**What percent of your IT services and tech support are provided in-house by your staff?**

Budget = Less than $1 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| 100% | 7.1% | 1 |
| 75-99% | 28.6% | 4 |
| 50-75% | 0.0% | 0 |
| less than 50% | 64.3% | 9 |

Budget = $1-5 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| 100% | 4.3% | 1 |
| 75-99% | 13.0% | 3 |
| 50-75% | 8.7% | 2 |
| less than 50% | 73.9% | 17 |

Budget = $5 million and above:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| 100% | 33.3% | 4 |
| 75-99% | 33.3% | 4 |
| 50-75% | 25.0% | 3 |
| less than 50% | 8.3% | 1 |

**What case management software does your organization use?**

Budget = Less than $1 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Kemps | 28.6% | 4 |
| LegalServer | 0.0% | 0 |
| Pika | 21.4% | 3 |
| Salesforce/Justice Server | 0.0% | 0 |
| Legal Files | 7.1% | 1 |
| Other (please specify) | 42.9% | 6 |

Budget = $1-5 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Kemps | 23.8% | 5 |
| LegalServer | 0.0% | 0 |
| Pika | 9.5% | 2 |
| Salesforce/Justice Server | 4.8% | 1 |
| Legal Files | 0.0% | 0 |
| Other (please specify) | 61.9% | 13 |

Budget = $5 million and above:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Kemps | 16.7% | 2 |
| LegalServer | 16.7% | 2 |
| Pika | 33.3% | 4 |
| Salesforce/Justice Server | 0.0% | 0 |
| Legal Files | 0.0% | 0 |
| Other (please specify) | 33.3% | 4 |

**How satisfied is your organization with your case management software?**

Budget = Less than $1 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very satisfied | 8.3% | 1 |
| Moderately satisfied | 50.0% | 6 |
| Neutral | 25.0% | 3 |
| Moderately unsatisfied | 0.0% | 0 |
| Very unsatisfied | 16.7% | 2 |

Budget = $1-5 million:



|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very satisfied | 0.0% | 0 |
| Moderately satisfied | 42.9% | 9 |
| Neutral | 14.3% | 3 |
| Moderately unsatisfied | 28.6% | 6 |
| Very unsatisfied | 14.3% | 3 |

Budget = $5 million and above:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Very satisfied | 8.3% | 1 |
| Moderately satisfied | 58.3% | 7 |
| Neutral | 8.3% | 1 |
| Moderately unsatisfied | 0.0% | 0 |
| Very unsatisfied | 25.0% | 3 |

**Which email system does your organization use?**

Budget = Less than $1 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Outlook | 46.2% | 6 |
| Gmail | 38.5% | 5 |
| Other (please specify) | 15.4% | 2 |

Budget = $1-5 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Outlook | 50.0% | 11 |
| Gmail | 45.5% | 10 |
| Other (please specify) | 4.5% | 1 |

Budget = $5 million and above:



|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| Outlook | 66.7% | 8 |
| Gmail | 33.3% | 4 |
| Other (please specify) | 0.0% | 0 |

**How does your organization store and/or share electronic files, including confidential or private information?**

Budget = Less than $1 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| In-house file server | 78.6% | 11 |
| Cloud service or other hosted file server  | 7.1% | 1 |
| Non-redundant local media. | 7.1% | 1 |
| Other (please specify) | 7.1% | 1 |



Budget = $1-5 million:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| In-house file server | 71.4% | 15 |
| Cloud service or other hosted file server  | 14.3% | 3 |
| Non-redundant local media  | 0.0% | 0 |
| Other (please specify) | 14.3% | 3 |



Budget = $5 million and above:

|  |  |  |
| --- | --- | --- |
| **Answer Options** | **Response Percent** | **Response Count** |
| In-house file server | 41.7% | 5 |
| Cloud service or other hosted file server  | 8.3% | 1 |
| Non-redundant local media  | 0.0% | 0 |
| Other (please specify) | 50.0% | 6 |