Agenda

Industry Outlook and Direction

Addressing Firm Needs
- Professional Service Delivery
- Client Experience
- Knowledge Management

Looking Ahead
- Software plus Service -- new delivery of technology
- Envisioning the Future

Resources

Q&A
What A Difference 1 Year Makes

Bleak Day at the Bar … root of the law-firm crisis, legal experts say, is the credit crisis.

New York Times
June 7, 2009

Law Firm Layoffs continue
law.com, January 26, 2009

Lessons of The Am Law 100: Nothing Grows Forever
law.com, April 29, 2009

Heller Ehrman law firm to dissolve
San Francisco Chronicle
September 26, 2008

Peer Monitor Economic Index shows that the legal services industry is performing well in just one area recently: cost cuts
Hildebrandt, March 2009

Recession Sends Lawyers Home, Firms Trade Brick- and-Mortar Prestige for a Better Business Model
Washington Post, March 9, 2009

Recession Accelerates Legal Outsourcing Commoditization
Global Services
March 15, 2009

Cravath's presiding partner: Time to kill the billable hour
National Law Journal
January 7, 2009
<table>
<thead>
<tr>
<th>Index Value</th>
<th>Change from previous quarter</th>
<th>Analysis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profits 52</td>
<td>↓18</td>
<td>Profit forecasts fell for the eighth consecutive quarter. The current value of 52 is almost 100 points lower than two years ago. Profit growth, if any, is expected to be no greater than 5% over the next 12 months.</td>
</tr>
<tr>
<td>Revenues 65</td>
<td>↓18</td>
<td>After a 26-point hit in the fourth quarter, the revenue index lost another 18 points. Close to two-thirds of respondents (63%) expect revenue to stay flat or decline.</td>
</tr>
<tr>
<td>Expenses 55</td>
<td>↓19</td>
<td>A 19-point drop, on top of a 29-point tumble in the prior quarter, dragged this value deep into negative territory. As expected, lawyer compensation is cited as the biggest driver of expenses, although non-lawyer compensation and occupancy costs are frequently named as well.</td>
</tr>
<tr>
<td>Demand 83</td>
<td>↓14</td>
<td>Demand expectation continued its decline this quarter. At 83, the index suggests a neutral-to-slightly-negative view of demand over the coming year.</td>
</tr>
</tbody>
</table>

Source: Citibank Private Bank Law Watch; Q1 2009
Law Firm Performance

Source: Citibank Private Bank Law Watch; Q1 2009
...Predictions for the Future

**Business Model**
- The end of the billable hour
- Pay per project

**Efficiency**
- Automate legal process
- Skim the fat from matters

**Competition**
- Competitive bidding
- Compete with non-traditional players

**Career Path**
- Sidestep lockstep
- Contract and remote attorneys

**Outsource**
- Near shore and offshore
- Hosted services
- Virtual law firms
IT As A Hero

- Insight from knowledge management
- Productivity applications
- Talent management and expertise
- Profitability analysis
- Project management tools
Technology Game Changers

- Cloud-Based Services
- Low-Cost Storage
- Natural User Interface
- Consumerization of IT
- Connected Smart Devices
Microsoft in Legal and Professional Services

Microsoft offers Professional Service firms unique capabilities for making change work for them

- Transforming how firms develop expertise and deliver services
- Connecting professionals securely and productively
- Producing saleable knowledge from business insight
- Surface opportunities from productive client interactions
- Lowering costs
Addressing Macro Business Challenges

Transforming information overload into productive business actions
- Enabling individuals and teams to find, share and manage relevant content to establish priorities more quickly and cost effectively
- Producing saleable knowledge
- Reducing stress and worker overload

Maximizing professional productivity in a changing workforce
- Collaboration across time zones, organizations and firewalls
- Global workforce of mobile, at-home, off location employees
- 24/7 access to data for authorized users

Enabling professionals to navigate and master organizational complexities
- Enable individuals at all levels to help the firm achieve competitive advantage
- Manage content for better visibility into a changing market: “What don’t we know that we need to know?”
- Acceleration of services offerings and online experiences

Client responsiveness and transparent value creation
- Transparency in value creation against billability
- Increasing client co-creation and collaboration
- Innovation, speed and efficiencies in service delivery

Insight-based advantages to increase value in a competitive market
- Repurposing experience across projects
- Attracting, recruiting and retaining the next generation of talent
- Providing the most productive work environment to get work done

Managing project risk with secure information sharing
- Protect data and information assets in a world of free information and security threats
- Balancing quality and cost control with compliance
- Greater transparency and oversight into business processes

Delivering value through sustainability initiatives
- Meeting corporate imperatives and guidelines
- Measuring results and identifying respective roles for owners, operators and tenants
- Smart buildings and efficient IT infrastructure
Professional Services Game Changers

- Transforming service delivery
  - Productivity with changing workforce
  - Navigating organizational complexities

- Producing saleable knowledge from insight
  - Transforming information into business actions
  - Innovation and speed from insight

- Surface opportunities from client interactions
  - Responsiveness
  - Transparency in value creation

- Improving practice performance
  - Balancing cost, quality, and compliance
  - Sustainability initiatives

- Business insight
- Collaboration
- Productivity
- Workflow
- Presentation
- Mobile
- Secure
- Data accessibility

- Knowledge Management
- Professional Service Delivery
- Client Experience
- Performance Management
Professional Services Game Changers

Knowledge management
- Transform information to build professional expertise, create saleable knowledge and contribute to productive business actions
- Help practitioners find, use, prioritize and share information more quickly and easily
- Share expertise and human know-how across the organization
- Secure and manage content in a policy-compliant manner
- Take full advantage of Enterprise 2.0 capabilities for sharing and professional development

Client experience
- Surface new opportunities from more productive client interactions
- Cultivate a defined and differentiated approach to client relationships
- Reach out and connect with clients in new and convenient ways
- Coordinate a unified firm approach across client touch-points

Professional service delivery
- Produce quality deliverables more quickly, profitably and securely as a team
- Embed best practices into service processes
- Connect professionals across time zones and geographies
- Coordinate smoothly and securely across complex organizations
- Providing the most productive tools to get work done

Practice performance
- Enable people to more quickly develop the insights they need to make important business decisions
- Give individuals and teams the tools they need to define and prioritize opportunities to compete for and win profitable clients
- Understand and benefit from client relationships that span practice areas
- Manage project risk and profitability to meet firm’s objectives
Professional Service Delivery

Produce quality deliverables more quickly and cost effectively as a team

- Deliver a common view into client engagements across the organization
- Connect professionals across time zones and geographies
- Embed best practices into service processes
- Provide timely access to current tools to accelerate service delivery
Deliver Common View of Client

- Customizable task templates for team coordination
- User identity awareness and role-based views
- Scoped enterprise search
- User-specific content filters and views
- Presence information

### Familiar folder paradigm for client & project drill-down

### Project documents, meetings and other content in one place
Connect Professionals

Exchange calendar availability integration
Profile and info access
Common action shortcuts
User presence information
Built-in social computing capabilities
# Workflow Project Initiation

## Client Information

<table>
<thead>
<tr>
<th>Engagement</th>
<th>Client Name</th>
<th>Address</th>
<th>City</th>
<th>State/Province</th>
<th>Postal Code</th>
<th>Country</th>
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<tbody>
<tr>
<td>Wind Tower Zoning</td>
<td>Fabrikam Holdings</td>
<td>234 State Street</td>
<td>New York</td>
<td>NV</td>
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<table>
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<th>Contact Title</th>
<th>Phone Number</th>
<th>Fax Number</th>
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<tr>
<td>50005</td>
<td>Brian Burke</td>
<td>Business Analyst</td>
<td>212-555-3212</td>
<td>212-555-2222</td>
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</tbody>
</table>

## Project Information

- **Project Code:** Wind Power Zoning-2009-06-22-01
- **Owner:** Diane Tibel
- **Practice Area:** Assurance
- **Service Line:** Processes & Controls

## Resources

### Engagement Manager
- Name: Lorraine Nay
- Billing Code: EM-1120

### Conflict Analyst
- Name: Claus Hansen
- Billing Code: CA-1120

### Tax Attorney
- Name: Michael Holm
- Billing Code: TA-1120

### Tax Consultant
- Name: Howard Gonzalez
- Billing Code: TC-1120

## Knowledge Components

- FBAR Reporting by Employees of Subsidiary Corporations
- Publication 1155 (2006)
- Market Specialization Program (MSPP)
Embed Best Practices

Document Templates/Best Practices available to all of Team
Co-Authoring in Office 2010

Presence

Option to lock paragraphs
Request for Proposal:
Implementation Support for AppleTree

Contoso is seeking proposals from contractors who are willing and able to provide implementation support for its new intranet initiative, currently code-named AppleTree. The attached document provides an overview of this project at the level of detail we have achieved to date.

Contoso is seeking proposals from interested vendors who would like to engage with it to provide the required support. Contoso would like to receive proposals by Monday, June 11, 2008.

This document provides information about the type of proposal we are seeking, and
Contoso RFP (Long).docx - Microsoft Word

Create RFP V-Team

1. Select a group to see its members
2. Double-click on a member to add to the v-team
3. Double-click on a member to remove from the v-team

Available Groups:
- Groups
  - Sales Team 1
  - Viewers

Group Members:

<table>
<thead>
<tr>
<th>Name</th>
<th>Alias</th>
</tr>
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<tbody>
<tr>
<td>Chris Preston</td>
<td>LITWAREINC\chrisp</td>
</tr>
<tr>
<td>Don Funk</td>
<td>LITWAREINC\donf</td>
</tr>
<tr>
<td>System Account</td>
<td>SHAREPOINT\system</td>
</tr>
<tr>
<td>Tamara Johnston</td>
<td>LITWAREINC\tamaraj</td>
</tr>
<tr>
<td>Willis Johnson</td>
<td>LITWAREINC\willisj</td>
</tr>
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</table>

V-Team Members:

<table>
<thead>
<tr>
<th>Name</th>
<th>Alias</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Preston</td>
<td>LITWAREINC\chrisp</td>
</tr>
<tr>
<td>Tamara Johnston</td>
<td>LITWAREINC\tamaraj</td>
</tr>
<tr>
<td>Willis Johnson</td>
<td>LITWAREINC\willisj</td>
</tr>
</tbody>
</table>

This document provides information about the type of proposal we are seeking, and provide the required support. Contoso would like to receive proposals by Monday, June 11, 2008.
What phases will your high-level project plan be tracking?

An initial estimate of the time required to carry out these tasks.

Each proposed task must carry with it a time and materials estimate. Time should...
**Title**: RFP Document Management Task for Chris Preston

**Priority**: (2) Normal

**Status**: Not Started

**% Complete**: Not Started

**Assigned To**: 

**Description**: 

**Start Date**: 1/4/2008

**Due Date**: 

* indicates a required field.
What acceptance criteria do you normally use?

Client acceptance criteria varies greatly, based on project goals and objectives. Internally, we always aim for a successful deployment, on time and on budget. Beyond simply meeting acceptance criteria, we also look at project team performance and client satisfaction. During the Revise phase, we revisit the project success factors to validate that the project achieved the established goals and objectives.

Please speak to the Litware Quality Assurance Group

Approve or Reject

**Intellectual property assignment**
Work must be proposed on a Work For Hire basis. All intellectual property rights in work performed on Contoso's behalf will belong to Contoso, without restriction.
Embed Best Practices

View project tasks

Project type defined in template outlines common tasks

Manage project initiatives against timeline
## Task Management – Assignment of Task

![Task Management Interface](image)

**Engagement Tasks: New Item**

<table>
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<tr>
<th>Field</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Procedural</td>
<td>Work Order Change Request</td>
</tr>
<tr>
<td>Task Status</td>
<td>In Progress</td>
</tr>
<tr>
<td>% Complete</td>
<td>20%</td>
</tr>
<tr>
<td>Assigned To</td>
<td>Howard Gonzalez</td>
</tr>
<tr>
<td>Description</td>
<td>Please review the details of the work order change request</td>
</tr>
<tr>
<td>Start Date</td>
<td>6/23/2009</td>
</tr>
<tr>
<td>Due Date</td>
<td>6/26/2009</td>
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<tr>
<td>Meta Process</td>
<td>4. Deliver</td>
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<tr>
<td>Process</td>
<td>1.1 Engage Client</td>
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<td>Deliverable</td>
<td>Cost Changes</td>
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<td>Role</td>
<td>EM</td>
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<tr>
<td>Target Audiences</td>
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</tr>
</tbody>
</table>

**Notes:** The content of this item will be sent as an email message to the person or group assigned to the item.

**Site Actions:**
- [Advanced Search]
Task Management – Integration with Outlook

Engagement Tasks - 3.2.5 Review and quality control has been reassigned

Northwind Traders [administrator@itwareinc.com]
Sent: Mon 6/22/2009 3:31 PM
To: Howard2@itwareinc.com

Northwind Traders

3.2.5 Review and quality control has been reassigned

Modify my alert settings | View 3.2.5 Review and quality control | View Engagement Tasks

- Procedures: 3.2.5 Review and quality control
- Task Status: In Progress
- % Complete: 80%
- Assigned To: Howard Gonzalez
- Description: Edited
- Start Date: 6/9/2009
- Due Date: 6/17/2009
- Meta Process: 3. Create
- Process: 3.2 Generate Forms
- Deliverable: Check mark (audited)
- Role: EN

Last Modified 6/22/2009 3:28 PM by Lorraine Ray
Improve Service Delivery

Service Delivery

Capabilities

- **Team workspace**
  - Role-based access to ensure ethical walls
  - Web-parts to expose line of business data
  - Integration with Outlook for alerts
  - Audience Targeting to customize content

- **Personal homepage**
  - Presence to track colleagues location and activities
  - Calendaring
  - Business scorecards to report performance

- **Project Initiation**
  - Silverlight to create simplified user experience
  - Forms Services and InfoPath to streamline work process

  - Content types to categorize and manage templates
  - Task management to manage project
  - Gantt charting to monitor performance
  - Scorecarding
  - Proclarity Webparts
  - Views into Project Server

IOI priorities

- **POM:** LOB custom and integration
- **BPIO:** Collaboration Unified communication
- **CORE:** Desktop, device and server management Identity and access management

Products

- Active Directory and ILM
- Office Client
- Office Communicator
- SharePoint Server
- Systems Management Center

Looking Ahead

- Business Productivity Online Suite
- Office 2010
- Sharepoint 2010

Produce quality deliverables more quickly and cost effectively as a team
Client Experience

Cultivate a defined and differentiated approach to client relationships
Reach out and connect with clients in new and convenient ways
Coordinate a unified firm approach across client touch points

Surface new business opportunities from more productive client interactions
New SharePoint Site

Use this page to create a new site or workspace under this SharePoint site. You can specify a title, Web site address, and access permissions.

Title and Description
Type a title and description for your new site. The title will be displayed on each page in the site.

Web Site Address
Users can navigate to your site by typing the Web site address (URL) into their browser. You can enter the last part of the address. You should keep it short and easy to remember.
For example, http://moss.litwareinc.com/site

Template Selection
A site for teams to quickly organize, author, and share information. It provides a document library, and lists for managing announcements, calendar items, tasks, and discussions.

Permissions
You can give permission to access your new site to the same users who have access to this parent site, or you can give permission to a unique set of users.

Enter a site name for your site:
Extranet/CohoSite
Federated Document Management

Lorraine, there is a new document on the extranet for you to review:

https://docs.contoso.com/CohoProject

Thanks, Howard
DISCLAIMER

The following form is provided for informational purposes only and is intended to be used as a guide prior to consultation with an attorney familiar with your specific legal situation. Microsoft is not engaged in rendering legal advice, and this form is not a substitute for the advice of an attorney. If you require legal advice, you should seek the services of an attorney.

Notice Exercising Option to Renew Lease

To: LitwareInc.com

Please be advised that the undersigned, as Lessee under a certain lease for premises known as [address of the rental property] and dated June 22, 2009 (Lease), does hereby exercise his/her option to extend the term of said Lease for a period commencing on _______________________ and terminating on _______________________.
Federated Access – Geneva Server

1. Read policy
2. Authenticate
3. Get claims
4. Send and Get Claims
5. Send claims

Trust

sts2.fabrikam.com
sts1.contoso.com

Windows CardSpace “Geneva”

“Geneva” Framework
https://docs.contoso.com
Cultivate a Differentiated Approach to Clients: Project Scoping

- **Standard template for project estimation**
- **Link web front-end with Excel Services back-end engine**
- **Secure access to customer friendly view into project estimation**
Reach Out to Clients in New Ways
Unified Approach to Clients: CRM

- Direct integration into Office Outlook for at-the-fingertips access
- Context-appropriate access to common actions for ease of use
- Detailed relationship history and data surfaced through familiar tab navigation
One Platform : Many Applications

xRM accelerates the development of many LOB applications

Build many LOB applications on a single platform with shared resources

Consistent and Complete User Experience
Shared Application and Data Services
Shared Environments & Resources
Improve Client Experience

Capabilities
- Federated Document Management
- Client Extranet
- Opportunity management

Supporting technologies
- Directory Federation with Geneva Server
- Rights Management Server
- Role-based access
- Content Publishing to Extranet with SharePoint Server
- Silverlight and WPF
- Bing Maps
- Audience Targeting
- Dynamics CRM
- XRM for development

IOI priorities
- POM: Data warehouse
- BPIO: Business Intelligence Collaboration Unified Communications
- CORE: Identity and Access Management

Products
- Dynamics CRM
- Office Communicator
- SharePoint for Extranets
- Windows Server – Geneva Server

Looking Ahead
- Business Productivity Online Suite
- Geneva Server R2
Knowledge Management

Transform information to build professional expertise, create saleable knowledge and contribute to productive business actions.

- Share expertise and human know-how across the organization.
- Help practitioners find, use, prioritize and share information more quickly and easily.
- Secure and manage content in a policy-compliant manner.
- Take full advantage of Enterprise 2.0 capabilities for sharing and professional development.
Share Expertise

View organizational roles

Professional biography displayed to assist in identifying expertise

Skill set display
Share Information with Mysites

Organizational hierarchy

Documents authored by site owner

View team members and projects
Clean Air Act
By Denise Smith

A proposal was made last week to rewrite the Clean Air Act.

View article...
Secure Content Management

- Share content via web-based project sites and portals
- Update and synchronize document and server metadata automatically
- Check-out and check-in for version control
Social Steams – Tag Cloud

Building a World of Difference
By advancing the frontiers of knowledge, we provide our clients with reliable solutions to their most complex challenges, thereby helping improve and sustain the quality of life around the world.

Chromium Contamination
Construction Management
Design Team
Facilities
Health Care
Institutional
Land Surveying
Municipal
Quantity Surveyor
Zoning

Colleague Tracker
See new colleague suggestions.

Leadership
Cesar Garcia
Diane Hildabud
The Windows 7 Blog for Developers

New Post on Windows 7 for Developers
31 March 09 02:04 AM | rochak | 2 Comments

Remember – we Moved to a new location.
There is a new post on Windows 7 for Developers - Windows 7 .NET Interop Sample Libraries

Windows 7 Blog for Developer Is Moving!
30 March 09 11:50 PM | rochak | 0 Comments

That’s right folks, we are moving to a new location, becoming part of The Windows Blog. As part of The Windows Blog, we will join the greater Windows messaging community and will be better able to ensure developers are up to date with both the latest news on the Windows 7 Development story and the Windows 7 User Experience story. The Windows Blog hosts several “satellite” blogs, including:

- Windows Vista Team Blog - to stay updated with news about Windows Vista
- Windows Experience Blog - to read about the amazing user experiences you can have with Windows 7
- Windows 7 Team Blog - to learn about all the important Windows 7 news and announcements
- Windows Security Blog - to become aware of all the things that go into having a secure Windows environment
- Windows for your Business - to discover ways Windows 7 benefits commercial customers

Tags
- Code samples
- Developers
- Microsoft
- PDC 2008
- PDC 2008, PDC08
- Windows 7
- Beta
- Windows 7 Developer Guide
- Windows Vista
- Windows Vista Bridge Sample Library

Archives
- March 2009 (1)
- January 2009 (1)
- December 2008 (1)
- November 2008 (1)
- October 2008 (4)

Syndication
- RSS 2.0
- Atom 1.0
Knowledge Management with Wikis

Authoring via Wikis

Chromium Contamination

Recently new environmental legislation regarding tighter controls on Chromium ground water contamination has been introduced into Massachusetts legislature. There is an opportunity to prepare our clients for this new legislation. Based on our call for comments, the following client opportunities were identified:

- Consulting services with regards to the disposition of byproducts and recycled materials, with a particular emphasis in steel manufacture. Ciccio from the Worcestershire office has been identified as a subject matter expert on this topic and is available for further consultation.
- Lobbying opportunities exist within the Massachusetts legislature involving tax credits for environmental planning in regards to the tighter water standards. Bob Kelley from the Otis branch has been identified as the subject matter expert for this topic. Some opportunities identified include:
  - Credits for waste water treatment equipment for manufacturing facilities
  - Credits for air scrubbers for furnace exhaust
  - Credits for improved on site storage of raw materials
- Precedents exist in Massachusetts state law for tax deferrals to mitigate the risk of compliance with the new proposed standard. See MI and MA 642-3.9 for examples.
- Add additional zoning considerations

Last modified at 5/12/2009 6:33 PM by Lorraine Hary
Podcasting Kit for SharePoint

**Podcast Selection**
- IM Integration, Presence
- Filters
- Search results
- Subscribe (Podcast RSS)

**Navigation**
- Channels
- Filters

**Search**

**Editorial**
- News
- Top podcasts
- Technical updates
- Community highlights

**Tag Cloud**

**Strategy Consulting explained…**
Improve Knowledge Management

Transform information to build professional expertise, create saleable knowledge and contribute to productive business actions.

Capabilities

- Searching for expertise and documents
- Social content streams and activity tracking
- Collaborative authoring
- Document management

Supporting technologies

- Search and faceted search
- Presence technologies
- Social computing technologies
- Automated metadata management
- Line of business data integration
- Business Data Catalog
- Tag clouds
- RSS feeds – consuming and subscribing
- Colleague tracker
- SharePoint Workflow
- Podcasts
- Wikis, blogs, compound documents
- Real time document sharing and authoring
- Versioning – check in/out and controls
- Client side metadata management
- Offline scenarios

IOI priorities

- POM: LOB platform
- BPIO: Enterprise search
- CORE: Enterprise content management

Products

- FAST
- SharePoint Server
- Windows Client

Looking Ahead

- SharePoint Server 2010
- Office 2010
- FAST 2010
Microsoft Software Plus Services

Applications
- Office
- Microsoft Dynamics CRM
- Exchange Server
- Office SharePoint Server 2007
- Microsoft Dynamics CRM
- Exchange Server
- Search Server 2007

Platform
- Windows Server 2008
- SQL Server 2008
- Windows Azure

On-Premises
- Hosted
- Cloud
### Professional Services Industry Partners

<table>
<thead>
<tr>
<th>Partners</th>
<th>Solution areas</th>
<th>Geographies</th>
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Resources – Case Studies We Recommend

Client Experience

A.T. Kearney: Boosts Client Service, Competitiveness, with Extranet
CGI: Accelerates the Generation of Proposals
CH2M Hill: Optimizes Business Development Performance with New CRM Solution
John L. Scott: Web Site’s Collaboration Tools Aid Real Estate Buyers in Shopping for a Home
Jones Lang LaSalle: CRM Helps Jones Firm Implement Global Enterprise Model
NCCI Holdings: Service Provider Boosts Value of Information Assets
Orrick: Digitizes Bond Series’ Transaction Process Eliminating $1.1 million in expenses
Reed Smith: Implements Flexible CRM Platform to Enhance Client Service

Knowledge Management

Cognizant: Doubles Intranet Use, Improves Knowledge Sharing, Speeds Client Service
Cushman Wakefield: Builds ECM Solution by Integrating Fast, Effective Search
Gallup: Works Smarter with Integrated Search to Find Data, Expertise
Golder Associates: Increase Efficiency with Global Collaboration Solution
Norton Rose LLP: Streamlines Knowledge Management with Enterprise Search
Oliver Wyman: Maximizes Knowledge Sharing with Collaborative Intranet
Skanska USA Building: Improves Access to Information and Expertise with Enterprise Search Capabilities

Professional Service Delivery

Avanade: Breaks Down Barriers to Global Collaboration
Blank Rome: Invests in Service Quality with Client Extranet and Collaboration Tools
Duane Morris: Improves Operational Efficiencies and Collaboration with Software Deployment
HDR: Secure, Efficient, and Easy-To-Use Collaboration Environment
Malcolm Pirnie: Firm Increases Client Satisfaction, Cuts Costs Through Optimization
Sonnenschein: Realizes Improved Client Satisfaction with New Collaboration Platform

Industry key: Accounting and Consulting • Construction • IT and Data Services • Legal
... microsoft.com/professionalservices

- Industry case studies
- Articles, interviews, blogs
- Industry solution area demonstrations
- Whitepapers
  - Best Practices in Integrated Project Delivery for Overall Improved Service Delivery Management
  - Client Profiles – Exploring Dynamics CRM for Legal
  - Kraft & Kennedy – SharePoint – The Swiss Army Knife of Technology
  - Legal Desktop Whitepaper
  - Microsoft Insights for a Turbulent Economy
  - New World of Work and Professional Services
  - Open Text – Deployment Guidance for MOSS
  - Use of Microsoft Technologies to Streamline Processes and Workflows in AEC
  - Word 2007 for Legal
  - Microsoft Industry Point of View – Professional Services

Available on: www.microsoft.com/professionalservices
Introducing Microsoft Office 2010 Technical Preview

Tell your story with video. Instantly brainstorm and share. Inform and inspire using photos and graphics. Connect, share, and collaborate in real time. Access and edit your files from virtually anywhere on your PC or smartphone.

Microsoft Office 2010 gives you powerful new tools to express your ideas and work together, wherever your life takes you.

What's New in Office 2010

Introduction to Microsoft Office 2010

Microsoft Office 2010 gives you rich and powerful new ways to deliver your best work — whether you're at work, home, or school — on a computer, Web browser, or Smartphone. Grab your audience's attention and inspire them with your ideas using enhanced tools, customizable templates, and photo editing capabilities. Work with multiple people from different locations at the same time using new co-authoring capabilities. By offering more ways to access your files from virtually anywhere, Office 2010 puts you in control.
Microsoft Labs – Microsoft’s Vision of the Future: 5-10 Years
Thank You!

Bedankt

Grazie

Danke

Merci

Takk

Obrigado

Gracias

謝謝您