

Synopsis

This is a practical and accessible reference book and training manual on IT contracts. It's a clause-by-clause "how to" guide on software licenses and technology services agreements, covering the issues at stake and offering negotiation tips and sample contract language. This handbook is for both lawyers and businesspeople, including contract managers, procurement officers, corporate counsel, salespeople, and anyone else responsible for getting IT deals done. Perhaps most important, this book uses simple English, like a good contract. Topics covered include:

- Software as a service (SaaS) and cloud computing agreements
- Warranties
- Indemnities
- Open source software
- Service level agreements
- Nondisclosure agreements
- Limitations of liability
- Internet and e-commerce contracts
- Software escrow
- Data security
- Copyright licensing

And much more

Book Information

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Customer Reviews

The Handbook is well-written and the information provided is useful. However, for a price-tag of \$50 I was expecting a more in-depth treatment and analysis of the gamut of technology agreements. Most of the provisions discussed aren't discussed for more than a couple paragraphs, certainly enough to acquaint a layperson with the general idea of a particular provision, but - to me - not nearly enough to serve as a negotiating resource of any real measure. Many of the descriptions provide a level of analysis that any transactional lawyer would him or herself be able to figure out

from a cold reading of the discussed provision. Again, David does write well, and I would love to see him offer a more in-the-weeds analysis of some sample contracts.

This is an excellent guide to all the elements to be found in basic technology contracts, written in a clear, concise manner, and well-organized so that it can be used as a handy desk reference. What makes this book stand apart is the sheer generosity of the author who, rather than hiding his legal know-how behind an expensive hourly-rate paywall, readily shares what he knows, including extensive boilerplate and sample contract language, and access to his website, which contains even more information. As a project manager at a tech start-up on a tight budget, my ongoing challenge when dealing with contracts is to know when to refer to an outside attorney for additional guidance. This book helps me to navigate those waters. Tollen makes it clear that his book is not a substitute for legal advice on the specific elements of unique contracts, but he provides the conceptual grounding that allows me to have a productive discussion with outside counsel, saving my company time and money.

This book is a great resource for legal professionals and contract administrators. I've used this volume a resource since its first edition and it gives me the necessary background to intelligently discuss and negotiate tech contract points with the many vendors with whom my company does business. It also allows me to more effectively hire and manage outside counsel for this work so that I can give them clear direction on what our company needs for contract consistency and fairness (for both sides). I cannot recommend this highly enough to anyone who is required to read and understand tech contracts and software licenses. This is unique area of contract law and Mr. Tollen has done a wonderful job making this material accessible. Bruce Belton, General Counsel, Tri Counties Bank

I like the information in the book and the website, for that I would have rated at least 4 stars and probably 5. That said I could not rate it that high because I bought the kindle version and it was difficult. It refers back to information that is likely on the same page or close enough to easily refer to in print, but in the kindle version there was a lot of moving back and forth. Thank you to David Tollen for the great work, but order the book.

This is a very short, cheap, informally written book. Sized like a short novel. If you are looking for a real concrete treatise on this subject with more detailed explanations, expect to pay over \$100 for

one of those fat books published by the ABA. If you already have one of those fat ABA treatises on this subject, you don't need this one at all.

I have used this new (and the former) edition of this handbook because in clear and concise terms it sets out the main issues at stake when drafting or reviewing software (and other related) contracts. It is complete in its academic approach and, yet, at the same time, extremely useful for the daily IT contracts reviewer, as well as for someone who occasionally must review a software agreement. Warmly recommended. Good value for money. Ignace BRAL, Attorney in Brussels, Belgium.

Software licensing and technology services agreements can be very complicated - this book cuts through the complexity with clear, easy-to-understand explanations of the key clauses of a technology contract. Most importantly, the book explains each clause in light of the business needs affected by the clause. The book will be useful for experts and beginners, attorneys and non-attorneys. It is a great introduction to the area for those new to technical contracts. For people who deal with technical contracts frequently, the book is a well-organized and handy reference for writing and understanding contract clauses. This book is not a substitute for an attorney's advice, but the book is a very cost-effective way to understand an attorney's advice.

I have found this book to be more helpful than just about anything I learned in law school. Some of our first work was tech contracts for a startup and this book was of great value to us. We appreciated that this book on an emerging and growing field was full of practical advice, easy to read, concise, and yet reasonably thorough.

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