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Embracing and
Leveraging Technology
While Maintaining
Legal Compliance





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EMBRACING AND LEVERAGING TECHNOLOGY WHILE MAINTAINING LEGAL COMPLIANCE

ABSTRACT:

Technological changes are helping redefine compliance, legal and regulatory issues and are changing the way law firms and corporations handle day-to-day operations. This paper explores the ways technology expedites and simplifies legal work and examines the unique challenges and risks new technology presents.

It's unlikely that many law firms would complain about replacing stacks of paper with electronic documents—but technology offers advantages that extend far beyond organization.

Technology can provide one, standardized format to help avoid confusion when a law firm or company needs different users to import or export data into a system.

It allows greater compliance capabilities, can reduce the risk of document loss and can vastly increase a company's internal and external collaboration—provided, of course, that technology is being leveraged to its full potential.

From meeting due diligence requirements to registering trademarks to exchanging data between inside and outside counsel, technological systems and tools allow today's law firms and corporations to do faster, more accurate and ultimately, cost-efficient work.



TECHNOLOGY EMERGES—AND BECOMES AN INFLUENCE

As technology use has grown, law firms and companies have been able to speed up and streamline many procedures, including the process of meeting constantly changing compliance requirements. Ironically, some of those same requirements and regulations—whether driven by internal or external factors—have made the use of technology a necessity. Examples include:

FRCP: The Federal Rules of Civil Procedure (FRCP) guide the conduct of all civil actions brought in Federal district courts. Keeping compliant with the FRCP rules—particularly with alterations made in 2006—means firms need to carefully store documents and produce them in a timely manner. Housing electronic documents in a database can save time and manpower.

Trademark Law: A trademark is used to identify a company and its products and services. Because it represents the brand's value in the marketplace, it's an invaluable marketing tool. However, an unprotected trademark can do significant damage. Allow consumers to become confused about the source of a trademark, and the value of the company's brand—as well as the company itself—could be forever tarnished.

It's absolutely crucial to maintain the brand by properly conducting initial trademark searches and then consistently monitoring a company's trademark.

That's now easy for counsel to do; they simply need a computer and time. Technology's increased popularity even inspired the U.S. Patent and Trademark Office (USPTO) to streamline and automate the process of applying for a patent or trademark.

In the old system, registering a trademark required using a mainframe computer and searching through paper documents. The USPTO now accepts electronic signature applications and allows applicants to check what stage of the process their application is in online. The system has changed—and trademark attorneys need to change with it.

Now more than ever, they have the tools that they need to properly serve clients quickly and efficiently. Electronic search functions allow attorneys to accurately assess the risk of a trademark being blocked or being successfully registered—making the old method practically obsolete.

LEDES (The Legal Electronic Data Exchange Standard): In many cases, keeping up with technology becomes a necessity, and not a choice. Other times, a company's need for a speedier, simpler technological solution is the result of an internal issue.

SOME REQUIREMENTS
AND REGULATIONS
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A NECESSITY

Take, for example, LEDES—the Legal Electronic Data Exchange Standard. LEDES is the legal e-billing industry standard. Created and maintained by an international not-for-profit organization, the standard was designed to be as simple as possible and to only ask for information law firms are typically able to provide from their financial system.

Meeting industry standards—or standards of any kind—requires time and considerable effort. A firm can dedicate team members to handle the process, or it can utilize software that will provide end-to-end e-billing and performance metrics information.

The overview that e-billing software provides can be a great benefit to many firms—especially ones considering hiring outside counsel. In some cases—particularly at busy firms—outsourcing work is necessary. However, if outside counsel is hired, a new crop of technological issues arises: How do you determine what information the counsel should have access to? And how do you limit that access? Technological platforms and software can help handle those challenges.

The Gramm-Leach-Bliley Act: For banks, insurance companies and other businesses that deal with financial information, ensuring that they've met all the compliance needs of The Financial Modernization Act of 1999, also known as the Gramm-Leach-Bliley Act, when storing customer financial information isn't just a good idea: It's an absolute necessity. A failure to properly comply with the act's privacy requirements can mean big fines.

A task that important can be left up to a dedicated team of employees—or an automated software system, which can monitor any changes to the compliance rules and track progress to help ensure a company meets all regulations.

AUTOMATED SOFTWARE
SYSTEMS CAN BE USED
TO MEET NEW INDUSTRY
STANDARDS

LITIGATION AND COMPLIANCE SUPPORT

Technology is an important tool to use to help conduct business according to industry standards—but it can do much more than help a firm check off boxes on a “must do” list. Software and technological platforms also can help firms efficiently execute work for clients. For example, automated software has become a crucial part of filing documents with many U.S. states.

As more states expand their online filing tools and capabilities, it becomes more and more important for companies to find ways to use the new technology. Not only can that cut preparation time for filing—entering, say, 250 filings in a hour using new technology, as opposed to several days of researching compliance information and filing out forms manually—it can help a company track its filing status.

However, along with all the tracking, data control and time-saving advantages it can provide, technology also presents a significant risk factor. The amount of



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people who have access to the information in a company's files can be an issue; the way personal client information is housed on an ongoing basis is key. Strict laws govern storage of personal information, making it a pressing concern for firms and companies.

The use of technology has posed new possibilities—and new fears. As a result, laws and compliance requirements are increasingly being defined by the new capabilities that technology provides. The outcome—which has translated into a number of compliance requirements for today's firms and businesses—affects both law firms and the companies they work with.

EFFECTIVE LITIGATION PREPARATION

Now that we've discussed some of the top-level technology-related regulations, let's examine the challenges—and opportunities—each presents.

Best Practices

For law firms, technology is often a key component in litigation preparation, as well as in day-to-day practice. Instilling the proper quality checks, processes and methods can mean the difference between correctly prepared legal documents and costly mistakes. As technology use has grown, we have seen it create a need for new best practice methods—and, in essence, help define the law as questions were raised about technological legal issues.

When lawsuits initially began involving electronic documents, usage of e-mail and other files was unclear. Counsel wondered: Who was required to produce e-mail in a lawsuit, and how much could the opposing counsel ask for? How long could each party take to reasonably produce stored documents? And what was the best way to locate and extract them? The questions would shape the future of electronic document usage, rights and storage.

The Influence of the FRCP Changes

In 2006, new Federal Rules of Civil Procedure (FRCP) changes were designed to address issues resulting from the increased use of electronically stored information, a relevant issue to both corporations and law firms. This latest modification of the rules—which contains the largest number of revisions since 1970—breaks Electronically Stored Information (ESI) out into a separate category that includes "data compilations stored in any medium that can be translated into a reasonably useable form." ESI that is ordinarily kept in an electronically searchable format should not be produced "in a form that removes or significantly degrades this feature," according to the revisions.

ALONG WITH THE
CONTROL AND
TIME-SAVINGS IT OFFERS,
TECHNOLOGY CAN
ALSO PRESENT RISKS TO
PERSONAL INFORMATION



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Although the changes may, at first, seem minor, consider that anything created by a computer could be considered ESI. Which means one could depose an opposing party's computer networks, messaging systems, information systems, back-up data—the list is long. And it's not likely much will be missed: One recent ruling actually gave a party's lawyer and expert the authority to conduct informal reviews of the opponent's IT personnel to ask how information could be extracted from the opponent's databases.

Managing the E-discovery Process

The Enron case* has shown us the important role electronic communication can play in a lawsuit. In the past, a memo sent between two people would only be in the possession of those two people; now, everybody sends and receives hundreds of e-mails a day.

Opposing counsel can ask for and find anything that's in an e-mail. A case could involve 10,000 documents. In lawsuits involving thousands of e-mails, efficiently managing e-discovery issues is crucial.

Without an effective solution in place, taking the time to pull hundreds—or thousands—of documents strains day-to-day operations (and devours time that the company needs to prepare for the case).

It's very expensive to have humans physically sort through each message, and even traditional electronic keyword searching can be time-consuming and can fail to find crucial information. Luckily, technology has again risen to the occasion to locate what is needed in the e-mail database via intelligent search methods such as:

- **Concept searching**, which will let you enter a word like "scooter" and possibly get terms such as "motorcycle" to match.
- **Stemming**, which allows you to search for variations of the same word, such as "song," "songs," "sing" and "singing."

In a set of 10,000 e-mails, a third of the volume could be the same e-mail that's been forwarded to other people. To narrow the results, searches can filter out which e-mails are repeats and can identify which users saw certain messages in long e-mail chains. The result: Money and time saved—and a higher level of accuracy.

THE LATEST
MODIFICATION TO
THE FEDERAL RULES OF
CIVIL PROCEDURE CONTAIN
THE LARGEST NUMBER OF
REVISIONS SINCE 1970



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COLLABORATION ACROSS BORDERS, TIME ZONES AND CULTURES

Local, national and industry-specific compliance and regulatory issues aren't the only concern firms and companies face when outlining their technological approach to doing business. The business world is increasingly working without borders. Offices in different countries remain in constant contact; information can be found and documents can be transferred within a matter of minutes over the Internet; complex deals are arranged and agreed to entirely over e-mail.

Technology has allowed much of that increased interactivity. But with it, technology has created a need to understand compliance issues in other countries. It has prompted companies to utilize automated systems to complete the additional tasks working internationally can require; and it has encouraged companies to find new ways to collaborate so that they can become a truly global force.

LEGAL AND OTHER CHALLENGES

Registering trademarks and conducting due diligence research can be difficult enough on a domestic level; mix in international operations, and the job becomes increasingly complex.

Working to confirm that compliance requirements have been met in the various countries or states that a company does business in can be time consuming and difficult.

- Research needs to be done to ensure the latest forms are used and the correct due diligence searches have been conducted.
- A new company must file in every jurisdiction it plans to do business in. This can be a tremendous effort that requires checking to see if the company name can be used in each state.
- Similarly, an attorney hoping to file a merger involving documents that need to be filed in 45 states must know what the requirements are, how to do it properly so that all compliance aspects are met and if an annual report needs to be filed in the state.

• *Enron's former chief executive and founder and former chairman faced a combined 34 counts of fraud for allegedly trying to trick investors into believing Enron was in good shape before the firm failed. A later study of Enron company e-mail by the Federal Energy Regulatory Commission found that prior to the investigation, there was a surge in activity among top corporate executives—who stopped communicating once the investigation started.*

INTELLIGENT SEARCH
METHODS CAN HELP
LOCATE WHAT'S NEEDED
IN VAST EMAIL DATABASES



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For a small- to mid-sized company, filing in each state is a considerable workload to handle. For large companies, the task can be so time intensive that it becomes an employee's full-time job. A lot of work goes into filling out each form. Three forms of documentation are often required to support a filing request. However, electronic filing allows a company to fill out forms for all 50 states in one sitting using a system that will store basic information for use on other forms to avoid keying it all in again.

The information required varies from state to state—and business owners are expected to keep up and comply with all recent legal decisions.

Additionally a business may do the research and figure out what the requirements are to file, but three months from now, when it's actually time to file, the process or requirements may have changed. Chances are you won't know—unless you're working with technology that monitors and updates you about any alterations or new requirements.

How often the forms and rules change depends on the state, but it can be quite frequent. A company can be at risk if it falls behind on tracking the information and uses an out-of-date form or doesn't comply to a new law. For example, Arizona just passed legislation that specifies all employees of a business must be U.S. citizens or authorized aliens with a green card. If anyone is found working who is not a citizen or authorized alien, that company could lose its certificate of authority to do business in the state.

However, turn the task over to technology, and a centralized system can do most of the preparatory work. A system can allow users to find out what the filing structure and procedure is, or search for forms and reports across multiple platforms. All you need to do is log on, confirm what needs to be done and do it—quickly.

When working on a global scale, filing methods are more complex. Now that we've considered how electronic filing can help you meet compliance requirements, let's look at the challenges involved with establishing a global trademark.

MANAGING THE GLOBAL TRADEMARK PROCESS

More companies are tapping into the global market as international trade expands, which requires outside counsel to guarantee a company's trademarks will be useable in foreign countries.

Establishing and managing a global trademark requires a seamless collaboration between a firm or attorney and the country (or countries) that firm or attorney is seeking a trademark in—which is often easier said than done.

TECHNOLOGY HAS
CREATED A NEED
TO UNDERSTAND
COMPLIANCE ISSUES
IN OTHER COUNTRIES



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Understanding local laws is half the battle. In the more than 240 countries worldwide, many jurisdictions represent various nuances in trademark law—most notably the basis of their legal systems.

A few—including the U.S., the U.K. and Canada--use the common law legal system, based on court precedents instead of legislative statutes or executive action.

Entities don't need to file a trademark to claim rights in a common law jurisdiction; trademarks are established on a "first come, first serve" basis. Even if you do file, you could be successfully challenged in court by another company that had used the mark first.

However, many other countries grant rights to whoever files first. Not knowing the difference—or fully understanding international trademark law—isn't an option for counsel representing a client trying expand into a foreign country.

Once counsel has determined what trademark system is in place, it's time to hunt down any similar trademarks. Entering a new market requires a thorough search to find any registered or enforceable trademarks that currently exist in the jurisdiction.

If it's a common law jurisdiction, the search may not be simple. Searching the PTO database isn't enough because those areas operate on the first-to-use trademark system; professionals must instead search a number of common law sources—newspapers, magazines, scientific journal databases—to find if the mark has been used by another entity. The process can be extremely time-consuming and expensive, which is why many firms outsource the work to a service that can provide a detailed report containing all the information.

Luckily, technology has significantly simplified the document retrieval process. The days of asking a paralegal or secretary to compile, order or pull a report, and then waiting for the report to arrive, are gone. Document retrieval now takes just a few mouse clicks, thanks to powerful, highly specialized search tools that allow you to pull up reports and request any related materials by simply typing in a company's name.

Electronic documents have cut the need for costly couriers or cumbersome faxes and all but eliminated the need to try and coordinate document arrival with a client's busy travel schedule. Clients who travel frequently have the freedom to order and send reports—and research potential trademark conflicts—from anywhere to anywhere in the world.

YOU CAN
AUTOMATICALLY STAY
UP TO DATE ON
COMPLIANCE FILING
REQUIREMENTS IN
ALL JURISDICTIONS

Once the trademark is registered, counsel can remotely make sure it is being protected. Trademarks require careful watch to ensure competitors or pirates aren't issuing counterfeit goods and illegally using the trademarks, which essentially reduces their value. Some competitors even try to open stores with a purposefully misleading name. Trademark watch services let companies monitor their marks within several countries or just one jurisdiction to make sure no infringement is taking place.

Watch services do the groundwork and update counsel when there is an issue so that the company can quickly react—while saving a firm the time and considerable manpower it would take to monitor a trademark in another country.

COLLABORATION OPPORTUNITIES

In addition to searching for and monitoring use of trademarks, working with electronic documents encourages more effective communication between counsel. Forget having to mark up printed copies of a brief, ship them back to the other party and wait for a response. Attorneys now can enter their changes or comments directly onto an electronic document and send it to a client or other attorney to arrive within minutes—of completing the review.

It's also easier to see where each suggestion or change came from because electronic document tabs identify each person reviewing a document, making it easy to determine who made what changes. Authoring and review tools allow each user to enter comments and changes before returning the file to the sender.

In the same way that technology and electronic documents can help streamline the trademark process, they can allow for simpler, more reliable collaboration. Using a Web-based system to house documents enables all parties involved in the transaction, lawsuit or other business dealing to log into a centralized portal to create, review and save case information. When changes are made, the appropriate parties are notified via e-mail—allowing them the chance to log back in, review the document and enter a new set of comments.

CORPORATE-OUTSIDE COUNSEL RELATIONSHIP

We've discussed the difficulties of working on a global level—but what about internal challenges that firms face, such as hiring outside counsel? In this section, we'll take a look at how technology also can help firms manage costs, ensure privacy and meet personal information due diligence requirements.

Identifying Partners

Technology also can help a company or firm select and manage the role of outside counsel and support staff.

ENTERING A NEW
MARKET REQUIRES A
THROUGH SEARCH TO
FIND ANY REGISTERED
OR ENFORCEABLE
TRADEMARKS

Law firms facing a “make or buy” decision often feel conflicted about the cost issues involved with obtaining or fully utilizing outside counsel, even in situations where it is necessary to do so because of staff resources or to manage risk and exposure. Determining who to hire, and for what, can be a challenge. However, employing a system to track work hours and cost can help decide current and future needs.

It’s not uncommon for a firm to estimate a dollar amount that they feel a certain case or matter warrants—which can help determine, based on fees, which firm to partner with on the project.

Managing Outside Counsel Costs

But how do you stick to that budget—and make outsourcing the work worthwhile? Tracking billing hours electronically can help firms see how much they are making, spending and what they’re spending it on.

Firms can see billing hours broken down by product line, practice area or by attorney or firm, enabling a company to determine if makes sense for an in-house attorney to handle a particular matter, or if it is cost-efficient to hand it over to outside counsel.

Add technology that’s capable of reviewing and interpreting the e-billing numbers into the process, and firms also can observe trends about what practice areas are seeing the most activity. This will help them make spending and staffing predictions for the upcoming year.

The results can really pay off. Monitoring outside counsel’s expense, proactively partnering with them on budgeting, dividing the workload and automating the billing process is generally expected to save a firm 5% to 15% on outside counsel costs.

Technology not only allows companies to find the best outside counsel for each project, it enables both the company and the outside counsel to effectively collaborate and have the best possibility of success in managing case risk together. In short: Everybody wins.

PRIVACY AND SECURITY OF DATA

Challenges of Ensuring Privacy

Although technology can increase operational speed and offer heightened security, if used incorrectly, technology can put companies—and individuals—at risk.

It’s currently an issue under debate in many states. Personal information is stored in state and local government offices by clerks, in court records, in mortgage records—basically all documents that are stored with the government.

WEB-BASED
SYSTEMS PROVIDE A
CENTRALIZED PORTAL TO
CREATE, REVIEW AND SAVE
CASE INFORMATION

These records are public:

- If a person wants to buy a house that you own, it's fairly easy to look up when you bought the house and how much you paid for it.
- Along with the information about your home purchase, that person can also access your social security number, driver's license number, date of birth and other personal information that may be on the records.

States have struggled with how to handle pre-existing files, debating whether or not they have an obligation to go back and physically cross out personal information page-by-page. Some are in the process of doing that; about 35 states have laws regarding storage of personal information. Others chose to address the issue moving forward, removing personal information on new print records and as the files are converted to a computer-based system.

Automating the process of storing personal information can offer additional protection. Software exists that can identify and delete or hide items like phone numbers, immediately redacting all private information in a file. However, putting files online—which some offices do as they enter the files into a computer for storage purposes—poses additional problems because software also exists that can find and copy personal information, from anywhere in the world in a matter of minutes. The software is so thorough that it can put together a highly comprehensive profile on a person that includes:

- Where that person was born
- His/her parent's names
- Where the parents and the individual live

Basically, enough to access a birth certificate and target that person for identity theft.

In the past, that kind of detailed research may have been possible, but a thief would have to use public records which were only accessible by physically going to a county clerk's office, filling out a form and requesting the information. The process took a lot longer and involved considerably more risk.

Increased Due Diligence

Personal information storage is a concern—and potential liability—for any company that deals with records. The result has been an increased due diligence on the part of outside contractors and by companies or law firms that outsource contract work.

EMPLOYING A SYSTEM
TO TRACK WORK HOURS
AND COSTS CAN HELP
DECIDE CURRENT AND
FUTURE NEEDS FOR
OUTSIDE COUNSEL
ENGAGEMENTS



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When the proper safety methods are in place—such as utilizing software that can scan and remove personal information to help protect a company’s risk exposure—electronic documents are a better system than storing print records, which can potentially be viewed at any time by any number of people.

Access to documents with personal information that are stored as electronic files can be restricted as much as is desired via password protection. With a solid file encryption system, there is virtually no chance of other company employees or outside parties accidentally stumbling across—or purposefully accessing—restricted documents.

In addition to barring undesired entities from seeing documents, technology also can help protect privacy between two parties that have agreed to share information, such as contractors and employers.

however, even when information is intended to be shared, a company will often need to restrict how much is shared.

- For example, when dealing with employment, certain information—such as information relating to a corporation assessing its outside counsel—is going to be confidential.
- As there will always be a need for parties to collaborate using shared information, there will always be a need to have certain information shielded from one side or another. In a print document, that can mean large portions or entire pages being physically blacked out.
- With an electronic document, viewer roles can be set up so people have access just to what they need—from page to page, by actions or in entire documents.

E-documents provide a subtle, controlled way to control who sees what information. Similarly, they can offer companies, law firms and other entities that store personal information a method of blocking unwanted internal and external access to a file—and extra protection. That’s security a locked file cabinet just can’t offer.

SOFTWARE EXISTS
THAT CAN IMMEDIATELY
REDACT ALL PRIVATE
INFORMATION IN A FILE



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WORKING AS A GLOBAL LEGAL DEPARTMENT

Technology has helped make the world feel like a much smaller workplace. You no longer need to physically be in a city or country to do business. An attorney in New York can file for a trademark in London; a U.S. company can work with an attorney in Hong Kong without ever meeting in person.

However, as technology has steadily shrunk workplace boundaries, it made the need for collaboration and well-defined technological processes stronger. Having clear, concise methods of dealing with database research, information protection and e-document exchange and storage can eliminate waste and extra time. Utilizing technology in a secure, safe and smart way may sound daunting—but it isn't, provided you have the right tools in place. A few suggestions to help create a truly global legal department:

Trademark law—With speed, due diligence and compliance issues more pressing than ever, trademark lawyers can benefit from using a solution that cuts across all areas of trademark clearance and maintenance.

Utilizing a platform that will perform multiple tasks—ranging from conducting a trademark preliminary search in or outside of the U.S. to getting a comprehensive trademark search report, to maintenance and monitoring—can increase accuracy and decrease the time it takes an attorney or firm to respond to client needs.

Global collaboration—Today's legal teams need to be in constant contact from a number of locations. Finding a platform that allows attorneys to request and review corporate document search results online from anywhere in the world and quickly identify information on the Internet that is relevant to the task of trademark clearance, such as clicking directly to an obscure company's homepage, can help expedite collaboration.

Firms can benefit from finding a program with investigative tools that offer immediate access to databases for industries such as pharmaceutical, technology, apparel, finance and food and beverage to assess the risk of whether or not a prior user with common law rights might surface to oppose the registration of a client's trademark.

Compliance and regulations—Filing with each U.S. state takes time, and the information required often varies. Luckily, online tools with systems configured to the systems of various U.S. states that have expanded their online capabilities exist.

The online tools allow users to process electronic state filings in real time. You are able to look up regulatory requirements, place orders, get information and answers, research federal and state tax liens and track your order in a matter of minutes from one location, cutting time by employing just one, easy-to-use platform.

TECHNOLOGY CAN ALSO
HELP PROTECT PRIVACY
BETWEEN TWO PARTIES
THAT HAVE AGREED TO
SHARE INFORMATION



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Internal and External Collaboration, E-Discovery and Organization—Having one, standardized format to export or import and locate information can help streamline a project that involves many different people.

When working on a project with multiple users and documents, a streamlined method to tally, sort and exchange files is crucial to help avoid confusion and duplication. When dealing with a case involving hundreds—or thousands—of e-mails, a review tool can assist in loading all information and text from a number of documents into a searchable database and allowing multiple users to access and comment on documents.

A database system offers users the ability to sort and interpret data using different qualifications. The need for paralegals to search through hundreds of documents to highlight information that is relevant to a case becomes obsolete. Once files are in a database, meta data—such as the e-mail’s author, recipient and document type—can be extracted easily and quickly.

But finding information is one thing; sending it back and forth between attorneys and commenting on content can be an entirely different challenge. An electronic review tool can assist with that process by allowing users to electronically redact items in the files that they don’t want the other counsel to see.

Because it enables multiple users to comment and respond to documents, a review tool also allows for greater workforce balance. If one attorney suddenly needs help and someone in a remote office has time, the off-site attorney can just log on to the system and start reviewing a document moments after agreeing to help out.

CLEAR, CONCISE
METHODS FOR DATABASE
RESEARCH, INFORMATION
PROTECTION, AND
E-DOCUMENT EXCHANGE
CAN ELIMINATE WASTE

CONCLUSION: WORKING WITH TECHNOLOGY AND CHANGE

For businesses, the greatest protection comes through facing—and embracing—technology.

It can help you ensure records are kept private. Facilitate communication between internal and external counsel. Create more proficient and cost-efficient business operations. Make sure you meet—and exceed—compliance requirements.

In truth, strong security isn’t just a good idea—it’s a crucial component of information management.

As Bill Gates said in his keynote address at the annual security-based RSA Conference in 2005, “technology’s full potential can be realized only when customers are able to securely deploy solutions, and the entire community works in partnership to foil attacks by hackers and criminals.”

Will technology be your company’s asset—or its liability?

ABOUT CT

CT, a Wolters Kluwer business, provides the tools to help legal and financial professionals manage risk on many levels. From managing corporate compliance to legal department performance, trademark protection to matter management and electronic data discovery to preparing cases for litigation, CT has the right solution to meet a host of needs. CT is based in New York City. For more information, please visit www.ctlegalsolutions.com.

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