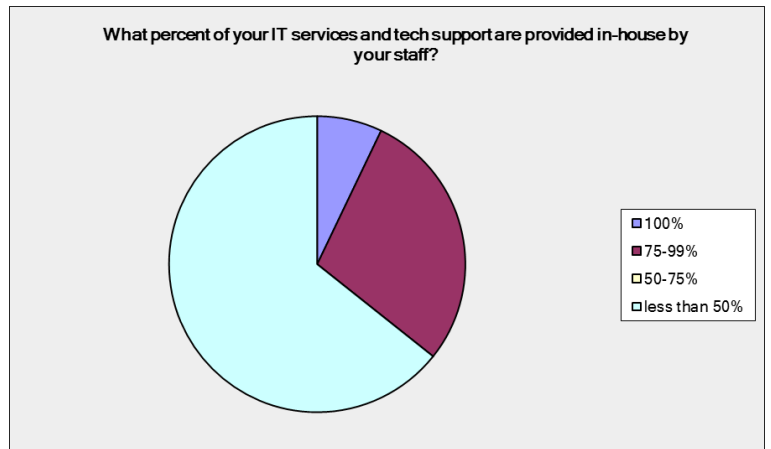


What percent of your IT services and tech support are provided in-house by your staff?

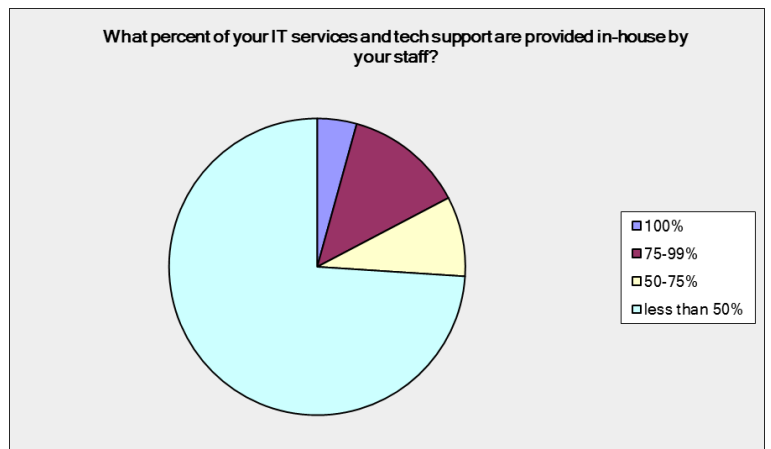
Budget = Less than \$1 million:

Answer Options	Response Percent	Response Count
100%	7.1%	1
75-99%	28.6%	4
50-75%	0.0%	0
less than 50%	64.3%	9



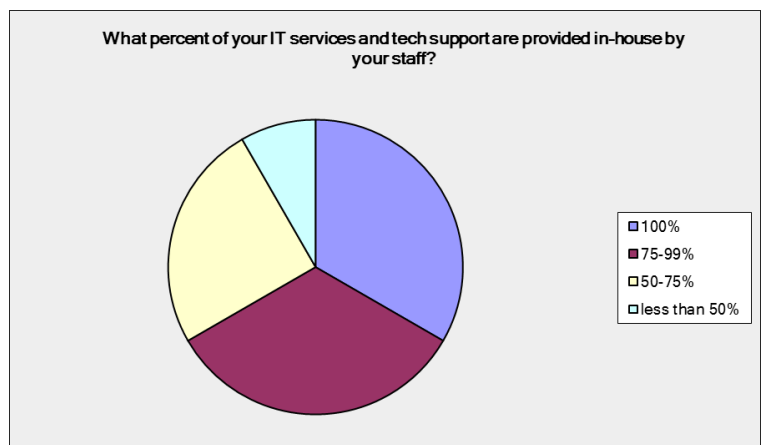
Budget = \$1-5 million:

Answer Options	Response Percent	Response Count
100%	4.3%	1
75-99%	13.0%	3
50-75%	8.7%	2
less than 50%	73.9%	17



Budget = \$5 million and above:

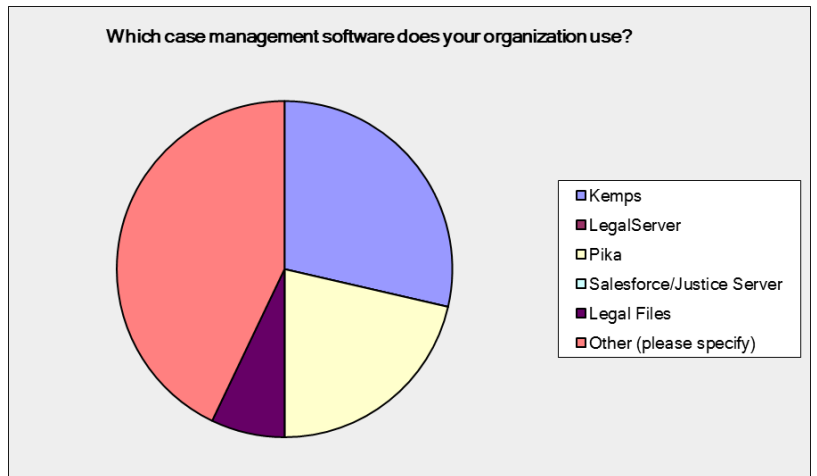
Answer Options	Response Percent	Response Count
100%	33.3%	4
75-99%	33.3%	4
50-75%	25.0%	3
less than 50%	8.3%	1



What case management software does your organization use?

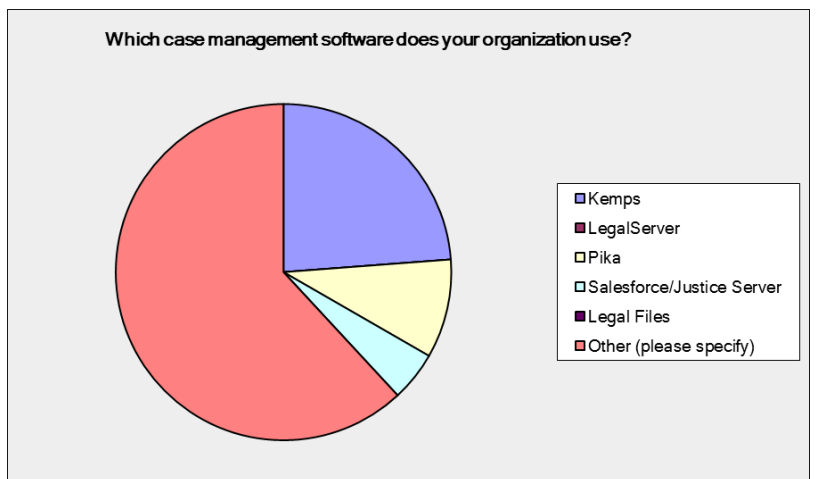
Budget = Less than \$1 million:

Answer Options	Response Percent	Response Count
Kemps	28.6%	4
LegalServer	0.0%	0
Pika	21.4%	3
Salesforce/Justice Server	0.0%	0
Legal Files	7.1%	1
Other (please specify)	42.9%	6



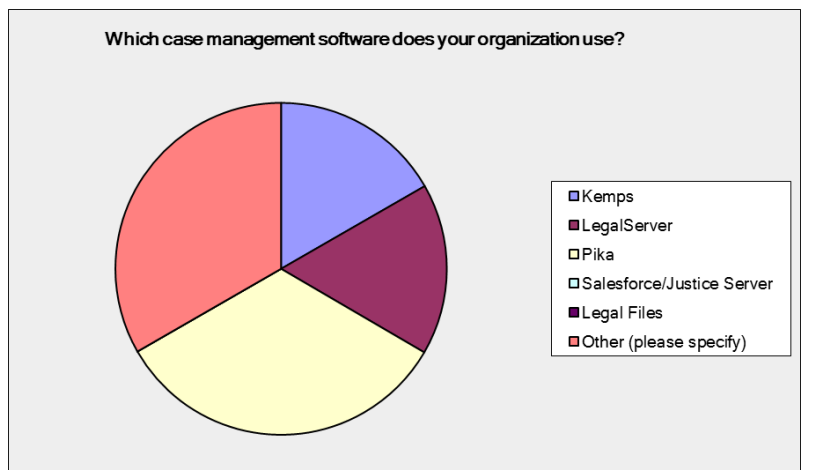
Budget = \$1-5 million:

Answer Options	Response Percent	Response Count
Kemps	23.8%	5
LegalServer	0.0%	0
Pika	9.5%	2
Salesforce/Justice Server	4.8%	1
Legal Files	0.0%	0
Other (please specify)	61.9%	13



Budget = \$5 million and above:

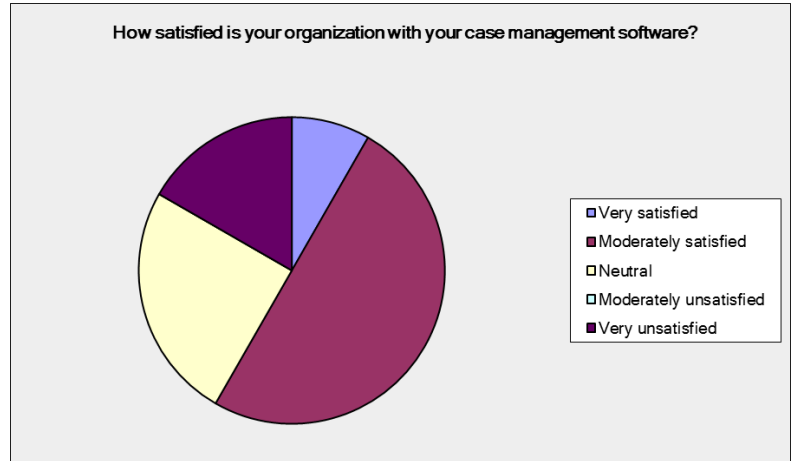
Answer Options	Response Percent	Response Count
Kemps	16.7%	2
LegalServer	16.7%	2
Pika	33.3%	4
Salesforce/Justice Server	0.0%	0
Legal Files	0.0%	0
Other (please specify)	33.3%	4



How satisfied is your organization with your case management software?

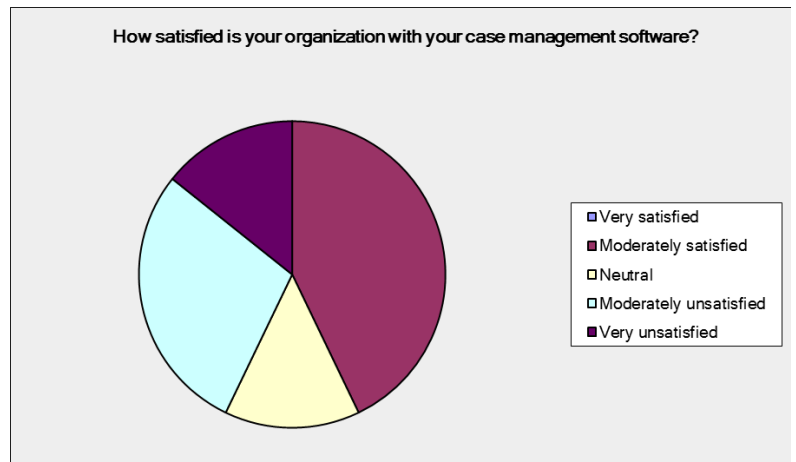
Budget = Less than \$1 million:

Answer Options	Response Percent	Response Count
Very satisfied	8.3%	1
Moderately satisfied	50.0%	6
Neutral	25.0%	3
Moderately unsatisfied	0.0%	0
Very unsatisfied	16.7%	2



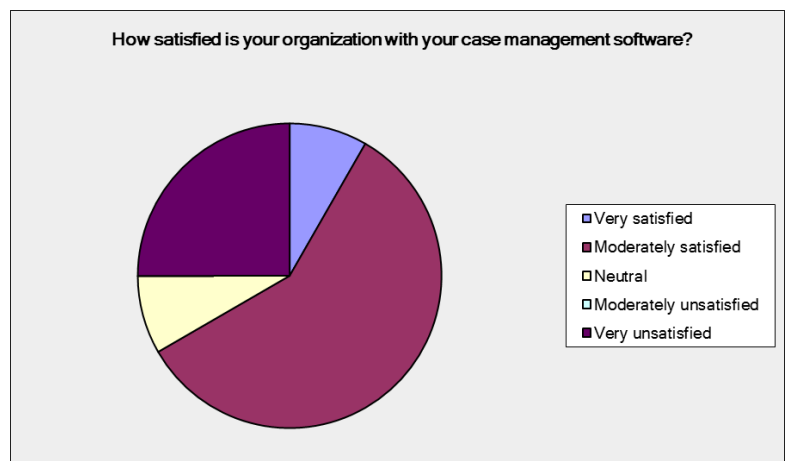
Budget = \$1-5 million:

Answer Options	Response Percent	Response Count
Very satisfied	0.0%	0
Moderately satisfied	42.9%	9
Neutral	14.3%	3
Moderately unsatisfied	28.6%	6
Very unsatisfied	14.3%	3



Budget = \$5 million and above:

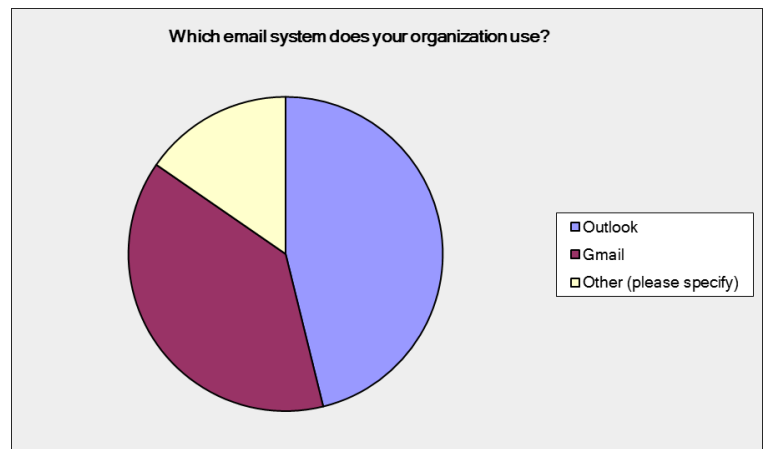
Answer Options	Response Percent	Response Count
Very satisfied	8.3%	1
Moderately satisfied	58.3%	7
Neutral	8.3%	1
Moderately unsatisfied	0.0%	0
Very unsatisfied	25.0%	3



Which email system does your organization use?

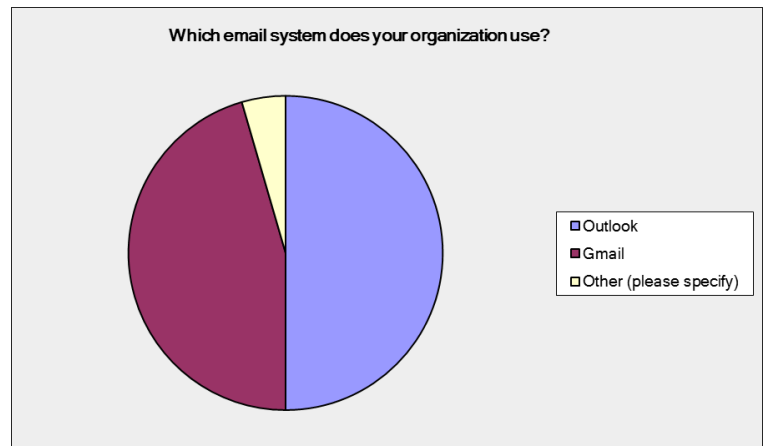
Budget = Less than \$1 million:

Answer Options	Response Percent	Response Count
Outlook	46.2%	6
Gmail	38.5%	5
Other (please specify)	15.4%	2



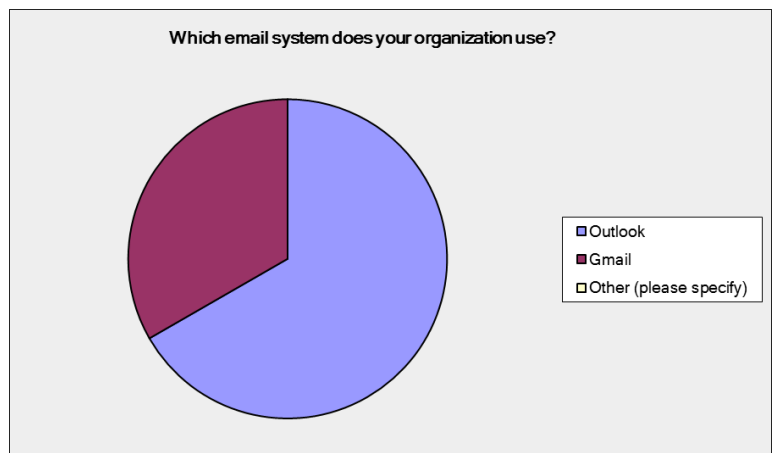
Budget = \$1-5 million:

Answer Options	Response Percent	Response Count
Outlook	50.0%	11
Gmail	45.5%	10
Other (please specify)	4.5%	1



Budget = \$5 million and above:

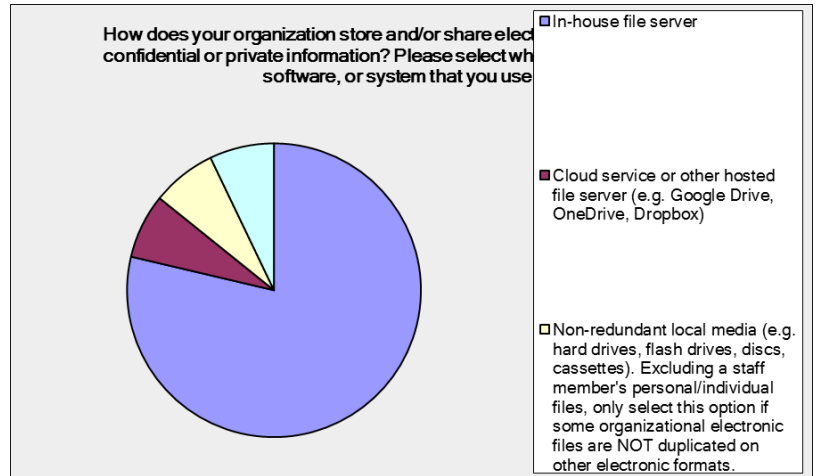
Answer Options	Response Percent	Response Count
Outlook	66.7%	8
Gmail	33.3%	4
Other (please specify)	0.0%	0



How does your organization store and/or share electronic files, including confidential or private information?

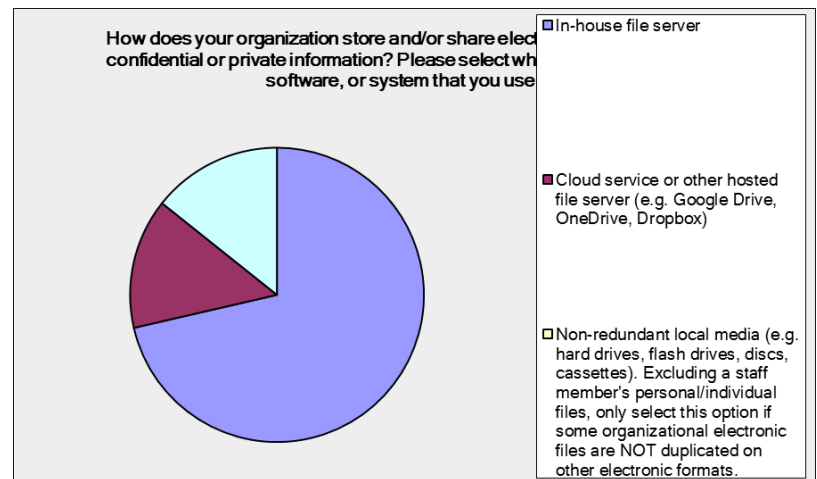
Budget = Less than \$1 million:

Answer Options	Response Percent	Response Count
In-house file server	78.6%	11
Cloud service or other hosted file server	7.1%	1
Non-redundant local media	7.1%	1
Other (please specify)	7.1%	1



Budget = \$1-5 million:

Answer Options	Response Percent	Response Count
In-house file server	71.4%	15
Cloud service or other hosted file server	14.3%	3
Non-redundant local media	0.0%	0
Other (please specify)	14.3%	3



Budget = \$5 million and above:

Answer Options	Response Percent	Response Count
In-house file server	41.7%	5
Cloud service or other hosted file server	8.3%	1
Non-redundant local media	0.0%	0
Other (please specify)	50.0%	6

