and Pease LLP.

Nikki—Well Done!

TECHNOLOGY INSIGHT**Total Cost of Ownership Analysis for IT Solutions Can Yield Savings and Efficiency**

Nearly one-half of law firms in the United States plan to increase spending on information technology (IT) in 2010 according to a recent study from CompTIA, the trade association for the IT industry. How they spend can make the difference between maximizing profits or creating a money pit.

Investing in the right software can certainly optimize a law firm's performance and productivity, and third party applications may yield better results from a Total Cost of Ownership perspective than software a firm commissions or designs themselves. Sometimes, a firm will have no choice but to create a customized solution, but a thorough analysis of the options available is key.

Total Cost of Ownership refers to the direct and indirect costs associated with owning and using a technology component throughout its lifecycle. This would include acquisition, installation, licenses, maintenance, repair, efficiency, personnel hours, end-user training and more.

The Total Cost of Ownership components can be classified in four categories that merit consideration before deciding upon a technology, whether third party or customized:

- Capital Costs - software, IT support and network infrastructure
- Technical Support Costs – installation, hardware and software deployment, help desk staffing, system maintenance
- Administration Costs - financing, procurement, vendor management, asset management
- End-user Operations/Support Costs - the costs incurred from downtime, end-user training, end users supporting other end users and internal IT technician support

Considering all of these factors, third party software usually provides a lower Total Cost of Ownership than customized IT solutions. Customized solutions can address very specific goals and challenges, but third party software offers many advantages and can sometimes be customized for an individual firm.

While not designed specifically for any one firm, third party IT solutions often reduce Total Cost of Ownership as follows:

Capital Costs- A third party IT solution can decrease development time and costs, as the product is already packaged and additional customization work would be minimal. Upgrades are also less problematic because the software will be certified to work with most versions of common operating systems. Upgrading a customized IT solution often requires adjustments and rewriting of the code.

Technical Support Costs- Lack of flexibility may make it difficult to install and manage a customized solution. Chances are that a third party solution will be designed to be more flexible. Additionally, technical support from the software manufacturer is usually readily available.

Administration Costs - A third party software solution often requires fewer administrator hours and allows for central control of the system between the vendor and the firm. Customized IT solutions built in-house by a staff member can present problems when that individual leaves the firm.

End-User Operations/Support Costs. A third party software solution has been extensively tested and reworked to provide sophisticated programs that are flexible, easy to use and address common business problems. A third party software usually comes with documentation and end-user training programs.

While performing a thorough Total Cost of Ownership analysis for information technology can seem daunting, the long-term value will likely justify the effort.

**By Randall Farrar, President and Co-Founder,
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