

The Legal Link

Fall 2019



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Arkansas
Chapter



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MISSION STATEMENT

- Promote and enhance the competence and professionalism of all members of the legal management team;
- Improve the quality of management in law firms and other legal service organizations; and
- Represent professional legal management and managers to the legal community and to the community at large.

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President's Message

Fall--It's that glorious time of the year when football starts, Arkansas weather is actually pretty perfect, and we turn our thoughts to Thanksgiving and all the things that we are thankful for! Among those things from an ALA perspective are our ALA friends and our Business Partners. We recently celebrated our Business Partners at our annual fall Business Partner Event. Connie, Tonya, and Ken did a fabulous job in making the event a lot of fun, and Ann surprised our guests with 15 minutes of impromptu fun with her sing-along. It was a lot of fun, and we are already looking forward to our next Business Partner Event in the spring.

We cannot say thank you enough to our wonderful business partners. Not only do we have special friendships with them, but they are always willing to educate us about their field and assist if we call with an issue. In addition, they make a huge difference in our ability to fund scholarships. We feel particularly blessed that we were able to award \$10,000 in scholarships to allow our members to attend conferences this year. We are optimistic that we will be able to do that again next year. We would be unable to do that if it were not for the support of our Business Partners. Thank you!

As many of you know, ALA international challenges its chapters to get involved in our communities with **Community Connection ("CC")**

initiatives. This year our CC Team suggested four CC events. Our next event is ***The Leukemia & Lymphoma Society's Light the Night Walk on October 5, 2019, at 6:00 p.m.*** Michelle Tyree and Ken Johnson have special connections to this event, and we want to support them. We would love to have not only ALA members and their firm members but, also, Business Partners participate with us. It would be another networking opportunity for our chapter members and Business Partners to connect. If your schedule permits and you are interested in a rewarding and fun activity on a Saturday evening, join our team, "Move to Strike (Out Cancer), by visiting our team page on the following website:

<https://pages.lightthenight.org/gat/LittleRk19/MovetoStrikeOutCancer>.

I hope you all have an opportunity to get out and enjoy our beautiful Arkansas fall weather and our spectacular scenery! I look forward to seeing all of you at our next meeting!



Diane Smith
Arkansas Chapter
President



FSA Debit Card Substantiation

The IRS has strict guidelines that requires all flexible spending account (FSA) transactions to be substantiated, proving the purchase was for an eligible medical expense (this does not include transactions that are auto-substantiated at the point of sale). To substantiate means to prove or support something, confirming it is true or valid. In the context of a FSA debit card, substantiation means a plan participant must provide documentation, such as an Explanation of Benefits (EOB) from their insurance provider or an itemized receipt to confirm the purchases were for an eligible expense. An itemized receipt must include all of the following:

- ◇ Merchant or provider name
- ◇ Services received or item purchased
- ◇ Date of Service
- ◇ Amount of the expense

An Insurance EOB is an excellent source for this information. Cancelled checks, handwritten receipts, cash register receipts or previous balances invoices cannot be used to verify an expense.

Participants may ask "Why? Isn't it my money?!". Yes, the money they put into their FSA is their money to be used for eligible expenses. To receive this money without paying

taxes, though, they must follow the IRS rules. The IRS says an FSA can only be used for IRS-determined eligible expenses. If a participant is unable to provide documentation that their card was used for an eligible expense, the IRS may consider your FSA reimbursements taxable, meaning they would be responsible for all taxes on the money contributed to their health FSA. There could also be tax implications for the employer/plan sponsor as well.

If you'd like to discuss FSA benefits for your employees, reach out to your McGriff Benefits Consultant today!



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By: Lee Ann Ragsdale, FCS, CFC
Flexible Benefits Relationship Manager
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Document Management Software for Legal

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Market Trends

- 74% of legal businesses still rely on a manual process to gather information, evidence, and documents required for discovery
- 81% percent of law firms report difficulty accessing information across multiple platforms
- 24% of legal professionals indicate that information governance and data security is high on the agenda for their senior management
- 72% of solo and small firm lawyers reported a need for online document storage
- 26% of attorneys surveyed said they are moving to a cloud model for content and records

*n=300, survey conducted by AIIM 2016

Challenges

With an overwhelming amount of paperwork, the legal industry faces a number of document management challenges.

- Large volume of case records and associated documentation
- High paper and storage costs
- Difficulty securing information from unauthorized viewing and tampering
- Legal compliance requirements
- Frustration of getting contracts signed quickly and efficiently
- Losing sight of contracts in queue
- Tracking changes and multiple contract revisions
- Managing long document retention periods

Solutions

Document management software enables law firms to operate more efficiently, while keeping sensitive information accurate and secure.

- Easily locate client records based on client name, matter number, docket number or keyword searching
- Integrate eDiscovery pleadings, evidence files, deposition transcripts or emails
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- Facilitate collaboration between attorneys and litigation teams by giving counsel and clients access to documents
- Eliminate paper-based filing costs and provide fast, firm-wide access to case files

“ GlobalSearch proved crucial to our winning the battle against paper by allowing us to manage an overwhelming number of documents easily, efficiently and reliably. Based on an average of only **five minutes** to process each document now, versus 25 minutes to manually process each before using GlobalSearch, the solution has already saved our firm over **100 attorney-hours** collectively, worth well over **\$16,000**. ”

- Stephen Plopper Esq.
Stephen Plopper & Associates

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Are Your Accounts Receivable a Problem for Your Firm? Or Are They an Opportunity?

By Jake Krocheski, President, Client Connection

You can look at your law firm's accounts receivable program in one of two ways. If you are a pessimist, you are likely to see it as a problem – dealing with difficult, aging receivables. However, if you take a more optimistic view, you might regard it as a chance for the firm to enhance its revenues.

Client Connection suggests you take the more positive, forward-thinking approach and turn your accounts receivable management program into a proactive way to generate revenues for your firm.

Why Does Your Accounts Receivable Management Program Need to Start as Soon as Possible?

The answer is a simple one: to have a solid, consistent cash flow stream, which most businesses today require, and to ensure the firm gets paid for the work that your attorneys do and detect problems with payments sooner rather than later.

That's the simple answer. Put a little more bluntly, the reason why law firms need a strong accounts receivable management program early in the ageing process is to prevent a domino effect of self-inflicted pain. Firms so often do this by letting receivables age without having effective, results-oriented know-how in place to collect receivables promptly. Here's why:

- ◇ When law firms send out their regular monthly bills, and attorneys do not follow up promptly when clients don't pay after 30 days, they are, in essence, saying to their clients: "Pay when you can. Our bill is not a priority. We don't need the money right away."
- ◇ With poor follow-up with clients early on, firms lose the opportunity to determine, as soon as possible, whether or not a client can or will pay. This gives the client confidence that they themselves control when *and if* they will pay.
- ◇ Lastly, firms give their attorneys too much autonomy by assuming they are on top of managing and collecting their bills. This leads to the question of whether they have a collections and accounts

receivable management problem or a lawyer management problem.

There are certain clients and types of transactions that do not or cannot follow prompt payment guidelines. However, these are the exception and not the rule. Law firms need to understand that these exceptions gain traction and before long become problem-paying accounts as they age. On top of that, firms gain a false sense of security that they have a pot of revenue just waiting to be paid, when what they really have is a wealth of empty promises.

Here is what you need to focus on:

- ◇ Put into play the most effective practice management strategy for getting accounts collected early in the aging process, rather than having to devote the far greater efforts necessary for collecting receivables over 90 days.
- ◇ Manage your clients' expectations, so that they know that they will be contacted early in the ageing process. By showing clients that the firm is in regular contact and is monitoring their payment status, they will understand that payment is expected.
- ◇ Keep timely collections a priority throughout the year, rather than putting them off until the final days of December. Too many firms are still locked into the misguided notion that "if we bill, they will pay." Although waiting until year-end may work for some institutional clients, consistent efforts all year will prevent a lot of blood, sweat and tears at year-end.

How to Move Forward?

Before deciding what direction your firm should take in building an A/R program to address receivables early in the aging process, take a step back and evaluate what would work in your firm, considering your firm's size, culture, practice areas and management objectives. Accounts receivable management is not a one-size-fits-all program. It needs to start small and grow, based on measurable collection results.

Are Your Accounts Receivable a Problem... (Continued)

◇ Analyze what is going on in your firm. Have we relied too much on clients paying at their own discretion? Does the make-up and culture of our firm permit attorneys to go it alone in how they manage their receivables? Have we built an A/R management infrastructure without measuring how well it is performing?

◇ Have an honest conversation with the various leadership members of the firm, explaining why the firm needs to do a better job in managing its A/R. You can't do this without the buy-in of firm leadership. Recognize that you cannot entirely revamp your collection practices overnight. Review step-by-step with leadership how the firm manages its receivable now – from the time the first bill goes out to the point at which you have problem older receivables.

◇ Start small, think big and build consensus – On one hand, you truly want to embrace institutional thinking and manage your receivables as a business, putting practices and processes in place. On the other, you want to give individual attorneys some autonomy, recognizing the different circumstances that may impact payment from clients. Meet with your attorneys to let them know your goals. Tell them that the firm wants to take decisive action throughout the aging process, starting between 30 and 60 days. Help them understand that they need to collect the A/R themselves or get help from the firm's accounts receivable management team.

The Perils of Older, Difficult Receivables

Older receivables will not magically disappear. They will actually continue to grow and require much more time to get them collected. In many cases, the firm has a good idea why the client is not paying, but rather than resolving the issue early on – during the first 90 days – when the problem was small, it allows the problem to grow.

For many of these accounts, it's found money. Getting something on the dollar is better than getting nothing. You have nothing to lose but revenue if you don't.

Clients are a lot smarter than you sometimes give them credit for. Rarely will they call you. Dealing with problem accounts may give you a wake-up call to evaluate your accounts receivable needs and develop a strategy to ensure they avoid the bad habits that result in old receivables. Learn from your mistakes – and determine why your clients did not pay your bills.



◇ Do you have internal issues that prevent you from flagging problems accounts early?

◇ Do you give your clients too much flexibility in giving them more time to pay?

◇ Is your staff up to the task of keeping on top of ageing receivables?

◇ Are you giving your attorneys too much leeway in pursuing older accounts?

Keeping Collections a Priority Year-Round

Too many law firms continue to think collections is an easy process – all you have to do is remind clients to pay and they will pay. If only that were so. More and more, clients are savvier about their payments, and many take considerable time to pay.

Throughout the year, firms must stop tolerating “good clients” who just don't pay their bills. Although waiting until year-end may work for some institutional clients that typically pay at year-end, many clients require much more effort throughout the year.

Continue to measure monthly revenue projections, but more importantly, be realistic about whether the firm is underachieving in its collections goals and if the firm has developed bad collection habits.

Help your attorneys understand that when they see problems with older and difficult A/R later, many of these problems actually started earlier in the ageing process – when action could have been taken.

Jake Krocheski is President of Client Connection, which assists law firms of all sizes throughout the United States by furnishing accounts receivable management services and developing practical receivable programs.





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Business Partner Spotlight Profile

Joe Frederick: Heartland Payment Systems

I work for Heartland Payment Systems. I am the local support behind a national infrastructure of systems and people representing one of the largest merchant service providers and payroll processing companies in the world. I have been representing Heartland for the past 6 years.

I am a former CPA and business owner and user of Heartland's payroll services. Like many business owners, I also tried several of the competitors in the local and national marketplace prior to settling in with Heartland. My goal is to show businesses what a well-supported payroll/HCM system can do and help you utilize those tools to become more efficient and cost-effective.

So, what makes us different:

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- ◇ HR, Electronic Onboarding/Applications, Direct Deposit, Employee Self Service, Time Systems, etc.

We are not an insurance or 401k broker, but we work with local agents and most insurers and retirement systems to support our clients. We also facilitate in transitioning from a "bad marriage" with another provider. I am always available for my clients.

Joe Frederick MBA

Sr Payments Advisor- AR and Surrounding Areas

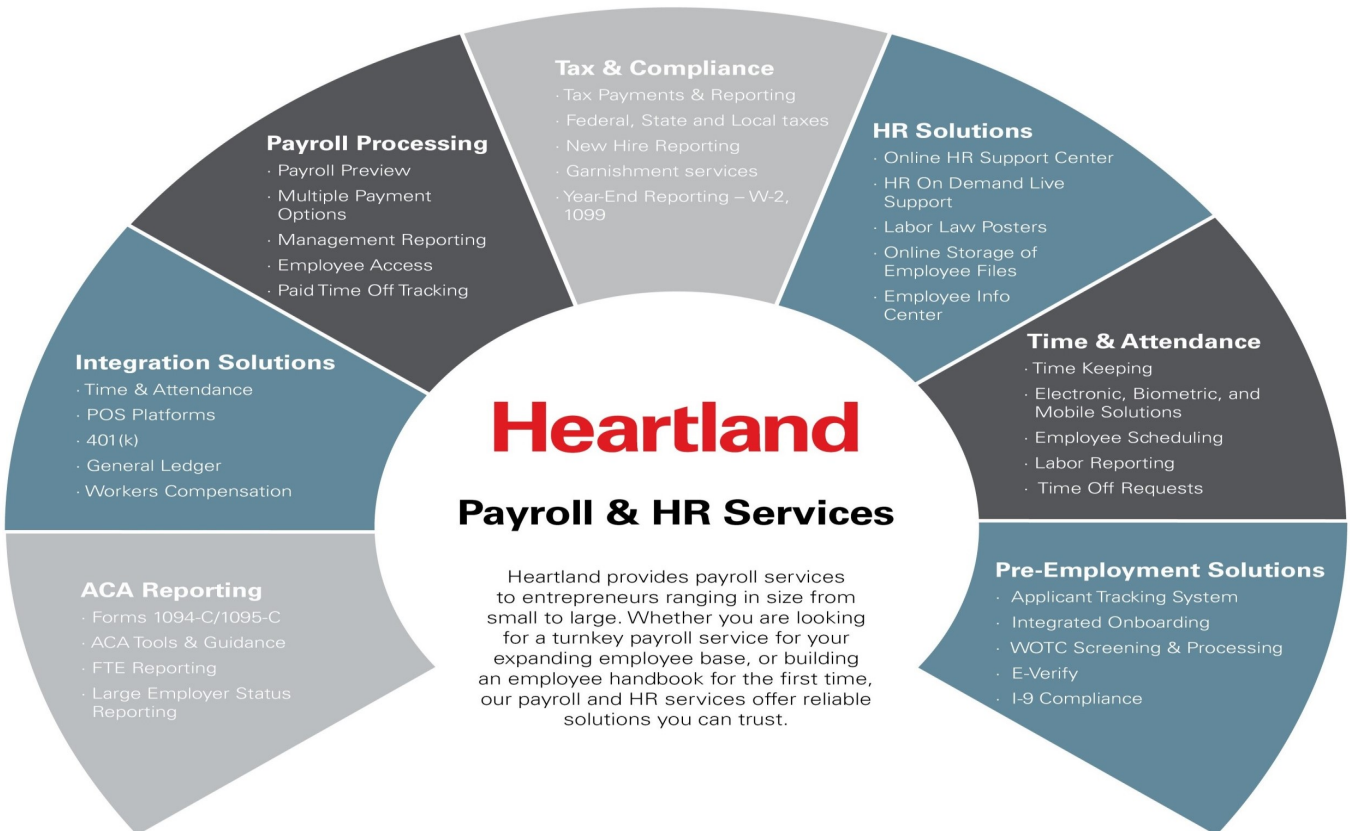
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Podcasts

Legal Management Talk is the official podcast of ALA. Episodes are available through alanet.org/podcast and syndicated through iTunes. No subscription required!

alanet.org/podcast



Conference Recordings

Recordings from past ALA conferences are available to view on-demand, many of which are free to members.

alanet.org/recordings



ALA Arkansas 2019 Business Partner Networking Extravaganza

Thursday, August 22, 2019
Professor Bowl West

A lively group of people gathered on that lovely fall evening to enjoy food, fun and time getting to know each other better. There were door prizes galore given away, and we even harmonized on a few old folk songs.

ALA members want to sincerely thank our Business Partners for enabling us to send members to beneficial educational conferences and meetings throughout the year. We couldn't do it without you!

Here are a few candid shots:



Vincent Jackson, PCA Technology Solutions /
Trena Hall, Alaris Litigation Services /
Nichole Pullen, Anderson, Murphy & Hopkins L.L.P.



Chad Williams, Computer Hut /
Matt Hollister, Pivot Legal Services



Carol Minor,
Lax Vaughan
Fortson Rowe &
Threat, PA /
Ron Weltman,
LawMed
Insurance Group,
Inc. /
Tonya Wallace,
Anderson, Murphy
& Hopkins, L.L.P.



Anna Wakeling,
Riggan Law Firm

Continued on next page



2019 Business Partner Networking Extravaganza (cont.)



Mary Nell
McBryde
and Ben
Holifield,
Business
World /
Kim Wilson,
Voice
Products /
Selina Wood,
PPGMR Law
P.L.L.C.



Greg McKee, Friday Eldredge & Clark /
Connie Straw, Trammell Piazza Law Firm



Clarke Sherrod,
Cross Gunter Witherspoon & Galchus PC /
Lee Major and Brooke Wallace,
Arkansas Times



2019 Business Partner Networking Extravaganza (cont.)



Mallory Rhoades, Justin Spencer, Tiffany Davids and Beth House, McGriff Insurance Services



Lisa Piechocki,
Alaris Litigation
Services /
Brendan Monaghan,
Hannah Kincaid and
Amanda Palmer,
BXS Insurance

Michelle Tyree,
The Brad Hendricks
Law Firm /
Michelle Stewart,
Kutak Rock L.L.P. /
Connie Straw,
Trammell Piazza
Law Firm P.L.L.C.



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2019 Business Partner Networking Extravaganza (cont.)



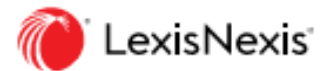
Diane Smith, ALA President, Anderson, Murphy & Hopkins, LLP /
Kelly Newberg, Friday Eldredge & Clark



Connie Straw, ALA President-Elect, setting up

Clarke Sherrod, Tonya Wallace, Carol Minor, Diane Smith
and Michelle Tyree waiting for the fun to begin





Product Spotlight: Context



Build Your Legal Strategy with Powerful Data Analytics

The science of business analytics has had a major impact on the way lawyers approach their legal work. Through data-driven technologies, savvy legal teams can glean insight and give themselves a significant advantage in the courtroom. Never heard of legal analytics? Here's a good primer with a list of [Eight Legal Analytics Terms You Should Know](#).

Context, a powerful legal tool from the [Lexis Analytics™](#) suite, takes data analysis to another level to help you create a strong case strategy.

Built on powerful natural language processing capabilities, Context uses machine learning technology to help attorneys pinpoint precise court language. Only Context offers true case law language analytics.* It also extracts judge and expert witness data to help you do things like predict motion outcomes or see why an expert was challenged.

You can get a personalized [demo of Context here](#).

What Is Language Analytics?

It's a major understatement to say that human speech and writing patterns can vary greatly—and that has major ramifications in the legal industry where individual words and phrases carry a great deal of significance. That means, in order to effectively comb through a document, a computer must learn how to recognize and interpret written human language in order to retrieve the right information for a requested search.

And that's precisely what the data scientists and attorneys over at [Ravel™](#) and LexisNexis® spent years doing. Through a meticulous machine learning approach, the Context tool can now pinpoint specific court language that's relevant to your search query.

Produce Spotlight: Context (continued)

Use Language Analytics to Get an Edge

So, now that you know what Context does, how can it help your legal preparation? Simple: by knowing the precise language a judge has used in the past, you can turn around and incorporate that same language into your argument.

That means, since you're literally using the judge's own words, that they'll likely find your argument compelling. And you'll also be able to see opinions and jurists your judge cites most often—again, allowing you to mine for relevant language that they'll likely want to hear.

Better still, Context will serve up the case in question, so you can read the details of the decision. And, via the Related Materials tab, you can find all the documents within the [Lexis Advance®](#) database related to your judge.

Legal Analytics and Predicting the Future

While fortune-telling crystal balls are still the realm of fantasy, you can use data analytics to predict certain behavior within a relative degree of accuracy. This is another area in which Context shines. It's able to analyze motion rates for a particular judge, so you can estimate the success of your own motion.

Say, for instance, you use Context to see that your hypothetical judge has a 96 percent denial rate for previous motions to compel. That tells you that, if your strategy includes a motion to compel, you'll be fighting an uphill battle to get it granted—and you may want to choose a different tactic.

No crystal ball required.

Analytics and Expert Witnesses

What if you could see how your expert witness has been challenged in the past? Using data-driven analytics, you're able to use Context to reveal how an expert's testimony has fared under scrutiny. More importantly, you can glean critical intel on why testimony was included or excluded, along with what sort of cases a specific expert is most often used in.

That's all handy information if you're selecting an expert to buttress your case—and maybe even handier if you're looking to cast doubt on the opposition's expert.

How to Get Started

If this all sounds good to you, you'll really like this next part: LexisNexis will give you a personalized demo of the Context tool, so you can see firsthand how legal analytics can benefit your legal work.

Learn how to [request a demo of Context here.](#)

*Data based on information available as of February 2019.

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We Are Your Partner. We Are Your Community. We Are Alaris.

By Debbie Weaver, CEO & Owner

We are Alaris. When it comes to serving our clients, we believe there is no task too large or small that we aren't willing to tackle. The Alaris team strives to do whatever necessary to make sure our clients receive the best level of service possible. Alaris is grateful for the ability to grow and support not only our clients, but to also act as a pillar within our community. We value our community and patrons and pride ourselves on the reputation and foundation of trust that we've built with them over the years. We achieve this success by always emulating to our core values.

Our core values are the foundation of who we are. They guide every decision we make, unify our team and define the character of the company. Alaris is:

- ◇ **Responsive:** We pride ourselves on being available 24/7/365 so that our work hours mirror our clients' work hours.
- ◇ **Resilient:** We view challenges not as problems, but as opportunities to learn and grow. We are experts at finding solutions.
- ◇ **Dependable:** We take our jobs seriously. We finish what we start, follow through on our commitments and deliver stellar customer services.
- ◇ **Ethical:** We say what we mean, and we mean what we say. We've earned our customers' trust by acting with integrity.
- ◇ **Innovative:** We ask questions, try new things, and keep up with the latest in legal and communications technology so we can offer the best possible solutions to our clients.
- ◇ **Respectful:** We believe in the inherent value of all human beings, whether it's our customers, our employees or our vendors.
- ◇ **Proactive:** We not only meet the needs of our clients, we anticipate them. We look ahead and forecast what's coming. Our experience allows us to work with our clients to provide the services and support that they may not even realize is needed.

- ◇ **Continuously Learning:** We believe there is no end to knowledge and that the best leaders are also learners. Our industry is driven by technology, so we make sure our team is trained and ready to respond as the demands of new technology continues to evolve.
- ◇ **Flexible:** We are adaptable and ready to serve in any way. With client satisfaction foremost in our minds, we will turn on a dime, burn the midnight oil and go the extra mile. We've said it before – because our mantra is “never say no”, our clients can always expect solutions.

As a reflection of our core values, we believe in serving our surrounding communities. At Alaris we are proud to offer services that echo our commitment to preserving the environment through our **Go Green program**. By partnering with the Missouri Coalition for the Environment, our Go Green program gives clients a discount on their invoice by choosing to go paperless. A donation is also made in the client's name to the Missouri Coalition for the Environment, which provides money and services to assist in keeping Missouri State Parks free. The Missouri Coalition for the Environment also assists the Soil and Water Sales Tax, which supports soil and water conservation farming efforts.

One of the many ways Alaris shows flexibility is through our **Employee Day of Giving** program. This program allows employees to take a paid day off for a community service project of their choosing. It's a great opportunity for each employee to better support their surrounding community and aid a non-profit program, while enriching and inspiring the lives of Alaris employees.

As a proud Woman-Owned Business Enterprise (WBE), Alaris is privileged to continue our partnership with ALA Gateway, notably by volunteering bimonthly for **Let's Start**. Let's Start is a support program dedicated to assisting women in transition from prison life to society. For 15 years, Alaris has supported these efforts by offering packed lunches for children to eat with their mothers during visits.

Alaris's dependability is also reflected in the support

(Continued on next page)

We Are Alaris. (continued)

we offer to local artists through our Kansas City location. Located within the Crossroads neighborhood, Alaris is in the heart of “Film Row,” where numerous art galleries offer **First Friday viewings**. Since 2017, Alaris has provided free parking in addition to connecting with the entire legal community by promoting local artists’ works in our office. On many occasions Alaris has been fortunate enough to promote local lawyers who have works of art for display.

We are Alaris. We have a long-standing tradition of helping worthy causes. “Our community partnerships are the cornerstone to expanding and succeeding. We are committed to giving back to organizations that make a difference in the communities we serve,” said Debbie Weaver, Owner and CEO. “As Alaris continues to grow, our core values will guide our decisions every step of the way.”

Debbie Weaver is the CEO and owner of Alaris Litigation Services, Trial Services and ADR Services. She began her career as a court reporter and has over 35 years’ experience providing solutions to meet the needs of her clients.

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- Glenn Shepard

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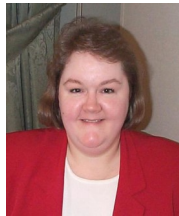
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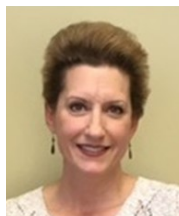
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Sept 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 <i>Muharram/Al-Hirra/Ashura (Islamic): 8/31-9/28</i>	2 <i>Navaratri/Dassehra (Hindu): 9/29-10/7</i>	3	4 <i>Webinar: Amplifying your IQ</i>	5	6	7 <i>Kim Bennefeld's Birthday</i>
8	9	10 <i>Webinar: Contingency Planning</i>	11 <i>Business Mtg: Janie Warner—McGriff Ins: 10 Leadership Habits</i>	12	13 <i>Diane Smith's Birthday</i> <i>Reg Closes for: HR2 & FM2</i>	14
15	16	17 <i>Certification Course: Legal Lean Sigma & Project Mgmt</i>	18 <i>Webinar: Long-Term Care Insurance Marketplace</i> <i>C4 Conference: The Legal Industry</i>	19 <i>Tonya Wallace's Birthday</i> <i>C4 Conference: The Legal Industry</i>	20 <i>C4 Conference: The Legal Industry</i>	21
22 <i>Michelle Tyree's Birthday</i>	23	24 <i>Michelle Stewart's Birthday</i>	25 <i>Webinar: Retirement Planning</i>	26 <i>Conference: Intellectual for Legal Professionals</i>	27 <i>Conference: Intellectual for Legal Professionals</i>	28
29	30 <i>Rosh Hashanah (Jewish): 9/30-10/1</i>					

Oct 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5 <i>Chapter Fall Community Connection Event: Leukemia & Lymphoma Society Light the Night Walk. 6:00 pm.</i>
6	7	8 <i>Webinar: October's Hot Topic</i> <i>Vijaya Dassehra (Hindu): 10/8</i>	9 <i>Business Mtg: Brendan Monaghan—BXSI: Topic TBD</i> <i>Yom Kippur (Jewish): 10/9</i>	10	11	12 <i>Carol Minor's Birthday</i>
13	14 <i>Sukkot (Jewish): 10/14-20. Observed 14 & 15</i>	15 <i>Sukkot (Jewish): Observed 14 & 15</i>	16 <i>Webinar: Blockchain: An Evolution or Just a Passing Thing?</i>	17	18	19
20	21 <i>Conference: Adv HR Administration</i> <i>ALA Master Class: Leadership</i> <i>Shmini Atzeter (Jewish): 10/21</i>	22 <i>ALA Master Class: Leadership</i> <i>Simchat Torah (Jewish): 10/22</i>	23 <i>ALA Master Class: Leadership</i> <i>Webinar: Creating a Culture of Accountability</i>	24	25	26
27	28	29	30	31		

Nov 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 <i>Selina Wood's Birthday</i>	5 <i>Webinar: Redi- recting Negative Behavior</i>	6	7 <i>Webinar: Building Accountability into Your Culture</i>	8 <i>Clarke Sher- rod's Birthday</i>	9
10	11	12 <i>Guru Nana Jayanti (Hindu): 11/12</i>	13 <i>Business Mtg: Tony Macia— Standard Business Systems: Topic TBD</i>	14	15	16
17	18	19 <i>Kathy Cagle's Birthday</i> <i>Webinar: Driving Data-Driven Change</i>	20	21	22	23
24	25	26	27	28	29	30

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Social Discovery

Facebook. Twitter. Instagram. LinkedIn. Snapchat. These are just a few of the many social media platforms in use today. With nearly 70% of all Americans using some type of social media, data collected from these sites could mean the difference between winning and losing a case.

Comprehensive Capabilities – Valuable Benefits

Pivot Legal Services puts you in the driver's seat with the legal industry's most powerful social discovery engine. Aggregate social media content and web-based data. Collect vital metadata in a legally defensible manner while preserving chain of custody.

Social Media Collection

Collect individual Facebook user pages in their entirety, or group pages. Collect individual Twitter and Instagram accounts or utilize geo-fencing feature to collect a live stream of all posts in a target area. Collect entire YouTube channels or individual videos including comments.

Deleted items? You're in luck. In some cases, deleted accounts, pages, or posts can be accessed. Want to be strategic about jury selection? Pivot Legal Services makes it easy. Powerful analytics for social media accounts that uncovers jury candidates' post history can reveal important data about state of mind. Concerned about media or protests? Geo-fencing features within Instagram and Twitter can be beneficial for monitoring activity near a courthouse during trial.

Mobile Device Collections

Chances are good that data from mobile devices will be a factor in upcoming cases. After all, more than 90 percent of Americans own a cell phone. The average user spends 16 hours a day with a mobile phone, checks it 150 times per day, and sends 743 text messages per month. Pivot Legal Service's turnkey solution simplifies mobile device data collection.

Multi-Platform Capability

Collect data from Android, Blackberry, IOS devices including iPads, as well as from drones, GPS devices and external storage media. Extract data from internal flash memory, SIM cards, or SD cards. Acquire targeted data on phones or collect entire file systems in their original folder structure, and then extract specific data.

Expansive Extraction

Mobile device data can reside in multiple formats, many of which may be irretrievable from anywhere but the device itself. Pivot's powerful collection engine gathers just about every kind of data from mobile devices, including text messages, pictures and other media, call logs, notes, calendar information, contacts, web history, search history, user-created app data, and GPS data.

Deleted Data? No Problem.

Deleted information can often be found still residing within the device's active storage space.

Call us today to request your free no-obligation consultation.

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