



CUSTOMER TESTIMONIALS

“This service is certain to make lawyers more productive, and to save clients money.”

– Dianna Lyons, Kazan McClain partner

KAZAN, McCLAIN, EDISES, ABRAMS, FERNANDEZ, LYONS, & FARRISE

A PROFESSIONAL LAW CORPORATION

B A C K G R O U N D

Kazan, McClain, Edises, Abrams, Fernandez, Lyons, & Farrise includes dozens of attorneys exclusively focused on civil litigation, and many of these women and men often find themselves spending more time in court than in the office. The firm specializes in asbestos-related litigation, which requires lawyers to be in court for law and motion matters as well as trial proceedings. For this reason, it was critical for the firm to find a means to minimize in-court downtime.

“It was a burden to be [in court] for long periods of time and not be able to respond to matters back in the office,” explained Dianna Lyons, a Kazan McClain partner.

Ms. Lyons and her partners found their solution in Courtroom Connect, which launched its wireless internet services in Alameda County in May of 2002. Kazan McClain, interested in the possibilities of wireless, quickly obtained a firm wide service package which enabled all Kazan McClain attorneys to have unlimited access to the wireless service.

“We were so pleased to learn that Courtroom Connect expanded... to the Alameda Superior Court,” said Tara Inman, a Practice Support Analyst at Kazan McClain.

“It gave us a compelling new service to offer the attorneys.”

U S E O F S E R V I C E

The service package was specifically tailored for Kazan McClain. Courtroom Connect met with the firm's litigation and technical support staff to explain the options offered by wireless and to better understand the requirements of the attorneys. Based on this knowledge, Courtroom Connect designed a plan that precisely met the needs of the firm, giving the attorneys a level of security and a breadth of implementation that allowed them to work comfortably and effectively in court.

"Before signing on with Courtroom Connect, we evaluated the technical requirements of its services directly with members of their team," said Anne Warren, Director of Information Technology. "Courtroom Connect was very professional, and clearly demonstrated expertise in standard wireless technology. Security was important to us, and Courtroom Connect's service was designed to provide the necessary technology that meets [our] needs."

E N D R E S U L T

Kazan McClain attorneys began using wireless almost immediately after its evaluation. Ms. Lyons was the first to use the service at the Alameda County Superior Court, and found the service to be extremely valuable. With the help of Courtroom Connect technology, Ms. Lyons was able to make the courthouse an effective extension of her office, a place where her work could continue and her productivity could remain high even as she waited for proceedings to begin.

"The service is terrific," Ms. Lyons said. "There is no down time spent waiting in court for your case to be called. You keep working as though you were back at the office. If I need something from my office, I send an e-mail and have it delivered, or go online and retrieve the document from our office computer system and print it to the Courtroom Connect printer."

In addition to its usefulness during slow periods the court, the wireless service became an indispensable aspect of Ms. Lyons' in-court arsenal, used during law and motion matters by Ms. Lyons and her litigation team.

"I've used the service while arguing a motion," explained Ms. Lyons. "My opponent cited a case I hadn't read; I quickly found and read the case on Westlaw and was ready with a counter argument by the time my opponent sat down. I've even used it to negotiate settlement language by e-mail when the jury was waiting and counsel was poised to start a jury trial. This service is certain to make lawyers more productive, and to save clients money."

“Having a wireless Internet connection at our fingertips, in the courtroom during the trial sessions, and in the hallway during breaks or over the lunch hour, contributed immeasurably to our efficiency.”

– Jonathan Bass of Coblentz, Patch, Duffy & Bass LLP

COBLENTZ, PATCH, DUFFY, & BASS LLP

B A C K G R O U N D

Earlier this year, the San Francisco firm of Coblentz, Patch, Duffy & Bass, LLP tried a case in the San Francisco Superior Court on behalf of a large institutional client.

The trial team was comprised of a partner, an associate, a legal assistant, and another partner stationed at firm headquarters. It was a complex, high-stakes trial, and both

sides, recognizing its multifarious benefits, quickly signed up for wireless Internet services. The Coblentz team had not previously used wireless, but once Courtroom

Connect representatives had installed the software on the trial team’s laptop computer,

every one of the fledgling users found the service to be utterly intuitive. The team

entered the trial with a seamless link to their firm’s network, to partners, to the Internet,

and to in-house printing resources.

U S E O F S E R V I C E

The lawyers relied on the service for three principal tasks: to conduct on-the-fly legal research, to communicate by e-mail with firm-based personnel, clients, and witnesses, and to print trial memoranda for court filings.

“Having a wireless Internet connection at our fingertips, in the courtroom during the trial sessions, and in the hallway during breaks or over the lunch hour, contributed immeasurably to our efficiency,” said Coblenz partner Jonathan Bass, who led the trial team. “We were able to send and receive messages for instant communication with the witnesses and colleagues with whom we needed to communicate; we researched esoteric evidentiary issues while witnesses were on the stand; and we prepared a skeletal draft of a trial memorandum, e-mailed it to our colleagues in the office, got a finished brief back within hours, printed it out at the courthouse and filed it while the issue was still fresh in the mind of the trial judge.”

The Coblenz lawyers regarded the service as a valuable addition to their team, a versatile resource that provided help with familiar and essential tasks and brought completely new but extremely helpful abilities into the courthouse.

“Some of the things that we were able to do with Courtroom Connect simply could not have been done without it,” said Mr. Bass. “We would not have been able, for example, to log onto Lexis and research a potential objection to a line of unexpected expert testimony without a laptop in the courtroom and a wireless Internet connection. Other tasks -- communicating with witnesses and colleagues, preparing and receiving drafts of memoranda -- have always been done, but being able to use a laptop and e-mail, rather than a telephone and a messenger service, provided a substantial benefit, both in terms of time and in terms of our ability to control the quality of the work.”

E N D R E S U L T

For the Coblenz team, Courtroom Connect’s wireless network was a natural extension of their abilities, and an obviously important asset for any lawyer in their situation. The options it provided were immediately beneficial, and remained a constant help throughout the trial. The lawyers increasingly turned to their laptops with casual confidence as they became familiar with a service that was at once easy to use and immensely useful. Wireless service augmented some of the core functions of the trial lawyer, giving the team a greater ability to communicate, research, and produce documents.

“I would say that Courtroom Connect gave us a significant advantage over our trial adversary, except that they were using it as well,” said Mr. Bass. “No trial lawyer in a case of any complexity would want to watch his or her opponent using this service and not have equal access to it.”

“Net access enables any firm to deploy a large, diverse team ‘virtually’, even though only a single litigator may be present in court.”

– Bob Manlowe, National counsel at Williams, Kastner & Gibbs PLLC

WILLIAMS, KASTNER, & GIBBS PLLC

B A C K G R O U N D

Like many firms, Willams, Kastner & Gibbs PLLC (WK&G) has often been forced to deal with the logistical problems arising from out-of-town trials. WK&G serves as National counsel for some of its clients and also has attorneys which serve on National trial teams. Based in Seattle, it is faced with the challenge of sending lawyers thousands of miles away to try cases, and in the past has encountered difficulties when attempting to maintain a reliable level of contact between the home office and traveling lawyers. But when Jeff Wolf, one of WK&G's National trial counsel came to San Francisco to assist in the defense of a high-profile toxic tort case in the San Francisco Civic Center Courthouse, concerns about communication and file access quickly dissolved.

“For Jeff, there were no problems staying connected in the courtroom,” said Bob Manlowe, National counsel at WK&G. “Not when he needed immediate access to our medical literature database for cross-examination of plaintiffs’ experts, nor when he needed to get PowerPoint slides off the office network to use in witness cross-examinations and closing arguments. Jeff was even able to take advantage of recesses in the trial to finalize and e-mail a status report to another client on a different case.”

Mr. Manlowe, who has since become something of an advocate within the legal community for the use of wireless technology, often stresses the larger implications of the eventual widespread adoption of wireless technology, which, as he explained in a recent article, run from streamlining scheduling court appearances to, like word processing and computerized research databases before it, empowering each lawyer with equal opportunities to effectively represent their clients. He is equally enthusiastic about the short-term applications to his own practice.

U S E O F S E R V I C E

“With this kind of connection, WK&G was able to make it appear to our adversaries that we had a cast of thousands providing instantaneous support to our trial team,” explained Mr. Manlowe. “In point of fact, we were able to convey that impression with just one paralegal and a supervisor through the key use of e-mail, online research, and our document database access . . . Net access enables any firm to deploy a large, diverse team “virtually,” even though only a single litigator may be present in court.”

The WK&G team eagerly embraced wireless as the solution to their communications difficulties. Courtroom Connect gave them the ability to maintain constant contact with the lawyers working in San Francisco, and both groups quickly recognized this to be not only convenient, but of immense strategic benefit. Wireless exponentially increased the attorneys’ pool of resources, giving them easy access to important documents, to the opinions and advice of other lawyers and of experts, and to the vast bodies of evidence stored electronically on sites like Westlaw. For WK&G attorneys, travelling suddenly seemed almost easier than working at home.

“If a technical question comes up during trial, as happened in our toxic tort case, the trial attorney can immediately send an instant message or e-mail to a technical expert off-site and get an answer back in real-time,” said Mr. Manlowe. “With this virtual presence, that team can have the same expertise on hand as one who can afford to keep experts in the courtroom, but at a fraction of the cost. Similarly, the ability to broadcast real-time transcripts from the courtroom via wireless Internet allows your home office trial team members to monitor proceedings and provide advice to the litigator in court, without the expense of physically being present.”

E N D R E S U L T

Back in Seattle, Willams, Kastner & Gibbs' attorneys continue to recall the San Francisco experience as a promising sign of things to come. In their eyes, Courtroom Connect represents a new stage of trial preparedness, eliminating the isolation of trial lawyers and endowing them with unlimited reach. As the WK&G team experience shows, wireless can be a potent tool, to the point where it is difficult to see how one managed without it.

“The use of laptops and the Internet at the office is a given,” said Mr. Manlowe. “With the support of courts and professors and technological developments, high-speed wireless Internet appears to be well on its way to becoming an indispensable tool for litigators at court. The setup and ongoing costs are low, especially compared to the alternatives of fielding larger trial teams and using other support services such as couriers, and the benefits to both clients and firms are clear. For our San Francisco trial, I’m glad WK&G had this access first, because I know it's only a matter of time before our adversaries do.”

"[Courtroom Connect's] wireless connection helped our trial team establish credibility with the court."

– Jeffrey Bleich, Partner at Munger, Tolles, & Olson LLP

MUNGER, TOLLES, & OLSON LLP

B A C K G R O U N D

After only a day of wireless Internet service during a recent case, a team of lawyers from Munger, Tolles, & Olson LLP knew there would be no looking back. The team, led by Jeffrey Bleich, a partner at the firm and the President of the Bar Association of San Francisco, had decided to try Courtroom Connect during a two week trial. Courtroom Connect's wireless Internet service made an impact immediately, giving the lawyers instant access to information and services when they needed them and, just as important, allowing the team to operate with the awareness that those resources would always be readily available. The wireless Internet connection gave them a new level of confidence throughout the trial, and it provided important concrete benefits as well. Mr. Bleich, who had never used wireless before, says he would never try a case without it again.

U S E O F S E R V I C E

The trial team was quick to take advantage of the diverse array of resources provided by Courtroom Connect's service. For the first time, the team was able to integrate wireless Internet into their trial strategy in a variety of ways, improving their performance across all levels of litigation in court.

On-site research and printing gave the team the ability to complete tasks that would have otherwise required more time, and been impossible to complete outside of the office.

Rohit Singla, an associate at Munger Tolles, utilized the wireless connection to present a brief to the judge. Jeff Bleich explains this instance in detail. "One of our associates was able to write a brief during lunch recess in our break room, and have it on the desk of the Judge when she returned. She said on the record that we must have had a whole team of attorneys back in the office to produce something this fast. When we explained to her that Rohit did the brief right there over the lunch break, she said, 'I must say, Mr. Singla, I am very impressed.' The wireless connection helped our trial team establish credibility with the court."

Courtroom Connect's wireless service also provided a constant support presence, alleviating the isolation that, Mr. Bleich felt, once characterized court appearances. With Courtroom Connect, the lawyers were able to stay in touch with senior partners and to complete correspondence and research independently. During trial, the team had at their fingertips the case information for every precedent their opponents cited. That made constructing counter arguments easier than ever before.

"We are constantly using the system during trial to do legal research on the fly, to check facts on the Internet, or to get assistance from the office with email," said Jeff Bleich.

Not only did Courtroom Connect prove to be a valuable tool to complete tasks that had once been daunting, but also allowed for strategies that would have once been unachievable. On two separate occasions, the Munger team was able to defeat the arguments of the opposing counsel by offering up actual websites as evidence. When the plaintiffs attempted to make an analogy to a disclaimer for the Encyclopedia Britannica, Mr. Bleich's team was able to find that disclaimer online and show to the judge that the plaintiff's analogy was inaccurate. Later, when the plaintiffs attempted to argue that a company in question, which Mr. Bleich needed to establish as a competitor of his client, was not in fact competing, the Munger team simply brought up the websites of the two companies and let the facts speak for themselves. The plaintiff had no choice but to drop the line of argument.

E N D R E S U L T

Mr. Bleich's team found themselves turning to wireless again and again throughout their two weeks in trial, finding new ways to streamline every aspect of their case with the help of internet access. Courtroom Connect gave them the edge they needed.

"It has been a huge competitive advantage. The service has been indispensable," said Jeff Bleich.

“I believe that Courtroom Connect was an essential part of our trial team [and] provided a significant advantage to our trial team. I look forward to working with [Courtroom Connect] again on my next trial.”

Stuart Jones, Plaintiff Co-Counsel and Senior Principal at Wright, Robinson, Osthimer & Tatum

CSU BOARD OF TRUSTEES VS. PERINI BUILDING COMPANY ET AL. SAN FRANCISCO SUPERIOR COURT

B A C K G R O U N D

In a large, complex trial, an attorney must efficiently manage vast and disparate bodies of evidence and supporting information, as well as respond with speed and composure to unexpected developments. Courtroom Connect’s wireless Internet, printing and real-time transcript services add powerful new capabilities for attorneys to deal with the tremendous demands of complex commercial litigation. Perhaps most attractive, the services leverage existing investments in resources and trial preparation, with virtually no learning curve. Attorneys can access their familiar e-mail, Internet, and printing features from anywhere in the courthouse. And on-site support from Courtroom Connect handles any attorney needs that arise during the course of the trial.

At the CSU Board of Trustees vs. Perini Building Company et al. trial, Courtroom Connect’s services were utilized by almost every participating attorney. The plaintiffs had six laptops with service—including access for client representatives and evidence presentation technicians. The defense counsel had twelve laptops with service, representing attorneys for nine separate parties. The multimillion-dollar construction trial heard in San Francisco Superior was the culmination of many years of discovery and preparation, and ultimately included an array of witnesses and a mountain of evidence.

The trial environment demanded adroit and coordinated action from all sides. Recognizing their need for rapid communication, on-site document retrieval and production, and accessible research materials, the parties involved quickly turned to the services of Courtroom Connect. Almost all parties utilized e-mail, printing, and real-time transcripts to improve their effectiveness and efficiency at court.

COORDINATING THE TRIAL PROCESS FROM THE COURTHOUSE

Managing the orderly presentation of witnesses and evidence during a complex trial is one of the most daunting tasks a litigator faces. Even the most experienced and prepared counsel has to deal with the prospect of being cut off from critical case resources and information when at the courthouse. Stuart Jones, plaintiff co-counsel and a senior principal at Wright, Robinson, Ostthimer & Tatum, explains how Courtroom Connect's connectivity services substantially increased the ability of his trial team to manage the presentation of their case:

"I believe that Courtroom Connect was an essential part of our trial team. The presentation of evidence during a complex construction defect trial can be difficult. There are dozens of witnesses and thousands of documents that must be presented in an orderly manner. With Courtroom Connect, we were able to communicate with our office directly from the counsel table during trial. This allowed us to muster our witnesses and evidence more efficiently. We were also able to send or print research memos, pleadings, and correspondence to the court and all counsel without ever leaving the courtroom. In my opinion, Courtroom Connect provided a significant advantage to our trial team. I look forward to working with [Courtroom Connect] again on my next trial."

STAYING IN CONTROL WITH WIRELESS ACCESS TO E-MAIL

E-mail has quickly become an indispensable part of practicing law. The problem during a trial, though, is that fast and easy access to e-mail is virtually unavailable. Not so in the CSU vs. Perini trial. The attorneys involved in the trial had an unprecedented ability to stay connected at the courthouse via e-mail by utilizing Courtroom Connect's wireless Internet network. Charles Horn, plaintiff co-counsel and Managing Principal at Wright, Robinson, describes:

"This was my first experience with wireless technology, and it was great. So much of the information I receive and respond to daily—on the case at trial and all of my other cases—is by e-mail. It was wonderful to be able to access my e-mail account throughout the day, rather than have to wait until I returned to the office after court and be confronted with a very large set of e-mail messages that needed immediate responses hours earlier. Also, having wireless Internet access at court allowed me to react immediately to events in the courtroom, such as when opposing counsel would argue (incorrectly) to the court that we could not proceed with something because I had not provided a required written notice. Rather than argue to convince the judge that I had sent notice, I could type up a new Notice and e-mail it to our paralegal sitting in the back of the courtroom. She was able to then print out copies to hand deliver to opposing counsel before they finished arguing their point! Having access to e-mail was a tremendous help in keeping on top of the requirements of this large and complex trial. We thank Courtroom Connect for their assistance and service on this trial. I am now a big fan of wireless Internet technology, and can hardly imagine going back to the stone ages of whatever we used to do before it arrived."

PRODUCING DOCUMENTS AT COURT

Courtroom Connect provided leased HP LaserJet 4100 printers to both the plaintiff and defense counsel. The printers were placed in conference rooms adjacent to the courtroom and were accessible to the attorneys over the wireless network. The printers proved extremely popular during the long and document-intensive trial.

UTILIZING THE FULL RESOURCES OF THE OFFICE AND THE WEB

While all the users in Perini sent e-mail and printed documents, one defense counsel had access to the resources of her entire law firm network. Sheryl Traum, lead attorney at Carroll, Burdick & McDonough for a primary defendant, was outfitted with the latest remote access technologies. Every day at court she would log into her firm's network using Citrix, giving her access to all office computing resources. Ms. Traum explains what a lifesaver Courtroom Connect was for her:

“Due to the length of this trial, and proceedings beforehand, being cut off from my office would have been very inconvenient and cumbersome, especially since cell phones would not work well inside the courthouse. I used my Citrix connection all the time—with fantastic results. Citrix performed beautifully with Courtroom Connect's incredibly fast wireless connection. I was able to email urgent assignments to my associates and paralegals at the office when an issue came up at trial, often allowing me to have the answer to a legal research questions within minutes—all while I was participating in the ongoing trial. This was incredibly helpful in sidebar evidentiary arguments and in limine motions. On numerous occasions I needed a case document that I obtained off our office network and printed out at court. I was even able to provide trial updates to my client while at court during the day. The total productivity improvements were quite tangible—I probably saved myself an extra hour's work every night because I was able to be so effective and efficient at court. Initially I found service to be a convenience, but by the end of the first week I couldn't imagine being at court without it. Courtroom Connect's services were by far the best value of the many vendor services we used during the trial. I think every courtroom in the country should be equipped with Courtroom Connect.”

STAYING IN TOUCH WITH YOUR PRACTICE

Defense attorney Joshua Goodman, a founding partner at Jenkins, Goodman & Neuman, was a believer in wireless technology long before the Perini trial. Mr. Goodman brought his laptop with integrated Wi-Fi capabilities to the courthouse, and was online in a matter of minutes. He was thrilled to have access to the same resources at the courthouse that he was accustomed to having at the office and at home. In addition to better serving his client in the Perini litigation, Mr. Goodman was able to use breaks in proceedings to stay on top of the rest of his practice.

GETTING CLIENT REPRESENTATIVES CONNECTED AT COURT

Client representatives for the plaintiff that came to court each day were given access to wireless service as well. Using Courtroom Connect's Internet connectivity, plaintiff representatives were able to stay in touch with their real jobs even as they maintained a presence at the trial.

COURTROOM CONNECT—INDISPENSABLE FOR A LARGE TRIAL

The myriad uses of wireless services were swiftly integrated into the daily work of the trial teams. Internet access and printing at the courthouse were not a luxury, but rather a critical asset. Gregory Hagan, named partner at Drath, Clifford, Murphy, Wennerholm & Hagen and lead counsel for one of the primary defendants, explains:

“Courtroom Connect's powerful services were incredibly easy to use. We received fast access to the Internet that allowed us to quickly send and receive large files through e-mail. I frequently received documents from the office that I would print out at the courthouse for immediate use during proceedings. And Courtroom Connect made it effortless to receive real-time reporting. Courtroom Connect receives high marks from our entire staff. I now consider wireless Internet and printing at court to be indispensable for a large trial.”