# legali insider

### Legal IT's leading news resource

### This month's Big Deals...

#### **OUTSOURCING BACK IN FASHION?**

The world of outsourcing, FM and managed services, in all its many permutations, has had more ups and downs than a fiddler's elbow.

First, nobody wanted to know. Then it was only going to be for non-core activities. Then, during the golden age of Integreon, it was going to be for everything. But, last spring it all turned pearshaped, with CMS Cameron McKenna, Osborne Clarke and TLT in the UK all either ending or cutting back on their deals with Integreon.

Nine months later, the fashion has changed yet again with Addleshaw Goddard last week agreeing a multi-million pound, multi-year managed service agreement with ANS Group to implement a new and fully managed infrastructure to support the firm's operations in the UK, Dubai, Hong Kong, Oman, Qatar and Singapore.

ANS will replace Addleshaw Goddard's current IT environment with a centralised infrastructure that provides a range of high availability SLAs delivering up to 100% uptime, robust disaster recovery and overall cost savings. The infrastructure service, which comprises technologies from Cisco, NetApp and VMware covering compute, storage and virtualisation, will be fully managed by ANS over the length of the contract.

In addition the firm will benefit from support and management for not only the infrastructure but also for operating systems and key infrastructure application services such as Exchange, SQL, SharePoint, Lync and Citrix.

The ANS deal also fulfills Addleshaw Goddard's requirement to have its services hosted

on a private, dedicated and secure cloud platform to ensure the physical segregation of the firm's data from that belonging to clients. www.ans.co.uk

#### **LEXISNEXIS HAS REASONS TO BE CHEERFUL**

They said Hell was more likely to freeze over first (technically it recently did in Michigan) but LexisNexis Enterprise Solutions (that's the group's UK based software applications business) has announced the first win and deployment of its all new "enterprise grade business and practice management system based on the Microsoft Dynamics AX platform.

The deal was with the Channel Islands-based law firm Collas Crill, which was formed in 2011 by the merger of Crill Canavan (Jersey) and Collas Day (Guernsey), since which time the firm has opened offices in London and Singapore. And, talking of new names on the block, the new Lexis system, which was previously known as Project Nimbus, has now been renamed LexisOne. The firm says LexisOne was "successfully deployed on schedule and on budget."

Interestingly, Crill Canavan previously ran Aderant Expert, so the deal also marks a significant competitive swapout at the expense of one of the big two players at the larger end of the market.

#### In this issue...

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

**UK WINS** Cloud/SaaS document and email management system supplier **NetDocuments** has secured its biggest win in the UK law firms sector to-date, with Farrer & Co selecting NetDocuments as its new DMS. The firm looked at six potential solutions before selecting NetDocuments. Along with NetDocuments, these were iManage, the incumbent OpenText plus various SharePoint DMS products. Farrer & Co's due diligence determined that the level of security and confidentiality offered by NetDocuments' UK-based datacentres was higher than they could achieve alone.

Foot Anstey is implementing the entire **Thomson Reuters Elite** Enterprise Business Management Solution, comprising Elite 3E, MatterSphere and Engage. The firm's IT director Duncan Eadie added "Engage minimizes the challenges posed by the Jackson Reforms, providing us with more accurate quoting to set precise budgets and maintain our profitability."

Advanced Legal has announced two more wins for its ILB integrated practice and case management system. Steeles Law in Norfolk has selected ILB to replace its AIM Evolution legacy system, while Curry Popeck Solicitors in West London has signed a five-year contract with Advanced for ILB. Curry Popeck has also taken advantage of Advanced's partner programme by selecting **Rekoop** time capture and the **Exen SmartEye** dashboard and KPI reporting systems. **JMW Solicitors** have also signed up for SmartEye.

Osborne Clarke has selected Intapp to provide desktop and mobile time entry solutions for its lawyers. The firm's IT director Nathan Hayes said "We evaluated a number of offerings but quickly determined Intapp provides the most modern and intuitive experience."

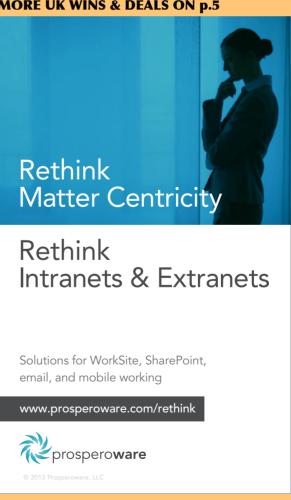
**Enable plc** has secured another win for its PitchPerfect application, which makes it faster and simpler for law firm marketing and business

development teams to create pitch documents from within Word. The latest win is with **TLT**, while **Speechly Bircham** also uses PitchPerfect.

London-based legal IT and KM consultancy Janders Dean has secured new engagements with a raft of firms over the past two months including Posse Herrera & Ruiz in Colombia, Aluko & Oyebode in Nigeria, plus Reed Smith, Stewarts Law, Bowman Gilfillan and Herbert Smith Freehills.

Kent solicitors Boys & Maughan, winners of the London & South-East Conveyancers of the Year Award, have expanded their use of Linetime case management software to keep up with their increasing volumes of conveyancing work.

#### **MORE UK WINS & DEALS ON p.5**



#### 3 - NORTH AMERICAN WINS & DEALS



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**US & CANADIAN WINS**Neota Logic, which we featured in our October *Fresh on the Radar* feature, has won an order from **Seyfarth**Shaw The company's document automation

**Shaw**. The company's document automation-meets-expert system will be used to support the firm's SeyforthLean client service approach.

Virginia law firm **Lowe Hauptman & Ham** is implementing the Electronic File Room system from **CPA Global First To File** to help manage IP information and the associated workflows.

**Microsystems** has released version 2.0 of its EagleEye document draft checking system and announced 14 new law firm and legal department wins including **ArgosLaw**, **Covington & Burling** and **Hogan Lovells US**.

**DTI** has secured three more wins for its managed service offerings. **Sutherland Asbill & Brennan** is using DTI to staff 33 positions in five offices providing reprographics, mailroom and litigation support services on a three-year contract. **Bingham McCutchen** has signed a multiyear deal for document processing and wordprocessing services. And **DuPont Legal** has engaged DTI to provide offshore managed document review services based out of Manila.

**Slevin & Hart** says recurring monthly expenses have dropped by 25% and response times cut from two day to 15 minutes since bringing in **Keno Kozie** for IT managed services support, include network upgrades and patches.

LawBase has two new wins to announce for its case and matter management system.

Nexsen Pruet, one of the largest firms in the Carolinas, has implemented LawBase to help with collection, foreclosure and bankruptcy services, and several probation offices across the State of Washington are now also using the system.

Fenwick & West, which has offices in Silicon Valley, San Francisco and Seattle, is now deploying the HotDocs document automation system firmwide. Previously the firm relied on Microsoft Office for document and template generations. More recently the firm integrated HotDocs with its SharePoint environment.

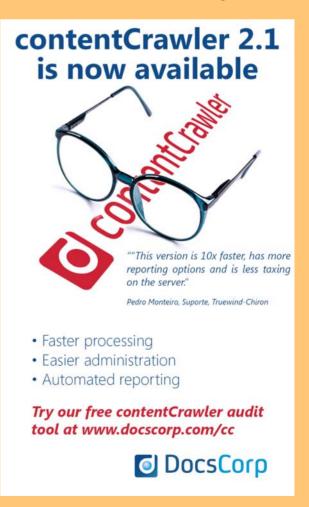
Atlanta-based **Troutman Sanders** has selected the **Chrome River** expense management

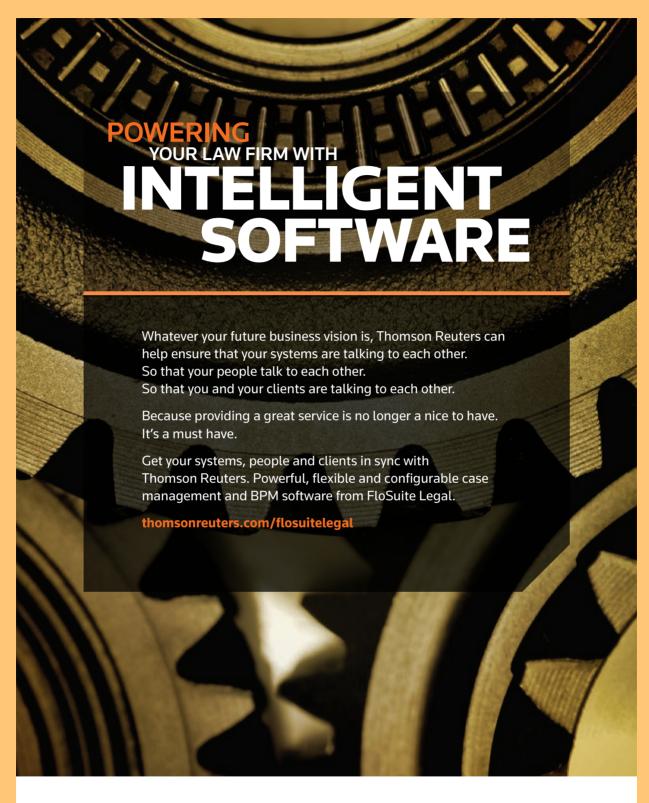
system to automate corporate expense reporting and invoice processing.

Canada-based **Fasken Martineau** has selected South Africa-based **XpressDox** as its new enterprise document assembly platform. XpressDox, which runs as a Microsoft Word add-in or on any browser, has been rolled out to 1500 users in nine offices on three continents.

Finally, another bumper couple of months for Traveling Coaches with training program wins at Rodney Dickason, Neal Gerber & Eisenberg, Taft Stettinius, Drinker Biddle, Preti Flaherty and Burlesson LLP.

#### WINS & DEALS CONTINUED ON p.5





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#### 5 – APAC & EMEA + MORE UK WINS & DEALS



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#### **APAC WINS**

This story came in too late to make the previous issue of the Insider however Herbert Smith Freehills is to deploy the Aderant Expert 8.0 practice management platform throughout all its recently merged global offices. Although both Herbert Smith and Freehills were previously long standing Aderant users, mindful of the scale and scope of the merger and the new challenges it would create, the firm still conducted a review of the available systems on the market.

Australian law firm **Cooper Grace Ward** has chosen **Intapp Open** to replace its legacy new business intake software. The firm's IT director **Jason Mills** described Intapp's *teach to fish* services model as "a breath of fresh air in the industry."

New Zealand law firm **Buddle Findlay** has selected **Phoenix Business Solutions** to perform the swapout of **OpenText** DM6 in favour of **HP Autonomy WorkSite**. The firm has also adopted the Phoenix WorkSpace Assist and Soft Delete applications and moved onto Phoenix 24/7 WorkSite Support.

#### **EMEA WINS**

Top 50 Dutch law firm **Eversheds BV** has selected cloud-based **NetDocuments** as its new document and email management system. The NetDocuments service is hosted in two ISO 27001 certified EU-based data centres and Eversheds will also have an onsite backup of all their data.

**Borenius**, one of the largest corporate law firms in Finland, will be going live this year with a **Lexis InterAction** CRM system. The software will support over 100 lawyers in Helsinki, Tampere and St Petersburg.

United Arab Emirates law firm **Afridi & Angell**, which has offices in Dubai, Abu Dhabi and Sharajah, has selected **Aderant Expert** as its new practice and financial management system.

The Dublin-based **Eversheds** Ireland operation is rolling out **Rekoop** desktop and mobile time capture software (including iPhone and iPad apps), which will be integrated with the firm's **LexisNexis Axxia** PMS.

#### **MORE UK WINS**

**Clyde & Co** has selected the **Frayman Group Compliguard** platform for risk management and will be deploying the Business Intake Workflow and Conflicts Management modules.

Hunters, which has been based in Lincoln's Inn since 1745, has selected Phoenix Business Solutions to implement its HP Autonomy iManage DMS, along with Phoenix MatterView. Phoenix was also involved in a deal with Trowers & Hamlins, which recently selected the Sostenuto service desk system from Sunrise Software. As part of the project, Phoenix integrated the firm's HP iManage DMS with Sostenuto.

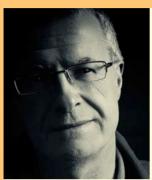
#### **MORE UK WINS & DEALS ON p.9**





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# Microsoft: is it the new Diesel?

There has been much talk in recent months

about how we are moving into a post-Microsoft era, with the Windows platform, which has dominated the PC market for over 20 years, starting to fade.

There is even a suggestion Google Android is now the new Windows, with it being installed as the operating system on devices (including laptops/Chromebooks, tablets and smartphones) at about three times the rate of Windows. Elsewhere, Windows 8 is described as "another Vista," with the "last best hope" now Window 9 due in April 2015.

It is true the world no longer waits with bated breath for the launch of a new version of Windows. The heady days of the Windows 95 launch, when people queued in the rain all night outside branches of PC World to be the first to get their hands on a copy, are long gone. But, are we really heading into a post-Microsoft era?

Personally, I think the Google Chrome v. Windows and laptop PCs v. iPads debates are a sideshow and the reason Microsoft is not going anywhere, anytime soon, is because not just the legal business but the entire global commercial world is dependent on Microsoft systems and applications.

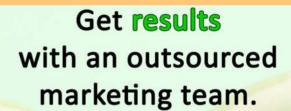
Outlook, Word, Excel, PowerPoint, Access, Visio, SharePoint (gaining more and more interest in legal as an alternative DMS), Dynamics (ditto CRM in legal), SQL Server, Lync, Skype, plus all the other developer, middleware and server tools in the Redmond portfolio.

Or, to put it another way, Microsoft continues to make so much useful stuff that we'd

be lost without it. So, perhaps if Android is the new Microsoft, then Microsoft is the new Diesel?

Remember the diesel engine, the boring workhorse of the motor industry? People have been writing it off for years and advocating other technologies as the future of motor transport. Current favourites include electric, electric + solar panels and hybrid electric engines. But, in the meantime, guess what? Diesel engines are still in use – in fact their market share has almost doubled in the UK over the last decade. Why? Because, just like Microsoft software, they are much too useful to discard.

...Charles Christian





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# Here is what will drive BD in the future

#### Guest comment by Elisabet Hardy, VP of Product Management, Thomson Reuters Elite

For today's legal and professional services firms, the message is simple: using your data effectively is crucial to your survival within a crowded and increasingly competitive marketplace. While this message may indeed be simple, in businesses where fee earners simply do not have time to input data, and where business development and marketing teams are stretched in so many directions, this can seem like an uphill struggle.

To get ahead and make your data work harder for you, there are four 'big picture' principles to be aware of that will be fundamental in driving what law firm business development (BD) will look like in the future.

#### (1) Exploiting existing information

As most of us are well aware, firms have vast amounts of information and intelligence within their systems, but often it is not being exploited to its full potential or carefully aligned with BD information. The key for success with the data that you already have is to learn ways of not only tapping into it efficiently, but making it work harder.

The use of systems that combine external information alongside internal information is growing rapidly in popularity. Pairing say, a client's organisational information (stock info, industry profile, officer and director profiles etc) alongside existing internal information about that client, gives much needed context to data. This makes the data more robust and insightful for those using it – whether they are fee earners on their way to a meeting, or a BD team preparing a pitch – and in turn, far more useful.

## (2) Harnessing the latest technology and innovations

Historically, internal systems like CRM have needed the services of a small army of people to take on data cleansing and manual data entry tasks. Breathe a sigh of relief, as automation is rapidly becoming more prevalent.

The use of intuitive technology that

extracts relevant information, cleanses the data and inputs it correctly into a system, such as lifting a new client's contact details from an email to a fee earner, is revolutionising the way in which BD teams are now operating. This can only be a positive development for time-poor individuals, as is the much documented move toward the use of mobile.

#### (3) Rethinking metrics

It is a well-known fact that traditional BD metrics can fail to resonate with firm leadership. The challenge for BD teams is to be able to evaluate the ROI of particular campaigns at a strategic level, rather than using legacy tools which only evaluate one campaign – or through one dimension – at a time.

Again here, the key is automation. Adopting new technology that automates data management and other tactics, allows CMOs and their teams to focus their time on creating better strategies and managing campaigns at a higher level. This, in turn, helps to give a more accurate picture of ROI, which can be so crucial when justifying campaigns to fee earners or management.

#### (4) Achieving all important buy-in

A fact that is extremely clear in today's environment is that asking fee earners to be data stewards, on top of their workload, is all but impossible. The key here for BD teams is to take a realistic view of how firms and their fee earners operate and to ask themselves, if they can't help, then what is going to make our lives easier when it comes to data input? I've said it before, and I'll say it again – automation.

Technology that works automatically and passively to 'lift' information from fee earners – going back to the example of lifting a new client's contact details from an email – is crucial.

Yes, buy-in from fee earners is important, but being realistic about what data you can get from them, and changing your approach to getting it, is essential.

As can be seen, automation is poised to play a key role in the future of law and professional services firm business development. Its role is not to replace, but enhance, and not to dehumanise, but to make the human components of firms work more efficiently and effectively with data that is already available.



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#### **MORE UK WINS**

Uxbridge-based, top 200 law firm **IBB** has replaced its legacy **LexisNexis Axxia** software with an SOS Connect integrated case and practice management system from **Solicitors Own Software**. Described as a "six figure deal," the order strengthens the position of SOS as a major player in the mid-tier law firms' market. In another SOS win, **Hugh Jones Solicitors**, the specialist Court of Protection practice which was formed by two former Pannone partners last year, has also signed up for SOS Connect.

Following recent wins at Veale
Wasbrough Vizards, Stone Rowe Brewer, Act
Legal in Brighton, Taylor Fawcett and Dunn &
Baker for the company's private client, probate
and Court of Protection software, Isokon now
reckons it has 35% of the probate marketplace.

Eclipse Legal Systems has reported another record year with turnover hitting a new high of £9.3 million, up £1 million on the previous trading year. The most recent win was at personal injury claims specialist AMV Law, a prize winner at the most recent Law Society Excellence Awards. AMV is taking the full **Proclaim** practice management and case management suite.

**Kingsley Napley** is to deploy the **Intralinks VIA** and VIA Enterprise systems firmwide to provide a secure SaaS platform for content sharing and collaboration within and beyond the corporate firewall.

Two more firms have selected **QlikView** as their business intelligence reporting platform. They are **Shepherd & Wedderburn** via QlikView partner **Informance** and **WithersWorldwide** via new QlikView partner **BIPB Legal**.

Three more wins for **Cognito Software** and their FiLOS system at **Manak Solicitors** plus niche practices **Prospero Solicitors** in Kent and **Oliver Legal** in Ipswich.

Salford-based **JMC IT** has extended its decade long relationship with **Stephensons Solicitors** by winning a competitive tender for a new £660,000 multi-year support contract and complete IT system upgrade.

**QualitySolicitors Punch Robson**, which has three offices in the North-East, has implemented the **Quill Interactive** cloud-based legal accounts, matter and document management. In addition, legal aid specialists **Silversmiths LLP**, with offices in Bootle and Southport, has migrated from Quill Pinpoint to Quill Interactive with full DMS.

**Bott & Co**, which has a niche practice recovering compensation from airlines on behalf of passengers who have suffered delayed or cancelled flights, reports that since implementing a new claims handling system in conjunction with **Zylpha Systems** and **Lexis Visualfiles** case management, the firm has recovered over £1 million in compensation in just over 10 months.





# Fresh on the Radar

IT'S ALL ABOUT SAM Here's a new TLA (three letter acronym) we'll be hearing more of this year: it's SAM = Software Asset Management and it relates to the double-headed issue of not only ensuring your software licensing is compliant but also fully optimised.

While law firms have long been hot on the compliance issue (no pirate copies here, thank you very much), the recent trend for mergers has alerted firms to the need for optimisation, so they fully re-harvest unused licenses and don't waste money buying unnecessary fresh licenses.

To-date we've encountered two companies specialising in this sector in the UK. They are Snow **Software**, which recently sold its Snow License Manager SAM tool into Harper Macleod, and The SAM Club, headed by former Transam Micro sales manager Bev Nicholls and his son Ian Nicholls, who was the business solutions manager at Bird & Bird until last month. The SAM Club will focus on providing SAM consultancy to businesses involved in mergers and acquisitions.

www.snowsoftware.com www.thesamclub.co.uk

THE CHRONICLES OF RIDDICK ever happened to Mark Riddick, the founder of the conveyancing search business SearchFlow which he sold in 2008? Well, he's back with a new property search and due diligence service called Search Acumen and he also regularly blogs about the real estate market. (Decision Insight, the property search group that bought SearchFlow, is itself now owned by the Daily Mail Group.) www.search-acumen.co.uk www.mrmriddick.wordpress.com



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Legal IT Insider's app for the iPhone and iPad platforms has now been redesigned and optimised for iOS7. It remains FREE and includes not only the latest news updates from the website but also access to the exclusive content in our famous Insider monthly newsletter. (Previously only available via a separate iPad Newsstand app.)

Integrated into our new app are also the Insider's exclusive UK and Global top 200 charts, showing the major IT systems in use by the world's leading law firms.

Fast and beautifully simple to use, the iPad version has a help screen giving a short tour of the key features. The new X/Y scrolling allows you to select from the right hand menu up and down and also read legal IT news stories by category from left to right. The iPhone version uses a new instant sliding page feature for immediate access to articles.

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### **Buzzword Corner**

**TL;DR = Too Long; Didn't Read** In other words the problem of being swamped with too much, lengthy content contained in online news and information services, knowledge management systems ...and internal memos!

## Quote, Unquote

"There are three truths of the Cloud: machines will fail, software has bugs and people will make mistakes." ...Microsoft's Windows Azure general manager Mike Neil explaining why an Azure subcomponent failure caused a worldwide outage.



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# LegalZoom plans expansion post deal

The private equity group **Permira Advisers** has taken a \$200 million (£122m) controlling stake in the online legal services business **LegalZoom**.

As part of the deal, LegalZoom has withdrawn plans for an IPO and instead the company now says the Permira backing will strengthen its ability "to move forward with its significant growth plans, which include potential acquisitions in both the US and abroad."

Permira already owns Acromas, the UK holding company for the **AA** and **Saga**, which both have ABS licences, while LegalZoom has been working in the UK with **QualitySolicitors**.

In other acquisitions news... the global investigations and risk services company **Stroz Friedberg** has acquired London-based forensic accounting specialists **Tyrian Partners LLP**.

US-based corporate/inhouse legal systems specialist **Mitratech** has acquired **LT Online Corporation**. LT is best known for its Lawtrac software and the deal extends Mitratech's offerings to mid-sized legal departments.

And, finally, **Chrome River**, a leading provider of expense management and supplier invoice processing software, today announced it has raised \$17 million (£10.35m) in a Series C funding round. The round was led by **Bain Capital Ventures** and includes existing investors First Analysis and Argentum.

# 10 years ago today

January 2004 saw Interwoven (now HP Autonomy iManage) announce that it had now overtaken Hummingbird (now Open Text) as the UK market leader in the legal DMS sector. Elsewhere, Axxia (now part of LexisNexis) announced it was to launch a SQL Server version of its Arista accounts software, case management specialists Alternative Team went into receivership; and both lain Jones of Hummingbird and Dan Carmel of Interwoven voiced fears instant messaging would be "the next email" in terms of law firm compliance issues.

# legalii insider

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