

## 10 ESSENTIAL STEPS TO AUTOMATE YOUR PRACTICE

By Diane L. Drain, Esq.<sup>1</sup> (1999)

The impact of technology has been felt in all that we do. The business world has undergone substantial changes in their internal and external structures, all of which have been promulgated or influenced by the advances in technology. As the business world changes so does the practice of law. Most lawyers who plan on practicing in the new millenium have now recognized that technology must become a primary instrument in their practice. Manufacturers of technology take great pride in overwhelming the general public with the huge strides that each developer is making. These manufacturers or developers attempt to convince the business and personal world of end-users that the user must buy now or forever be lost into the world of the "technically illiterate". Actually, those that waited to jump on the technology train may be much smarter than those of us who have been guinea pigs for the manufacturers of technology. We have wasted weeks, months and years of our lives trying to weed through the morass of information on new hardware and software. This is the same time that the others have used to build their practice. But now it is time for this latter group to jump on board and introduce technology in their law firms before the train is too far out of the station.

What do you need to start your new adventure into the use of technology in your law office?

1. Personal Computer "PC": Analyze your needs before you buy.
  - A. What are you using it for?
    - (1) Is your system is going to be used for word processing, discovery, document assembly, and accounting? If so you will need a powerful system that includes network and server capabilities so that everyone in the office can access all or most of the information.
    - (2) If you are using the computer only as a voice mail system, then you will not need many of the speed related and multiple tasking tools necessary in a system used as the server for the entire office.
  - B. What features are important for your computer?
    - (1) Hard drive. A hard drive is the brain of your system. It is important to know how much information you will want your computer to hold over the next 2 years (the anticipated lifetime of a personal computer). Large hard drives are currently very inexpensive. If you can double the capacity of your hard drive for an additional \$100, go for it. You can actually have more than one hard drive in your computer. Examples of hard drive sizes would be 4 gig, 5 gig, 6+ gig, 8.6 gig, 9.1 gig, etc.
    - (2) Central Processor Unit "CPU". This is the part of the computer that controls the interpretation and execution of any instructions it receives. The speed of the processor determines how fast your computer processes information. The higher the number the faster the processor works. Examples of processor speeds are: 133, 166, 200, 233, 300, 333, 366, 400, etc.
    - (3) Random Access Memory "RAM". The random access memory is the amount of information that can be accessed without returning the hard drive for more information. Normally the more the RAM the faster and more efficient you will be able to work. In addition, the more the RAM the more software programs you will be able to open at the same time. Start with no less than 32 RAM, preferably 64 or above.
    - (4) Video card – Controls the picture received on your monitor. The higher the number (2 meg vs 4 meg) the clearer the picture on your monitor. Programs are using more graphics and some are even using 3-D, therefore a good video card is very important, especially if you have a new monitor.
    - (5) Case: tower or Desk top unit. The case houses the hard drive, RAM chips, central processor, video card, and internal fax/modem. It is important that you have a case

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that is easy to access. Even though you are buying a small system get a larger case.

This larger case will make it easier to upgrade in the future. A tower case stands vertically and is easier to work inside and install additional equipment. The desktop unit sits on top of the desk and is limited in space and expandability.

- (6) Pointing device. Directs the cursor or pointer on your computer screen or monitor. There are several types:
  - a. mouse: palm sized.
  - b. accupoint: small knob in center of keyboard.
  - c. touch pad: small screen that uses the touch of the finger to direct the cursor.
- (7) Monitor. This is the TV screen to the information in your computer. A 15-inch color monitor is a minimum. If you have a few extra dollars then invest in a 17 or 19 inch monitor. There is one style on the market that has a screen that can be swiveled upright so that you can view your documents vertically, rather than horizontally.
- (8) CD rom. A CD player can be used for both text and music. Sixteen speed is the current minimum. There are two types of CDs – readers and read/writers.
  - (a) a reader just reads the information on the CD
  - (b) A read/write CD is capable of reading information and transcribing onto the CD. Great for storing information such as files, research, and documents in a very small space.
- (9) Modem/Fax. 36.6K is the minimum today, with the norm 56K. The number identifies the speed at which the information flows to and from your system. You may want to check your phone lines first before investing in the fastest modem. If the line cannot exceed 36.6K then a 56K modem may not be a wise investment. If the price difference is minimal you are wise to buy the higher end product, then you will be set when the phone company improves your phone lines, or you change your location to one that provides faster access.
  - (A) Modem
    - (1) speed
    - (2) internal vs. external
  - (B) Fax
    - (1) speed of fax line
    - (2) quality of print
    - (3) conversion to usable form

## 2. Software

- A. Disk operating system. The hard drive is the physical container, the disk operating system is the instruction system for the operation of the brain. Without a disk operating system you have an empty shell, with no ability to “think”.
  - (1) DOS: Simple instructions for operating one program at a time.
  - (2) Windows: More complex instructions for operating several programs, very quickly, but not necessarily at the same time. Allows easy shifting between separate windows, each window with its own program open. A somewhat unstable environment.
  - (3) Windows 95. Lots of hype - lots of power. Worth its hype. Allows the operator to multitask. That is, the operator can be faxing a document, while typing another document, while printing a spread sheet, while running the accounting system, and the desk top manager and still hot key to the telephone message icon to take an incoming call. A very strong, stable program that will be the foundation for the future of computerization of every office or home. ((NOTE: Windows 98 is on the horizon – same hype. It appears to increase the computer’s ability to interact with the Internet. Probably stuff that a small law office does not need at this time, but then the author has not had an opportunity to use Win98 before writing this outline. I did get to watch Bill Gates be publicly humiliated as Win98 crashed during a national presentation.))
- B. Wordprocessor. From 1985 to 1994 the main word processor used by 70 percent of the lawyers was *Word Perfect*. Since 1994, there has been a significant swing in the legal market to *Word*, a word processor developed by Microsoft. Both programs are powerful word processors, but *Word* has several other features that make it easy to operate. *Word Perfect*

for Windows attempted to copy *Word*, so that today both Windows programs are very similar. *WordPerfect* has been sold twice in the past, but has worked very hard in the last year to catch up to *Word*. Just recently *WordPerfect* released a legal suite containing a word processor, data manager and accounting program all bound together. The data manager (*Amicus Attorney*) and accounting program (*PC Law, Jr.*) are both very good programs, as they exist today, but the versions that are included in *Word Perfect's* legal suite are scaled down versions, therefore they are missing many of the important components that each program has in its current versions. Certainly, the manufacturers are hoping that the user will upgrade to the latest versions of both *Amicus* and *PC Law*.

- C. Data manager. A system that files, alphabetizes, categorizes and organizes any information that you feed it. There are several data manager's available, both Microsoft and Corel have data managers packaged in their suite programs.
- D. Personal information managers "PIM's". These programs are based on data managers and are designed to organize basic office information: telephone lists, client lists, calendars, and to do lists. Some software manufacturers have advertised that they have designed a PIM specifically for the law office. Most are too difficult to use, take a great deal of set up time, or do not truly integrate the information making it necessary to retype information several times in several places. Two PIM programs that have floated to the top in the management of a law office are *Amicus Attorney* and *Time Matters for Windows*. Both are similar in work product, but their visual layout is very different. *Amicus Attorney* uses icons to represent the various components of the program. For example, a telephone icon for phone slips, file folder icon for all client and non-client files, and so forth. *Time Matters for Windows* looks like a Windows 3.1 product, with lines, graphs, and boxes. *Amicus Attorney* really looks and works like an attorney's desk. For the new computer or program user this program will be easier to learn to use. Both programs integrate files, calendar, to do, telephone lists, telephone calls, contacts, time sheets all under one roof. Information is entered one time and appears everywhere an attorney would need to find it. *Amicus Attorney* has several helpful features that will assist in the docketing of matters and the automation of documents that are used repeatedly (e.g.: letters, faxes, retainer agreements, plus as many more as you want to design).
- E. Document assembly. Do not reinvent the wheel each time you produce a new document. Document assembly programs facilitate rapid production of documents that a law office uses repeatedly. This type of software will reduce the time invested in each file, thereby reduce overhead to the firm and legal costs to the clients. In addition, this type of program can drastically reduce errors in the production of documents. Several programs are available at very reasonable prices: *Hot Docs*, *Fast Draft* are just two. There are also many programs specifically designed for certain areas of the law: bankruptcy and divorce are just a couple. Do not experiment on your own, ask others in your practice area for recommendations of software that they would and would not recommend. If you cannot find local users than ask the sales person for references of local users of their software/hardware.
- F. Accounting. Bookkeepers are not all created equal, neither are software accounting programs. Know your needs before shopping for this program. *Quicken* is a very simple program, but not designed for a law office. It does not have report capabilities, nor trust accounting. *PC Law* is both a billing and accounting program and is designed for use by professionals, including lawyers. It has easily modified templates for prebills and final bills. The accounting part of *PC Law* is quite sophisticated. The program will keep track of all office and client bills, write checks, create more reports than you ever wanted, organize multiple bank and trust fund accounts, and prepare all the necessary monthly and annual financial balance sheets. There are additional add-ons for accounts receivable, past due notices and bank reconciliations. Be willing to commit some time for training both you and your staff, otherwise bad accounting can be more than just inconvenient, you can lose your license.
- G. Litigation support. These programs are just now finding acceptance in the legal market. There are several types of litigation support software packages. Again, inventory your needs before investing:
- (1) Real time court reporting - *Live Notes*, works with any court reporter stenographic machine

-full text search of entire deposition and any exhibits, allows annotation; searching depositions transcriptions.

- (2) *Summation Blaze* permits the user to view images such as documents (enlarge, highlight, annotate while being projected on your monitor or a large screen. *Document Director* by inData Corp., works with *Live Notes* and *Summation Blaze*, allowing a coordination of exhibits, deposition, documents and live presentations. *Trial Director* - takes the image viewer and launches it into a trial preparation using bar codes to call up exhibits/documents. These items can then be annotated for current or later reference.

- E. Voice Recognition. Software has come a long way towards duplicating some of the “sci-fi” movies that we have seen in the last few years. It is now possible to talk to your computer and have it type what you are saying (or a very close proximity). There are several programs on the market place, all vying for first position. Dragon Dictate Naturally Speaking and Via Voice are two examples. There is training time for both the user and the software. The user who has a habit of slurring their speech will find that they must learn to enunciate in order for the software to clearly understand the dictation. This software is getting better with each new release.
- F. Communications. Software that permits the user to communicate with others outside the computer. The best use of your time is to learn one program that accomplishes all of your current and future needs. Electronic communications is here to stay. Our clients are requiring that their counsel use e-mail to send documents and file status reports. Not only is the communication instantaneous, but eliminates the costs of mailing, delivery, and long distance phone charges. This can save a small firm hundreds of dollars annually. The best program will be one that automatically sorts your incoming mail into file folders for ease of reading. Folders could include general communication; individual list serves (bankruptcy, domestic relations, and real property are three examples of group list serves that are available free for all lawyers). *Eudora Pro* is an example of such a program that sorts your mail into these various files. BEWARE: The instantaneous nature of the e-mail makes it imperative that users think before they mail. There is no retraction; normally, once sent the damage is done.

#### 4. Phone/communications

- A. Telephones: Phones, like all other equipment in the office, have become much more complicated. For the small (one-two lawyer) law office I recommend using over the counter phones from local providers (Best Buy, CompUSA, Staples). Stay with name brands that have good reputations. For the larger firm -- check with other firms of your same size and get recommendations from them. In the modern law office the phones, copiers and computers are all interlinked, or need to be able to be linked in the future. Do not buy a phone system that is proprietary. This type of system is usually costly to maintain and must be completely replaced when your needs change. Ask the salesperson for references of other local firms that are using their products. (This last hint is true for every item you purchase for your office.) Some of the items that you will need to consider are:
- (1) the ability to access several lines for each phone (check into roll over of the incoming calls);
  - (2) each phone should have an intercom, a speaker, the ability to conference call, a hold button and a do not disturb feature.
- B. Headset/ear loop: The largest boon to the chiropractic doctors was the invention of the telephones. Everyone, everywhere has adopted a system to hold their phone between their shoulder and their chin. This is not how the human body was designed to work. A headset will drastically reduce the number of aching necks and backs. Worker's compensation claims include carpal tunnel syndrome, why not “phone neck”? Headsets/ear loops come in many styles, including cordless. Do not use the “speaker” function on your phone to conduct business. Not only is this rude to the person on the other end of the line, but it sends a message to that person that their call is not important enough for you to even pick up the phone. For most of those above the age of 40 it is very difficult to understand someone using a speakerphone.
- B. Cell phone. A boon to the time conscientious user, but the bane to malpractice carriers. Check with your State Bar: there are several state and ABA ethic opinions that have declared conversations held with the use of a cell phone can not be considered confidential. Some of

these opinions go so far to say that it is malpractice to use a cell phone to conduct such a confidential conversation.

5. Laptop Computers: Computers now comes in small, conveniently packaged boxes called lap tops. The use of a laptop has become the norm for most business people. As a result hundreds of thousands of laptops are being used everyday, everywhere in the world. Because of their portability airport thieves have made a huge business out of praying on inattentive flyers. Before making a decision on which laptop to purchase talk to several fellow lawyers to find out the pros and cons. Develop a list of items that you require in a laptop and stick to it. Do not let a sales person sell you a product that does not accomplish what you need.
  - A. Purpose. First decide what you need a laptop for. Is it for litigation support, transactional document preparation, and/or communications and access to information?
  - B. Equipment. The same issues apply for a laptop as for your desktop computer: hard drive, processor, RAM, built in CD, video card, and color monitor. Be aware that the more you put into your laptop the more the cost and weight will increase.
  - C. Battery. There are three types of batteries currently in use for laptops. If you anticipate relying heavily on battery operation, then have one or two backup batteries. No batteries will last as long as they are advertised to last.
    - (1) Nickel cadmium (NiCad). The batteries begin to lose their capacity to hold a full charge, unless allowed to drain all the way down and then recharged. Eventually, the battery may not be able to be charged at all. This process becomes very tedious when you need to use your laptop now, not when the battery is fully recharged (which could take many hours).
    - (2) Nickel metal hydride (NiMH). Very minimum by today's standards. Is promoted to not have the recharging problems of the nickel cadmium and is fairly inexpensive.
    - (3) Lithium ion. Top of the line. But very expensive and may be damaged by overcharging.
6. Research. A law office is usually intimately tied to its research sources. If the research sources are portable (CD Rom) or accessible by phone (WestLaw or Lexis by Internet) then the lawyer can be portable. It is much more efficient that the lawyer dictate when he or she will access their research sources, rather than the research sources dictating when the lawyer can access it. With the advent of the Internet anyone, anywhere can access huge libraries of data: including substantive law, forms, statutes, encyclopedias and general information. Many of these sources are free, others charge a minimum fee.
  - A. Books and publications. For most of us we still feel "warm and fuzzy" having a book or paper in our hands. It is very difficult for us to grasp that electronic information is just as credible as written information. Besides that how impressive is our library going to be with a bunch of CD's on racks, rather than the expensive, leather bound volumes that go on for row after row? Perhaps interior designers need to develop CD racks that have a bound leather book façade.
    - (1) Several items need to be considered when deciding whether or not to have a traditional library: the initial investment, storage space, cost of update service and the cost of a person to maintain the library. Access to the information is only as soon as the skills of the librarian or user.
    - (2) The traditional library is not very portable, but it certainly impressive to see a lawyer at a table surrounded by ten or twenty open volumes.
  - B. CD rom: At this time almost everything that a lawyer needs to have access to is on a CD. That includes state and federal statutes, rules, case law, administrative rules and laws and encyclopedias. The real advantage is that the CDs are both portable and searchable. Searchable means that the user can search the entire for a specific word or phrase.
    - (1) As with the traditional library the lawyer needs to consider the price for the original CDs, the upgrade price, regularity of the updates and whether or not the updates are available on the Internet.
    - (2) In addition to the costs listed in (1) the lawyer needs to take the time to train everyone on the use of the search engine. Different CDs may have different parameters for their search engines. Do not just talk to the sales person, but talk to other lawyers using these products.
  - C. On-line: Resources for everyone, lawyers and laymen alike, are now available through the

Internet. This resource center is the largest library in the world. Not only can you access written data (laws, treatises, and cases), but now you can access the brains of other practitioners throughout the world. The Internet allows users to establish list serves for anyone on any subject. These are interactive groups that have similar interests.

- (1) The traditional legal resources have now gone on-line. As of the writing of this article I am not sure which are still under their original names, but Westlaw, Lexis-Nexis, Clark Boardman are a few traditional resources that have gone on-line. Not only can you access the information from their CD, but you can get the latest updates on-line without waiting for the advance sheets.
  - (a) Obtain prices on the flat fee versus hourly fee use charge. Competition is forcing prices down and services up.
  - (b) Also ask about the hours for technical support.
  - (c) Take the State Bar's CLE research class – offered several times a month, throughout the State.

- (2) List Serves: If you are interested in bobsled driving, child raising or bankruptcy counseling, there is a list serve for you. Some list serves have been established by legal organizations (ABA has several substantive law list serves) and more are still being developed. Talk to other computer users in your substantive area, or visit the ABA (ABA.org) or Arizona State Bar (Azbar.org) Internet sites so see what others are using. Then start sharing the sites that you find with others. Take the State Bar's CLE Internet class – offered several times a month throughout the state.

D. Mentoring Never underestimate the value to advice from fellow lawyers. Network, Network, Network. To build a network for client and information referrals will help every practitioner be able to specialize their area of practice and keep in contact with fellow lawyers. Become dedicated to keeping a health, active network by scheduling lunches, attending Bar and professional activities and joining Bar sections and committees.

7. Network. Your computer stores all your pertinent information. Each computer is capable of storing its own information, or through the use of a network it can access information in other computers. The more efficient system for any size firm is to designate one computer as the central server (or storage unit) for all information in the office. All client files and office administration files are stored in this server unit. By use of the network (a card that is installed in each unit) everyone in the office can access information on the server. No longer is there confusion over where certain documents are stored and what system is being used to file these documents. It is important to establish office policy that defines the filing system, whether paper or computer. This policy should dictate how each document is named and establish security procedures for access to the information.

A. Software: There are different software packages that provide the network capabilities for your computers. It is important that you talk to a qualified technician before making the decision which type of software to use. The hardware (your computer) may dictate what software it can handle. Two examples of networking software are Novel and Windows 95.

B. Computer Connection: How the computers are connected is an important decision when deciding to network.

- (1) Peer to Peer : Each computer is physically linked to the other computer. If one computer goes down, they may all go down.
- (2) Server with hub: if one goes down, the rest are usually undisturbed. Unless the server crashes, then go to lunch while you wait for your technician.

8. Communications In this electronic age the traditional forms of communications are being either supplemented or replaced. US Mail services and long distance carriers are looking at enormous cut backs on the use of their services. Electronic communications include electronic mail (e-mail); voice mail, video conferencing and Internet faxing.

A. E-mail. Sending and receiving mail is now as easy and fast as the push of a button. Hundreds of thousands of messages a second are being sent through the existing phone lines, soon to be supplemented by the satellite systems. This e-mail includes sending the standard letter to a client, friend or fellow attorney. It is also possible to attach packages or documents to each of these letters. These attached documents can be pleadings or documents that are in the editorial stage, or they can be the final document sent for filing with the courts, or

delivery to the client for signature.

- (1) AzBar.org: mail and information exchange with the Arizona State Bar and all of its members.
- (2) Internet: mail and information exchange within the world.
- (3) Intranet: mail and information exchange within your "office".

- B. Voice mail or computer mail systems. It is everyone's frustration to be kept on hold waiting for a simple answer to a simple question. Voice mail has become the norm – now it is everyone's frustration to be lost in the computer system, never to talk to "a real person". Voice mail may either be provided by the phone company, or it may be software installed in one of your computers.

Use your voice mail efficiently. One good use of voice mail is to provide callers easy access to the members of the law office without taking the time to leave a detailed message with the receptionist. Encourage everyone in the office to return their calls promptly. Also encourage your caller to leave a detailed message so that you can respond to their specific question.

9. Training. You are considering spending your hard-earned money to buy the latest computer or software in order for your office to run more efficiently. The problem is that you must commit time, money and energy into the training and implementation of that equipment or programs into your office. Attorneys and staff alike must be trained to use the equipment or software. If they are not aware of the capabilities of each component that is being introduced to the office, then you have wasted your money. That does not mean that each attorney or staff member must be intimately familiar with the workings of each item, but there must be someone in the office that understands it. Do not depend on an outside technician to be your lifeline to the information stored in your system. Establish training, backup and policies that allow you or your staff to retrieve information without the need to shut down the office for several hours or days awaiting a call from "tech support".

- A. Hardware.

- (1) Know what your hardware is capable of doing. Do not buy another "toy" before investigating whether or not your existing hardware is capable of handling the new project/idea.
- (2) Is your existing hardware compatible with the new hardware?

- B. Software. Most end users of software know less than 10 percent of what their software is designed to do. It is impossible to gracefully convert to a new software program, without proper, advanced training. Invest the time in training both staff and attorneys as to the basics. This investment will payoff ten-fold in the eyes of your clients and the reduced stress level of everyone in the office.

- C. Year 2000 Compliant: "The sky is falling, the sky is falling said Henney Penney". This is what all the computer manufacturers and software designers are yelling today. Much of the hardware and most of the software that is more than 18 months old is not 2000 compliant. What does that mean in English? That means that the computer chip or software program does not recognize the year 2000, instead it thinks that 2000 is really 1900, or 1984, or such other date. The problem is that the first two digits of the year 1900 were hard coded into the software and hardware of yesterday's equipment. When a user input 1998 the computer only paid attention to the last two digits, that being 98. The computer assumed that 19\_\_ was the beginning of each date. This issue is far too broad for this article, but I urge you to investigate further. You may have a totally 2000 compliant system, but what about the courts, utilities companies, phone services and all other necessary organizations. Not to mention our clients. 2000 compliant issues are described as being another attorney retirement boon.

10. Miscellaneous

- A. Backup. This really should be the first item in our list of 10 most important things to know in setting up an office. You have spent months tweaking your system to operate just the way you want. Then your computer hard drive decides to take an unscheduled vacation. Without a copy of all the information on your hard drive you are completely shut down.

- (1) Tape backup. Very quick and easy to use. It can be programmed to automatically backup at certain times of the day, week or month. We recommend monthly or weekly backup of the entire system, with daily backups of the new work done each day.

- (2) Zip backup. Portable and very fast, but cannot hold as much as your entire hard drive, therefore you need to change out disks as each is filled.

- (3) Floppy backup. Very time consuming, but better than nothing at all.
  - (4) Double hard drives. The one item that crashes the most often on a computer is the hard drive. Hard drives have become so inexpensive that running two hard drives has become a very cost effective alternative, or addition to tape backups. As the information is stored on the master hard drive it is automatically copied onto the slave hard drive. *Ghost* is one software package that will accomplish this task. At all times the information is the same on both. If the master hard drive crashes the user can either manually or through the computer setup change the slave to be the master. This will eliminate down time in the office and reduce the need for technical support. I really recommend this option as the best, coupled with an automatic tape backup.
- A. Dictation equipment. For those that will be retiring in the next five years this is still a viable option. The equipment is not cheap, even though it is archaic.
  - B. Copier. Determine the needs of the office before deciding what type of copier or copiers to buy, rent or lease. If your practice is heavy document duplication driven then a large copier, with document feeder and stacking capabilities will be essential. For those that are just starting out I suggest a small copier by a good name (Panasonic, HP), coupled with the use of a commercial copier service. As finances stabilize then investigate the purchase or rental of a large copier. Make sure to calculate into the costs of ownership expenses related to toner, developer and paper.
  - C. Scanner. Again - what are your needs now and in the future? Many firms are developing the virtual library, which includes forms and documents stored in a central computer. This type of centralized library will allow universal access to all documents developed by everyone in the office. The built in search feature of Windows 95 will allow the user to search for specific key words or phrases. Therefore, even if the user cannot remember what client file that custom form was prepared for, that information can be retrieved from anywhere in the computer in a matter of seconds. Also the most efficient method to keeping documents updated with the latest statutory changes or case citations is to have only one master document which is used by everyone in the office and all updates are made to that one document. One of the ways to get the information into the computer is to scan it in.
    - (1) Hardware: There are several types and sizes of scanners available. Where are you going to be using it, how much space do you have, and who needs access to a scanner are questions that need to be answered before buying one. Choices include a flat bed (either legal or letter size) or an upright style. An expensive and simple scanner that works very efficiently is the *Visioneer Paperport*. Again stay with good name products such as HP or Visioneer.
    - (2) Software: Know what software will interface well with your scanner. Most scanners come pre-packed with software but you may wish to upgrade to a more powerful software package like *OmniPage Pro*.
    - (3) Image vs. OCR (optical character recognition). How you store your documents is an important decision.
      - (a) Image: takes a picture of your document and stores it on your hard drive in the image form. The image form will retain the integrity of the original document.
      - (b) Optical Character Recognition or "OCR": takes a picture of your document and then converts it to text that can be modified by the receiver. The expense involved with this option will be in the time necessary to review the OCR document in order to correct errors in spelling and layout. Therefore, the best OCR program is the most efficient one in translating documents from their original image to the text version.