

SIDEBAR

Letter from the President

Special points of interest:

- Does your firm have what it takes to be the Needles "Client of the Month"? Let us know!
- Did you know that the updated Needles manual is available from within your Needles program? Simply click Help > Needles Help for the full manual.

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Dear Valued Needles Clients:

What If Your Clients Could Get Case Status Updates Without Having to Bother You Or Your Staff?

Needles Case Management Software, in conjunction with Network Associates, Inc., is

proud to introduce **eCaseStatus™**, a new product that will save time and money and allow you to market your firm in an innovative way.



eCaseStatus is an online application for your law practice that facilitates your client's needs and is incredibly time and cost effective. Interrupting workflow to spend time reviewing files with clients or referring attorneys is expensive. With **eCaseStatus**, your clients can access specific information about their cases that your firm deems appropriate - online 24/7 - without your staff's involvement.

eCaseStatus represents a dramatic savings of time and money for a busy law practice. It frees professional and support staff to focus on other tasks, significantly improving office efficiency . . . while still providing clients with the information and status updates they want and deserve. Indeed, **eCase** keeps your clients better informed because they can get case status information as often as they want at any time of day or night.



eCASE STATUS™

eCaseStatus is the ability to send Needles case status information to a secure website where your law firm clients and attorneys who have referred cases to you can log in, any time of the day or night, to view an up to date status of their case(s) with you. This is a cutting edge offering available only to Needles users!

eCaseStatus is now a secure service with easy-to-assign login information. The **eCaseStatus** website is designed to mirror the look and feel of your current firm website, and it now features the ability to add marketing messages directly to clients.

eCaseStatus sets your firm apart from the pack. Yours will be the firm who keeps clients informed and on the cutting edge. Yours will be the firm who keeps clients as a number one priority and moves with the times. Not only that, but you will enjoy reduced phone calls to the office, a new way to communicate with clients, a marketing tool for messages and advertising, and a branding experience for your law firm website.

Best of all, **eCaseStatus** was designed to work with your existing Needles Case Management Software status screens! As you may know, Needles offers your firm three status screens. One is for in-house use as a quick “one stop shopping” view of a case. We know that a good bit of our client firms are already taking advantage of this status tab. The other two screens are designed to be exported to a website. One is designed to house information you would want a referring attorney to see about a case. The other is designed to show information your clients would want to know about their case. Of course, YOUR FIRM chooses which fields, notes, and information gets exported, so there is no danger of clients seeing inappropriate information. If you have already set up your in-house status tab, you’ll know that choosing the information that appears is easy. It’s as simple as dragging and dropping fields. The set up of the referring attorney and client web status is exactly the same. Additional information about setting up these status screens can be found in your Needles user manual, Section 2, Chapter 1. *(The Needles user manual can be found right in your Needles program. Just click Help and then User Manual).*

For more information and to view a demo of **eCaseStatus**, visit www.ecasestatus.com or call 800-525-3332.

eCaseStatus will be making its debut to the legal marketplace at the AAJ 2008 Annual Convention July 12-15 at the Loews Philadelphia Hotel. If you plan to attend the show, please stop by and see **eCaseStatus** in action. You’ll wonder how you ever got along without it!

“eCase is an incredible time-saving device for our law practice, and has significantly improved our productivity. Plus, our clients consider 24-hour updated file access a compelling reason to do business with our firm.”

J. CHRISTOPHER MUNLEY – Scranton, Pennsylvania

Kind regards,



New Additions to the Needles Staff



Medina White joins Needles as a member of our Technical Support Staff. Originally from New York and New Jersey, Medina now resides in Baltimore City with her husband and three children. Medina attended Mercer Community College and has nine years of technical support experience. When she is not working, she enjoys traveling, shopping and spending quality time with her family. The family especially enjoys cooking together and sharing laughs. Medina has been to a variety of interesting places, including Europe, Dominican Republic and Maine.



Desiree Page joins the Needles staff in our Training Support Department. A Maryland native originally from Prince George's County, Desiree now resides with her husband and three children in Elkridge, MD. Desiree has an extensive background in the legal profession. She owned a court reporting company for thirteen years and has over seven years experience working in law firms. She has conducted her work from courtrooms to army bases. Desiree's hobbies include traveling, soccer, basketball and reading. In her spare time, she helps coach youth sports teams. A fan of warm weather, Desiree has visited Bermuda, Bahamas, San Diego, Florida and Las Vegas, as well as Disney World and Disney Land. She is excited about her work at Needles and is looking forward to helping Needles clients optimize their user-friendly program.

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:

- **AAJ 2008 Annual Convention** – July 12-16, 2008 – Loews Philadelphia – Philadelphia, PA www.justice.org
- **ABA Expo** – August 7-9, 2008 – New York Hilton – New York, NY www.abanet.org
- **MTLA Annual Convention** – September 12-14, 2008 – Hyatt Regency Hotel – Cambridge, MD www.mdtriallawyers.com
- **1-800-INJURED** – October 21-22, 2008 – Bellagio – Las Vegas, NV

*We are always updating our trade show schedule. Please visit the Client's Only section of Needles.com for the latest schedule.

Needles Saves the Day (or at least the mail!)

A Baltimore law firm recently experienced an unexpected value from their Needles Case Management program. The law firm of Seigel, Tully & Furrer processed all their checks and letters for the day and dropped them in the mailbox on their way out the door. Before the mail was picked up, a vandal put a lit cigarette in the postal box. All the mail was burned and completely destroyed. Needles received an urgent call from Sherry, the firm's Office Manager, the following morning. She called to find out how to run a report on everything completed the day before so they could recreate the destroyed documents. She needed to find out which completed tasks involved checks and mailed letters. After discussing her predicament with Certified Needles Trainer Barbara Bull, Sherry was able to do a text search and checklist summary search to identify all items that had been opened and completed the previous day. She was then able to re-merge the letters and recreate the checks in QuickBooks. Needles was able to turn what could have been a disaster and a lot of work into an easy solution!

Client of the Month : Daniel Stark Injury Lawyers

Daniel Stark Injury Lawyers are located in the Dallas/Fort Worth area of Texas and serve the entire state. Comprised of twenty staff members and five attorneys, Daniel Stark Injury Lawyers have been Needles clients since 2005. Daniel Stark was picked as our 2nd Quarter Client of the Month due to their commitment to Needles and the innovative way they use the program. They were asked a series of questions regarding how Needles works for them. Below is an excerpt of the interview. To read the interview as a whole, please visit www.needles.com.



What is your firm's motto/mission?

Our purpose is to empower our clients using a uniquely effective process that insures they are informed, vindicated and compensated.

How does Needles help your firm complete this motto/mission?

Needles is part of this uniquely effective process. Needles helps our attorneys and case managers stay efficient and helps them keep the client informed.

What has been the largest improvement in the way your firm manages its cases since the installation of Needles?

We are so much more efficient in the handling of our files, both in terms of time management and in terms of information management. We are now able to collect much more information about our cases in less time than it previously took us to just get the basic information. With this increased information, we are better able to quickly identify the great cases and the cases that need attention or else. This has generally increased the average settlement value of all of our cases.

What Needles features have contributed to these changes?

We have found that the proper use of the Status Tab has, as much as any other singular feature, increased the efficiency of the firm.

How does your firm use Needles to support its marketing and management efforts?

Reports – We utilize the data that Needles captures to make management and marketing decisions. We have developed a firm “dashboard” that automatically captures critical management numbers from Needles (cases open to date, settlements to date, demands sent to date...) and displays them in one place. This allows the managing partner to quickly gauge the health of the firm and to access which areas require the most immediate attention.

Describe the way Needles has affected your firm's development, growth and efficiency.

Needles has not only affected the efficiency in which we can handle claims, but the staff at Needles have put us in touch with other professionals with whom we have shared ideas. Through these relationships, we have become part of a network of injury firms that are creating new innovative processes that give us the competitive edge.

Finish this thought: “I love my Needles because...” *I can know what is going on in any case, from any where, at any time.*



Needles...The Next Generation : User Group Meeting

Friday October 24, 2008 : Agenda

8:00-9:00 am	Continental Breakfast and Registration
9:00-9:15 am	Opening Statements
9:15-9:45 am	<p><i>Time on Desk</i> Learn how to reduce the "time on desk" of a case file, allowing your firm to handle more cases, make more money, and get things done more quickly. MARK LEWINTER of Anapol, Schwartz, Weiss and Cohan, P.C.</p>
9:45-10:15 am	<p><i>Needles Version 4.7 Features</i> A frank discussion of the bi-directional integration with Microsoft Outlook. RANDY CHASE of Needles Case Management Software</p>
10:15-10:45 am	<p><i>eCaseStatus</i> Needles Case Management Software, in conjunction with .Network Affiliates, Inc., is proud to introduce eCaseStatus, a new product that will save time and money and allow you to market your firm in an innovative way. eCaseStatus is an online application for your law practice that facilitates your client's needs and is incredible time and cost effective. RICK KOCH of Network Affiliates</p>
10:45-11:00 am	BREAK
11:00-11:30 am	<p><i>Needles and Documents</i> Learn some inventive new ways to code documents, store documents and search through text in notes and documents. JOY DESCUTNER of Needles Case Management Software</p>
11:30 - 11:50 am	<p><i>The QuickBooks Interface</i> A client shares his real world experience with the Needles/QuickBooks integration. JOE WEBER of Katherman, Briggs & Greenberg</p>
11:50-12:20 pm	<p><i>Needles and Adobe</i> Is your firm getting the most out of coded .pdf documents? An Adobe specialist discusses how to reap the benefits of this link. RICK BORSTEIN of Adobe, Inc.</p>
12:20-1:20 pm	LUNCH compliments of Needles Case Management Software
1:20 - 1:40 pm	<p><i>Interfaces with Mediconnect and Juris</i> Using these Interfaces for your firm. RANDY CHASE of Needles Case Management Software</p>
1:40 - 2:10 pm	<p><i>Going Paperless with Needles</i> A Needles client discusses how his office has used Case Management Software to implementing a paperless process. DANIEL ROSNER of Rosner Law Offices PC</p>

2:10-2:40 pm

Next Generation – Automation

A Needles Client discusses how his firm has used Needles to automate processes such as records requests. A discussion of Equitrak software will also take place.

JONATHAN STARK of Daniel & Stark PC

2:40 – 3:10 pm

CRM – Client Relationship Management

Marketing your law firm and measuring results using CRM techniques.

GINDY SPEAKER of Speaker Media and Marketing

3:10-3:45 pm

BREAK, refreshments compliments of Needles Case Management Software

3:45-4:15 pm

Building the Mass Tort Case in Needles

A Needles client discusses how to build tabs and forms for mass torts cases.

ALEX ALVAREZ of Alex Alvarez PA

4:15-4:45 pm

User Defined Reports

A discussion of those reports available RIGHT NOW to all clients, including where to find them and how to tweak them.

LONNIE WRIGHT of Needles Case Management Software

4:45-5:00 pm

Closing Statements/Maintenance Items/Questions

TO ATTEND:

As always, this Usergroup meeting is a FREE event. Current Needles clients are entitled to the NEXT GENERATION meeting at no cost. Due to the popularity of our annual UserGroup events, early registration is encouraged. Registration is limited to FOUR attendees per firm.

To reserve your space at the NEXT GENERATION meeting, please visit www.needles.com. You may also call in your registration to Lindsey Goodrich at 410-363-1976 or email it to her at lgoodrich@needles.com. Please have the name of your firm and the names and email addresses of the attendees handy when you register.

The deadline for registration and for receiving the group hotel, due to the popularity of this event and the limited space at the hotel, please register early.

WHAT OUR CLIENTS ARE SAYING ABOUT PAST USERGROUP MEETINGS:

"Love the speakers. Also love the sharing of knowledge of the users. Why reinvent the wheel if it has already been done right?!"

Deb Ward, Tamaki Law Offices

"I enjoyed listening to all of the great ideas and suggestions to become more efficient Needles users."

Maureen O'Toole, Eden & Rafferty

"I enjoyed hearing actual success examples and the specific ways firms have implemented practices."

Jennifer Pratt, Bernstein & Associates

"The speakers? I learned something new from **every** one of them."

Katherine Englund, Law Offices of Paul Hogan

"I really caught the vision of the way Needles will manage everyone's task areas and when they need to occur."

Spencer Tietjen, Litster-Law

