

BUSINESS INTELLIGENCE & REPORTING SOLUTION FOR **PROLAW**

Frequently Asked Questions

1. What makes Terminus Pro different than other Business Intelligence and reporting solutions?

Unlike conventional BI solutions, Terminus Pro doesn't require data warehousing. It's based on semantic-architecture which makes it lightweight so only required information is extracted for real-time, dynamic reporting. Also, the data-connectors can easily be configured to address any source changes, without having to code, maximizing your return on IT investments and minimizing any downtime.

2. How are Terminus Pro's reporting features different than ProLaw?

Any user can create a report in Terminus Pro without any IT help. The user interface is really easy, and with minimal training users can create custom reports for themselves, for groups within Terminus Pro, or extracted via excel to share externally. The reports are dynamic, attractive and easy to interact with, flexible enough to make modifications and simple enough to perform deeper analysis.

3. Can you access ProLaw from within Terminus Pro?

Yes, you can open ProLaw within a Terminus Pro Report or Dashboard. With one click you can instantly open and edit information associated with Matters, Time Entry, Contacts and Calendar.

4. Which versions of ProLaw are compatible with Terminus Pro?

Terminus Pro will work with ProLaw version V11 and above.

5. What features do the Pre-Built Summary and Detailed Dashboards offer?

Terminus Pro comes with a set of preconfigured Summary and Detailed dashboards tailored for each role in the firm. Partners, Attorneys, and Finance Professionals each have a personalized Summary Dashboard with all of their favorite metrics and charts neatly laid out on a single screen. They can keep track of important numbers like billing, AR, collections, WIP and more. Reports for clients, matters, timekeepers, operational and finance have links to detailed dashboards which show information at the granular level. All the reports and charts are very interactive and users can easily slice and dice, search, filter, download to Excel and email any report.

6. Are the Pre-Built Summary and Detailed Dashboards modifiable?

The Pre-built Summary and Detailed dashboards provide you a set of readymade dashboard templates that you can start using right out of the box. We understand that every firm's needs are unique and so we have made these template dashboards to be easily customizable. During implementation we can quickly make suitable modifications to the Summary and Detailed dashboards to display only the relevant metrics, charts and reports that are important for your firm.

7. How do you access Terminus Pro?

Google Chrome works best, but any web browser on a desktop, laptop or mobile device.

8. How long does it take to implement Terminus Pro and train users?

Base installation takes 2-3 weeks and includes installation, configuration and user training. Customizations (if any) may require additional time.

9. What are the application security policies?

These will be inherited from customer's hosting infrastructure, internal or cloud. Single sign-on through Active Directory is also supported.

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10. What controls are in place for data access security?

Terminus Pro has entitlement features to restrict access to information by user role or individual user.

11. What are the technical requirements for installing Terminus Pro?

For internal or cloud hosting you will need an application and database server. Actual server sizing will vary by client, but for a typical law firm with up to 100 users can expect the following:

Application Server	Database Server
a. 6 core processor or higher (Xeon E4 2420 equivalent) b. 48 GB RAM or higher c. Windows Server 2008 or 2012 d. Microsoft .Net Framework 4.5 (with MVC 3.0 installed) or later version e. IIS 7.0 or later version	a. Sufficiently responsive Database. Database size may reach 10 million records. b. 40 GB of free space on db. host c. SQL 2008 or 2012

Cloud hosting is available if you are currently cloud hosting ProLaw

12. What is the multi-source framework of Terminus Pro?

Terminus Pro has an in-built multi-source framework which enables it to source data from many data sources using configurable data connectors. The connector for ProLaw is already included as part of Terminus Pro.

13. What other data connectors are available?

SQL Databases, Excel, SharePoint Lists, XML, Flat Files, Web Services and Proprietary Data Sources.

14. How often is data refreshed?

Data is refreshed on a nightly basis. Once refreshed, this is reflected in the KPIs.

15. What customizations are available?

Terminus Pro comes with over 20 KPIs which comprehensively covers all the key modules of ProLaw. The product's flexible framework also allows for easy configuration of custom KPIs and the integration of other data sources.

16. How does disaster recovery work?

Terminus Pro uses a persistent cache, which can be easily rebuilt within hours.

17. How do you support source upgrades?

Utilizing our lightweight data connectors we can easily re-configure any source changes such as upgrade.

18. What is your pricing model?

Customers pay an annual subscription fee based on firm size and customizations. Annual maintenance, and upgrades are included.