

Amicus Attorney® Client/Server Edition

Key Differentiators

The *Client/Server Edition* is the solution of choice for firms seeking the ultimate in performance. It has the fullest feature set, as well as providing client/server technology for the fastest possible access to your information.

The Client/Server Edition is designed for any sized law firm. While its performance and capacity make it the only choice for large firms, there are many reasons that small firms choose it as well.

The four main reasons why you should consider the Client/Server Edition are: better performance, more features, easier administration and greater capacity.

Performance

The major technical difference between the Client/Server Edition ("C/S") and the Advanced Edition ("Advanced") is the way they handle shared practice information over a network. Advanced uses the traditional networking technology of having a common database file accessible to many workstations. Each user reads and writes to the database file, relying on the network and operating system to control access. In contrast C/S uses a high performance client/server database, which is hosted by a server application that takes care of all reading and writing to and from the database. Each user communicates directly with the host, resulting in superior performance. Some of the benefits of this greater performance include:

- *Greater Speed* - the server application is optimized for working with the database and each transaction takes far fewer networking messages. The result is that C/S is significantly faster than Advanced for most key operations. It has been measured in lab tests as being typically about 10 times faster.
- *Greater Reliability* - there are many factors on a network that can lead to data and stability problems for any application that sends large amounts of information back and forth across the network. These range from technical settings and drivers on the server or operating system to poor network cards or cabling problems. While Advanced has built-in defenses against these dangers, its technology makes it highly dependent on the network and operating system. C/S is far less exposed to these dangers, and as a result is far more reliable. Indeed, you can literally pull the network cable out of your computer while C/S is running, and it will keep going without any data problems. You will continue to have all of your own practice information available even if the network totally fails, and can keep working until the network is restored.
- *Lower system requirements for smaller firms* - many small firms erroneously believe that choosing C/S would require them to have a more powerful server. In fact, the reverse is true. C/S puts a much lighter load on the server than Advanced does for an equivalent number of users.



Features

The technology in C/S provides capabilities not possible in Advanced. As a result there are a number of powerful features in C/S that are not in Advanced. These include:

- **Security/Access Control** - if you want different types of users to have different privileges for viewing and working with information, you need access control. While office-level and record assignment security exists in both Advanced and C/S, the access control in C/S provides much greater flexibility. Define profiles for each individual or group, establishing what types of records they can see and what controls they can use. Allow everybody to see everything, or create impenetrable "Chinese walls". Set up a "Senior Partner" profile for someone who can see and do everything, or a "Temp" profile for someone who has minimal access. Access controls can be applied right down to the individual record level. Which means, for example, that while 5 people may have privileges to see all the events on a given file, any specific event can be restricted to just 2 of those 5. Or create records that several people can see, but only one can edit. The flexibility is endless. With Access Control, your Amicus Attorney can meet all your needs for collaboration or privacy.
- **Outlook Synchronization** - if there are people in your firm who are not yet ready for full practice management and want to keep using Microsoft® Outlook® for their calendaring, you can keep everyone working together with C/S. C/S has real-time dynamic synchronization with Microsoft Outlook or Exchange. Appointments, tasks and contacts entered into Amicus Attorney appear instantly in Outlook, and vice versa. Changes are updated. All without any need for you to do a thing. As a result you can use whichever calendar you prefer. Or some members of your firm (or in-house legal department) can be working in Amicus Attorney, while others use Outlook Exchange, and everyone can have a common calendar for group scheduling. Outlook synchronization lets you have the best of both worlds, and avoids any conflict with departments who might not need Amicus Attorney. (An 'On Command' synchronization option is also available in place of the real-time synch.)
- **PDA Synchronization** - if you want to synchronize your Amicus Attorney with any "Personal Digital Assistant" ("PDA") other than those using the Palm® OS, you need C/S. Both the Advanced and C/S editions of Amicus Attorney are capable of synchronizing directly with Palm devices. However, there are many other PDA's that someone in your firm might use, ranging from PocketPC's to Blackberries. Although there is no direct link from Amicus Attorney to these other devices, almost all of them can synchronize with Outlook. Because C/S has a dynamic real-time synchronization with Outlook, you can use Outlook to link Amicus Attorney to these other PDA's, with no extra steps required. So with C/S you have greater flexibility in choosing the pocket device you want and still be able to take your practice information with you.
- **Remote Update** - if you ever use either a notebook disconnected from the network, or a secondary office to work offsite (e.g. from home), you will want this feature. It allows remote users to connect temporarily to their Amicus Attorney team and do a two-way update, exchanging information so both the central network and the remote station receive all changes from each other. The connection can be made by whatever way you connect to your network, be it a dial-up 28k modem, a high-speed VPN, or even the Internet. With Remote Update, your Amicus Attorney can always be up to date, no matter where you are working.
- **Team Information on Contacts** - C/S extends the information you can see on Contacts. In Advanced, you can only see your own events and communications (phone calls, e-mails and messages) with each person on their contact card. This provides a simple and important level of privacy for your personal relationships and high profile clientele. However, the powerful access control features in C/S mean that privacy can be set at multiple levels. As a result, if you want, everyone (or those with a given access level) can see all communications and events with common contacts, not just

their own.

- **Team-wide Reports** - Amicus Attorney contains a wealth of information about your law practice. Each person has the ability to generate a number of powerful reports about their own practice. C/S takes this reporting to another level. With C/S, you can generate reports not just about your own practice, but about the firm as a whole. For example, graph your firm's areas of practice across all lawyers, list all files opened since a given date or of a specific type or print the entire firm's calendar. C/S includes over 30 firm-wide color, graphic and text reports, and many more are available as an add-on. Or you can design your own if you have Crystal Reports™. Team-wide reporting gives you additional insight into your firm's business and helps you run it better.
- **ODBC** - if you want to have other applications accessing the information in Amicus Attorney, you can do so with C/S. C/S allows ODBC ("Open Database Connectivity") compliant applications to read the Amicus Attorney database. You can build custom solutions integrating all your firm's information with C/S and ODBC.
- **WAN Support** - if your firm operates out of more than one location and uses a Wide Area Network ("WAN") to connect your offices, you should use C/S. While performance will vary according to the speed and load on your WAN, C/S supports any WAN that operates with TCP/IP and provides file access to the server. With C/S and a WAN, your firm can be working from common information even when your offices are miles apart.

Easier Administration

The Client/Server Edition provides more features for the administration and maintenance of the central database. This includes:

- **Host on one machine, administer from another** - many firms keep their server in a protected location. This has good security benefits, but can make it awkward when someone needs to administer the central database. C/S technology permits the administration function to be separated from the server. As a result you can run the Amicus Administrator application from a different workstation than the server that is hosting the database.
- **Scheduled auto-backups** - if you are like most people and don't remember to do back-ups as often as you should, this feature could be a life-saver. C/S allows you to set up a schedule for back-ups, and have them performed automatically. Without you having to be present, let alone having to remember. The back-ups can even be to two locations at once. So with C/S, at 2 am while you are sleeping, Amicus Attorney is protecting your data.
- **"Hot" back-up restore option** - the Administrator application for C/S automatically creates a local mirror copy of the database every two minutes. While you will still want to do scheduled back-ups to another drive or device in case of corruption or failure on your local disk, if C/S goes down, you will have the option of restoring a backup that is at most two minutes old.

Capacity

- **Up to 100 users - C/S** can accommodate up to 100 users. In contrast, Advanced is only recommended up to 15 users. So with C/S, your firm has all the room it needs to grow.
- **Firm resources** - the centralized calendaring feature of Amicus Attorney includes a number of "firm resources" which can be included when booking meetings. These can be used for anything from boardrooms to A/V equipment. Advanced provides you with 5 such resources; C/S provides 25.

Amicus Attorney is a "mission critical" application - you use it to run your law practice. As such, you want it to be the best it can be. If any of the above points are important to you, you should choose the Client/Server Edition.

Frequently Asked Questions about the Client/Server Edition

Why is Client/Server more expensive?

The advanced technology behind a client/server database is developed by only a handful of world leaders. The database must be licensed from one of those developers. This immediately increases the cost, as you are effectively licensing two products, not just one. The many extra features that have been added to Amicus Attorney in the C/S Edition represent substantial additional development costs as well. As a result, the charge per user is higher. However, the increased benefits more than outweigh these increased costs. Indeed, the Amicus Attorney Client/Server Edition is probably the best value proposition for legal software in the world today.

Do I have to pay separately for the underlying client/server database?

No. *This is an extremely important point to understand.* Almost every other client/server solution in the legal marketplace disguises a lot of its cost by asking you to license the client/server database separately. Such charges can sometimes amount to as much or more as the quoted price for the solution software. However, unlike the competition, Amicus Attorney has rolled the client/server licensing into the one low price you are quoted for the whole solution. This makes it an even more incredible value. It is the least expensive client/server case management program available today.

What is the underlying database?

The Amicus Attorney Client/Server Edition uses the FairCom® Server, one of the world's leading development databases. FairCom technology is used by a blue chip list of technology companies including IBM, Cray, NEC, Xerox, Motorola and Hewlett-Packard. Major corporations ranging from General Motors to American Express use it to run their mission-critical systems. Customers also include the U.S. State Department, Department of Defense and Air Force. For more information see www.faircom.com

Is it SQL compatible?

'SQL' has become a buzzword that is not always understood. 'SQL' means "Standardized Query Language", and refers to a method by which programmers and advanced IT personnel can format database queries so that they can be understood by a variety of different types of databases. The C/S database cannot accept SQL queries – but then, there is no need for these because of the other tools that are provided for searching the database. Moreover, when most people ask about SQL compatibility, what they are really concerned with is the ability to share information with the Microsoft SQL database. Amicus Attorney can do so through its ODBC access.

What do I need to be able to implement the Client/Server Edition?

You need a network configured so that it is using the "TCP/IP" protocol. This is the standard networking protocol used on the Internet. Either a Windows or Novell network is fine. You also need a PC on your network that has been set aside to act as a server. Depending on your load requirements the server can be used for other things as well, but it should not be doubling as someone's workstation. For fuller information please see the Amicus Attorney V Technical Resource Guide on Hardware and Software Requirements found at http://www.amicusattorney.com/support/support_trg_ver_5.html.

Can the Client/Server Edition run on a Novell network?

Yes. Indeed, Amicus Attorney was the first case management program to offer a Novell native (NLM) version. This means that the database can be hosted directly on your Novell server - saving you costs and simplifying administration. [N.B.: other products require you to add an NT server to your Novell network, forcing you to invest not only in the extra server and NT

licenses but also requiring your support staff to become adept in NT when they are running a Novell network.]

What are the hardware requirements?

Hardware requirements are modest. User workstations should have a Pentium or 100% compatible processor, minimum 166MHz; 32Mb RAM (NT users minimum 64Mb), with 64 Mb recommended. The faster your workstation, the faster Amicus Attorney and the other programs it links to will perform. The requirements for your server will vary depending on the number of users on the network. A complete listing is provided on the Amicus Attorney web site.

Is it more difficult to install the Client/Server Edition?

If your network is already properly configured for TCP/IP, C/S is as easy to install as Advanced. If anything, easier. However, if TCP/IP is not in place, you may need assistance in setting it up. Although TCP/IP is a standard, configuring it can be confusing to those who are not comfortable with the technology. The C/S installer will look for TCP/IP and will warn you if it is not present, so you do not have to guess. If you decide you need assistance, there are more than 250 independent consultants across the country who have been certified to work with Amicus Attorney and who would be happy to help. To find a consultant near you go to http://www.amicusattorney.com/consultants/cons_locate.asp.

Is it more difficult to maintain the Client/Server Edition?

On the contrary, it is easier - see the section above.

Does support cost more for the Client/Server Edition?

No. Gavel & Gown offers the same terrific value in annual support packages for either Edition.

How would I set up Client/Server to work on a WAN?

Please see the Amicus Attorney V Technical Resource Guides at http://www.amicusattorney.com/support/support_trg_ver_5.html for a full discussion.

Tell me more about why client/server technology is better?

There are two technologies widely used for a user's computer ("client") to read, write and update information to a central database that is stored on a server. The *file share* method distributes the task of reading and writing to the database amongst all clients. Each client must do all the work necessary to locate, read, write and co-ordinate access to the common data. This method replicates the complex database management tasks on all client computers. Access to the database from the client computers is via the server file system. The simultaneous access of many clients to the server database is usually slow and is sensitive to network failures. Typically, server file systems are optimized for read and write speed, not network co-ordination. In contrast *client/server* technology centralizes access to the database by a separate program run on the server computer. This host program does all the database reading, writing and co-ordination. Because it has been written specifically for the database, the server program is much more efficient than the general purpose file system for accessing the database files. In addition, the amount of communication necessary from the client to the server is substantially reduced as the server does all the detail work, not the client. The net result is increased speed and decreased exposure to network faults.