INTEGRATED DataTools

Clientware Pro ä
Integrated Practice Management

FEATURE and INFORMATION SHEET
May 2003

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Introduction

Clientware Pro™ is a complete practice management tool, centered on contacts and clients, which manages the flow of work within a professional service firm, from beginning to end.

- Initial identification of potential client
- Conversion to active client
- Recording of all interactions with a client
- Assignment to staff of billable and non-billable projects and tasks related to the client
- Easy recording of time and disbursement charges
- Tracking of progress on jobs, by way of notes, file links, WIP, budget variance analysis etc.
- Detailed review of WIP
- Quick, yet sophisticated, invoice creation
- Management of AR

Goals

The goals of *Clientware Pro*™ are to:

- Improve the flow of information about client/contact interactions
- Improve and enhance client/contact interaction
- Eliminate duplicate databases within the firm
- Reduce information silos
- Reduce investment lockup
- Provide metrics on the performance of the firm for business management decision-making
- Provide an "enter once" environment
- Provide a complete infrastructure for successful management of an active professional service firm

Consistent Interface

The *Clientware Pro*™ toolbar allows single-button access to all commonly used features and is available throughout the application.

- Find/open a client/contact
- Create note
- Create message
- Create task
- Create time charge
- Open Task Clock
- Go to Home page
- Open Clients/Contacts module
- Open Tasks module
- Open Billing module
- Open Settings module

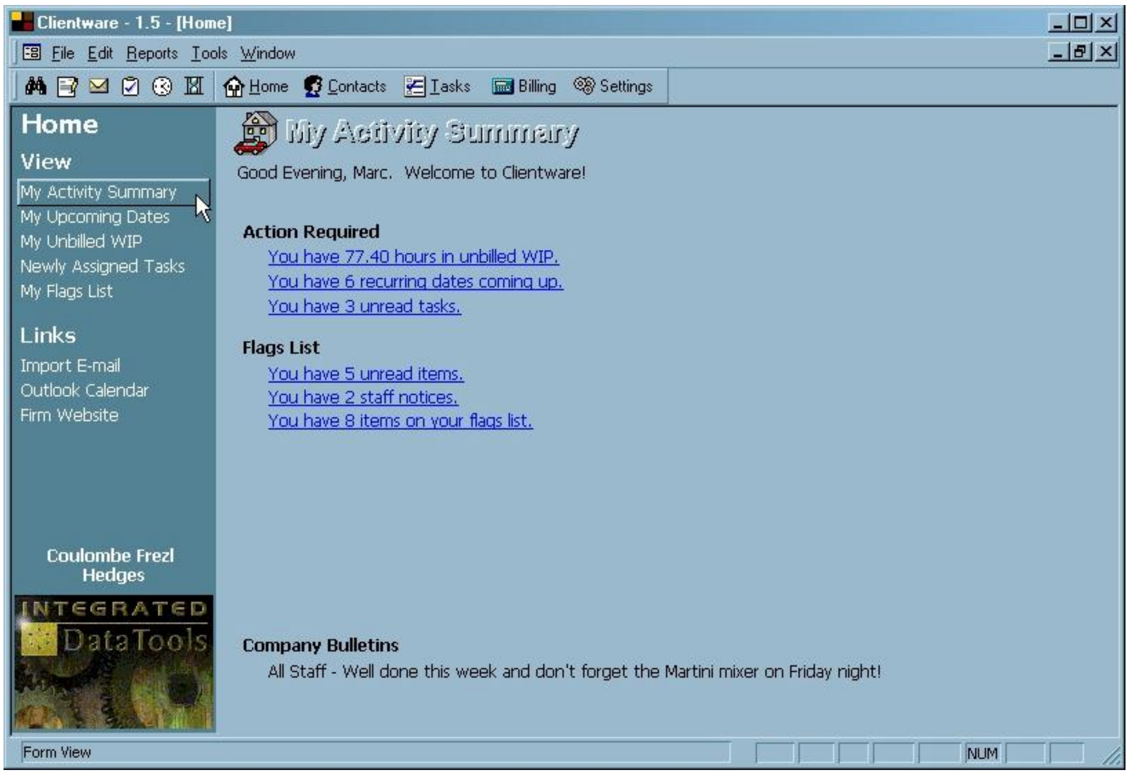
In addition, a navigation pane within each module presents each available function for that module.

Additional specific toolbar and menu items appear in specific contexts to make features easy to discover.

Home Page

The Home Page displays a number of key metrics and navigates quickly to:
- Upcoming recurring dates
- Unbilled WIP
- Newly assigned tasks
- Outlook calendar
- Outlook e-mail import, including management of attachments
- Firm website

A firm-wide message can be displayed on the Home Page, as can a personal greeting for the user.



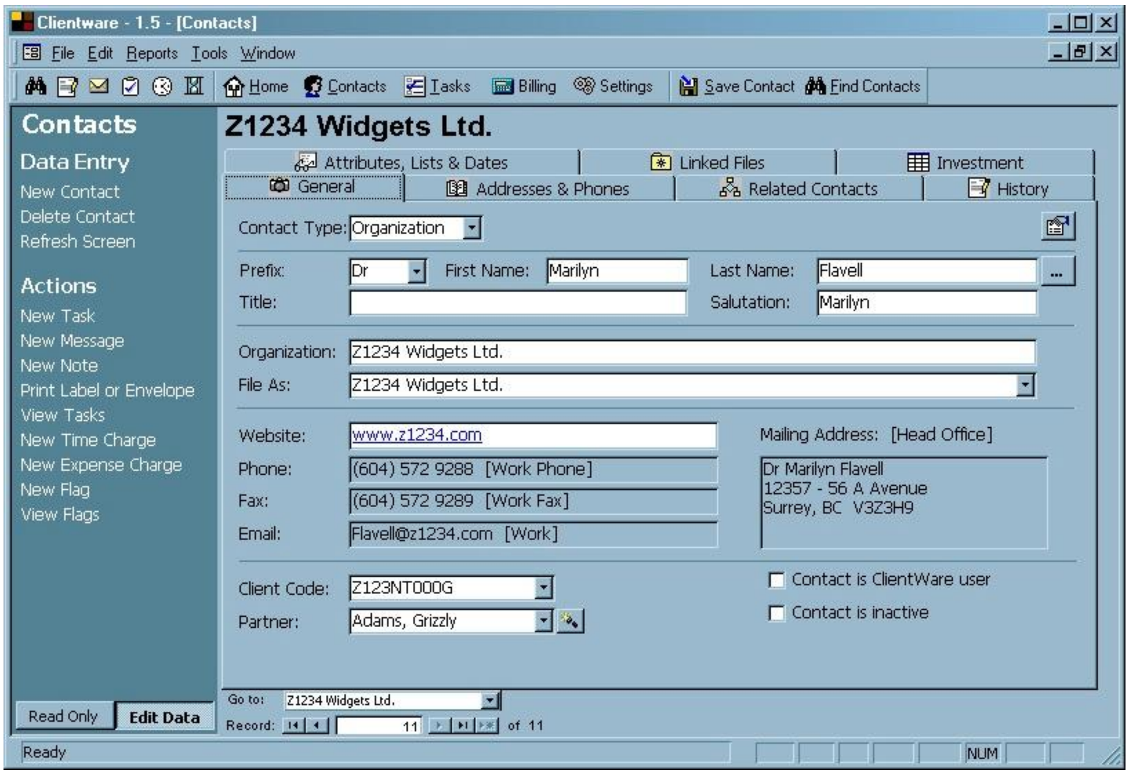
Clients/Contacts Management

General Features
- Single point of reference for all contact and client related information.
- Tabbed form makes it easy for users to quickly find the details they are looking for.
- Default read-only mode prevents accidental changes.
- Drop-down menu and navigation buttons allow users to quickly switch between open records.
- Unlimited number of contacts.
- Stores and represents relationships between contacts, companies, employees, etc.
- Shared or private lists of contacts stored centrally.
- Reminders for recurring dates (year-ends, tax filing dates, etc.).

- Links to frequently used files.
- Enables mailings by e-mail, fax or Word merge.
- Maintains a detailed history log of all contact interactions (including correspondence, phone calls, meetings, etc.).

General Information

- Quick reference to the contact's key information including name, title, organization, website and default phone, fax, e-mail and addresses.
- Allows optional identification of contact as a *Clientware Pro* user or a client.
- Assign unique client code for each client and specify which partner 'owns' that client.



Conflict Management and Relationship Tracking

- Unique relationship tracking capabilities solve one of the biggest challenges to the modern professional service practice – who is related to whom?
- Relationships feature makes it easy for users to document the often complex relationships which may exist between clients and other contacts.
- Quickly locate a client's lawyer or spousal information, navigate to the parent company of a subsidiary, etc.
- Store information on the officers, director, partners and affiliates of contacts.
- Identify potential conflicts of interest by seeing relationships between any contacts stored within the system, be they organisations or individuals.

Addresses, Phone Numbers and Emails

- Unlimited number of addresses, phone numbers, fax numbers and e-mail addresses per client/contact.

- Shared addresses and phone numbers (e.g. central switchboard phone number or common mailing address) or non-shared (e.g. home phone).
- Central updating in one location for addresses and phones shared by contacts within the same organization, with global inheritance.
- Optional comments for each entry so to ensure that addresses, phones and e-mails are used only as intended.
- Out of service numbers flagged, making them immediately recognizable.
- Addresses and phone numbers can have local extensions.
- *Clientware Pro*™ correctly formats and displays the phone number for any country, using the firm specific preferences.

User Defined-Fields (Contacts Attributes)

Since each firm's information tracking needs are unique, *Clientware Pro*™ provides the ability to create user-defined contact fields. Called "Contact Attributes", these custom fields can be used to store any kind of information: text, dates, numbers, currencies, etc. Examples of contact attributes are default charge rate, SIN, GST & PST numbers, default client rate, and industry type.

- Each firm can set up its own custom attributes to track any type of contact information
- Common attributes come pre-set.
- New fields can be set up in a few seconds by the system administrator.
- New attributes appear immediately within the Contacts screen and are available for use by all contacts.
- Attributes can be used as criteria for searches.
- Attributes can be exported with other contact data.

Charge Rates

Charge rates can be set at a variety of levels within *Clientware Pro*™.

- As a client attribute
- As a task charge rate
- As a staff member charge rate

Recurring Dates

The Recurring Dates feature allows users to setup a list of recurring dates for any contact, such as year end, remittance dates, annual meetings, etc. As a recurring date approaches, a notification appears on the Home Page of the staff person who is responsible for the contact. Each contact can have an unlimited number of recurring dates. Users can specify their own preference for notification lead time.

Contact Lists

As firms grow, so do the number of contact lists they maintain: Christmas cards, company events, VIP clients, etc. The difficulty arises in trying to keep the information in these lists up to date. *Clientware Pro*™ provides the platform to manage all lists within the firm using a single contact database.

- Changes made to contact information are inherited by all lists as soon as they occur.
- *Clientware Pro*™ permits contacts to be members of any number of lists.
- Lists can be shared among all users or be private to a specific user.
- From the Contacts screen, view and manage the lists of which a given contact is a member.
- Use the *Find Contacts* feature to quickly view all members of a list and then record correspondence to all or selected members, add members to a new list, and more.

Messages and Notes

In larger firms, it's easy to be unaware of (or forget) who said what to whom and when. *Clientware Pro*™ solves this problem by enabling firms to maintain a unified log of all interactions involving a contact, by using Messages and Notes to record these interactions.

- Messages track contact correspondence and can includes letters, faxes and/or e-mails sent to or received from the contact.
- Notes track all other contact interactions (e.g. phone calls, meetings, general comments or file notes).
- Contacts screen provides a History tab which displays a comprehensive list of all the Messages and Notes filed under a given contact. Double-clicking on a list item displays the message or note's details.
- Messages and Notes can be created anytime, from anywhere within the application.
- Messages and Notes can be filed under any number of contacts.
- Notes can also be linked to tasks so that managers can monitor the progress of staff members.
- Notes can be created from time or disbursement charges (or vice versa) so that the details of, say, a telephone conversation can be entered immediately into both a time charge note and the client's history.

E-Mails and Word Merges Using Messages

- E-mails to any number of recipients, automatically including linked files as message attachments.
- E-mail messages can easily be imported from MS Outlook and immediately made available to all members of the firm.
- Messages can be used to perform MS Word mail merges using richly formatted text.
- Messages can be used to keep track of which publications (and their versions) have been sent out (such as brochures, quarterly reports, newsletters, etc.)

File Links

File Links provides rapid access to a client's most frequently accessed files.

- Can be created for any type of file or folder including spreadsheets, word-processing documents, tax prep software, web pages and more.
- Files or folders can be located anywhere – a shared network drive, a user's local computer or an internet server.
- Links opened with the single click of a button.
- Create a quick link to a contact's main file folder making it easy to browse the entire list of files or specify a default location for new files for a specific client/contact.
- Files can also be linked to Messages and Notes giving users single click access to, for examples, e-mail file attachments or a meeting's PowerPoint presentation.

Envelopes and Labels

Clientware Pro makes it easy to print envelopes and mailing labels. Templates for any type of document (large envelopes, shipping labels, greeting cards, move notices) can be set-up using Microsoft Word and entered for use with *Clientware Pro*.

- Over three dozen merge fields are exposed, personalize any mailing.
- Many merge fields are specially pre-formatted for use in mail merges to eliminate time spent formatting addresses, salutations, etc.

Find Contacts

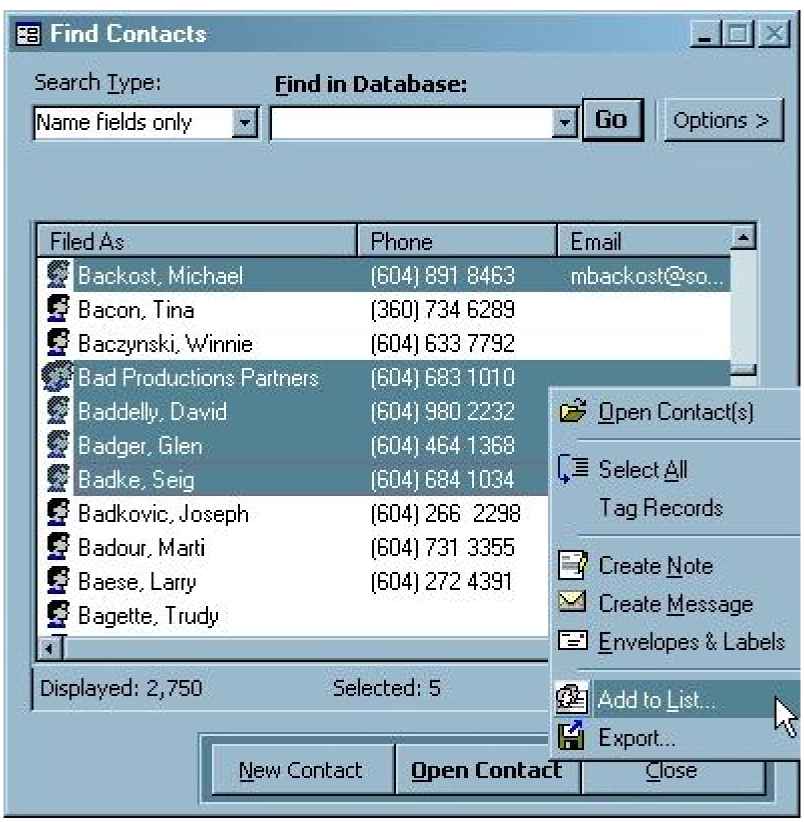
Basic Search

The Find Contacts screen is a compact, yet powerful pop-up window, available anytime using a toolbar button or keyboard shortcut. From this screen, users can perform basic searches to quickly locate and navigate to the record of any contact.

- Tag and combines contacts with the results of other searches.
- Save to lists.
- Create messages, notes, envelopes or labels.
- Exported to a choice of 6 popular file formats.
- View members of shared or private lists.

Advanced Search

- Advanced searches can include any number of criteria, combine AND/OR operators and include conditions (Equals, Contains, Between…And, Greater Than or Equal To, Is Null, etc.).
- Searches can be named and saved making them easy to open again in the future. This may appropriate when a complex search contains many criteria which are not easily recreated (e.g. "Clients who are not GST exempt, have 2 or more dependants, an incorporation date later than June 1, 1990, who are located in Ontario and receive the monthly newsletter").
- Saved searches can be shared by other users or made private to a specific user.



Projects and Tasks

As firms get larger, it becomes more difficult for partners and managers to track the progress of tasks assigned to their staff. Often, they resort to solutions such as spreadsheets or project management software. These approaches have their own problems in that they may be cumbersome to use, are difficult to maintain and are not usually integrated with their contact management or time & billing systems. The powerful Project and Task management features within *Clientware Pro*™ reduce or eliminate the need for these stand-alone solutions.

- Tasks can be created by any user from anywhere in the application.
- Tasks can be created as billable or non-billable.
- Billable tasks can be budgeted (in hours and/or a dollar value) and organized into projects.
- Billable tasks can be assigned a default charge rate.
- Tasks can be assigned to anyone within or even outside the firm.
- Jobs can be tracked by reviewing charges against tasks, and associated notes.
- Optionally, *Clientware Pro* can be configured so that a default task is automatically created whenever a new client is entered into the system, making it possible to charge time to a client right away.
- A new time/disbursement charge or note related to the task can be created with one mouse click.
- Tasks can be exported to MS Outlook for off-line use or synchronization with a hand-held device.

Tasks Viewer

- Each user has a task list with which they can view and manage all of the tasks assigned to them.
- Managers can view the tasks which they ‘own’ and have delegated to other staff.
- Unread tasks are highlighted in bold and also appear automatically on the user’s Home screen.
- The tasks list can be filtered using up to 15 criteria or sorted using an explorer-style view which groups tasks by client and project.
- Tasks can be prioritized, given start and due dates and linked to any contact within the database.
- The task detail screen displays a list of charges and notes related to it.

Project/Task Templates

- Projects and tasks can be saved as templates for easy re-use in the future. For example, an audit project may consist of several tasks, which are repeated each year.
- Templates provide a means of budgeting and managing fixed-price jobs.
- Templates can be used for any contact/client.

Flagging/Collaboration Feature

- Flag items with remarks (contacts, tasks, charges, file links, notes, messages).
- Flags can be used to highlight or remind any user about a particular item on a pre-defined date.
- The flag capability can be employed to enable discussions and collaboration between users.
- Flag creator can confirm that a notified user has read the flag.
- Staff notices can be issued to All Users.

Time & Disbursements

Time & Disbursements Entry and Review

Users can create time charges at any time, from anywhere within the application via a toolbar icon or keyboard shortcut.

- When entering time users specify a client, task and work code.
- Charges are not "removed" from the system when they are billed – they can be reviewed at any time.
- Billed charges, and charges dated prior to the "closed off date", cannot be edited or deleted.
- The Review Charges screen displays a list of charges which can be filtered by user, charge type (time or disbursements), billed or unbilled (WIP), billable vs. non-billable, and a range of dates (today, yesterday, this month, year to date, custom dates, etc.).
- Users can double-click on a list item to view/edit the charge details.
- The Review Charges screen also provides a view summarizing statistics for Qty, Dollars, Billable vs. Non Billable, and Totals by User, Client, Project and Task.
- A Time Journal can be printed displaying the charges currently filtered on the Review Charges screen.
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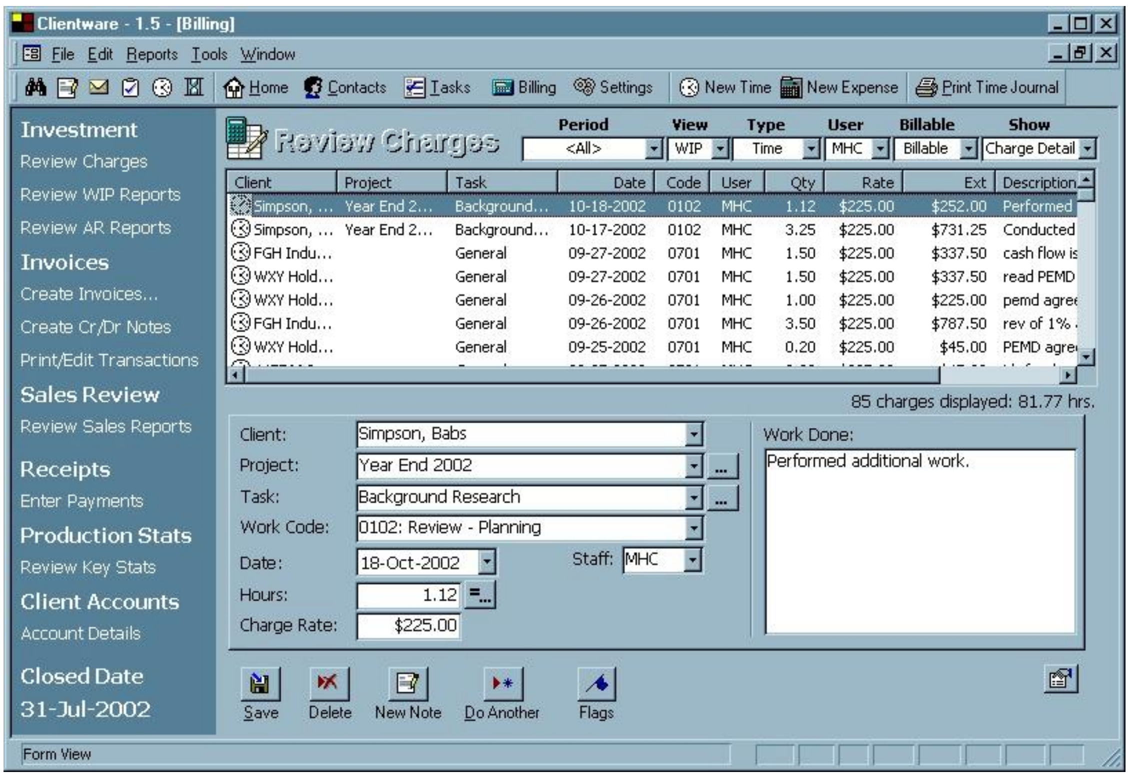


Task Clock

The Task Clock enables staff to track the exact amount of time they spend working on tasks using the analogy of a stopwatch. This means that recalling what activities were performed over, say, a 5 hour period need no longer be a function of one's memory.

- It can be opened anytime from anywhere within the application.
- It can track any number of tasks.
- Timers for tasks can be stopped and started as users switch between tasks or run concurrently (as might happen in law firms).
- Interim notes can be entered as work progresses.

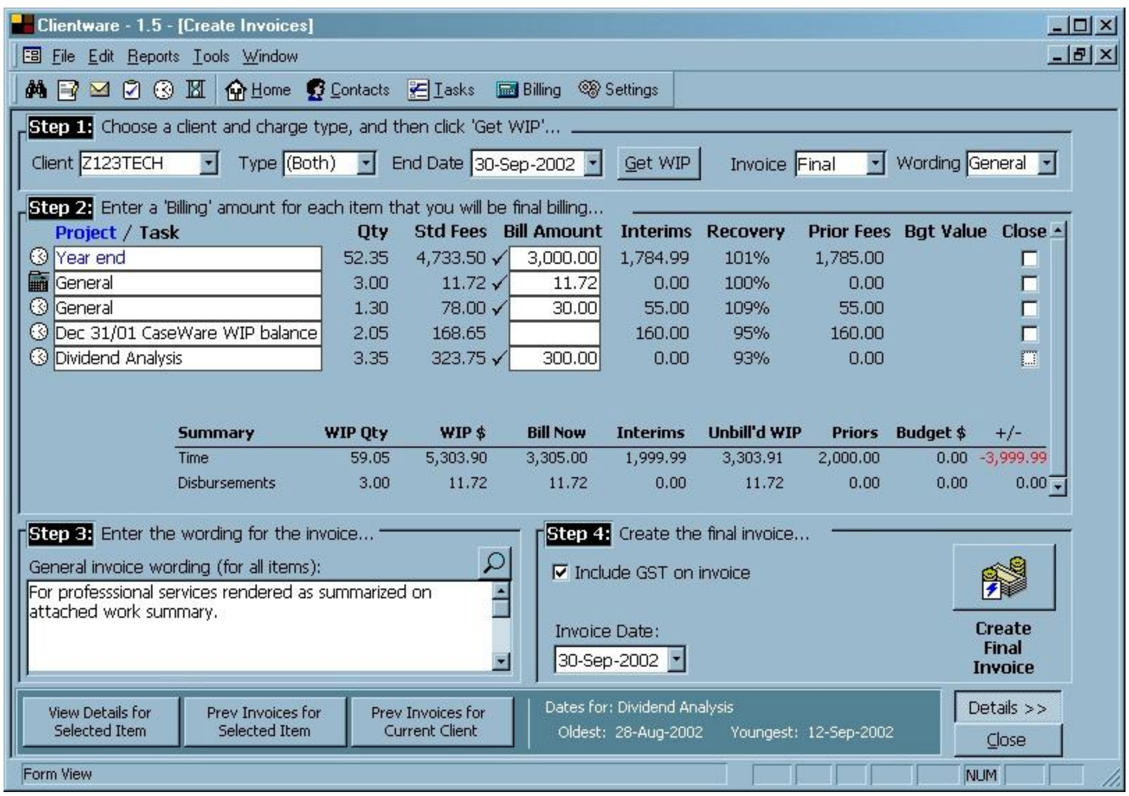
- Time Charges can be created from the Task Clock with a single click.

Billing

Clientware Pro™ supports both project and task based billing for both time and disbursements. The *Create Invoices* screen provides a simple, 4-step wizard-like process which makes it possible to bill WIP in seconds:

1. Choose a Client and a Bill To date – only clients with WIP are displayed.
2. Enter amount(s) to bill – Unbilled charges are summarized by Project and Task giving users the choice of how much they would like to bill on each project or task.
3. Enter Wordings – *Clientware Pro* supports both 'General' and 'Specific' (project or task specific) wordings so that invoices show as much or as little detail as required.
4. Click 'Finish' – WIP is immediately relieved and the invoice is automatically formatted and previewed to the user for printing.

- *Clientware Pro*™ supports the creation of both interim and final billings and records actual write-up/write downs for both.
- Invoices can be forward or back dated (to the date of last charge) to accommodate billing periods or specific client requests.
- Invoices can be reprinted at anytime and can be accompanied by detailed work summaries which display the project, task, staff, work code and qty, and optionally, charge notes and/or rates.



Debit/Credit Notes
Debit or Credit Notes can be created for any client and optionally linked to a specific project or task.

Payments
- User can enter a batch of payments, including cheque numbers.
- Payments and credits can be allocated to invoices or debit notes.
- Payments by date or by client can be printed.

Client Accounts
Client account details can be reviewed and queried.
- Date of last payment and its amount, along with the client's default phone number, are automatically displayed.
- Statements can be printed showing all transactions within a period, or only outstanding transactions.
- Pop-up window displays how an invoice was paid.
- Pop-up window displays how a credit was allocated.
- Payments can be traced by cheque number.

Journal Entries
Clientware Pro™ can generate journal entries for posting to external accounting programs. Available reports include:
- Revenue/Write-up (Down)
- WIP
- Invoice Listing with Taxes
- Disbursements. *Clientware Pro* Work Classes and Work Codes can be mapped to external GL account codes making it easy to balance between systems.

Client History
Clientware Pro™ WIP and AR reports are run "as at" a user-specified date and charges are never purged from the system. Thus, it is easy to review historic information without reloading data files.
- The AR position for a client or the firm can be established as at any date.
- WIP written off against any invoice can be quickly established by reviewing the associated Work Summary.
- WIP can be established as at any date.

Reports

In many firms, partners and managers lack the day-to-day tools to monitor the necessary business metrics of the practice. *Clientware Pro*™ was specifically designed to empower firms by providing them with reports containing real-time information on production, sales and more. Reports can be filtered using a variety of criteria including date, partner, client, client group, etc.

These are some of the reports *Clientware Pro*™ provides:

WIP Reports
- Detailed WIP
- Aged WIP Analysis by Client
- Aged WIP Analysis by Client - Summary

- Aged WIP Analysis by Team Member
- Combined Aged WIP and AR Summary

AR Reports

- Aged AR Analysis
- Cash Collection by Client
- Cash Collection by Date
- Client Statement
- Credit/Debit Notes issued
- Combined Aged WIP and AR Summary

Sales Reports

- Sales Analysis by Partner
- Sales Analysis by Client
- Sales Analysis by Client, by Project
- Sales Analysis by Industry
- Billing Journal Entry
- Invoice Listing

Production Statistics

- Production by Team Member
- Production by Work Class
- Production by Industry, by Partner
- Production by Industry (firm)
- Production by Client
- Time Journal
- Budget vs. Actual ($ and hours)
- Budget vs. Actual (hours)

Technical Issues

Clientware Pro™ is designed for use in medium-sized or large firms and makes use of Microsoft SQL Server or MSDE as its data engine. Users may connect to the data either by LAN or terminal server, enabling distributed users to work from satellite offices/home. Terminal server is not required unless distributed users require access to the system, or unless the firm wishes to run thin-client workstations.

It is not necessary to run Microsoft Exchange Server since all e-mail messages can be imported into *Clientware Pro*™ from individual Outlook PST files for central availability.

Pricing

Clientware Pro™ is available for initial 10-seat licence pack and additional seats can be purchased in 5-seat packs. The annual fee entitles the user to upgrades, as available, telephone technical support and remote access support. Training issues are not covered by the annual fees.

Seats	5-seat Licence	Licence Total	Annual Fees
	$	$	$
Base price, 10 seats	-	8,500	1,700
11-15	3,250	11,750	2,350
16-20	3,125	14,875	2,975
21-25	3,000	17,875	3,575
26-30	2,875	20,750	4,150
31-35	2,750	23,500	4,700
36-40	2,625	26,125	5,225
41-45	2,500	28,625	5,725
> 45 seats please contact us			

Minimum Requirements

Clientware Pro™ can be run locally over a LAN or optionally by remote users through Terminal Server.

File server	Workstations
• Pentium II • 512 MB RAM • Windows 2000 Server • Printer sharing • SQL Server 2000	• Pentium II • 128MB RAM • Windows 95 • 80MB free on HD
Network • Windows network	

Considerations

The above specifications are minimum requirements and would be reviewed prior to installation, to take into account the other applications being run, and services being provided, by the server.

Training

Clientware Pro™ is a sophisticated, enterprise application with many features, some of which may only be used by partners, senior staff or administrators. Training is an integral part of the installation and implementation of the system and we recommend that one specific person be assigned the role of owner or champion of the system. This person becomes responsible for in-house support and may also undertake general user training.

The planning stage will ensure effective implementation of the system and assist in knowledge transfer with regard to the underlying data structure. It includes consideration of the various set-up decisions which must be made, and their impact on reporting of results, management of work etc..

The following schedule is intended for the system owner and up to two other staff members. Depending on specific circumstances, the estimate hours may be higher or lower than anticipated. Additional training can be arranged as required.

Topic	Sessions	Estimated Hours
Planning (champion and administrator)	2	6.00
Contacts	3	9.00
Tasks/Projects	1	3.00
Billing	3	9.00
Searches, Mailings, Lists	1	3.00
System Settings	1	3.00
		33.00

Training is provided at a cost of $150/hour.