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LSSA says Law Society IT scheme not in best interests of lawyers

The ongoing row between the Legal Software Suppliers Association (LSSA) and The Law Society of England & Wales over the Law Society's proposed Preferred IT supplier scheme has taken a turn for the worst with LSSA sending an open letter to the Law Society saying the scheme "is not in the best interests of the legal profession". In addition, LSSA member companies (and a number of non LSSA legal IT vendors, including Peppermint Technology) have said they will not take part in the tendering process.

LSSA say the reasons they have adopted this stance are...

- The proposed process is not transparent with insufficient clarity in the documents about the selection criteria, costs, and process for phase two. Similarly the process is being run on too tight a timetable to give potential suppliers the time to give the PQQ the attention it deserves.
- The existing proposal appears not to take into account the huge variation of professional needs reflecting different areas of law, size of firms, degrees of IT maturity and commercial models.
- There can be no one size fits all solution, every firm has unique requirements.
- The current proposal is inappropriate due to it being an anti-competitive intrusion into a vibrant and competitive market:
 - potentially not compliant with SRA rules requiring firms to operate in appropriate and effective ways for the benefit of their clients,

- misleading in that Practice and Case management software is not a simple commodity similar to those supplied by existing Law Society commercial partners,
- likely to lead to a reduction in the range of available products for Law Society members and inhibit new entrants to the legal software market,
- unfair to smaller suppliers who may not be able to afford to take part – all the indicators suggest the key criteria for Chancery Lane is who will bid the highest amount to secure the deal,
- based on the selection of a Preferred Supplier by means of competitive tendering, a proposition deemed as unacceptable by the Law Society in relation to Legal Aid.

LSSA chief executive Roger Hancock added "Whilst LSSA considers the existing proposal unacceptable and impractical we are very keen to co-operate and collaborate with The Law Society in providing positive guidance to meet the IT needs of the members."

UPDATE: LSSA has not received any response to its open letter but the Law Society has extended its deadline for applications by one month to 7 May. A major IT vendor also said if the Law Society was to appoint a monopolistic preferred supplier, it would commence legal proceedings for judicial review and/or under UK/EU competition law.

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Google Glass Action

Over the past couple of years, a number of law firms have experimented with providing personal injury clients with iPads to help them chronicle their experiences and keep in touch with the progress of their claims. Now Fennemore Craig in Phoenix has taken the use of technology one stage further and is running a *Glass Action* pilot that involves loaning Google Glass devices to clients.

Attorney Marc Lamber says the firm has only just scratched the surface of what Glass can do and is also experimenting with using them in mock trials to see which parts of the evidence grab the jurors' attention. www.fclaw.com

Tom O'Sullivan was the CEO. Then, in July 2013, it was announced that Greg Silich had joined the company as CEO and O'Sullivan was moving onto the role of president.

Nine months later, in April 2014, the Microsystems' board of directors named Christopher Junker as Chief Executive Officer, "effective immediately." Junker was most recently president & CEO of cloud content management firm SpringCM. Before that he was the CEO at Fios Inc, since acquired by the ediscovery group DTI. He has also held business development and sales roles at Interwoven, iManage and Wang. As for Greg Silich, he has been the CEO of QUEsocial in Chicago since January 2014 and his LinkedIn profile doesn't even mention Microsystems.

Now xit2 exits DIIG

The UK property risk management data network **xit2** has been bought by the information management business **EDM Group**, which operates in both the UK and US. xit2 was previously part of the **Decision Insight Information Group** and was the only part of DIIG's property and conveyancing search services portfolio to be retained after the other businesses (including SearchFlow and the old NLIS Hub) were sold to the **Daily Mail Group** in October 2013.

The DIIG businesses were originally all part of the old **MacDonald Dettweiler & Associates** property search and information services empire MDA built up over a decade before selling them to **TPG Capital** (the parent of DIIG) for \$850 million in November 2010.

Third time lucky?

Microsystems has just named its third CEO in the space of 18 months. Here's the timeline: In October 2012, the US private equity group Concentric Equity Partners made an investment in Microsystems. At the time, company co-founder

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3 – UK WINS & DEALS



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

UK WINS It has been a good month for UK time capture specialist **Rekoop**. Following on from last month's win at Harbottle & Lewis, the company has signed up two more top 200 firms: **Bevan Brittan** and **Michelmores**. Both firms are 200+ user sites and run **Lexis Axxia** PMS software. Michelmores also evaluated Intapp and Tikit Carpe Diem before selecting Rekoop.

LexisNexis Enterprise Solutions is also on a roll with two more sign-ups for its new **LexisOne**, Microsoft Dynamics AX-powered PMS. The firms are insolvency specialist **Moon Beaver**, who will also be integrating its Lexis Visualfiles case management software with LexisOne, and new commercial law startup **Carbon Law Partners**. UK and European patent and trademark attorneys **Forresters** has also turned to LexisNexis, selecting **Lexis InterAction** as its new CRM platform.

The **ALB** product from **Advanced Legal** is carving out a useful niche for itself as the go-to supplier for SME firms that have merged and are looking for a solution to replace disparate legacy systems. The latest deal is with **Spire Solicitors LLP**, which has now emerged as one of the largest regional firms in Norfolk, with 130 staff in eight offices, following the merger of **Greenland Houchen Pomeroy** with **Hood Vores & Allwood** and **Overbury Steward Easton & Woolsey**.

Manchester-based **Gorvins** has implemented a **Proclaim** case and practice management system from **Eclipse Legal Systems**, along with Proclaim matter inception and CRM. The Proclaim software will replace the firm's incumbent Lexis Axxia and Visualfiles systems.

The inhouse legal services team at **Surrey County Council** has been working with **Norwel Computer Services** on a costs savings initiative to create a "paper-light, hot desking office." The council, which already used Norwel for time recording, is now running Norwel Prescient+ to

create an all-electronic document environment, including a library of letter templates and precedents plus court bundle collation.

The newly rebranded **Converge TS** won two deals this month: providing a full hosted desktop service to **Myers Solicitors** and delivering a hybrid cloud and fully managed service to Manchester firm **JMW**.

Mimecast continues to sweep all before it and has just released the names of 14 new UK law firm wins including **Clifford Chance**, **Norton Rose Fulbright**, **Clyde & Co**, **Wragge & Co**, **Thrings**, **Veale Wasbrough Vizards**, **Withy King**, **Simpson Millar**, **Howes Percival**, **Roythornes** and **Knights**.

WINS & DEALS CONTINUED ON PAGE 5



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APAC WINS Thomson Reuters Elite's Envision practice management system has secured its first win and go-live in China with mid-sized Hong Kong firm **Howse Williams Bowers**. The firm's CFO **Kien Ng** said prior to establishing Howse Williams Bowers, its partners had used Elite Enterprise at their previous firm and wanted a system that could deliver the same level of functionality but was also better scaled to meet mid-market needs.

Melbourne, Victoria-based **Hall & Wilcox** has selected the contentCrawler and cleanDocs applications from **DocsCorp** to support its document production operations.

The South Korean life sciences company **KAEL-GemVax** (which includes the Norwegian cancer vaccine business GemVax) is using **CPA Global** to manage its expanding IP portfolio, including the renewal of existing patents.

Queensland law firm **McCarthy Durie** says following the rollout of its new **Lexis Affinity** practice management system, which includes integration with **Canon uniFLOW** multifunction devices (MFDs) and scanning software, it expects to save about 1000 man-hours a year on scanning. The integration was handled by **BBC Digital**.

www.bbcdigital.com.au

EMEA WINS The Spanish and international law firm **Garrigues** is to roll out **Workshare** to over 2000 staff to provide a secure platform on which to compare, share and collaborate on documents without the risk of inadvertently exposing sensitive information, including metadata. Garrigues IT director **Cesar Mejias** said having reviewed several applications, the firm selected Workshare to tackle the security issues posed by clients using insecure consumer-grade file sharing applications (*such as DropBox ..Ed*) to share large files with attorneys. Another reason for selecting Workshare was its ability to integrate with the firm's HP Autonomy Worksite DMS.

More European firms have moved to **DocsCorp** cleanDocs including **Hengeler Mueller** in Germany, **VdA** in Portugal, **Gronberg Advokatbyrå AB** in Stockholm and **Pavesio E Associati** in Italy. In Ireland **Dillon Eustace** and **LK Shields** have added more DocsCorp licenses.

Dittmar & Indrenius Attorneys in Helsinki and **DLA Nordics** have both selected compareDocs & cleanDocs, whilst **CMS von Erlach Henrici** in Switzerland has gone with compareDocs.

Belgian law firm **Liedekerke** is to roll out **Lexis InterAction** from LexisNexis Enterprise Solutions as its CRM platform in its Brussels and London offices.

EDISCOVERY WINS AmLaw 100 firm **Blank Rome** has signed a multiyear agreement to use **DTI** as its provider of managed litigation support services. And **Patterson Belknap Webb & Tyler** has signed a deal with **Iris Data Services** for managed ediscovery and hosted document review services.

WINS & DEALS CONTINUED ON PAGE 7

Better together

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

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

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

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

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Intapp Time has been adopted by 63% of the Global 200⁽¹⁾ and 71% of firms with 150 or more lawyers⁽²⁾. And with incentives in place for firms looking for a more modern solution, there's never been a better day to seize better time management software.

Learn more at: www.Intapp.com/Time



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

2 — Source: International Legal Technology Association (ILTA)

7 – MORE UK + DIGITAL DICTATION WINS & DEALS

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WINS & DEALS CONTINUED FROM PAGE 5

Paul Hoffbrand's **Hoffbrand Consulting** has completed an application review for **Reynolds Porter Chamberlain** on whether the firm should either retain or replace its existing document review software. The conclusion was RPC should keep its current system for the time being. There is a full case study on the project at www.legaltechnology.com/category/case-studies

Patent and trademark attorneys **Abel & Imray** has selected **Trinogy Systems** to implement an **HP iManage DMS** and associated Trinogy tools for an **Inprotech** practice management system.

Merseyside-based **Maxwell Hodge** has achieved Law Society Lexcel quality standards accreditation with the assistance of **Invu**, who implement a document tracking and management system to backup the 11,000+ wills stored in the firm's vaults www.invu.net

Curry Popeck and **Harcus Sinclair** have rolled out pdfDocs from **DocsCorp**, while **Travers Smith, Lee & Thompson LLP**, **Hickman & Rose**, **Hill Hofstetter**, **Field Seymour Parkes** and **Beeston Shenton Solicitors** have selected compareDocs for document comparison. **Shearman & Sterling** in London have chosen pdfDocs due to its binder functionality and **Wedlake Bell**, who already had compareDocs and pdfDocs, added contentCrawler to ensure image based PDFs were searchable. Other recent DocsCorp wins include **Wilsons Solicitors LLP**, **Flint Bishop**, patent attorneys **Mathisen & Macara**, and, via channel partner **Phoenix Business Solutions**, **Taylor Wessing**.

Three West Yorkshire firms – **Clarion**, **Jordans** and **Switalskis Solicitors** – have implemented the costs budgeting system from **Omnia Legal Software** to help meet the *Jackson* costs management rules. Omnia is designed to integrate with firms existing accounts and case management systems. www.omniasoftware.co.uk

Proximity Communications has implemented a **ShoreTel** unified communications platform at **SGH Martineau**. In a competitive tender to replace legacy Nortel kit, the firm also considered Avaya and Mitel, as well as ShoreTel. www.proximitycomms.com

Mastek has won a contract to work alongside the **Home Office Immigration Platform Technologies** team to develop and test a Shared Service Bus to support communication between various immigration and enforcement systems. Mastek has also won a contract to help create a Common Data Platform. www.mastek.com

Capital Capture has worked with patent and trademark attorneys **Page White & Farrer** to streamline invoice administration by upgrading the firm's scanning technology and integrating it with an **Open Text** eDocs DMS.

Chrome River has been selected by **Nabarro LLP** to automate the firm's expense reporting and invoice processing.

In a deal that includes a rollout of Workspace Assist, accountants **Chantrey Vellacott** picked **Phoenix Business Solutions** to enhance and support its HP Autonomy WorkSite environment.

Unitrends has supplied Nottingham law firm **Rothera Dowson** with a new data backup and recovery solution. A full case study is available at www.legaltechnology.com/category/case-studies

DDS WINS The **South West London Law Centres** group, which currently handles 3000 cases at any one time across four offices, reports "a marked improvement in efficiency" since ditching analogue tape for cloud-based **Lexacom 3** digital dictation software and Olympus hardware. www.lexacom.co.uk

NHS Wales Legal & Risk Services, which provides legal services to NHS trusts and health boards in Wales, has recently extended its investment in **BigHand** software by adding speech recognition to its existing digital dictation system. NHS Wales Legal business manager Ruth Baillie says since rolling out speech recognition to 49 staff, the average turnaround time for legal documents has decreased from 38 to 27 hours.

Two top 200 law firms – **Rosenblatt** and **Keystone Law** – are now running **DictateNow** software for digital dictation and transcription work. The firms are also running DictateNow's iPhone and Blackberry apps for mobile working.

- DictateNow has just released an Android app. www.dictatenow.com



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Reporting for decision making - from information to insight

Guest comment by Chris Bull, Kingsmead Square + Simon Ryan, Logi Analytics

The challenge to remain profitable across all practice areas, despite increasing competition and tighter margins, is being tackled today by many managing partners. In a world where change has sometimes been viewed with suspicion and apprehension, law firms are now facing a real sea change and many partnerships are beginning to operate and perform similarly to companies in the private sector. Foremost amongst these corporate methods and standards is the push for better information on what is happening throughout the practice to enable the right strategic business decisions to be made.

Historically, due to the way law firms operate and remunerate partners, it appeared that 80 percent of available time and effort went into understanding how individuals performed and how profits should be allocated – and only 20 percent was spent on understanding how the profit was achieved and how it could be grown. Placing more emphasis on understanding where profit has come from, and where it can be increased, can give a real boost to the bottom line.

There has been a massive explosion in the amount of data produced every day in law practices, as in every other type of business, and those firms that grasp the opportunity to interpret and understand this data have the potential to make genuine and sustainable improvements in business performance.

But deciding how to deliver up this intelligence can be a minefield. Traditional business intelligence systems are notoriously expensive and inflexible, a more cost-effective solution would be one which allows you to quickly build and deploy custom applications without any hard coding. The ideal analytics system is easy to deploy, has a robust application development platform and straightforward

architecture and can bring real benefits to understanding and interpreting data – subsequently aiding key decision making.

The introduction of agile business intelligence into law firms is starting to create real insight into parts of the practice that firm leadership often didn't previously know enough about. Agility and speed in searching and understanding information is something we have all come to expect in our daily lives. We need to be able to do this within the practice, to dig deep into data and gain intelligence as a result.

Interrogating data to understand how profitable an area of practice is, comparing it to the previous year and mapping it against resources gives us the ability to achieve sustainable improvement in business performance. Some firms are beginning to leverage the benefits of this inside the business; the power of data-driven insights. Embedding analytics into your applications will transform the flexibility and proficiency of your reporting and analysis capabilities. But this is not first and foremost a technology issue; it is an evolution in the core philosophy of the firm and then using information to provide insight into how the business is performing. For law firms some of the key elements of this emerging information to insight model are:

- An appetite and demand for understanding how the practice is performing and then acting on that knowledge
- A shift in emphasis from focusing on individual performance of partners and fee earners, toward a broader set of business perspectives – by client, area of practice or geography
- Adding value to reported information through automated embedded analytics
- Challenging the traditional assumption that profit and career-progression based incentives will drive the right decisions from autonomous professionals

The need for information may well be driven by the managing partner, but practice group heads, office and country managers are all now beginning to act more like the managing director of a corporate business unit and need the right information to make informed decisions.

...Continued on page 11

New Business Intake is Too...

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

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

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

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

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Guest Comment *continued from page 9...*

Presenting real-time data, from what are frequently disparate systems, to decision makers in an accessible dashboard format and delivered to any mobile device, means we can really start to understand where the opportunities to increase profitability exist, and act on them to maximise impact.

The more we understand our complex business, the better we are able to manage it and make decisions to improve performance and profitability, prioritise investment, attract clients and staff and ultimately gain competitive advantage.

www.kingsmeadsquare.com/site/people/profile/chris.bull + www.logianalytics.com

Quote, Unquote

KM equals Hells Kitchen? "Knowledge management is like running a kitchen. It doesn't matter how much you spend on technology, if you can't cook and don't get the recipe right, the meal will be a mess." ...*KM consultant Gina Jennings of www.outercircle.eu*

On the Web - Editor's Pick

- Does the LegalZoom case show "New Law" in the US is still in the 20th century (23 April)
www.legaltechnology.com/latest-news/american-legal-it-news/comment-the-south-carolina-legalzoom-case-newlaw-in-the-us-still-in-the-20th-century
- US law firm & law school trends for 2014 & beyond (26 March)
www.legaltechnology.com/latest-news/trends-for-2014-and-beyond-us-law-firms-and-law-schools
- Ediscovery in Japan & South Korea (25 Feb)
www.legaltechnology.com/latest-news/guest-comment-2014-and-beyond-ediscovery-in-japan-south-korea
- And catch-up with all the latest Legal Industry Video Awards entries
www.legaltechnology.com/category/video-awards-2014

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Ten Years After...

So what was happening in April 2004? The then managing director of Tikit, David Lumsden, said outsourcing was now firmly on the law firm agenda. A decade later outsourcing continues to wax and wane in and out of favour.

ResSoft, subsequently acquired by Tikit, reported that fear, rather than the desire to make more money, was the primary driver for most law firm IT purchasing decisions.

Thompson Moore Associates, which began life in 1984 as a joint venture with a number of partners of Simmons & Simmons, decided call it a day and end-of-life its TMA SiMS practice management software.

And Solution 6 Holdings sold its CMS and Keystone PMS business to Francisco Partners for £14 million. The business would subsequently be rebranded as Aderant.

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More consolidation as Intapp buys The Frayman Group

This month saw a major consolidation within the law firms' risk management software arena with the acquisition of The Frayman Group (TFG) by arch-rivals Intapp. Intapp CEO John Hall says the deal "further extends the company's position as the leading provider of risk management software for the legal industry, offering broadly adopted products that streamline new business intake, conflicts management, information security and professional compliance."

TFG will continue to operate as a subsidiary of Intapp. In this capacity it will deliver support to organisations that have licensed TFG products for managing new business intake and workflow (Compliguard Flow), client conflicts (Compliguard Analyze) and ethical walls (Compliguard Protect).

As an OpenText development and services partner, TFG will also continue to support organisations with valid support contracts for LegalKEY, an OpenText software product launched in 1994 that is used for conflicts and records management.

As part of the acquisition deal, Intapp takes ownership of all TFG intellectual property, including patents and software assets, and will incorporate elements of this technology into

Intapp business intake, workflow, conflicts management and other products.

Yuri Frayman, the departing founder, president and CEO of The Frayman Group added "As I turn to pursue opportunities outside the legal industry, I see a bright future ahead, both for my customers and the industry as a whole, under Intapp's leadership. Yuri Frayman first appeared on the legal industry radar in 1994 as the founder and CEO of LegalKEY Technologies. The LegalKEY conflicts and records management business was acquired by Hummingbird in 2003, with Frayman being appointed senior vice president, a role he held until late 2006 when OpenText acquired Hummingbird. The following year he formed TFG.

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