



ERIE COUNTY WATER AUTHORITY
INTEROFFICE MEMORANDUM

July 25, 2018

To: Jerome D. Schad, Chair
Mark S. Carney, Vice Chair

Cc: Terrance McCracken, Secretary
Paul H. Riestler, Director of Administration
Jeffrey Schlierf, Acting Manager of Information Technology
Jacqueline Mattina, Deputy Associate Attorney
Anthony Alessi, Claims Representative/ Risk Manager
Trish Fabozzi, Supervising Stenographic Secretary
Shari Zajdel, Confidential Secretary (Legal)

From: Margaret A. Murphy, Associate Attorney

Subject: Case & Matter Management Software

The ECWA Legal Department continues to operate on a paper driven, file management system with limited access to the Authority's electronic files. The legal and support staff have no mechanism to search the contents of document files, stored in either a Word or PDF format, on the Department's network drives, or to conduct general searches of office emails relating to a particular case or subject matter. More importantly, the Legal Department, as well as other Authority departments, has no detailed lists of files organized by subject matter, or a uniform standard for naming files. Although most modern legal departments have software to manage and store its files, allowing remote access to such files, our legal staff wastes valuable time searching for files and information necessary to complete assignments. For this reasons, we began to explore the availability of legal software suitable for managing a public sector legal department.

On July 19, 2018, we invited a legal software vendor, Legal Files®, to make a presentation to a few members of the Legal Department. Those members included Jackie Mattina, Tony Alessi, Trish Fabozzi, Shari Zajdel, and Kathy Sanok. Needless to say, we were impressed with the presentation and the product. We have attached the promotional brochure describing the case management software

being offered by Legal Files®.

As Legal Files® states in its promotional brochure, the software is “a comprehensive web application which can be hosted on premise or in the cloud . . . designed to support offices that handle a wide range of legal and administrative functions. One of the software’s greatest strength is its ability to handle any type of case or matter.” The software allows the user to customize fields, menus, and views, to store and retrieve standardize form templates, to create customized reports, and to export data to other applications such as Excel. Emails and other correspondence can be managed, stored, and search within project files. These are just a few of the many features of the software.

We envision the users of this software application to be anyone drafting bids, RFPs, contracts, internal memoranda, staff reports, policies and procedures, and other Authority documents. Its application will allow staff to search for information necessary to respond to FOIL requests and to prepare subject matter lists of documents mandated by Article 6 of the Public Officers Law. More importantly, users will have quick and easy access, on and off site, to Authority files by logging into a secured computer with a password.

Legal Files® representatives have informed us that they have recently signed a contract with the New York State Office of Mental Health. Upon additional research, we have found the State of University of New York has also purchased this software. (See attached list printed from Open Book New York). At this point, it does not appear that either OMH or SUNY acquired this software by posting an RFP. The Legal Department would like to explore what avenues are available for acquiring this software, including whether this software package may be acquired from Legal Files® as a sole source provider.

Legal Files®



Organizational
Intelligence

The Art of
Managing
What Matters
to **You**



Case & Matter Management Software

A true off-the-shelf solution that is easy to customize to individual requirements, Legal Files works the way you work. It stores an unlimited amount of information for an unlimited number of cases or matters and walks you through every aspect of case development. Legal Files is logical, intuitive, relevant and fast.

Legal Files, a comprehensive web application which can be hosted on premise or in the cloud, is designed to support offices that handle a wide range of legal and administrative functions. One of the software's greatest strengths is its ability to handle any type of case or matter.

Customize Legal Files for Any Department, Any Office, Any Location

Do your data needs change? Create your own fields. Create your own menus. Create your own windows. Control your drop-down lists. No programming ability required. By using just one program you can provide different functionality for each of your departments. Plus, you can search, query and import into documents every field you create.

Leverage the Team Concept

Does anyone ever leave your organization? Ever struggle with reassigning or keeping track of case assignments or workloads? Legal Files brings a true team concept to case management, sharing and integrating the varied responsibilities and work product of staff, attorneys, legal assistants and administrators.

Access Your Personal Dashboard

Legal Files opens to a specific user's home page containing user-specific calendars, tasks, events and recently accessed files that provides quick reference to files/cases, notifications/reminders and user activity—all from the Manage My Day window. Legal Files' automatic notification system, Heads Up, is just one of the powerful features of the Manage My Day home page.

Use Legal Files at Home, at the Office, on the Road

Legal Files supports a virtual office by offering remote access. Legal Files was designed to be accessed real-time from any computer or tablet with an Internet or network connection running Internet Explorer or Chrome. Whether you're at home or on the road, you can have access to your Legal Files data. An optional iPhone/iPad app provides access into your Legal Files database from one, easy-to-navigate location.

Manage that Email Mess

Do you ever need to find important email, copy an email to a case/matter, or share your email with others? With Legal Files, you can easily manage all your email, saving important messages to your case/matter. Legal Files offers extensive email integration (including Outlook, Gmail, and Lotus Notes), so you can save emails and attachments to any case/matter, creating one place where all case/matter-related communication is stored—and easily retrieved.

Manage and Assemble All Your Documents

Legal Files offers a comprehensive document management system built directly into the application, or it can link with your current document management system—whichever you prefer. With Legal Files document management, you can easily access every document anyone has ever created or copied into your Legal Files software. Conveniently stored and cataloged in the file they reference, documents are easy to retrieve. Full document text searching is also offered. Legal Files also includes a Microsoft Office and Acrobat plug-in, enabling users to save any open Word document, Excel spreadsheet, PowerPoint presentation or .pdf into Legal Files with a click of a button. Quickly assemble your documents with tools built into the application. Use Legal Files to create a template once to use again and again. Or, automatically generate a document merging your template and any data fields you choose. Additionally, Legal Files document assembly is compatible with Microsoft Word and any Word form package on the market.

Improve Relationship and Contact Management

With Legal Files, you can attach contact information of anyone involved in a case or matter to any file that you need. Serving as an office-wide Rolodex®, these contact records or Name Cards make relationship management and conflict checking easy. Legal Files stores data in one centralized location, making sure everyone has access to the most current information. When a change is made, it is automatically updated in every file where the Name Card is referenced. Legal Files also displays the files in which the person is involved, letting you check for conflicts.



Organizational Intelligence

The Art of Managing What Matters to **You**

Track and Monitor Cases and Users

As a manager, you can schedule a meeting or appointment for one of your attorneys or staff members. You can also keep track of assignments (something you can't do in all case management programs) because Legal Files gives you the ability to monitor not just the status of cases but users as well. Plus, Legal Files makes it possible to comprehensively view to-do's—your own, someone else's, a team's, those of a particular case or those of the entire organization.

Know the Status of Any Case

Need to know what's going on with a particular case? Here's one-button access to the information you need the most, regardless of where it resides in the file. Legal Files creates a report using any information you want, including the information you want to share with others.

Open Files in a Snap

Using Legal Files' Open File Wizard, you may create similar files without having to retype duplicate information. What's more, Legal Files' File Copy Wizard provides the ability to copy a case or matter, creating a new file from an existing case/ matter. The File Copy Wizard enables you to copy the information exactly or you can specify changes.

Use a Tickler System that Follows Your Rules

Ever been assigned to a case and didn't find out until 10 days later? Legal Files creates an automated roadmap using a workflow system that follows the rules you

establish. As a case progresses, Legal Files automatically assigns tasks and sends email to designated team members. Workflow Wizards can be launched to automatically notify you and others about changes to a file or to trigger another action.

Link Information from Web Sites Directly to Your Files

Our Web Windows feature helps you stay connected to other software programs you use, your favorite Internet site or your own Intranet. With Web Windows, you can jump to any other website or software program you use from any Legal Files file. Or use our Web Windows and our Time Keeper feature together to pop into your favorite legal research site directly from your file. Complete your research and index it directly into the file. Once you are finished, a record of the time it took is automatically generated and may be stored as part of your file.

Rely on Heads Up to Keep You Current

Your inbox for everything, Heads Up acts as a personal assistant, organizing everything that you need to have a successful day. Calendars, reminders, routed documents, important deadlines for cases and timely incoming messages are automatically displayed in your Heads Up.

Track All Your Appointments, Tasks and Important Dates

Never miss an appointment. Avoid scheduling conflicts. Create a to-do. View your own calendar from one of ten views. Plus, it's easy to see someone else's calendar. With Legal Files, you may access an individual calendar, group calendar, case calendar, docket calendar and master calendar.

Provide Unique Views of Data

Offering a zero footprint, Legal Files delivers distinct and personalized views of your data to multiple audiences using three modes: application, portal and client. The application mode provides full functionality for the standard user. The portal mode and client portal mode are available for users who only need a file or matter level view, such as a contact within another department or external to your organization.

Either portal mode will provide access to the files/cases to which users are assigned. Each user's type of access is determined by his or her user security, which is controlled by the department.

It's All We Do

Shortly after the company's incorporation in 1990, Legal Files Software, Inc. made a strategic decision to concentrate only on case and matter management, with its goal of developing the best case and matter management application available anywhere. As a best-of-breed solution, Legal Files provides the best fit for our clients' specific needs; and, as a company, Legal Files has become successful by sticking to what we know best.

In addition, since Legal Files is not a subsidiary of a larger organization with other, unrelated lines of business and interest, the company provides a true partnership with its customers that results in a level of customer service that is truly unique in the legal software industry. Our in-house team of professionals provide you with expert Legal Files training, implementation assistance, project management and, if needed or desired, custom written data conversions.

Both Legal Files' flexibility and depth reflect years of input from thousands of users. As a mature program built on that foundation, Legal Files is updated frequently, adding innovations that improve functionality and productivity for our clients, maximizing emerging technologies, while preserving the program's user-friendly design and proven efficiencies.

For more information about Legal Files, visit LegalFiles.com.



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(217) 726-6000
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Website & Email:
LegalFiles.com
Sales@LegalFiles.com

Legal Files supports legal departments that handle a wide range of legal matters, as well as administrative functions. With all the resources your department needs—matter management, e-mail management, litigation management, cost tracking, reporting, document management, outside counsel collaboration features, integrated calendars, tickler system and contact management—you become more efficient, productive and profitable using Legal Files.

Matter and document management

- One central location for all matter-related information
- Custom screens/fields to track data for all matter types
- Custom file menus for your type of matters
- Automatic e-mail notification triggers
- Task and deadline management
- User Assignment and Reassignment Wizard
- Built-in document management
- Document text searching
- E-mail management (Outlook®, Lotus Notes® or GroupWise®)
- Litigation management
- Contact management
- Vendor/contract management
- Document assembly
- Matter notes
- Cost/expense tracking and budgeting
- Automatic invoice approval process
- Customized workflow templates for standardized processes
- Summary views
- Paperless office capability
- Collaborative work environment

Monitor and approve costs, budgets and invoices

- Easily manage outside counsel activities with extensive invoice/expense management and reporting/tracking capabilities
 - Access via the Web
 - Budget by matter level
 - Tracks expense with electronic invoice acceptance in the LEDES™ (Legal Electronic Data Exchange Standard) format
 - Categorize by date, amount, type, outside counsel, business group, etc.
- Automatically track and approve expenses using e-Billing module
- Determine budget status
- Track and report time and internal costs

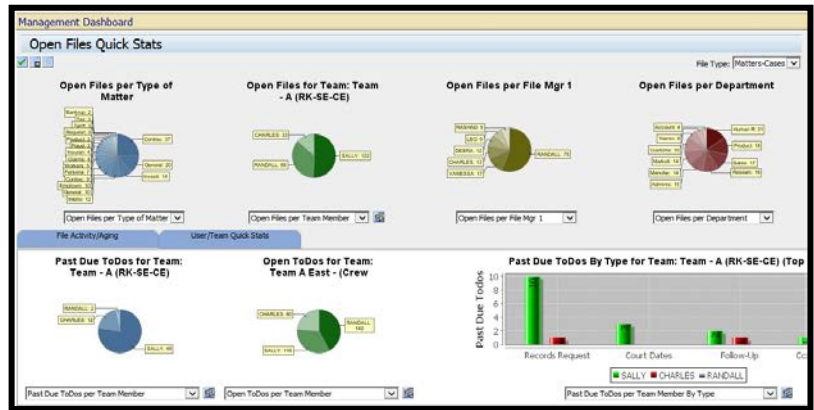
The screenshot displays the Legal Files web application interface. The top navigation bar includes the Legal Files logo, the current file name 'My File: Contract for 4M GCON-14-0008', and utility links like 'Log Off', 'Help', and 'Preferences'. A left-hand sidebar contains a 'Navigation Menu' with categories such as 'General Contract File', 'Contract Information', and 'File Administration'. The main content area is divided into several sections:

- File Information:** A table of key data points including Matter Name, Matter Number, Type of Matter, Sub Type, Date Open, Last Mod User, Current Status, Status, Department, Office, and Last Mod Date.
- Transaction Summary:** A table listing transactions with columns for Date, Time, Description, To/For, From/With, Type, and Status.
- File Related People:** A table listing individuals associated with the file, including Name, Role, Company, Email, and Phone.

At the bottom, there is an 'Item Notes' section with the text 'General Contract Review for Professional Services'.

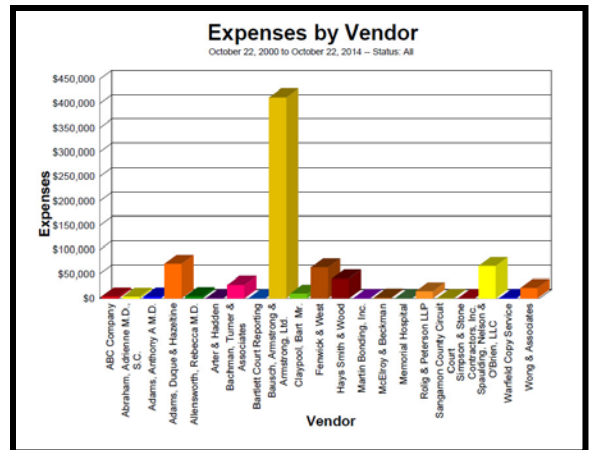
Generate meaningful reports

- Query data in numerous ways with built-in, flexible reporting tools
- 90+ standard reports
- Get up to date with 25+ Management Dashboard reports
- Generate custom reports that fulfill your department's unique and changing needs
- Use reports to identify and address priority matters and litigation exposure
- Work with any ODBC compliant report writer or integrate directly with Crystal Reports®



File Query Report
Run Time: 10/22/2014 2:20 PM
Run For: Kirchner, Randall J
Records: 18

Matter Name:	Menu Type	Matter Number:	Ext Client/Matter #	Status	Menu Type	Date Open	Days Open
Agers vs Statewide	GL General Litigation	GL-2014-03409		Open	Matters-Cases	01/01/2014	294
Appleman, Larry vs Company ABC	CL Claims Management	000000000000002	2447-97	Open	Matters-Cases	10/20/2013	367
Doe, John vs. DOJ-Civil Case	DOJ Civil Matter	CA-2012-00008		Open	Matters-Cases	02/14/2012	981
Ellis, Edward	Litigation (Plaintiff)	1765-13	1765-95	Open	Matters-Cases	10/20/2013	367
In regards to the Snake River Basin Adjudication	Corp Secretary File	39576		Open	Matters-Cases	09/05/2014	47
Panus vs. Statewide	INS General Litigation Matter	Ifm439880		Open	Matters-Cases	09/08/2013	409
State of Colorado; Water Referee Case	CO Natural Resources (Water)	AD NR ABCYZ		Open	Matters-Cases	01/10/2012	1016
Strader, Chad	GL General Litigation	2014-0000095-X000		Open	Matters-Cases	07/31/2014	83



Integrate with the programs you already use

- Extend the reach of your Legal Files data, wherever you go, with anytime, anywhere access via the Web
- Seamlessly work with other popular software programs like Microsoft® Office, Lotus Notes® and Adobe® Acrobat® to name a few
- Operate on iPhone®, iPad®, and Microsoft® Surface™ mobile devices
- Export expense data into accounts payable systems while maintaining an accurate record of expenses/costs within the file

The integration capabilities of Legal Files are demonstrated through several screenshots:

- Microsoft Word:** The 'Legal Files Web' add-in is visible in the ribbon, allowing users to access legal files directly from their Word documents.
- Adobe Acrobat Pro:** The 'Legal Files Web' add-in is also present, enabling users to save PDF documents to the Legal Files system.
- Legal Files Document Profile:** A dialog box for creating a document profile, showing fields for Document Name (Trademark Matter), Reference (Abrams Property Management), Classification (Images), and Type (Research).
- Legal Files (File Pick):** A search interface for finding specific legal files, with a list of results including 'Carlson Engineering vs Building Supply Co.' and 'Company USA 123'.

New York State Comptroller Thomas P. DiNapoli
Office of the State Comptroller










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i Displaying all Contracts for
LEGAL FILES SOFTWARE INC

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2 Contracts Found - Displaying page 1 of 1

 Department/Facility	 Contract Number	 Current Contract Amount	 Spending to Date	 Contract Start Date	 Contract End Date	 Contract Description	 Contract Type	 Original Contract Approved/Filed Date
Office of Mental Health	T100537	\$48,054.00	\$0.00	05/01/2018	04/30/2019	Legal Files Software	Contracts Not Subject to OSC Pre-Audit	06/13/2018
State University of New York - System Administration	T002200	\$146,401.00	\$141,384.99	01/03/2012	01/02/2016	CASE MANAGEMENT SOFTWARE / JL 1-5-12	Contracts Not Subject to OSC Pre-Audit	01/06/2012

2 Contracts Found - Displaying page 1 of 1