

Support Services

Recognized in the industry as the leading support organization, Rippe & Kingston offers a proactive approach to client support services. Utilizing our unmatched knowledge of the legal industry, we are able to establish an ongoing client service plan to keep your firm in the forefront of technology usage.

- + Needs Assessment Process
- + Comprehensive Workflow Study
- + Automated Software Upgrades
- + Virtual Help Desk
- + Virtual Training
- + Virtual Support Web Site
- + Business Continuance
- + Backup Compliance
- + Tips & Techniques
- + Product Webinars
- + Quarterly Newsletter
- + Predetermined Annual Upgrade Dates

Enterprise Applications

- + Client/Matter Intake
- + Calendar/Docket
- + Conflicts Management
- + Records Management
- + Time Recording/Tracking
- + Disbursements/Recovery
- + Billing
- + Accounts Receivable
- + Collections
- + Accounts Payable
- + General Ledger
- + Trust Accounting
- + Executive Inquiry
- + Profitability Module
- + Client Relationship Management-CRM
- + Case Management
- + Knowledge/Document Management
- + Marketing
- + Financial Portal
- + Data Warehousing
- + Business Intelligence
- + Imaging
- + Event Reporting
- + Foreign Currency



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OFFICES IN: Atlanta, GA + Orlando, FL + Portland, OR + Wilmington, DE + Montreal, Quebec



WHEN TECHNOLOGY COSTS GO DOWN, PARTNER PROFIT GOES UP. CASE CLOSED.



Advanced technology for today's law firms.

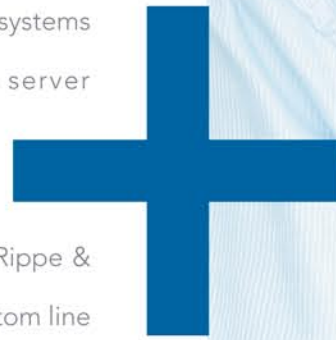
Exclusively from Rippe & Kingston, IBM's Premier Business Partner to the Legal Industry. www.rippe.com

The Rippe & Kingston Difference

For over 30 years, law firms of all sizes have relied on Rippe & Kingston for the financial tools to run their practice. Legal Management System (LMS+) provides management with the needed oversight and early warning systems to keep law firms profitable and on track. With our roots grounded in the largest CPA and consulting firm in the greater Cincinnati area, and as IBM's Americas Partner for the legal industry, Rippe & Kingston is a trusted name with hundreds of firms throughout the U.S., Canada and the Caribbean.

Rippe & Kingston delivers both Financial and Practice Management systems using a variety of delivery options including powerful single server designs, traditional PC networks and mainframe-based hosting solutions. Whether your firm is a ten lawyer, intellectual property boutique or an international firm with multiple worldwide locations, Rippe & Kingston delivers systems that are tailored specifically to you. The bottom line is simple—law firms partner with us to plus their profitability. With +firm Software, we don't let them down.

When two dynamic companies like IBM and Rippe & Kingston come together, it adds up to innovation. This unique partnership produced +firm Software to dramatically change the way modern law firms operate.





+firm Software

The Legal Management System (LMS+), the software of "The IBM Global Initiative for Law Firms," is an enterprise-class financial and practice management system which includes a wide variety of tightly integrated software applications. LMS+ provides the tools to easily manage clients, matters, prospects, billing, financial reporting, profitability, cases, documents and introduces several key technologies commonly used by Fortune 500 companies. The benefits achieved include industry-leading reliability and security, a zero virus platform, on-demand performance and scalability to handle multiple, integrated software applications on one server. This 64-bit software and server design fits comfortably into most existing networks, reduces IT costs and provides the fastest Return-on-Investment (ROI) in the legal market.

Rippe & Kingston provides 100% of the consulting services for our installation and conversion with highly knowledgeable professionals with more than 30 years experience in the legal market.

+firm TECHNOLOGY: TODAY'S ONLY PROVIDER OF 64-BIT SERVER, APPLICATION AND DB TECHNOLOGY TO THE LEGAL INDUSTRY

Enterprise Resource Planning (ERP) Software

All of the LMS+ applications are tightly integrated using one 64-bit relational database. This creates a common look and feel (a common interface) and a single security system. This is the same approach used by other ERP systems found in the Fortune 500. Products like SAP and PeopleSoft follow these same guidelines. Since all of the software in an ERP system has a common look and feel, users find that by learning only one application, they are able to learn the others more easily. The ERP design concept significantly reduces training and support costs—the primary reason these systems are so popular for business applications.

Investment Protection

LMS+ provides the best protection for your investment in a new practice management system. Our Front and Back Office Enterprise software uses flagship middleware products, i.e. IBM's Universal DB₂ SQL database, Sun's Java language and the Lotus/Domino collaborative database. Additionally, LMS+ uses the latest Microsoft Windows® and/or Web Browser Interfaces, allowing the user to have an intuitive and easy-to-use experience.

64-Bit IBM Servers

When implementing an ERP software design like LMS+, using a 64-bit server will streamline the approach. The unification onto one server significantly reduces the maintenance of security and authentication, operating systems, relational databases, web servers and application software. The IBM 64-bit server architecture is extremely open in design, making it possible for LMS+ to use software development tools from Microsoft, IBM, Sun and from the Open Source Community. LMS+'s functionality goes well beyond the capabilities that would be available from any single vendor, and the resulting product is produced at a lower cost. Because all of the data is stored on one server, the firm achieves a built-in "Storage Area Network" (SANS), which consolidates all of the firm's financial, practice area, document and collaborative databases. Having a SANS simplifies the next critical requirement: "Disaster Recovery."

Business Continuance/Disaster Recovery

Protecting your firm's data should be a top priority when designing an overall technology plan. Single-server technology allows Rippe & Kingston to be uniquely positioned as the industry leader in Business Continuance/Disaster Recovery offerings to law firms. Our cost-efficient solution includes a documented business continuance plan, off-site backup storage, annual "fire drill" testing of your BC/DR plan and backup/recovery assistance. In addition, we are the only vendor in the industry that currently offers a hot-site remote processing capability for our practice management user base.

With all applications and databases located on the same server, disaster recovery is simplified, manageable and financially practical.

Further Protection

Protection of firm assets and the confidentiality/privacy of sensitive client information are major issues in today's information systems environment. The IBM 64-bit server technology has been completely immune to attack by a virus or worm. The databases at the heart of our ERP design have never been impacted by a hostile virus or worm. Additionally, there has never been a successful hacking of the IBM 64-bit operating system. These servers are so secure that they are in wide use in the banking and e-commerce sectors.



+firm SUPPORT SERVICES: THE LEADING SUPPORT ORGANIZATION IN THE LEGAL INDUSTRY COMBINING NATIONAL FIRM EXPERIENCE AND LOCAL FIRM SERVICE

State-of-the-Art, Internet-based, Application Hosting for Law Firms



+firm Technology

Through Rippe & Kingston's optional +firm Data Center solution, law firms of any size benefit from rapid, cost-effective access to new technologies and skilled IT resources. Rippe & Kingston provides and maintains the applications, hosting center systems and support. You simply connect via a secure, high-speed Internet connection.

+firm Technology delivers mission-critical, legal-specific applications without the need to hire technical and support staff—and without purchasing or maintaining expensive hardware and software. +firm Technology provides the communications tools of the Internet used by the largest firms, keeps an automatic eye on your firm's profitability and puts your firm on the cutting edge of competitiveness, without an IT staff.

Rippe & Kingston's comprehensive training and technical support, and the extensive mainframe application server hardware and software, are housed at the +firm Data Center. The subscribing law firm only has their PCs, a basic Ethernet network, a router and firewall on site at their location. By sharing these complex legal-specific application systems from our Data Center, a law firm only pays a fraction of the overall cost of building these systems in-house—making the very best systems available to law firms of any size. The small firms can now compete with the largest—even those with extensive technical talent.

The Benefits

- + Reduced cost in IT staff.
- + 100% virus free.
- + Perfect for any size firm.
- + Practice-specific software tailored to your firm.
- + Upgrades included—no more expensive enhancements to purchase with every new edition of software.
- + Tier 1 software without the IT infrastructure costs.
- + One integrated software design for both Front and Back Office.
- + Scalable for on-demand growth.
- + Lowest cost of use/ownership for any Tier 1 software.

Diagram Key

- Client Law Firm Side
- Internet
- Rippe & Kingston/IBM +firm Data Center





On Equal Ground

Rippe & Kingston is the first **Tier 1** vendor to offer enterprise class software to any-size law firm. Proven in the largest firm and appropriate for the smallest, our +firm solution allows all firms to benefit. The bottom line? With +firm technology, small firms are now on equal ground with big firms.

- TIER 1 DEFINED:**
- + AMLAW 100
 - + WEB BROWSER INTERFACE
 - + USER DEFINABLE "PRACTICE AREA TEMPLATES"
 - + FOREIGN MONETARY EXCHANGE AND FOREIGN TAXATION
 - + SIMULTANEOUS CASH AND ACCRUAL BOOKS
 - + ELECTRONIC BILLING INTERFACE (EBI)
 - + TASK-BASED BILLING
 - + SQL RELATIONAL DATABASE
 - + REAL-TIME DATA WAREHOUSES
 - + EXTENDED REPORTING/DATA WAREHOUSE TOOLS
 - + PERIOD-BASED ACCOUNTING
 - + FINANCIAL CENTER PORTAL
 - + COMPLETE TRANSACTION AUDIT TRAIL
 - + BUSINESS CONTINUANCE/DISASTER RECOVERY