

Large Firm Discussion Forum

Tuesday, August 20th, 2013
3:30-4:30 PM
Neapolitan Ballroom, I-II
Spec 8



Introductions

- ◆ Joy Heath Rush
- ◆ Curt Meltzer

Topics



- ◆ Expense Management
Have we reached the bottom of the well?
- ◆ Audits, Surveys and Regulation, Oh My!
- ◆ Think Mobile First
- ◆ Rumors of the desktop's demise are greatly exaggerated

Expense Management

Have we reached the bottom of the well?

After real estate and compensation, IT is the third largest expense area at most large law firms. Many of us cut expenses "to the bone" during the Great Recession.

What can we still do without sacrificing client service?

Audits, Surveys and Regulation, Oh My!

Security audits come in by the dozens these days.

How are large firms handling the volume of these requests, and what can be done to make life easier in the future?

Audits, Surveys and Regulation, Oh My!

“Client demand will continue to drive firms into the rapid design, implementation and maturation of security programs. The many regulated industries that we serve will continue to push their regulations down to their supply chain, of which we are a part. An increase in onsite security audits looking at controls and vulnerabilities will soon be the norm.”

Carlos Rodriguez, Former ILTA’s Server Operations and Security Peer Group Vice President (ILTA 2012 Tech Survey)

Think Mobile First

Most of us seem to view mobility as a necessary evil - an afterthought to our core tech offerings, forced on us by the lawyers.

However, given the popularity of mobile devices, do we need to turn this model upside down? Is it time to think mobile first?

Think Mobile First

Please indicate which of these popular e-mail devices are in use at your firm based on their embedded operating system (OS). (ILTA 2012 Technology Survey)

	350-699 Attorneys	700 or More Attorneys
	Percentage	Percentage
Android (e.g. Droid)	62%	46%
Apple iPhone/iPad	96%	92%
Blackberry OS (any model)	98%	96%
Windows Mobile (any version)	33%	15%

Think Mobile First

Are you using a third-party system for mobile device management (MDM)?
(ILTA 2012 Technology Survey)

	350-699 Attorneys	700 or More Attorneys
	Percentage	Percentage
No/None	36%	24%

Rumors of the desktop's demise are greatly exaggerated

Global PC shipments plunged 14 percent in the first three months of 2013, according to newly released figures from market research firm IDC. It's the steepest decline since 1994, when IDC began keeping records for the device.

Is this trend reflected at large law firms?

Rumors of the desktop's demise are greatly exaggerated

“Not surprising in this data is the trend toward increased use of VDI technologies. What is surprising is the rate of change; firms are treading carefully. It will be interesting to see if this changes as the economy improves and as professionals continue to bring their own computing devices (iPads, tablets, notebooks, etc.) into the work environment.”

– Tim Hooks, ILTA’s Desktop and Applications Peer Group Vice President (ILTA 2012 Technology Survey)

Rumors of the desktop's demise are greatly exaggerated

What is your primary method for delivering the workspace to the desk (internally, not for remote access)? (ILTA 2012 Technology Survey)

	350-699 Attorneys	700 or More Attorneys
	Percentage	Percentage
Locally installed and managed/Traditional local software load	80%	88%
Desktop virtualization (VMware VDI, Virtual PC, etc.)	0%	0%
Thin-client software (Citrix, Terminal Services or published apps)	18%	8%
“Terminal-based” thin client/VDI (Pano Logic, Wyse, NComputing, etc.)	0%	4%
Other	2%	0%

Conclusions