

legal*i* insider

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COVID-19: The new normal

It is hard to believe that in the February issue of the Orange Rag there wasn't one mention of COVID-19 and that in the space of just a few weeks the world that we assumed to be normal has been utterly transformed.

In the face of unprecedented compulsory remote working across the globe, the legal sector has, as a generalisation, coped extraordinarily well. With the majority of large law firms still on premises, many have executed disaster recovery and business continuity plans underpinned by VPN or VDI and notably layered with cloud-based collaboration tools such as Microsoft Teams and Zoom, which have seen an explosive uptake in use to facilitate both work meetings and online social events.

Zoom benefits from genuine ease of use for video conferences and has been an immediate go to for a vast number of legal organisations and vendors. It's surprising how quickly people have adopted online socials including work quizzes and team drinks, online planking and in one case a nine-hour virtual leaving drinks. Make sure you're aware of the latest privacy/security concerns surrounding Zoom (see page 2).

Microsoft Teams has seen a huge uptick in use among law firms and legal organisations – it is a natural choice given the fact that most lawyers live in Microsoft but COVID-19 has accelerated adoption from months or years to days or weeks. While some firms have had trouble training their staff on Teams at speed, other organisations report fast adoption. KPMG moved to Teams recently and when we canvassed the topic on LinkedIn – including whether users had suffered performance issues – head of legal operations transformation services, Nicola Brooks, said: "We moved over to Teams recently at KPMG (pre COVID-19) and absolutely love it. It takes the strain away from our bursting inboxes. We use it for calls as standard but for full collaboration on documents and comms."

Francisco Manrique, global head of legal for Exeltis & Xiromed, two pharma brands at giant Insud Pharma, said: "We started working on Microsoft Teams months ago and this is definitely being of great help these days! Not only for team alignment and collaboration but also to stay in touch, which is something key when people are in quarantine."

Unsurprisingly, firms and legal departments that were focusing on new projects have in many cases put their energy into coping with the shift towards remote working and ensuring that vital functions and processes that we normally take for granted are happening as they should.

But as things settle down into this new normal the big question that we will be addressing in the coming weeks, is, what now? What next?

COVID-19 \\\Collabor8.IT

The Orange Rag, along with not-for-profit partner ILTA, will shortly be launching a new, international COVID-19 community learning space. This community will deliver an open and ungated opportunity for users to share best practice, knowledge, analysis, and responsible editorial commentary on how the sector is responding to COVID-19. The site will be called \\\Collabor8.IT. In the mean time you can find all the content you need here: <https://legaltechnology.com/covid19-collabor8-it/>

Sign up to our webinar series!

In a new series of webinars, Legal IT Insider editor Caroline Hill and commercial director Jeremy Hill will engage in conversations with senior leaders across the legal sector, diving into some of the most topical and pressing issues facing legal organisations at present. See here to sign up: <https://pages.qwilr.com/Webinar-Series-Sign-Up-zjiBfahQuS76>



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LMA to launch document automation platform with A&O and Avvoka

The Loan Market Association is to launch a document automation platform in partnership with Allen & Overy and contract automation platform Avvoka in order to help members generate LMA recommended documents.

The significant win for A&O and Avvoka came after a “comprehensive tender process” and in a statement, the LMA, which is the authoritative voice of the syndicated loan market in EMEA, said: “This is a progressive new area of activity for the LMA, and one which we are very excited about being able to offer to our membership in due course.”

The LMA creates standardised ‘boilerplate’ loan agreements that are then not subject to negotiation.

It added: “As technology becomes an increasingly prominent feature in our working lives, we believe that it is incumbent upon us as a leading industry body to continue to find new ways to make delivering the loan product more efficient. Never has this been more important than in the current uncertain environment, where remote working and use of electronic tools is likely to become vital to the successful conclusion of loan market transactions.

“This is an exciting new venture for our organisation, which we believe will benefit a large proportion of our membership, irrespective of institution type, size, sectoral focus or geographical location. We look forward to working with Allen & Overy and Avvoka as well as with our membership to ensure a relevant, valued and highly beneficial automation platform.”

More details about the platform and the services will be made available in the coming weeks.

Avvoka was founded in 2016 by former lawyers David Howorth and Eliot Benzecrit and became part of Allen & Overy’s tech hub Fuse in 2017. The magic circle law firm announced in 2018 that it had decided to fully license and roll out Avvoka’s contract lifecycle platform across its global network.

Zoom confronted over security fears

With many law firms and legal tech vendors finding that Zoom is the easiest way to keep them connected to staff and clients while working from home, it’s worrying that the enterprise video communications company is again facing a privacy and security backlash as security experts warn that its default settings aren’t secure enough.

Each Zoom call generates a randomly generated ID number between nine and 11 digits that if shared publicly can lead to ‘Zoomcrashing’ or ‘Zoombombing’, with the app seeing a rise in trolling and graphic content.

Zoom has published a blog with tips on how to prevent that happening here: <https://blog.zoom.us/wordpress/2020/03/20/keep-the-party-crashers-from-crashing-your-zoom-event/>

There’s also some good advice here: <https://www.pcmag.com/how-to/how-to-prevent-zoom-bombing>

In particular, users ought to ‘generate automatically’ meeting IDs to plug this vulnerability. You can also require a meeting password and create a Zoom Waiting Room so the host lets participants in.

The company has also come under fire for claiming that users can secure a meeting with end to end encryption. The company said in a statement to The Intercept that this is in fact not possible and that it is using transport encryption. A Zoom spokesperson told The Intercept: “Currently, it is not possible to enable E2E encryption for Zoom video meetings. Zoom video meetings use a combination of TCP and UDP. TCP connections are made using TLS and UDP connections are encrypted with AES using a key negotiated over a TLS connection.”

Human rights group Access Now has published an open letter calling on Zoom to release a transparency report to help users understand how their data is being handled. The concern for law firms will be that Zoom could be compelled to hand over recordings of meetings if compelled.

Zoom last week updated its iOS app to remove code that sent device data to Facebook after tech publication Motherboard revealed that the Zoom iOS app was sending analytics information to Facebook when users opened the app. That included information such as the mobile OS type and version, the device time zone, device OS, model and carrier and processor cores and disk space. In a blog, CEO Eric Yuan said: “We sincerely apologize for the concern this has caused, and remain firmly committed to the protection of our users’ privacy. We are reviewing our process and protocols for implementing these features in the future to ensure this does not happen again.”

Zoom has been hit by a class action in California over the Facebook controversy.

Engage announces CFG Law as first legal win

Engagement success platform Engage Solutions Group (ESG) has secured its first client win and go-live, we can reveal. Specialist serious injury business CFG Law has rolled out ESG's platform, which brings matter and employee lifecycle management into one app.

Engage was founded in 2014 as an employee app and since 2015 has had sales across blue chips in retail, transport, and health – clients include Ford Retail, Veolia, Allied Bakeries, the NHS and, perhaps the icing on the cake depending on who you support, Liverpool Football Club.

It was acquired in 2016 by a team led by Rekoop founder Phil Wedgwood and includes Rekoop's CTO Phil Ashworth and more recently former Thomson Reuters Elite EMEA sales head Peter Gill, who joined in November 2019 to help spearhead its professional services launch.

CFG Law can aggregate any number of line of business systems and present them via the app, accessible via single sign-on.

The app will provide a feed for push notifications, a L&D portal in which all employees can watch training videos or courses, quizzes, and tests. The events feed will show them what is coming up and the messaging channel, which looks like WhatsApp, means they can share pictures and videos within a firm's firewall. The 'connect' feed is a searchable directory of all employees at the firm

CFG Law is twice-winner of the Personal Injury Team of the Year at the Manchester Law Awards and winner of the Law Society's Legal Excellence Award for Client Service Excellence in October.

Richard Clark, CEO of CFG Law said: "We believe the combination of enhanced colleague communication and engagement which this will offer us, together with the opportunity to move our award-winning Client First Service to the next level, is the right move for our business and we look forward to working with Engage to achieve this."

IPsoft switches to ContractPodAi

American multinational technology company IPsoft has swapped out its SpringCM contract lifecycle management system for strength as a contract management as opposed to broader document management system.

Led by general counsel and corporate secretary Jerry Levine, IPsoft, which has a legal team of seven, began moving to ContractPodAi in around June last year, with legal going live in November and the sales team in January.

ContractPodAi provides end-to-end contract lifecycle management, from contract generation to negotiation and signature. In July last year the company secured \$55m in Series B funding led by Insight Partners. Its customers include Bosch Siemens, EDF Energy, Total Petroleum, Benjamin Moore and Freeview.

IPsoft, which focuses on producing AI systems and is the company behind 'digital colleague' Amelia, has a workforce of just over 100.

It uses Salesforce and Workday and speaking to Legal IT Insider Levine said: "This was a move from a document first system. I divide contract management into contract first and document first.

Contracts first records the lifecycle of the transaction and means you can find the important details quickly. Document first means you can file and read the documents and the real problem is that people just upload every copy that my legal team then have to go through.

"With ContractPodAi you get the final contract. If you have a master agreement the only agreement is the master agreement. Yes, you can store and link to documents, but you can't upload seven different documents in the same workflow."

Despite the COVID-19 lockdown IPsoft is able to continue working remotely with some ease because its systems are all in the cloud. Levine says: "The fact of the matter is that lawyers don't need to be in an office to do their job. We have been able to manage this regardless of where our workforce is, which is just as well."

Travers Smith launches client force majeure app

Travers Smith LLP has launched an app to help clients quickly get to grips with their force majeure exposure in contracts in light of COVID-19.

The free client tool allows contracts to be sent in bulk to a centralised mailbox within Travers Smith, which automatically analyses the contract based on pre-defined legal rules. The tool then provides a report which will help businesses decide which contracts they should prioritise for more detailed analysis.

The tool has been programmed to identify the key terms and phrases that are commonly seen in force majeure provisions. Sharing contracts over email is not without risk but Shawn Curran, head of legal technology at Travers told Legal IT Insider: "Clients are emailing contracts to us anyway and asking us to analyse them so all we're doing is automating that task. There are some cases where it doesn't make sense to charge for that. The email comes in, we run scripts to analyse it, we then provide a Word and Excel report and automatically send a really nice email to the client. We then delete the email and we don't track anything." For each contract the report will indicate if there is force majeure wording; wording relating to pandemics or epidemics etc, and if there is wording indicating the presence of a termination right connected to force majeure. Curran said: "We've been investing in our own machine learning and opensource AI library and this has been developed using a combination of that and some rules." The tool is intended to help clients triage contracts rather than give a definitive answer and Richard Brown, partner, commercial, IP and technology, says: "We are very conscious of how challenging these times are for clients and wanted to develop a solution that quickly helps prioritise areas of possible contractual risk or exposure triggered by the pandemic."

COVID-19: Free tools

In response to the Coronavirus pandemic vendors are increasingly offering collaboration tools for free for a period of time. We continuously update this list of free products that are designed to help you work better remotely.

Microsoft Teams

Microsoft said at the start of March that if you work for a business that isn't currently licensed for Teams, it will provide a free Office 365 E1 offer for six months. Teams is part of O365, so if you are licensed for that you already have it.

Google Hangout Meets

Google's general manager and VP of G-Suite Javier Soltero said at the start of March that Google will begin rolling out free access to its advanced Hangouts Meet video-conferencing capabilities to all G Suite and G Suite for Education customers globally.

Google Hangouts Meet is a cloud-based collaboration tool that is part of its business productivity bundle. G-Suite. Hangouts Meet is Google's latest video conferencing app while Hangouts Chat is Google's Slack alternative, allowing G Suite organizations to create group chats and channels for internal discussions.

The new free access will include:

- Larger meetings, for up to 250 participants per call

- Live streaming for up to 100,000 viewers within a domain

- The ability to record meetings and save them to Google Drive

Cisco

Cisco is providing free 90-day licenses to businesses who are not Webex customers. It has also expanded the capabilities on its free Webex offer in all countries where it is available, not only those impacted by COVID-19.

Full details on the offer and eligible countries are available on the Cisco website.

The additional features include:

Unlimited usage (no time restrictions)

Supports up to 100 participants

Offers toll dial-in (in addition to existing VoIP capabilities).

Litera

Certain key parts of Litera Transact (formerly Donly) will be available at no cost for six months. In particular, the bits of Litera Transact that enable lawyers to avoid coming into contact with others, specifically its checklist, eSignature, and closing room functionality.

Juro

Juro's contract management platform's basic plan is free for 12 months. Basic plans allow businesses to add up to two users, so they can create, collaborate on and agree contracts right away. They don't include larger deployments, nor the configuration of advanced integrations, due to the implementation time involved, but otherwise there are no limits.

LawPath

LawPath enables users to complete legally binding documents with its online eSignature tool. CEO Dominic Woolrych tells us it is offering free unlimited signatures to all users.

Scribestar

Scribestar enables teams to collaborate efficiently to manage the drafting, verification, checklisting and publication of documents for debt and equity capital market transactions. CEO Srinivas Suravarapu told us: "We are a small business and don't have the outreach of the larger technology providers, but we are happy to help within our means."

DPO Cloud

Tim Hyman at 2Twenty4Consulting has set up THEDPOCLOUD, a data protection collaboration to offer charities free advice by email. Advice may cover data breach, SAR, DPIA or other activity. If you are a DPO willing to give up some time (with no commitment) to help with queries let him know and he will add your profile.

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Free tools continues on page 5

COVID-19: Free tools cont:

What started as a short list of vendors has grown as the legal tech sector continues to rally to overcome the challenges presented by COVID-19, with a further raft of vendors offering customers free tools and services to help users survive COVID-19 as the days have gone on.

Legatics, is offering all new customers full access to its entire platform for free for the next six months, and is rolling-out free webinar training for both existing and prospective customers.

New customers will have full access to Legatics' entire suite of deal management tools, including its checklist, bibling, issues list, KYC, and signing and completion modules, for free until 30 September 2020. With law firms and their clients facing unprecedented disruption to how they typically manage and close their deals, Legatics hopes its offer will ease the burden on lawyers and their clients working remotely by providing greater collaboration and coordination on their deals.

Daniel Porus, chief commercial officer at Legatics, said: "We are mindful that during these unprecedented times, a wholesale shift to remote working has put a strain on core IT infrastructure for law firms and their clients, and added challenges to coordinating remote teams. We have received feedback from existing customers that Legatics has helped. Therefore, we want to ensure existing customers can take full advantage of Legatics and that other firms have the opportunity to see the benefits for themselves without incurring additional costs in what is already a financially challenging time for businesses. As a SaaS company, Legatics can quickly onboard new customers in time for any upcoming deals."

Elsewhere Avvoka has moved its 'Avvoka Academy' workshops online and is giving users free access to the platform. Its teams in London and Singapore will be hosting these sessions via Zoom. No prior experience or knowledge of automation is required – just you and your laptop. Sessions will begin the week commencing 6th April.

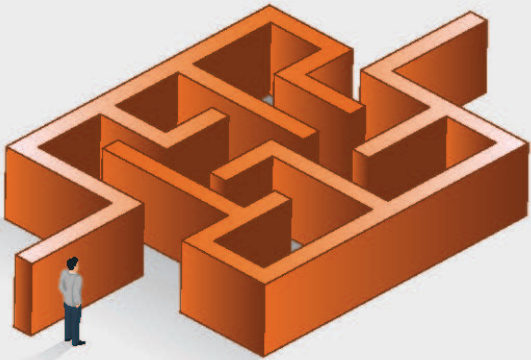
ActionStep is offering its online legal practice management express product for free for six months. It is purely for firms who do not have a PMS or have desktop software that they are struggling to run remotely. There is no set up cost required, and firms can get their data extracted for free if they do not want to continue with us after the period ends. Express has case management, document management, email management (+integrations), task management and data collection features. There are also billing and client accounting features but vice president James Shore said: "We don't advise firms taking us up on the free offer to connect to one of our accounting integrations as to not confuse their finances." For more information see: <https://try.actionstep.com/express-offer/>

Juro and The Link App are now free to access to help businesses collaborate remotely during COVID-19 crisis.

Juro's contract management platform's basic plan is free for 12 months. Basic plans allow businesses to add up to two users, so they can create, collaborate on and agree contracts right away. They don't include larger deployments, nor the configuration of advanced integrations, due to the implementation time involved, but otherwise there are no limits.

Pavel Kovalevich, co-founder and CPO of Juro, said: "Since this crisis began, we've seen some customers' usage triple, and others bringing whole teams into the platform so they can collaborate remotely. If we're able to help more businesses work through this crisis, then there was no question for us that we should do so."

Meanwhile The Link App provides a secure and confidential communication tool, now for free, across all devices: home computers, laptops, ipads, iphones and Androids. Users can message clients, share documents, and enable clients to access case updates.




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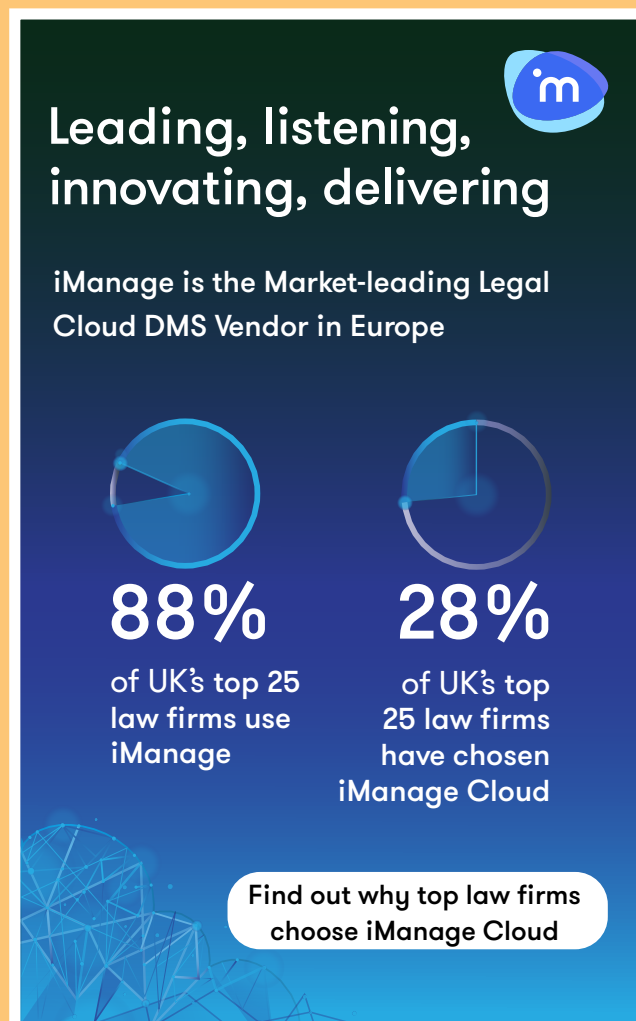
UK & EMEA Tikit has been acquired from BT Group by case management competitor Advanced. The acquisition, Advanced's fifth in 12 months, will see Tikit's CEO Simon Hill and CTO Mark Garnish remain with the company during the integration, although it is unclear what their plans are after that. The pair have made no secret that they have long planned a management buyout of Tikit from BT, which is selling Tikit as part of its transformation programme. Tikit focuses on four key business areas: practice and case management; time and billing; document lifecycle; and marketing and business development. The acquisition by Advanced, which is the UK's third largest provider of business software, is driven by its desire to expand its presence within the legal sector. Tikit broadens the market opportunity for Advanced solutions to include the top 100 to 200 UK law firms, being complementary to Advanced's existing presence within small to medium-sized firms. It also expands Advanced's operations in North America, Australia and EMEA. Two competing products are now under one roof: P4W and ALB - Advanced's managing director, education and legal, Doug Hargrove told Legal IT Insider: "The concern will mainly be around whether we are going to get rid of one product or another or force feed the user group, but that is not going to be the case. We will support both products and we will carry on investing." Where there is one clear product being used in a market - for instance ALB is widely used in Scotland - that is the product that will be backed in that region but, Hargrove said: "Where there is a cross-over we will work out what is best and we want to take the customers with us on that journey and develop those products." He added: "We won't be reducing our investment." With regard to Hill and Garnish, Hargrove said: "Mark and Simon have been involved to date. They are committed to the integration and then they will work out as individuals what their plans and desires are." While Advanced has a history of retaining the management of the companies it acquires, many will assume that Hill and Garnish do not plan to be among them. The timing of this acquisition is difficult, given the global COVID-19 lockdown and Hargrove said: "The timing is bizarre but when deals happen, they happen."

Tikit, a global provider of technology solutions for the legal and professional services sectors, has announced the successful implementation and roll-out of NetDocuments for the Directorate of Information Technology of the Council of Europe. Due to the ongoing global situation, to assist the transition to NetDocuments Tikit adapted their regular on-site "floor walking" training programme, at the eleventh hour, to virtual support which they delivered to the Council's IT Department Change Management team, allowing users to migrate to NetDocuments, the majority of whom were working remotely and not in their usual office environment.

Experts were available remotely throughout the implementation period to help with any questions they had. The cloud-based document management system enables the Council of Europe to transition to remote working easily, at a time when it is needed most. An aggressive migration plan has been put into place to deploy the system to the entire Council over the next 18 months. Before the Council made the decision to move their 2,500 users to a cloud solution, they had been using multiple document storage platforms, making document search and storage cumbersome.

Now, the Council of Europe's NetDocuments users are able to store, search, share and collaborate on documents in one secure platform, whether they are in the office or working remotely. John Hunter, CIO at the Council of Europe, said: "After extensive testing and overcoming challenging migration issues, we successfully deployed over 100 users to NetDocuments over a weekend under exceptional circumstances where 90% of staff members were teleworking due to the Coronavirus crisis."

Moreover, due to Brexit, we decided to move our data from the UK to NetDocuments' German datacentre. NetDocuments and Tikit went the extra mile to accommodate this decision, ramping up their efforts to ensure that the datacentre was fully operational for our planned go-live date."



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What's hot cont:

Rory McNamara, senior project manager at Tikit, added: "I am delighted that the first Directorate at the Council of Europe has successfully transitioned to NetDocuments. Through close, collaborative working and a unified desire to achieve our collective goal, this is a real success that underlines the strength of the partnership between the Council and Tikit. Both teams have invested great effort into this project and, by achieving this milestone, we now look forward to a rapid deployment across the rest of the organisation." Guy Phillips, vice president of international business at NetDocuments, said: "Despite the many challenges introduced by both Brexit and, more recently, Coronavirus the strong collaborative approach delivered by the Council, Tikit and NetDocuments has ensured that the success of this first phase has progressed as per the originally plan. I am delighted with how effective the teams have pulled together to deliver against the project objectives."

Danish business law firm, **Plesner Advokatpartnerselskab**, has appointed **Ascortus Limited** as its implementation partner, to help the organisation upgrade its **iManage Work** document and email management system to the latest version for its 400 users of the solution. Plesner has also contracted Ascortus to provide ongoing support and maintenance of iManage Work. In the second phase of the project, Ascortus will facilitate the roll-out of iManage RAVN Insight to help the firm adopt more advanced search capabilities and optimise its investment in iManage Work. Part of the firm's overall IT infrastructure optimisation effort, this technology upgrade will enhance Plesner's service to clients.

The efficiency and productivity gains will enable the firm's lawyers to focus on the more important value-adding work. Plesner, a longstanding, on-premises user of iManage Work, chose Ascortus as its implementation partner for the upgrade for the company's approach to service delivery and project management. Claus Egholm Nielsen, CIO at Plesner, said: "Document management is an operational necessity for our lawyers and so it's essential that the upgrade takes place smoothly and with minimal disruption. On speaking to our peers in the Nordics, the feedback on Ascortus was overwhelmingly positive. The company has an excellent reputation for proactivity, technical understanding, on-time delivery and an advisory-led service. In short, everything we were looking for in an implementation partner." The current version of iManage Work will enable users at Plesner to work from anywhere and anytime benefitting from a single user experience, regardless of the device being used. With iManage RAVN Insight, Plesner will benefit from enterprise-level search that is underpinned by artificial intelligence technology.

Users will be able to conduct timely and accurate searches across multiple data sources and formats. Jon Wainwright, sales and marketing director at Ascortus, added: "The project at Plesner has already started well. We have a well-honed methodology for project execution and support that encompasses not merely the lifecycle of the technology implementation, but the lifespan of the solution at the customer organisation."

LexisNexis Enterprise Solutions and **iManage** have announced seamless, out-of-the-box integration between the latest versions of their respective platforms: LexisNexis Visualfiles for legal workflow and case management, and iManage Work for document and email management. Improving productivity within the legal sector can achieve greater efficiencies and flexibility for fee earners. With Visualfiles, LexisNexis is committed to supporting lawyers and other professionals in streamlining everyday work processes into a single system to provide a secure working environment and transparency of business performance. iManage can make individuals more productive, efficient and mobile. By combining the two platforms legal and professional organisations are now able to optimise their investment in both, as well as enhance the value of these business-critical solutions. This way, law firms see increased staff productivity and, consequently, increased client satisfaction. Tom Humberstone, IT applications & development manager at top 20 UK law firm, Womble Bond Dickinson, said, "We have made significant investment in both iManage Work and Visualfiles. It's great to see two vendors working closely together to deliver integrated solutions that support our strategic direction and development plans. Visualfiles provides us with the platform and tooling to extend our case and matter management footprint in the business."

Core Legal is implementing the **Proclaim** practice management solution from **Eclipse**. Founded in 2015, the practice has established a strong reputation for providing legal services at a fair price, and is committed to operating in a way that has a positive economic, social and environmental impact. Specialising in a range of legal services, including conveyancing and probate, Core Legal has a dedicated legal team with a proven track record. The firm required a fully integrated practice management solution that would enable them to improve internal efficiencies whilst continuing to deliver a high-quality service to clients. Proclaim's tailored workflows for conveyancing, which are enhanced by an integration with the Land Registry Business Gateway, will be key to creating a more efficient working environment and a quicker turnaround for clients. As part of the project, Eclipse is carrying out a conversion of both case and accounting data from the practice's incumbent systems.

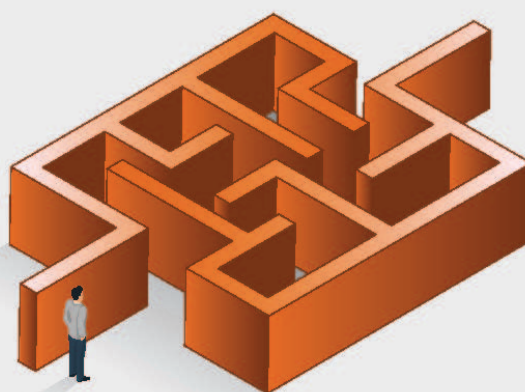
What's Hot Cont:

Matt Dickenson, director at Core Legal, said: "Proclaim will undoubtedly facilitate growth for our firm. The time-saving nature of this solution will allow us to spend more of our efforts on high-priority tasks that add value for our clients and generate more revenue for the business. The data conversion from our incumbent case and accounting systems to the single practice-wide Proclaim solution will ensure a seamless continuation in client care from our team."

Sunrise Software has announced that **Womble Bond Dickinson (UK) LLP** is transforming its IT support operations with its SaaS-based IT Service Management (ITSM) platform. A forward-thinking legal practice with teams located across the UK and US, WBD combines regional heritage, local knowledge and a transatlantic outlook. Its UK IT team of 48 people supports 1,400 staff in nine offices across the country, handling an average of 2,400 service requests per month. WBD's existing service management software was on-premise and difficult to configure and use. Consequently, it looked to replace it with a platform that was more intuitive, flexible and cloud-based to reduce management overheads. With an IT organisation committed to continuous improvement, more detailed, better quality management information and reporting was required to match the needs of the business. Having selected Sunrise ITSM SaaS due to its flexibility, ease of use and powerful reporting, WBD is now using the platform across the IT department, from the frontline service desk to level 3 support and IT management. Requests range from support for new joiners and leavers to incident management around core business systems, such as practice management and document management solutions. "At Womble Bond Dickinson we have a constant drive to improve what we do and how we do it," says Gareth Humberstone, IT services manager at the firm. "Our aim is to provide our employees with a first class service, allowing them to deliver the excellent legal services that we offer. Sunrise has been transformational in how we are now working - we are able to improve our service to the business and can interact better with employees, all supporting our goal of continuous improvement." First time fix rates have risen by 10%, to 85% thanks to using Sunrise's reporting capabilities to drill down, identify key trends and make changes. While the implementation of Windows 10 led to a 38% increase in tickets during the rollout, the speed of Sunrise in terms of processing and progressing requests allowed the team to manage these higher volumes effectively. Efficiency gains have also resulted from the visual process engine. Following Sunrise's implementation with the IT team, the 25 person Risk and Best Practice Group is now also using the software. The Risk and Best Practice help desk went live shortly after IT and the Business Assurance Unit. This will be followed by the Facilities Management Department, which will use it for incident reporting and request management.

Geoff Rees, director of operations and sales at Sunrise, said: "IT teams understand that they need to improve constantly if they are to deliver the service that the wider business demands. Womble Bond Dickinson has embraced this drive for continuous improvement and is seeing the benefits that better control, automation and powerful reporting deliver across its operations."

Aderant, a provider of business management software for law firms and other professional services organisations, is now offering Aderant Expert as a cloud service in the UK and continental Europe. The cloud-based option of Expert - Expert Sierra - has seen significant client growth in North America over the past two years and was immediately successful with its expansion to Australia in late 2019. Expert Sierra delivers access to the solution that powers the top global law firms, enabling lawyers and staff to work anywhere, any time while taking away the burden of managing on-premise hardware and software updates. Configured with scalability and reduced infrastructure in mind, Expert Sierra users will benefit from: robust functionality; improved agility; reduced infrastructure costs; and security. Josiah Chaves, Aderant's director of Expert Sierra said: "Firms of all sizes will now be able to experience Expert as-a-service, without the administrative overhead of ensuring availability, security and infrastructure performance of this critical business system."



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What's Hot Cont:

"Given current circumstances, it becomes even more important for firms to consider anywhere, anytime access to critical systems when they are not in the office," said Eric-Jan van Alten, Aderant's senior director of sales for EMEA. "Expert Sierra's cloud-based infrastructure provides lawyers and staff with those abilities - including file access, time entry and paperless billing."

North America **Litera** has acquired Best Authority vendor **Levit & James** and will use the Best Authority Table of Authorities (ToA) within its Litigation Companion proofreading tool, as it focuses its attention on further simplifying drafting within the contentious sector. Litigation Companion has its own ToA but Best Authority is widely recognised as the market leading tool and this acquisition was driven in part by requests from Litera's customers. Best Authority automatically finds and marks all the legal citations in a brief and generates a ToA in seconds. Speaking to Legal IT Insider, Litera's CEO Avaneesh Marwaha said: "We're excited for the Litera Desktop. This is a pretty important piece for litigation and it really rounds out our offering. A lot of customers have suggested buying this and we did our own due diligence. It was clear from the market perspective and our own that it made sense. There is always a question over whether you build or buy but Best Authority is the gold standard for tables of authority." He added: "In a debate over best-of-breed vs platform, we believe building a best-of-breed platform is essential." Litera, which is owned by Hg, has traditionally heavily promoted and built up its transactional drafting capability but you can expect to see more emphasis on its contentious capability going forward as it promotes "the full suite". Ian Levit, vice president of Levit & James, said, "We're delighted to be joining the Litera family. We're excited by their vision to create a supplier which supports the full workflow for both litigators and transactional lawyers. With so many shared customers we're confident their reaction will be extremely positive."

Reflecting the increasingly important role that artificial intelligence will play in the digital transformation of the agreement process, **DocuSign** has announced its intent to acquire contract analytics and AI technology provider **Seal Software** for \$188 million in cash. The news builds on the existing relationship between the two companies: DocuSign already resells Seal's flagship analytics and machine learning application as part of the DocuSign Agreement Cloud - its suite of applications and integrations for automating and connecting the entire agreement process. DocuSign also made a strategic investment in Seal in March last year. With the acquisition, DocuSign can integrate Seal's technology and value proposition more comprehensively across the Agreement Cloud - and therefore deliver greater value to companies looking to prepare, sign, act-on and manage the agreements that are critical to their business. Founded in 2010, Seal is recognised as one of the pioneers in AI-driven contract analytics.

"As the Agreement Cloud company, DocuSign is about digitally transforming the very foundation of doing business: agreements and agreement processes," said Scott Olrich, DocuSign's chief operating officer. "We believe that AI will play a vital role in this transformation. And, by integrating Seal into DocuSign, we can benefit from its deep technology expertise

and its broad experience applying AI to agreements."

John O'Melia, Seal's chief executive officer, added that today's news both validates and extends the company's founding vision. "Seal was built to make finding, analysing and extracting data from contracts simpler and faster," he said. "We have a natural synergy with DocuSign, and our team is excited to leverage our AI expertise to help make the Agreement Cloud even smarter." Once the acquisition has closed, DocuSign will continue to sell Seal's analytics application. It will also integrate and leverage Seal's AI technology to augment DocuSign CLM, their contract lifecycle management solution. The acquisition has been approved by the board of directors of DocuSign and Seal, and by the shareholders of Seal.

Thomson Reuters Elite, part of the Legal Professionals division of Thomson Reuters, has announced that law firm **Best Best & Krieger** will be transitioning from Enterprise to 3E, making it the latest firm to choose the end-to-end enterprise business management solution. As part of the move to 3E, the firm will also be adopting 3E Workspace and 3E Data Insights to enhance their business operations further. BBK - headquartered in Riverside, California - has more than 200 lawyers working in 10 locations across the United States. The firm focuses on municipal, business, education and labour and employment law for public agencies and private clients.



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Movers & Shakers

UK & EMEA Former **Pinsent Masons** associate and group innovation manager **Jenny Hotchin** has joined **iManage** as legal practice lead. Hotchin is a technology lawyer who has been deploying tech solutions for clients for nearly 10 years. She tells Legal IT Insider: "What excites me the most about this specific role is my focus on working with teams (legal, commercial, contracts, supply, procurement, etc) within the businesses. My aim is to help these teams increase efficiency and productivity by using technology to extract key data points from contracts. There are so many exciting use cases that I can think of just from my own experience. I can't wait to learn more about our customers and the problems we can solve together." Hotchin's first day in the role (30 March) was inevitably at home, thanks to the COVID-19 quarantine. Speaking on LinkedIn Hotchin said: "First days in new jobs are always strange but this one is stranger than I would have expected. The home office is set up and I'm super excited to get going."

North America **Alma Asay** has joined **Litera** as a litigation domain expert and evangelist. Asay, founder and former CEO of litigation management platform **Allegory**, which was acquired by **Integreon** in November 2017, has joined **Litera**. As we predicted with **Litera's** acquisition of **Levit & James** (see above), litigation is now clearly in the sights of **Litera**, which is owned by **Hg**.

Asay will be a domain expert and trusted advisor to **Litera's** customers, with particular focus on the litigation space. She joins a well-established team of industry experts, including **Sherry Kappel**, **Curt Meltzer**, and **Judye Releford**, all of whom will be a part of the launch of **Litera TV** as the company restructures its content programme in light of increased demand. **Asay** said: "After taking time off to decide what's important to me as I start this new phase of my career, I'm thrilled to be joining **Litera**. Now, more than ever, we need companies leading the way that respect and empower clients and employees alike. I look forward to working across the legal industry, in my new evangelist role, to help bring innovative ways of thinking and practice to life."

Kennedys IQ, the newly launched technology-driven company from global law firm **Kennedys**, has hired **Luminance Technologies'** head of discovery **Kimberley Davies** to the role of commercial development manager. At **Luminance**, in addition to product development, **Davies** was responsible for building the sales process, and overseeing sales and marketing globally for **eDiscovery**. She also launched their **eDiscovery** product.

And **Neota Logic** has hired former **Herbert Smith Freehills** lawyer and legal automation specialist **Mark Tyndall** as VP, markets & growth for the Asia-Pacific division.

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Recovering from COVID-19: "We must be brave"

We spoke to slicedbread project manager Jennie Strickland-Grogan, who came down with COVID-19 while in the middle of a major client project. She is now recovering from the virus and wants to spread a message of hope.

Monday 9th March was a big day for slicedbread project manager, Jennie Strickland-Grogan: it was the first stage of go-live of the company's sharedo case management system at Australian law firm Hall & Wilcox, so after months of hard work it was no wonder she was feeling exhausted.

Strickland-Grogan, who is based in the UK and working in the UK during go-live, said: "From Wednesday night I became really fatigued and instead of supporting the go-live I went to sleep. I thought I must be really tired from the project."

It fairly quickly became clear that this wasn't just exhaustion: both Strickland-Grogan and her husband had contracted COVID-19.

The reason Strickland-Grogan is talking to me is not to add to the growing fear surrounding the virus, in fact, quite the opposite. She is getting over the virus; she continued to work on the go-live; and she managed to look after her children. She tells me: "I lived through in the last week what a lot of people are about to experience," adding: "The one message I want to send out is, it's possible, be brave."

It was somewhat ironically Friday 13th that Strickland-Grogan, who is otherwise healthy, realised she was sick, and she tells me: "On Friday night I started to get chest pains and my husband Pete, who is asthmatic, had a temperature. The main symptom was that we both had breathing difficulties. It was nothing to be scared of but walking up and down the stairs and talking can make you feel out of breath."

Strickland-Grogan says that her children, who are two and seven, must have had the virus, although they haven't displayed symptoms. "We haven't kept away from them, so I assume they have had it," she says.

What helped her to get through the worst of it was having a routine at home, where Strickland-Grogan and her husband created a shift of two hours on, two hours off.

I spoke to Strickland-Grogan on 19 March and she said at the time: "We're just at the end but it comes and goes. We're day seven or eight and will have a couple more days of symptoms and will have to self-isolate."

The go-live, in which Hall & Wilcox' workers' compensation team in Brisbane went live on sharedo after two years of planning and preparation, was a success and Strickland-Grogan is full of praise for the firm's client solutions director Peter Campbell and client solutions architect Linda Stanford.

The team focus became very "people-centric" and Strickland-Grogan says: "Peter and Linda have been amazing, and this project is an illustration that you can be brave. We are already moving to phase two."

Technology is key to successful remote working and Sharedo enables Hall & Wilcox to see how occupied the team is and who might need more remote assistance. Three days after go-live, the firm moved to the majority of its people working from home. Despite the lack of hands on support, the workers' compensation team are all up and running on sharedo remotely and Stanford says: "We are amazed with the progress they have made."

Clearly Strickland-Grogan is lucky that she suffered the virus more mildly than some and, as a growing number of countries impose quarantines to enforce social distancing and infection rates rocket, there is certainly no intention to play the virus down. The virus has shown that in many cases it cannot be beaten, with all of the human tragedy that entails.

But Strickland-Grogan says that it's important to spread hope and stay positive, commenting: "The virus has shown us that we have to be resilient. We need to be brave. For a couple of weeks, people will be reeling. The UK is in massive shock. People are going to be concerned about and looking out for their staff, but we have to look beyond this first six to eight months.

"If we stop innovating, we will let the virus beat us and if we stop doing projects it will beat us. That's not the mentality of this industry."

If you have an experience you wish to share contact caroline.hill@legalitlabs.com

You Can't Put the Toothpaste Back in the Tube

Will law firms ever be the same after COVID-19? IT consultant Neil Cameron thinks not and his article as to why is worth a read: shorturl.at/fxzGK

One big question is why, now that staff have forcibly become remote working, firms will keep the same amount of real estate. Cameron tells us: "I've done some maths on the reduced property equation. If a firm spends 30% of its outgoings on property, and can reduce this by 1/3, then its profits will increase by 19%. Say they reduce their fees by 10%, they can still increase their margin by 9%, These are market disruptive numbers..."

Susskind leads launch of Remote Courts Worldwide

A 'time is of the essence' collaboration between The Society for Computers and Law, the UK LawTech Delivery Panel and Her Majesty's Courts and Tribunals Service saw the launch on 30 March of Remote Courts Worldwide: a service to help the justice sector rise to the challenge of embracing remote hearings and new ways of delivering justice for users.

Across the globe courts are attempting to keep the justice system functioning despite the Coronavirus lockdown by introducing various forms of remote hearings including video hearings using Skype and Zoom. The new service will enable judges, lawyers, court officials, litigants and technologists to share their experiences and capture best practice on the website www.remotecourts.org in order to help facilitate and accelerate change as well as avoid reinventing the wheel.

The new service is being led by Professor Richard Susskind, president of the Society for Computers and Law, a long-time advocate for and author of many books on online courts, who said: "It's time to come together, globally, to accelerate the introduction of remote hearings by judges. We have no choice. Physical courts are closing.

There's little point in lamenting any lack of past investment nor in predicting that technology will fail. Let's make it happen. We just seize the moment and come together to accelerate the development of new ways of delivering just outcomes for court users."

Jenifer Swallow, LawTech Director said: "The current crisis is unprecedented and requires us to rapidly explore new and innovative ways to ensure the justice systems continues to operate. Remote hearings are an important part of helping us meet the challenges we face, and we are working flat out to increase the use of audio and video technology in the courts and tribunals across England and Wales. In doing so we have gained as a result of HMCTS's ongoing reform programme." In collaboration with the Ministry of Justice, HMCTS is investing £1bn to reform the courts and tribunal system, bringing in new technology and ways of working.

Watch out for our interview with Richard Susskind on how COVID-19 has accelerated the move to remote courts "from years to weeks" coming soon on www.legaltechnology.com

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Conferences and surveys

On this precise line in the February Orange Rag, we announced that we were in the final countdown to #GlenLegal20, which was due to be held at the end of March, but which we have postponed to mid-December thanks to COVID-19. We are extremely grateful to Gleneagles Hotel, who we have now partnered with for five years. The December event will be an opportunity to celebrate the end of a traumatic year, and the content will include an opportunity to reflect on what has gone well and what we have learned. Contact lucy.cheesewright@legalitlabs.com for more information.

Please complete our (short) survey!

We'd like to know how you are managing working remotely and we will feed back our findings. Click here to take part: <https://theorangerag.typeform.com/to/JaxPO3>

Quote/Unquote

"Never let a serious crisis go to waste. And what I mean by that is, it's an opportunity to do things you thought you could not do before."

Rahm Emanuel, former mayor of Chicago and US politician.

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The next Insider newsletter will be published on **Wednesday 29 April**.

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