

## Independent View

**Market**  
The preponderance of firms using Linetime's Liberate can be found in the large high street, commercial and regional categories, with large take-up also in the medium-sized high street, City and major regional firms.

**Features**  
Liberate is a series of modules (legal accounts, case and matter management, debt recovery and marketing) which integrate to form one solution. Useful features include an intuitive interface and on-screen prompts supported by online context-sensitive help. A pre-set workflow application in the case management module helps to maximise effective productivity.

It adopts a three-level approach to management reporting: the standard level offers over 160 standard reports; level two enables users to compile reports that are tailored to their requirements; level three offers performance and monitoring reports and key performance indicators via a user portal/dashboard.

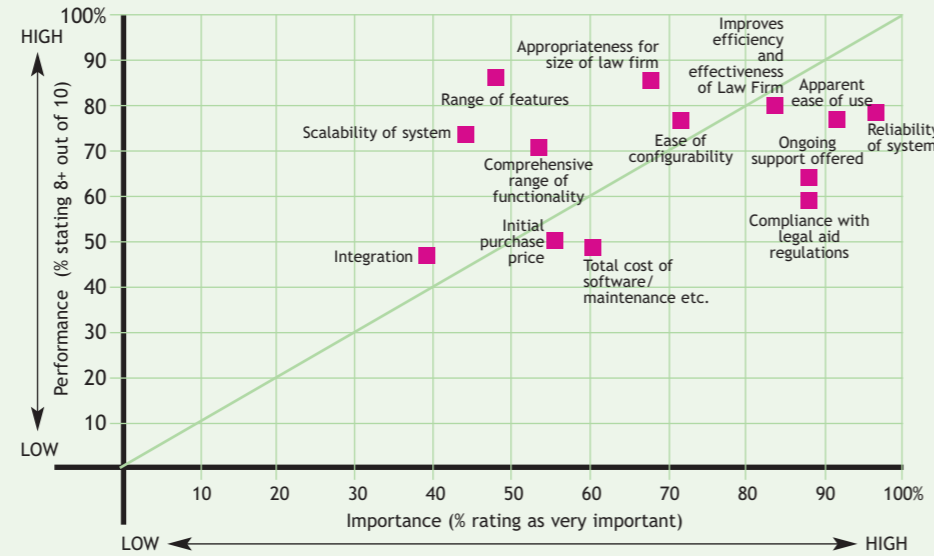
The solution includes features of benefit to both front and back office. Front-office users have different methods of time recording and of logging charging rates per fee-earner, supported by a billing 'wizard' for improved billing efficiency.

Back-office users can set work-in-progress, fee and disbursement limits to control expenditure. They also have access to a credit control module for minimising bad debts as well as a cashflow reporting facility.

Its B2C solution is a client web access portal allowing clients to access case details, view and generate reports, submit instructions exchange information and make payments online.

**Developments**  
Linetime is to launch a new version of Liberate in 2009 - Signature Edition, which will offer a variety of features and includes a new Microsoft .NET look and feel.

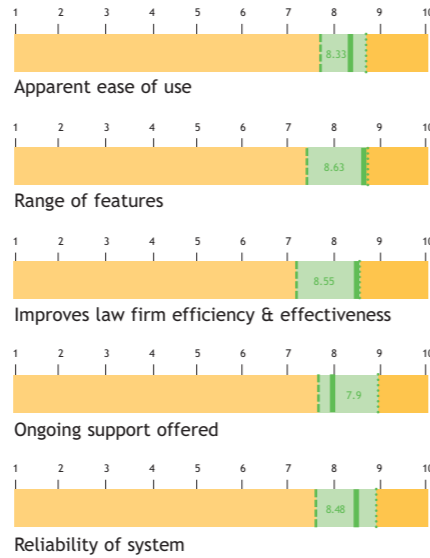
## Product Performance Market research results



The Importance/Performance Ratio is a visual representation of each provider's performance on a range of product and company attributes in the context of what's important to the legal profession more generally.

Attributes that score towards the right are perceived to be very important by the legal profession; those that score towards the left are perceived to be of much less importance. Scoring more towards the top right-hand corner is desired.

### Product Satisfaction



LOWEST | THIS PRODUCT | HIGHEST

### Vendor Satisfaction



## Panel Analysis

Linetime has gained a most interesting set of capabilities and ways of thinking from working with a non-traditional client of late. In a post-Legal Services Act world, understanding how law firms might work in a non-traditional way is vital. The product has also benefited from major development, noted the panel, 'improving the user interface and adding functionality to improve information management like 'filters' which are set by end users'. Linetime's 'slider bar' in case progression is 'a good innovation', noted one panel member, as it allows users to predict what will happen to case schedules. Email handling using public folders is a 'neat idea that could work well even in smaller practices'. Audit trailing was also good, and conflict checking was comprehensive and impressive. Perhaps most notable is that in terms of cashflow forecasting and other money matters, Linetime produced a 'pass with merit' from our most fiscally focused panel member.

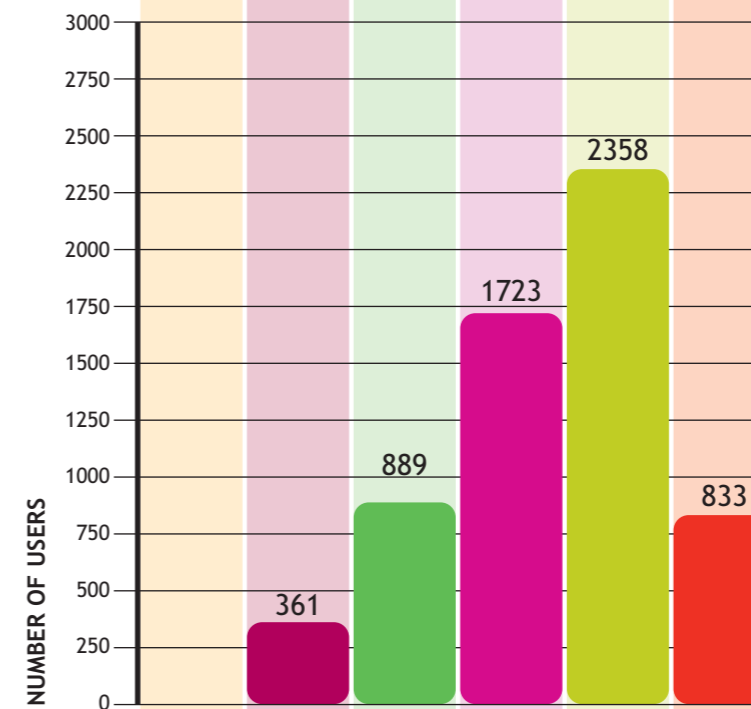
## Product Pricing (Average cost per seat)

### LIBERATE

Number of Users	1	5	20	40	75
Cost per seat (includes)	-	£2300	£1100	£950	£700
Software Installation (days)	-	1	1	2	2
Project Management (days)	-	1	1	2	2
Training (days)	-	6	11	16	23
Annual Maintenance/Support Charge	-	£1135	£2655	£4350	£6480
Maintenance included in year 1	-	Yes	Yes	Yes	Yes

## User Base

LIBERATE	1-5	6-20	21-40	41-75	75+	Top 100
Total firms 133	FIRMS -	36	37	39	18	3
Total users 6164	USERS -	361	889	1723	2358	833



LIBERATE	1-5	6-20	21-40	41-75	75+	top 100
	X	✓	✓	✓	✓	✓
	Solo/Very Small 1-5 Users	Small High Street 6-20 Users	Medium High Street 21-40 Users	Larger High Street 41-75 Users	Commercial and Regional Firms 75+ Users	City and Major Regional Firms Top 100+ Firms

## Managing Director's Statement



**TONY KLEJNOW**  
Managing Director

Our strategy is to offer our clients a complete portfolio of software solutions. This has been recognised in the Law society survey with Liberate gaining first place for "range of features" for the second year in succession.

As well as servicing the core areas of case and practice management we provide a specialist debt recovery system. We automate the processes of money laundering, conflict checking and client verification and provide an inbuilt document management facility. All of this is closely integrated with Microsoft Office.

The latest addition to our portfolio is the Signature Edition of our case management.

It is a 100% .NET application based on Microsoft SQL Server. Designed from the outset to offer greater levels of compliance, team working and streamlined workflows Signature Edition is a significant advance on traditional case management solutions.

We specialise in integration with third party products and external services. These include NLIS, ESDLT, PCOL, CCBC, LSC Online and digital dictation.

Our mission is to equip our clients with the tools they require to stay ahead in this increasingly competitive market, particularly in anticipation of new entrants post Clementi.

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