

Needles, Inc.

Sidebar Newsletter

Did you know?

- Needles offers a Partner section online? We list contact information for hardware vendors who have worked with our program in the past. If you are looking to become a Needles partner, please visit us online and fill out the partner application.
- The Needles Client's Only website now offers the ability to customize a username and password for your firm. Simply log in with your Needles-supplied username and password and click "Create a Custom Username and Password for Login" on the upper right of the screen. You can make the information anything you wish, but it is limited to one PER FIRM.

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President's Letter

Dear Clients and Friends:

It's been an interesting and busy first half of the year at Needles Case Management Software. Since we last spoke, Needles has expanded significantly, doubling our headquarters space. This extra space allowed us to create a state-of-the-art training facility with more than double the capacity of our old training room. I invite all our clients (new and old) to come to our offices, meet our staff, and experience a quiet, focused learning environment where they can train uninterrupted. You may have noticed that we also began offering Needles seminars again. Our seminars in Las Vegas and Baltimore were fantastic successes and our largest ever. We hope you'll be able to join us at a seminar in the future and take advantage of our new training facility.



We've also made some hiring decisions, adding two important positions: Software Architect and Director of Training. We're pleased and excited to announce that Trainer and Needles friend Liz Teixeira has joined our staff as Director of Training.

We are also particularly excited about the hiring of a Software Architect here at Needles. We're putting significant resources behind our programming and development process so that we'll be able to continue to offer clients cutting edge services, timely product releases, and the stable program you have come to expect. We are pleased to welcome Michael Wilson to the Needles family as Software Architect.

I am also proud to announce the release of version 4.8 to a group of beta testers. This version features a bi-directional interface with Juris billing software which facilitates the exchange of information between the two programs as well as other program updates such as: improved eCaseStatus™ features, the ability to click through to a case from a report, and much more.

Based on feedback from clients, Needles has made some improvements to the status screens. These improvements will allow clients to take better advantage of eCaseStatus™. As you may know, Needles Case Management Software, in conjunction with Network Affiliates, Inc., offers eCaseStatus, a secure service with easy-to-assign login information. It gives firms the ability to send their Needles case status information to a website where law firm clients and referring attorneys can log in, any time of the day or night, to view an up to date status of their case(s) with the firm. The eCaseStatus website is designed to mirror the look and feel of the current firm website. Through the eCaseStatus e-mail platform, law firms also have the ability to easily stay in touch with their database with marketing and public service type messaging, which helps increase referrals, and subsequently, the firm's bottom line. This innovative, secure technology will undoubtedly set you apart from the competition,

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improve office efficiencies, and elevate your client service. We hope you will consider eCaseStatus for your firm.

With our new space, new staff, new version, and new plans for the future, we are well poised to continue to provide world class customer service and program updates. As always, we thank you for your support, suggestions, and feedback. Please continue to keep in touch and let us know how we can help you.

Regards,



Bryan Billig, President

"I love Needles. My staff loves it as well, and they are working more efficiently."

Paul Simonson
Simonson, Hess &
Leibowitz

Additions to the Needles Staff



Needles Case Management Software announces Liz Teixeira as Director of Training. Ms. Teixeira has enjoyed a business association with Needles spanning two decades and has previously served as a Certified Needles Trainer as well as a Phone Support Specialist.

"I am excited and honored to continue my relationship with the Needles family of staff and clients. I look forward to streamlining our training processes and helping our client base stay educated." said Liz. Administrative Director Michael Snyder added, "The training staff and management at Needles is looking forward to a bright future with Liz at the helm of our training department. Liz's enthusiasm and dedication to Needles will allow us to offer unparalleled training services."

As a long time member of the Needles family, Liz has been on the front lines as a Certified Needles Trainer who has helped many clients implement Needles and troubleshoot training issues. She's recently spent a year doing training phone support and conducting satisfaction calls with the Needles client base. Liz is already up to speed on the program, on the client base, and on the Needles company culture. She will be using the next few months to get acquainted with our current training and educational processes and procedures, and she takes on her new full-time role as of August 31, 2009. In her new position, Liz will be the liaison between the Sales Department and the Training Department for new clients. She'll be reviewing our training processes, literature, and procedures.



We are pleased to welcome Michael Wilson to the Needles family as a Software Architect. With more than 13 years of experience in developing Software and Web Applications, he will bring a much needed skill set to our organization. Michael is here to speak with clients about their case management needs, review our wishlist items, and blueprint upcoming versions of Needles for the programming staff to ensure that Needles continues to be on the cutting edge of case management technology. Originally from Orlando, Michael graduated from Florida A&M University with a Bachelors degree in Computer Information Systems. He has previously worked for Lockheed Martin, Booz Allen & Hamilton, SRA International and others. He has worked on a wide range of systems and applications. Michael spends most of his free time with his wife and family, going to church, golfing, exercising, and designing software. An avid sports fan, he roots for the local sports teams as well as the Tampa Bay Buccaneers and Orlando Magic.



Welcome to Gabe Schamberg! Gabe joins the Needles family as a summer intern. He just finished up his freshman year at UC San Diego, where he is majoring in Computer Engineering. His goals are to spend time with the programming and technical support departments for educational purposes. So far, Gabe has been a very valuable asset to our team, lending his support to seminar preparation, tradeshow computer set up, and general office duties. We are fortunate to have access to his skills this summer.

eCaseStatus Case Study & Client of the Quarter



Congratulations go out to Munley, Munley & Cartwright, the Needles Client of the Quarter! This Scranton, PA based client is truly a cutting edge law firm who knows the value of frequent trainings and client communication. Munley, Munley & Cartwright was an early adopter of the eCaseStatus product, and they have allowed us to pick their brains about the system and its benefits. They've also been instrumental in its development. Below, the Munley firm describes the changes and benefits they have experienced since implementing eCaseStatus. Congratulations Munley, Munley & Cartwright!

OBJECTIVE

The purpose of implementing eCaseStatus was to improve client service, office efficiencies, referral-based business and to differentiate the firm from its competition.

BACKGROUND

Munley, Munley & Cartwright, P.C. is a personal injury law firm located in Scranton, Pennsylvania, specializing in auto and trucking accident, medical malpractice, nursing home, defective products, and worker's compensation cases. The firm is proud of its quality reputation in the legal community and 40 year track record of success in fighting for justice and compensation for accident victims.

Munley, Munley & Cartwright, P.C. utilizes Needles Case Management Software and has approximately 500 open case files at any given time. In addition, the firm advertises on television to generate quality leads in the Wilkes Barre/Scranton DMA.

PROCESS

Munley, Munley & Cartwright, P.C. was an early adopter of the eCaseStatus application as it fit well within the firm's business philosophy of adopting the latest in technology to improve operations and client service. The firm also appreciated eCaseStatus' ability to quickly and efficiently send relevant messaging to its entire database through the e-blast platform.

RESULTS

After proper staff training and implementation of eCaseStatus, the firm experienced the following quantifiable results:

- A 35% reduction in office phone calls from clients inquiring about their case status
- Increase in positive, client feedback regarding the firm's service
- Improved conversion percentage on consultations
- Zero complaints from clients receiving the wrong or unintended information regarding their case

To find out how eCaseStatus can help improve and grow your practice, please contact:

Corey Hayes

Director of Sales & Marketing

CoreyH@netaff.com

800.525.3332 X 504








Congratulations to Needles client Frenkel & Frenkel, LLC! Both Mark Frenkel and Scott Frenkel were named Best Lawyers on the Best Lawyers in Dallas list published in D Magazine, a Dallas publication.

Please note that Chesapeake Interlink, Ltd has changed to Needles, Inc. All checks and correspondence can be directed to Needles, Inc. at 8E Music Fair Road. Owings Mills, MD 21117



2009 Needles Tradeshow 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:

-  **CAALA Annual Convention** - September 3-6, 2009 - The Venetian - Las Vegas, NV—
www.caala.org
-  **PILMMA's Marketing and Management Summit** - September 25-26, 2009 - San Antonio Marriott Riverwalk - San Antonio, TX - www.pilmma.org
-  **DRI Annual Meeting** - October 7-9, 2009 - Sheraton Chicago Hotel - Chicago, IL - www.dri.org
-  **WILG Annual Conference** - October 16-19, 2009 - The Boulders Resort - Carefree, AZ - www.wilg.org
-  **JUIG Conference** - October 23-24, 2009 - Airport Marriott Hotel - Nashville, TN

**We are always updating our trade show schedule. Please visit www.needles.com for the latest schedule.*

A Needles Truism










Closing a case in Needles properly will make money for a firm long after the case is closed.

Marketing Directors, Negotiators and Management will benefit the most from properly closed cases.

IF YOU:

Fill in Settlement Amounts, Referred By, Adjuster, Mailing list, Party ID, etc., you can run performance reports

SOME OF THE BENEFITS:

-  How much did we make in Settlements this year? Last year?
-  How much money did one attorney generate vs. another?
-  Which case types are the most profitable?
-  Which Insurers and Adjusters settle cases for more or less in different circumstances?
-  Which Referral Sources are paying off?
-  Which Marketing Campaigns are we wasting money on?
-  What demographic groups are coming to us with cases?
-  Which former clients are on our mailing list with an accurate address for future mailings?
-  Which former clients are excluded from mailing lists due to inaccurate address info? (To avoid wasting postage)

Trainer Tip

Needles version 4.8 offers some exciting new updates to our report writer that will make writing reports easier. The tips and information below will help you understand the changes and updates!

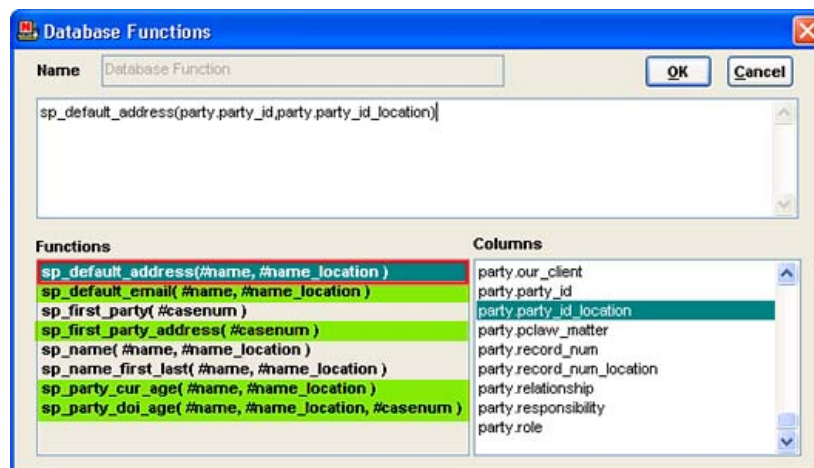
New Report Features

When running some standard and user defined reports in Needles, the following features will now be available:

- On most reports that list the Case Number, double-clicking on a specific Case Number will take you to the Case tab of that case.
- The window will no longer automatically zoom to 75% and have the blue box frame by default.
- Clicking on a column heading will re-sort the report in ascending order by that column.

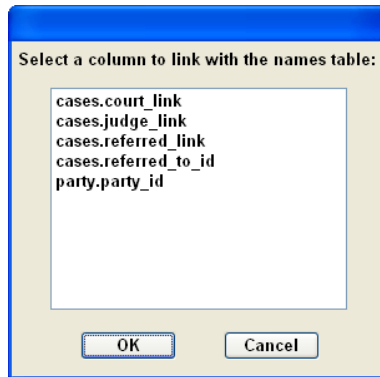
In addition, the following new features have been added to the Needles Report Writer:

- The following Database Functions have been added:
 - `sp_default_address(#name, #name_location)` - displays the name's default mailing address.
 - `sp_default_email(#name, #name_location)` - displays the name's default E-mail address.
 - `sp_first_party_address(#casenum)` - displays the first party's default mailing address.
 - `sp_party_cur_age` - displays the name's current age.
 - `sp_party_doi_age` - displays the name's age as of the Date of Incident (DOI) in the case.

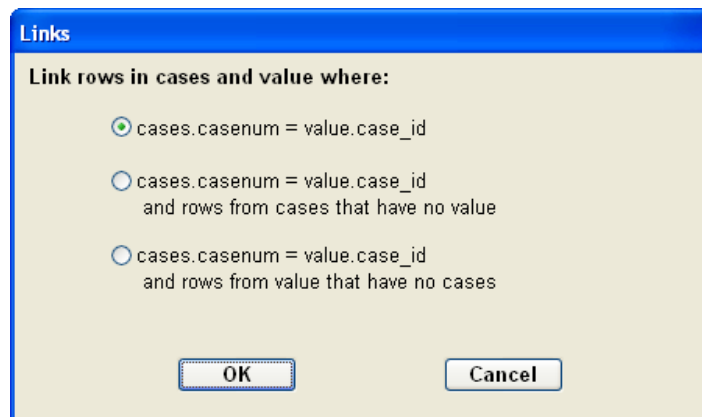



- Links connect the information in the selected tables. When adding more than one table to a report, the link between the two tables is automatically created for you unless there is more than one link that can be made. When more than one link can be made, a window will pop up displaying all available links from which you can select.

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- Right-clicking on a link now pops up a menu of three available ways to join the two tables:
 - Table 1 = Table 2 - This is the simple join described above where there is matching data in both tables and is used most often in Needles report writing.
 - Table 1 = Table 2 and rows from Table 1 that have no items in Table 2. This is also called a “left outer join”.
 - Table 1 = Table 2 and rows from Table 2 that have no items in Table 1. This is also called a “right outer join”.



- Use the new Font button  to select the font, font style, size and color.

Needles in the Community

Needles has a long history of encouraging law schools to review our program and expose students to the reality of case management in a law firm setting. Needles client Howard University School of Law recently sent a representative to attend our Beyond the Basics seminar. Seminar instructor Sherryl Coleman was so moved by their legal clinic that she volunteered her own time to visit the campus and help them better implement Needles and other technology in the office. Needles offers demonstration disks to law firm students on a regular basis and has even implemented a student demo request form online.



Follow Needles on Twitter! We're "tweeting" about upcoming events and new staff members...look for us at NeedlesCMS.

Text Messaging and Needles

Did you know that text messages can be posted to Needles cases?

Step 1

Open up your email and click the write or compose button to send a new email.

Step 2

You will need to specify where the email/text message is going to be sent. In the "to" field, type in the 10 digit cell phone number and then after it add* the following:

T-Mobile: phonenumber@tmomail.net

Virgin Mobile: phonenumber@vmobl.com

AT&T: phonenumber@txt.att.net

Sprint: phonenumber@messaging.sprintpcs.com

Verizon: phonenumber@vtext.com

Nextel: phonenumber@messaging.nextel.com

*Add the 10 digit cell number in where it says "phonenumber".

Step 3

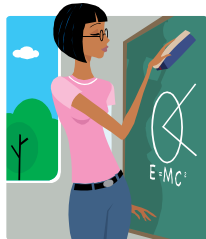
Type in the subject and message and hit POST AND SEND. You can then post it to the appropriate case in Needles. Keep in mind there is a limitation to the amount of characters each provider can receive, so you may want to dump lengthy signatures.

Needles is now on Facebook! Consider becoming a fan of our page...you'll receive updates, photos, and information about Needles.

www.needlesfacebook.com

facebook

Upcoming Needles Seminars



Needles Document Coding with Microsoft Word – 2 Day Seminar

September 28-29th, 2009

Needles Training Facility in Baltimore, MD

9:00 am – 5:00 pm

Instructor: Needles Certified Training Consultant Lonnie Wright

This two day seminar will teach you how, in just a few clicks, you can:

- Send a letter to all your clients to introduce a new Attorney in the office or a new Case Manager handling a case.
- List all your medical providers with names, addresses, phone numbers, dates of service and total charges when answering discovery.
- Send a letter to all your witnesses/experts regarding the Trial Date.
- Create a pleading to designate all your experts.
- Create a list of all your witnesses with their home, business, and cell phone numbers for the Trial Notebook.
- Create a Certificate of Service that contains the current information for **all** counsel with just a click of a button.
- Create large mailing labels to **all** counsel with just a click of a button.

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You can do all this and much more with Needles and Word! This 2 day event is designed for the staff members responsible for coding the firm's merge documents. If you have a good understanding of Microsoft Word, bring your firm's own Needles system, and join us. We will learn to insert code into your firm's form letters, pleadings, fax cover sheets and more. We will use advanced coding techniques such as inserting a table, creating a menu to give you one document with many different choices for content, adding your letterhead to your letters, and mastering those confusing conditional statements. We will work on your everyday correspondence as well as your pleadings. *We are limiting the number of attendees for this seminar to ten.*

Bring a laptop with your Needles database. You will leave this seminar with documents created specifically for your firm with your own criteria.

Price: First attendee \$850.00. Each additional attendee \$425.

Attendees will receive handout materials, lunch, and morning and afternoon refreshments daily.



Needles User-Defined Report Writing – 3 Day Seminar

September 30- October 2, 2009

Needles Training Facility in Baltimore, MD

9:00 am – 5:00 pm

Instructor: Needles Certified Training Consultant Lonnie Wright

Needles comes standard with a large number of pre-programmed reports. However, you may have wished for additional information or the information to be sorted differently. Perhaps you would like a report that will show how many clients you have who are female/male and their average age? Or you would like to know how long each team or case manager or attorney is taking to settle their cases? Or you want to know which cases do not have the Insurance Tab filled in properly? Or you'd like a graph to show how many checklist items have been marked Done by each staff in the last month?

This small, focused seminar will teach you how to create reports that will COUNT, AVERAGE, CALCULATE DAYS BETWEEN EVENTS, GET A PERCENTAGE, and TRACK PRODUCTIVITY. You will learn how to present Needles reports in bar graph or pie chart format. We'll also teach you how to add color, sort, and much more.

This seminar is appropriate for those who are willing to focus for three days in a small, intimate setting. *We are limiting the number of attendees for this seminar to ten.* If you have been writing reports for a while, you will be excited to know that several new and exciting "power tools" have been added to Needles 4.8.

Bring a laptop with your Needles database. You will leave this seminar with reports created specifically for your firm with your own criteria.

Price: First attendee \$1275. Each additional attendee \$625

Attendees will receive handout materials, lunch, and morning and afternoon refreshments daily.

***"I walked away not only understanding,
but confidently able to repeat what I
learned."***

Joyce Russ
Koskoff, Koskoff & Bieder