



# THE EDGE

...cutting to the heart of what YOU need to know



## A CONVERSATION WITH PETER LANE OF GOODWIN PROCTER LLP

*The Edge* recently had an opportunity to sit down with **Peter Lane, Director of Information Technology** at Goodwin Procter LLP to discuss recent projects and future technology plans for the firm. Lane and his staff were extremely busy in 2002, and 2003 seems to be shaping up much the same. “We do have quite a lot on our plate for this year,” Lane said. “One exciting project we’re working on is our Business Continuity Plan.”

The Business Continuity Plan, or what is also sometimes referred to as a disaster recovery plan, is a priority for Lane and his staff. “After September 11<sup>th</sup>, there was a heightened awareness for us to refocus on disaster recovery. We took a look at what we had prepared for Y2K – a ‘hot site’ in Billerica with a data center, conference room, etc. – and decided we needed to look at other options.” **Continued: See [Lane](#), p. 3**

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### PDF: PREDICTING THE DEATH OF FAX?

Still trying to work out your firm’s desktop faxing solution? Are your users still walking over to the manual fax machines because they are either unsure about – or not completely comfortable with – the new fax technology you have spent so much time implementing? You’re not alone.

Technology managers and trainers who convert their users to a “paperless” faxing system often feel like they’re running uphill, attempting to convince their users of the benefits of desktop faxing, all the while troubleshooting issues with server traffic, rollover fax lines, backed up queues. Some are turning to a new – yet old – solution not everyone thinks about: PDF.

**Continued: See [PDF](#), p. 2**

### INTERFACE SOFTWARE RELEASES INTERACTION 5

Interface Software has recently released InterAction 5, the latest version of their CRM relationship intelligence software.

Widely used by the legal and financial communities, InterAction allows professionals to share and leverage client information to enhance service and business relationships.

Current users of InterAction will see a number of enhancements to the program, most significantly a redesigned user interface that is web-based.

Interested in checking out InterAction 5? ODC is a partner with Interface Software, and has two IA5 Certified Trainers on staff. Call us for more information or to schedule a demo in your office.



## ODC IS GROWING!

We're pleased to announce three new members to the ODC team! **Pat Sullivan**, **Bob Varney** and **Beth Ward** recently joined ODC as Account Managers.

Pat combines a background in education, training, office automation systems, and account management. As a consultant to large and small corporations, law firms and federal agencies, she has analyzed and solved computer training needs for a wide variety of clients. Prior to that, Pat spent five years at Wang Laboratories, where she was responsible for training and customer support, as well as consulting in office procedures and administration.

Bob brings his expertise to ODC as both a training manager in the corporate sector as well as an account manager for Benchmark Technical Services in Connecticut and CompuWorks Systems Inc. in Massachusetts. Bob has also been a member of the Association for Development, Advancement & Productivity through Technology Training (ADAPT), and the Information Technology Training Conference (ITTC) for many years.

Beth comes to us from The Accounting Guild, based in Boston, where she worked as a Sales Account Executive in the employment recruitment area for financial professionals and financial corporations. Prior to that, Beth was the Financial Manager for a computer manufacturing company.

## PDF, CONTINUED FROM P. 1

PDF (which stands for *portable document format*) is a great alternative to implementing a new desktop fax solution. The most commonly used software for creating PDF files is Adobe Acrobat. The latest version, Acrobat 5.0, allows users to quickly and easily convert files – including word processing documents, spreadsheets, even presentations – to a static readable image that can then be e-mailed to anyone. And, because Acrobat Reader is a quick free download, just about everyone already has the software needed to receive and open PDF files.

## ASK OLIVIA

**Q: Olivia, I use Outlook and I want to know when mail I've sent has been read...but I don't want all those read receipts cluttering up my Inbox! What can I do?**

A. No problem...Here's how to handle both issues:

### How to Request a Read Receipt for all Messages

1. Go to **Tools | Options | Preferences**
2. Select **Email Options** → **Tracking Options**
3. Turn on "Request a read receipt for all new messages I send"
4. Make sure Process receipts on arrival is turned on. Now, stay in the Tracking Options dialog box for the next part of your question...

### Cleaning up the Clutter

1. Turn on "After processing, move receipts to (Deleted Items)"...this means that once the message is processed (typically a few minutes) the receipt will be deleted automatically.
2. You may now return to the Outlook window by clicking on the **OK** button three times.

### To Check for Read Messages

1. Go to your Sent Items folder
2. Open the message in question
3. Click on the Tracking Tab - the date and time the message was read will appear for each recipient it was sent to.

*If you have a question for our team of experts, please send an e-mail to [askolivia@odcllc.net](mailto:askolivia@odcllc.net) with the subject line **Ask Olivia**.*

Acrobat 5.0 has a few additional features that your users may find helpful. PDF files can be saved to Rich Text Format (RTF), which allows a recipient to incorporate text from the PDF file into their own documents. If you don't want to allow use of the content, Acrobat 5.0 also has security features that enable you to restrict printing and editing rights on PDF files you send to others.

Other advanced features, such as workgroup collaboration and the ability to create forms, make PDF worth considering as an all-around document sharing solution for your company.



## LANE, CONTINUED FROM P. 1

Rather than rely on a hot site, which can be labor intensive and time consuming for the staff that must get it up and running in an emergency, Lane began exploring what the financial service industry has been doing in terms of recovery strategies. "We began refocusing our attention on the possibility of a mirror facility."

Lane explained that a mirror facility, essentially a location set up to replicate all data, mail and network services of the original office, would involve less effort, and therefore potential errors, in the end. "We looked to see what people were using in the financial community and we decided to go with EMC Symmetrix systems."

There were a couple of hurdles to be overcome. Goodwin's four office locations – Boston, New York, New Jersey and Washington, D.C. – had always been a "hub and spoke" network, where Boston was the "hub" of their wide area network (WAN). The new Business Continuity Plan originally called for replicating the Boston office in New Jersey, and the other three offices back here in Boston. Because the firm was planning to use Citrix to access the replicated sites, it meant that all three smaller offices would be accessing Boston, possibly at the same time. "That brought up issues with bandwidth," Lane said. "It was cost prohibitive to add direct connection lines from Boston to New Jersey, so we began looking into alternatives with AT&T."

In the end, AT&T provided part of the solution for the firm. AT&T offered Goodwin space in Watertown in a recently completed, 180,000 square foot, state of the art Internet Data Center, which is monitored around the clock. With the arrangement came a 100 MB Ethernet connection to the Internet – a feature that will solve the bandwidth problems faced when using Citrix connectivity.

The second thing that needed to be changed, Lane saw, was the way the four offices connected to

each other. The IT staff reconfigured Goodwin's network so that Boston, New York, Washington D.C. and NJ all have connections with one another and NY and Boston both link in with the Watertown facility. As Lane explained, this provides the best solution as no one office is the main "hub" of the network. "Goodwin's network is now a more fully meshed configuration," Lane said, going on to add that the entire operation was less expensive than the original plan to replicate to New Jersey.

With all this on his plate, what else do Lane and his staff have time for this year? Plenty, according to the current technology schedule. In addition to a number of upgrades to department-specific applications, the firm is working on a Windows XP and Office (either 2000 or XP) upgrade for later this year. "We're evaluating all desktop applications now, putting together our war room, and doing the background research and testing to be sure there are no compatibility issues, particularly with CMS billing and its link with Word," says Lane. How the testing turns out will determine whether the firm goes with Office 2000 or XP.

It's clear that Goodwin is moving in the right direction, not just in terms of consistently upgrading their technology but also taking bold steps in their innovative emergency preparedness measures. No matter what the next year brings, Lane and his staff certainly will be up to the challenge.

The Edge is published bi-monthly by Overall Domain Concepts, LLC. To learn more about ODC, or to add your name to our mailing list, please check out [www.overalldomainconcepts.com](http://www.overalldomainconcepts.com).

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