

New Methods for Law Firms

from

CivicomTM
Law Firm Services
Ask Why We're Better

**Audio Conferencing
Web Collaboration
Recordings
Transcriptions
Dictation**

**Raise the Bar
on Client Satisfaction**TM



Contact us 24/7 with questions or requests:
203-618-1811
email: customer@civi.com
www.civi.com

Leverage Through Collaboration

The modern law firm today finds itself pressed by many of the same concerns as the corporate environment – how to save on the downtime, expense, and hassle of travel, how to communicate across distance and time zones, and how to use technology effectively to improve productivity, bring in new clients, and enhance billings.



It is therefore important to work with a collaboration partner that combines an understanding of the law firm culture, is an expert in the application of all forms of virtual communication technology, who has a solid technical infrastructure, and is oriented toward client service.



Civicom is the provider of choice for law firms looking to leverage themselves into a more productive environment by using technology to enhance collaboration.

Collaboration technologies are essential in today's world. Whether it is the need to meet with clients remotely through an audio conference call, the ability to work across geography to modify documents in real time, the need to recruit or interview candidates, hold training programs, showcase your firm through its website, or hold remote depositions, Civicom has the technology, expertise, experience, and tools necessary to get you to the right level of collaboration experience for your firm.

Civicom's Cost Effectiveness

Whatever the eventual length of the economic downturn, many clients will be suffering from its effects for some time to come, and the decline in their financial positions, whether perceived or real, is likely to put pressure on law firm fees. The successful firm will concentrate its energy on client problem solving and billable hours, and avoid spending its own or the client's money on trips that can be avoided. Law firm needs for collaboration, already trending upward, will increase as a result of the current economy. To maintain competitive advantage, law firms must master the use of collaboration techniques.

Civicom is affordable for every law firm. We have analyzed the costs and services provided by other marketplace resources and have designed packages that provide significant value in both service and price.

Recovering Expenses

Civicom makes it easier for your accounting department to properly allocate and recover expenses through using our popular account codes feature. Virtually every audio



conference call or web conferencing session made by your firm can be tracked to both a client/matter number, as well as to the person who hosted the call. Your firm can have parties enter client/matter numbers using the touch-tone keys on

their phone, or people can dictate them using our popular "verbal account codes" feature.



Either way, costs are broken out on your calling records according to these codes. This makes recovery of client expenses easier for your billing department, and can result in your recapturing significant expenses not otherwise automatically tracked as part of billable time.

Flexible Audio Conferencing

Civicom gives you the flexibility to use the teleconferencing center and web conferencing system on a self-directed or operator-assisted basis.



Self Managed

You or your assistant give out your Conferencing ID (phone number and passcode) to the parties who need to be on your conference.



Everyone dials in, and the call begins. Through your online account, you or your assistant can also dial out and add people to a conference. This is both a low cost and convenient approach. For web-based events we give you a url and all you have to do is share it with your meeting attendees and tell them when to sign in.

Operator-Assisted: We Take Care of It



If you prefer, a Civicom operator can conduct the conferencing process for you, dialing out to your clients and other conference participants, greeting all parties professionally, and handling any special requests on your behalf. Your Civicom operator can also support you throughout your web event, if you find it more comfortable to have professional assistance and the additional level of service.

Online Meetings and Training

No matter the size of your firm, in today's environment, it is essential to be able to work with other parties remotely. Civicom provides you with the online collaboration tools that make it possible for you to share knowledge databases, train staff, recruit and interview talent, pool resources in multiple locations to work on documents in real time, make presentations, and market your firm to potential new clients.



We offer several collaboration options. Through Adobe® Connect™ Pro you can share applications and collaborate seamlessly with up to hundreds of participants. Since it is flash-based, it is the most reliable across multiple operating systems, and is Mac as well as PC friendly. We will work with you to make sure the members of your firm understand how to effectively work with its advanced features. We can also run events and programs for you.

Recordings

Make it easier to create documents following a call. With Civicom, you can record any conference, and within about thirty minutes after your call ends, you will have access to your recording via a .wav file. You can send the .wav file link to anyone who needs it.



All recordings are archived for easy access. Any online meeting or event can also be recorded and archived. You can, for example, record an online interview, and email a link to the entire session to colleagues who need to assess the candidate. Or you can record and archive training sessions that need to be repeated multiple times, saving valuable staff time.

Automate Your Transcriptions



With Civicom's transcription services, you are able to get quality word documents of your conference calls or other recordings emailed to you, as well as accessing them through your online account.

You can order your transcriptions online through your Civicom account, or call us and we will take care of the ordering process for you. You can even make special requests regarding formatting.

Do not let your professional staff waste valuable billable time transcribing when you can turn it over to transcription professionals who can do it faster and at a lower cost.

TranscriptionWing
www.transcriptionwing.com

Dictate Your Notes

Through Dial-A-Note™, Civicom provides you with the ability to dictate any material. We transcribe it, and return it to you via email in a nicely formatted word document.

How Dial-A-Note works: We give you a dial-in number and passcode, including stickers that you can paste onto every phone you use. Program these numbers into your cell phone and other devices to make it even easier. Just call in and you simply start recording.



We email you a transcription of your notes, and also load them into your online account for easy access. All notes are archived. You simply edit the word document, adding or re-arranging information as needed. We can also place your notes into your central client database.

You can have us email your notes to anyone you choose. This handy service saves you valuable time. You can dictate any time of day or night, from anywhere, in parts, or as a whole. Dial-A-Note is a valuable tool for busy attorneys who find they can save time and generate more billings by dictating, rather than writing their notes.



www.dialanote.com

Custom Branding



Personalize your firm and enhance its image with our custom branding. When people join a conference call, they can be greeted with your firm's personalized branding, not ours.

A branded greeting is a dynamic way to favorably impress your firm's name on your clients and others of importance.

Serving You...

Civicom is committed to making sure that you receive the best possible service. Our phones are answered by specialists in delivering professional services, not by a call center. You or your assistant will always be helped by a live person within a few rings of the phone. You will be assisted immediately when you contact us, not routed through an annoying voicemail system.



The Right Partner

Civicom offers the broadest array of conferencing services and solutions available in the marketplace. Our range of features exceeds all other providers. We continuously update our technology infrastructure, and are constantly reviewing emerging technologies to determine how we can put them to use for our clients.

Civicom's applications run on a fault-tolerant, carrier grade voice platform that is 100% redundant across two automatically failed-over and geographically dispersed locations. We are well known for our exceptional customer service, technical support, and knowledgeable, well educated staff.

We offer training for you and your staff, and are committed to the concept of our services improving the ability of your firm to accomplish its goals.

Social Responsibility - Civicom's founders pledged 10% (a "Tithe," or tenth) of their stock to World Vision, a humanitarian and relief organization committed to attacking the root causes of poverty among the world's neediest and most vulnerable.