legal it insider

Getting down to business time

It is always a sign of a healthy legal IT market when vendors start making acquisitions or raising additional funding. Over the last month there have been three major announcements.

The first was digital dictation and voice productivity market leader **BigHand** announcing it had acquired legal document production specialist **Esquire Innovations Inc** for an undisclosed sum.

The move is part of a strategy set out by BigHand CEO Jon Ardron and outgoing COO Rob Lancashire* to expand the company's business beyond simple dictation workflow and into the broader document production process, with the Esquire acquisition adding smart templates, numbering, streamlined formatting, document restyling, comparison and metadata management.

Ardron said the two companies first partnered in August 2013 and the customer response to the combined solution was overwhelmingly positive.

Esquire Innovations will operate as a division of the BigHand Group, with Esquire president Ian Kujawa heading the business as managing director. The deal means BigHand and Esquire combined now have over 750 US law firm and corporate legal sites, with their software being used on a daily basis by over 100,000 legal professionals. Initially the Esquire portfolio will only be available in North America
* Lancashire will remain on the BigHand board as a non-exec and assist with special projects.

Next, **Clio**, the developers of a cloud-based practice management platform for law firms, has raised $20 million in Series C financing led by **Bessemer Venture Partners**.

BVM's track record includes investments in LinkedIn, Skype, Box and Pinterest. The Series C funding brings the total capital raised by Clio to $27 million.

Over the next 12 months, the company plans on doubling its headcount to more than 200. This includes growth in Clio's new North American sales office in Toronto, as well as new sales and support hires in Europe, where they recently opened a data centre in Dublin.

Clio founder and CEO Jack Newton said over 80% of US lawyers practice in firms with less than 10 employees and need systems like Clio to automate time-consuming administrative tasks. Trevor Oelschig of BVM added "Increasingly, we see SaaS companies strike gold by providing specialized solutions tailored to a specific vertical rather than going for a one-size-fits-all enterprise software." *See also Guest Comment on page 7*

Finally, Manchester-based time capture software specialists **Rekoop** is expanding with the backing of a £500,000 loan from The North West Fund for Loans Plus managed by **FW Capital**. Along with product development, the funding is being used for business development, both internationally and into the mid-tier law firms sector, where Vicki Mayhew has already been recruited to head the sales drive.

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

UK WINS   Although once hotly tipped as a likely candidate for the new Lexis One Axxia replacement system, **Weightmans LLP** has selected Elite 3E from **Thomson Reuters Elite** as its new practice management system. In a deal that sees the swapping out of LexisNexis Axxia, DNA and Visualfiles, Weightmans will also be implementing the Elite MatterSphere client and matter management application. **Thompsons Solicitors** has also selected MatterSphere to replace its legacy front office systems and will be rolling out the software to 1000 staff in 28 offices.

  Hugh James is to deploy Lexis Interaction CRM software from **LexisNexis Enterprise Solutions** at its Cardiff and London offices.

  Kennedys Law has selected Nikec Binder from **Nikec Solutions** to bundle and deliver matter digital files in a virtual ring-binder format. The firm has also rolled out the **Wax Digital** web3 purchase-to-pay (P2P) procurement platform to bring efficiencies and improve the governance of IT purchasing processes across the firm's global network of 19 offices. The new system replaces an ageing Access database. **www.waxdigital.com**

  Another good month for **Solicitors Own Software** with three new wins for its SOS Connect system at **QualitySolicitors Talbots** in the Midlands, **Poole Alcock** in Crewe and niche commercial property law firm **BrookStreet des Roches**. All three wins involve competitive swapouts and are described as "six-figure" deals.

  Hull-based law firm **Gosschalks** has selected the Microsoft Dynamics-based Legal Services Platform from **Peppermint Technology** to replace both its legacy AIM Evolution (now Advanced Legal) PMS *and* its HP Autonomy iManage document management system. In another Advanced Legal swapout, Swansea-based **Dezrezlegal**, part of Dezrez Services, has selected the Peppermint Platform to support its estate agency and property lettings services. Dezrezlegal is also using a customised version of Peppermint's residential conveyancing case management.

  Nottinghamshire City Council is now using the Timebase court bundling system from **Tricostar**, while **Suffolk County Council** recently implemented Tricostar CRM software.

Quote, Unquote

"We've found monitoring WIP very useful. We recently discovered a client we hadn't billed for six years. We'd forgotten about him!" ...*law firm finance director at a recent BI systems seminar.*

NORTH AMERICAN WINS AmLaw 100 firm **Sutherland Asbill & Brennan LLP** is upgrading from Elite Enterprise to Elite 3E. The firm, which has 700 timekeepers across six offices, will also be implementing the Engage budgeting and project management application from **Thomson Reuters Elite**.

Smart WebParts has announced two new wins for its Smart Time time recording software. The deals are with Californian municipal law firm **Meyers Nave**, who are integrating Smart Time with iManage, Microsoft Exchange and the firm's Aderant accounts system; and with **Pellerano & Herrera** in the Dominican Republic, who have already gone live with Smart Time.

Moss & Rocovich in Virginia has selected compareDocs from **DocsCorp** for document comparison, as has **Lawson Creamer** in Canada. The latter deal was through DocsCorp channel partner **Legal Software Connections**.

In one of the final pieces of global consolidation and standardization, the Canadian and Latin American arms of **Norton Rose Fulbright** have begun migrating from an Open Text DMS to **HP Autonomy iManage**. **Phoenix Business Solutions**, who won the deal up against local competition, has been awarded the implementation contract. The offices will also be installing the Phoenix Import Center application.

The **American Arbitration Association** has signed a deal with the online dispute resolution platform **Modria** that will see the AAA's highest volume caseload – New York No Fault – moved to the cloud. The deal means that instead of a traditional arbitration process, insurance companies and consumers will now resolve more than 100,000 NYNF disputes annually entirely online, with no courts, no law firms, no phone calls and no paper. *For a first report on Modria see Legal IT Insider #266.*

Immigration Attorneys, which has offices across the US, has moved to a new cloud-based platform provided by **dinCloud**. Immigration Attorneys, who are a breakaway from a larger firm, originally looked at replicating the traditional client-server architecture they were familiar with at the old firm. However high costs and new desktop technologies sent them in the direction of the *dinHVD* hosted virtual desktops solution. **www.dincloud.com/hosted-virtual-desktop**

And, once again we end with a report of another bumper month for **Traveling Coaches** with a mixture of security awareness training and software elearning program wins at **McNair Law Firm (PA)**, Cincinnati-based **Frost Brown Todd**, **Sedgwick LLP** in San Francisco, **Duane Morris**, **Vinson Elkins LLP**, **Nutter McClennen & Fish** in Boston, **Butler Snow LLP in Mississippi**, **Fish & Richardon** and **Marshall Gerstein & Borun**.

5 – APAC+ EMEA + UK BAR WINS & DEALS

EMEA WINS

We start with Scandinavian news… Norwegian law firm **Grette** has selected **Lexis InterAction** as its new CRM platform. The system will be rolled out to 90+ users in the firm's Oslo office.

In Sweden, **Advokatfirman Delphi** has chosen **iTimeKeep** from **Bellefield Systems** as its firm-wide mobile time entry solution. Co-founder John Kuntz says Bellefield has received "phenomenal interest from European law firms."

Also in Sweden, **Norburg & Scherp Advokatbyra AB** has purchased **DocsCorp** compareDocs, while **Danowsky & Partners** has moved to cleanDocs to remove hidden metadata.

Finally, in the Southern Hemisphere, **Webber Wentzel**, one of the top 5 law firms in South Africa, has implemented **BigHand** digital dictation workflow to 600 lawyers and fee earners in the firm's Johannesburg and Cape Town offices. The project includes deploying BigHand on Blackberry, Android and iPhone smartphones.

ENGLISH BAR WINS

London barristers chambers **9 Gough Square** has selected a package of managed services plus the LegalIT Cloud offering from **SproutIT**.

Mansfield Chambers set has completed its migration from Meridian Law to Meridian Law Connected from **Advanced Legal** in just eight days. Prior to implementing MLC, Advanced say the set trialled but then rejected a competitor product.

And talking of competitor products… **Bar Squared** reports that the **20 Essex Street Chambers** of Iain Milligan QC is the latest set to swap out an Advanced Meridian system in favour of its own LEX Chambers Management Software.

Brick Court Chambers has also gone live on LEX in another Meridian swapout, completing the full deck of *Magic Circle* chambers, including **Essex Court**, **Fountain Court** and **Blackstone** who were previously running Advanced Legal systems but have now switched to LEX. Bar Squared claim they are now the market leader for modern chambers management systems, with over 150 chambers sites having now installed LEX software.

APAC WINS

The **Australian Government Solicitor**, Australia's leading provider of legal services to the government, is replacing its legacy software with the **Thomson Reuters Elite** Enterprise Business Management Solution. EMBS, which comprises the Elite 3E practice and financial management system, plus MatterSphere matter management and the Engage budgeting and project management application, will be rolled out to 350 fee earners.

Minter Ellison is now using **HotDocs** Server and Workspace to output documents, including specialist lending advice, automatically incorporating data from the firm's Elite 3E, HP iManage DMS and InterAction CRM systems.

WINS & DEALS CONTINUED FROM p.5

Harbottle & Lewis has become the latest Top 200 signing for the **Rekoop** time capture system. The firm will be running Rekoop on the desktop as well as on Blackberry and iOS devices. The Rollout includes integration with the firm's Lexis Axxia PMS. *See also page 9.*

The Smith Partnership, in the East Midlands, has signed a three year contract with **Advanced Legal** to implement the ALB practice and case management system. The project will see the firm migrate 250 staff at eight offices to ALB, as well as replacing legacy systems from three competitive vendors during 2014.

Linetime has announced two more deals: with **Mason Baggott & Garton** in North Lincolnshire, which is implementing Linetime case management, and property lawyers **JB Leitch**, which will be using Linetime Liberate SE to provide more detailed client and matter reporting.

The newly rebranded **Converge Technology Specialists** has moved two more law firms onto the cloud with its ConvergeTS (previously smartlegal.it) package of hosted desktop solutions. The firms are 50-user **Rowlinsons Solicitors** and 100-user **Poole Alcock**.

City-based commercial property specialist **Carter Lemon Camerons** is implementing a Proclaim practice management solution from **Eclipse Legal Systems**. Other recent Proclaim wins include **Citadel Law** (case management), **Debt Collection Services UK** (debt recovery), **Photofile** (medico-legal software) and **Garvins** (personal injury case management).

Norwel Computer Services has announced details of another public sector deal, this time with the **Isle of Man Attorney General's Chambers** which has selected Norwel's Prescient+ case and matter management system to support the delivery of legal services to Tynwald (the IoM parliament), the Council of Ministers and the departments of the Isle of Man government. Acting A-G John Quinn, said the project aimed to meet the challenges of the IoM government's *Agenda for Change* initiative and the *Criminal Justice Strategy* to modernise criminal prosecutions.

To accommodate recent mergers and expansion, as well as a growing number of people working remotely from home, **Bonallack & Bishop Solicitors** in the South-West has migrated from a locally installed **Quill Interactive** accounts and practice management system, to the cloud version.

Linklaters has rolled out an Assyst IT services management system (ITSM) from **Axios Systems** to support business processes in a variety of departments globally, including IT, HR and facilities management. **www.axiossystems.com**

Bury Metropolitan Council has selected **Zylpha Systems** to supply its new secure legal document production and delivery platform. The Council will use the Zylpha software, sitting on Lexis Visualfiles case management, to create court bundles for barristers and other stakeholders.

The impact of Cloud, Mobile and Social on law firms

Guest comment by Nagib Tharani, director, Cloud PMS vendor Clio, www.goclio.eu

Law firms have traditionally been faced with small incremental changes in the tools they use and the manner in which they practice law. In the last decade, we have witnessed no less than three massive technology paradigm shifts: the move to cloud based technologies; the rapid adoption and use of smartphones; and social media. Taken together, they represent a sea change in the way legal firms are started, and how they solicit business and how they are likely to be managed and grown. The unrelenting and accelerated adoption of these technologies has caught many firms flat footed.

To an established law firm, the speed at which new entrants can establish a business is staggering. A new entrant can now create a virtual company in minutes online. Further still, they can set up their communications infrastructure and even their software tools online. They're also adopting newer technologies that allow them to better service and engage their customers.

According to industry analysts, Forrester, 53% of staff currently use three or more mobile devices; 82% use seven or more mobile apps and 37% work from three locations or more. Lawyers (and their clients) now spend more time on mobile devices than desktops, more time on the road and connect with online content more than paper based publications.

When a *network effect* is present the value of goods or services increases with the number of people using it. The move to social started about the same time as cloud, but social network effects literally exploded with smartphone use. So it follows that if businesses are to thrive, they need to better adapt to customers from these new channels.

These technical and cultural changes have also caused law firms to seek guidance from their professional bodies on the use of such technologies. The speed and manner in which these tools are wielded will ultimately determine their success – or failure – in altering a firm's position on the legal battlefield.

It's not what you sell – it's how you sell it
How a law firm interacts and serves their client base is going to increasingly influence how the firm is perceived and also how it will be differentiated against its peers. Law firms that go beyond the limitations of a desktop-based model can significantly increase both their productivity and the range of services they provide to clients.

A key business concern must then be how to attract and grow business in this new environment. The preferred strategy is to first build an offering that has enough value without network effects, at least to early adopters:

1. Allow them to find you online. Online ads have surpassed print.
2. Provide accessible and valuable content to them. This is yet another way to help consumers find you online.
3. Engage them – Physically, virtually through online meetings, in online legal communities and even at cafes.
4. Service them remotely. Do they need to visit or phone you? Can they check an online portal instead?

Adapting to change without compromise
Law firms are under increasing pressure to control costs and to offer high levels of service to their clients – while also attracting new business. Modern cloud based practice management systems can help you cost effectively and efficiently reach out to this new demographic. They are:

1. Cheaper to setup, configure and maintain.
2. Easier to use.
3. Connected – through the use of integrations with other cloud vendors.
4. Social, allowing law firms to easily connect and collaborate with their customers; and,
5. Mobile friendly – Allowing you to easily view and update information wherever you are.

So what's the network effect? It's you. By engaging clients through these new channels and providing excellent support they'll help spread your brand in ways you can't quite imagine.

The Insider Top 200 chart now bigger and better

This month we have two major new developments to announce about the *Legal IT Insider UK Top 200 Chart*. The first is that we have added two new categories: Third-Party Time Recording systems (column W on the chart) and Collaboration Extranets/Dealrooms (column X on the chart).

We are still populating these new columns with data but on the time recording front, the big three are Intapp installed in 30 firms, followed by Tikit Carpe Diem in 25 and Rekoop in 15. Eight firms run more than one of these applications – and Rekoop say they have a number of significant wins in the pipeline. Turning to collaboration extranets, there is really no contest – it is an HighQ Collaborate world.

The second development is we now have an interactive version of the chart, which has been built by business intelligence consultancy BIPB Legal and runs on Tableau Software's business analytics and data visualisation platform. Using information collated since 2010, users can now segment and analyse law firm data by firm name, software category, vendor, firm size, revenue and year. More enhancements are planned.

Here's the link to the data, access is free:
http://public.tableausoftware.com/views/ TheLegalITinsiderUKTop200/ FILTERBYLAWFIRM?:embed=y&:display_count=no#1

The other links for this story are
www.bipb.com + www.tableausoftware.com www.legaltechnology.com/top-200

Channel news

NEIL CAMERON The Neil Cameron Consulting Group report that their website has been given "a well overdue face-lift" and relaunched at a brand new site at www.nccg.it

The new site will have swiftly changing content, social media interaction (on Twitter at @NCCG_IT) and a regular blog from Neil Cameron. Neil adds "Our email addresses have changed to reflect the new domain, for example neil@nccg.it No, we have not moved to Italy, we are just exploiting the new IT domain name – for brevity, if nothing else."

ZYLAB Following the recent axing some of its UK sales staff, Lennert Hoogvliet, the VP of sales EMEA & International at Dutch ediscovery software company ZyLAB said "the company will continue to have an operation in the UK." He added it was not company policy to comment on operational decisions. ZyLAB has not had a UK-based marketing manager since last year.

Fresh on the Radar

LEX CONNECTS INHOUSE   No, Lex Connect is no relation to the old Ark Group events. Instead, it is a new initiative by founder and director Jerome Raguin to create an information portal to help inhouse law departments, traditionally the Cinderellas of the legal IT world, make informed decisions about technology and vendors.

We spoke to Raguin who explained "There is an increasingly large number of vendors and solutions and it is often confusing to navigate the legal technology landscape, especially the sub-niche of inhouse legal technology or *Enterprise Legal Technology* (ELM). However at present there is remarkably little information and guidance available that is both unbiased, as well as comprehensive and current, to help law departments in their technology choices.

"So the first step in our quest was to provide information about the main technologies relevant to in-house law departments. We created the *Knowledge Centre* which provides a jargon-free overview of the 32 key areas, which we refer to as *Specialties*, each representing a different facet of running an in-house function.

"We then created the *Solution Finder* to help in-house teams identify vendors active in each Specialty. Solution Finder is a smart directory matching a law department's specific challenge, such as reducing external costs, with vendors who can help solve that challenge, such as LPO and eBilling solutions.

"Results can be further refined to provide a better *vendor/challenge* match based on legal department size, location and languages. For example, vendors who can best assist a 500 user legal department in New York will not necessarily be the same vendors as the ones to suit a legal department of 10 people based in Frankfurt.

"Taking our mission even further, we are now launching *Law Department Profile*. This aims to map in detail who uses which system and for what specialty.

"Longer term this will eventually show the technologies and systems used by law departments worldwide and assist prospects to determine the suitability of vendors based on their actual customer base.

"We want law departments to be able to benchmark each other on questions such as: How many of my peers do internal time tracking? Who really uses Technology Assisted Review? And what systems do they use?
www.lex-connect.net

DIVIDE AND CONQUER   Earlier this month it was announced that Simpson Millar Solicitors had chosen Divide as its new BYOD "container" solution for securing business data on mobile devices. Thanks to Divide, Millar Simpson will be able to retire its fleet of Blackberry devices, allow users to run their own mobile devices and simultaneously slash its corporate mobility budget by 50%. But, who are Divide and how does it fit in

with products like MobileIron, which has become the mobile device management (MDM) platform of choice in the post-Blackberry world?

This is where the story becomes more complicated for while MobileIron is an MDM allowing, for example, the remote management of business apps and data, Divide is a secure, encrypted *container* separating work files from personal content. This makes it very quick and easy for firms to switch to a BYOD strategy running across users' existing devices but without users having to worry that IT might inadvertently delete their photo and iTunes libraries.

As for MobileIron? Last year Divide entered into a partnership with MobileIron, which now includes the Divide iOS container within its MDM product. However for firms that don't require a full MDM solution, they have the option of buying full BYOD security direct (without the need for additional servers or hardware) direct from Divide.

www.divide.com
http://blog.divide.com/how-divide-mobileiron-enable-secure-productivity-anywhere-anytime/

On the Web - Editor's Pick

• Making legal technology a practice area not a cost centre (18 March)
www.legaltechnology.com/latest-news/guest-comment-making-legal-technology-a-practice-not-a-cost-center

• Are UK law firms imprisoned by data security fears (12 March)
www.legaltechnology.com/latest-news/comment-are-uk-law-firms-imprisoned-by-data-security

• Withers social media marketing event (3 March)
www.legaltechnology.com/events/withers-double-win-a-cracking-demonstration-of-superb-law-firm-marketing-and-a-tour-de-force-on-legal-pitfalls-in-social-media

• And catch-up with all the latest Legal Industry Video Awards entries
www.legaltechnology.com/category/video-awards-2014

Latest eDisclosure Systems Buyers Guide out now

The second edition of the *eDisclosure Systems Buyers Guide* (2014 edition) from Andrew Haslam of Allvision Computing and Legal IT Insider is out now. As well as updated sections on what eDisclosure is all about and how best to procure litigation support systems, the Guide has details on more suppliers (up from 46 to 73) plus many more software products.

Andrew Haslam comments "Like last year, the first part comprises detailed information on the litigation support marketplace, including a set of procurement requirements readers can cut and paste into their own documents. The second half is provided by vendors and details both their capabilities and that of the software they offer."

The Guide's target audience are end-users of systems including lawyers, barristers, inhouse counsel and IT departments. The Guide doesn't purport to identify the 'best' software or supplier in the market but instead aims to supply information to allow users to arrive at an informed shortlist of potential vendors, with a procurement exercise being the next logical step.

The 343 page guide is free, contains no advertising and is available as 10Gb PDF download at **http://cloudbox.legaltechnology.com/ eDisclosureSystemsBuyersGuide2014v2_0.pdf**

10 years ago today

In March 2004 we ran a story on the results of a survey of law firm IT directors and how they viewed working with solicitors. The survey found that IT directors' biggest complaints about lawyers were "their general ignorance of all matters technical and managerial" and their "arrogant, egotistical attitude." Concern was also expressed that lawyers had "poor management skills, lacked vision and commercial awareness, and wanted results from IT but were not prepared to spend any time trying to understand IT." *Plus ca change*.