The Law Society of Hong Kong

Software Directory and Selection Guide 2013

25 October 2013, Release 1.0

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Who Should Read this Directory

This Directory is prepared by The Law Society of Hong Kong for decision makers and IT managers of law firms. It is intended to assist decision makers to grasp essential and high level concepts about software and how software can help their business.

IT managers may find this Directory useful as a software adoption reference.

How to Read this Directory

For Decision Makers

Decision makers who are not familiar with software solutions are advised to read the following sections:-

A Brief Background about the Network

Provides brief ideas about the network and how software evolved with the network.

Essential Concepts of Software Solutions

Provides several important technical concepts about software solutions.

Essential Questions to Ask before Going Further

Answers fundamental questions about benefits, costs and risks of software for a law firm.

Software Adoption Planning for Decision Makers

Equips decision makers with the right questions for their IT managers.

Software Features for the Solicitors' Profession

Provides decision makers with ideas about the benefits of software to a law firm and expected outcomes.

For IT Managers

This document attempts to assist IT managers in choosing the right software. The following sections are of specific interest to IT managers:-

Software Adoption Planning for Decision Makers

Reminds IT managers about important elements of software adoption.

Software Features for the Solicitors' Profession

Outlines broad categories of popular and currently available software features suitable for use by law firms.

Looking for a Particular Application Category?

In this Directory, software applications are categorized as follows:-

A Brief Background about the Network

Standalone Computer

The first widespread commercial application of computers took place in the mid 1980's. Initially, software was installed on standalone computers. Word processing software started to gain popularity as replacements for type-writers. Spread sheet software also entered the mainstream to provide for efficient calculations. The distinctive feature of software was the ability to store and retrieve data easily from removable magnetic discs and to modify the data on the fly.

Some law firms have since started employing software to keep records, for example word processing software to capture client communications and spread sheet software to maintain client records and invoices. Some software companies have since started to offer tailor-made software solutions for law firms.

Networked Computers

As people found that connecting computers together could make things more efficient, networking entered into the mainstream in the late 1980's. Networking is just a matter of connecting computers in the office together, such that they can share resources. For example, a computer in the office may access data on another computer, or use a printer connected to another computer.

Workstations
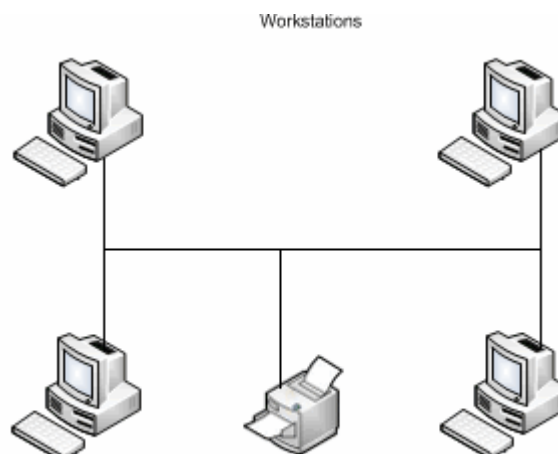
Client / Server

The network also induced some conceptual changes to software. Software developers started to offer solutions of storing data and programs on a central server computer, and let staff in the office access the central server from their own computer terminal through the office network. The advantage of this client/ server model is that more than one person on the network can access the same program and data at the same time. For example, we can have multiple staff performing data entry, while others can retrieve the most update record at any moment. Another advantage of the client/server model is that the server computer can be copied, or backed-up, more easily and securely, and failures of any client computer do not affect the functioning of the central server or other staff.

Workstations

Database Server
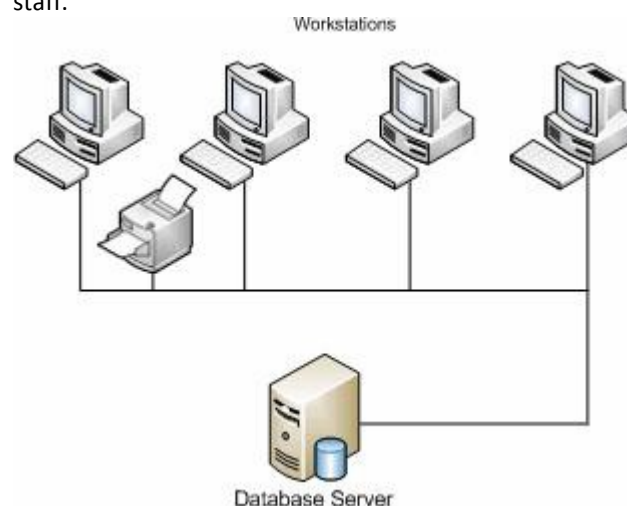
The network and the client/server model nurtured the IT industry, where a lot of professionals were trained to design, install and maintain networks for firms. The network has also induced many software companies to develop networked database software to assist firms

to store and handle data more efficiently and securely over the company network.

The Internet

The Internet entered into the mainstream in the mid 1990's. The Internet is in essence a much bigger network, connecting the whole world together. The World-Wide-Web that we are all now familiar with is just an application of the client/server model over the bigger Internet: The Client is your computer browser, a web server is a machine answering your browser's requests with web pages, and they are simply connected together through the Internet.

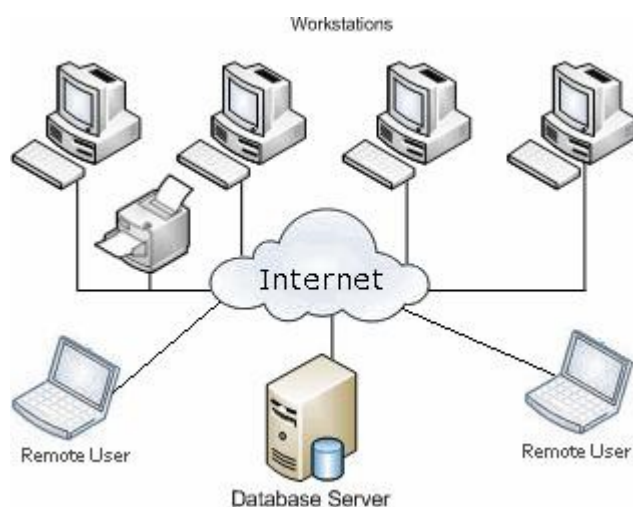Let's take the example of online banking to illustrate some common IT terminologies: the bank designs and installs programs to connect their internal database to the Internet for their customers to perform online transactions. The bank's computers connected to the Internet are the servers, while the program and logic running on those servers are applications or software, and the banking data is stored in a database. Bank customers use the online banking service by using their browsers as clients to access the bank's servers

through the Internet. This whole structure is called a solution.
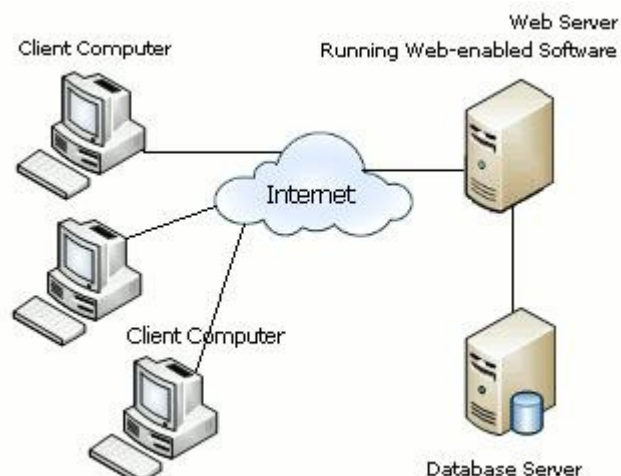
The Web

Due to widespread use of the Internet, people are getting very familiar with how browsers work. Browsers are also getting more advanced, such that they can interact with the server to perform very complex and interactive actions. This advancement is sometimes referred to as the Web 2.0.

Mobile Internet

The Internet is also extending quickly to mobile devices due to rapid speed enhancements of the mobile network, for example 3G and 4G. Mobile smartphones are also getting smarter and computationally more capable, such that standard full-scale browsers can now be operated on typical smartphones. This has enabled some companies, such as courier and parcel delivery service agents, to employ standard mobile devices for their staff to access their internal applications over the mobile network.

Essential Concepts of Software Solutions

It is important to bear in mind the following concepts in order to make optimal decisions for your firm.

Client / Server

Software is normally designed to be used by multiple users simultaneously. The server computer running the software can be one of the computers connected to the internal company network, with the client computers in the office accessing the software on that server through the same company network. Alternatively, the server computer may reside at a data centre or on a machine provided by a hosting service provider and the client computers in the office accessing the server and software through the Internet.

Client / Server Protocol

The way the server communicates with the client is called the Protocol. HTTP (the hypertext transfer protocol) is a protocol. As people get more and more familiar with Internet browsers, more and more software is designed to be used with any standard browser at client computers. This is the case regardless of whether the server computer is residing within the office or at a data centre.
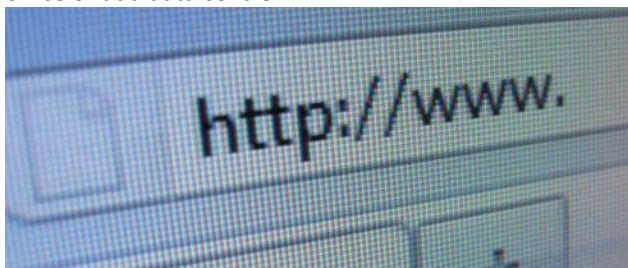
The Location of the Server

The server running the software may be owned by your firm or rented from a service provider. Some software requires that the firm provide a machine to host the server software, where that machine could either be purchased by the firm or rented from a service provider. That machine can be placed at the office or housed at a data centre and accessed from the office through the Internet.

Some software vendors offer the software as well as the application hosting service. That is, the server is operated by the vendor and the firm does not need to maintain or purchase a machine for the purpose of the server, but may instead lease or rent for the whole solution. In such case all software upgrades and bug fixes are installed by the vendor directly to the server and the software is accessed by the firm's staff through the Internet. The vendor in this scenario is sometimes called the application service provider.

Backup and Disaster Recovery Planning (DRP)

It is important to understand that machines breakdown eventually and unpredictably. Before full adoption of a solution, firms need to test drill a total breakdown of the machine to understand the potential impact how long it would take to recover the software and data from the backup. This is the most important area needing assurance from the software vendor and it is very important to perform actual drills periodically to ensure that the vendor can deliver on its promises.

Software Modularity

Some software is developed modularly, such that firms may choose some software modules initially (for example, accounting and case management software), and optionally select additional software modules later on (for example, customer relationship management module for client relationships, or mobile access modules for easy access to the server through mobile devices by staff or customers).

Adoption of any new module usually requires the standard procedure of cost and benefit analysis as well as outage drills.
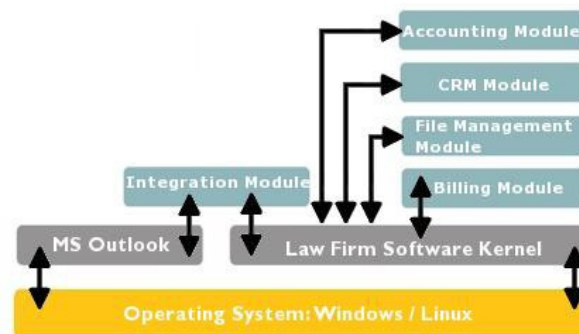
Generic and Specific Designs

Some software is designed to be used by a larger industry sector. For example, a piece of software designed with client data and client relationship management plus billing and accounting functions is suitable for all service industries including the solicitors' profession. The advantage is that the client base of that particular software usually is larger and therefore the software company may be able to offer

stronger and longer term support. The disadvantage is that the software itself is not tailored specifically for the narrower requirements of the solicitors' profession.

Conversely, software tailored specifically for the solicitors' profession may have the advantage of a total fit-in without much hassle, but the software company, or a division of a bigger software company responsible for that software, may have a much smaller client base which might affect its long term support capabilities.

Technical Support

It is important to understand that there will typically be undiscovered bugs in any piece of software. Responsive technical support and speedy fixes are vital for the smooth operation of a law firm. A software vendor offering a local representative office and local support and sales agents will probably offer better and faster response in this regard.

Essential Questions to Ask before Going Further

What is the Purpose of Employing Additional Software?

Your approach may be top-down, where you have a specific set of problems to solve using software. For example, a firm may want to: increase its efficiency; systematically maintain client records for better billing and receivables management; enable its staff to search case records in the office and on the go through their mobile devices; have closer online interaction with clients; solicit client feedback upon case closings; etc.

Or your approach may be bottom-up in that you want to know what is now available in the market before deciding on the next step. There is a comparison table on software features in this document which sets out the features offered by different software packages. The table may assist you to see what is available and most suitable to your firm.

What are the Benefits of the Solution?

The benefits of software are usually efficiency gains of workforce, time savings in cost accounting and billing, better appeal to clients by offering advanced online services, tighter customer relationship management for additional revenue stream development, etc. It may not be easy to quantify the benefits, but it is important to list out the benefits before deciding on an approach to take. This usually saves time and effort.

What is the Total Cost of Ownership of the Additional Software?

It is important to understand that the total cost of ownership of a software solution may go beyond the investment measured in just numbers. The actual investment includes the time and cost involved in: training your existing and new staff; on-going maintenance; migrating existing data to the new software solution; and the potential cost of migrating data from the new solution to

another software solution if the vendor goes out of business or offers sub-par service.

What are the Risk Factors?

Deploying new software involves change, including substantial changes to the way members of your staff carry out their daily work. Humans are resistant to change and they tend to focus the negatives in order to deter change. This tendency is usually the biggest obstacle to the adoption of new software - especially in long-established traditional firms. It takes leadership, as well as a sizable benefit brought about by the new software, to make it worthwhile to tamper with this seemingly innate human resistance to change.

Also, putting the firm in a position of reliance on a piece of software demands careful contingency planning and outage drills because, when the software is down, the firm's operation may be crippled. It is risky to adopt new software with no established reputation or track record, but new software sometimes offers improvements which solve problems of old software. This risk and reward equation has to be carefully evaluated before putting the plan into action.

Running Parallel Systems during System-migration

It is recommended that the existing (i.e. soon-to-be-retired) system should be run and operated in parallel with the new system. If there are issues with the new system, users can rely on the existing system until the issues or bugs in the new system are fixed.

Do I need IT Consultants?

It is always advisable to put the complicated exercise of deploying new software in the hands of qualified consultants. Experienced consultants for the solicitors' profession are readily available.

Software Adoption Planning for Decision Makers

Cost of Ownership

The measurement metric for cost of ownership of a software system covers training and human factors and man-hours, cost of adoption and data migration, hardware and software investment costs and on-going maintenance and upgrades. It is difficult to measure and it is advisable to get a specialist in this field to provide an estimate.

Data Migration

Most firms in Hong Kong employ some sort of software. Some of their data may be in Microsoft Excel format and there may be a separate accounting system for printing bills. Some firms may not have an accounting system and may still be doing that manually.

Data Migration is the process of uploading existing data to the new system. This could be a costly process performed either by the firm's staff or by the vendor. It is advisable to commission a work plan which maps out various fractions of existing data within a firm and how all fractions will be systematically migrated to the new system.

Training and Staff Dependency

The learning curve to a new system could be steep or moderate. The usual scenario is that the firm, once selecting a piece of software, became too dependent on that software or some particular staff. This is an undesirable situation.

It is advisable to select a solution that is less skill dependant and easy to take up by new staff. The availability of training by the vendor is also important. As most people are familiar with web browsers, it is advisable to employ a solution offering a web based user interface, as this is usually easier to take up.

Software Quality and Support

The quality of software may not be easily assessed, particularly when the piece of software is specifically designed for a particular sector and therefore is not widely used. It may be advisable to enter into a software adoption agreement with the vendor whereby quality elements are incorporated into the agreement and payments are linked to quality and deliverables in phases. It is not always necessary to play, and pay, by the rules of the vendor. It may be helpful to enlist a software consultant to negotiate with the vendor.

As software becomes more and more dynamic, with bug fixes and feature upgrades incorporated periodically, vendor support is increasingly important. In this regard, the local presence of the vendor may be important. This is especially the case if a service is employed through an application service model, whereby the service is rented through the Internet.

Some vendors may not be reachable at all times and may not have people answering support calls or e-mails when you most need them. Therefore, it is important to anonymously test their support service rather than to rely entirely on the words of a salesperson.

Ease of Migration to other Platforms

There are risks associated with depending on a single vendor. Firstly, there is the risk of the vendor going out of business, in which case support services and software upgrades will become unavailable. Secondly, if the data cannot be migrated to another platform then, once the solution is employed, there is no potential competition for the vendor. This usually results in poor service from the vendor after the software is adopted.

Therefore, it is important to consider your exit strategy from any particular solution well before deciding to adopt that solution. A specialist's assistance may be helpful in this regard.

Disaster Recovery Planning (DRP) and Contingency Planning

It is important to assume that computers may, at some point, breakdown totally. Any firm deploying IT systems is well-advised to create a plan to: avoid service outages in the event of breakdown; and recover both data and software from a backup. The backup and recovery feature of a piece of software or a software service is essential and periodic outage drills should be carried out to ensure that such feature works as claimed.

Software Features for the Solicitors' Profession

Client Data Management	Manages client specific data, contact details, case history and records, feedbacks
Case management	Workflow management for cases, summons/conference/trial attendance management and tracking, case documents management
Man-hour accounting	Billing functions specific to man hour billing, billable hours accounting, varying rates, case specific billing, disbursements and out-of-pocket expenses accounting
Accounting	Accounting functions for businesses, including budgeting, profit and loss accounting, cash flow accounting, balance sheet generation
Ledger management and invoice processing	Ledger keeping, invoicing, check and payment processing, automated receipts printing, keeping track of payment accounts of clients

This section briefly outlines broad categories of software features suitable for use by law firms. Please note that different software may group software functions into different modules, which may not be consistent with the following categorizations. Please refer to the respective software information page(s) for details.

Client Data Management

The most common software feature is to keep track of client data, including names and correspondence addresses. There may be additional customer relationship management modules that make use of client data to strengthen communication with clients.

Case Management

One of the major aspects of law firm business is case management. The workflow for case management can be digitized by way of employing software that is specifically tailored to the needs of the solicitors' profession, or by employing generic workflow management features. Case management functions usually include case documents management, correspondences tracking, functions to keep track of dates for summons/conferences/trials, reminders of court attendances, etc.

Man-hour Accounting

Different lawyers may charge at different rates. It is operationally efficient and convenient to use software to account for the man-hours and expenses of lawyers and connect those data to a specific customer or case. Some software is specifically tailored to meet this demand of the solicitors' profession.

Accounting

This is a generic function for businesses, which includes generating statements in compliance with some accounting standards. Accounting functions include budgeting, profit and loss accounting, and generating full accounting statements for a firm.

Ledger Management and Invoice Processing

Some software offer payment processing functions, including ledger keeping, invoicing, cheque printing, automated receipts printing, and functions to keep track of the payment status of clients, and may also support credit card transactions through payment processing gateways.

Information about Individual Software as Claimed by Vendors

IMPORTANT NOTICE

The following pages contain information about individual software as included in this Directory. All such information was collected by the editor of this Directory by way of vendors' web sites, sales pamphlets as well as through questionnaires, e-mails, faxes, telephone calls, and in some cases, regular mail to vendors. The editor has obtained the vendors' consent for the publication of such information.

It is useful to bear in mind that most of the information contained herein is reproduced from or based on product and sales materials provided by vendors. Please note that the editor did not carry out any empirical tests in respect of the vendor's specific claims. Based on this premise, law firms or their IT managers should conduct their own inquiries as to the validity of any and all claims of vendors as presented in this section.

Software Categories

Quick Links (*clickable links in Microsoft Word*)

Accpac ERP – Sage Software Asia Pte Ltd.

General Features

Sage Accpac ERP is designed from the ground up to meet the demanding needs of diverse business environments. Delivering an unprecedented degree of flexibility, Sage Accpac comes in three editions, offers a robust suite of modules, and provides seamless integration to a full set of end-to-end business management applications.

Modules can be purchased separately. Accpac offers General Ledger, Accounts Receivable, Accounts Payable, Project & Job Costing, Bank Services, Multi-currency, Inventory Control, Order Entry, Purchase Order etc.

Special / unique features

- Sage CRM integration capabilities – Customer relationship management for prospective and existing clients, with document management, E-mail threading and phone conversation tracking capabilities.
- Recurring scheduling functions.
- Unlimited number of Account Groups creation to meet different reporting requirements in different groupings.
- Financial Reporting Tools, retrievable using different data fields to create varieties of reports from General Ledger to fulfill financial reporting requirements.

System Manager Comparison			
Feature	Accpac 500	Accpac 200	Accpac 100
Number of Companies	Unlimited	Unlimited	5
Number of Users	Unlimited	20	10

Operating Systems

Windows XP, Windows Vista, Windows 7

Language support

English and Chinese

Supported platforms

Personal Computer

System requirements

Network Server: Microsoft Windows 2003 Server, Microsoft Windows 2000 Server, Novell NetWare, and Linux. Server Spec: Intel Dual CPU Core 2, 2 GB RAM, 1.5 GB space for application files

Workstation: Microsoft Windows XP Professional, Microsoft Windows 2000, Microsoft Windows 98, and Linux. Intel Core 2 Duo,1 GB RAM (if XP), 2 GB RAM (if Vista), 50 MB for workstation files

Database: IBM DB2, Microsoft SQL Server, Pervasive SQL, and Oracle

Licensing fee arrangements

Starts from USD5,000

Contact Information

Sage Software Asia Pte Ltd

Phone   : +65 6336 6118
E-mail   : info.asia@sage.com
Web   : www.sageasiapac.com

Contact person:
Marc Fong
Phone   : +65 6411 9609
E-mail   : marc.fong@sage.com

Alex Web-Based Solicitors System – Alex Information Ltd.

General Features

Alex Web-Based Solicitors System is committed to providing the most suitable tailor-made online web solution, both front end design and backend application to the Solicitors' Profession.

You could access the system anywhere though the Internet with any standard browser.

Operating systems
All Systems

Supported platforms
Personal Computer

Language support
System handles all languages including Chinese, such that data in any language can be input to the system; However user interface is provided in English only.

Special / unique features
Available system interface/modules: litigation, conveyance, company secretarial, commercial, intellectual property, tenancy, will and probate service interface.
The service is offered as a total web based solution.

System requirements
System is connected to the Internet and accessed with any standard web browser (e.g. Internet Explorer, Firefox, Chrome etc.).

Local support / training availability
Hotline: 2854 3516
E-mail: enquiry@alexsearch.com.hk

Licensing fee arrangements
Account setup: HK$7,000;
Annual license fee starts from HK$6,000

Contact Information

Alex Information Limited
Office C3, 13F, Hop Ming Factory Building, 8 On Yip Street, Chai Wan, Hong Kong

Phone　: +852 2854 3516
Fax　　: +852 2544 7539
E-mail　: enquiry@alexsearch.com.hk
Web　　: www.alexsearch.com.hk

Case Management & Case Accounting System – Future Solutions Laboratory Ltd.

General features
Case Management & Case Accounting System is a web-based solution for the full spectrum in case management from case registration, filing, processing, investigation to reporting.
- Provide Automated & Ad-Hoc Case Assignment & Routing
- Provide Case Bring-up & E-mail Notification
- Provide Handling on Case Deadline, Transfer, Dedication & Escalation
- Provide Management Performance Report & Statistics

Special / Unique Features
100% customizable

System requirements
Server: Min. Intel Dual Core Xeon with 4GB RAM
Workstation: System should be connected to the Internet with standard web browser.

Operating Systems
Server: MS Win 2003/2008 Server (Standard or Enterprise)
Workstation: Windows 7, Windows 2000, XP or Vista (English and Traditional Chinese)

Language support
Multi-lingual

Supported platforms
Web-browser Supported Personal computers Web-based solution, installed on client provided server

Local support / training availability
Provide on-site training, on-site/E-mail/phone technical support

Licensing fee arrangements
Server License (per 1-2 CPU);
Starts from HK$500,000

Contact Information
Future Solutions Laboratory Ltd.
Unit 1706, 17/F, Nanyang Plaza, 57 Hung To Road, Kwun Tong, Kowloon, Hong Kong

Phone   : +852 2319 2488
Fax   : +852 2319 2782
E-mail   : enquiry@fsll.com
Web   : www.fsll.com or www.fsll.com/en/case_studies/cmcas.aspx

Contact person:
Ming Li
Phone   : +852 2788 6669
E-mail   : mtmli@fsll.com

COLON Suite (COLONLegal Account / Case / Trademark) – Innoways Ltd.

General Features

Legal Industry [NETFRONT] – Innoways' COLON suite offers an integrated set of readymade application suite and tools that are designed to fit into your industry, whether it's legal, trading, manufacturing or retail. COLON suites are designed and built on a platform that enables the applications to share common data between modules, to reduce replication of data entry, increasing productivity & data accuracy.

COLON applications are designed to work independently or together, depending on your e-business needs.

General Features (Features Specific for Solicitors' Profession are in *italic*)

Accounts
Accounting Report Pack
Automated cheque printing
Automated cheque requests
Credit Control
Budgeting function
Automated bank reconciliation
Man-Hour Accounting
Purchase ledger
Direct Payments

Management Reports
Predefined standard
management reports
Key Performance Indicator
reports

Client Matters Database
Automated conflict checking
Limitation Dates
Case Management
Matter duplication checking
Budget limit setting
Credit checking
Risk Management Banding
Credit automated
checklists/workflow

Client Relationship Management
All contact details for people
(including clients) are held in a
central database
Full search/sort facilities

Document storage

E-mail Functionality
Integration with MS Outlook
E-mailing documents directly

Third party data conversion and system administration
Ability to conversion data to third party systems
User Management
Systems administration security

Miscellaneous
User through mobile devices
Phone messaging system

Special / Unique Features
Common Features
- Receipt Voucher (Client) and Payment Voucher (Client) will check the case bank account balance to prevent insufficient of funds
- All voucher numbers can be system generated or through manual input, for ease of integration to client environment
- Accounting cut-off and periods are fully flexible and real time for reports generation
- Link with COLONCase Timesheet system for Billing purpose and COLONTrademark system

Standard Version
- Support multiple users
- Report can be exported to Excel or Adobe PDF

Enterprise Version
- Support multiple users
- Disbursement with breakdown for billing purpose
- Report can be exported to Excel or Adobe PDF

System Requirements
SERVER
CPU: Intel Core 2 Duo or above
RAM: 4GB of RAM or above
Hard Disk: 40GB or above (depends on the amount of historical data)

DESKTOP / NOTEBOOK WORKSTATION
CPU: Intel Pentium 4 or above
RAM: 4G RAM or above
Hard Disk: 100M Free space

Operating Systems
SERVER
Windows 7 Home or above, Windows XP Home or above, Vista
Database Server:
Microsoft SQL Server 2005 or above

DESKTOP / NOTEBOOK WORKSTATION
Windows 7 Home or above, Windows XP Home or above, Vista

Language support
English and Chinese (Big 5)

Supported platforms
Microsoft Windows / Servers

Local support / training availability
Annual Maintenance Subscription provides free hotline and onsite support within Hong Kong. Include training

on initial purchase or provided separately upon request.

Licensing fee arrangements
Lite version start from HK$35,000 or above
Charge by number of User Licenses

Contact Information
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DacEasy – DacEasy (HK) Ltd.

General features

DacEasy is a modular software. At the core of DacEasy is a series of fully integrated modules. Users can choose to use the modules together or individually to fit exact accounting requirements.

With DacEasy, you can gain access to data and operate the data with extensive and selectable functionality, and generate various forms of reports from the data.

Transaction Notes

Notes can be attached to transactions to assist easier auditing. Transaction lookups will display an identifier that indicates a note is associated with that transaction.

Remove Unused AutoComplete Data

AutoComplete assists rapid data and transaction input. But incorrect and unused AutoComplete data will interfere with normal operations. A function is offered to remove any erroneous data that has been collected. This feature allows you to remove individual erroneous data entries associated with any field, or clear all entries for a specific field, or clear data entries from all fields on any form.

Print Federal Form 1096

This feature allows you to conveniently print federal form 1096, which is used to summarize form 1099s, to be used with IRS reports.

Save Report Parameters

This feature memorizes the customization choices you made when setting up the report so that each subsequent time you run the report, the choices don't have to be redefined. This can be turned on or off as desired.

E-mail Reports and Forms

You can e-mail reports and forms to customers easily. These forms are shared as PDF attachments. E-mail addresses will be pre-populated for Reports from the Customer Record if a record exists.

Customize Lookups

Display more details with customizable Lookups. You can add more columns and fields to the Lookups, selectively displaying more desired information during input processing such as entering orders or receiving payments.

Design forms

This feature allows you to visualize what the forms will look like without having to print the forms. Forms can also be designed with fully flexible insertion of customized images and graphics.

Exporting

Data can be exported to Microsoft Excel or HTML, or exported through the DacEasy print engine.

Employee Vacation and Sick Time

This report enables you to evaluate employees' vacation and sick time status.

From 2009, US Standard version will be localized with Bilingual Edition which allows user to select the language for the User Interface. Full Chinese user interface is available where user will be able to operate the system without knowing English.

DacEasy Accounting 2009 has been modified to match Hong Kong's local practices such as the date format is changed to dd/mm/yy instead of the US style mm/dd/yy, and the phone number length is changed to (xxx) xxxxxxxx which allows 8-digits number.

System requirements

Intel Pentium III or equivalent microprocessor running at a minimum of 1.5 GHz, Pentium IV or equivalent microprocessor at 3.0 GHz recommended
256 MB of free RAM minimum, 512 MB of free RAM recommended

Operating Systems

Windows XP Professional, Windows Vista Business, Windows 2000 Server/Professional, Windows 7 Professional and Windows 8

Supported platforms

Personal Computer

Language support

Traditional Chinese and English

Local support / training availability

A new purchase of DacEasy Accounting 2009 soft- ware comes with a three-hour introductory course and 60 days Fax/E-mail technical support.
Users may join the software maintenance plan after the support period expired.
Users can also attend the three hours introductory course at HK$200 per person.

Licensing fee arrangements

DacEasy have two versions. For non-network version, list price HK$3,800. For network multi-user version, list price HK$6,680. Volume license: 50% discount for quantity of more than 20 copies. Installation and setup service available upon request

Contact Information

DacEasy (HK) Ltd.
Unit 3A, 11/F, Sun Cheong Industrial Building, No. 1 Cheung Shun Street, Cheung Sha Wan, Kowloon, Hong Kong

Sales:
Phone   : +852 2391 8816
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Web   : www.daceasy.com.hk

Customer Support Services:
Fax   : +852 2390 9385
E-mail   : support@daceasy.com.hk

eShop Customer Services:
Phone   : +852 2391 8816
Fax   : +852 2390 9385
E-mail   : support@daceasy.com.hk

eXpd8 Case Management Software & eXpd8 Accounting – eXpd8 Ltd.

General features

eXpd8 Case Management and eXpd8 accounts are a simple solution to managing a legal practice which works with files/clients/cases.

eXpd8 Case management allow users to find information quickly when needed, regardless of who created it or when. eXpd8s' integration with Microsoft office, in addition to its own scanning functionality and automation of brief generation has made eXpd8 the case management solution of choice for the professional office.

eXpd8 accounts software is designed specifically for solicitors. The integration of account system with the case management software provides the seamless flow of activity on a clients file to the ledger card, avoiding duplicate data entry and speeding up the process of work done becoming billable hours. The system automatically creates its own fully auditable trail on each file.

eXpd8 provides client management, document management, case management, legal accounting, digital dictation interface and remote working facilities.

Phone messaging centre - A system to log, store & search messages coming in and out of the office

Case management - Assists you in managing digital client files

Address book - A global address book for the entire office to view and store clients and contacts information which are then linked to their own files

Alarms - A system to take you to one screen to view all urgent activities.

Template editor - eXpd8 can add and amend any precedent which can be accessed through any file to merge data that you have already typed

Scanning and indexing - Scan post and documents and associate to any case

Document merge - Ability to merge entire document history into a single document

Web application available - Access the information in eXpd8 from your iPad or Smart phone

Reporting - General reporting and Key performance indicators reports available

Hosted Solution - Hosted Solutions of eXpd8 is now available

Special / unique features
E-mail
Interaction with Outlook with the facility to E-mail an entire file if needs be, and link all E-mails directly back into their files.
Calendar
Link Diary Appointments from MS Outlook into eXpd8
Scan watcher Links any document scanned directly into expd8 files
Document merge facility
Time recording

Local support / training availability
Support:
Online, on-site, phone & E-mail
Training:
Online, Webinars, On-site, online videos, phone & E-mail

Operating systems
Windows XP professional (with latest service pack applied), Windows Vista professional, Windows 7 or Windows 8

Supported platforms

Personal Computer, Server, Cloud, Hosted

Language support

English

Licensing fee arrangements

eXpd8 CASE MANAGEMENT SOFTWARE
eXpd8 Purchase License Outright €199
Software License Annual Support Pack €199
eXpd8 ACCOUNTS
Primary License €399
Secondary Licenses €199
Annual Support on primary license €399
Annual Support on secondary licenses €99

Contact Information

eXpd8
Unit 3, Swords Business Park, Swords, Co. Dublin

Phone   : +353 1 8704 999
Support : +353 1 8900 390
Fax   : +353 1 8900 388
E-mail   : info@eXpd8.com
Web   : www.eXpd8.com

Contact persons:
Declan Branagan
E-mail   : declan.branagan@expd8.com

Sabina Branagan
E-mail   : sabina.branagan@expd8.com

Infoware Accounting Plus – HKC International Holdings Ltd.

General features

Infoware Accounting Plus Software is suitable for both small and multi-million dollar companies with accounting, inventory, order processing and sales analysis. Goods will be deducted from warehouse upon invoicing. The software is multi-user and network compatible with standard networking software. Besides, the software is a totally integrated set of accounting & Trading Modules designed to meet today's changing business requirements. InfoWare Accounting Plus Software can be integrated with other modules of Infoware Series or can be set up individually as stand alone modules. Multiple companies can run on the same computer, the same programs at the same time. Software modification is also available. Thanks to the modular design, you will get a comprehensive and fully integrated package that can help you to handle most of your daily operations efficiently and systematically at reasonable price.

General Ledger

- Account Receivable
- Account Payable
- Job Costing
- Company Consolidation
- Departmental Account
- Bank Reconciliation
- Budgeting
- Report Generator
- Multi Company
- Multi Currency
- English to Chinese Version

Operating Systems

Windows 7, Windows 2000, XP or Vista

System Requirements

Intel Pentium or above with minimum 64MB RAM

Language Support

Chinese and English

Supported Platforms

Personal computers

Local Support / Training Availability

12 months hotline support and optional on-site support

Licensing Fee Arrangements

Starts from HK$8,000

Contact Information

HKC International Holdings Ltd.
25/F., Oxford House, Tai Koo Place, 979 King's Road, Quarry Bay, Hong Kong

Phone   : +852 2528 3936
Fax   : +852 2865 6016
E-mail   : support@infowaresoft.com
Web   : www.hkc.com.hk

Contact person:
Dennis Cheng
Phone   : +852 9199 2199
E-mail   : dennisch@hkc.net

JurisFLOW – PontualASIA Ltd. – Software Solutions

General Features

Running on a single SQL database, JurisFLOW offers practical, financial, document and case management all in a single, intuitive, easy to use solution.

JurisFLOW works as a single, integrated tool, with a rich set of features that allows you to:

Centralize management of client information and case

Automate processes to improve productivity and consistency

Have a vision to make operational and strategic decisions

Simplify tasks management

Maximize yield case

Ensure high-quality output

Built on the latest technology, JurisFLOW is available through a web portal (web-based) using a rich set of extensions that allows you to maintain and manage all the information that matters for your work.

Special / Unique Features
- Case and Entity management
- Tasks management
- Maximize yield case
- Ensure high-quality output
- Centralize management of client information and case
- Automate processes to improve productivity and consistency
- Have a vision to make operational and strategic decisions
- Document and E-mail Management (Webmail)
- Tasks
- Timesheets
- Retainer Contract Management
- Full-featured Time and Billing
- Chronometer
- Search Engine
- Statistics/ Reports
- Agenda and Deadlines

System requirements
Server:
Operating System Windows Server with IIS;
Microsoft SQL Server;
Microsoft Word 2007 or later;
Internal Server;
Back-Up Server is recommended.
Workstations:
Operating System Windows;
Microsoft Word 2007 or later;
Supported browser:
Chrome

Operating Systems
Support any platforms
(Windows / MAC / Linux / Mobile devices)

Language support
English / Portuguese / Chinese / Spanish
Support any language

Local support availability
Local Support – Remothly / On-site
Hotline
Personal training and technical support

Licensing fee arrangements
Monthly licenses fee starts from HK$5,000

Contact Information

PontualASIA Ltd. – Software Solutions
Ind. Nam Fong, 431-487, 3A, Macau
Phone   : +853 28 851 841
E-mail   : info@pontualasia.com
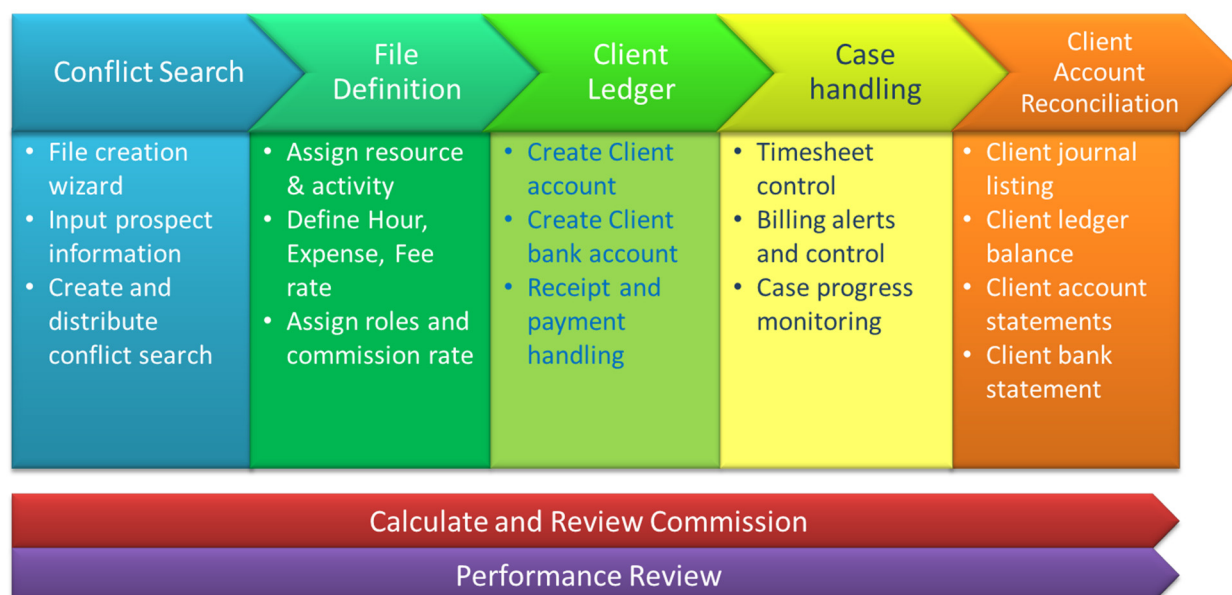Web   : www.pontualasia.com

Contact person:
Nair Cardoso
Phone   : + 853 6205 9333
E-mail   : nair@omni.com.mo

Law-Tech AX System – Tech-Trans

General Features

Tech-Trans Law-Tech AX System business workflow:

Tech-Trans Law-Tech AX System includes the following functions and features:

Financial and Accounting Management

Specialization on office ledger and client ledger
Client receipt and payment recording
Cost on account handling
Man-Hour/ Timesheet accounting
Client receipt printing
Disbursement recording
Budgeting function
Credit control
Payment handling

Case Management

Client database handling
Conflict search
Conflict search approval
Time recording
Automatic workflow configuration
E-mail sending

Commission Calculation

Commission rates handling by role
Commission recording by case
Commission adjustment

Resources Planning

Budget on hours and cost planning

Performance Review

Compare planned against actual in terms on servicing hours, expenses, schedule

Report packs

Professions performance review
KPIs reports
Proprietary report tool
Business discovery tool

System alert

Alert setup and notification
Timesheet alert
Case alerting on Billing date and Time cost limit
System pop-up/ E-mail alert generation

Special Features

Mobile Solutions on conflict search
Case alerting

- Alert setup on case
- Alert report generation

System Requirements
Network Requirements
- Microsoft Windows Domain & Active Windows
- Microsoft Dynamics AX
- SMTP Server (for e-mail alert support)

Hardware Requirements
- Minimum requirements for Microsoft Dynamics AX:
- An Intel Pentium/Celeron family processor, or a compatible Pentium III Xeon or higher processor, is the minimum requirement. We recommend a processor speed of 1.1 GHz or more.
- We recommend 512 MB or more of RAM.
- 1 GB or more of hard disk space is required.
- Super VGA (1024x768) resolution or higher is required for the monitor.
- A DVD drive is required for installation.
(Actual requirements may vary)

Software Requirements
All Computers:
- Microsoft Windows Installer 3.1
- Microsoft .NET Framework 3.5
Server:
Database
- Application Object Server (AOS)

- Role Centers and the Enterprise Portal Framework (Web server)
- Enterprise Portal developer tools (Web server)
- Workflow (Web server)
- Reporting extensions (Web server)
Microsoft Dynamics AX 6 2009:
- Analysis extensions
- Application Integration Framework (AIF) Web services (Web server)
- BizTalk adapter
- Synchronization service for Microsoft Project
- Synchronization proxy for Microsoft Project

Language Support
Unicode is supported

Local support availability
Hotline, e-mail support
On-site support is available in specific case(s)

Supported Jurisdiction(s)
Hong Kong

Licensing fee arrangement
Charge by the number of named user license
Per-user starting from HK$65,000

Contact Information
Tech-Trans System Limited
Workshop C, 9/F, Phase 5, HK Spinners Industrial Building, 760-762 Cheung Sha Wan Road, Kowloon, HK

Phone   : +852 2494 5000 / +852 2494 5041
Fax   : +852 2494-5001
E-mail   : info@tech-trans.com
Web   : www.tech-trans.com

Contact person:
Polly Cheung
Phone   : +852 2494 5012
E-mail   : polly.cheung@tech-trans.com

MT-eLaw – Metro Talent Ltd.

General features

MT-eLaw, an integrated electronic information management system designed specifically for the legal industry, has taken into consideration of three major aspects when designing the software – file management, inter- communication, and also reporting and data analysis.

File Management

MT-eLaw provides a platform for keeping all file information systematically. You may browse all recorded information at MT-eLaw without the need to access for physical files. Documents like incoming and outgoing correspondences, attendance notes, billings and disbursements, eMemo, Quick-notes, etc., are gathered into the system by different operators, and yet filed orderly for easy access. The system also includes a multi- method search engine for easy search of required information. A lawyer can always have full statistical information on their working files. A work-to-do reminders system is also included.

Inter-communication

To facilitate lawyers and your colleague to manage their work at one time and to communicate at the same time is do-able with eLaw. By using eMemo, you can reference your current work to other colleague for their information or instruction, without leaving your work desk. Another good merit is, you may request and track for replies, so that nothing important will be missed or delayed. File custody and circulation control can also be exercised in within eLaw.

Reports and Data Analysis

With so much efforts of work done as described above, the system takes the advantage of producing a large numbers of reports and analysis for management reviews. These reports include case opened and closed statistics, earning by fee-earners summary, earning by job nature summary, billing and accounts receivable aging reports, staff performance reports, financial report, and much more.

Other modules

MT-eLaw includes four system modules:
1. File Management System for Law firms
2. Client Disbursement Module
3. Billing Module
4. Accounting Module

System requirements

Linux or Microsoft Server is required for the database and document storage.
Minimum configuration for client side computer is with Windows XP installed.

Language support

English version – all modules
Tradition Chinese version – File Management Module.

Local support / training availability

Telephone support, within 6 hours on-site service if required

Supported platforms

Personal Computer

Licensing fee arrangements

First time setup fee
For (1) File Management Module:
The minimum setup fee is HK$20,000. This includes the setup of client side system with up to 10 client computers. For addition of each client machine thereafter, setup fee of HK$2,000 per computer will be charged.
For (2) Client Disbursement Module, (3) Invoicing Module, and (4) Accounting Module:
The minimum setup fee is HK$20,000. This includes the setup of client side system with up to 10 client computers. For addition of each client machine thereafter, setup fee of HK$2,000 per computer will be charged.
Server side databases installation fee are included.

Contact Information

Metro Talent Ltd.

E-mail   : richardmtalent@gmail.com
Web   : www.37mt.com

MYOP Premier and MYOB Premier Plus – MYOB Technology Pty Ltd. / MYOB South Asia

General features

MYOB Premier gives you the power to manage even the most complex medium-sized business. Get the complete set of business management features as found in MYOB Accounting and also handle transactions and accounts in multiple currencies. Multiple people can access your business information at the same time, which can help make your processes more efficient. For example, someone can enter a sale while someone else prints a report or enters a cheque.

Accounts
- Choose from 100 starter's chart of accounts and get started instantly
- Track categories for fund or division accounting
- View reports for P&L and Balance Sheet

Banking
- See a running balance and an at-a-glance view of your bank account status
- Receive payments and pay bills in foreign currencies
- Conduct Bank Reconciliation with ease
- Print preview of selected customized forms, such as spent money

Customers and Suppliers
- Create letters with one-click access to MS Word
- Generate and print mailing labels
- Quickly and easily import/export Custom Lists or Contact Logs in batches to improve your customer relationship management

Job management
- Track job revenue, direct costs, expenses, P&L
- Job Number field has been expanded
- Jobs list can be imported/exported

Reports
- Access over 200 reports
- Set your budget and compare with your actual performance
- Cash flow statement
- Customer and supplier ledger reports
- Voucher Report
- Audit Trail Report

Company Data Integrity and Accuracy
- Rely on the Company Data Auditor to detect issues with your company file before problems arise; define lock period settings through specific date ranges

Additional Feature found in Premier Plus
Payroll Management
- Record payroll and employees' details
- Process pays hourly, daily or at fixed salary
- Pay employees based on their timesheets
- Support various payment methods, including Cash and Cheque
- Different Payroll categories such as Wages, MPF and Deductions to meet different payroll needs
- Calculate and record MPF contributions
- Print tax returns and payroll reports
- Enhanced security settings in Employee Card

Local support / training availability
MYOB Certified Consultants and Certified Trainers provide local support and training. The services include

on site demonstration, set up, consultation, customization, classroom training and customized training.

Language support
English and Traditional Chinese

Supported platforms
Windows/Mac

System requirements
- Intel Pentium processor at 1GHz or faster
- 2 GB RAM
- 2 GB free hard disk space
- Screen resolution of at least 1024x768, 32-bit colour

Operating Systems
Windows 7 (32bit or 64 bit), Vista Ultimate (SP1, 32bit or 64bit), XP Professional (SP3, 32-bit only), Server 2008
English and Traditional Chinese Support

Supported Jurisdiction(s)
Hong Kong & Macau

Licensing fee arrangements
Accounting	HK$3,949
Premier (single user)	HK$4,549
Premier (2-user)	HK$6,149
Premier (5-user)	HK$12,999
PremierPlus (2-user)	HK$8,299
PremierPlus (5-user)	HK$15,099
RetailBasics	HK$4,049
RetailManager	HK$5,599
AccountEdge for Mac	HK$4,549

Contact Information
M Consulting Group Limited – *Authorised Distributor in Hong Kong & Macau*
(*The only distributor authorised by Asian Business Software Solution (trading as MYOB South Asia) in this region.*)

Phone   : (852) 2711 9930
Fax   : (852) 3905 8224
E-mail   : info@myobhk.com
Website : www.myobhk.com /
http://www.myobhk.com/index.php?option=com_content&view=article&id=56&Itemid=162&lang=en

Contact person:
Celeste Wong
E-mail: celeste.wong@myobhk.com

United Technologies (Int'l) Limited – *Authorised Service Provide in Hong Kong*
Phone   : (852) 29601002
Fax   : (852) 2960 0878
E-mail   : utservice@united.com.hk
Website : www.myob-hk.com.hk / www.united.com.hk

Contact person:
Kim Leung
Phone   : (852) 29601002 ext. 21

PCLaw – LexisNexis

General features

PCLaw provides both flexible financial tools and case management for independent law professionals. Just enable the case management tools you need during or after software installation.

Clients & Contacts

PCLaw helps you track all people and contacts related to your cases and firm. The contact database is firm wide and gives you CRM capabilities like tracking prospects, vendors, etc. In addition to clients, use PCLaw to run reports or mailings – practical application types of things.

Case and Matter Management

Track all information critical to your case through the Matter Manager. Access the details you need through separate tabs focusing on: Related events, tasks, documents, E-mails, phone calls, notes, web based research and time and expense entries.

Calendaring, To Do's, Tasks and Deadlines

The multi-functional desktop calendar helps you keep track of meetings, court appearances and other activities related to the firm's clients and cases. Access firm wide calendar information directly through PCLaw or share it with Microsoft® Outlook® through optional synchronization.

Flexible, easy time tracking

Track time the way it suits you—create entries using a traditional time sheet, or run timers through PCLaw or directly within Microsoft® Outlook®, Microsoft® Word and Internet Explorer. When you're working remotely or on the go, benefit from PCLaw options for laptops and satellite locations, as well as an add-on Travel Edition (TE) module to help you manage information on BlackBerry® or other mobile devices.

Billing and accounts receivable

PCLaw supports flat-fee, task-based, split, contingency, retainer and electronic billing. Pre-bills and bills can be run individually or in batch with stock or customized layouts, and PCLaw can help you identify outstanding balances and generate collection notices.

Integrated credit card processing

Use PCLaw integrated credit card processing to conveniently accept client payments and improve cash flow.

Accounting and trust made easy

PCLaw takes the anxiety out of fulfilling your local trust regulations by offering easy-to-use tools to manage your disbursement and receipt transactions for all of your clients and thousands of trust bank accounts. Use integrated general journal and customizable general ledger, with available options for transferring accounting data to a third-party accountant, to consolidate and simplify your firm's accounting.

Accounts payable and banking

Print 1099s for your vendors, and manage vendors and payables with integrated accounts payable. Write and print checks from your trust or general bank accounts for firm or client expenses, and use PCLaw bank reconciliation tools to keep your accounts in balance. Every entry updates journals, client ledger and general ledger.

Comprehensive reporting and financial statements

With hundreds of standard reports available, PCLaw can give you unparalleled insight into your firm's time and expenses, staff productivity, billing, collections and overall financial well-being.

Integrated online payroll

PCLaw has joined forces with ADP® to offer easy-to-use, secure and completely self-managed, integrated online payroll designed to save you time, effort and cost.

Data conversion

Through free utilities and available paid services, PCLaw can ease your transition from an existing billing or accounting system. Convert customer and matter/job information, unbilled time and expenses, accounts receivable details, client trust details and more without the need for time-consuming and error-prone re-entry of information.

PCLaw does more than just billing and accounting

If your practice management needs are more advanced, PCLaw can also integrate with industry-leading Time Matters® and LexisNexis Total Practice Advantage(TM) as well as other solutions such as Amicus Attorney® and Needles®.

System Requirements

Minimum Pentium III; Pentium IV recommended

128 MB of RAM minimum for Windows 2000 and 256 MB of RAM minimum for Windows XP; 512 MB of RAM recommended for Windows XP and 1GB of RAM recommended for Windows Vista

For integration compatibility purposes, either of MS Word 97 (or higher) or Corel WordPerfect 10 (or higher) is required

Operating Systems

Windows 2000, XP, Vista
64-bit Operating Systems are not supported

Local support / training availability

Free online training
Hotline: 2179-7888
E-mail: help.hk@lexisnexis.com

Licensing Fee Arrangements

Please call or e-mail the sales office for license fee details.

Contact Information

LexisNexus

39/F Hopewell Center, 183 Queen's Road East, Hong Kong

Phone   : +852 2965 1400
Fax   : +852 2976 0840
E-mail : sales.hk@lexisnexis.com
Web   : www.lexisnexis.com.hk

Contact person:
Rita Yeung
Phone   : +852 2965 1437
E-mail : rita.yeung@lexisnexis.com

Quorum – Corporate Services Solution

General features

Quorum is an entity management and corporate administration solution, used by leading providers in 14 jurisdictions as well as Hong Kong. Our solution is used by many of the major auditing, legal and specialist fiduciary firms offering corporate services.

Entity Management
Administer and maintain all entity types including companies, trusts, branches, foundations and ships. The system supports 250 jurisdictions out of the box.

Time & Billing
Maintain custom price lists for each client, track all billable work, including time, recurring charges, transaction rates, disbursements and invoice at a touch of a button.

Contacts & Clients
Maintain information of your contacts in multiple languages simultaneously, keep track of older versions and associate them with services or entities in Quorum.

Document Management
Automate corporate templates such as the corporate register and as well as official registrar forms. Relate a document or file with any entity or contact within the system and find any file type you need instantly.

Banking Administration
Manage clients bank account details and signatory information, generate bank instruction specimens and produce interim statements.

Reporting
Quorum comes with more than 170 reporting templates out of the box, which can be highly customised. You can also create any new report template you require.

Workflows & Tasks
Create workflow templates that reflect your procedures and monitor their progress. Quorum offers an audit trail of all actions in the system.

Integration
Quorum is fully integrated with MS Office and can also communicate with your accounting and CRM systems.

Special/unique features

- Integration with Ms Office (Outlook, Excel, Word) and MYOB
- System-wide audit trail
- Advanced access rights & permissions settings
- Caters for multiple office locations with advanced access rights configuration
- Batch invoicing at a touch of a button
- Provision for Power of Attorney, Charges, Mortgages, Legal templates available
- Frequent automatic system updates

Supported Platforms
Windows

System Requirements
Minimum configuration for client side computer is Microsoft .NET Framework 4.0

Operating Systems

Linux or Microsoft Server is required for the database and document storage. Minimum configuration for client side computer is Windows XP installed and Microsoft .NET Framework 4.0

Language Support

Supports over 30 languages including English, Traditional and Simplified Chinese

Local Support Availability

HK based office, Telephone & E-mail support, On-site training, Remote training, Online courses, Free Webinars

Supported Jurisdiction(s)

250 jurisdictions out of the box with special provisions on HK, Cyprus, Malta and St. Vincent & The Grenadines

Licensing fee arrangements

Flexible licensing options for any size operation. Contact us for a meeting and quotation.

Contact Information

InfoScreen Limited
2/F, Shui On Centre, 6-8 Harbour Road, Wanchai, Hong Kong

Phone   : +852 2824 8938
E-mail   : hksales@quorumcentral.com
Web   : www.quorumcentral.com

Contact Persons:
Alan Hung
Phone   : +852 2824 8937
E-mail   : alan@quorumcentral.com

Time and Billing System for Legal Firms – Cloud Solutions Limited

General features

TaBS has been designed for **local Law Firms** of all sizes. From 2 to 200 fee earners. TaBS allows a firm to perform all functions regarding time and billing. Modules include Client, Non Client, Contacts, Matter, Time Sheets, Payables, Billing, Trust Account, Payments, Receipts, and Reports.

TaBS easy-to-use interface is **Dashboard** driven providing partners with key balances and KPI's allowing easy management of the firm. Tasks, notes and meetings can be tracked against the client.

Support for multi-currency, multi bank accounts, multi entity and multi offices are all supported. Integration to Softlog for automated upload for cost recovery. All reports can be exported to Excel, Word or PDF.

English and Full Chinese support.

Special/unique features

Most modern Time & Billing system available in the market. Browser based allows access from anywhere at any time. Easy to use and reliable. Can be hosted in the Cloud or installed in your own office. Integrated to cost recovery systems and document management.

Local Support Availability

All local support provided, by E-mail, phones, on-site and on-line.
Training available on site in Chinese and English.

System requirements

Chrome web browser is required for each user.

Supported Jurisdiction(s)

Designed for Hong Kong and Singapore.
Support Macau and all other jurisdictions.

Operating Systems

All desktop operating systems supported via the browser.

System requirements

Server: Windows or Linux with MySQL server

Supported Platforms

Server operates on a Linux server with 4GB of RAM. Can be Cloud hosted so no server need be provided.

Licensing fee arrangements;

HK$975 per fee earner per quarter. Support and admin staff are FREE.

Language support

Contact Information

Cloud Solutions Limited
Suite 2512, Langham Place Office Tower 8 Argyle St, Mongkok, Kowloon, Hong Kong

Phone   : +852 3973 3848
E-mail   : enquiry@cloudsolutions.com.hk / enquiry@cloudsolutions.asia
Web   : www.cloudsolutions.asia, www.thelawfirm.com.hk, www.tabs-accounts.com

Contact Person:
André Meyer
Phone   : +852 9101 7795 | +852 3973 3848 ext 701
E-mail   : andre.meyer@cloudsolutions.asia

Wise Link Document Management System – Wise Link Professional Solutions Ltd.

General features

Wise Link DMS is a web-based document management system where all documents can be stored in central server for better management, and shared at multi-locations to improve collaboration and enable fast searches with user rights access control. Wise Link DMS helps your knowledge workers work faster, work easier and work together.

- Improve the re-usability of information content
- Reduce maintenance and administration cost
- Improve speed of search and retrieval
- Short learning curve and Fast System Deployment
- Document collaboration between different knowledge workers
- Good for ISO and RoHS Document/Certificate/Test Report Management
- Easy management, setup and administration through Web-Based Interface
- Share Corporate Announcement, Contact List, Common Links and Project Summary
- Document security with User/Department/Role based access control
- Document version control and Document Access History for audit trail
- Document can also be linked to Customers, Suppliers, PO, SO, Products or Projects
- Document Issue, Approval and Expiry Control
- Document update alert
- Personal Document / Corporate Document Supported
- Multi-users and Multi-Locations Office Access Supported
- Unicode Supported, offers both English and Chinese User Interface
- Common Document Format Supported, PDF, DOC, XLS, PPT, JPG, ZIP, MPG etc.
- User Access Right by Department/Role and Document Group

System requirements
Computer connected to the internet and with common browser, like Internet Explorer, Mozilla Firefox or Google Chrome, etc.

Local support / training availability
Provides Onsite training
Support Service include Onsite, Hotline, E-mail & through Remote Desktop

Operating Systems
All Systems

Licensing fee arrangements
- License fee based on numbers of servers requested
- No license limitation for number of users for each Server license
- Basic version price range: HK$120K-180K (have seasonal promotion)
- Enterprise version price range: HK$280K – 350K
- Provide also server hosting service

Language support
English and Chinese

Supported platforms
Personal Computer

Contact Information
Wise Link Professional Solutions Ltd.
Unit 10, 11/F, Block B, New Trade Plaza, 6 On Ping Street, Shatin, Hong Kong

Phone : +852 2637 3501
Fax : +852 2637 3502

Software Directory and Selection Guide 2013, Release 1.0

E-mail   : info@wiselink.com.hk
Web   : www.wiselink.com.hk

Contact person:
Raymond Leung
Phone   : +852 9603 2707
E-mail   : raymond@wiselink.com.hk

Zoho CRM – ZOHO Corporation

General features

Zoho CRM is a customer relationship management system delivered through the Internet. Zoho CRM applications are accessed using just your internet browser, eliminating the need for complicated server installations and desktop software management.

Special / Unique features

All customer data is protected from viruses, theft, or loss by Zoho. Data are securely accessed from the pro-vider servers over secure HTTP (https:// www.zoho.com). You do not have to spend on buying and installing software for your office needs and for any virus protection. You can take a backup of your data
and move it to any other system at any point of time. Zoho does not restrict users from joining or leaving.

Supported platforms

All platforms including mobile devices (www.mobile.zoho.com)

Local support / training availability

Only provide support through remote desktop sharing product (www.zohomeeting.com) along with a phone call for Asia

System Requirements

Any basic laptop or desktop with minimum basic configuration is sufficient. All that is needed is a computer connected to the internet and a common browser, like Internet Explorer, Mozilla Firefox or Google Chrome, etc.

Licensing fee arrangements

Enterprise Edition USD25 /User /Month Professional Edition USD12 /User /Month Also provide Free Edition

Extras & Add-ons
Zoho Mail USD3 / User / Month
Plug-in for Microsoft Outlook USD3 / User / Month
Plug-in for Microsoft Office USD3 / User / Month

Language Support

Support about 35 different languages including Chinese

Contact Information

ZOHO Corporation

Phone (US)	: +1 888 204 3539
Phoen (UK)	: +44 20 3564 7890
E-mail	: sales@zohocorp.com
Web	: www.zoho.com

ZOHO (Beijing) Technology Co., Ltd.
B-1104, 11F, Horizon International Tower,
No. 6, ZhiChun Road, HaiDian District,
Beijing, China, 100088

Phone	: +86 400 660 8680
E-mail	: support@zohocorp.com.cn
Web	: cn.zoho.com

Additional Software

PLEASE NOTE THAT:-
* This list of additional software is provided for general reference purpose only.
* Some software vendors offer various "**FREE**" versions of their software; however, such software may be restricted for **non-commercial** use only (i.e. home / personal). *Please check the respective licensing agreements carefully.*
* "**OPEN SOURCE**" software are generally free and source codes are usually available for download. They are different from the "**FREE**" versions of commercial software.
* No endorsement of the software has been given by the Law Society. (Please refer to the "Copyright Notice and Disclaimer" section on page 1 of this Directory.)
* **Enterprise-class** software and products are **not** included in this list.

Office Productivity

Adobe Acrobat	• Create PDF documents, PDF forms etc. (*For free PDF converters, please see Tools / Utilities below.*) • Other functions: edit, protect merge and combine PDF files • Note: Adobe Reader only opens PDF documents for reading (but no editing function) • http://www.adobe.com/products/acrobat.html
Apple iWork	• Pages – word processor • Numbers - spreadsheet • Keynote - presentation • Mac OS X only • http://www.apple.com/iwork/
IBM Lotus Symphony	• A suite of open source office applications. It provides the common functionality you need to create, edit and share documents, spreadsheets and presentations. This no-charge software is ideal for both business and personal projects. • Free, Open Source • http://www.ibm.com/software/products/us/en/lotusymp
LibreOffice	• Writer – word processor • Calc – spreadsheet • Impress – presentation • Base – database • Math – Formula • Draw – drawing • Free, Open Source, a variant of OpenOffice • http://www.libreoffice.org/
Microsoft Office	• Word – word processor • Excel – spreadsheet • PowerPoint – presentation • Outlook – e-mail, schedule, notes and contact management • Access – database • OneNote – digital notebook • Publisher – publish documents, brochures, booklets and cards etc. • Windows, Mac OS X • There are different editions (e.g. Office Professional, Office Home & Business) • http://office.microsoft.com/en-us
Microsoft Project	• Project Management • http://office.microsoft.com/en-us/project/

OpenOffice
- Writer – word processor
- Calc – spreadsheet
- Impress – presentation
- Base – database
- Math – Formula
- Draw – drawing
- Free, Open Source
- http://www.openoffice.org/

OpenProj
- Project Management
- Free, Open Source
- http://sourceforge.net/projects/openproj/

Thunderbird
- E-mail program (*Microsoft Outlook alternative*)
- Free, Open Source
- http://www.mozilla.org/en-US/thunderbird/

Security

Anti-virus | Anti-spyware | Firewall & Internet Security

AVG
- Antivirus
- Free (for personal use) and commercial
- http://www.avg.com/

McAfee
- Antivirus | Internet Security
- http://www.mcafee.com/

Microsoft Security Essentials
- Anti-virus, anti-spyware etc.
- Free with any licensed Microsoft Windows
- http://windows.microsoft.com/en-us/windows/security-essentials-download

Symantec
- Antivirus | Internet Security
- http://www.symantec.com/

Kaspersky Lab
- Antivirus | Internet Security
- http://www.kaspersky.com/

Spybot Search & Destroy
- Anti-spyware
- Free for private use and commercial
- http://www.safer-networking.org/

Data Encryption & Protection

Boxcryptor
- Data encryption for securing cloud storage (e.g. Dropbox)
- Multi-platform
- Free and Commercial/Business
- https://www.boxcryptor.com

Cloud / Internet

Warning: There may be potential *jurisdiction issues* and *security concerns* with cloud-based storage services. It is advised to encrypt important files before uploading them to the "Cloud". For example, you may use Boxcryptor (see Data Encryption & Protection section above) with cloud storage services.

Apple iCloud	• Mac OS X, iPhone, iPad
	• http://www.apple.com/icloud/
Box	• Multi-Platform
	• https://www.box.com/
Dropbox	• Multi-Platform
	• http://www.dropbox.com/
	•
Google Drive	• Multi-Platform
	• https://drive.google.com/
Microsoft Skydrive	• Multi-Platform (Mac OS X included)
	• http://www.skydrive.com/

Miscellaneous (other useful software)

Evernote	• Digital notebook (similar to Microsoft OneNote)
	• Free and Premium (paid)
	• Multi-Platform
	• http://evernote.com
GIMP	• Photo-editing (Photoshop alternative)
	• Windows, Mac OS X, Linux
	• http://getgimp.com/
Paint.NET	• Photo-editing (Photoshop alternative)
	• Windows
	• http://www.getpaint.net/

Tools / Utilities

"Save as PDF" by Microsoft	• For Office 2010 and 2013 users, you can use the Office programs (e.g. Word, Excel, PowerPoint) to save your files as PDFs and you won't need any other software or add-ins.
	• Link: http://office.microsoft.com/en-us/word-help/save-as-pdf-HA010354239.aspx
	• For Word 2007, you can download 2007 Microsoft Office Add-in: Microsoft Save as PDF
	• Link: http://www.microsoft.com/en-us/download/details.aspx?id=9943
Other PDF converters	• PDFCreator (http://sourceforge.net/projects/pdfcreator/), free, open-source
	• CutePDF (http://www.cutepdf.com/), free and commercial
	• PDF995 (http://www.pdf995.com/), free and commercial
	• For Mac OS X, there is a simple built-in "save as PDF" function in the operating

system.

7-Zip	• Zip (compress) and unzip (un-compress) files and documents • Free, Open Source • www.7-zip.org
CCleaner	• Clean up Windows computers • www.piriform.com/ccleaner
TeamViewer	• Remote Control, Remote Support and Online Meetings • http://www.teamviewer.com/
WinZip	• Zip (compress) and unzip (un-compress/extract) files and documents • Trial version provides extracting function for "free" • www.winzip.com
PortableApps.com	• It's a platform for running free and open source software without installation (e.g. USB flash drive). • Free, Open Source (for most available software programs) • http://portableapps.com/

Vendor List (in Alphabetical Order)

Alex Information Limited

Office C3, 13F, Hop Ming Factory Building,
8 On Yip Street, Chai Wan, Hong Kong

Phone   : +852 2854 3516
Fax   : +852 2544 7539
E-mail : enquiry@alexsearch.com.hk
Web   : www.alexsearch.com.hk

HKC International Holdings Ltd.

25/F., Oxford House, Tai Koo Place, 979 King's Road,
Quarry Bay, Hong Kong

Phone   : +852 2528 3936
Fax   : +852 2865 6016
E-mail : support@infowaresoft.com
Web   : www.hkc.com.hk

CloudSolutions Limited

Zoho CRM authorised reseller in HK
Suite 2512, Langham Place Office Tower, 8 Argyle St,
Mongkok, Kowloon, Hong Kong

Phone   : +852 3973 3848
E-mail : enquiry@cloudsolutions.com.hk
Phone   : +852 3973 3848
Web   : www.cloudsolutions.asia

InfoScreen Limited

Quorum
2/F Shui On Centre
6-8 Harbour Road,
Wan Chai, Hong Kong

Phone   : +852 2824 8936
Web   : www.quorumcentral.com

Daceasy Hong Kong Ltd.

Unit 3A, 11/F, Sun Cheong Ind. Bldg, No. 1 Cheung
Shun Street, Cheung Sha Wan, Kowloon, Hong Kong

Phone   : +852 2391 8816
Fax   : +852 2390 9385
E-mail : info@daceasy.com.hk
Web   : www.daceasy.com.hk

Innoways Ltd.

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Sai Wan Ho, Hong Kong

Phone   : +852 2189 7016
Fax   : +852 2793 4673
E-mail : sales@innoways.com
Web   : www.innoways.com

eXpd8 Ltd.

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Support : +353 1 8900 390
Fax   : +353 1 8900 388
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Web   : www.eXpd8.com

LexisNexis

39/F Hopewell Center, 183 Queen's Road East,
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E-mail : sales.hk@lexisnexis.com
Web   : www.lexisnexis.com.hk

Future Solutions Laboratory Ltd.

Unit 1706, 17/F, Nanyang Plaza, 57 Hung To Road,
Kwun Tong, Kowloon, Hong Kong

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Web   : www.fsll.com

Metro Talent Ltd.

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Web   : www.37mt.com

M Consulting Group Limited

MYOB Authorised Distributor in HK & Macau

Phone : (852) 2711 9930
Fax   : (852) 3905 8224
E-mail : info@myobhk.com
Web   : www.myobhk.com

Wise Link Professional Solutions Ltd.

Unit 10, 11/F, Block B, New Trade Plaza,
6 On Ping Street, Shatin Hong Kong

Phone : +852 2637 3501
Fax   : +852 2637 3502
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Web   : www.wiselink.com.hk

PontualASIA Ltd. – Software Solutions

Ind. Nam Fong, 431-487, 3A, Macau

Phone : +853 28 851 841
E-mail : info@pontualasia.com
Web   : www.pontualasia.com

ZOHO Corporation

Phone (US) : +1 888 204 3539
Phoen (UK) : +44 20 3564 7890
E-mail   : sales@zohocorp.com
Web   : www.zoho.com

Sega Software Asia Pte Ltd.

Phone : +65 6336 6118
E-mail : info.asia@sage.com
Web   : www.sageasiapac.com

ZOHO (Beijing) Technology Co., Ltd.

B-1104, 11F, Horizon International Tower,
No. 6, ZhiChun Road, HaiDian District,
Beijing, China, 100088

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E-mail : support@zohocorp.com.cn
Web   : cn.zoho.com

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Hong Kong Spinners Industrial Building,
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Kowloon, Hong Kong

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