



PROSECUTOR by **KARPEL**

Criminal Case Management

Designed for Prosecutors by Prosecutors

ALPENA COUNTY, MI PROSECUTING ATTORNEY'S OFFICE

COST PROPOSAL
APRIL 27, 2023

Blakelyn Bailey, Senior Sales Executive | (612) 836-3633



9717 Landmark Parkway | St. Louis, MO 63127 | (314) 892-6300

April 27, 2023

Cynthia Muszynski, Prosecuting Attorney
Alpena County Prosecuting Attorney's Office

Dear Prosecutor Muszynski,

Thank you for considering PROSECUTORbyKarpel as a criminal case management solution for the Livingston County Prosecuting Attorney's Office.

Karpel is dedicated to and has been highly successful in meeting the needs of Prosecuting Attorneys across the nation. We have clients in 32 states and the following in Michigan:

- Alcona County Prosecuting Attorney
- Clare County Prosecuting Attorney
- Crawford County Prosecuting Attorney
- Genesee County Prosecuting Attorney
- Grand Traverse County Prosecuting Attorney
- Iosco County Prosecuting Attorney
- Isabella County Prosecuting Attorney
- Kent County Prosecuting Attorney
- Lansing City Attorney's Office
- Lapeer County Prosecutor's Office
- Lenawee County Prosecuting Attorney's Office
- Macomb County Prosecutor's Office
- Mecosta County Prosecuting Attorney
- Montcalm County Prosecuting Attorney
- Roscommon County Prosecuting Attorney
- Saginaw County Prosecutor's Office
- Wayne County Prosecutor's Office

I know you have choices, and I encourage you to [use the comparison document](#) in the following proposal to see how potential vendors line up. I also encourage you to look beyond the first-year costs to the total cost of ownership over a 5-year period. PROSECUTORbyKarpel offers a perpetual license as opposed to a subscription. If you are like most, the difference is not clear. [See the end for an overview of the difference.](#)

We say PROSECUTORbyKarpel is "Designed by Prosecutors for Prosecutors". We say that because we provide two upgrades that include hundreds of enhancements every year. Almost all enhancements come from requests submitted one of our more than 600 clients—that means over 16,000 users offer input to make PROSECUTORbyKarpel better.

We appreciate the opportunity to earn your business.

Sincerely,

A handwritten signature in blue ink, appearing to read "B Bailey".

Blakelyn Bailey, Senior Sales Executive
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Bbailey@karpel.com

Executive Summary

Karpel Solutions will provide prosecutor case management software that meets your requirements and is specially configured to match your workflow needs.

We offer an array of advantages over competing vendors, for instance:

PROSECUTORbyKarpel is flexible to your needs

PROSECUTORbyKarpel's configurability distinguishes it from other case management systems. At Karpel, we realize that your agency is unique. You use different workflows, have different reporting needs, use different documents, follow different rules, and need different security privileges,

With PROSECUTORbyKarpel, you are not limited by the needs of "most" agencies. If given the project, we will work with you to learn and define your needs exactly, and then we will configure PROSECUTORbyKarpel to meet those needs.

You can configure PROSECUTORbyKarpel yourself

Besides performing the initial configurations of PROSECUTORbyKarpel for you, we will teach your administrators to configure the software as well. With other vendors, when your needs change, you would need to go through them for expensive customizations. PROSECUTORbyKarpel, on the

other hand, can be configured without our assistance.

You still receive all the benefits of a COTS solution

Although PROSECUTORbyKarpel is completely configurable to your needs, from a technical perspective it is the same version that all Karpel's prosecution clients use, allowing you to take advantage of the knowledge, input, documents, and reports of our nationwide client base.

PROSECUTORbyKarpel has been proven by hundreds of prosecuting agencies

PROSECUTORbyKarpel's excellence can be attested to by some of the largest and smallest prosecuting offices in the country. We have worked with prosecuting agencies since our inception, meaning our development and project management teams are very familiar with and skilled in meeting the needs of agencies such as yours.

PROSECUTORbyKarpel includes superior client assistance

To choose PROSECUTORbyKarpel is to choose a vendor that offers extensive and ongoing training, bi-annual version upgrades, experienced project management, and flexible client assistance. Our retention rate, unsurpassed in our industry, attests to the satisfaction of our clients with our products and our service.

Introduction to Karpel Solutions

Karpel has successfully implemented PROSECUTORbyKarpel in over 650 agencies in 32 states. Our exclusive focus on the justice community means our development and project management teams are very knowledgeable about the needs and requirements of prosecuting agencies such as yours and has great experience in meeting them.

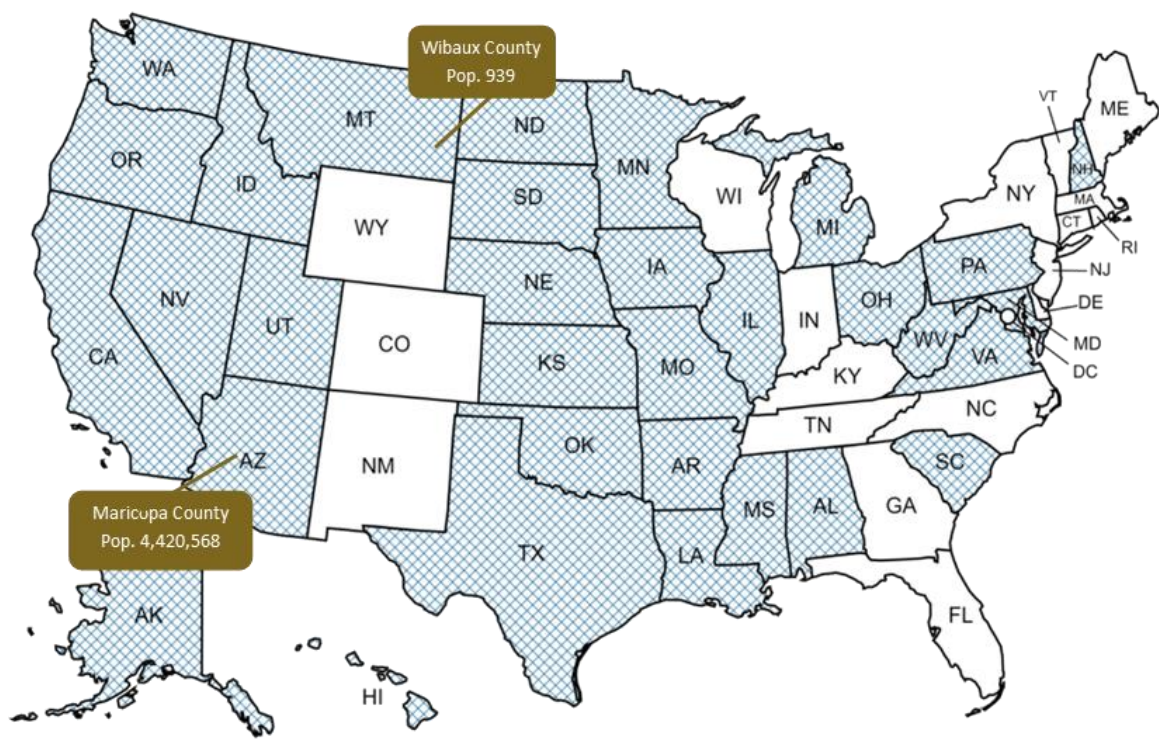
All of our projects involve configuring PROSECUTORbyKarpel to meet our client's specific needs, and many of these implementations have also included large, even state-wide data sharing and data conversion components. Our extensive experience in each of these areas assures you that we have the ability to successfully create and configure your project as well. Our client retention rate, unsurpassed in our industry, attests to both the power of our software and the satisfaction of our clients with our services.

We use our sizeable research and development budget to enhance PROSECUTORbyKarpel according to client requests and our ongoing research into prosecutors' needs. Through our aggressive release cycle, we ensure that PROSECUTORbyKarpel is compliant with the latest technologies (e.g. SQL Server 2019, Windows 11). We are also a Microsoft Certified Partner, giving us the added advantage of having access to technical coordination and advisory services directly from Microsoft.

KARPEL QUICK FACTS:

- Privately held corporation
- Based in St. Louis, MO
- Founded in 1985
- Over 650 client agencies and over 16,000 users
- Extensive experience in creating data sharing and conversion projects
- Adhere to and conformant with national integration standards
- Compliant with latest technologies

Clients



Blue states and counties signify Karpel clients



Why Choose PROSECUTORbyKarpel?

PROSECUTORbyKarpel can be configured to employ your business rules, use your terminology, show the information you want, and generate the documents and reports that are important to you

Prosecuting agencies have been the focus of our company since our inception. In fact, we support over 600 agencies, meaning we have acquired vast knowledge about the needs and requirements of these agencies and great experience in meeting them. Due to our vast client base, Karpel Solutions knowledge and experience enables PROSECUTORbyKarpel to come “out of the box” prepared to meet the data entry, reporting, tracking, documenting, and other needs of most prosecuting agencies.

Nevertheless, PROSECUTORbyKarpel is different from other case management solutions because, while it comes with most of your needed functionality intact, our focus is on providing you with a solution that is specifically aligned to your business processes and needs. PROSECUTORbyKarpel is a “hybrid” solution, meaning that it gives you all the advantages of a commercial product—regular releases, rapid response support team and a nationwide user base of your peers—with all the flexibility of a custom-developed application.

PROSECUTORbyKarpel can be completely customized to meet your unique prosecutor case management needs. If given this project, we will meet with you at the project start to discuss your needs and expectations, and we will configure PROSECUTORbyKarpel to meet those needs. With PROSECUTORbyKarpel, you can configure your screens, terminologies, drop-down menus, business rules, and more without modifying the source code. We will also create customized reports and automated documents for your agency, reporting on the information you need and using the format you want.

Because configurations can be made without altering the source code, as your agency grows and your needs change, you can modify PROSECUTORbyKarpel yourself. Configurations you make will not decrease your compatibility with later releases of PROSECUTORbyKarpel.

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“ Since transitioning to PbK in March of 2019, my office has achieved a level of efficiency I hadn’t previously thought possible. The implementation process was energizing for everyone in the office as we explored all that is possible with PbK and tailored it to our needs. The data conversion, training and ongoing support has been outstanding. PbK allows us to be more adaptable, more innovative and engage in quicker and more effective communication, both internally and externally.”

Daniel McIntosh
County Attorney, Steele
County, MN

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Implementation Description

Karpel's implementation team will work with you to find out your exact needs and configure your software accordingly

Project Overview

To enable both parties to communicate and establish project expectations and timelines, a Karpel project manager will hold an in-depth planning meeting with your agency's designated project manager at the start of the project. Depending on what is most convenient for you, we can hold this meeting online, over the phone, or live at your agency (for an additional charge). You will know and be able to give approval for our finalized plans because our project manager will send you a detailed project plan and communications plan.

To ensure all aspects of your project are completed exactly as you require, we will assign an experienced project management team that consists of a project manager, support resource, documentation specialist, and custom developer (if needed).

So that you can maximize use of your new software, you will receive administrator and end user training as part of your project. You can also receive continued training in the form of free webinars and an affordable yearly conference.

Following go-live, your agency and users will have continual access to our support resources for as long as you maintain a support contract.

Client Involvement during Implementation

To ensure your software meets all the goals and requirements you have for it, we seek your input and approval throughout the project. Our project management team will learn your specific goals, workflows, and needs for the software through a detailed planning meeting at the start of the project.

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"I want to thank Karpel for the tremendous job they did converting our data. We now have a database that is usable and helpful for every employee of the office...Most importantly, Karpel has provided an effective tool that increases our ability to prosecute crime in our county."

--Michael Hunt, Chief
Trial Attorney, Jackson
County, Missouri

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Implementation Description (cont.)

So that your deliverables are created as you want them in the minimal amount of time, we seek your input prior to creating any template, document, dashboard, or other configuration. To ensure that the finished product meets your approval, we have you look over our work when we finish. You will always know exactly what we are doing and what you need to do as our project manager will communicate with your project manager regularly throughout the duration of the project. You largely control how quickly you go live, as the time you dedicate to the project is the key factor in how quickly it can be completed.

The following table helps you organize your efforts through describing the people you need, their responsibilities, and their involvement level. Allocate the roles as it makes most sense for you: for instance, one person can fill multiple roles, or multiple people can fill one role (increasing or decreasing their time commitment accordingly).

Role	Responsibilities
Project Manager	<ul style="list-style-type: none">• Coordinate your resources to perform tasks assigned to your agency, as listed in Statement of Work and project plan• Coordinate appropriate personnel and resources for meetings, training, etc.• Serve as Karpel's primary contact throughout project.• Help develop and then approve the Project Plan• Approve and implement the Communication Management Plan & Change Management Plan• Review and sign off on project tasks• Approve and release payments according to payment milestones
PROSECUTORbyKarpel Administrator(s)	Receive administrator training in order to manage the system following implementation.
IT Staff	Provide permissions and workstation setup as needed.
Subject Matter Experts (SMEs)	<ul style="list-style-type: none">• Review data• Define office workflows and procedures to aid in system configuration• Define and test documents and reports you want created• Define and test data exchanges and conversions (if applicable)• Receive document & report author training (if applicable)

What's Needed From Your Office for a Successful Project

- Sufficient time for review of data
 - Let's review the "Preload Workbook"
- Sufficient time for data conversion review
 - Verification of 10 cases per year you have used the legacy system
 - This will happen at least three times
- Sufficient time for document conversion
 - Review charging, motions, victim/witness, sentencing and disposition, and civil
 - Review each document by running an event to test document generation
 - 10 minutes per criminal document
 - 20 minutes per civil document
- Timeliness
 - Must be willing to stick to agreed upon timeline and dates
 - Decision-making attorney must respond to emails within 24 hours to keep project moving forward
 - Decision-making attorney must attend:
 - Project kickoff
 - Establishment of timeline
 - Interface definition meetings
 - Document review signoff
 - Data conversion signoff
- You must be able to provide data and document templates from current system within two weeks of contract signature

Professional Services

Software is only one piece of a successful solution implementation. Our client retention rate is due to both the power of our software and the quality of our professional services, some of which include:

- **Client-designed solutions**—As a client, you influence the development of your software with your enhancement requests.
- **Version upgrades at no additional cost**—You will receive all regular version upgrades, including major releases, at no additional cost for as long as you maintain a support agreement.
- **Continued training**—Besides the in-depth training you receive as part of your implementation, you can receive continued training in the form of free webinars and an affordable yearly conference.
- **Data conversions**—Take your data with you when you migrate to PROSECUTORbyKarpel. We have successfully converted agencies of all sizes and from all types of custom-built and commercial applications. If desired, we will convert yours as well.



“ You and your team worked so well with all the employees of the (City of St. Paul) Criminal Division and I have heard nothing but positive feed back from all my colleagues. Not only was the support and training excellent in delivery and content, you guys were just plain fun to work with!”

The Honorable Laura Pietan
10th Judicial District Judge, Former Deputy City Attorney



Client Services

By choosing PROSECUTORbyKarpel, you choose a quick response time, friendly service, and free version upgrades.

When you experience difficulties with your software, you can quickly receive support via the method most comfortable for you, whether that is through calling or sending an email. If you call, you will nearly always reach a live person immediately, and, unlike many support centers, we won't funnel you through an automated menu system. Our client retention rate is largely due to the satisfaction of our clients with their support.

For as long as you maintain a support contract, you will have access to the following services:

- *Support Personnel:* Access support via telephone or email 24x7.
- *Version Releases:* Receive regular version releases, including major version releases annually
- *Patches:* Receive interim release fixes if necessary

Most support issues are resolved on the spot, while a few may take more time and research to solve.

Resolution times are clearly communicated to you.

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“ I appreciate the continued customer service and the PbK system which has changed the way that we do business for the better.”

David M. Stumbo
8th Circuit Solicitor, South Carolina

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HOSTEDbyKarpel

Karpel Solutions offers prospective clients our hosting environment for their **PROSECUTORbyKarpel** application within our cloud based **HOSTEDbyKarpel**.

Several years ago, the cloud did not represent an acceptable option. Now, some of our largest installations such as King County WA (Seattle) with 356 users, City/County of Honolulu with 250 users, and Maricopa County AZ (Phoenix), with nearly than 1,000 users use our hosted solution. Our hosted solution has a 99.5% uptime SLA and has a **99.9988%** record over the last ten years. The solution is managed by our system administrators and engineers employed by Karpel Solutions. 24/7/365 monitoring is performed by our technicians and by other systems run by Karpel Solutions. Server maintenance occurs monthly during off hours (weekends) with client notification three business days prior to the scheduled maintenance. External penetration testing and uptime verification is performed by third party systems.

Hosting Partner: Microsoft Azure Government (CJIS, FedRAMP, HIPPA compliant)

Data Encryption: in transit and at rest

Backup: Three separate systems in primary Azure Zone (default is Arizona)

Disaster Recovery: Near real-time replication to secondary Azure Zone (default is Texas)



File type limitation: None

File size limitation: None

Browser Support: Edge, Chrome, Firefox, and Safari

Device Support: Any device with browser and internet

Additionally, every year Karpel Solutions employees with access to the corporate network go through a federal fingerprint check and security awareness training to remain CJIS compliant. Our hosted service includes offsite backup and disaster recovery services provided by replication between two geo-diverse datacenters.

HOSTEDbyKarpel (cont.)

Karpel Solutions hosted services are provided through Microsoft's Azure Government Cloud. Microsoft's Azure Government Cloud is designed to meet the higher-level security and compliance needs for sensitive, dedicated, U.S. Public Sector workloads found in regulations such as United States Federal Risk and Authorization Management Program (FedRAMP), Department of Defense Enterprise Cloud Service Broker (ECSB), Criminal Justice Information Services (CJIS) Security Policy and Health Insurance Portability and Accountability Act (HIPAA). For more information regarding security and CJIS compliance, please go to <https://azure.microsoft.com/en-us/support/trust-center/compliance/>



"We are working from home so having Karpel has been HUGE in getting this accomplished. I am so thankful your business card made it to my desk."

Tammy - Pickaway County Prosecuting Attorney's Office, Ohio

"Not sure I like working from home but so glad we can."

Keli - Tulsa County District Attorney's Office, Oklahoma

"I can't tell you how great it has been to be able to have staff work from home (be)cause we have such a great system."

Barbara - Polk County District Attorney's Office, Oregon

"LOVE having PbK, it's made this work wherever you are possible for our office. Appreciate all you guys do for us!"

Sandy – Ramsey County Attorney's Office, Minnesota

"Now that we're about 6 months in, Becca and I agree we couldn't operate without PbK"

Kelsie – Blaine County Attorney's Office, Montana



Pricing Proposal

Software Products/Licensing	Qty.	Price	Total
PROSECUTORbyKarpel	9	\$2,250	\$20,250
External Agency Portal	1	\$5,000	\$5,000
Total Software			\$25,250

Installation Services	Qty.	Price	Total
PROSECUTORbyKarpel Installation and Configuration	1	\$1,000	\$1,000
Data Preload	1	\$1,500	\$1,500
Client Support Tool, Scanning Tool and System Compatibility Check (per computer)	9	\$50	\$450
Total Installation Services			\$2,950

Professional Services	Qty.	Price	Total
Project Management		No Additional Cost	
Pre-Implementation Services (hours, remote)	8	\$150	\$1,200
Data Conversion: ACT/JCT	1	\$7,500	\$7,500
Mock Go-Live and System Administrator Training (30 days prior to go-live, hours, remote)	4	\$150	\$600
Document Template Setup, Training and Conversion of Up To 100 Document (max of 50 Civil) Templates	1	\$2,500	\$2,500
Total Professional Services			\$11,800

Training Services	Qty.	Price	Total
Go-Live Training (days)	5	\$1,200 1 resource	\$6,000
Total Training Services			\$6,000

Customization Services	Qty.	Price	Total
Interface: LEIN	1	\$0	\$0
Interface: VINE	1	\$5,000	\$5,000
Total Customization Services			\$5,000

Estimated Travel Expenses **\$3,000**

Total One-Time Costs **\$54,000**

Annual Support Services	Qty.	Price	Total
PROSECUTORbyKarpel	9	\$450	\$4,050
External Agency Portal	1	\$1,000	\$1,000
Hosted Services (per user/year)	9	\$100	\$900
Unlimited eDiscovery	1	\$1,125	\$1,125
Interface: LEIN	1	\$2,000	\$2,000
Interface: VINE	1	\$1,000	\$1,000
Total Annual Support Services			\$10,075

Pricing Proposal *(cont.)*

Optional Items	Price
JasperSoft Reporting Module	\$1,000
<i>JasperSoft Reporting Module Annual Support</i>	\$5,000
<i>JasperSoft Reporting Module Training (minimum)</i>	\$600
Custom Reports (per report)	\$1,000
Document Template Conversion After 100 Documents (per document)	
<i>Criminal document templates</i>	\$25
<i>Civil document templates</i>	\$50
Additional Storage After Included 2TB (per terabyte, per year)	\$1,000
Additional Storage After Included 2TB (per 100 terabytes, per year)	\$32,000

PLEASE NOTE THE FOLLOWING:

Sales and/or Use Taxes not included.

Your PbK application includes 2TB of data storage. Additional Storage is charged according to the prices listed in the optional pricing grid.

The cost of interfaces represents interface development and deployment from Karpel Solutions. There may be a cost from the other vendor that is not reflected here. Please check with the other vendor for details.

Interfaces not currently in production will be considered as “Phase 2” and implemented post-go-live.

The cost of data conversion assumes data is provided in an acceptable format. Please check with your current vendor to determine if they will charge you for extracting your data.

Things To Consider When Evaluating Case Management Systems

Every agency deserves software that is easy to use, functional, intuitive, and responsive, as well as a vendor that stands behind its promises. The process of researching and selecting a software vendor can be difficult and time-consuming but choosing the right vendor to provide software that fits your needs will make the effort worthwhile. Use the questions below to help you gather information, evaluate vendors, and make the right choice.

1. Karpel Solutions 2. _____ 3. _____

Company Background | What you should know about a software vendor

How many years has the vendor been in business?
How many customers does the vendor have?
How many users does the vendor have?
How many references can the vendor provide?
How often does a new update become available?
Can you take advantage of enhancements other customers have requested?
Has the vendor's software been acquired from buyouts or mergers?
How many employees does the vendor have?
What percentage of employees are devoted to development and support?
Does the vendor aggressively support datasharing?
Does the company meet strict CJIS compliance requirements?
Is the company involved in litigation with current/former customers?

Karpel	Vendor 2	Vendor 3
23+		
Over 650		
17,000+		
650+		
6 Months		
YES		
NO		
Over 100		
85%		
YES		
YES		
NO		

References | What you should ask agencies about their current vendor

Was the project implemented in the timeframe the vendor promised?
Was the project within the budget the vendor quoted at the time of signing?
Were extra expenses discovered after contracts were signed?
Did the agency receive all the functionality that was originally expected?
When the agency calls support, what is the vendor's average response time?
What is the average system uptime and availability?
Do upgrades/enhancements require new installations on every PC?
Is 100 percent of system support provided by the vendor or do they use a third party?
Does the agency know of other sites using the same system?
How long have you been using their software?
Was contracting difficult? How long did it take?

Karpel	Vendor 2	Vendor 3

Pricing | What you should know about a software investment

How many user licenses did the vendor include in its pricing, and is it enough?
Do you have an option for a perpetual license?
If you are doing a data conversion, has the vendor done one of your current system?
Does pricing include all travel and per diem for the vendor?
Does pricing indicate what second year support will be?
Is project management included in the pricing?
Does pricing include implementation and installation?
Is pricing fixed, or are there items that can change later?
Are upgrades/updates included with support fees?
Is on-site training included in pricing?
Does pricing include additional ongoing training?
Is document template conversion included in pricing?
If you decide to part ways with the vendor, how much do they charge for YOUR data?

Karpel	Vendor 2	Vendor 3
YES		
YES		
YES		
YES		
YES		
FIXED		
YES		
YES		
YES		
\$1,000		

Workstation Configuration

Recommended Workstation Configuration

Operating System	Windows 10
Memory	6GB
Processor	Intel Core i5-latest gen dual-core (or better)
Hard Drive	1x250GB 7.2kRPM SATA 3Gbps
Browser	Internet Explorer 11, Chrome, Edge, Firefox, Safari
Microsoft Office	Microsoft Word and Outlook 2013 or newer Desktop Versions
Internet connection speeds:	1-10 users: Minimum 20+ Mbps down / 10+ Mbps up
	11-25 users: Minimum 50+ Mbps down / 10+ Mbps up
	26-50 users: Minimum 100+ Mbps down / 20+ Mbps up
	51-75 users: Minimum 150+ Mbps down / 20+ Mbps up
	76-100 users: Minimum 200+ Mbps down / 100+ Mbps up

Minimum Workstation Configuration

Operating System	Windows 10
Memory	4GB
Processor	Intel Core2Duo dual-core 2.0GHz (or better)
Hard Drive	1x80GB 7.2kRPM SATA 3Gbps
Browser	Internet Explorer 11, Chrome, Edge, Firefox, Safari
Microsoft Office	Microsoft Word and Outlook 2013 or newer Desktop Versions
Internet connection speeds:	1-10 users: Minimum 10+ Mbps down / 10+ Mbps up
	11-25 users: Minimum 20+ Mbps down / 10+ Mbps up
	26-50 users: Minimum 30+ Mbps down / 20+ Mbps up
	51-75 users: Minimum 50+ Mbps down / 20+ Mbps up
	76-100 users: Minimum 100+ Mbps down / 100+ Mbps up

Bear in mind that as **minimum requirements to connect to the PROSECUTORbyKarpel application, these specifications are designed to present functionality, not performance. Workstations adhering to these specs will be able to use PROSECUTORbyKarpel, but they cannot be expected to perform at the same level as PCs which meet our listed recommendations. Please be aware and plan accordingly.*

Optional Configuration & Associated Requirements

Microsoft Exchange Server for Calendaring

Feature	Requirement
Exchange Server Version	Microsoft Exchange Server, Standard or Enterprise edition, 2019 or Office365 Karpel synchronization account (documentation on configuring this is available)

Scanners

Feature	Requirement
Scanning	Scanners with a TWAIN driver Note: Fujitsu scanners using ScanSnap <u>do not work</u>

Blob Storage Connectivity

Feature	Requirement
Port availability for users to access storage	A specific port between 50000-51000 will be assigned to the following URL https://blob.hostedbykarpel.com:xxxxx

Recommended PDF Applications

Feature	Requirement
PDF application recommended	Foxit
PDF applications supported (possible configuration modifications may be needed)	Adobe DC Professional

NetTranscripts

Feature	Requirement
NetTranscripts Integration for transcription of audio files to Word/PDF/RTF files	NetTranscripts Account

Jaspersoft

Feature	Requirement
Jaspersoft Reporting Server	Purchase of Jaspersoft Reporting Server module from Karpel

Perpetual License v. Subscription License

If you are like most people, the difference between a subscription software license and a perpetual software license is unclear. The implication may cost you 10s or 100s of thousands of dollars over the life of your use of your new case management software. Take a minute to understand the differences.

Let's start with simple definitions.

Perpetual License: A license authorizes the owner to use the Software indefinitely after payment of a single fee.

Subscription License: Instead of a one-time purchase, user must make recurring monthly or annual payments to use the software.

The biggest difference is that a subscription requires you to pay your monthly or annual fee just to use the case management software. If you don't pay, you can't use it. Period.

With a perpetual license, you can continue using the software in perpetuity even if you stop paying for support and maintenance. You will lack support and upgrades, but you are still entitled to use PROSECUTORbyKarpel while only paying hosting costs.

On the surface, having a lower first-year cost sounds enticing. Several experts believe that on a rough estimation, the breakeven point for Subscription license versus Perpetual license is approximately 5 years. If you expect to use your case management software for more than 5 years, you are much better off with case management software that offers a perpetual license.

Here is a simple way to calculate Ten-Year Total Cost of Ownership (TCO)

Subscription Vendor: Annual subscription fee x 10. (do not forget to include the year-over-year increases after year 5)
PROSECUTORbyKarpel: First-year cost + 9 years Annual Support

I bet you will find the 10-year TCO numbers drastically different.

*Why do software vendors like the subscription model? **Clients have less negotiation power.** The relationship usually starts with a lower cash outlay that is less likely to attract purchasing department attention or intense competition. However, as the service and billing grow, many try to lower costs by renegotiating the contract, only to be rebuffed. Clients are then between a rock and a hard place. Either continue to pay to use this critical software or pay a lot of money to "get back" their data and move to a new vendor.*

Do I Need a Desktop Scanner?

There is not a ***need*** per se, but the amount of time saved will be significant. Here are the two scenarios:

Using a multifunction device down the hallway:

1. I need to scan a 100-page document
2. I walk down the hallway to the device
3. Someone is already using the scanner, so I wait
4. I then scan my document
5. I walk back to my desk
6. It uploads it to a directory or emails it to me
7. I open PbK, go back to the case I needed it for and click on the Documents tab
8. I then click and drag that document into the case
9. I then rename it from the generic filename assigned by the copier so I know what it is and add a document category

Using a desktop scanner:

1. I have the case open
2. I click the scan button in PbK
3. I give it a name and document category
4. Document is added to case

Scenario one probably adds at least 10 minutes per document scanned. If you look at the fully loaded employee cost, it is likely at least \$40/hour after salary, benefits, payroll taxes, etc.

If a user scans just 6 documents each day, they could be “wasting” one hour per day, or \$40 per day. Extrapolated to 47 weeks each year (removing holidays and vacation) and the cost is suddenly \$9,400 per year.

Suddenly a \$400 scanner has a very fast Return On Investment.

Here are a few scanners that we recommend:

- Epson ES400
- Canon P-215II
- Canon R40
- Canon DRC-225
- Fujitsu 7030
- Fujitsu 7160
- Fujitsu 7180

Note: Fujitsu ScanSnap scanners ARE NOT compatible with PbK

Note that to be compatible any scanner you select must have a TWAIN driver.