

legal*i* insider

Legal IT's leading news resource

NewGalaxy is the new kid on the UK legal IT block

Wondering what Eclipse will do next, now it is part of Capita? Watching the progress Peppermint and LexisOne are making? Well, now there's another new kid on the block aiming to shakeup the UK legal IT market. The company is NewGalaxy (yes, *that is the correct spelling* ..Ed) a legal process outsourcing (LPO) provider which this week launched two new cloud solutions.

The first is ContractPod, a contract and document assembly/lifecycle management system for corporate legal departments, while the other is NewGalaxy Practice League, a practice management system for small-to-mid sized law firms. Both systems are hosted on the Microsoft Azure cloud and the PMS has been developed in conjunction with Uberall Solutions of Mumbai, who now operate a widely used cloud-based PMS for Asian law firms.

NewGalaxy founder and former commercial lawyer Robert Glennie said "Law firms can be up and running with NewGalaxy Practice League within 24 hours. There is no software purchase, implementation or IT infrastructure cost to be incurred. Firms benefit from a full range of joined-up functionality, from time keeping, invoicing, payment, collection and budgeting through to matter management, reporting, business analytics and CRM. It offers an integrated business environment that will help law firms run a lean, highly efficient and profitable business."

NewGalaxy say unlike other contract management systems, ContractPod is an affordable, fixed price, end-to-end solution offering inhouse counsel instant scalability, speed

and the economic benefits of cloud computing.

"The pressure to control costs is profound for inhouse counsel and law firms alike. Truly cloud-enabled technology presents both camps with the best opportunity to meet their goals," adds Glennie. www.newgalaxy.com

LexisOne wins biggest UK deal yet

Browne Jacobson, the Nottingham-based Top 60 law firm, has given LexisNexis Enterprise Solutions its biggest win yet in the UK for its new LexisOne financial and practice management system. Insider sources say the deal came down to a straight fight between LexisOne and Elite 3E. The 700-user, five office firm will integrate LexisOne with their Lexis InterAction CRM and Visualfiles case management systems. Hitachi Solutions will handle the implementation.

The firm currently runs an old Tikit ResSoft/Firmware PMS, which Finance Director Paul Harrison said the firm had "outgrown in terms of both size and complexity." Tikit, incidentally, has let it be known that while it will continue to support existing Firmware sites (these include Mills & Reeve, Freshfields and Slaughter & May) it will not be developing a new version of the software.

See also "rusty ball and chain" on page 3...

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More ripples across legal BPM market

There is no sign of the legal BPM/workflow sector settling down with three new players tossing their hats into the ring. **Intapp** has just launched Intapp Flow, which VPO Mark Bilson describes as “a refreshingly straightforward workflow application designed for modern law firm environments... that can deliver workflows that really work in minutes, not months...” The new system, one of the first fruits of the recent Intapp acquisition of the Frayman Group, has already been bought by Toronto-based Davies Ward Phillips & Vineberg (one of Canada’s *Seven Sisters* law firms) to help “automate the onboarding (induction) process for new lawyers and staff.” →

Meet our new Associate Editor

The Insider is pleased to introduce its new



Associate Editor – **Caroline Hill**. Caroline has been a legal journalist for a decade, most recently as News Editor for *Legal Business*. Having started out in journalism as a reporter and then a senior reporter for *Legal Week*, Caroline has also spent time as a freelance, writing articles and

reports for various publications and corporate organisations, as well as having her own *Legal Week* column which focussed on the inhouse legal market. A lawyer in a former life, Caroline qualified as a litigator with Norton Rose in 2003. Caroline can be reached at caroline.hill@tavistockmedia.com

→ Next up is **Stickleback Technologies**, the new business set up earlier this year by Metastorm BPM evangelist Jon Summers. The company will be offering law firms a range of upgrade consultancy, data migration and helpdesk/support services on not just the current OpenText MBPM (Metastorm v9) product but also the upcoming v10 replacement (which is based on an OpenText Chordys platform) as well as the K2 blackpearl and Microsoft SharePoint WF, which Summers sees as ideal for smaller firms and departmental solutions. www.sticklebacktechnologies.com

Finally Keith Lipman, president of **Prosperoware**, said since the summer, the sales pipeline for his company’s Umbria BPM solution has “exploded – I’ve never seen so much interest.”



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3 – UK WINS & DEALS



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Who's in & who's out: the latest wins, deals & rollouts

UK WINS Falling into the category of *there's life in the old dog yet*, last week **Norwel Computer Services** announced that government and public sector law specialists **Sharpe Pritchard LLP** had selected the Norwel Prescient+ system as its new practice and case management platform. The Holborn-based firm will be swapping out its old Linetime system.

Bolton-based UK top 60 firm **Keoghs**, which describes itself as a “non-conventional law firm,” is taking part in a webinar later this week to discuss its new Tracker case and document platform. This combines **Microsoft SharePoint 2013** with **K2 BlackPearl**. The implementation was handled by IT consultancy **Slicebread** and saw the swapping out of its incumbent Lexis Visualfiles system which CIO **John Salt** says had become a “rusty ball and chain”. www.slicebread.co.uk

As part of a broader project to virtualise and host its entire IT infrastructure in the cloud, niche media and technology firm **Wiggin** has implemented **Intapp Open** and **Creditsafe** to handle new business intake. The project, which included swapping out a legacy OpenText BPM NBI system, was handled by IT consultancy **Pinnacle** in just 35 days.

The IT Services division of **Commercial Group** (a sponsor at last week's *Alternative Legal IT Conference*) has recently completed IT and print management projects for **Burges Salmon**, **Harrison Clark Rickerbys**, **Withy King** and **Veale Wasbrough Vizards**. www.commercial.co.uk

Ringrose Law, which has 130 staff and seven offices in Nottinghamshire and Lincolnshire, has selected Proclaim from **Eclipse Legal Systems** as its new case and practice management system to replace its legacy Lexis Axxia Artiion software.

Probate and private client software specialist **Isokon** has signed up seven new law firm customers: **Warners**, **Gregg Latchams**, **Lightfoots**, **Beswicks**, **Wilsons**, **Woolcombe Beer Watts** (37

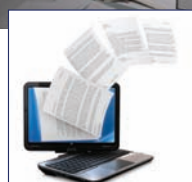
licences) and **Hibberts** (48 licences) – the last two orders are large for a niche application. Managing director **Gregory van Dyk Watson** estimates Isokon now has a 36% share of this market.

Ward Hadaway has selected **Workshare Professional 8** for metadata removal and secure file sharing with clients.

Allen & Overy has just completed a global 6000-user rollout of the **DocsCorp compareDocs** document comparison, as part of a desktop refresh project including migrating of Windows 7 and Office 2010. The firm previously used Workshare.

Nikec Solutions has implemented a **Nuance Copitrak** cost recovery and print management solution at **Taylor Vintners** to replace the firm's incumbent nQueue Billback system.

WINS & DEALS CONTINUED ON PAGE 5



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US WINS Tennessee law firm **Waller Lansden Dortch & Davis** has selected cloud-based **NetDocuments** to replace its legacy document management system. **Doug Lenis**, the firm's director of information services, said "NetDocuments solves many of the problems inherent in our previous DMS plus offers many new features."

Boston lawyers **Brown Rudnick** has begun a rollout of mobile time recording running on **Tikit Carpe Diem Mobile**, which will eventually be used by over 200 attorneys. At the opposite end of the scale, **Stuart & Branigin**, which has just 25 attorneys in offices in Lafayette and Indianapolis, is also going with Carpe Diem Mobile.

Best Best & Krieger, which has 200 lawyers in nine offices across California and Washington DC, has selected **Intapp Open** to automate new business intake processes, including conflicts checks and client/matter inception.

Aderant reports that since January, 15 law firms either have migrated or are in the process of migrating from legacy products acquired by Aderant, including RainMaker, Omega and Javelan, over to the current **Aderant Expert** or **Total Office** product family. Recent migrations include **Offit Kurman** and **MacDonald Illig Jones & Britton**, from RainMaker Platinum to Expert, and **Fox Horan & Camerini** from RainMaker Pyramid to Total Office.

The recently rebranded **Smart Time Apps** has signed up 90 attorney **Murchison & Cumming** in California and Nevada as users of its Smart Time Mobile time recording system. Staying with Murchison & Cumming, the firm has also selected **DTI** to provide onsite litigation support and managed services (everything from mailroom to reception and 'white glove' hospitality) at its Los Angeles HQ, as well as its Orange County and San Francisco offices.

Bridgeway Software has secured two new wins for its eCounsel legal matter management system with **Sandia National Laboratories**, which has 30 inhouse legal staff, and the **International Order of Foresters**, a fraternal benefits society that provides insurance and financial services to over one million members in the US, UK and Canada.

Foresters already use the Bridgeway Secretariat corporate governance system.

Handshake Software is partnering with the **International Legal Technology Association** to upgrade ILTA's SharePoint-based Team Sites which are used to process event programming, speaker bios, vendor sponsorship etc. The project is being overseen by **Steve McHargue** of Handshake and ILTA IT director **Clay Gibney**.

Altitude Marketing has created a new website for Pennsylvania law firm **KingSpry LLC**. www.kingspry.com

Boston-based **Edwards Wildman** has selected **Keno Kozie** for assistance with IT support, including reducing its abandoned call rate.

WINS & DEALS CONTINUE ON PAGES 7 & 11

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Business Intake

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Efficiently taking on matters is critical to the practice of law. Today, several trends are putting new pressures on law firms to transform the way they evaluate and engage new business:

- **Clients** expect greater service (and want to pay less for it)
- **Lawyers** want to start work immediately (sometimes before conflicts are cleared or matter numbers are issued)
- **Firms** want to more carefully evaluate the clients and matters they accept (to avoid surprises or unpaid bills)
- **IT and Risk Teams** are eager to provide lawyers with easier tools, faster service and a pain-free experience

Thriving in this environment requires an innovative approach to intake and conflicts — one that allows firms to act quickly (while still rigorously evaluating new matters), delight lawyers (especially on mobile devices) and easily change processes over time (without outrageous delays or expense). In short, intake must evolve.

Intapp Open is the answer. Instead of offering complicated tools that require expensive, time consuming implementation projects (and ongoing consulting bills), Intapp offers a fresh approach, built specifically to address the diverse needs of firm management, lawyers, risk staff and IT stakeholders.

Over 100 firms (ranging in size from 70 to 4200 lawyers) have chosen intake and conflicts software from Intapp.

Whether as part of a strategic push to improve client analysis and firm profitability, a program to reduce risk, or an initiative to speed matter opening times and improve lawyer productivity (and satisfaction), Intapp Open has something to offer every firm.

Including yours.

Learn more at: www.Intapp.com/Open





WINS & DEALS CONTINUED FROM PAGE 5

EMEA WINS It has been a good month for **Tikit** and its solutions partner **HighQ** with three wins in Continental Europe, with all firms selecting the HighQ Collaborate extranet/dataroom platform for secure file and information sharing between clients and lawyers. The wins are with Danish law firms **Horten** and **Kameradvokaten** plus Spain's largest law firm **Garrigues**.

In Belgium, the 100+ staff law firm **Lydian** has implemented an **HP WorkSite** DMS via the company's local implementation partner **I.R.I.S. Professional Solutions**. The firm's CEO **Patrick Franssens** said the new DMS has resulted in a 35% improvement in efficiency. Here's a link to a video www.legaltechnology.com/latest-news/video-case-study-why-lydian-went-with-i-r-i-s-and-hp-worksite/

Manzama starting to earn good karma

Manzama, the start-up with cloud-based software that helps law firms stay on top of key information about their clients, is expanding into the financial and consulting markets with the assistance of a \$1.3 million round of new funding. Oregon-based Manzama, which started out in 2010, has now raised over \$3.25m in funding, has a full-time staff of 32 and 125 enterprise-level customers, the majority of which are law firms.

Meanwhile Miles McGoun, the director of global sales, said Manzama now had four staff in the UK and had just made its first Australian hire, where the company's system is now in use with three of the country's Big Six law firms.

McGoun added "The product is now suitable for the UK and wider European markets, having been customised to handle UK/EMEA sources, practice term taxonomies and other differences between US and non-US legal systems. The fact we have nine pilots starting in September, all with Top 100 UK law firms, is further proof we are moving in the right direction."

The most recent sales outside the US

include the law firms Herbert Smith Freehills, Weightmans, Aaron & Partners, Allens and King & Wood Malleson plus accountants Begbies Traynor.

Who is minty green and disruptive?

UK Top 200 law firm Wilsons Solicitors LLP is the latest practice to sign up for the Peppermint Platform from Peppermint Technology. The 170-user firm will be swapping out its legacy Miles 33 system as part of the project. The firm has been running Miles for 25 years and, by our calculations, Wilsons' departure reduces the number of Miles sites in the Top 200 to just three.

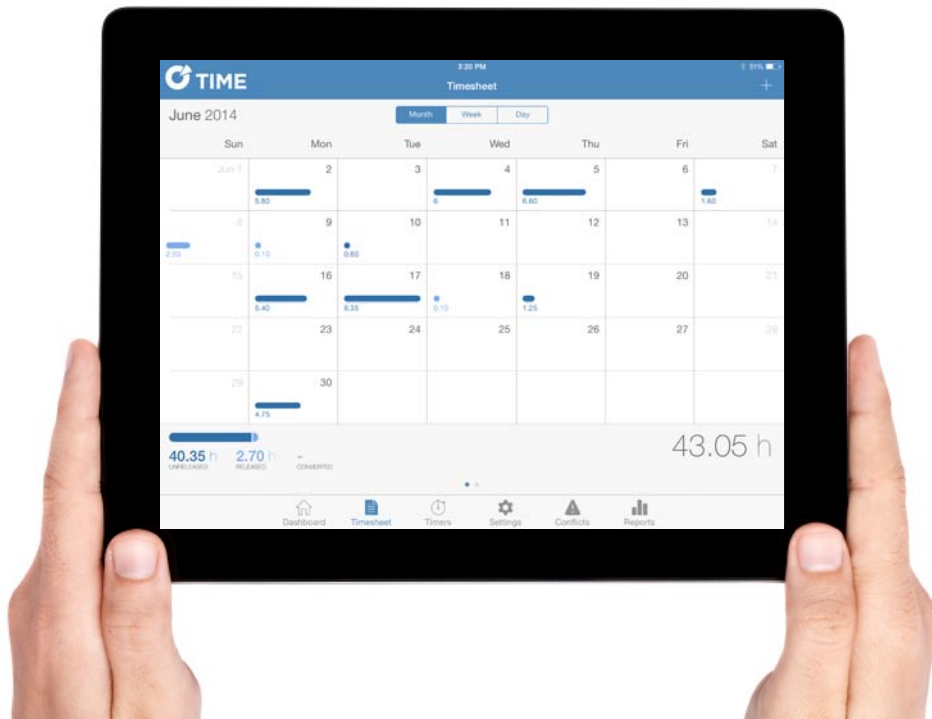
COMMENT: Older readers may recall that 25 years ago Miles 33 was one of the biggest names in UK legal IT, along with AIM and Norwel. It is also interesting to see Peppermint is starting to have the same disruptive impact upon traditional UK legal IT vendors that Elite had, when it first entered the UK market 20 years ago. Readers can draw their own conclusions from the fact the Elite invasion was headed by the same person – David Thorpe – now leading Peppermint's sales push.

In the meantime, Peppermint's impact looks set to become even more pervasive with this month's launch of its new cloud-based PeppDirect "Peppermint out of a box" solution for smaller firms and niche practices with limited internal IT resources and no customisation requirements. Three firms have already signed up for PeppDirect in advance of its general release.

The system, based on Microsoft Dynamics and SharePoint, can offer a full suite of law office automation tools including legal accounts, time recording, billing, document management, case management, CRM/marketing and business intelligence reporting.

We're also hearing Peppermint have taken to scotching the rumours competitors have been spreading about the company's finances by stating upfront at presentations that they are a tech startup so of course their results show a lot of red ink.

Time for Better Time Entry



With firms standardising on new mobile platforms (or opting for “Choose Your Own Device” policies), mobile time entry is now a “must have.”

Yet some firms are still using cumbersome mobile software tools that make basic time entry tasks like assigning client / matter numbers an onerous chore.

With a twenty-plus year history delivering time entry software, serving 500 firms, Intapp offers the most sophisticated time management software available, uniting the industry's best automated capture, desktop entry and mobile time recording applications.

Available as an integrated suite or as individual components, **Intapp Time** offers unique features designed to delight lawyers, finance and firm management.

For example, only Intapp lets lawyers validate entries against e-billing guidelines and other compliance rules as they enter time (or when they release it), so they can fix errors instantly.

And only Intapp provides real-time desktop-to-mobile timer synchronisation — for easy tracking and entry, anywhere.

Enabling easy adoption and access, Intapp offers native apps for all major mobile platforms — iOS, Android, Windows Phone 8, and BlackBerry 10, with key capabilities like offline mode with full client matter data storage and validation.

Intapp Time has been chosen by 63% of the Global 200⁽¹⁾ and 71% of firms with 150 or more lawyers⁽²⁾.

Learn more at: www.intapp.com/Time



1 — Source: The Legal IT Insider (“The Orange Rag”)

2 — Source: International Legal Technology Association

The Australians are coming! Oh, they're already over here!

During August, we had a number of UK legal IT vendors contact us to say "there's something going on at Peapod, they've just been taken over by some Australians!" So we dug a little deeper and discovered that yes Peapod LegalOffice had been acquired – by the Australian LEAP group – with the formal acquisition taking place on 1st November last year. (*They kept that quiet didn't they? Ed*)

We spoke to LEAP CEO Richard Hugo-Hamman who explained that in terms of numbers of user sites, LEAP is actually the largest independent legal IT systems vendor in the world, with over 5700 law firms in Australia alone.

Peapod is LEAP's 11th acquisition and its first in the UK (LEAP also has a reseller covering Singapore and Malaysia). Peapod founder and LSSA stalwart Ian Wimbush has retired however the key management team of managing director Peter Baverstock and development director Kirsteen Forisky remain on board. Hamman adds that having spent "millions of pounds buying Peapod" he has no intention of wasting the opportunity and will "treat Peapod as a treasure."

LEAP has already made a number of investments in its new UK operations, including moving Peapod and its support centre into new offices in SW London plus opening an International Data Conversion Centre in Edinburgh that will handle electronic data conversions over to the latest Peapod and LEAP software from legacy legal systems in both the UK and Australia.

In addition, LEAP has been investing in the development of the core Peapod software: the LegalOffice LA case and legal accounts product and the PrintAForm electronic legal forms and precedents. Hamman says Peapod has handled more data conversion in the past six months than in the previous year, the majority being Advanced Legal Videss, AlphaLaw and Mountain sites.

Hamman says LEAP only creates and supports software for small firms with one-to-25 people, adding that the cloud (Peapod is hosted on Microsoft Azure) is generating a "tectonic shift" in the legal software market. "For the past two years we have only been selling a cloud version in

Australia and no longer offer a server version. But the longer our competitors stick their heads in the sand and ignore the cloud, the better it is for us."

COMMENT: Interesting Hamman should pick out Advanced Legal – because Advanced tell us that over the past three months they've met a steady stream of Peapod customers moving in the opposite direction, jumping ship because they are unhappy with the way Peapod has rebundled and repriced its software. And, it is not just Advanced.

Tikit TFB/P4W has also encountered firms complaining that Peapod software licences have effectively tripled in price. While, in a narrower section of the market, OyezForms says it too is seeing an influx of new electronic forms customers dropping PrintAForm in favour of Oyez. Once again Peapod pricing is the issue. To round off the picture, Clio say UK law firms looking for cloud-based practice management software should head their way as they can offer a better solution at a quarter of the price charged by Peapod. Game on!

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SharePoint: the parrot bites back

Two months is a long time in legal technology and in the case of Microsoft SharePoint as a legal DMS, it has seen the product go from a basket case to a potential player. The big news is Microsoft's announcement at ILTA of its new MatterCentre for Office 365 beta program.

This was originally developed for Microsoft's own internal 1100-user Legal & Corporate Affairs department and there remains some skepticism over whether this is the start of a genuine Microsoft push into vertical market applications or merely an attempt to monetarize an existing project. Speaking at last week's *Alternative Legal IT Conference* in the UK, Elliott Ichimura of Microsoft described the initiative as taking "baby steps to make life easier for vertical markets," adding it "is a long term commitment to billable projects-type organisations."

At the time of writing Microsoft has not disclosed any pricing details and there is also some vagueness over the scope of the document management functionality offered by the SharePoint element. Microsoft is stressing the benefits of SharePoint Online collaboration server (and the OneDrive for Business cloud storage) but it remains unclear whether MatterCenter will have all the security, compliance, retention and search features of DMS systems already in use in legal.

But what about the Office 365 element, which until recently was perceived as merely something for the small firms and consumer markets and an anathema to larger firms because of the potential change management issues?

After a slow start, sentiments are changing. Intapp and Workshare have recently added Office 365 integration to their products suites, with both companies indicating there are sufficient numbers of customers to justify the move. Doug Horton of Handshake Software believes Office 365 has "the potential to revolutionize law firms," and Damian Jeal of Nikec Solutions says once more corporates start using Office 365, this will give law firms the incentive to adopt it on a wider scale.

One firm that has already come out in favour of Office 365 is Clyde & Co, with CIO Chris White commenting "Workshare's integration with Office 365 is a major milestone for law firms who need to consolidate the applications they use, while meeting the needs of lawyers who need to be more productive both in and outside the office. As a global firm, maintaining the productivity of our fee earners while they're mobile is a key challenge."

This view is echoed by Donna Payne of PayneGroup who says that over the past month her company has been contacted by several "big law firms with global footprints" looking into moving over to Office 365 though typically in a hybrid configuration with the full Office 2013 version on the desktop but with OneDrive Enterprise or the iOS app version for anytime, anywhere editing.

• You can find details of the beta program here www.microsoft.com/mattercenter + there's a good video here www.microsoft.com/EN-US/showcase/details.aspx?uuid=f8ead515-f42f-43d0-b51e-21301e467405



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11 – MORE WINS & DEALS + VITAL STATISTICS

APAC WINS Following a two-month pilot in its Melbourne and Sydney offices, **Landers & Rogers** has implemented **Intapp Time** to help make time recording more efficient. The firm found that more than 80% of participants in the pilot made use of Intapp's automatic passive time capture feature.

Following extensive research into suitable vendors, Brisbane firm **Davis Lawyers** selected the Proclaim system from UK vendors **Eclipse Legal Systems** to provide a cloud-based conveyancing case management platform. Although this is Proclaim's first Australian law firm win, Proclaim software is in use with two corporate customers.

DocsCorp has signed up three more Queensland firms as customers: **South & Geldard**, **Lenz Moreton** and **Anderssen Lawyers**, while NSW firm **Tresscox** has added compareDocs and pdfDocs to its portfolio of DocsCorp applications.

MORE UK WINS UK top 30 law firm **Macfarlanes** has signed up with **Tikit** for the Carpe Diem Mobile time recording application.

The IP law firm **Barker Brettell** has selected **Trinogy Systems** to implement its new **HP**

WorkSite DMS and associated Trinogy tools.

ASB Law has become the first UK firm to adopt the **Cael LPM** dedicated legal project management system from **Elevate Services**. ASB partner Lyndsey Ratcliffe says Cael has been "well received" by the firm's corporate counsel clients. www.elevateservices.com

Vital Statistics: UK

In a presentation at last week's *Alternative Legal IT Conference*, Peter Owen of Lights-on Consulting produced some interesting statistics on the state of the UK legal IT industry. These include the fact law firm spending on IT averages £4000-to-£4500 (circa \$7000) per desktop per year and the ratio of IT staff to lawyers and other staff is 3.6%, which equates to one IT person for every 28 civilians. We also learned there are only 2000 firms employing more than 20 people (including lawyers) and, that at current attrition rates, sole practitioners could theoretically become extinct within just six years.




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More acquisitions and consolidation

Along with the **LEAP + Peapod** story (see page 9) the last few weeks have seen further acquisitions and consolidation within the legal IT market.

Over in the US, legal document and process management specialist **Prosperware** acquired the software products of Minneapolis-based HP WorkSite add-on tools and utilities developer **LegalOasis** for an undisclosed sum. The nearest competitors to LegalOasis are DocAuto and Phoenix Business Solutions.

The big news in the UK was the acquisition of the case and matter management software market leader **Eclipse Legal Systems** for an undisclosed sum (believed to be £24 million) by **Capita plc**. Eclipse will now become a division within **Capita Justice & Technology Solutions**, one of the bigger (if not the biggest) UK providers of products and services to support a “joined-up” justice infrastructure embracing everything from law firms through to the courts, prosecuting and enforcement agencies.

The acquisition of Eclipse, with its Proclaim case and process management system which is ideal for departmental and matter-specific work types, should ease Eclipse software's entry into the central and local government legal and justice-related markets. Besides Eclipse, since the start of this year Capita has spent over £130 million buying up companies to add to its Justice & Technology portfolio.

Quote, Unquote

“Lawyers don’t like emerging technologies even though they don’t use them. They need to embrace disruptive technology and abandon their *irrational rejectionism*, the dismissal of technology by people who have no actual experience of using it. There is no finishing line in legal technology.” ...**Richard Susskind** in his keynote at the recent Chilli IQ Lawtech Summit & Awards in Australia.

19 Years After...

To coincide with Microsoft's latest legal market initiative and the news that in the UK it is once more courting the English Law Society (this time to gain support for its secure cloud services) we roll back the clock to March 1995, when Microsoft launched its Legal Office bundle, developed “in association with the Law Society” and described as being “suitable for solicitors offices” in the UK.

This was a low-cost (from £360) bundle comprising the Microsoft Office Suite (Windows Office 4.3 which included Word 6, Excel 5, PowerPoint 4 and MS Mail) a discount on using the CompuForms (a rival to Oyez and Laserforms) electronic forms service plus a 25% discount on a subscription to Lawtel. There was also some free training plus even more generous discounts for anyone trading in their WordPerfect DOS WP disks. Sadly the launch of Windows and Office 95 in August that year rendered the whole bundle obsolete, with one Law Society official subsequently admitting that less than 20 copies of Microsoft Legal Office were ever purchased.

legali insider

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