

A SUPPLEMENT TO  
THE AMERICAN LAWYER

# AmLaw Tech

SEPTEMBER 2003

## The *8<sup>th</sup>* ANNUAL AmLaw *Tech* SURVEY

### Communication

Does the firm attempt to block unsolicited e-mail (spam)?

	FIRMS	2003	2002
Yes	126	92%	-
No	11	8%	-

(137 firms answering)

If yes, what product does the firm use?

	FIRMS	2003	2002
<b>POSTINI</b>	<b>24</b>	<b>20%</b>	<b>-</b>
Tumbleweed	17	14%	-
Trend Micro	15	12%	-
SpamAssassin	10	8%	-
Frontbridge	6	5%	-
MailMarshal	5	4%	-
Message Labs	5	4%	-
Brightmail	4	3%	-
Mailsweeper	4	3%	-
Surf Control	4	3%	-
Edoxs	3	2%	-
Mimesweeper	3	2%	-
Other	36	29%	-

(123 firms answering; multiple responses allowed)

Does the firm engage in e-commerce on its Web site (charging clients for access or services)?

	FIRMS	2003	2002
Yes	14	10%	8%
No	122	90%	92%

(136 firms answering)

Does the firm use desktop faxing software?

	FIRMS	2003	2002
Yes	118	86%	-
No	19	14%	-

(137 firms answering)

If yes, please specify which product:

	FIRMS	2003	2002
RightFax	73	62%	61%
Legal Fax	19	16%	25%
Other	26	22%	14%

(118 firms answering)

Does the firm have the ability to offer streaming video to both internal and external audiences?

	FIRMS	2003	2002
Yes	78	58%	54%
No	56	42%	46%

(134 firms answering)

Does the firm allow lawyers to use instant messaging?

	FIRMS	2003	2002
Yes	67	49%	-
No	69	51%	-

(136 firms answering)

Blocking *spam* has become a high priority at most firms.

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## Spam: Firms Fight Back

**S**OMEWHERE, SOME PEOPLE ARE BUYING VIAGRA ONLINE, LOWERING MORTGAGE RATES, AND ENLARGING VARIOUS BODY PARTS. THE REST OF US—INCLUDING LAWYERS—ARE MUCH MORE INTERESTED IN BLOCKING SPAM THAN USING IT.

According to this year's AmLaw Tech Survey, 92 percent of firms are already blocking spam, and the other 8 percent are probably about to join them.

One of the few holdouts, Wiley Rein & Fielding, has been making do with e-mail filters that chief information officer Brett Don says basically screen for George Carlin's famous "seven deadly words." Don is currently shopping for other options, and is leaning toward outsourcing the job to a company such as MailMarshal (used by 4 percent of responding firms) or Postini (used by 20 percent). But he says that firm attorneys, as tired of spam as they are, have important concerns: "They're fearful that too much automation is going to affect client communications," he says; an overly cautious blocker may strain out legitimate e-mail, including notes from clients. "What if they miss a deadline or some other important action item?" he asks.

Chief information officers who have chosen wisely—products that avoid false positives and free up lawyers' in-boxes—are, by and large, extraordinarily happy individuals. McGuire-Woods's chief information officer, James Dobrzeniecki, calls **Postini "the best thing that's ever been created."** The happiest attorneys, he says, were those who have Black Berrys set to vibrate with incoming mail. They had been getting buzzed up to 100 times a day, often during client meetings.

Chief information officer Douglas Caddell of Foley & Lardner swears by **Postini**, which was installed seven months ago and allows attorneys to set their own screening level and check their spam folders, just to make sure that vital client e-mail didn't get accidentally deleted. The cost? Approximately \$50 per user per year.

Most chief information officers said that the array of current options for blocking spam arrived just in time: Chief technology officer Don Jaycox at Gray Cary Ware & Freidenrich estimates that, since December, spam has increased 270 percent, while legitimate e-mail rose only 14 percent. He's been pleased with Frontbridge, which costs the firm \$36 per user per year.

Katten Muchin Zavis & Rosenman decided to go with shareware SpamAssassin to install on the firm's servers, and further subscribed to the free internet service Open Relays, which sifts through e-mail before delivery to firm in-boxes. With those two systems in place, says chief information officer Peter Durr, spam was reduced so quickly that, by the end of the first day, more than ten attorneys had called him to thank him personally. And it didn't cost the firm a dime. —A.V.

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