

TECHNOLOGY



DON'T MISS:

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President's Column

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Laura Broomell Honored

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May I Take Your
Temperature?

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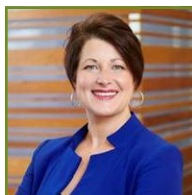


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KNOW YOUR LEGAL JARGON

Modus Operandi – Latin for "manner of operation." A person's particular way of doing things. Used with behavior analysis while investigating a crime. Often abbreviated "M.O."



PRESIDENT'S COLUMN

By Kelly Thaemert, CLM, ALAMN President



Can you believe it has been four months since the 2020 – 2021 ALAMN year began? It seems like a life time ago. As I logged off of the July board meeting I was reminded that I have not met in person with the current board since I have been president. It is crazy to think that most of us have not had in-person meetings for over four months. This year truly has been a year of change. Good or bad, there has been a lot of change.

Some firms were ready to work remotely. Many firms were not. Many firms were scrambling to find remote access solutions, video conference calling solutions, and so many other solutions. At a time like this we have to remind ourselves how lucky we are to be part of ALAMN because we have so many resources with our Business Partners. While many of us were forced to find solutions quickly, our Business Partners were by our sides helping us find and implement those solutions.

Our Business Partners are experts in their fields. Isn't it great that we do not have to start from the beginning when researching solutions? All we have to do is pick-up the phone or email our Business Partners, and we have solutions at the ready.

During a time like this, it is easy to think we are alone. Many of us are working remotely and are home alone. So, how can you not feel alone? Because we are members of this great association, we are never alone. Much like we have the Business Partners to help us, we also have so many ways to reach out to other ALA members. We have the ALA Hangouts, the ALA Communities in which you can ask any question, our own Committee and SIG (Special Interest Group) meetings, and we can simply have a one-on-one conversation with another member. It is easy to think we are alone, but we are never alone.

If you find yourself stuck, remember to reach out to a Business Partner or another ALA or ALAMN member. Help is right around the corner.

GREENE ESPEL'S COO LAURA BROOMELL HONORED AS ONE OF MINNEAPOLIS/ST. PAUL BUSINESS JOURNAL'S 2020 WOMEN IN BUSINESS



Greene Espel congratulates Laura J. Broomell, CLM, its Chief Operating Officer (COO), on being named an honoree of the Minneapolis/St. Paul Business Journal's 2020 Women in Business award. The award honors industry-leading executives, entrepreneurs, and business owners for their professional successes and community involvement. Laura is among 51 women in the 2020 cohort.

Laura has served for 20 years as Greene Espel's COO, a position that, given the firm's unusual structure, is uniquely demanding. Greene Espel's uncommonly

decentralized structure means that Laura has the job of guiding the firm's decision-making process and making sure that its 31 lawyers and 26 other professionals are working in tandem to do the firm's internal business and grow the quality and impact of the firm's practice.

Laura is a member of all of the firm's committees, and she oversees all operational functions. She also leads and inspires its staff members, while ensuring that the lawyers have what they need to serve clients and handle cutting-edge, bet-the-company litigation and investigations. Laura is also a thought leader when it comes to custom-fee arrangements for legal services,

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GREENE ESPEL'S COO LAURA BROOMELL HONORED AS ONE OF MINNEAPOLIS/ST. PAUL BUSINESS JOURNAL'S 2020 WOMEN IN BUSINESS - CONT.

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and her depth of knowledge on the subject allows Greene Espel to think and work creatively with its clients to structure win-win arrangements. According to firm partner Kate Hibbard, who chairs the firm's finance committee, "Laura's leadership and creativity are a key reason why our firm is able to take on and win cases against law firms fifty or a hundred times our size."

While leading and managing Greene Espel on a full-time basis, Laura has also been actively engaged in leading the Association of Legal Administrators (ALA). The ALA has over 90 chapters, with nearly 10,000 members, in more

than 30 countries. Laura has served in many leadership roles, including overseeing and guiding ALA as President of the Board of Directors. She also currently serves as a committee member on the Fourth District Ethics Committee, a group responsible for investigating ethics complaints against attorneys who practice in Hennepin County, Minnesota. Of the 77 current committee members, Laura is one of 14 who is not an attorney.

Laura is a frequent writer and speaker to audiences nationwide and abroad on law firm and practice management.

ALAMN CALENDAR OF EVENTS

AUGUST 2020

SU	MO	TU	WE	TH	FR	SA
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

AUGUST

- 5 Large Firm SIG Meeting**
12:00 pm – 1:00 pm
- 11 General Meeting**
11:30 am – 1:00 pm

SEPTEMBER 2020

SU	MO	TU	WE	TH	FR	SA
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

SEPTEMBER

- 2 Large Firm SIG Meeting**
12:00 pm – 1:00 pm
- 15 General Meeting – Salary Survey**
11:30 am – 1:00 pm
- 17 Community Service**
6:00 pm – 8:00 pm
Location: Second Harvest Heartland

***PLEASE NOTE:**
SPECIAL INTEREST GROUP (SIG) attendees need not be ALAMN members

TECHNOLOGY AND THE PANDEMIC

By Caitlin Niedzwiecki



These are some strange times we are living in (a pandemic, racial justice movement, election year – who would have thought 2020 would be so eventful!) and technology has never played a more integral role in our society than it does today. What follows are some of my reflections on technology and the pandemic...

62% - the number of U.S. employees working remotely 3 weeks after the pandemic started (compared to 31% pre-COVID-19).

Source: <https://www.gallup.com/workplace/309620/coronavirus-change-next-normal-workplace.aspx>

In legal we've been talking about flex work schedules, telework, working from home, whatever you want to call it, for years. I remember attending an ALAMN HR special interest group meeting about it last summer. Or maybe it was the summer before. That's how long we've been talking about it. Yet, with the exception of a couple "progressive" firms, very few firms had instituted a formal work-from-home policy for their legal staff in pre-COVID-19 times. Now all of a sudden when the pandemic hit the US many of our law firms went from 0% to 90+% remote workers over the course of a weekend. Everyone keeps talking about what things will look like once cases decline and life gets back to "normal," and I hope that the new normal for law firms will incorporate more opportunities for remote work. There are certainly issues to address such as employee engagement and other challenges related to managing staff remotely, but I think flexible work arrangements are here to stay. Millennials and gen-Zers around the country, rejoice!

\$30 billion - One senior US Secret Service official's estimate of how much stimulus money will be stolen through scams related to COVID-19.

Source: <https://www.riskiq.com/blog/analyst/covid19-cybercrime-update/>

Since the start of the pandemic, we have seen a dramatic spike in phishing scams. Some scams have centered around stimulus money and unemployment claims. Other scammers have taken advantage of the recent surge in mobile banking. Still others are exploiting our desire for information on the disease itself by posing as legitimate sources of COVID-19 information, contact tracing efforts, or sources of PPE. As someone who once fell victim to a phishing scam (a story for another day...), here are some friendly reminders:

- Always scrutinize the email address of the sender. Click on it, hover over it, do whatever you need to do to see the address where this email originated and then ask yourself if it looks legitimate or not.
- Don't click links when you don't know who/where they came from.
- Never open an attachment if you don't recognize the sender!
- Are there obvious/numerous errors in spelling and grammar? That's a red flag.
- Be wary of emails that demand immediate action or use generic greetings.
- Most importantly, NEVER give out your own personal information or that of your employees.

Hopefully by this time next year, the COVID-19 pandemic will be a thing of past. But some of the lessons learned will stay with us forever. From what I can tell, things like flexible work arrangements and improved use of technology are here to stay.

ALAMN MASTER CALENDAR

ALAMN leadership has created a master calendar for 2020. This calendar includes the all-member events and special interest group meetings. Service committee meetings are not included on the master calendar and will continue to be scheduled by service committee chair(s). You will notice fewer events on the ALAMN master calendar. Our goal is to elevate the quality of and attract more attendees to each event.

Be sure to check out the Full Calendar on our ALAMN website for more details about upcoming meetings and events!

JANUARY	FEBRUARY	MARCH	APRIL
<ul style="list-style-type: none"> • ALAMN Post-Holiday Party • Small/Medium • Facilities 	<ul style="list-style-type: none"> • Annual ALAMN Education Conference • HR • Finance • Facilities 	<ul style="list-style-type: none"> • General Meeting 1 • Facilities • IP 	<ul style="list-style-type: none"> • Leadership Orientation • Large Law Firm Chief Officers
MAY	JUNE	JULY	AUGUST
<ul style="list-style-type: none"> • Large Law Firm Chief Officers • Community Service Event 	<ul style="list-style-type: none"> • General Meeting 2 • Large Law Firm Chief Officers • Facilities 	<ul style="list-style-type: none"> • ALAMN Summer Social • Large Law Firm Chief Officers 	<ul style="list-style-type: none"> • General Meeting 3 • Large Law Firm Chief Officers
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
<ul style="list-style-type: none"> • Salary Survey Results • Large Law Firm Chief Officers • Community Service Event 	<ul style="list-style-type: none"> • ALAMN Fall Social • Large Law Firm Chief Officers • Community Service Event • Facilities 	<ul style="list-style-type: none"> • Law Firm Leaders Networking Event • Large Law Firm Chief Officers • Community Service Event • Facilities 	<ul style="list-style-type: none"> • Facilities • Large Law Firm Chief Officers

ALAMN Has Adopted ALA's Mission Statement

ALA is the premier professional association connecting leaders and managers within the legal industry. We provide extensive professional development, collaborative peer communities, strategic operational solutions, and business partner connections empowering our members to lead the business of law.

EMBRACING CLOUD APPLICATIONS – NOW IS THE TIME

By Jeff Alluri, Principal, Element Technologies, LLC

In my 20-year legal IT career, I have witnessed a common cultural trait across most law firms: embracing technological change is difficult. However, with the current pandemic, firms have been forced to reconsider how they operate at almost every level. One area of technology that the most successful firms have adopted is moving their core line of business applications to the cloud. What is a cloud application? A cloud application is simply an internet-based computer application or service that is delivered through an internet browser or over the internet directly to your local computer. There are numerous benefits of this model, some of which include reducing server rooms, server hardware refreshes, software licensing, and most of all, the disruption of keeping all of this up to date by performing upgrades every few years. With most cloud applications, upgrades happen all the time, incrementally, which is an enormous advantage over the traditional methods. This has also allowed law firm personnel to work remotely with the same or similar experience just as if they were still in the office.

The cloud also gives us greater redundancy. In the early days of networks and servers, the focus was on centralizing all data into one area of the network to streamline operations and efficiency. In today's cloud environment, we are moving back to a de-centralized architecture, yet in doing so we are maximizing redundancy. In other words, if done correctly, your email will live in the Microsoft ecosystem (Office 365), your documents, time and billing system, marketing, and so on would live with one or multiple vendors, depending on your firm's specific needs. The top legal cloud application vendors provide ways to have their applications integrate with others' industry applications. So, just because it is not all centralized into a single application does not mean there is an increase in repetitive data entry. In fact, applications integrate so well, we have seen reductions in data entry and improved efficiency.

Microsoft Office 365 is a great example of a cloud application or service. With an Office 365 plan, you can have all your email within their cloud ecosystem, thereby eliminating the internal email server at your firm. In this case, it can even be configured so that users do not even know they are using a cloud application; the technology has come a long way in a short period of time. Office 365 has become the gold standard in firm email and is very widely embraced. If we can embrace email in the cloud, there is no better time to look at the rest of your firm applications and see if there are opportunities for migrating these to the cloud as well.

There are many choices when it comes to selecting a cloud application for law firms. Talk to your IT team or consultant who specializes in law firms to help you focus on the top two or three applications for your specific need. Keep in mind that by moving to the cloud, you may give up features for function. Again, you must embrace change for this concept to work. Look for solutions that have been around a while and are transparent about their security. By moving your data to the cloud, you are obviously placing a lot of trust with a specific vendor. Vendors that have a strong track record within the legal community and place security in high regard (and back it up) should be where you focus your time. For example – every vendor should provide encryption in transit and at rest, as well as multi-factor authentication as part of their solution.

The best advice I can give is to stop doing things the way you have always done them because that is what you are comfortable with. If this pandemic has taught us anything, it has taught us that we must be nimble, embrace change, and allow workers to work from anywhere. Today we see remote workers providing the same productivity as they would be inside the office. Your technology stack needs to be designed to accommodate this from the top down. The traditional

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EMBRACING CLOUD APPLICATIONS – NOW IS THE TIME - CONT.

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methods of remote access via remote desktop servers or Citrix may have been adequate for the occasional remote worker, however, many argue they were not designed to run entire law firms on a full-time basis and can also be very costly, depending on the size of your firm. I recommend you look at your specific law firm and make that determination for yourself with the help of your IT team or legal technology consultant.

The cloud may not be achievable for everyone overnight. It can take time to get there, but it should be part of your strategic planning. In my experience most law firms benefit greatly from going completely cloud-based.

Working over a remote terminal server or Citrix server is no longer your only option. However, in order to move on you have to be willing to let go of any software that is not keeping up to date, and in most cases this means software that you may have used for many years. The time has come for all small to mid-sized law firms to re-think their technology strategy through revolutionary change by embracing the cloud.



About the Author:
Jeff Alluri, Principal
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RELYING ON TECHNOLOGY IN A PANDEMIC WORLD

By Kelly Link, *Innovative Office Solutions*

Millions of employees have followed stay at home orders to prevent the spread of COVID-19. The pandemic has forced lawyers across the U.S. to work from home and left offices sitting empty for months, leading many managing partners to ask — why were we paying for all that space? (Legal Executive Institute). In a survey, law firm respondents said they expect that they will be spending more on technology (Thomson Reuters). Workers across the globe have been challenged to use technology for team-based work and communication with their fellow colleagues and clients instead of normal face-to-face interactions.

We are learning that there are still activities and tasks that are better done in the office. Networking, socialization, and team-based work is best in person, and an office supports these interactions much better than technology. With social distancing guidelines, staggered work schedules, and flexible remote working plans, employees will still rely heavily on technology but not only at home, in the office too. Video conferencing will continue to play a big part in work and social life.

We are now turning to technology to support a healthy and safe workplace. Trending technologies include temperature checks, automated people counters, touch-free sign-in, and touch-free scheduling.

Temperature check systems:

Are you incorporating temperature checks at entrances? Many organizations are, and it is important to ensure your employees and visitors are safe. Taking this measure will inspire confidence when entering your workplace. There are many temperature check technologies from installed thermographic cameras to facial scanning tablets, and handheld devices.

Automated people counter systems:

With a people-counting solution you can automatically manage the number of occupants in your building. With the pandemic many organizations are being required to control the number of occupants in a space. These devices are installed at entry/exit points to count traffic for you.

Touch-free sign-in systems:

How touch-free are the spaces in your workplace? People are now hyper-aware of what they come into contact with and are mindful not to touch their faces. A touch-free check-in system can provide safety for occupants. Facial recognition and scanning systems are considered now instead of touchscreen and fingerprint scanning systems.

Near Field Communication (NFC) and Beacon Systems:

Wouldn't it be nice to be able to see when a space was last used amidst this pandemic? NFC and beacon-based technologies can aid in touch-free scheduling of rooms and desks, social distancing reminders, cleanliness tracking, and navigation all through your smartphone!

We have leaned on technology a lot the last several months. This crisis has allowed us to advance our technology use and continue our necessary communication with clients, colleagues, and prospects. Although many claims have been made that we can reduce our office footprint and completely rely on technology, we will still need spaces to come together in the future to collaborate, socialize, and network to grow our businesses. Now that we have been using technology a lot at home, employees will expect better technology in the office space as well.



About the Author:

Kelly Link is an Insights Specialist at Innovative Office Solutions. With a background in interior design and workplace strategy, she focuses on people's health, well-being, behaviors, and experiences in the built environment. Kelly is a Certified Interior Designer, LEED Accredited

Professional, WELL Accredited Professional, Fitwel Ambassador, and a Qualified Professional of Corporate Real Estate.

COMMUNITY SERVICES COMMITTEE – SIMPSON SHELTER DONATION

Like every other ALAMN group in the era of COVID-19, the Community Services Committee has had to make changes to the plans we had for this spring and summer. Unfortunately, we cannot ZOOM a meal at Simpson Shelter, have a TEAMS meeting to put together sandwiches for the Sandwich Man Project, or virtually assemble personal care bags for Hope Lodge!

So, we put our heads together and came up with alternatives for our spring and summer events.

In lieu of the funds we had allocated for the annual June BBQ at Simpson Shelter, we purchased over 770 items from their "Urgent Needs" list including the following: 60 pairs of women's underwear, 36 pairs of men's underwear, 40 bath towels, 12 pillows, 72 razors, 96 men's and women's deodorant sticks, 36 bottles of shampoo/conditioner/bodywash, 144 pairs of men's socks, and 288 pairs of women's socks.

The items were delivered to Simpson Shelter on July 8, 2020. The Simpson Shelter staff was very appreciative of the supplies and thanked our group for restocking their shelves! Christina (who is pictured) asked that I pass along a big THANK YOU to all ALAMN members and business partners from both the Simpson Shelter staff and their clients.



Another 2020 Community Services Committee project this summer is ALAMN's Matching Donations to The Lake Street Council. On July 8, 2020, you received an e-mail from alamn@memberclicks-mail.net. If you have not yet read it, please do! We are asking everyone to come together to support our community. We have set up a dedicated donation website through Give MN to donate to the Lake Street Council, [click here](#) to make a donation! ALAMN will match donations to The Lake Street Council up to \$1,000! Please help us reach or exceed our goal!

The Community Services Committee is hopeful that we will be able to proceed with events planned for the fall and winter. If not, watch for alternatives!

For more information about the Community Service Committee and ways you can participate, contact Pat Stender at pstender@cvmmlaw.com or Cheryl Nelson at cnelson@robinskaplan.com.



MICROSOFT TEAMS IS RACING TO BE YOUR REMOTE COMMUNICATIONS PLATFORM

By Lisa Dunnigan, Olsen Thielen & Co., Ltd.

As the world moved to a remote, work-from-home environment, a wave of pressure was put on collaboration technology vendors to quickly “up their game.” Zoom, a leader in enterprise video and audio conferencing, reported a jump from 10 million to 200 million users during the first couple months of the COVID-19 crisis, requiring them to take a hard look at their infrastructure and security to support the increased traffic.

Not to be overlooked in the collaboration war, Microsoft has put significant resources into new features and capabilities for its Teams platform in the hope that it becomes a significant contender. And it appears to be working. Let’s take a look at some of the most useful features in Teams and how you can use them to work more efficiently.

Private Channels and Tags

Teams (in Office 365) are groups of individuals working together on a specific project, task, or team. Some teams can be quite large, and even using channels, team communication streams can become complex. The introduction of private channels allows team managers to create sub-groups within a team and target communications to only those team members who need to see it.

Tags is another feature that allows team members to target communications to a small group of team members. Tags are created, and team members are added to the tag group. Tag groups can then be @ mentioned in conversation threads rather than mentioning each person individually.

Time for a Chat?

For several years Microsoft has been vowing to replace Skype for Business with Teams for messaging and virtual meetings. Recent updates to the Teams chat platform are setting the stage nicely for this transition.

While a formal Team requires the creation of an Office 365 group (and possibly assistance from the IT department),

Chat Groups allow anyone to create a persistent group of users on the fly for purposes of communication and collaboration. Members can easily add and remove individuals from the group, privately share files, and add other tabs similar to those in a regular Teams channel. Virtual meetings can be launched from the group chat window, and frequently used Chat Groups can be pinned to the top of the chat list for easy access.

Virtual Meetings

As the need for virtual meeting platforms exploded, Zoom emerged as a clear favorite initially because of the price and simplicity. However, if you are an Office 365 user, the Teams meeting platform is free – and the new features that have been recently added make it just as user friendly.

Like other virtual meeting platforms, Office users can easily schedule meetings from within their Outlook client using a Teams meeting plugin. Attendees can be internal or external to your organization. Participants simply click on the link included in the invitation to join the meeting. Instant meetings can be started from within a Team channel, Chat window, or on the fly from the Teams Calendar.

For Zoom users who liked seeing that familiar patchwork of faces in their video meetings, the 4-person limit in Teams meetings was hard to accept. This limit has now been increased to nine users on-screen, and Microsoft has committed to increasing that to 49 in the near future. For large meetings that need the ability to show multiple attendees on-screen, Zoom may still have an advantage, but if the majority of your meetings are between just a few individuals, using Teams is a great alternative.

[continued on page 15]

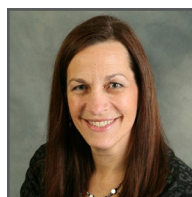
MICROSOFT TEAMS IS RACING TO BE YOUR REMOTE COMMUNICATIONS PLATFORM - CONT.

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Teams now offers a pre-join experience which allows you to check your video and audio settings before joining the meeting. That includes blurred or custom backgrounds for those users who wish to express their individuality. New meeting security options let the host control who can present their screen or bypass the lobby, and participation features like raising your hand make audience interaction more secure and controlled.

While Zoom rocketed to fame during the first few months of the Coronavirus pandemic, Microsoft is going “all in” with its Teams platform by adding a lineup of new enhancements that make it a real contender in

the virtual meeting space. When you also include the native integration between Teams, Office, SharePoint, and the other Office 365 productivity tools, it is easy to see that the value of Teams goes well beyond simply a full-featured remote collaboration tool.



About the Author:

Lisa Dunnigan, CISSP, MCTS, is a Principal and CIO at Olsen Thielen & Co., Ltd., a Twin Cities based CPA firm. She has worked in the technology field for over 30 years and is a frequent presenter on the topics of technology and security.

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LEVERAGE CLOUD TECHNOLOGY FOR ADVANCED BUSINESS CONTINUITY

By SurePoint Technologies

Now, more than ever, businesses are relying on strong continuity plans to keep their organization operational. The legal market is no exception. Hundreds of law firms across the country have transitioned to working remotely which has presented a series of unprecedented challenges. Law firm leaders and management have been propelled into re-evaluating their existing practice operations, business continuity and technology investments, all while still serving their clients and running their firms.

A primary example of this is deciding whether to continue to work through an on-premises data server or adopt a cloud-based solution. While on-prem hardware may work for its intended purpose, it may not be the right solution for the future of your practice. The challenges of being unable to access critical data and information, the inability to continue operations, and the disruption to client service while working remotely can impede productivity and responsiveness.

So, why is the legal industry so slow to adopt this trend? For starters, attorneys are trained to be inherently risk adverse. According to the American Bar Association's (ABA) [2019 Legal Technology Survey](#), confidentiality, security and fear surrounding the loss of control over data are the leading concerns for lawyers when it comes to utilizing cloud-based technology. The notion of having all firm and client information stored within a system that is not physically present may make some shudder. However, the advanced layers of security built into a true cloud solution far surpass that of any on-premises IT server. Cloud technology allows for extensive, automated security testing to occur without interrupting the workflow and productivity of your law firm, as well as provides users with a stabilized virtual private network (VPN) and specialized data encryptions to guarantee the protection of all firm and client information.

A second misconception regarding cloud technology is that it comes with a high price tag, when, in reality, footing the bill for an IT server to be stored on-site is significantly more expensive. Think about it: a law firm decides to adopt an on-premises ERP, and the first thing they receive is a high invoice to cover the upfront cost of the hardware and installation. Once the server is installed, the firm must continue to cover the cost of IT maintenance and system upgrades or enhancements for the duration that the ERP is in use, or, as Squints from The Sandlot says, "FOR-EV-ER." As a result, several on-prem customers find themselves using outdated software – sometimes for years – to cut back on direct costs for the firm.

Implementing a cloud-based ERP directly addresses each of these challenges. Cloud technology is entirely web-based, which eliminates the need to fund expensive hardware and upfront installation fees. Cloud solution providers can set your law firm up on its new cloud-based ERP from a remote location, significantly reducing downtime for your attorneys and staff. In addition, the cloud allows for automated system enhancement and software upgrades during non-business hours, ensuring your firm is always operating through the most sophisticated technology.

A strong business continuity plan is 100 percent dependent on the ability of your law firm to continue its operations, regardless of unforeseen circumstances. This may include a server crash, a fire, natural disasters, and more. In the event of an emergency, how well will your practice be able to continue to serve its clients as your ERP stands today?

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LEVERAGE CLOUD TECHNOLOGY FOR ADVANCED BUSINESS CONTINUITY - CONT.

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Law firms utilizing an on-prem server will experience significant obstacles in order to maintain their practice while those operating through the cloud can continue business as usual. Cloud technology provides legal professionals the ability to work from anywhere at any time by allowing users to access important documents and client information from their fingertips, all while increasing communication and collaboration. For example, an attorney may be visiting a client in another state but needs to submit documentation to his or her paralegal to review. Through the cloud, documents can be uploaded and submitted, reviewed and re-submitted within minutes from single platform. Cloud solutions set law firms up to succeed, regardless of attorney and staff locations.

The 2019 Tech Survey released by the International Legal Technology Association (ILTA) posed questions to more than 116-thousand attorneys at 537 law firms regarding their opinions on the future of legal tech. One question asked, "For the upcoming year, how do you predict your firm's adoption of cloud-based solutions will change?" Of the 116K+ subjects, 72 percent anticipated they would see an increase in the adoption of cloud-based technology within their firm – a 10 percent increase from just four years prior in 2015. Another question asked, "Thinking about the next three-to-five-years, is there a technology or trend you believe will create significant change or be a major factor in the legal technology profession?" Leading responses include the cloud at 39 percent and Artificial Intelligence (AI) at 37 percent.

Although the legal industry has taken some time to warm up to cloud technology, it is apparent that more and more legal professionals are embracing it as a smart solution to practice operations. We will continue to witness the growth of cloud adoption in law firms across the globe and, in turn, an increase in legal performance and continuity.

Editorial note: this article was originally published as an educational piece for the New Jersey Association of Legal Administrators (NJALA) as featured in the [March 2020 Jer-Z-Journal](#).

About the Author:

SurePoint Technologies is a leading provider of financial and practice management software to law firms nationwide. For more than 40 years law firms have relied on SurePoint's tailored enterprise software to drastically improve workflow and maximize financial performance. With a community of nearly 50,000 members, SurePoint continues to transform the legal industry by enabling law firms to unlock higher performance by freeing lawyers of administrative burdens so they can spend far more time focusing on their clients and their practice. Learn more at surepoint.com.



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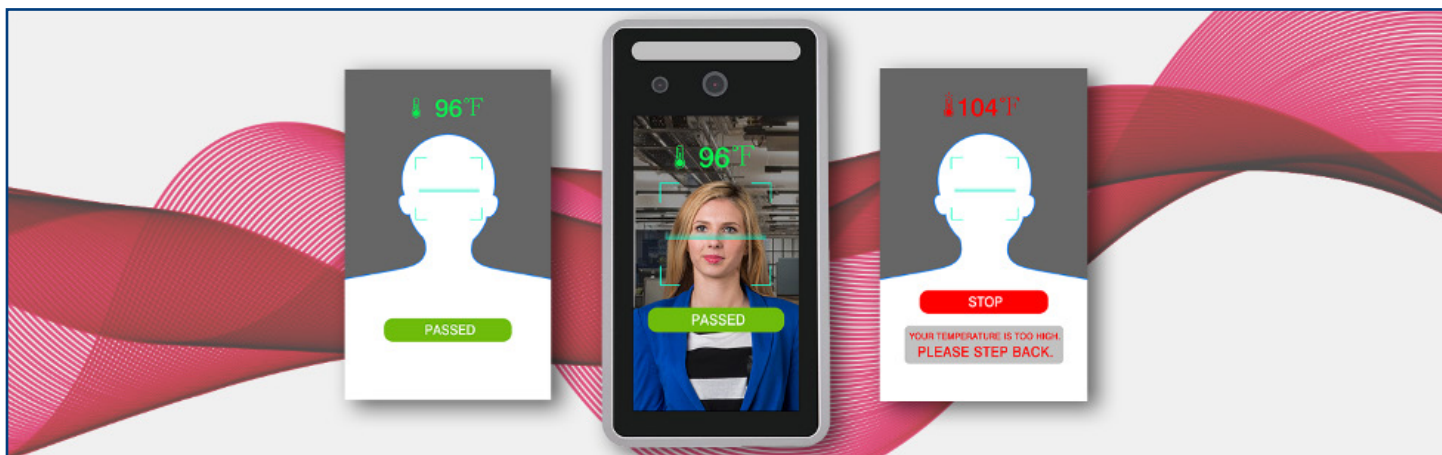


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MAY I TAKE YOUR TEMPERATURE?

By Claudett McCune



Part of being an office technology provider is keeping up with the needs of your customer and making sure that you can source what they need. In the last couple of months, this has been a moving target. Companies have been approached to sell everything from hand sanitizer to face masks.

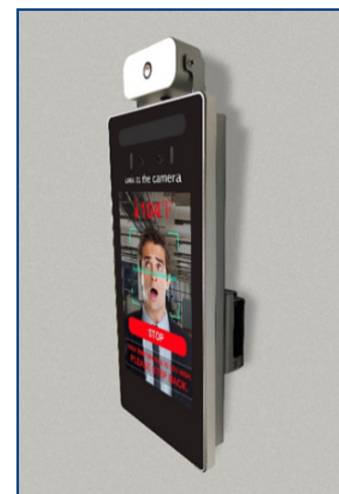
Temperature Taking Solutions

Then came temperature taking solutions. These products are simple. They do not require programming and have no built-in intelligence.

The great state of MN is famous for lakes and MN Nice. Many people are too nice or are uncomfortable in asking a visitor to allow someone to take their temperature. Then you have the added question of, who does it, not to mention confidentiality. How do you log the information? Do you designate a 'volunteer' to ask the question, "May I take your temperature?", to enter someone's 'social distance zone' and run a thermometer across someone's forehead? What if they say no...?

Part of vetting out a beneficial technology is making sure the technology has legs beyond the current situation. As a result of the needs, some companies are now providing and supporting facial recognition, temperature-taking kiosks. This equipment can be used as a time clock, to access a building, and to make sure that your employees are protected from someone entering with a fever.

The days of the sick person sneezing and coughing at their desk and being labeled a hero are gone. That person will not be too popular. Back to MN Nice ... who is going to say, "Wow, you don't look so good. Can I take your temperature?" Exposing your coworkers to illness is in no way heroic and costs employers thousands of productive people hours every year and did so way before COVID-19.



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MAY I TAKE YOUR TEMPERATURE? - CONT.

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ADVANCED THERMAL IMAGING TECHNOLOGY

The Automated AI Temperature Screening System (AATSS) is your business's fastest and least intrusive way to protect your customers and employees.

TEMPERATURE DETECTION
< 3 seconds

MEASUREMENT ACCURACY
± 0.5 °F

SHOW EMPLOYEES AND CUSTOMERS YOU CARE ABOUT THEIR HEALTH & SAFETY.




Some important things to know about this. The technology serves a purpose beyond just the temperature piece. The facial recognition can be used to clock people in and out like a traditional access card as well as lock and unlock the doors for your employees. This makes the building/office access piece far more secure than a key fob.

An AI-temperature screening system can easily attach to a wall, glass surface, or on an independent floor stand, while it quickly screens the temperature of anyone entering the office, in under 3 seconds.



Automated AI Temperature Screening System

Richtech001

FROM: 0:00 on February 22, 2020 TO: 24:00 on February 24, 2020 High temperature only Start query

ID	Photo	Temperature	Time
302334		94°F	7:00 on February 22, 2020
302335		95°F	10:00 on February 22, 2020
302336		105°F	13:00 on February 22, 2020
302337		96°F	19:00 on February 23, 2020
302338		104°F	20:00 on February 23, 2020
302339		96°F	11:00 on February 24, 2020

Supported by Richtech Systems

Features often included: infrared temperature scanner; facial recognition cameras and database; simultaneous face and temperature detection; "Mask Required" alert; Email alerts 'ALERT: Guest has a high temperature 99.8F at 8:09AM 7/15/2020 [MPLS]'; log of staff and guests with date, time, and temperature; FDA registered; full replacement warranty; in stock and local support.

Culturally it may not be a popular fit when initially introduced to the team, but employees are often your most expensive and important asset. Having a system in place is considered by many to show you are helping safeguard the health and safety of the occupants and guests of your organization.



About the Author:

Claudett McCune, Named Account Representative, Coordinated Business Systems

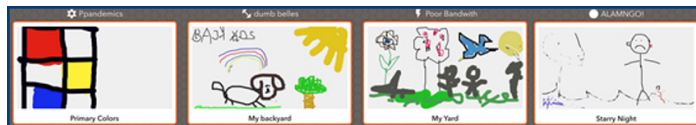
Claudett McCune is the Named Account Representative at Coordinated Business Systems. She has been with Coordinated for 8 years, and in the business equipment industry

for over 15 years. Claudett is an experienced account representative with a demonstrated history in customer service, sales, account management, and communication. Coordinated Business Systems has been in Burnsville for over 35 years, with several MN branches, including a location in the downtown Minneapolis skyway.

ALAMN SUMMER SOCIAL

We had a great time at the virtual ALAMN Summer Social on July 28. Taking place entirely within a video conference platform called "The Go Game," members and business partners were split into teams who competed against each other in several rounds of trivia, including one round that resembled Pictionary, and a round where we had to guess the title and artist after hearing song clips. The afternoon capped off with a lip syncing competition, and bragging rights were awarded to the top teams. Looking forward to the fall social when hopefully we will be able to be together in person!

1st ALAMNGOI	2nd Poor Bandwith	3rd dumb belles	4th Ppandemics
Total Pts: 1595	Total Pts: 1533	Total Pts: 1372	Total Pts: 1309
Creatives: 390	Creatives: 530	Creatives: 273	Creatives: 307
Trivia: 744	Trivia: 648	Trivia: 677	Trivia: 573
Social: 461	Social: 355	Social: 422	Social: 429



Patti P. Going to be a grandma in August!	DeAnne B. I am the mother of 4 daughters	Tony Z. I have 2 dogs and 2 kids	Vicki L. Grew up on a pacific island that was only 8 sq miles big	Pat S. Was once a Secret Shopper for 7-11's
Dan L. I LIKE TO BAKE	Brittany I can say the alphabet backwards.	Deb O. Today is my dog's birthday	Tracy S. My family has been in the us since the revolutionary war	Chris S. I have a dog, Zowie. She's a husky/labr/border collie. That's my funnest fact.



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GET TO KNOW YOUR ALAMN BOARD

Other than online meetings such as Zoom and Teams, what technology have you found to be useful during this pandemic?

Kelly Thaemert, President

We worked with Loffler to implement a new cloud-based phone system called Elevate. Unfortunately, this was implemented as we were returning to work, but we are set up better if we have to work remotely again.

Jessica Gerhardson, Past President

I've been using Marco Polo with friends, colleagues and family to keep up with "face" time during this pandemic. It's like face texting! You get to view and respond to messages as you have time, and it's not another Zoom meeting!

Caitlin Niedzwiecki, President-Elect

The best technology that we've used during the pandemic has been Shipt, the app that facilitates grocery and liquor delivery from select stores. We get Shipt orders from Target every couple of days, so that we can avoid going to the store!

Stacy Locsin, Administrative Director

In addition to the video capabilities of Microsoft Teams, our firm started a virtual "break room" in Teams. We use the break room to share pictures, post stories, give shout outs to employees and generally keep connected – just as you might expect to do when grabbing a cup of coffee or warming up your lunch in the physical break room of our offices. It's been fun to see the interactions and stay in touch!

Jessica Johnson, Communications Director

We've found online entertainment to be useful. Trivia games online with our firm have been a big hit. It's a different way to connect with each other and disconnect from work.

Sarah Duerscherl, Finance Director

One of the things that bothered me about working from home at first was not being able to type while I was holding my cell phone or making everyone suffer through background noise when I put them on speaker. So, like, five years after everyone else in the world got them, I bought AirPods and I LOVE them. Now I can talk on the phone and type at the same time. The little things in life can be so important.

Nick Manty, Membership Director

I don't know if this counts as "tech," but I recently bought a sit stand desk for my home workspace, and it's made working from home WAY better. I also have a large external battery I plug into my laptop so I can work from my patio outside on nice days. Seriously, if your WiFi doesn't reach your outdoor space, get an extender so it does. The 10th Zoom of the day isn't so bad when you're in the sun.

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