

THE GURU'S GUIDE FOR LEGAL SERVICE DESK SUPPORT MICROSOFT OFFICE 2010 SUPPLEMENT

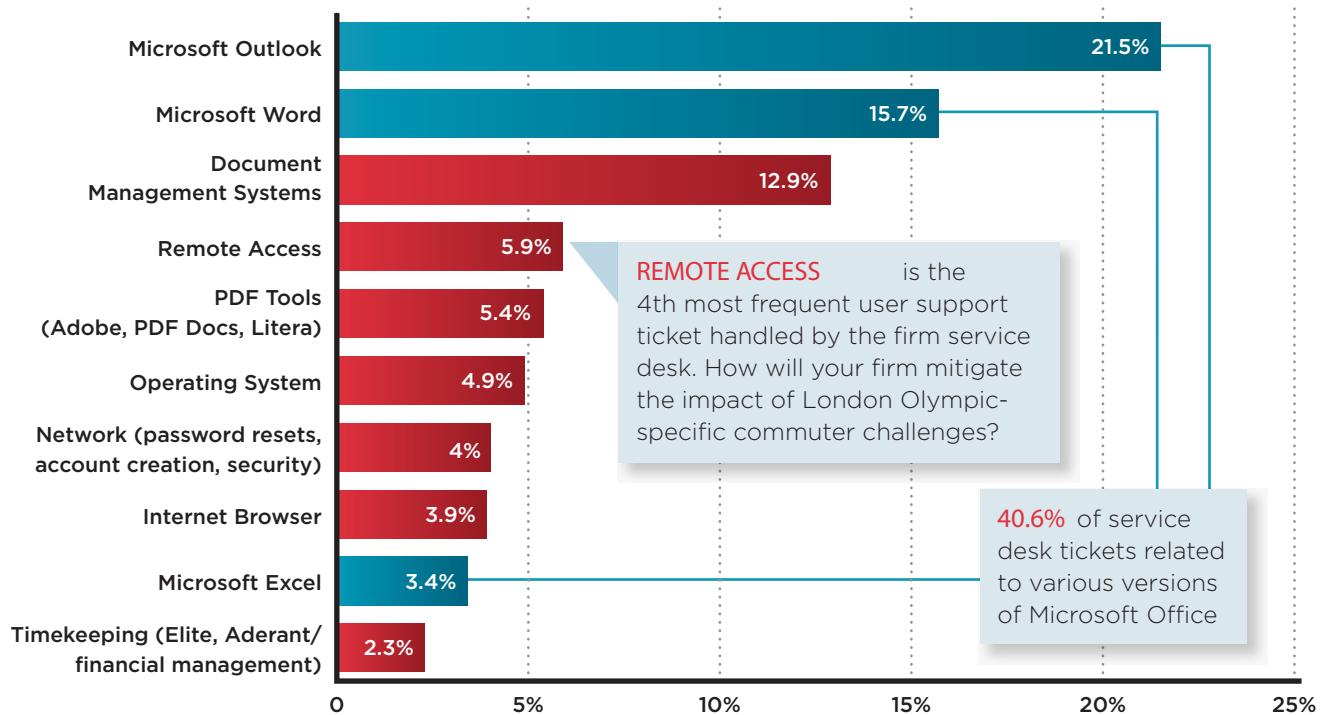
Welcome to Intelliteach's special Office 2010 supplement of the 'Guru Guide', a complimentary published report aggregating independent law firm user support and service desk statistics and metrics.

The data presented in this Guru Guide supplement is based on 2 million service desk tickets [an increase of 800,000 from the Guru 2nd edition last fall] collected and analyzed from January 2010 through March 2012 across a variety of law firm sizes, locations and hardware/software configurations.

WHAT IS KEEPING YOUR SERVICE DESK BUSY?

This chart shows the top categories of all law firm user support tickets closed by Intelliteach's service desk from January 2010 to March 2012.

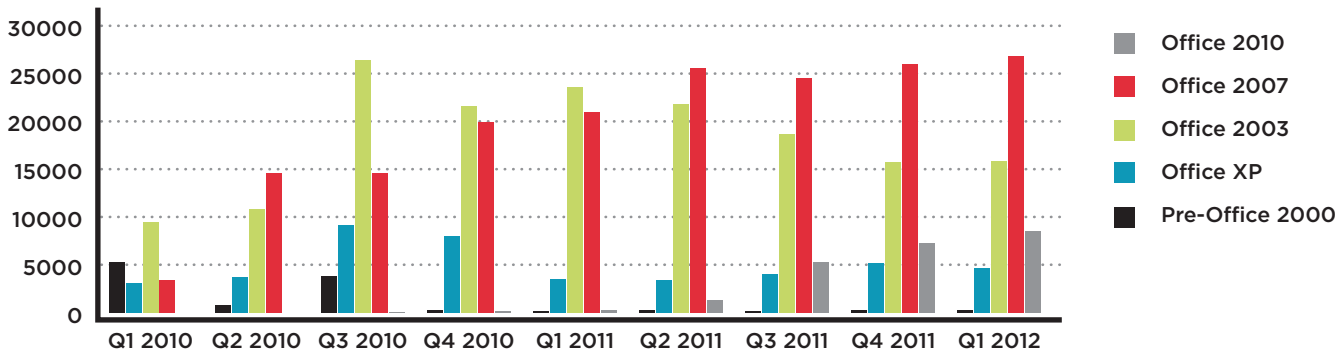
[SERVICE DESK TICKETS: TOP TEN APPLICATIONS]



THE CHANGING PROFILE OF MICROSOFT OFFICE TICKETS

As you would expect with so many law firms completing their Office 2007 or 2010 rollouts, the proportion of these two versions is steadily increasing.

[MICROSOFT OFFICE TOTAL TICKETS BY QUARTER]



MICROSOFT OFFICE 2010

has increased significantly since last year and now represents 15% of all Microsoft Office tickets with 8,494 service desk tickets in Q1 2012.

OFFICE TICKET VOLUME

as a percentage of all service desk calls has been constant over the last 4 quarters.

MICROSOFT OFFICE 2003

sees a steady drop in ticket volume: from 49% in Q1 2011 to 28% 12 months later (Q1 2012).

MICROSOFT OUTLOOK: TAKING A CLOSER LOOK

Based on the 2 million service desk tickets collected and analyzed by Intellitech, Microsoft Outlook-related questions are the most frequent. How does this compare to your firm?

[MICROSOFT OUTLOOK TICKET TYPES: A Q4 2011 Sampling]



[HOW-TO]

specific functionality questions

77.4% OF TOTAL



[SERVICE REQUESTS]

create distribution lists, public folders, etc.

11.9% OF TOTAL

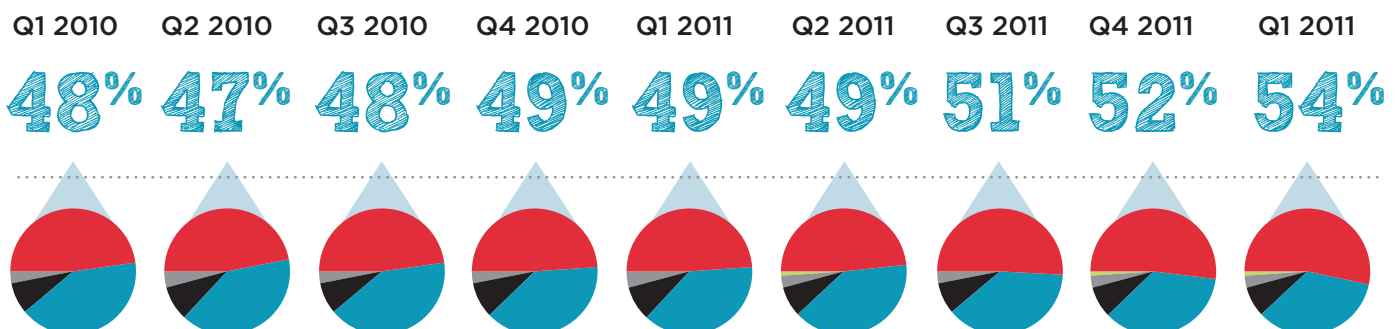


[BREAK/FIX]

performance issues, error messages, etc.

10.7% OF TOTAL

[A TIMELINE OF MICROSOFT OUTLOOK SERVICE DESK CALLS]



[INDIVIDUAL APPLICATIONS AS PERCENTAGES OF MICROSOFT OFFICE CALLS]

OFFICE APPLICATIONS: Outlook Word Excel PowerPoint Other