

Contacts:

America
David Brennan
+1(415) 734-5151
david.brennan@workshare.com

United Kingdom
Jes Breslaw
+44 (0) 20 7539 1304
jes.breslaw@workshare.com



Workshare Launches Alliance Network to Improve Customer Experience

Investments in the Customer Continue With Easier Access to Product Experts and Deployment Resources

SAN FRANCISCO, Calif., August 18, 2009 – Workshare, a long-time leader working with the legal industry's entrusted content, announced the launch of the Workshare Alliance Network to provide customers easier access to localized support and deployment resources. With only 18 members selected to be in the global network, Workshare has teamed up with the legal industry leaders to provide complete end-to-end services to customers.

As a member of the network, Alliance Partners have daily contact with Workshare support members, account managers and executives, and receive exclusive access to product training and educational resources. Workshare Alliance Network partners will provide pre-sales information, training, implementation services, and customer support for Workshare products.

"Workshare is not just talking about improving the customer experience; they are investing the resources and showing their commitment to customers," said George Nicholson, President of Sage Solutions Group. "As a member of the Alliance Network we are excited to be partnered with an organization that is focused on long term success."

Rather than expanding a partner program with organizations focused solely on selling more software, Workshare is investing in partners that are dedicated to ensuring customer success through end-to-end services.

"We are delighted that Workshare has selected Tikit as a key member of its new global Alliance Network," said David Lumsden, Chief Executive of Tikit. "We recognize that Workshare document production and collaboration technology forms a fundamental part of many law firms document production processes and we are dedicated to ensuring they maximize the value from their investment in these solutions going forward."

For more than 10 years Workshare has provided leading technology to the legal industry. The launch of the Workshare Alliance Network further solidifies Workshare's dedication to law firms, corporate legal departments, and solo practitioners.

"Micro Strategies considers this newly enhanced partnership with Workshare to be a key factor in how we support our legal clients. The Workshare products help our clients control and manage their information, while preserving the integrity of their information," said Jim Veraldi, Executive Vice

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President, Micro Strategies. "This strategic relationship builds on our more than 20 years of supporting legal professionals, as we continue to position the client first in everything we do."

The launch of the Workshare Alliance Network is part of a series of sweeping changes all driven from customer feedback. These improvements will help customers increase productivity and ultimately their ability to provide quality services to their clients.

"For the past year Workshare has focused on improving the customer experience through product quality improvements and changes to the service organization," said Sue Keno of Keno Kozie Associates. "They are now making the investments to deliver above and beyond customer expectations and we are excited to be a part of the program."

Workshare Alliance partners leverage the same support systems and escalation processes as Workshare employees. By sharing resources, members of the Alliance Network have access to real-time information and are able to provide front line support.

"Workshare has recognized that partnering is not enough, to truly make a difference with the customer we must become product experts," said Doug Hafford, Afinity Founder and Vice President of Sales. "Workshare has invested the resources to make us experts and we are already seeing improvements in the customer's experience."

An exhaustive review of potential partners identified the organizations with the expertise and resources to provide dedicated support and deployment services.

"Our clients need to be able to collaborate and share documents both dynamically and securely," explained LAN Associates CEO Richard A. Schulman. "It is crucial for them to be able to control document distribution, clear any metadata, and be able to compare documents to assure integrity. Workshare has long been our product suite of choice to enable this. From deployment to training to ongoing support Workshare has proven itself to be a consistent and reliable partner, so we're very pleased to receive this recognition from them."

Alliance partners are trained and ready to provide support on the latest Workshare products including the new release of Workshare Professional 5.2 SR2 and Workshare Protect 6.2 SR2.

"The Alliance Network is truly an extension of Workshare," said Alan Fraser, chief executive officer of Workshare. "These 18 partners have been selected not only for their expertise and willingness to become Workshare experts, but because they have the resources to learn, provide knowledge and support Workshare customers."

To find a local Workshare Alliance Network Partner visit www.workshare.com.

About Workshare

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Workshare, a global leader in technology for the legal industry, enables organizations to control and manage information securely. More than one million professionals rely on Workshare solutions to increase productivity and safeguard their confidential information; ultimately securing their intellectual property, customer relationships and the organization's reputation. Workshare's document comparison and collaboration solutions provide risk management and security to over 14,000 organizations worldwide. For more information, visit www.workshare.com.

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