

2012 PROLAW USER CONFERENCE



EXTEND YOUR ADVANTAGE

JUNE 26-28 | ARIA, LAS VEGAS



THOMSON REUTERS™

WELCOME RECEPTION

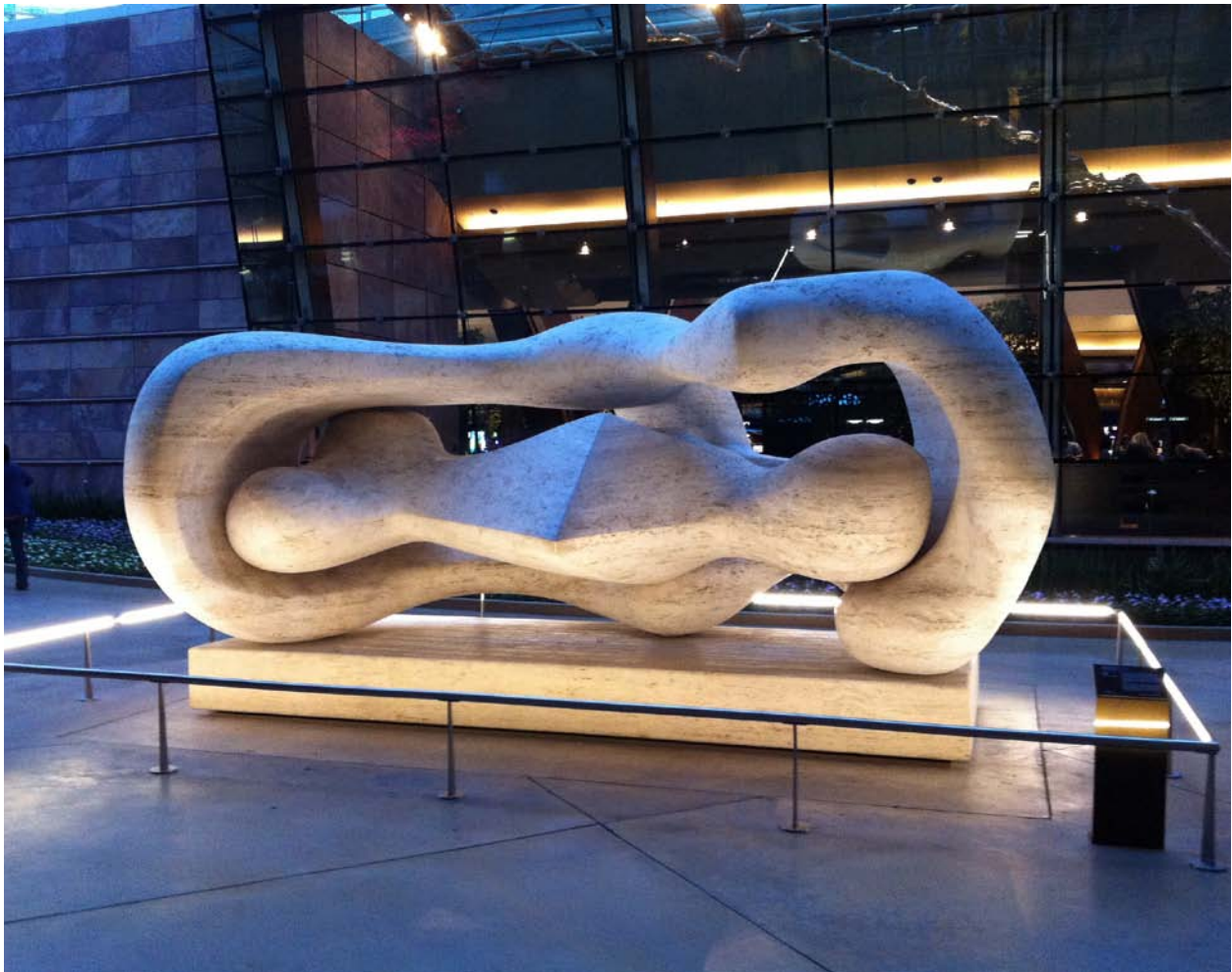
MONDAY, JUNE 25, 2012

4:00 P.M. – 6:00 P.M.

Kick off your conference experience by joining us at the ProLaw Welcome Reception. Enjoy hors d'oeuvres and cocktails while you network with colleagues. Meet your Client Partner, Support Team Leader, and other firms from your region. There will be opportunities to discuss a variety of topics in the beautiful Aria conference facility. We welcome you to our jam-packed conference filled with informative sessions and exciting social events.

(casual attire)

STARVINE 3,4,& 5



PROLAW SESSIONS

TUESDAY, JUNE 26, 2012

9:45 A.M. – 10:45 A.M.

Query Basics – Front Office

Presented by Sharon Winston

Unsure whether to use a tick or a parenthesis in your query? Learn how to query for case management data that is stored in your database and why queries are useful to help your firm gain operational efficiency. Review the query structure using ProLaw's most requested queries.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

A Tour of ProLaw's Back Office

Presented by Alan Taylor

Learn about ProLaw's back office functionality, including specific terminology, through this insightful overview. This session is designed for users who are new to ProLaw's Back Office, but all users are welcome to attend.

Track: Back Office

Level: Basic

Suitable for all conference attendees

STARVINE 10

Best Practices for Technical Planning Strategies

Presented by Joey Kramer

Thinking about updating to a new version of MS Office, Exchange, or other integration products you use with ProLaw? Attend this session to discover best practices as well as how to work in conjunction with ProLaw Technical Consulting in managing your technical projects. Review the importance of questionnaires and scheduling and learn how to get the most out of your experience with us.

Track: Technical

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

ProLaw XII – Reasons to Upgrade

Presented by Ken Bassham

Attend this popular session for an overview of the new capabilities of ProLaw XII and discuss reasons to upgrade. Learn about the comprehensive new reporting functionality, enhanced Outlook view, and other exciting new enhancements available with ProLaw XII.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4

TUESDAY, JUNE 26, 2012

11:00 A.M. – 12:15 P.M.

Understanding ProLaw Supported Technologies and System Requirements

Presented by Roque Sena

This session will cover the basic explanations of the ProLaw supported technologies, including system requirements. We will discuss why these requirements are needed and will help you better understand these technologies for your firm's setup.

Track: Technical

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

Maximize Your Use of ProLaw to Extend Your Advantage

Presented by Stanley Fried

Discover best practices to extend your use of ProLaw's Case Management abilities. This session will include a review of how to coordinate all elements of ProLaw's Front Office features to get the most out of them. Review strategies for incorporating process reviews to maximize the return on your ProLaw investment.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4

Introduction to Report Writing – ProLaw v11

Presented by Lori Fortner

Learn the skills needed to plan and create reports that will help you analyze and interpret information. This course is designed for new users of ProLaw, or those who are new to reports, and includes a review of general report features, report design, and the creation of presentation quality reports.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 10

Introduction to Report Writing – ProLaw XII

Presented by Shaunna Johnson

Take a look at the ProLaw XII report interface and the report setup feature. Learn how to add, copy, and make basic changes to reports.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 11

PROLAW SESSIONS

TUESDAY, JUNE 26, 2012

1:30 P.M. – 2:30 P.M.

A Tour of ProLaw's Front Office**Presented by Dianne Flynn**

Learn about ProLaw's front office functionality, including specific terminology, through this insightful overview. This session is designed for users who are new to ProLaw's front office, but all users are welcome to attend.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

Query Basics – Back Office**Presented by Gina Laque**

Unsure whether to use a tick or a parenthesis in your query? Learn how to query for financial data that is stored in your database and discover why queries are useful to help your firm gain operational efficiency. Review the query structure using ProLaw's most requested queries.

Track: Back Office

Level: Basic

Suitable for all conference attendees

STARVINE 10

Technical Troubleshooting 101**Presented by Roque Sena**

Take a look at basic technical troubleshooting techniques for ProLaw. In this session we will discuss different components of ProLaw functionality and its interaction with various integrations and environments.

Track: Technical

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

Planning Your Upgrade to ProLaw XII**Presented by Joey Kramer**

Learn what you need to consider when upgrading to ProLaw XII, including strategy and planning. Discover the process for a successful upgrade.

Track: Technical

Level: Basic

Suitable for all conference attendees considering an upgrade to ProLaw XII

STARVINE 3 & 4

TUESDAY, JUNE 26, 2012

2:45 P.M. – 3:45 P.M.

Intermediate Report Writing for Front Office – ProLaw v11**Presented by Lori Fortner**

Enhance your basic report writing skills and learn how to create more complex case management reports. Review tips and tricks of advanced report writing, including specialty bands and ProLaw calculations for front office features. This session will help you make more effective report design decisions to extend your current reporting.

Track: Front Office

Level: Intermediate

Suitable for all conference attendees with a basic understanding of ProLaw v11 report writing

STARVINE 11

Explore ProLaw's New Features for Time Tracking**Presented by Dominic Santistevan**

Take advantage of ProLaw's default financial reports and learn best practices to create comprehensive financial reports to evaluate firm performance. Discover how to use ProLaw's aging and analysis reports and groupings for best results.

Track: Back Office

Level: Intermediate

Suitable for accountants, managers, and financial analysts

STARVINE 3 & 4

A Journey Through Accrual**Presented by Maria Gray**

Review all aspects of ProLaw accrual, starting with the basics on setting up preferences and how those decisions affect Journals. Learn how to prove the numbers utilizing reports and troubleshoot reconciliation issues.

Track: Back Office

Level: Intermediate

Suitable for firms using accrual based accounting or moving to accrual

STARVINE 10

Let the ProLaw Agent Work for You**Presented by Derwin Cupp**

Take an in-depth look at the ProLaw Agent: what it is, why you would use it, and what it can do to simplify your reporting by working with report shortcuts and report queues. Discover how to automate tasks and keep your document indexes happy.

Track: Technical

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

PROLAW SESSIONS

TUESDAY, JUNE 26, 2012

4:00 P.M. – 5:00 P.M.

Using ProLaw for Your Firm's Marketing**Presented by Sharon Winston**

Discover how to take advantage of ProLaw's customization to help with your organization's marketing. Learn how to use contacts and matters to track the marketing efforts in your firm and share best practice tips and tricks.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

Using ProLaw for Cash Based Accounting**Presented by Virginia Gleason**

This session will review the details of how ProLaw operates on a cash basis from the life cycle of a transaction through financial reporting and reconciliation.

Track: Back Office

Level: Basic

Suitable for firms using cash based accounting

STARVINE 10

ODBC Reporting**Presented by Dominic Santistevan**

Learn how to create open database connections (ODBC) through ProLaw for querying and running external reports. We will review both Excel and Word, showing you how to use this information for other reporting systems or programs that accept ODBC database connections. This session will include practical examples.

Track: Technical

Level: Intermediate

Suitable for all conference attendees with a basic understanding of the technical subject matter

STARVINE 1 & 2

How to Maximize Your Support Experience**Presented by Rick Roy**

Gain a better understanding of the resources that are included with your support maintenance contract with ProLaw. Discover best practices for searching the Knowledge Base and review the Customer Hub and ProLaw Forums.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4

WEDNESDAY, JUNE 27, 2012

9:00 A.M. – 10:15 A.M.

Custom Tabs – Design, Implementation, and Ongoing Development**Presented by Paul Allen**

Learn how to extend your use of ProLaw through custom tab design in this popular session. Review custom tab design functionality, field values, and best practices for custom tab design and discover how to optimize these features for your firm. Learn how to import practice libraries and review different types of custom tab fields. This session will include a discussion of custom tab redesign to better reflect your firm's growing sophistication.

Track: Front Office

Level: Intermediate

Suitable for all conference attendees with a basic understanding of subject matter

STARVINE 11

Intermediate Report Writing for Back Office – ProLaw v11**Presented by Shaunna Johnson**

Enhance your basic report writing skills and learn how to create more complex financial reports. Review tips and tricks of advanced report writing, including specialty bands and ProLaw calculations for back office features. This session will help you make more effective report design decisions to extend your current reporting.

Track: Back Office

Level: Intermediate

Suitable for all conference attendees with a basic understanding of ProLaw v11 report writing

STARVINE 10

Discover How eBillingHub Can Streamline the Billing Process**Presented by Ryan Ladisic**

E-billing is here to stay. It is becoming more and more popular with corporate clients for very good reason: it vastly improves productivity across companies. This session will explore the standard flow of the billing process and show you how eBillingHub, fully integrated with ProLaw, addresses the areas where firms face the greatest challenges in executing their electronic bills.

Track: Back Office

Level: Basic

Suitable for all conference attendees

STARVINE 5

PROLAW SESSIONS

WEDNESDAY, JUNE 27, 2012

9:00 A.M. – 10:15 A.M. (Con't)

Technical Administration of Groupware Agent for Exchange (GWAE)**Presented by Derwin Cupp**

Join us for this popular session as we review the Groupware Agent for Exchange 2007 and 2010. Requirements and limitations will be discussed as well as best practices for the whole process from pre-planning to testing and maintenance. We also will review the Agent's interface, discussing settings and their effect on the system.

Track: Technical

Level: Intermediate

Suitable for all conference attendees with a basic understanding of the technical subject matter

STARVINE 1 & 2

Unraveling the Mysteries of Queries**Presented by Dominic Santistevan**

Extend your query capabilities and learn how to build custom queries by attending this informative session. Review methodologies for developing queries, including helpful SQL calculations.

Track: General

Level: Intermediate

Suitable for all conference attendees with a basic understanding of subject matter

STARVINE 3 & 4

WEDNESDAY, JUNE 27, 2012

10:45 A.M. – 11:45 A.M.

Best Practices for Custom Tabs**Presented by Paul Allen, Sharon Winston, and Zetta Pilch**

Join us for a panel discussion on how to approach custom tab design and reimplementation. Practical examples will be reviewed.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

Discover How to Use ProLaw to Handle Your Unique Billing Arrangements**Presented by Courtney Markham**

Learn how to set up and report on the profitability of non-hourly billing arrangements such as periodic retainers, flat fee arrangements, and contingency billing.

Track: Back Office

Level: Intermediate

Suitable for accounting and billing staff

STARVINE 10

Technical Database Maintenance, Including Disaster Recovery**Presented by Todd Petersen**

This session will cover the items in Microsoft SQL Server maintenance plans, including the options and what they mean in regard to the ProLaw database. Learn best practices for these options and things to consider when setting up the scheduling. This session also will review basic disaster recovery options with ProLaw, including a toolkit that will be needed to get ProLaw back up and running if something should happen.

Track: Technical

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

How to Maximize Your Support Experience**Presented by Rick Roy**

Gain a better understanding of the resources that are included with your support maintenance contract with ProLaw. Discover best practices for searching the Knowledge Base and review the Customer Hub and ProLaw Forums.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4

PROLAW SESSIONS

WEDNESDAY, JUNE 27, 2012

10:45 A.M. – 11:45 A.M. (Con't)

**Mobile Applications for ProLaw:
Turning iPads, iPhones, and Droids into Mobile
Productivity Powerhouses****Presented by John Kuntz, Bellefield Systems**

iPads, iPhones, and Droids have taken the legal market by storm. But questions abound: Are they secure? How do they integrate into our current infrastructure? What do attorneys really need to enhance their productivity while on the go? Attend this session and learn what it takes to squeeze every bit of productivity out of these wonderful devices while avoiding the common mobile device pitfalls.

Level: Basic
Suitable for all conference attendees

STARVINE 5

WEDNESDAY, JUNE 27, 2012

12:45 P.M. – 1:45 P.M.

**Using Westlaw Legal Calendaring Rules for Your
Firm's Docketing****Presented by Maria Gray**

Learn how to use Westlaw's powerful jurisdictional rule sets to automate deadlines and improve the workflow of your office to gain efficient and reliable docketing. Discover how integrating with Outlook can maximize calendaring functionality.

Track: Front Office
Level: Basic
Suitable for all conference attendees

STARVINE 11

**Extend Your Back Office Investment Using Front
Office Functionality****Presented by Maurice Williams**

Discover best practices to extend your back office investment. Learn how to customize ProLaw to use replenishing retainers. See how collections can help with accounts receivable; use docketing to track check requests; and use events to manage collection letters and provide email reminders.

Track: Back Office
Level: Intermediate
Suitable for accounting staff

STARVINE 3 & 4

Configuring ProLaw for Your Electronic Billing**Presented by Lenora Neu**

Review the process of electronic billing, including the diverse standards of electronic bill formats. Discover how many common formats, including Litigation Advisor, TyMetrix, and ESIS use the Ledes1998B Standard, as well as XML formats. This session also will cover the setup of matters and transactions within ProLaw to comply with the needs of your firm and meet the specifications of the billing client.

Track: Back Office
Level: Intermediate
Suitable for accounting and billing staff

STARVINE 10

**Optimize Your ProLaw Database Using Microsoft
SQL Management Studio****Presented by Todd Petersen**

Technical professionals looking to take advantage of powerful ProLaw database capabilities will benefit from this session. Learn how to use Management Studio to check "under the hood" of your ProLaw database. Discuss database optimization, analysis, tuning, and indexing all with an eye on getting the most out of your ProLaw experience.

Track: Technical
Level: Intermediate
Suitable for all conference attendees with a basic understanding of the technical subject matter

STARVINE 1 & 2

Introducing ClientPay® for ProLaw®**Presented by Jay Bruber, Vince Arnoldi, and Ryan Beck,
BankCard Services Worldwide**

Learn how ClientPay for ProLaw turns credit and debit card payment acceptance from an error-prone and time-intensive task into an efficient, accurate, and cost-saving process. We'll demonstrate how this new, integrated payment solution for the ProLaw platform reduces the amount of time and effort required to accept and process payments, update accounts receivable, and disperse funds to both operating and trust accounts. Presented by BankCard Services Worldwide, ProLaw's integration partner for payment processing solutions.

Level: Basic
Suitable for all conference attendees

STARVINE 5

PROLAW SESSIONS

WEDNESDAY, JUNE 27, 2012

2:00 P.M. – 3:00 P.M.

Docketing – Not Just for Litigation**Presented by Sharon Winston**

Learn how to create your own docket types to standardize everyday tasks. This session will demonstrate how ProLaw docketing can be used for non-legal tasks that must be completed in a timely and consistent manner. Learn how to set up legal docket events where rules sets aren't available.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

Pre-bill Editing in ProLaw**Presented by Gina Lague**

Discover ProLaw's pre-bill editing capabilities, including write-ups, write-downs, discounts, transferring and splitting transactions, hide/hold, and no billing.

Track: Back Office

Level: Basic

Suitable for accounting and billing staff

STARVINE 10

Ask the Experts – Development**Presented by Cynde Carley, Siri de Lange, Greg Riggs, Ben Roberts, and Roque Sena**

Bring your development questions to an open Q & A session with several members of ProLaw's Development team.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

ProLaw XII – Reasons to Upgrade**Presented by Ken Bassham**

Attend this popular session for an overview of the new capabilities of ProLaw XII and discuss reasons to upgrade. Learn about the comprehensive new reporting functionality, enhanced Outlook view, and other exciting new enhancements available with ProLaw XII.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4

WEDNESDAY, JUNE 27, 2012

3:30 P.M. – 4:30 P.M.

Best Practices for Docketing**Presented by Paul Allen, Maria Gray, Judy Ruhling, and Zetta Pilch**

Join us for a panel discussion on how to approach docket design and implementation for court and internal calendaring. Practical examples will be reviewed.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

The Billing Tab You Didn't Know**Presented by Lenora Neu**

Do you just set up rates and statement formats on the Billing tab? Get more information on Billing tab features you aren't using, including periodic retainers, separate billing frequencies, and rate overrides. Learn how to set up compensation formulas and matter budgets for those more complex billing needs.

Track: Back Office

Level: Basic

Suitable for all conference attendees

STARVINE 10

Planning Your Upgrade to ProLaw XII**Presented by Joey Kramer**

Learn what you need to consider when upgrading to ProLaw XII, including strategy and planning. Discover the process for a successful upgrade.

Track: Technical

Level: Basic

Suitable for all conference attendees considering an upgrade to ProLaw XII

STARVINE 3 & 4

Our Favorite ProLaw Features**Presented by Stanley Fried, Courtney Markham, and Dominic Santistevan**

Join us as our Front Office and Back Office experts share their tips and tricks to get the most from your ProLaw system. This session is sure to be enlightening and will help extend your competitive advantage.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

PROLAW SESSIONS

THURSDAY, JUNE 28, 2012

9:15 A.M. – 10:30 A.M.

Custom Tabs – Design, Implementation, and Ongoing Development**Presented by Paul Allen**

Learn how to extend your use of ProLaw through custom tab design in this popular session. Review custom tab design functionality, field values, and best practices for custom tab design and discover how to optimize these features for your firm. Learn how to import practice libraries and review different types of custom tab fields. This session will include a discussion of custom tab redesign to better reflect your firm's growing sophistication.

Track: Front Office

Level: Intermediate

Suitable for all conference attendees with a basic understanding of subject matter

STARVINE 1 & 2

Intermediate Report Writing for Front Office – ProLaw XII**Presented by Lori Fortner**

Get a detailed look at how to add new reports with an emphasis on design. Learn about Expressions, custom formatting, and how to control how the data is displayed.

Track: Front Office

Level: Intermediate

Suitable for all conference attendees with a basic understanding of ProLaw XII report writing

STARVINE 11

Back Office Round Table**Presented by Brian Clay, Dominic Santistevan, and Maurice Williams**

Join us for an informational exchange regarding back office topics. ProLaw subject matter experts will be available to answer questions and facilitate information sharing.

Track: Back Office

Level: Basic

Suitable for all conference attendees

STARVINE 10

Canadian Client Round Table**Presented by Virginia Gleason and Maria Gray**

Canadian clients can engage in an information exchange with peers. A ProLaw subject matter expert will be on hand to answer questions and facilitate information sharing.

Level: Basic

Suitable for all Canadian clients

STARVINE 3 & 4

THURSDAY, JUNE 28, 2012

11:00 A.M. – 12:00 P.M.

Best Practices for Document Automation**Presented by Dianne Flynn, Maria Gray, and Judy Ruhling**

Join us for a panel discussion on how to approach document design and implementation. Practical examples will be reviewed.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

Intermediate Report Writing for Back Office – ProLaw XII (Part I)**Presented by Shauna Johnson**

Get a detailed look at how to add new reports with an emphasis on design. Learn about Expressions, custom formatting, and how to control how the data is displayed.

Track: Back Office

Level: Intermediate

Suitable for all conference attendees with a basic understanding of ProLaw XII report writing

STARVINE 10

How to Maximize Your Support Experience**Presented by Rick Roy**

Gain a better understanding of the resources that are included with your support maintenance contract with ProLaw. Discover best practices for searching the Knowledge Base and review the Customer Hub and ProLaw Forums.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

ProLaw Roadmap and Life Cycle Update**Presented by Siri de Lange**

Attend this session to learn about the ProLaw product roadmap. We'll provide some general information about our plans for potential future enhancements and share some updates on the life cycles of ProLaw products.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4

PROLAW SESSIONS

THURSDAY, JUNE 28, 2012

1:00 P.M. – 2:00 P.M.

Using Automation to Establish Document Consistency**Presented by Dianne Flynn**

Discover tips and tricks for creating ProLaw document types from existing templates or from scratch. Learn how to analyze internal document workflows to determine document automation needs and enable consistency with firm documents.

Track: Front Office

Level: Basic

Suitable for all conference attendees with a basic understanding of subject matter

STARVINE 11

Intermediate Report Writing for Back Office – ProLaw XII (Part II)**Presented by Shaunna Johnson**

Get a detailed look at how to add new reports with an emphasis on design. Learn about Expressions, custom formatting, and how to control how the data is displayed.

Track: Back Office

Level: Intermediate

Suitable for all conference attendees with a basic understanding of ProLaw XII report writing

STARVINE 10

Back by Popular Demand: Full Text Indexing**Presented by Todd Petersen**

Learn how to get full text indexing working for you. We will discuss setup for those who are new to full text indexing; review how often to refresh and rebuild the index; explore how to improve and expand your full text searches; and discuss simple troubleshooting and common problems associated with searches and indexing. We also will share best practices for your document store when using full text indexing.

Track: Technical

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

What to Do When Your Firm Needs a Business Process Review**Presented by Paul Allen**

Discover how a business process review can benefit your firm. Learn what the process entails and how to ensure that your company is taking full advantage of the powerful features and flexibility built into the ProLaw system your firm already owns.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4

THURSDAY, JUNE 28, 2012

2:45 P.M. – 4:00 P.M.

Front Office Round Table**Presented by Stanley Fried and Maurice Williams**

Join us for an informational exchange regarding front office topics. ProLaw subject matter experts will be available to answer questions and facilitate information sharing.

Track: Front Office

Level: Basic

Suitable for all conference attendees

STARVINE 11

Understanding Financials and Financial Management Reports**Presented by Virginia Gleason**

Take advantage of ProLaw's default financial reports and learn best practices to create comprehensive financial reports to evaluate firm performance. Discover how to use ProLaw's aging and analysis reports and groupings for best results.

Track: Back Office

Level: Intermediate

Suitable for accountants, managers, and financial analysts

STARVINE 10

Technical Round Table**Presented by Brian Clay, Joey Kramer, and Todd Petersen**

Join us for an informational exchange regarding technical topics. ProLaw subject matter experts will be available to answer questions and facilitate information sharing.

Track: Technical

Level: Basic

Suitable for all conference attendees

STARVINE 1 & 2

ProLaw XII Add-on Report Bundles**Presented by Ken Bassham**

Learn about ProLaw XII Add-on Report Bundles which are available for purchase. This session will allow you to determine what report bundles may be the right solution for your firm's reporting needs.

Track: General

Level: Basic

Suitable for all conference attendees

STARVINE 3 & 4