

## Independent View

### AlphaLAW

The past year has seen a steady stream of refinements across AlphaLAW's deservedly popular range of legal systems, most notably on the case management front.

#### Better client updates online

A new version of the Client Web Access application, which allows both clients and third parties to view the status of cases online, is more configurable and neater-looking than its antecedent. It also gives clients the option of requesting case progress updates via email or mobile phone text-message.

#### Improved conveyancing workflow

To boost the power of the AlphaLAW-Uno case management product, AlphaLAW has significantly updated its conveyancing workflow module, which now contains a very comprehensive schema of sale, purchase, and re-mortgage work, along with 300 standard documents to go in the flow.

#### HotDocs in the house

Another enhancement sees the HotDocs document assembly system embedded in Uno, to handle types of work where users need to compile complex documents as part of the standard case workflow. Leases, for instance, have to be built from a library of standard paragraphs.

#### SDLT integration

Another push on the systems integration front creates a link to the online stamp-duty system, SDLT.co.uk. At the end of a conveyancing case, Uno can automatically populate an electronic version of the SDLT form.

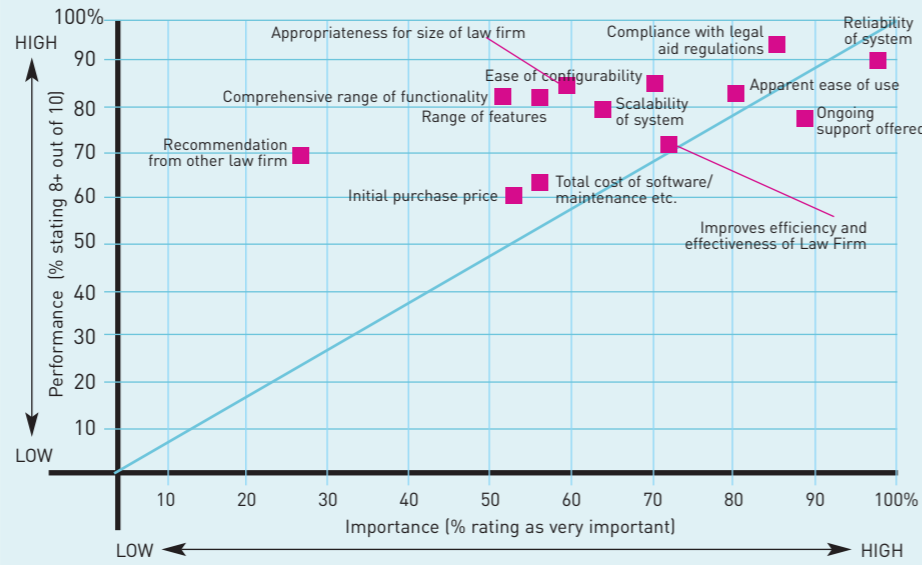
#### Clearer user interface

Uno's user interface has also seen some improvement. The user's task list has been added to the 'fly-out' bars at the side of the screen, alongside buttons giving access to the diary, email inbox, and active matter list. This arrangement allows the task list to be viewed without blocking other parts of the screen.

#### In the pipeline

Scheduled for launch in 2007 is a new personal injury workflow package – more sophisticated and more user-configurable than the current offering – which will appeal to larger firms. And next on the integration agenda is GB Group's URU system, which will enable AlphaLAW users to conduct instant identity checks on clients and others over the telephone, cutting out the time-consuming need for firms to make photocopies of passports, drivers' licenses and other identity documents.

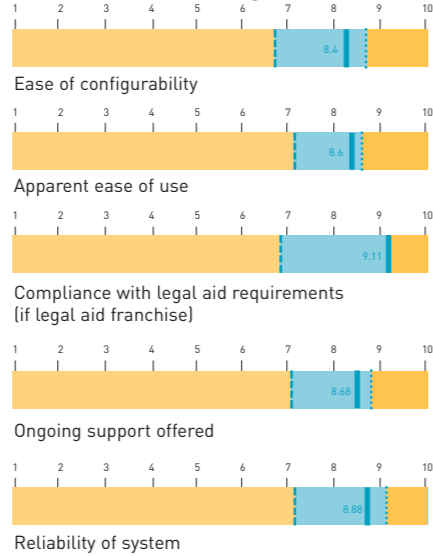
## Product Performance Market research results



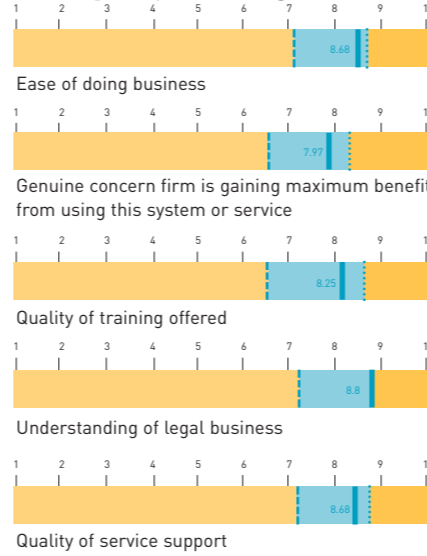
The Importance/Performance Ratio is a visual representation of each provider's performance on a range of product and company attributes in the context of what's important to the legal profession more generally.

Attributes that score towards the right are perceived to be very important by the legal profession; those that score towards the left are perceived to be of much less importance. Scoring more towards the top right-hand corner is desired.

### Product Ratings



### Company Ratings



LOWEST | THIS PRODUCT | HIGHEST

## Panel Analysis

AlphaLAW came top in overall satisfaction ranking for the third year running in this year's Guide. Attention to client satisfaction could be the cause of this, but AlphaLAW has also not sat on its laurels in terms of development. The panel liked the improved 'look and feel' of the graphical user interface of AlphaLAW's products, replete with task list improvements. New change control features for better auditing, computer-telephony integration and innovative email integration, including using email addresses to help assign emails to matters automatically all figured in the panel's positive reports. Emails and text messages triggered by case events also impressed the panel.

Also noted was the introduction of 'intelligent documents', which carry out some path analysis and build according to answers to questions. The panel noted a knowledgeable approach to disaster recovery, a solid system approach to money laundering checks and POCA, as well as good email handling and extranet arrangements. The panel has also been told that a full online offering, online ID checking and SDLT submissions are planned, developments which would bring AlphaLAW in line with other forward thinking vendors.

## Product Pricing (Average cost per seat)

### ALPHALAW VANTAGE

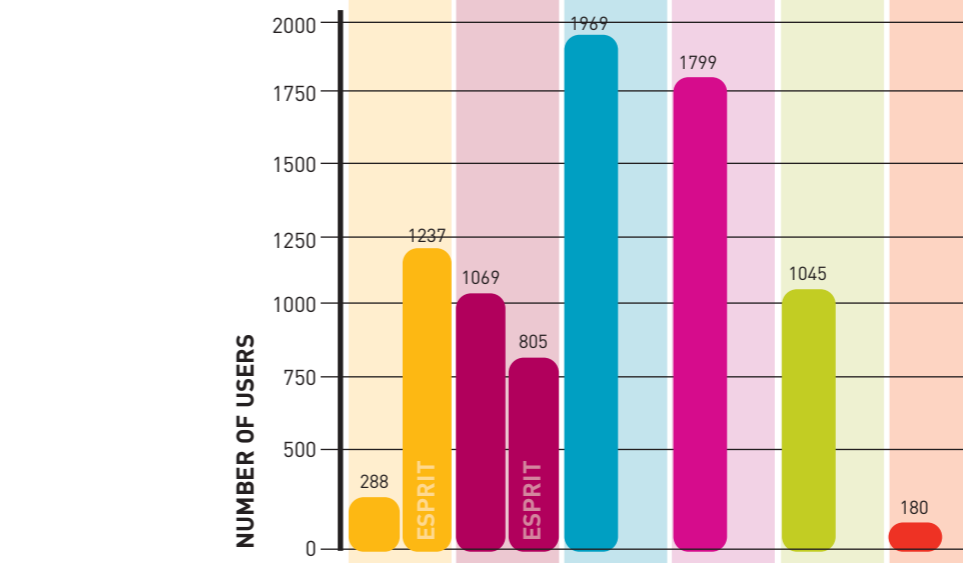
Number of Users	1	5	20	40	75
Cost per seat (includes)	£4150	£1460	£884	£743	£740
Software Installation (days)	0	1	2	3	4
Project Management (days)	0	0	2	3	5
Training (days)	2	3	5	10	18
Annual Maintenance/Support Charge	£717	£1159	£2704	£4764	£8369
Maintenance included in year 1	-	-	-	-	-

### ALPHALAW ESPRIT

Number of Users	1	5	20	40	75
Cost per seat (includes)	£1770	£689	-	-	-
Software Installation (days)	0	1	-	-	-
Project Management (days)	0	0	-	-	-
Training (days)	1	2	-	-	-
Annual Maintenance/Support Charge	£443	£783	-	-	-
Maintenance included in year 1	-	-	-	-	-

## User Base

		1-5	6-20	21-40	41-75	75+	Top 100
Total firms 342	FIRMS	99	116	78	40	8	1
Total users 6350	USERS	288	1069	1969	1799	1045	180
Total firms 807	FIRMS	701	106	-	-	-	-
Total users 2042	USERS	1237	805	-	-	-	-



ALPHALAW VANTAGE	✓	✓	✓	✓	✓	✓
ALPHALAW ESPRIT	✓	✓	✗	✗	✗	✗

1-5	6-20	21-40	41-75	75+	top 100
Solo/Very Small 1-5 Users	Small High Street 6-20 Users	Medium High Street 21-40 Users	Larger High Street 41-75 Users	Commercial and Regional Firms 75+ Users	City and Major Regional Firms Top 100+ Firms

## Managing Director's Statement



**SIMON MEEHAN**  
Managing Director

Our unprecedented first place for the 3rd year in row, for Overall Customer Satisfaction and being the Number One Provider (and also winning the Best Solicitors' Software Users Award from the Institute of Legal Cashiers and Administrators), validates our continuing efforts and truly indicates a vote of confidence from the people who count most – AlphaLAW customers.

Being rated 1st in 2005 and 2006 has made us work even harder to give our clients the best software solutions and service in the industry, with new products offering more performance, more productivity, more profitability, more reliability and even more return on their investment.

We ensure that you receive the best software and services that make the most sense for your legal business, technically and economically, from controlling the total cost of ownership to helping you manage new capabilities and services.

We will continue to focus on understanding each and every one of our customers' unique business needs and maintain our commitment to providing our customers with easy to use, best-in-class solutions, services and training so you are equipped to fully maximise your firm's performance.

### Contact Details

AlphaLAW  
82 Alexandra Road, Farnborough,  
Hampshire, GU14 6DD  
www.alphalaw.com  
Kevin Draper  
Tel: 01252 391970  
Fax: 01252 371466  
Email: kdraper@alphalaw.com  
Contact 2  
Tanya Amos  
Email: tamos@alphalaw.com