

## OSI NEWSLETTER #26

*Client Self Service Site*

OSI now has a new, consolidated Client Self Service Site which will allow you to

- \* View and print your current bill
- \* Get a history of all payments made to OSI
- \* View the current room usage bookings and contacting the staff for a future reservation,
- \* Leave feedback for the OSI Staff
- \* If you are an attorney, put your practice information in the networking website for OSI attorneys.

To access the site go to the main OSI website <http://osioffices.com> and click on the 'Client Login' link. Please email [receptionist@osioffices.com](mailto:receptionist@osioffices.com) to get your password. For users experiencing the site please use the comment form for any feedback, difficulties or requested enhancements.

*Physical Improvements*

In our continuing suite improvement program, we have this month added new furniture and new artwork. We have also rearranged some offices to make them appear more inviting. When you use an office, please leave the furnishings in the arrangement you find upon entering the office. We want to combine adaptation to the differing needs of our clients, while keeping consistent the appearance of the individual offices.

*Business Assistance Team*

This is a reminder that our 800 plus client consist provides a large and broad professional services pool available to each and all clients. You can tap that pool by calling the receptionists, or emailing the manager, with a brief statement of your need. In addition, we have a Business Assistance Team covering key, widely needed specialties. If you want to tap, or be included in, this Team, call the Manager at 202 835 0680, or email [manager@osioffices.com](mailto:manager@osioffices.com).

*Meeting with Richard Granat:*

We had a very productive meeting with Richard Granat on 'elawyering' on September 30 in our conference room. Richard will be feeding us links to some of the materials he brought to the meeting. Granat is widely recognized as a pioneer in developing tools to make effective use of the internet in the practice of law. Those who attended the meeting with him seemed highly impressed. Here is a link to his materials on the basic concepts of internet use in law practice. <http://vimeo.com/user8802410/virtual-law-practice-basic-concepts> We will be sending along additional materials in the following weeks.

*Contacting OSI*

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