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## Lance Waagner Wins ILTA's 2011 Distinguished Peer Award for Vendor Thought Leadership

*Inaugural award recognizes leadership in providing educational opportunities within the legal community as well as developing and promoting legal technology innovations*

**Atlanta, GA, August 31, 2011** –[Intelliteach](#), the only law firm-specific outsourced service desk company, today announced that CEO Lance Waagner has been recognized by the International Legal Technology Association (ILTA) with a 2011 Distinguished Peer Award for outstanding achievements in the category for "Vendor Thought Leadership." This was the second year of the annual awards program, and ILTA was pleased with the number and diversity of nominees across several categories. ILTA's Distinguished Peer Award program recognizes premiership and provides a forum for peer-nominated, peer-judged innovations in technology. Recipients were presented their awards during the annual award ceremony on August 25 in conjunction with ILTA's annual educational conference, ILTA 2011, held in Nashville, Tennessee.

Award eligibility was based on a detailed award application with four distinct judging criteria including individuals' commitment to the legal technology industry and the ability to articulate their vision and innovations in an educational and thought provoking manner. This was followed by a thorough telephone interview with the award committee.

"I am extremely honored to be one of the recipients of ILTA's Distinguished Peer Awards for 2011, and especially the recognition as a thought leader," stated Lance Waagner, President and CEO, Intelliteach. In this case, it definitely 'takes one to know one' and I applaud ILTA's commitment to the legal profession and its vision of providing unprecedented legal technology education and thought leadership for law firms."

The Vendor Thought Leadership award nomination summary included the following: "... Lance Waagner has spent the last 20+ years championing ILTA and providing exemplary user support

services. What began as Lance's quest as a large firm CIO to provide his users with better helpdesk support, turned into an entrepreneurial passion that led him to start Intelliteach as a means of providing such support services not only to one firm, but the broader global law firm community. Over the last 13 years, he has partnered with law firm clients to develop a better run helpdesk. Since 2010, Lance has developed the "Guru Guide for User Support" project, including a legal exclusive helpdesk metrics report, a 30+ city ILTA roadshow, a dedicated Guru resource website, numerous articles for ILTA and other legal publications, and specific helpdesk presentations."

"Lance Waagner is a supremely talented professional who 'gets it' - he knows when to listen and above all he puts his clients first. Lance is always thinking about the next opportunity that's just around the corner and how it will enhance and improve upon the many successes he already has to his credit. He is a true visionary in his field," commented Frank Pittard II, Executive Director with Gentry Locke Rakes & Moore.

"Thought leaders display commitment; commitment and desire to get involved with their community, industry or profession, and staying power, when it comes to seeing through change and improvements. To me, Lance Waagner exemplifies these traits, in particular with his commitment to his employees, his law firm clients, and to organizations like ILTA," stated Peggy Wechsler, ILTA's Program Director and member of the ILTA Distinguished Peer Award selection committee. "I have known Lance for nearly two decades, both as a law firm IT leader driven by his vision to improve law firm user support, and as a technology vendor CEO and ILTA Sponsor. He is very deserving of the inaugural thought leadership award and a great example of what an ILTA vendor sponsor can achieve."

For over three decades, ILTA members have faced challenges in their law firms and law departments, and they've shared their struggles and their successes along the way. ILTA's Distinguished Peer Awards program honors the achievements of those ILTA members who are making technology work for the legal profession. The program recognizes those who have delivered great business value and transformational impact through their innovations and implementations or have been champions in specific areas of focus for their organizations. Within ILTA's member community, the awards recognize outstanding achievements in organizational and individual excellence. Additionally, a Region of the Year is honored; and vendors are recognized for superior achievements in innovation and thought leadership.

"On behalf of ILTA, I'd like to congratulate this year's Distinguished Peer Award winners," said Randi Mayes, executive director of ILTA. "We are proud to recognize exceptional technology projects and the champions of those projects, and I applaud and celebrate our winners for sharing their successes."

For more information about the Distinguished Peer Award program, please visit <http://www.iltanet.org/MainMenuCategory/Awards.aspx>.

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**About Intelliteach**

Intelliteach is a legal-specific service desk company that currently supports over 100,000 law firm users in 50 countries spanning 1,250 locations including more than 30% of the Am Law 200. The Atlanta-based company first started serving the legal community in 1999 and is fully staffed to handle all legal software support questions, as well as first-level networking issues. Intelliteach offers need-based support options including Complete Service Desk Outsourcing (live user support 24/7/365); After-Hours Support (extends the internal law firm service desk with additional coverage at night and on weekends); and Overflow Support (provides call assistance on an as-needed basis.). Intelliteach opened a dedicated London/UK office in December 2009

**About ILTA**

Providing technology solutions to law firms and legal departments gets more complex every day. Connecting with your peers to exchange ideas with those who have “been there done that” has never been more valuable. For over three decades, ILTA has led the way in sharing knowledge and experience for those faced with challenges in their firms and legal departments.

ILTA's international membership comprises firms of all sizes and all areas of practice, each sharing a common need to have access to the latest information about products and support services that impact the legal profession worldwide. With more than 1,300 entities and 14,000 individuals in membership, there's a wealth of knowledge and experience to share. For more information about ILTA, visit [www.iltanet.org](http://www.iltanet.org).