

## Introducing Keno Kozie Associates

Information is the lifeblood of your firm. You and your clients count on [access to your data](#) when and where you need it. [The options for managing information and its infrastructure have become more complex, with corresponding technical, budgetary, and staffing challenges that are constantly evolving.](#)

Keno Kozie Associates can help. We are the IT experts of choice for law firms across America. Hundreds of firms entrust their reputations and business to our team of experienced specialists. From 24/7/365 Help Desk outsourcing to complete system design, implementation, training, and support, our clients rely on Keno Kozie every day.

### Our Background

Keno Kozie has been serving law firms of all sizes for more than 25 years; [as a result, we understand not only IT, but also law firm culture. We've gained in-depth knowledge and keen perception of the challenges and needs law firms face, and our backgrounds provide us with insight into addressing these challenges through the thoughtful application of technology. We recognize the importance of information, communication, and access for legal professionals and their clients.](#)

[Keno Kozie offers practical and cost-effective services that complement and enhance numerous aspects of your firm's technology operations. We are steadfastly committed to outstanding client service, so we do what it takes to get the job done to your complete satisfaction every time.](#)

### Our Services Match Your Needs

Keno Kozie provides a wide range of IT support and consulting services [essential for law firms](#), including:

- Advanced legal applications
- Document management systems
- Help Desk outsourcing
- Network design and implementation
- Remote network management
- Data communications and security
- Data center implementation
- Desk-side support
- Disaster recovery systems
- Litigation support systems
- Rollouts and implementations
- Application training and skills assessment
- Technology audits
- Business continuity planning and risk management
- Security assessment
- Network and general computer support
- WAN design and optimization

### Your Team of Experts

Keno Kozie [offers talented professionals who know the most effective ways to support successful law firms. Our clients work directly with senior managers who have solved the specific demands of small, mid-sized, and large law firms for many years.](#)

We are ahead of the curve on the [technologies and applications law firms use today](#). Our staff includes expert engineers certified in [the most popular law firm technologies](#) and professionals experienced in document management, litigation support, training, and end-user support. Our staff stays up-to-date [on mandatory training](#).

When you partner with Keno Kozie, all [our experience, expertise, and training](#) are just one phone call away.

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### Scalable Service

Whether you have a single office or multiple locations across the United States and abroad, Keno Kozie can satisfy your unique needs. We constantly monitor our 24/7 call center to support peak demand, our infrastructure supervisors cover hundreds of systems, and our implementation engineers are equally adept at installing a single server or a complete data center. With our experience in law firm technology, we know precisely how to achieve your IT goals and bring your technology initiatives to life. We provide the resources to guarantee that we always finish on time, operate within budget, and exceed your expectations. Our clients have the assurance of knowing the right team is working with them, no matter the size or complexity of their needs.

Throughout our history, we have become one of the leading providers of end-user support and technology consulting services to law firms across the United States. Find out for yourself why more firms have entrusted one of their most important assets—information—to Keno Kozie Associates.

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## Advanced Applications

Law firms use technologies and applications that are more sophisticated and complex than most other industries use. Supporting these technologies requires an understanding of law firm requirements, practices, and culture that results only from years of hands-on experience, extensive training, and consistent usage.

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Keno Kozie Associates has been implementing and supporting advanced law firm applications for more than 25 years. Dating back to the early days of law firm automation, we've acquired an unparalleled perspective on and level of experience with the complex technologies and advanced applications that law firms use daily, including document management, litigation support, document automation, and practice management.

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**Deleted:** There are many options available to firms today to assist with automating the creation of documents, management of document metadata and effective document comparison. Keno Kozie is a leading partner for the major applications as well as some new emerging technologies to automate and protect your documents. We help clients select the right products and integrate them into Word and their document management system. ... [28]

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### Document Management

Proper design and implementation of a document management system (DMS) requires myriad detailed steps to ensure a successful project and a useful environment for the firm. We ask the right questions and translate the firm's responses into a properly designed system. From initial design and planning through infrastructure implementation, workstation configuration, document importation, and end-user training, Keno Kozie's DMS experts work closely with management, IT, and end-user personnel to design and implement a document management system that supports each client's practice and enhances the efficiency of its document processing environment. Our DMS designers, implementation engineers, and support analysts have extensive real-world experience implementing and supporting document management systems at law firms.

### Document Automation

In an ever-changing application environment, Keno Kozie has the experience and resources to research and recommend the right applications for document creation automation, document metadata management, and effective document comparison, then ensure their successful integration into Word and your firm's document management systems. We have expertise with major applications as well as emerging technologies to automate and protect your documents.

## Design and Integration

Keno Kozie's many strengths include extensive training, experience, and understanding of business needs and the impact of a system implementation, enabling us to complete your technology projects and support your IT environment efficiently, professionally, and within your budget.

Our expertise extends to document management, virtualization, remote access, litigation support, email, disaster recovery, and other systems critical to your firm's daily operation. We structure our services to balance power, reliability, and cost-effectiveness, allowing your professionals to focus on client service and firm profitability.

Our engineering services include:

- **System design.** Implementing a system without a thoughtful and efficient design is a recipe for disaster. To implement systems successfully, our senior systems engineers work with your firm to address your functional needs with the capabilities of the available technology—safeguarding a long-term investment in your new system.
- **System implementation.** Keno Kozie has been implementing properly designed systems for law firms for more than 25 years, from basic networking infrastructure to distributed systems spanning the continent, so we have the confidence and knowledge to handle your firm's system design and implementation.
- **Advanced technologies.** Law firms present one of the most technologically sophisticated environments in today's business world. Keno Kozie is the integrator of choice for law firms around the country. From virtualization to acceleration, from data center design to disaster recovery, our engineering team can help your firm take advantage of the most powerful new technologies.
- **IT support and maintenance.** Our work doesn't stop with system design and implementation. Along with providing managed infrastructure and Help Desk services, Keno Kozie's engineers proactively manage, maintain, and support your critical systems at all times. Whether remotely or on-site, Keno Kozie keeps your systems running.

Keno Kozie's engineering and management personnel understand the nuances of modern information technology, the importance of performance, reliability, and stability, and the requirements of working in a dynamic and demanding industry. With our considerable history supporting law firms and other organizations, you can rely on Keno Kozie to design, install, and support your IT infrastructure, leaving your firm with dependable system stability and an effective technology environment.

To learn more about how we can help your firm design, install, and support your IT infrastructure, visit our website or call us today.

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## Help Desk Services

As the complexity of the legal IT environment and the demands of a firm's professional staff increase, so does the need for skilled and productive Help Desk support. Among the important and measurable reasons for law firms to consider outsourcing Help Desk services:

- Maintaining a talented, customer-focused and useful Help Desk requires a significant infrastructure, IT resources, and human resources investment.
- The necessary application knowledge and support skills to provide meaningful help to end users in-house leads to higher analyst-to-user ratios and costs.
- Providing support for extended hours, weekends, and holidays, and ensuring coverage during personal time, vacations, and departmental meetings, requires a larger staff and more resources.
- Knowledge of advanced applications is difficult to maintain as technical environments become more complex.

Help Desk support impacts the overall effectiveness of your entire firm's operation and its professionals' ability to serve clients. Keno Kozie's Help Desk service provides prompt, knowledgeable assistance to all members of your firm—24/7/365. Our experts have knowledge of law firms, legal applications, and legal IT environments that is second to none in the Help Desk industry.

### Our Approach to Help Desk Services

The Keno Kozie Help Desk team maintains specific standards in our approach so your professionals can get back to the business at hand as quickly as possible.

### Our performance metrics exceed industry standards:

- First Call Resolution: 80% or more
- Telephone Answer Time: 90% of all calls in less than 30 seconds
- Email Answer Time: 90% of all emails in less than 15 minutes
- Telephone Abandon Rate: 4% or less
- Customer Satisfaction: 95% or more

### The Keno Kozie Team

Keno Kozie analysts offer a broad spectrum of experience and knowledge. Many have worked at law firms managing Help Desks and training departments and word-processing offices. With backgrounds in application training, systems analysis, programming, and user support, our professionals offer an intimate understanding of law firm technology and an unprecedented ability to resolve end-user issues. Upon joining the Keno Kozie team, analysts must complete rigorous training, and they continue to participate in training to remain up-to-date on the latest law firm applications and hardware. In addition, because Keno Kozie is a full-service IT integration firm with a range of technology services for law firms, including system integration, advanced legal applications, training, managed services, and more, we have extensive resources at our fingertips, so there are few, if any, questions we cannot answer.

### Keno Kozie Help Desk Mission Statement

The mission of the K2 Help Desk is to deliver a world-class customer service experience by providing client-focused, technology support that empowers our customers in the pursuit of their strategic objectives and business goals, evolves constantly to meet new market demands, and practices rigorous dedication to continuous improvement.

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## IT Security

There is a new security standard within the legal industry. Changes in compliance and regulations for client security and business plans are threatening revenue and work for many firms. We can assist by helping clients bolster and protect their businesses through security assessments, business continuity plan development, and risk management.

### Security Assessment

Regulations and client pressures regarding information technology security are impacting companies big and small. Security breaches can adversely affect a company's ability to stay in business. Security assessments provide business leaders with an analysis against approved policy and information about best security practices. The goal is to make sure companies are ready for today's challenges and security policies. We help integrate right controls into the organization's structure.

### Keno Kozie Develops a Roadmap to Better Security by:

- Helping assess an organization's current security position against industry best practices.
- Providing recommendations to help an organization strengthen its security posture and minimize the chance of security breaches.
- Obtaining an in-depth understanding of the current state of a company's infrastructure and controls.
- Leveraging our expertise and solutions to provide a solid plan for closing security gaps quickly and efficiently.

A few examples:

- ⇒ Assessing and developing IT policy and procedures for the management of your company.
- ⇒ Auditing LAN/WAN technologies including WLAN.
- ⇒ Testing firewall rules and configuration.
- ⇒ Examining system logs, alerts, and log collection set-up.
- ⇒ Checking Microsoft Windows environments.
- ⇒ Reviewing Cloud computing.

### Business Continuity and Risk Management

Business continuity planning has become essential for any company's survival. Disruptions due to technology failures, such as Mother Nature, malicious security breaches, and other human actions, can be devastating if a company does not properly prepare for the possibility.

Nearly 80 percent of companies affected by a major disruption to business never re-open or go out of business within 18 months. Meanwhile, companies with a mature business continuity plan view disasters as an opportunity while their competition remains impaired. Today's firms must maintain their high levels of network security while dealing with business disruptions. High availability and high network security can be at odds with each other, making the development and testing of any continuity plan problematic. The combination of the right experience and expertise is critical in plan development.

Professional services in business continuity plan development and risk management that we offer include:

- Starting your firm with risk assessment and business impact analysis.
- Identifying important critical business processes and recovery strategies.
- Determining speed of recovery necessary and develop recovery plans.
- Addressing the gaps in any plans.
- Helping maintain the plan after initial launch through testing and review.

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- Developing recovery plans to align with recovery objectives.
- Providing physical data center assessment and managed services.
- Ensuring risk assessment for data access and restoration in case of disaster.

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## Litigation Support Services

Keno Kozie Associates provides a variety of litigation support services to law firms and corporate legal departments. We help our clients maximize their existing technologies and human resources throughout each step of the litigation lifecycle. Our services cover software training and support, outsourced litigation support services, infrastructure planning and assessment and cloud service projects. In addition, we can assist in choosing the best software solutions to fit your needs and develop best practices and procedures around your workflow.

### Training and Support

Keno Kozie Associates offers world-class training and support services for many of today's most widely used litigation support applications. We believe the learning should not start or stop in the classroom. In-class training coupled with firm-specific documentation helps instill confidence, and our clients receive an immediate return on investment from their software purchases.

### Workflow and Best Practices Consulting

Developing and documenting best practices and procedures is the cornerstone of a good workflow. Keno Kozie can help identify key players and roles in your environment to assist with the litigation workflow. We develop checklists and detailed documentation, which enable your employees to manage the litigation process consistently and allow for best-cost predictability, efficiency, and overall quality control.

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## Managed Services

Keno Kozie Associates [combines](#) law firm experience, real-world technical expertise, and a [commitment to customer service](#) [in managing](#) our clients' information technology environments. [We proactively manage](#) your infrastructure and IT environment to minimize information processing disruptions, avoid catastrophic failures, and reduce IT support costs.

Before we begin each [managed services](#) engagement, we complete an extensive [review](#) and system certification at your firm. During this process, our engineers [carefully examine](#) your firm's IT environment, identify and address any initial problems, set up sophisticated IT monitoring systems, and recommend [any necessary](#) upgrades or replacements. This stage [helps](#) identify [prerequisite tasks](#) to establish a stable foundation for ongoing support.

When this process is complete, we [provide](#) your firm with a full range of services to keep your IT environment running smoothly and efficiently, [including](#):

**Monitoring**—to [identify](#) issues before they escalate into expensive emergencies, [such as](#):

- [Monitoring](#) system 24/7
- [Managing](#) system health
- [Controlling](#) software and hardware inventory
- [Providing](#) daily status reports and [engaging in](#) weekly IT review discussions
- [Meeting](#) with management for [system review](#)
- [Planning](#) and budgeting [IT strategically](#)

**Maintenance**—to keep systems running optimally, [such as](#):

- [Patching](#) server operating system
- [Managing](#) system backup and restore operations
- [Overseeing](#) anti-virus, spam, and spyware systems
- Addressing ISP and data communications issues
- [Implementing](#) firewall maintenance
- [Attending](#) to routine server maintenance tasks

**Management**—to proactively address [tasks](#) for critical applications within the IT environment, [such as administering](#):

- Active [directory](#) and server
- Microsoft Exchange
- Terminal [server](#) and Citrix
- Document [management](#)
- SQL
- Disaster [recovery](#), [including](#) routine testing
- Blackberry, iPhone and other PDAs

With our [blend](#) of IT expertise and [experience](#) [at](#) law firms across [America](#), you can trust the [management](#) of your firm's IT environment to Keno Kozie.

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## Training Services

Clients are increasing pressure on their law firms to provide more for less, and many firms are already working with reduced staff. In this environment, firms that use technology to leverage their productivity are most likely to succeed. You cannot afford to squander your expensive technology with inexperienced users; you must optimize their value with thorough training.

Effective training for lawyers, administrators, and support staff allows your firm—and your clients—to get the most from your technology. Additionally, a comprehensive and professional training program results in enhanced staff retention, reduced support costs, and a more efficient firm overall.

Keno Kozie's certified trainers are proficient in all the advanced applications law firms commonly use, including document management, matter-centricity, litigation support, document automation, and advanced word processing. We can provide:

- One-time firm-wide training classes/floor support on new applications for the entire firm
- Staff augmentation during peak needs
- Periodic webinars to indoctrinate new employees, keep staff abreast of changing technology, and improve functionality
- Focused training on new versions of applications
- One-to-one training
- Custom training as necessary
- Skills assessments

Whatever your training requirements—new hires, rollout of new applications, or advanced applications—our full-time staff of certified trainers can design a program that best fits your firm's needs.

### Hands-on Training

Whether your users need to stay on top of the latest changes to Microsoft products or learn an entirely new litigation support tool, we can help them remain knowledgeable and productive. We teach our hands-on classes either at one of Keno Kozie's training facilities (in Chicago and Washington DC) or right at your firm. These sessions educate users in a familiar environment and provide an opportunity for questions and feedback on the spot.

### Continuing Education Classes

Ongoing training enables users to stay current on new or advanced features within the software they use most. Our continuing education sessions target a specific topic or feature to help users advance their skills and become more efficient. Typically, these classes are web-based and last about an hour, allowing users to participate from their own desks.

### One-on-One Training

To accommodate schedules, we can provide a series of one-on-one training and support sessions, targeting specific technological needs and ensuring clients are comfortable with their firm's technology and proficient in its use.

### Custom Training Courses

With more than 25 years of experience in training law firm professionals, we know that each firm has unique needs and goals. Whether it is the rollout of new software or advanced training in existing tools, we can develop customized classes and programs—in-person, web-based, or both—to meet your firm's specific objectives. We focus our training exclusively on law firms, and our trainers have extensive experience with law firm technology and applications.

Technology is expensive to purchase and implement, and law firms must take full advantage to succeed in today's

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Sara Caputo 8/3/2016 11:55 AM

Comment [43]: Probably don't need this list

Jill Chukerman 7/22/2016 2:53 PM

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Sara Caputo 8/3/2016 12:04 PM

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[competitive marketplace](#). Let Keno Kozie help your firm's staff operate at peak effectiveness with a thoughtful, professional, and cost-effective training program. To learn more, visit our website or call us today.

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