



14th Annual Bridgeway Client Conference
Sheraton Inner Harbor Hotel • Baltimore, Maryland
October 27- 30, 2008

Conference Agenda

Bridgeway's 2008 Client Conference is located in the heart of Baltimore and blocks away from the beautiful Inner Harbor and Oriole Park at Camden Yards. The annual conference offers insight on how to streamline processes, information to bring you up-to-date on legal department trends and compliance issues, and opportunities to network and learn from peers' success stories. Dozens of workshops will cover legal best practices to help you address your legal technology challenges.

Legend

- S** Secretariat
- eC** eCounsel
- LM** LawManager

Solutions Center Hours of Operation

- Tuesday 10:30 am – 5:00 pm
- Wednesday 8:00 am – 5:00 pm
- Thursday 8:00 am – 12:00 pm

| <i>Time</i> | MONDAY, OCTOBER 27 | <i>Location</i> |
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| 6:30 – 8:30 | <p>Welcome Reception Join us at the Sheraton to meet attendees and Bridgeway staff. Beverages and hors d'oeuvres will be served. The opening night reception provides a great way for attendees to unwind, relax and get to know each other. Dress is business casual.</p> | Gallery Floor 3 |
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| <i>Time</i> | TUESDAY, OCTOBER 28 | <i>Location</i> |
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| 8:00 – 9:00 | Breakfast | Chesapeake |
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| 9:00 - 10:15 | General Session | Chesapeake |
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| 10:15- 10:30 | Morning Break | Harborview |
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| 10:30 - 11:45 | <p>Aligning your Department with Corporate Goals: Becoming an Effective Business Partner CLOs face a new reality – the complexity of the businesses they protect is increasing and changing quickly. To remain effective, legal departments must be agile. Aligning legal department objectives with those of the corporation reaffirms the department as an effective business partner. Come hear how Denise Ramirez from Chevron Phillips Chemical Company creatively managed this challenge to a successful outcome.</p> | Loch Raven I |
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| 10:30 - 11:45 | <p>Analysis Center - The Next Level of Ad Hoc Reporting This session will provide a detailed look into what you can do with Bridgeway's premier ad hoc reporting tool. Let us help you determine if you are ready to take your ad hoc reporting to the next level. (This session is also offered on Wednesday at 8:30.)</p> | Severn II |
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| 10:30 - 11:45 | <p>Partnering with Law Firms through Effective Use of the Matter Management and eBilling System Join Bridgeway implementation partner Baker Robbins in this dynamic session and learn about the challenges that law firms face in meeting new and more complex client needs, and how their technology influences their ability to collaborate with your legal department on eBilling. See how understanding the process from the law firm perspective can impact and improve your legal department's interaction and expectations of your law firms.</p> | Camden I/II |
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| 10:30 - 11:45 | <p>Best Practices in Secretariat This session reviews best practices for using the software as well as business processes. We will cover how you can use Bridgeway offerings to maximize your efficiency. Bring your own tips, and hear others' lessons learned. (This session is also offered on Wednesday at 3:00.)</p> | Severn I |
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| 10:30 - 11:45 | <p>Taking Control of the Electronic Discovery Process Corporations are moving toward a proactive electronic discovery process. Many are developing internal capabilities to manage Legal Hold, Data Collection, Processing, Review and Production. This workshop provides a roadmap toward building an internal eDiscovery process. It will highlight how to take control of the eDiscovery process and how to use Bridgeway's eDiscovery Suite to create an end-to-end solution.</p> | Loch Raven II |
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Tuesday Sessions (continued)

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| 12:00 - 1:15 | <p>Luncheon Keynote: “Seven Success Strategies in Attaining Exceptional Organizational Outcomes” There’s often a siren song related to organizational change. For many, this song is irresistible — and like the Greek sailors in the mythical story, organizations that simply change for change’s sake often smash against the rocks. Fortunately, nearly all change-related organizational catastrophes can be avoided — as long as leaders take the time to understand potential pitfalls, develop mitigation strategies in advance, set clear and appropriate expectations, “stay the course” and develop systems and processes designed to close the loop and provide views related to continuous improvement. Guest Speaker Bob Tipton will use anecdotes and personal stories to demonstrate how to succeed in attaining exceptional organizational outcomes.</p> <p>S eC LM</p> | Chesapeake |
| 1:30 - 2:45 | <p>Better Cost Management: Processes, Metrics and Technology Corporations expect in-house legal organizations to operate more like a business unit. But when CLOs strive to get their financial houses in order, they face numerous challenges – lack of spending data, inadequate financial measures and limited ideas about best practices. Legal departments that adopt best practices (such as spend analysis) gain the foundation for better, more informed decisions. Hear our innovative client Joan Mannion from Novartis discuss this issue in an open roundtable session.</p> <p>S eC LM</p> | Loch Raven I |
| 1:30 - 2:45 | <p>Bridgeway eDiscovery Demo Explore the industry’s first “End to End” eDiscovery solution from Bridgeway. The session will provide a live demo of Bridgeway’s eDiscovery product including Legal Hold, Collection, Processing, Review, and Production. See first hand how an integrated solution allows data to flow from one phase of the process to the next. You don’t want to miss this! (This session is also offered on Thursday at 9:00.)</p> <p>S eC LM</p> | Loch Raven II |
| 1:30 - 2:45 | <p>Business Rules - With Great Power Comes Great Responsibility Now that you know rules can do almost anything... This session will look at the advantages of automating your business processes, and provide insight into disadvantages of over-automation. (Also offered Thursday 10:30.)</p> <p>S eC LM</p> | Camden I/II |
| 1:30 - 2:45 | <p>What’s New in Secretariat and eCounsel 8.2 An overview of the new features that will be available in version 8.2. This session is designed for clients who are already familiar with v8, and will also interest version 7 clients who have delayed upgrading and would like to see the latest interface and Windows-familiar features. (This session is also offered on Thursday at 9:00.)</p> <p>S eC</p> | Severn II |
| 1:30 - 2:45 | <p>Quit Answering the Phone and Get Some Work Done! Cut down on those phone calls! An overview of Secretariat’s more advanced features (such as Reporting and Searching) and companion modules, with focus on compiling and distributing information in the most efficient ways possible.</p> <p>S</p> | Severn I |
| 2:45 – 3:00 | Afternoon Break | Harborview |
| 3:00 - 4:15 | <p>Client Roundtable Discussion on Smart Link The Smart Link Appliance offers Bridgeway clients the ability to manage their own environments by simplifying database integrations and providing the power to build business rules. The Smart Link Roundtable is an opportunity for novices and gurus alike to share their experiences and discuss new and exciting opportunities for the use of the appliance. Experts from IntApp will be on hand to propose ideas and answer your questions.</p> <p>S eC LM</p> | Severn II |
| 3:00 - 4:15 | <p>Introduction to Secretariat and eCounsel Version 8 Clients have begun migrating from version 7 to version 8, initially released in 2006. Bridgeway will continue to support version 7 but only version 8 will reflect future enhancements. This session is designed specifically for clients who are using version 7 and want to know more about version 8. (Also offered Thursday at 10:30.)</p> <p>S eC</p> | Severn I |
| 3:00 - 4:15 | <p>Managing Outside Counsel Bills – Understanding, Auditing and Communicating Guidelines This session will provide insight into the work effort for you and your invoice administrator when using automated invoice audit rules to audit your billing guidelines. Learn what you will need to provide others to ensure that your law firms and vendors submit invoices successfully.</p> <p>eC LM</p> | Camden I/II |
| 3:00 - 4:15 | <p>Peace, Power and Purpose: Three Keys to Personal Prosperity with Guest Speaker Robert Tipton For too many of us, life seems to be fully scripted - and we often blame someone else for writing the script to which we live our lives. Often we seem to run from one thing to another, filling our days with urgent things, all-the-while secretly hoping someday to achieve real meaning in what we’re doing. Stop the cycle! We all have the ability to become connected to our true life passions while simultaneously building the “things” we need to do actually survive this crazy world. This session will dig into the process of defining personal prosperity (way beyond only the financial measures many use), and then proactively bringing peace, power and purpose to bear as three keys to delivering a life of significance and real meaning.</p> <p>S eC LM</p> | Loch Raven II |
| 3:00 - 4:15 | <p>Strategic, Sustainable Compliance Programs The scope of rules and regulations under which businesses must operate today is simply staggering. Even when a separate department oversees the compliance mission, general counsel must still advise on specific legal compliance. Bridgeway’s own clients have accomplished great strides in this area. See how our clients at Devon Energy have mastered this task. Hear from both Pat Tisdale in the Corporate Secretary’s office, and Tina Gibson from Litigation.</p> <p>S eC LM</p> | Loch Raven I |
| 4:15 – 5:15 | <p>Reception in Solutions Center Network with fellow attendees and sponsors in the Solutions Center. Afterward, venture into the Inner Harbor, shop at the Harbor Place and Gallery Shopping, or simply unwind at the hotel’s indoor heated pool and sauna.</p> | Harborview |

| <i>Time</i> | WEDNESDAY, OCTOBER 29 | <i>Location</i> |
|--------------|--|-----------------|
| 7:30 – 8:30 | Breakfast | Chesapeake |
| 8:30 - 9:30 | <p>Analysis Center - The Next Level of Ad Hoc Reporting (Repeat) This session will provide a detailed look into what you can do with Bridgeway's premier ad hoc reporting tool. Let us help you determine if you are ready to take your ad hoc reporting to the next level. (This session is also offered on Tuesday at 10:30.)</p> <p>S eC LM</p> | Potomac |
| 8:30 - 9:30 | <p>Best Practices in eCounsel This session combines an overview of expert tips in using the software with advice from our implementation consultants and support group on things to do or things to avoid to keep eCounsel running smoothly and efficiently. Bring your own tips, and come to hear others' lessons learned. (This session is also offered on Thursday at 10:30.)</p> <p>eC</p> | Severn I |
| 8:30 - 9:30 | <p>Bridgeway Legal Hold When the duty to preserve information has arisen, can you quickly distribute a preservation notice and manage all responses and questions? Are you able to schedule interviews and collections and track results? Most companies still manage this process with spreadsheets and email responses. Introducing Bridgeway's new Bridgeway Legal Hold, a work flow application designed specifically to help you manage the Legal Hold process. Stop by and see what all the excitement is about! (This session is also offered on Thursday at 10:30.)</p> <p>S eC LM</p> | Loch Raven II |
| 8:30 - 9:30 | <p>Communicating with Clarity: Best Practices Communicating information in a timely and efficient manner is crucial in decision-making. Business processes that include making pertinent data available and visible to all levels of management render the legal department an integral player in corporate strategy. To improve the CLO's efforts to communicate with clarity and intent, numbers can be brought to life through graphical metrics reporting or dashboards. Find out how Denise Ramirez of Chevron Phillips Chemical Company has mastered this process.</p> <p>S eC LM</p> | Loch Raven I |
| 8:30 - 9:30 | <p>What's New in LawManager 6 and Upgrading to LawManager Web 6 Come see the new LawManager 6 and learn what's involved in upgrading. LawManager Web 6 has many new features including multi-record tabular editing, graphical calendars, simultaneous main section and tab data entry, faster group bys, PDF Report Wizard, and many others. LawManager Pro 6 now has global searching, "AND" searching in the main section, and report wizard improvements.</p> <p>LM</p> | Severn II/III |
| 8:30 - 9:30 | <p>Cut Costs with eBilling Guidelines: Valero Energy Case Study featuring LuClare Payne. (This class is also offered on Wednesday at 1:45.)</p> <p>eC LM</p> | Camden |
| 9:45 - 10:45 | <p>Business Objects Reporting with LawManager Business Objects is a very powerful reporting tool and this session will explore the various components and how they work with your LawManager system. LawManager Architect 6 now includes an innovative utility for automatically building a Business Object Universe from the design of your LawManager system. Generate better reports to track risk more effectively.</p> <p>LM</p> | Severn II/III |
| 9:45 - 10:45 | <p>Data Collection - The Next Generation Corporations have struggled for years with finding and retrieving the right documents without altering the metadata, or collecting too much. Introducing Bridgeway's Data Collection solution from StoredIQ. With Bridgeway's solution, you are able to search custodian data from file servers, desktops, laptops, email, etc. You can even de-dupe the data before harvesting the results. Sound too good to be true? Stop by and let us show you more.</p> <p>S eC LM</p> | Loch Raven II |
| 9:45 - 10:45 | <p>Legal Department Performance Benchmarking How does your legal department's effectiveness compare with others'? Measuring the performance of law departments in the areas of Cost, Alignment, Risk, Compliance and Value is critical to optimizing and communicating the value of an in-house legal department. But which metrics and how? This workshop will explore specific examples of high performance metrics, and offer practical techniques and tools for effectively implementing a law department metrics program.</p> <p>S eC LM</p> | Camden |
| 9:45 - 10:45 | <p>Untangled Talking and Power Listening What messages do you send and what impressions do you receive? Why is it when we think we are communicating effectively, the rest of the world gets misleading information, or the wrong impression? Untangle your interpersonal communications! Guest speaker Robert Tipton will empower you with practical strategies to improve the effectiveness and quality of both your verbal and listening skills. Be a power talker and an active listener. Get your message across the first time, every time.</p> <p>S eC LM</p> | Loch Raven I |
| 9:45 - 10:45 | <p>Version 7 to Version 8 Case Study Many Bridgeway clients are migrating their version 7 installations to version 8. This session will discuss the tasks and standard timelines associated with the entire process of migrating, including installation, user migration, database migration, report and rule considerations and more. Additionally, Joan Mannion from Novartis Vaccines and Diagnostics will discuss a recent Suite v8 Migration project including lessons learned. (This session is also offered on Thursday at 9:00.)</p> <p>S eC</p> | Severn I |

Wednesday Sessions (continued)

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| 10:45- 11:00 | Morning Break | Harborview |
| 11:00 - 12:00 | <p>Bridgeway's Hosted Infrastructure Performance, failover and scalability are top considerations for any IT professional. Understanding how to install Bridgeway products for optimum performance and scalability is a key part of the installation process. Through its hosted offering, Bridgeway has first-hand experience at building robust infrastructures. Spend time with our IT professionals exploring Bridgeway's hosted infrastructure as a case study for building a high performance system.</p> <p>S eC LM</p> | Severn I |
| 11:00 - 12:00 | <p>Cost of Litigation Risk "Bring Your Own Data" Workshop The threat of litigation - from commodity to very complex - is a reality that all businesses face. But when litigation arises, high performance law departments are prepared to quickly evaluate risks and costs in order to manage reserves and prioritize legal resources. This workshop will provide streamlined ideas on how to identify, manage and communicate litigation risks. Attendees bringing completed profile data worksheets of their current processes will also receive expert feedback to improve how they manage litigation risk.</p> <p>eC LM</p> | Potomac |
| 11:00 - 12:00 | <p>LawManager Database Tricks This session will present many database techniques that can improve the performance of a LawManager system. Topics include methods to reduce database contention, architectural designs that result in greater performance, making use of database constructs that improve the quality of overall design of LawManager, etc. Presentation will be done using MS SQL Server, showing real world examples.</p> <p>LM</p> | Severn II/III |
| 11:00 - 12:00 | <p>Diligent BoardBooks Sarbanes-Oxley Act requires near real-time reporting and thus almost continual evaluation by directors of listed companies' financial positions. The process of compiling and disseminating board material to directors can often become an error-ridden last minute scramble by the corporate secretarial team. Revisions become difficult as printed material already distributed to the board is not easily updated. Diligent Boardbooks has alleviated many of the problems associated with the traditional method of compiling board materials. Directors and administrative staff can access a web-based portal to update and examine board materials prior to and during board meetings.</p> <p>S</p> | Camden |
| 11:00 - 12:00 | <p>eDiscovery - Document Review Corporate Legal Departments continue to insource document review for everything from Privilege & Confidentiality Reviews to Relevancy Reviews. Bridgeway's Document Review solution from Anacomp gives you more flexibility and control to manage your eDiscovery process the way you want it. Join us for a live demo of Document Review, powered by CaseLogistix.</p> <p>S eC LM</p> | Loch Raven II |
| 12:15 - 1:30 | <p>Luncheon Keynote: The New Document Centric Paradigm Explore a very hot topic in the legal realm during this year's luncheon on Wednesday, generously sponsored by Anacomp. Our featured guest speaker is Tom O'Connor, Director of the Legal Electronic Document Institute, an attorney and a nationally known independent consultant in the area of computerized litigation support systems. Tom will speak on the DocNative Paradigm - an innovative method of working with and reviewing documents in their native file formats as opposed to creating and numbering electronic images of documents at the onset of litigation. Bridgeway's research finds that one of this year's top compliance priorities for in-house counsel is compliance with new U.S. Federal Rules of Civil Procedure (FRCP). Recent fines and penalties motivate companies to establish effective compliance programs, including a FCPA program. The DocNative paradigm enhances that compliance by facilitating the identification and exchange of readily accessible relevant electronically stored information (ESI) as defined under the new rules. Luncheon is generously sponsored by Anacomp.</p> <p>S eC LM</p> | Chesapeake |
| 1:45 - 2:45 | <p>Cut Costs with eBilling Guidelines: Valero Energy Case Study featuring LuClare Payne (This class is also offered on Wednesday at 8:30.)</p> <p>eC LM</p> | Camden |
| 1:45 - 2:45 | <p>Database Architecture and Structure Want to know how your data is stored on the back-end and what those database tables do? If you write reports or simply maintain the Suite database, this workshop will help you find what you are looking for. Explore the database structure, identify key tables and how they link using live queries against the database. Hear an overview of how user fields are stored in the database, a much requested topic for our users and report writers.</p> <p>S eC</p> | Severn I |
| 1:45 - 2:45 | <p>Open Forum with the President's Advisory Council (PAC) When you become a Bridgeway client, you join a community that helps each other, and learns from each other. Our President's Advisory Council is comprised of clients who meet and discuss technology direction and product development. Meet with individual council members during networking events and interact with the entire group during this special session.</p> <p>S eC LM</p> | Loch Raven I |
| 1:45 - 2:45 | <p>eDiscovery - Processing & Production Anyone who has worked in e-discovery understands the complexity around document and E-mail Processing, Load Files and Productions. Bridgeway's Processing & Production component, powered by eCapture from IPRO Tech, provides you with easy to administer Processing & Production capability. It is flexible with multiple quality control steps built into the process. Investigate further how you can "Process & Produce" your documents yourself.</p> <p>S eC LM</p> | Loch Raven II |

Wednesday Sessions (continued)

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| 2:45 – 3:00 | Afternoon Break | Harborview |
| 3:00 - 4:00 | <p>How Legal Hold Works with LawManager</p> <p>A consistent, auditable legal hold process is key to reducing the risk of sanctions. Bridgeway's new Legal Hold product works with LawManager and eCounsel to assist corporate legal departments with generating, distributing and tracking preservation notices. In addition, it provides the ability to track interviews and capture results of interviews, and it supports the process to collect the discoverable data. Come see how to manage preservation notices, interviews, and collections more cost-effectively than ever before.</p> <p>LM</p> | Severn II/III |
| 3:00 - 4:00 | <p>Best Practices in Secretariat</p> <p>This session reviews best practices for using the software as well as business processes. We will cover how you can use Bridgeway offerings to maximize your efficiency. Bring your own tips, and come to hear others' lessons learned. (This session is also offered on Tuesday at 10:30.)</p> <p>S</p> | Camden |
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| 3:00 - 4:00 | <p>Can a Rule Do That?</p> <p>Bridgeway Implementation Consultants will provide best practice solutions for automating and validating business processes by demonstrating rules in action. Think about the manual processes you are using now and learn how a business rule might reduce this manual effort. Is data integrity a concern? A validation rule may provide a solution. Is your matter spend creeping up on your budget? An alert rule can notify the matter attorney before the budget is exceeded. Become the Ruler of your matter management system using Bridgeway's business rules. (This session is also offered on Thursday at 9:00.)</p> <p>S eC LM</p> | Severn I |
| 3:00 - 4:00 | <p>Risk Reduction: Improved Decision-Making</p> <p>It is impossible to do business without encountering risk; significant gain requires risk. But courts have made it clear that reactionary steps are no longer considered sufficient; corporations must be proactive in their programs to mitigate risk. Experience how Todd Matthews from Starwood Hotels & Resorts Worldwide has taken on this challenge.</p> <p>S eC LM</p> | Loch Raven I |
| 3:00 - 4:00 | <p>Suite Manager Overview for Version 8</p> <p>An overview of the v8 Suite Manager application, with primary focus on the new security structure. This class is designed for version 7 clients who have recently migrated or will be migrating to version 8. Learn how to leverage the new architecture to cut down on your administration time.</p> <p>S eC</p> | Loch Raven II |
| 7:00 – 10:00 | <p>Bridgeway Bash</p> <p>This year, the Bridgeway Bash takes place at Oriole Park at Camden Yards. Enjoy the views of the park from the Camden Club, a private club in Camden Yards. Take a tour of the historic baseball stadium, enjoy a classic Baltimore buffet dinner, and dance the night away.</p> <p>S eC LM</p> | Camden Yards |

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| 9:00 - 10:15 | Technical System Design: Leveraging Widget and Homepage Ever wonder if there was more you could do with your homepage in version 8? What about some of those things called widgets? This session will explore advanced techniques to enhance your overall Suite experience. Explore the possibilities of embedded content, RSS feeds and custom widgets to design an awesome user experience and enhance the functionality of your existing system. S eC | | Camden |
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| 10:30 - 11:45 | Product Roadmap and Ballot Review Roundtable The Product Planning department will present the 2008 ballot results and discuss the impact of your votes. We will also review the general roadmap for the next year. Finally, we will have a roundtable forum to gather your feedback on the products – what works, what doesn't, and enhancement ideas for the future. S eC LM | | Camden |
| 11:45 | <i>Conference concludes. Bridgeway-chartered buses depart to the airport at 12:30 and 2:00.</i> | | Rev. 10/22/08 |