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# AIRTIME-Manager's CIO Survey of AMLAW® 200 Firms Results

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## About the Survey

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In January 2006 Airtime-Manager conducted an email survey of CIOs within AMLAW 200 firms. The survey focused on the wireless timekeeping habits of attorneys and the opinions of CIOs on related topics. In total, 41 AMLAW CIOs provided their feedback; a significant sampling and a highly acceptable response rate of 20.5%.



## Summary of Results

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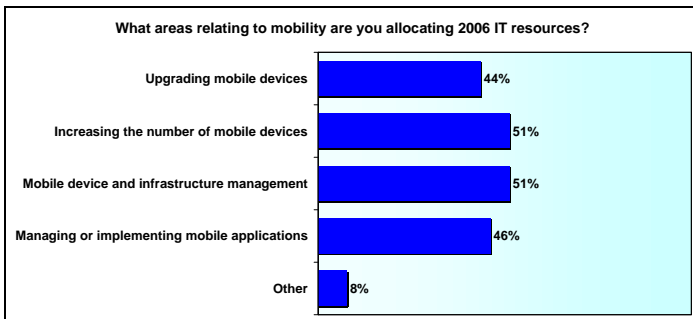
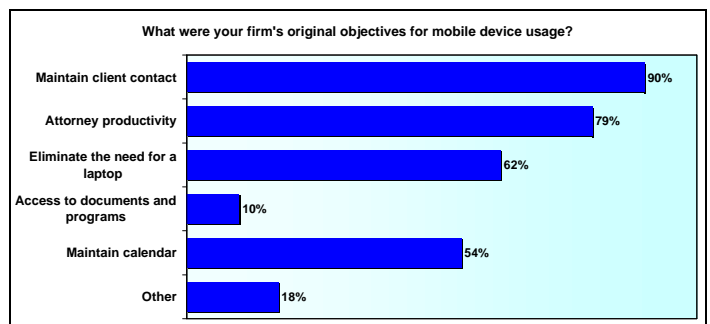
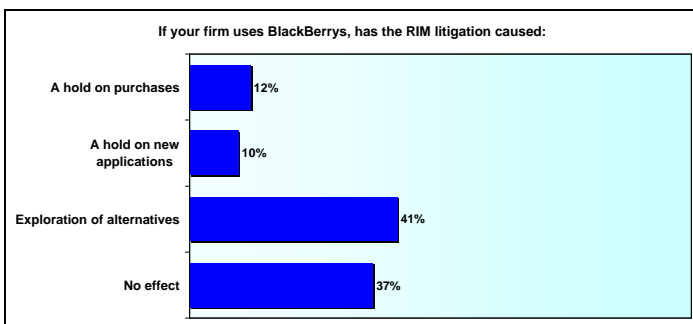
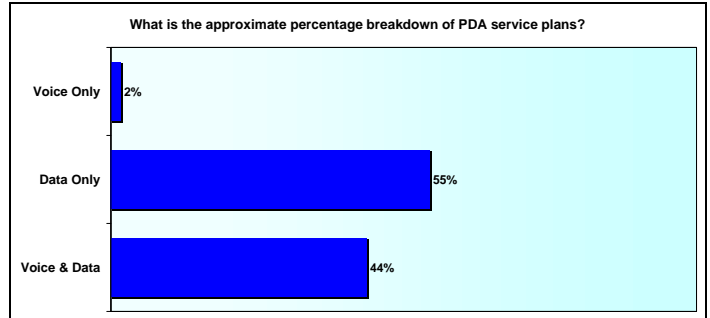
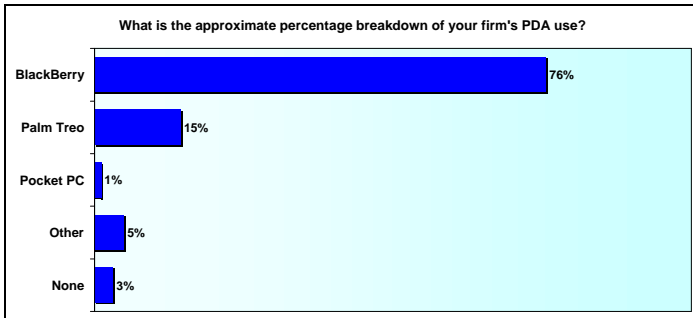
### Characteristics and Facts Concerning Mobile Fleet

- 76% of attorneys at responding firms use BlackBerrys, 15% Palm Treos, 1% Pocket PC, 5% all other PDAs combined, and 3% do not use a PDA.
- Unsurprisingly, PDAs are overwhelmingly (90%) and primarily deployed to facilitate client contact. While 62% of respondents deployed PDAs to eliminate the need for a laptop while out of the office, only 10% did so to provide virtual access to documents and programs.
- Less than half of the firms surveyed are exploring BlackBerry alternatives as a result of the RIM litigation while the others are not.
- 44% of firms plan to upgrade their PDA fleet this year and 51% of firms will be expanding the number of devices this year.

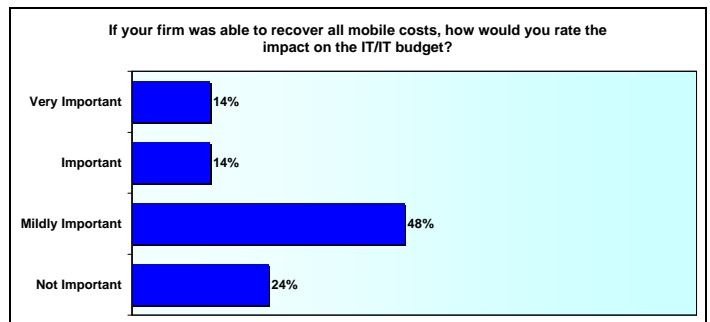
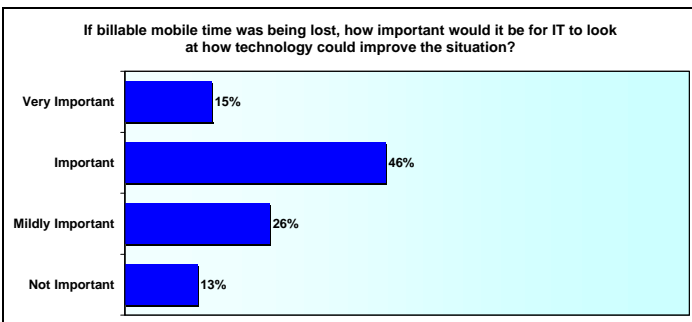
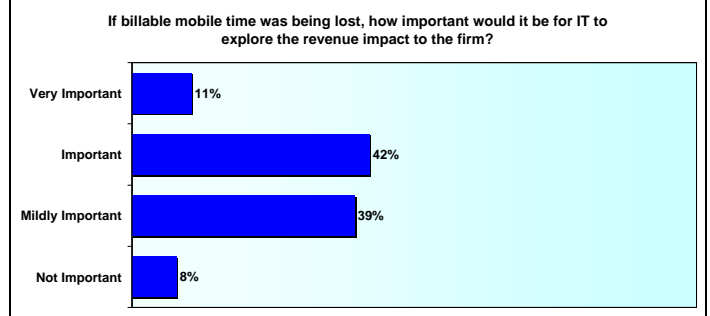
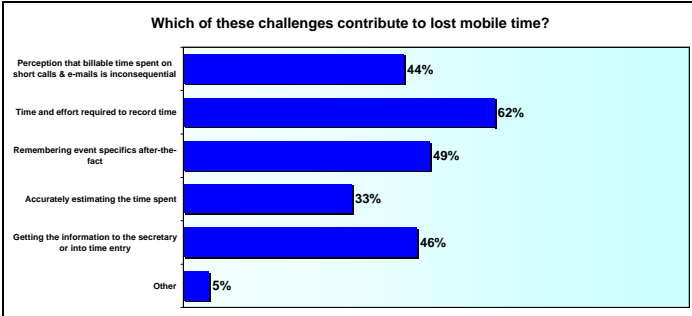
### Observations Concerning Mobile Time Management

- 92% of CIOs feel it's important to explore the revenue impact of lost mobile time and 76% saw an opportunity to manage/recover mobility expenses within the IT budget.
- 62% of firms cite the time and effort required to record mobile time as the greatest challenge to billing for out of office time.
- Mobile time capture is a problem many CIOs feel their attorneys are experiencing. Challenges included the difficulty of remembering event specifics (49%), accurately estimating the time spent (33%) and getting the information input into time entry (46%).

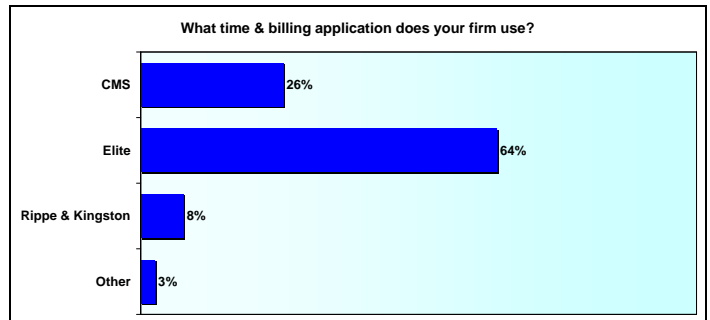
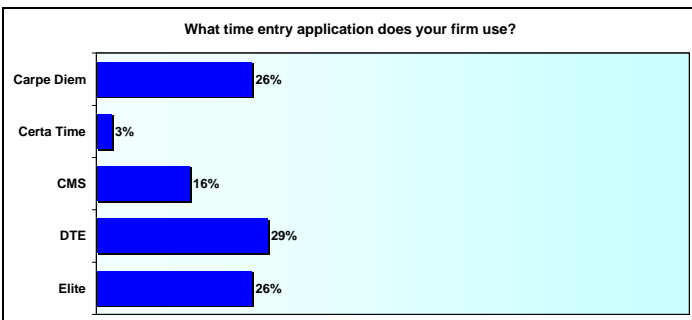
# The Mobile Fleet



# Mobile Time Management



# In Office Time Entry



## Observations

Advanced mobile devices are no longer reserved for elite attorneys in top firms. Devices are being distributed firm-wide and are frequently updated. Because of this proliferation of devices, attorneys are able to conduct meaningful business from anywhere. As time spent on these devices grows, so does the effort to track billable hours. The thought of lost billable time creeps into the minds of managing partners and CIOs who are responsible for providing the attorneys with the best resources available to conduct business. Firms who turn a blind eye to the growing issue may not be aware of how much of an impact uncaptured or inaccurate mobile time can have on firm-wide revenues. In addition, mobile time has shown to be difficult for both the timekeeper and the secretary to track, often resulting in guessing and inaccuracies. Firms should conduct an internal audit on their own mobile timekeeping habits to determine if additional applications are necessary to capture billable mobile time.

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