



Network and Systems Services

For Law Offices

www.oaktreesoftware.com



While most IT support vendors are very good at designing a generic network, they often overlook important details when it comes to supporting a network with many of the specialized legal applications used in today's diverse law firms.

A screenshot of a software window titled "Edit Time Card". The window contains several input fields and buttons. Under "Enter Info", there are dropdown menus for "Client" (Craig Jackson), "Matter" (Consultation), "TimeKeeper" (Larry Lawyer), and "Date" (12/ 2/2005). Below this is a "Task Code" dropdown (Appear Surrogate's Court) and a "Description" field (Appear in Surrogates Court to Probate Will). A "Time Spent (H)" field shows 0.5, and a "Time Billed" digital display shows 00:30. The "Billing Settings" section includes "Billing Status" (Billable), "Non-Taxable" (checked), "Rate" (325.00), "Service Tax" (0.00%), and "Net Amount" (162.50). Buttons for "Minimize Screen", "Save & New", "Save & Close", and "Cancel" are at the bottom.

Oaktree's computer systems engineers and client support staff know how to integrate your Practice and Case Management, Dictation, and Document Management software. OakTree also works with Discovery and Trial presentation applications within your Windows platform. Along with extensive knowledge of your law office's software and hardware, our professional and courteous client support staff understand how to interact with your office's staff without impacting your daily operations.

For more information, please contact:

Melissa Molinar at 918.584.7900

melissa.molinar@oaktreesoftware.com

Summary of Services

OakTree Software Network Systems Services provides computer and server support to law offices with 1 – 100 computer users.

We know your clients are a vital component of your business and you provide excellent service to your clients. Why not expect that same level of service from your IT support vendor? We strive to match that expectation by delivering exceptional customer service. Our Microsoft Certified professionals provide fast, accurate, and complete resolution of your hardware, software, and network issues. You benefit by having a well established company to call when help is needed.

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- ◆ Monitoring of your entire system to help mitigate downtime obstacles that are critical to your productivity and your bottom line.
- ◆ Secure storage and recovery of the files that are important to your business and your clients.
- ◆ Ensuring a secure malware/adware/spyware free network.
- ◆ Remote remediation of technical issues, on site support, and technical training.
- ◆ Installing and troubleshooting LAN, WAN, and security appliances.
- ◆ Supporting Microsoft Windows desktops and servers.
- ◆ Performing network and system administration duties. For example: setting up network and e-mail accounts, troubleshooting activities, patches, and upgrades.
- ◆ Monthly on-site meetings to discuss issues, needs, and gain knowledge of changes in your environment.
- ◆ Blackberry, Palm and iPhone connectivity support.
- ◆ Practice and Case Management, Document Management, and Dictation technical support.