



Dinsmore & Shohl LLP
ATTORNEYS

Allstate's Business Goals

- **Reduce the average per unit cost of outside counsel services, while maintaining or improving the quality of services**
- **To increase the amount of legal work performed by female and minority lawyers, while maintaining or improving quality of services**

Location of Offices/Personnel

- **7 Offices in 4 States**
 - Kentucky
 - Ohio
 - Pennsylvania
 - West Virginia
- **Approximately 260 Lawyers**
- **Approximately 600 Employees**

Processes Generating Operational Efficiencies

- **Team Approach**
- **Our Technology**

Let's Talk About the Technology ...

- **Outlook vs. Exchange – Let's break it down**
- **Where is your content?**
- **Holistic approach to KM – you cannot break out BPR**
- **How do you tie it all together?**

Let's look at the tools

- **Sharepoint – content manager vs. portal**
- **Handshake Data Relationship Manager**
- **Global Web Services**
- **Information Bridge Framework (IBF)**
- **WorkFlow**

Let's Look at the results

- **5 day processes reduced to minutes based on presenting appropriate information to the decision maker**
- **User control of what information is important to them**
- **Reduced development time for applications**

Dinsmore & Shohl Technology Commitment

- **Certified Development Partner of Microsoft**
- **Microsoft Early Adoption Programs**
 - Information Bridge Framework
 - Tablet PC/One Note
 - Office Accelerators
- **Office 2003/Sharepoint**
- **Microsoft .Net Technology**

Technology that will reduce Allstate's average cost

- **WAN Technology**
 - Voice and Video IP
 - Live Meeting/Webex
 - RealTime Deposition attendance via Web
- **Big and Small Document Cases**
 - Reduction of administrative/disbursement costs through imaging technology
 - Trial technology
 - Customized solutions using existing technology
- **Information Collaboration – Legal Issue FAQ for employees, agents, adjustors, and other personnel**