



A CONVERSATION WITH VAL PICKEL OF HINSHAW & CULBERTSON LLP

The Edge recently caught up with **Valerie Pickel**, Training and Application Support Manager for Hinshaw & Culbertson LLP. While Hinshaw's main office is in Chicago, there are 24 offices spread over twelve states – making Val a *very* busy person. We spoke with her in the office that she calls home in Rockford, Illinois. During our conversation, Val took a little time to reflect on her role at Hinshaw and on some of the challenges and successes she has had supporting this 1000+ user firm.

One of the more recent successes was the rollout of iCreate, a document creation, template, macro and automatic numbering package from Esquire Innovations. iCreate was introduced to replace their previous template package. Val also used the opportunity of the iCreate rollout to review and emphasize the importance of using styles in Microsoft Word and also to supplement the users' skills in their Microsystems software, DocXtools. The firm's current software environment includes Office XP and DeskSite.

When asked to name the biggest challenge she encountered during this project, Val immediately answered, "Getting attorneys to attend training." As with most firms, Val finds that the attorneys are



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COLE VALLEY PARTNERSHIP

ODC is pleased to announce our partnership with **Cole Valley Software**, the makers of **ContactEase**. As this partnership grows, it will enable ODC to assist not only with training needs, but also implementations of ContactEase and ongoing support for the product.

ContactEase is a great CRM solution for law firms, as it integrates directly with Outlook for a seamless end-user transition.

Some Boston firms that have recently purchased or implemented ContactEase include Sherin and Lodgen LLP, and Tarlow, Breed, Hart & Rodgers, P.C., Davis, Malm & D'Agostine and Dwyer & Collora, LLP.

ODC has provided CRM training for many years and we now look forward to expanding our offerings through our Cole Valley partnership. If you are not familiar with ContactEase, or wish to learn more about CRM, please call John Wood at 866-632-2720.

More Inside:

- ✓ [Support Woes Getting You Down?](#)
- ✓ [How much can you learn in 20 minutes?](#)
- ✓ [Ask Olivia](#)



Dear Olivia,

I'm just starting to use Office 2007, and I know there must be some great new features I haven't found yet. Can you tell me about any neat tools I should check out?

Signed,

Learning Office All Over Again

Dear Learning,

I think you're going to love Word 2007's new Reading Highlight feature. This allows you to search for a particular word, highlight all occurrences of that word in a color of your choice, and then have the document stay highlighted even after you turn off Find! Follow these steps:

1. Click the Home tab and then click the Text Highlight Color command in the Font group.
2. Select the Yellow box (or whatever color you wish).
3. Open the document and press [Ctrl]F.
4. In the Find What text box, type the word or phrase you want to find.
5. Click the Reading Highlight drop-down list and select Highlight All.
6. Click Close.

All occurrences of the word/phrase will remain highlighted until you decide to clear the highlighting. (Note that the highlighting will only display in Print Layout and Reading View.)

You can print the document, mail it as an attachment, or edit it, and the words will still remain highlighted. To turn the highlighting off, follow these steps:

1. Press [Ctrl]F.
2. Click the Reading Highlight button and select Clear Highlighting.
3. Click Close.

HAVE 20 MINUTES TO SPARE? LEARN SOMETHING!

How much can you learn in 20 minutes? Register for an ODC **webette** and find out! What's a webette? It's a short, information-packed webinar that you can attend right from your desktop. Or, better yet, sign on with a couple of co-workers in a conference room.

Best of all...The webettes are FREE!

Here's what's on the current docket:

What's New in Office 2007?

It's not your father's Microsoft Office! This new version of Office sports the most changes in the suite since the mid-90s. It has a totally new user interface and new file formats. It has Ribbons, a new Office Button and Galleries. Take 20 minutes and see your future.

Thursday, November 15th – 9:00 am and 11 am

The Importance of Establishing a Metadata Management Plan

Metadata awareness has increased significantly in the legal community over the last 18 to 24 months. Partly as a result of last December's amendments to the Federal Rules for Civil Procedure, a spotlight has been directed towards the complexities of electronic discovery. Many law firms are reeling with the burdens of attempting to comply with broad-brushed requests for electronic evidence. But even while they are wrestling with the larger, difficult logistics of electronic discovery compliance, they can be taking quick steps to prevent the unnecessary and unintentional exposing of privileged information. It's important that firms design and implement a comprehensive metadata management plan. This webette examines some of the important components of that plan.

Wednesday, December 5th – 9:00 am and 11 am

To register call 866-632-2720 or email us at registrar@odellc.net.

HINSHAW

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hesitant to sacrifice billable hours to come to a training class. She also found that many of the attorneys were reluctant to accept formatting with styles as a best practice. Knowing that support and training personnel in most firms struggle with these issues, she hoped that deploying the right tools—like iCreate and its iHyperstyles toolbar—would be a big step towards achieving her goals.

Hinshaw users were especially impressed with iCreate's Enhanced Numbering toolbar and the way it made Word's styles-based, multi-level, automatic numbering so easy. Many attorneys had had difficulties with numbering in the past. Val was happy to hear one associate say after attending a training session, "I wish I had known the right way to do this in school."

When asked about some of the other reasons that made this project such a success, Val quickly said, "Planning and experience!" After a pause, she continued, "And the ability to customize iCreate and the templates to do exactly what we needed them to do." Val went on to discuss the importance of having a consistent team of consultants that traveled to each of the Hinshaw offices as needed to provide training and support. Having one team that grew in experience from "lessons learned" along the way was important. "I was very happy with the team that ODC assembled for the project," Val said. "With such a large project there were many times the plans had to shift unexpectedly and ODC was extremely flexible and accommodating."

It would be nice to think that Val would have some downtime after such a large project, and have a chance to enjoy some of her after-work interests like Sudoku, reading mysteries or crocheting. Unfortunately for her (but fortunately for Hinshaw), Val is already planning the next set of application rollouts. When asked what's coming in the future she

said, "I'm planning an iRedline rollout to a subset of the users and after that we're planning for Office 2007...but probably not until 2009!"

SUPPORT TROUBLES? THINK OUTSIDE THE BOX...OR FIRM

Are application support issues putting a strain on your in-house resources? Consider a unique, cost-effective alternative to in-house support: ODC's **SureSupport**.

We provide web-based, remote application support right to your end-users' desktops. For one flat monthly fee, your users will have quick access to our seasoned ODC Legal Support Team.

You simply register all of the appropriate users at your firm. ODC will conduct all the necessary reviews to build your firm's SureSupport Profile and ensure that your firm's systems are set to leverage our WebEx support system.

Then, when a subscriber has an issue or question they email our SureSupport Team. A SureSupport Team member will call that user within 15 minutes. If needed, our team can WebEx in to the workstation and guide the subscriber through a solution or, with the subscriber's permission, perform the necessary fix while the subscriber watches.

Each month, you will receive a SureSupport Report with the details of every support incident. The report will be categorized both by application and by user.

Call us to discuss if SureSupport makes sense for your firm.

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