

## 1st Quarter 2008

### Special points of interest:

- Did you know that Needles is celebrating a 23rd birthday this year?
- Did you know that if you refer a prospect to Needles, we will send you a 2lb. box of our famous Needles chocolates? Make sure you are spreading the word about Needles.

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# Sidebar

## Letter from the President

Dear Clients:

As you may know, we are in beta testing for Needles Version 4.7. This version release has been a challenge for our company, specifically the Programming Department. Version 4.7 features a fully bidirectional interface with Microsoft Outlook. As you can imagine, working with any program outside of Needles involves sophisticated programming, and we often encounter unexpected issues when dealing with other programs. We know you have all been very patient with this release, and for that, we thank you. We are asking for just a little more patience as we go through our final beta process to ensure a smooth upgrade for all clients.

*I assure you that this new version will be worth the wait!*

A bidirectional interface with Microsoft Outlook enables users to synchronize contacts, calendar entries and tasks. Changes made to contact information, calendar items, and tasks in either program will automatically be reflected in the other program. Users will continue the capability of posting emails from Outlook directly to the Notes section in Needles. Users will be able to synch information to handheld devices such as a Blackberry, Palm Pilot, or Pocket PC.

We have always been focused on customers, and we like to think of Needles as a customer centered product. Part of being customizable is being flexible and being able to listen to and respond to the needs of our clients. Over time, we learned that many attorneys use PDAs to stay in contact while in court. We decided to further streamline the case management process by allowing users to update information while on the go. By integrating our program with Microsoft Outlook, we allow our clients to stay in contact with their staff and clients.

In addition to the interface with Outlook, there are several other exciting features in the upcoming version:

- ✓The ability to enter the full middle name (up to 20 characters) for a Party or Provider in Needles. You may select a middle initial or middle name parameter when creating merge documents, pdf documents or customized settlement memos.
- ✓The QuickBooks SDK Interface will offer the option to allow or not allow address changes to Customers and Vendors. You will have the ability to choose whether



changes to Customers and Vendors in QuickBooks and Parties and Providers in Needles will update each other automatically when using the SDK Interface.

- ✓ A new subject line has been added to calendar items. The field "Subject" has been added to Calendar items in Needles to facilitate the interchange of information in calendar items when syncing with Outlook, though you do not need to be using the Outlook Interface to make use of the new field.
- ✓ There is now a new button on the toolbar that links directly to the Needles website ([www.Needles.com](http://www.Needles.com)).

As always, as we finalize this version, we are looking ahead to the future and planning additional features based on the wishes of our clients. An integration with Juris, Voice Over IP phones systems, and many other additions are just around the corner.

As always, your feedback shapes the future of our program. Keep the wish list items coming!

Regards,



## Congratulates Stark & Stark

Needles would like to congratulate Stark and Stark on their 75th anniversary. A Needles client for almost 20 years, here is what they are saying about the program:

*"I enjoy the opportunities I get to preach about Needles, because I believe everything I say. I'm happy to be your pitchman."*

John Sakson — Stark & Stark — Princeton, NJ



## New Faces at Needles



Bill Goodwin joins the Needles team as a Conversion Specialist. Originally from Bluefield, West Virginia, Bill currently resides in Hampstead, Maryland with his wife of 32 years. He has two children and two grandchildren. When he is not converting data, he enjoys spending time with his grandchildren and playing golf. He combines his hobbies by having regular family golf outings in Myrtle Beach, SC and Rome, GA. Bill attended the Community College of the Air Force and was an Honor Graduate from NCO Leadership School. While in the service, he spent time in South/East Asia and Europe and even lived in Taiwan for 5 years. He comes to Needles with many years of experience in technical positions supporting the automotive industry.

## Needles Dedicated Maniacs

Over the years, we at Needles have come to recognize that firms who succeed most with the program are often the ones who have an employee who sleeps, eats, and breathes the Needles program. This employee is typically someone who motivates other staff members to use the program and use it correctly, someone who gets excited at the thought of learning something new within Needles, someone who encourages frequent training, and someone who thinks "outside the box", always finding a solution using Needles. These people are the Needles champions, and their dedication to and excitement about Needles makes us smile. If your firm has a Dedicated Maniac, let us know! Email Lindsey Goodrich at [lgoodrich@needles.com](mailto:lgoodrich@needles.com).

*"We know you have all been very patient with this release, and for that, we thank you."*

## Needles Client of the Month – D'Amico, Griffin & Pettinicchi, LLC

With three attorneys and eleven staff members, the law firm of D'Amico, Griffin & Pettinicchi, LLC is a Martindale-Hubbell AV-rated firm. Featured in Martindale-Hubbell's *Bar Registry of Preeminent Lawyers*, this close-knit group of legal professionals joined the Needles family on November 2, 2004.

D'Amico, Griffin & Pettinicchi, LLC's heavy caseload served as a major incentive for its Needles purchase, since increased efficiency and organization were major goals. After implementing Needles, the firm refined its focus to comprise only specialized matters related to: Airplane Accidents, Animal Attacks, Boating Accidents, Cerebral Palsy, Child Support/Custody, Construction Accidents, Divorce/Family Law, Medical Malpractice, Motor Vehicle Accidents, Nursing Home Abuse, Personal Injury Law, Premises Liability, Railroad Accidents, Slip & Fall Accidents, Spinal Cord Injury, Traumatic Brain Injury, Workers Compensation and Wrongful Death.

Over time, firm members have become active members of the Needles community, submitting Wishlist items and attending UserGroup meetings and seminars. D'Amico, Griffin & Pettinicchi, LLC has also expanded its case management protocols to include integrations with Palm Pilots and the QuickBooks accounting system. Read on to learn more about how this firm uses Needles\*...

### **Needles: How does Needles help your firm complete its motto/mission?**

Reed Kloc, Office Administrator/Paralegal: Our firm is well respected and many of our cases come through attorney referrals. Needles helps us to maintain our high level of efficiency and professionalism. While we are a small firm with three attorneys, we handle a large caseload. Needles has made us more efficient in the handling of these files. Client satisfaction is top priority at our firm. Needles gives us accurate information quickly to provide good client communication.

Stacy Crochet, Paralegal: Needles has been our salvation. There are no worries of missing a statute date; there is always a reminder when a document is due.

Patricia Broderick, Paralegal: Needles helps by providing accuracy in maintaining deadlines, pertinent client/case information and useful notes and memoranda.

### **Needles: Do attorneys use any features that staff members do not use? If yes, what features and how are they used?**

Reed: Attorneys use the management reports – this is an area we continually strive to become more proficient in, along with using Needles in our Marketing plan more effectively. All new Cases and Intakes are required to have the referral source filled in which has helped us track more efficiently exactly from where our cases are coming.

### **Needles: Finish this thought: "I love my Needles because..."**

Stacy: ...I am able to work efficiently on my cases.

Kim Nowell, Paralegal : ...I am able to keep up with my workload and find information quickly. When asked about a closed case in which the "Our Client" boxed was not check, I can quickly run a report on my closed cases to get the information the attorney wants.

Sue Pandiscia, Receptionist: ...of simplicity in use.

Sue Mastropietro, Paralegal: ...it makes my life easier by keeping me organized and on task.

Reed: ...it has a better memory than I. I can "set it and forget it." Once it's in Needles, I don't need to worry about it. I know it will come up on my daily Checklist or Calendar and all of the information I need is right there.



Mark Griffin, Michael D'Amico, and Thomas Pettinicchi

\* To read this article in its entirety, please visit the Client's Only section of [Needles.com](http://Needles.com)

## Needles Trade Show Schedule

The Needles' Sales Team travels the country educating groups regarding the importance of implementing a comprehensive case management system. If you know someone who could benefit from implementing Needles, please encourage them to visit one of the following events:

- **Legal Tech New York** – February 5-7, 2008 – The Hilton New York - New York, NY [www.legaltechshow.com](http://www.legaltechshow.com)
- **Network Affiliates Meeting** – March 7-8, 2008 – The Wynn – Las Vegas, NV [www.netaff.com](http://www.netaff.com)
- **ABA Tech Show** – March 13-14, 2008 – Hilton Chicago – Chicago, IL [www.abanet.org/techshow/](http://www.abanet.org/techshow/)
- **ATLA New Jersey Boardwalk Seminar** – May 1-2, 2008 – Bally's Atlantic City – Atlantic City, NJ [www.atlanj.org](http://www.atlanj.org)
- **Association of Legal Administrators Annual Seminar** – May 5-8, 2008 – Washington State Convention and Trade Center – Seattle, WA [www.alanet.com](http://www.alanet.com)
- **Professionally Speaking** – May 16-17, 2008 – Omni Royal Orleans – New Orleans, LA [www.professionallyspeaking.com](http://www.professionallyspeaking.com)
- **AAJ 2008 Annual Convention** – July 12-16, 2008 – Loews Philadelphia – Philadelphia, PA [www.justice.org](http://www.justice.org)

\*We are always updating our trade show schedule. Please visit the Client's Only section of [Needles.com](http://Needles.com) for the latest schedule.

## Needles Back-Ups

It is important that all Needles users have a designated station that runs the Needles Backup Coordinator on a daily basis. Part of basic Needles training is to designate at least one staff person to monitor that Backup Coordinator and ensure that it is making a daily duplicate of the Needles.db and Needles.log. These files should be automatically captured by your firm's daily tape backup. (See *Needles Point 7.1.1*) Running the Needles Backup Coordinator can only be effective if the tape backup on the server is doing its job and the backup tapes are verified to be accurate. There have been occasions where firms have performed regular tape backups, but the procedure was flawed in some way and the data was not being backed up. There is also a theoretical chance that due to fire or burst plumbing the server and all the tapes could be destroyed.

To avoid these worst case scenarios, you may desire an additional level of protection to be sure that you have another backup alternative to the tapes and the server. You can create a second daily backup to another station on the network. (See *Needles Point 7.1.2*)

## Needles Joins the Fight to Go Green

In a day and age where waste and global warming are a very important topic, Needles is joining the fight to save the environment by going green and encouraging our clients to do the same.

Needles joins the effort to go green everyday by using paper-less methods of operation. We use electronic messaging, calendaring, and place orders over the phone and Internet, whenever possible. When it is necessary for us to use paper products we create double sided documents and recycle any excess paper we acquire.

We also help and encourage our client's to "go green with Needles." Instead of sending out a lengthy paper manual, we make it available electronically, right in your Needles program. We make updates, forms, and surveys available via the internet, therefore eliminating the waste of faxes, mail, disks and paper shipping products.

Another way to "go green" is to turn off your computers, lights and electronics at the end of the day to save electricity!

***"Our office is going paperless. Without Needles, this could have been a very complicated process. Thank you Needles." -Annette Hank, Long & Holder, LLP***

