

A CONVERSATION WITH VITO SQUARCIAFICO AND ANN NASTASIA OF PULLMAN & COMLEY, LLC

This month, *The Edge* spoke with Director of MIS Vito Squarciafico, and Training and Support Manager Ann Nastasia, of Pullman & Comley, LLC, a law firm of approximately 80 attorneys and 70 other staff. It's primary office is located in Bridgeport, Connecticut with additional offices in Hartford, Stamford, Greenwich, and White Plains, NY.

Software life-cycles and lack of support for outdated hardware forces Squarciafico, like law firm IT managers everywhere, to deal with a constant stream of upgrades.

Having been through a number of upgrades in 2005, Squarciafico felt strongly that the keys to success are found in proper planning, ensuring that users are well trained and supported, and not being afraid to delay an implementation if the software or integration is not ready.



See [Pullman](#), p. 3

TUTORENTERPRISE A COMPLETE LMS WITH CUSTOMIZABLE LEGAL COURSEWARE AND ASSESSMENT

TutorEnterprise, a new Learning Management Solution (LMS) from TutorPro, LLP, helps trainers administer their training programs more effectively.

TutorEnterprise is a web-based system which automates the scheduling of any type of training (not just on-line courses such as TutorPro). It supports on-line enrollment, and produces reports of training activities. The system is fully scalable and customizable for any size firm, but the core functionality is ready for out-of-the-box implementation.

The student interface allows users to securely access their personal training information, and self-enroll into training classes; scores, times and progress are also tracked here for their information. Navigating the student interface is intuitive; no training is required to get started.

Trainers can maintain courses, manage training events, generate reports and build requirement lists or learning tracks. The reporting tool lets you mine your data to quickly determine what training a user has or has not taken.

Other features included with TutorEnterprise:

- Certifications
- CLE/CPD Credit Tracking
- Tracking Costs
- On-The-Job Training
- Printing of Rosters / Certificates

To learn more about TutorEnterprise, please contact ODC at 617-965-6013.

MORE INSIDE:

- [Best Practices](#)
- [Microsystems Trial Offer](#)
- [LEAD Initiative](#)
- [Targeted Topics On the Web](#)



GIVE MICROSYSTEMS A TRY...FREE

Are you preparing for an upgrade or conversion, but want to be sure documents come out looking OK on the other side? Thinking about a best practices initiative, but worry about all the 'legacy' documents that need to be cleaned up?

While you've undoubtedly heard of Microsystems – and may have even considered buying their services - you may not realize that Microsystems will give you a free analysis of your documents, with no obligation.

Submit a sample of documents (around 20) for a free conversion check and analysis. Use it to help you determine the scope and type of training you'll need to provide your users with, as well as assess the services Microsystems offers. For more information, contact ODC or Microsystems.

LEGAL E-LEARNING FOR ADVANCEMENT DEVELOPMENT (LEAD)

The Legal E-Learning for Advanced Development initiative (LEAD) is the result of the collaborative efforts of the Coalition for the Development of an On-Line Legal University which includes 16 of the top law firms in the country.

The Coalition was formed in response to the need expressed by many law firms for a training and assessment program that is more effective and targeted to the uniqueness of the legal environment.

The goal of the Coalition is to create a comprehensive, task-based curriculum for both attorneys and support staff that builds the skills required to succeed in the legal environment. Content areas include topics such as

- Policies & Compliance
- Document Production
- Business Development
- Communications.

It will provide a guide for flexible, user-centric training and a career progression learning path which will help attract top legal talent. Having this program in place in a firm will help to facilitate

internal curriculum consistency and the delivery and tracking of CLE/CPD training.

For more information on LEAD, please email info@LeadLegal.com or call 1-866-770-8867.

TARGETED TOPICS GO ONLINE!

ODC's Targeted-Topic Seminars have always been a great alternative to the traditional full-day and half-day training classes. With their one-hour, hands-off format, our clients are able to get just the right amount of information to the right audience in a short block of time.

ODC is now offering these seminars as **Targeted-Topic Webinars**. Our consultants can now deliver the same great content to conference rooms at your satellite offices or right to your users' desktops.

DOES YOUR FIRM NEED A BEST PRACTICES INITIATIVE?

The term "best practices" has become widespread to the point of overuse. However, in law firms there are certain industry standards that need to be considered, and to this end ODC offers a **SureStandards** plan to assist you with creating a solid document production environment. The ODC **SureStandards** plan includes:

- SureSystem*—environment and document production 'health check'
- SureStyles*—document styles analysis
- SureTemplates*—template and macro assessment and development
- SureStaff*—core competency and gap analysis
- Sure&Secure*—metadata assessment and removal

Contact Susan Evans at 617-965-6013 to learn how the SureStandards plan can be tailored for your firm.

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PULLMAN, CONTINUED FROM P.1

One of the most significant projects to affect end-users at Pullman was the desktop operating system, document management, and Office software upgrade. Windows XP was placed on all desktops, the DMS was upgraded from MailSite 5.2 to WorkSite 8.0, and Office 97 was upgraded to Office 2003, with an emphasis on Word styles.

Pullman turned to ODC for a styles analysis to help them better understand what styles were needed to work most efficiently in their documents. Along with the Office upgrade came new document comparison software and a challenging upgrade to their template and macro package.

All of these upgrades meant a significant change to their users' daily working environment and required significant planning and organization. Squarciafico notes, "You can't do all of this without a lot of planning, training, and support. Sometimes you have to assess the situation and know when to wait and when to proceed. ODC was an integral part of the solution for all of our document production enhancements."

ODC consultants worked with Pullman's Training and Support Manager, Ann Nastasia, and her staff to architect a healthy Office 2003 environment, deliver training, and provide post-training support. While this was a long process, Nastasia is pleased with the results. She notes, "Increased use of styles has resulted in ease of document creation and less document corruption."

In addition to desktop operating upgrades, Squarciafico and his team have made a number of enhancements to the firm's data and

communications environments in 2005. A new phone system with unified messaging and text-to-speech capabilities was installed, as well as a new video conferencing system in four of their office locations.

"Voice and data are now fully integrated," said Squarciafico. "We have a high degree of system redundancy between all of our offices. If the phones go out in one of our offices, we can re-route the calls through another location and back to the original office over the network."

ASK OLIVIA

Dear Olivia,

Is there an easy way to get zip files to extract to the same folder as the zip file? It's frustrating that the WinZip extractor always defaults to the last folder I extracted into. Help!

Signed, Zipped

Dear Zipped

You're right – WinZip does default to the last folder you extracted to – which might have been days or weeks ago.

Here's an easy way to get the file to unzip into the current directory: after you click the 'I Agree' button, and the window opens displaying the target directory (which is already selected), simply press a period on your keyboard – this will tell WinZip to use the current directory. (Those familiar with DOS commands will recognize this shortcut.)

Despite the overall success, Squarciafico says that you have to be prepared for the unexpected. While in the process of upgrading their phone system, the team realized at one point that all of their templates would need to be redesigned. "This could have been an arduous, time-consuming task for our people, but a skilled technician from our phone systems company made all of the design changes in under three hours," said Squarciafico.

Another hitch came when they looked at their Uninterruptible Power Supply (UPS) system. Due to all of the new integration at Pullman, it was important that their UPS keep them running for a minimum of four hours should they lose power. With

all the new software, their current UPS was not up to the task, so that got an upgrade as well.

As the dust settles from 2005, how does Squarciafico feel about the results of all his hard work? "It was all worth it." And what's next for Pullman in 2006? More upgrades, to be sure: Squarciafico and his team will be working this year on an Elite implementation as well as a new CRM initiative. ☺