

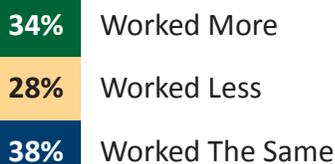
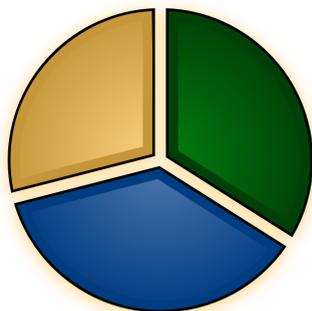
52 Average Hours Q4

49 Average Hours Q3

Litigation Support Managers

2009 was a challenging year for Litigation Support Managers. Department heads across the United States struggled to retain and train their talent while strengthening internal process guidelines and enhancing their technical portfolios, all in the face of massive budget restrictions. Managers responded by simply logging more hours and picking up more of the heavy lifting. A review of The Cowen Group's Quarterly Staffing Trends Surveys shows over 30% of Managers work more hours than usual during every quarter of 2009.

The bright side is that the pressure is easing. Firms are beginning to hire and allocate budget for additional training. 52% of Managers surveyed in Q4 anticipate adding staff in the next six months, up from 40% in Q3, 2009.



57 Average Hours Q4

55 Average Hours Q3

Litigation Support Technicians

2009 was also a challenging year for litigation support technical staff. An already difficult job was made more trying as Managers relied on existing staff to compensate for the lack of additional headcount budget. Layoffs and increasing pressure on the vendor community prevented unhappy technicians from easily switching positions and limited the ability of satisfied technicians to leverage new experiences and expertise into new responsibilities.

The silver lining is that the litigation support industry has weathered the storm and remains a critical strategic initiative for law firms and corporations. We expect that the increased compensation and training that was missing in 2009 will return in 2010. Furthermore, learning to do more with less is always an important career development and makes a great story for future advancement.