

# THE SYNAPSE

## Special points of interest:

- > LawBase celebrates 25 years serving the legal community
- > LawBase II is ready for release in January, 2007
- > Check out the new Synaptec web page at [www.lawbase.com](http://www.lawbase.com)

## The President's Letter

We are very excited about the changes that are on the horizon of the computing world and how LawBase can take advantage of these changes.



As I write this, Microsoft has just released Vista, the newest version of the Windows operating system and the biggest change since they moved from Windows 3.1 to Windows 95. We are exploring ways that LawBase can take advantage of the new features that Vista has to offer.

At the same time, Microsoft is releasing Office 2007 with a new user "ribbon bar" interface. We are already playing with ideas of how LawBase can be adapted to incorporate this new user interface.

Additionally, the Windows Presentation Format (WPF) promises to blur the line between a desktop application and a web-based application, so that in the future, users will be able to work on LawBase from either a browser or in a traditional client-server model. While I believe in the future of the web for accessing data from anywhere, I still believe that it will be awhile before data entry is best accomplished that way and Microsoft seems to agree with me by making both the desktop and web models available to users.

In the meantime, as outlined in this newsletter, we continue to develop LawBase and have added both new functionality to the product as well as new services to help us to better serve our clients.

While I'm excited about the future, I am pleased that LawBase has proven to be one of the survivors in the case management area as we celebrated 25 years in business this year. Our competition from the early days, by and large, hasn't survived and I appreciate the faith that you have put in LawBase. We are humbled by your response over the past 25 years and look forward to continuing our service to you for years in the future.

*-Phil Hamburger, President*

## LawBase Celebrates 25 Years Serving You!

This year LawBase celebrated its 25th year of serving the legal community!

Just as impressive is that the first client a quarter century ago, is still a user of LawBase today.

To give you an idea of the changes that LawBase has seen in the computer world, in 1981, IBM made news by releasing the

first PC in the United States. Additionally, some guy named Bill Gates introduced a new Operating Systems for computers called DOS.

While programming LawBase, Phil was probably rocking out to the hits of day including those classics "9 to 5" by Dolly Parton and "Bette Davis Eyes" by Kim Carnes. The most popular show on television was "Dallas" which

was appropriate since that is where LawBase was headquartered in those days.

While we are proud that our first client is still a client, we are also pleased that 67 firms have been using LawBase for more than a decade. We are honored by this and pledge to continue to provide you with a cutting edge version of LawBase for years into the future.

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LawBase celebrates 25 years of serving the legal community!



Check out the new LawBase Web Page, [www.lawbase.com](http://www.lawbase.com)



## LawBase 11—The next generation

The next version of LawBase, version 11, will officially be unveiled at the upcoming New York Legal Tech Show at the end of January, but is already in the final stages of product testing.

While many new features and enhancements have been created, we wanted to point out two that we think we will be extremely useful to our clients.

### New Reverse Linking Feature

Imagine that you are working on a file in LawBase and you are wondering how many other cases that you have with this opposing attorney. While you could currently create a Smart Folder™, this is limited by the ability to think ahead and plan for such a search. Now however, you can simply right-click on the name of the attorney and find all the other cases in which this attorney is involved with your office. This would be great for

tracking any recurring person such as expert witnesses, courts, judges, or contacts in a certain company.

Additionally, on the search tree, for the “Jones” case, you can then right click on the file and see all the other cases or contacts in which the Jones case is linked. This is ideal for clients that handle large cases such as asbestos and want to see all the files where that plaintiff is linked to other files. Additionally, lets say that you are searching the contacts for an expert witness and you enter “metallurgical engineer” and find a listing of 3 such engineers that the firm has used in the past, now you can simply right click on each name to see the details of the cases in which there were involved and see the results and talk to the attorneys in the firm that retained them without the need of doing any additional searches.

### Smart Folders Auto Refresh

It is now possible to have Smart Folders™ automatically update themselves on a predetermined basis.

While the uses are unlimited, here is one example of how useful this feature may be for your office. A manager wants to track all the notes entered into litigation cases for the day. The Smart Folder™ could now update itself every minute so that the user would no longer be required to either click off and then back to the folder or right-click and perform refresh manually.

Several other new features are also involved but we want to save some “secrets” until the official release in New York. However, please feel free to contact Jeff Tefelske (800-569-3377 x. 20 or [Jeff.Tefelske@lawbase.com](mailto:Jeff.Tefelske@lawbase.com) to learn more.

## Synaptec’s New Look on the Web

Synaptec is proud to announce our new look on the Internet. It has been several years since we have updated the look of our web page and it was seriously overdue.

The biggest change is the more modern navigation screen that you see upon entry into LawBase. Now a large Synaptec logo appears on the left side of the screen and give the users the choice to quickly navigate among key areas such as information on LawBase, information about Synaptec, Client News and how

to contact us.

The “Client News” section is a new addition and will be expanded in the future. We plan sections that will describe the newest features of LawBase and how clients have tailored LawBase in especially creative ways. It will also give the dates for upcoming group training sessions.

Of course, Web pages are dynamic and we are also exploring ways to bring the LawBase newsgroup to our web page and ways to download both the latest

versions of LawBase as well as documentations. We would also like to add a user FAQ and support notices so that you could quickly review updates.

We are pleased that LawBase has been mentioned in several publications this year and that information will appear on our new “Press” section.

Finally, since the web page should always be a work in progress, we would welcome suggestions of information that would be helpful to you, our clients.

## Remote Training Option

In response to requests from our clients and as the availability of Web Meetings has grown, we are now offering remote training over the Internet. We offer six training sessions each month.

The "LawBase Refresher Course" is great either for users who want a refresher on the features of LawBase or for new users who were not available when the end user training was done for the office.

On a more technical front, we offer a number of courses to

provide additional training on administrative functions of LawBase.

These include:

- LawTool training
- Hot Docs® form creation
- Report creation
- LawBase Design training
- Workflow training

The courses are group training and you can attend for \$250.00

for the first connection and \$50.00 for each additional connection to the meeting. Since we price it based upon the number of connections to the net meeting, you can have multiple people in the same location for the \$250.00 fee.

The monthly training schedule is posted to the LawBase newsgroup. (the January schedule is posted below) or you can contact Gretchen Ronfeldt at 800-569-3377 or by email to Gretchen@lawbase.com.



## New York Legal Tech

Synaptec Software is excited to be exhibiting again this year at the New York Legal Tech show.

If you have plans to be in New York at the end of January, we would love the opportunity to visit with you. The show is at the New York Hilton Hotel & Towers and runs from January 29th to January 31st. We will be in Booth

#309 on the main floor of the Exhibit Hall.

This show is the "flagship" trade show for legal technology in the United States and annually draws more than 10,000 attendees with over 300 exhibitors spread out over 3 floors in the New York Hilton Hotel.

The show also offers an educational track with many of the leaders in legal technology speaking on numerous subjects.

We are provided with a number of "Exhibit" passes and would be happy to pass those along to anybody who would like to visit the show.

### January Training

- 8th—LawBase Refresher
- 9th—LawTool
- 11th—Hot Docs Creation
- 16th—Report Training
- 18th—Workflow Training
- 23rd—LawBase Design

## LawBase User Newsgroup

We hope that by now most of you are aware of the LawBase newsgroup that we operate on Yahoo!

However, if you are not currently a member of the group, it is open to any client currently using LawBase.

We use the group as an effective way to notify our users of new features in the program or ways

that our clients are using existing features of LawBase in new and creative ways that we think would be interesting to the general group of LawBase users.

We have also used it as a bulletin board to post notices such as upcoming group training schedules.

Some recent topics have dis-

cussed a new partner to help you create Hot Docs forms; a new integration with Google Maps and that we have tested LawBase to operate on Microsoft SQL 2005.

If you are interested in joining the group, please send an email to Jeff Tefelske at Jeff.Tefelske@lawbase.com.



## LawBase User Survey Results

Thanks to all of you who took the time to respond to the recent LawBase user survey. Periodically, we like to check with our clients to see how we are doing both from a product standpoint as well as in supporting your needs.

We were especially pleased with the response to questions about our customer support. This is an area that we have always emphasized internally and we were pleased that the results from our clients shows that our efforts are appreciated.

Some highlights from that portion of the survey:

- 92% of the respondents rated the Overall Quality of Issue Resolution as Excellent or Good.
- 96% of the respondents rated the Professionalism of the Synaptec Representative as Excellent or Good.
- Four in Five rated Synaptec as "Excellent" for being easy to contact.
- 96% rated the helpfulness of the Support person to be

either Excellent or Good.

- 88% rated our response to both emails and phone messages as Excellent or Good.

We are very pleased with this response and are planning on conducting user surveys on at least a semi-annual basis.

We have also posted short surveys on our newsgroup when we are trying to ascertain the usefulness of a feature of LawBase.

Thanks again to all of those who responded.

Synaptec Software, Inc.

"Legal Software that Thinks the way that you do!"



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