

LPS / TPS Questions and Answers

What are my options?

Now you have read the announcement letter and / or attended the road-shows, you may be wondering what your options are and what next steps to take.

Option 1: Upgrade – if you want to upgrade to IRIS Law Business, you need to speak to your account manager listed below, who will discuss the benefits of moving and will answer any queries you may have.

Your Account Manager contact details:

Steve Chivers, Sales Manager, IRIS Law Business 01925 750028, steve.chivers@iris.co.uk
Sara McGreevey, Professional Services Manager, 01925 750029, sara.mcgreevey@iris.co.uk
Marketing, legal@iris.co.uk

Option 2: Do nothing - If you decide the time is not yet right for you to upgrade to IRIS Law Business – that's fine, it's your choice.

You decide when the time is right for your firm to upgrade to IRIS Law Business.

We will continue providing support for The Partnership Suite and legislative enhancements, subject to Microsoft directives, until July 2011.

After July 2011 you are still able to use the TPS software. This will be available through our Vintage Support Programme at an additional cost.

Further information regarding the upgrade path and a useful question and answer section is contained on the following pages.

Why should you upgrade?

Firstly, no-one is forcing you to do anything. The TPS product will be supported through to at least July 2011. There is however immediate and long-term advantages of moving to the IRIS Law Business platform. All future development effort will be concentrated on IRIS Law Business and this, together with our further £5 million product investment, provides you the confidence of ensuring you have a business technology platform to meet the needs of an ever changing market.

What is IRIS Law Business and where did it come from?

IRIS Law Business is based on the former IRIS Connected application, formally of Mountain. This application has recently been developed, using many man years of legal sector expertise, and has received significant investment. The application is based on the Microsoft platform .Net and SQL .The platform is of modern design and positions firms well into the future.

What is the future of IRIS Law Business?

IRIS Legal has announced a further £5 million investment into the product portfolio over the next 3 years. IRIS Law Business customers will benefit directly from this. We are currently researching new applications and innovation for this product line which is in addition to the already stated product roadmap. Over the next few months we will be running customer focus workshops as part of our process for gaining customer input to new product. At these workshops we will share some of our early product ideas. This includes, but is not limited to:

- The Networked Firm
- Self Service
- Multi-Channel Delivery
- Analytics

What happens if I decide to stay with The Partnership Suite?

You decide when the time is right for your firm to upgrade to IRIS Law Business. We will continue providing support for The Partnership Suite and legislative enhancements, subject to Microsoft directives, until July 2011.

After July 2011 you are still able to use the TPS software. This will be available through our Vintage Support Programme at an additional cost.

When will the upgrade programme happen?

Any LPS customer can upgrade at a time suitable to your firm. To upgrade simply email legal@iris.co.uk or contact your Account Manager who will be happy to organise this with you.

What are the cost implications?

IRIS is offering all TPS customers a free like for like IRIS software upgrade path to IRIS Law Business, although there will be associated costs for the data migration, training, project management and any new hardware installation. The costs will depend on the nature of data migration you select and the size of your organisation. We are working hard to automate as much of this process as possible in order to meet our objective of keeping costs to a minimal level. Your account manager will be able to give you further information tailored to your needs.

What are the implications to my hardware?

The hardware requirements are similar to that of The Partnership Suite, however, this migration also presents an excellent opportunity to review your system. We will be pleased to support you in this process and will provide you with a clear indication of the hardware specifications for servers and user workstations required to deliver the desired performance.

What will I see happen next?

We will continue to update you as to the developments of IRIS Law Business and the developments of the Customer Care team through our electronic newsletter Legal News.

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