# legalil insider

Legal IT's leading news resource

## Better together say Aderant after Redwood deal

After six years of wondering what to do with the business intelligence company (although the loss of Redwood founder and product evangelist Norm Mullock, who joined Intapp in 2010, was seen by most people as a crucial blow) LexisNexis has sold Redwood Analytics to Aderant.

We asked Mike Barry, the Senior VP of R&D at Aderant, what this meant for the business and how the acquisition fitted in with Aderant's own ClearView BI product. Barry said both products had their unique functionality and the acquisition would follow Aderant's "better together" strategy, with both products being taken forward in the future. "There will be no end-of-lifing," he added, but there would be some crossover in functionality.

"We believe BI is becoming a need-to-have rather than a nice-to-have technology and, despite little investment in recent years, Redwood still has a great reputation." Barry went on to say users could expect some roadmap announcements very soon, including a possible return to the publication of aggregated data on law firm financial benchmark metrics, or "tribal knowledge" which were such a popular feature of the original Redwood product offering.

LexisNexis Business of Law Software Solutions division VP & General Manager Mike Lipps said "This deal underscores a renewed focus on our core offerings where we have a market leading position. It's important to note we remain committed to our portfolio of legal IT products and will continue to develop world-class software."

### Wedlakes to swap out Elite for Lexis

Following last month's deal at Moon Beever, Lexis Nexis Enterprise Solutions has secured another UK win for its new LexisOne practice management system. The latest deal is at London top 100 firm Wedlake Bell, who will be swapping out Elite Envision (previously Pilgrim LawSoft) in favour of Lexis. It will also be interesting to see what happens on the case/matter management front as Wedlakes currently run Elite Mattersphere whereas Lexis has its own rival and recently re-energised Visualfiles offerings.

### **Brands reunited**

Now an answer to a question we keep being asked, namely what's the proper name for that HP/ Autonomy/iManage/Interwoven/WorkSite DMS thingy? According to head of ECM Strategy & Solutions Dan Carmel, the business division is called HP Autonomy but the DMS product is HP WorkSite. As for iManage, that name is history.

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## Workshare takes out \$8.4m loan

Earlier this month Workshare announced it had secured an \$8.4 million credit facility with the Technology Finance Division of Wells Fargo Bank. This augments the company's \$33.8 million in funding raised from Business Growth Fund and Scottish Equity Partners in September 2012, which was closely followed by the company's mergers with SkyDox and IdeaPlane. Workshare will use the facility to accelerate the development of its product offerings for cloud, desktop and mobile. Workshare said it went the line of credit route because it wanted cash to expand its customer support mechanisms but didn't want to dilute the options owned by stakeholders in the company. Workshare can draw on the money as it sees fit and will pay it back over a 4-year period.

# Irish (legal) eyes aren't smiling

Keyhouse, the Irish legal systems vendor, has conducted a survey on the views of Irish law firms and the results aren't pretty.

When asked what were the opportunities for Irish lawyers in 2014/15: 37% said property/conveyancing work, 36% said insolvency/debt recovery work and 18% said "don't know". When asked how their firms had changed in the last 3 years in terms of revenue streams: 59% said revenue/margins were down and a further 15% said they were down but starting to rise again. Only 8% said there had been no change and just 7% reported an increase in workload, while 11% reported they had been cutting costs.

Turning to technology: 72% of firms said they had not invested in technology in the last 5 years, with cost being the main reason, and 50% said their practice management systems were more than 10 years old.

## **Skype for Wills**

-Online Payments

UK law firm Moore Blatch has launched a new will writing service that operates over Skype. Clients, wanting a new will or to revise an existing one, now have the option of either visiting the firm for a traditional meeting or conducting the entire process digitally. This includes a consultation via Skype, which the firm says follows its code of practice that in the vast majority of cases it should see clients face-to-face, and can even include the final versions of the will being sent by email, for the client to print out and execute (following the guidance notes supplied) before returning the originals to Moore Blatch to check and store.



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

**UK WINS** UK top 200 firm **EMW Law LLP** has selected MatterSphere from **Thomson Reuters Elite** for matter and document management. The firm previously ran EMIS IT Seneca for these tasks and still has an EMIS PMS, so it will be interesting to see if Elite expands its business at this firm.

Top 60 law firm **Keoghs** has rolled out **BigHand** to replace its existing Winscribe digital dictation platform. Programme manager Darrell Burnell said the firm was running a "very old version" of Winscribe which needed replacing, so decided to look at BigHand as well. In the comparison "BigHand won hands down." This latest deal means Winscribe now has just 7 firms in the Top 60, compared with 48 BigHand sites.

Following its recent acquisition of Preston law firm MWR Solicitors, **Walker Smith Way Legal** has replaced its legacy legal software and rolled out the full suite of SOS Connect software from **Solicitors Own Software**, including practice and case management, as well as CRM and marketing.

Watson Ramsbottom, which has four offices in the Blackburn/Accrington area, has become the 300th firm to invest in the ALB system from Advanced Legal. The deal includes conveyancing case management and Advanced's new workflow toolkit.

• Advanced Legal also reports that in the 12 months since it commenced its partnership with legal management solutions specialists **Exen**, 20 firms have implemented the Exen OverVu management information system.

**Tikit** has won HP WorkSite-related deals at **Irwin Mitchell** (more seats), **Simons Muirhead & Burton** (new rollout with DocAuto and Tikit Filenote) plus **Clyde & Co** and **Dentons** (both Prosperoware integrations). Tikit is also seeing the benefit of its relationship with BT, with joint Tikit + **BT Business Solutions** LAN and comms projects being commissioned by **CMS Cameron McKenna**,

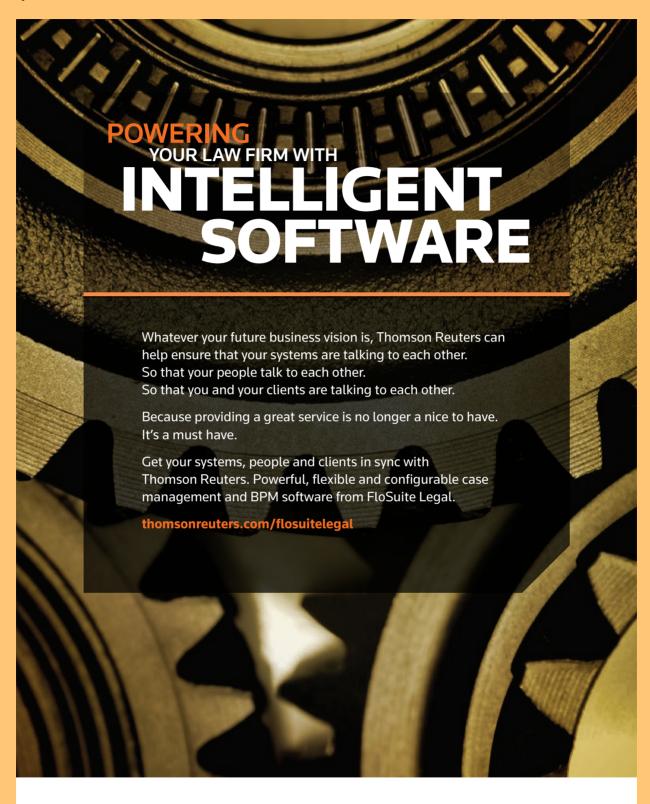
Reynolds Porter Chamberlain and Drummond Miller. Tikit Managed Services is now supplying 2nd line support to accountants Lewis Golden & Co, while Teacher Stern has Backup as a Service from Tikit, in conjunction with cloud backup and disaster recovery provider Databarracks.

Time capture specialist **Rekoop** has continued its run of success, with its fourth top tier win in a matter of weeks. Top 60 law firm **Gateley LLP** has completed a pilot phase ahead of a full rollout to 375 lawyers across its six English offices, integrating with its Elite Envision PMS.

Phoenix Business Solutions has sold more DocsCorp licences into Olswang, Trowers & Hamlin and Speechly Bircham.

#### WINS & DEALS CONTINUED ON PAGE 5





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**NORTH AMERICAN WINS** New York law firm **Rivkin Radler LLP** has implemented **Aderant** Expert as its new financial, time and practice management system. The firm had been a Rainmaker user for 25 years but after reviewing the alternative solutions available, decided to stay within the Aderant product family. The firm's executive director Paul Czeladnicki said staff were "especially thrilled" about some of Aderant's additional modules, including Expert Imaging and Found Time.

Hodgson Russ LLP, which has offices across the US and Canada, has rolled out Intapp Wall Builder to enhance its information security model and increase protection of sensitive client information. The firm's director of IT Kathy Krieger said "the combination of new HIPAA regulations, stronger client confidentiality mandates and repeated FBI warnings has dramatically increased the focus on law firm information security."

AmLaw 100 firm **Sutherland LLP** has embraced the *Big Data* concept and been working with data consultancy **Trovus** "to harness the power of data and analytics" to ensure there is a closer engagement between lawyers and the firm's business development and marketing team.

The Synaptec **LawBase** case and matter management system is continuing to make inroads into the Attorney General market with new wins in West Virginia, Kansas, Missouri, South Carolina, Tennessee, Wisconsin and Connecticut.

**Tikit** has secured two more wins for its Carpe Diem time recording system at **Goulston & Storrs** and **Goodwin Procter LLP**. Goulston is rolling out Carpe Diem Mobile plus the Tikit TMS template management system, while Goodwin Procter has swapped out its current Intapp time capture system in favour of Carpe Diem Enterprise and Mobile.

**Acrowire** has been hired by Carolinas' law firm **Smith Debnam** to develop a data integration strategy, that will bring together multiple systems into a comprehensive reporting, data analysis and business intelligence platform.

The **Aero Law Group** of Washington has deployed a **Zetta.net** DataProtect cloud backup solution to provide offsite server backup and

disaster recovery facilities to replace its legacy tape system. The firm says that as well as "lowering recovery time from hours to minutes," the new system has eliminated over six hours a month that were spent on manual backup tasks.

Recent DocsCorp wins include McKenzie Lake Lawyers and Carrel & Partners in Ontario, Becker & Poliakoff, Sedgwick LLP, Loeb Block & Partners, Duval & Stanchefield, Jacoby Donner, Christopoulos Law Group, Sobeys and the New York office of Freshfields Bruckhaus Deringer.

Traveling Coaches wins this month for the OnGuard Security Awareness Program include Perkins Coie, Sullivan & Worcester, Goodell DeVries and Vorys Sater Seymour & Pease.

#### WINS & DEALS CONTINUED ON PAGE 7



## Seize Better Time Entry Today



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.

Available as an integrated suite or as individual components, Intapp Time offers unique features designed to delight lawyers, finance and firm management. For example, only Intapp enables lawyers to validate entries against e-billing guidelines and other compliance rules as they enter time (or when they release it), so they can fix errors instantly.

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

Enabling easy lawyer adoption and access, Intapp offers native time entry on all major mobile platforms, and key capabilities like offline mode with full client matter data storage and validation.

Intapp Time has been adopted by 63% of the Global  $200^{(1)}$  and 71% of firms with 150 or more lawyers<sup>(2)</sup>. 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)

#### C-Track in the court

Thomson Reuters has pulled off a neat double, selling its C-Track court case management and electronic filing system into both the Royal Courts of Justice in London and into the Illinois Supreme Court and the five Illinois appellate courts. The RCJ deal was negotiated with HM Courts & Tribunals Services and will initially be deployed across the jurisdictions within the Rolls Building, while the Illinois deal includes C-Track e-filng, document management, public access and the AppellateCMS appellate court case management system.

www.thomsonreuters.com/c-track-court-case-management

#### WINS & DEALS CONTINUED FROM PAGE 5

The **Capquest Group** has contracted with **Linetime** for its DebtimeSQL debt litigation system. As part of Capquest's Project Columbus IT infrastructure refresh, Linetime will also be implementing its interface to the Northampton bulk issuing centre along with integration to an electronic content management and postcode lookup software.

Bar Squared reports that its LEX software for barristers chambers is continuing to win more sites from Advanced Meridian, with the latest swapouts including Matrix Chambers, Five Paper Buildings, 33 Chancery Lane, and Farrars Building in London, plus Chavasse Court and Oriel Chambers in Liverpool, Guildford Chambers, Trinity Chambers in Chelsmford and Walnut House in Exeter.

**TLT Solicitors** is now using an Appoint online recruitment portal, developed by **Networx Innovate Recruitment**, to provide a better online platform for recruitment campaigns, candidate referrals and jobseekers.

#### www.networxrecruitment.com

Following the lead of Guildford and Surrey County Council, five borough councils in Surrey begun a joint procurement of Egress Switch email and file encryption software from Egress Software Technologies.

**Kennedys Law LLP** has selected Nikec Binder from **Nikec Solutions** to provide a way of cutting print costs, paper storage overheads and achieving the firm's "strategic goal of a 100% electronic matter file environment." **EMEA WINS** Irish law firm Whitney Moore has implemented Keyhouse document and case management. The firm migrated to Keyhouse in 2007 when it swapped out its Axxia accounts system. In another swapout, Dublin commercial firm Lyons Kenny has replaced its CORTBase system with Keyhouse case management.

One of the largest law firms in Belgium – Claeys & Engels – have rolled out BigHand digital dictation software. The implementation includes support for mobile working via SmartPhones and the new BigHand Go app for the iPad. ICT manager Genkis Gurlek said the firm was also looking at BigHand's speech recognition module.

**APAC WINS** Two firms in Western Australia have recently purchased solutions from **DocsCorp** via local reesller partner **Office Informations Systems. Solomon Bothers** purchased contentCrawler while **Allion Legal** went with compareDocs and pdfDocs.



## 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.

In the past year, over 30 firms (with as few as 70 and as many as 4200 lawyers) have chosen to adopt the product.

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# Law firm mergers: who are the vendor winners & losers?

The first few months of 2014 have seen some major mergers announced among the UK's top 100 law firms but what is the likely impact upon the firms' incumbent IT suppliers? Although we are all familiar with the "after a thorough evaluation we have decided to go with Supplier X rather than Supplier Y" announcements, the reality in most merged firms is the loser is the system with the least number of seats. Why? Because it is the cheaper option when it comes to replacement and buying additional software licences and training.

Of the deals we have seen so far, the biggest (which took place on 1st May) is **CMS** + **Dundas & Wilson**. Both firms are already running Elite practice management, so no change there. CMS also runs Elite ContactManager as its CRM platform, whereas Dundas has an unspecified Microsoft Dynamics system which is likely to go. CMS is also one of the largest Winscribe digital dictation sites in the UK whereas Dundas currently has no DDS. The one significant swapout looks like being on the DMS front, where CMS is running HP iManage whereas Dundas has OpenText. We predict a quick OpenText exit.

Another big merger has been that of Wragge & Co + Lawrence Graham. This too looks to hold no surprises on the IT front, with both firms already running HP iManage + InterAction CRM + BigHand. The one swapout will be with PMS software, where the larger Wragges is running Aderant Expert, whereas LG has the distinctly legacy Tikit Firmware system. Goodbye Tikit then.

The recent **Gordon Dadds** takeover of the rump of the failed **Davenport Lyons** practice is more unusual for while Davenport was running Elite Envision and InterAction, Dadds is a Timeslice site and likely to remain that way. Travers Smith remains Timeslice's flagship site.

Looking to the future, the next big merger, scheduled to come into effect on 1st July, is **Blake Lapthorn + Morgan Cole**. Although both firms run iManage and InterAction, there is an almost equal split on the DDS side: Blakes, with 230 lawyers runs BigHand, whereas Morgan Cole (170 lawyers) has Winscribe. However the fireworks could be

over the choice of PMS. Until recently Blakes was the Advanced/Videss flagship site but last year the firm signed up for the full Peppermint Technology platform. Morgan Cole meanwhile is still on Miles 33, which definitely falls into the legacy systems category, in fact Morgan Cole is the last remaining Miles site in the top 100. But, and here comes the catch, Blakes has still to fully implement Peppermint whereas Morgan Cole is an enthusiastic user of Elite Mattersphere for case and matter management. We expect to see Elite in there pitching hard for the PMS business.

One other merger on the horizon is that of **Speechly Bircham + Charles Russell**. Both firms run BigHand and InterAction, so no surprises there however Speechly has Aderant Expert and HP iManage, while Charles Russell runs Elite and Open Text. An added complication here is while Speechly is the suitor who instigated the merger talks, Charles Russell is the larger firm in terms of user numbers, so we expect to see Aderant and Elite sending in their top sales people here too.

# Law school law firm invest in legal IT

In one of the most unusual deals we've seen recently, Sheffield Hallam University's Department of Law & Criminology has purchased a legal IT system for its students, who run their own law firm, known as the Law Clinic. Authorised and regulated by the SRA, Law Clinic students work under supervision on a range of personal injury, housing, holiday, consumer and small clams cases on a pro bono basis. The "firm" has now purchased SOS Connect from Solicitors Own Software to handle time recording, workflow, document and email management.

## Quote, Unquote

When asked recently how smaller businesses can grow their social media presence, the American technology and internet evangelist **Guy Kawasaki** said "The best practice is to curate valuable content. This means content that inspires, amuses, informs or assists people. Other than cheating by buying followers, it's the only way to do this."

### Ciao Huron, Russell back with Ascertus

Just under two years after his company Ascertus was purchased by the Huron Consulting Group in June 2012, during which time he also headed up the Huron Legal Technologies division in the UK, Roy Russell and his commercial partner Jon Wainwright have bought back the Ascertus business from Huron, including all client contracts, and are formally relaunching and rebranding the company in June.

Russell said that while he enjoyed his time with Huron, senior management changes at the US headquarters saw a change of strategy within the group, including a shift away from the broader legal IT field and an increased focus on the US/domestic ediscovery market. "We could see opportunities in the legal market and rather than risk not having the resources to service them, we negotiated an amicable buy-back from Huron."

The buy-back included a transfer of all employees and the new Ascertus already has a staff of 14, including new recruit Adam Wiles (previously with Autonomy and Phoenix) joining the company on the sales side.

The product portfolio comprises the HP iManage DMS and related products like KwikTag, plus inhouse legal department-specific systems, including Tymetrix, Datacert and Mitratech. With this portfolio, the primary focus of Ascertus will remain its traditional inhouse legal/corporate law department market but Russell says the company is also looking at the law firms sector and believes there are opportunities for Ascertus to differentiate itself from vendors such as Tikit and Phoenix.

Building on experiences with Ascertus customers Macmillan Publishing and the John Lewis Partnership, Russell is looking at the delivery of iManage document management as a hosted cloud solution for law firms wanting an alternative to an installed DMS. www.ascertus.com

**COMMENT:** Roy Russell is not the only person to have had a revolving doors experience at Huron. In 2011, the group purchased both Alan Hodgart's H4 Partners management consultancy and Nigel Murray's Trilantic ediscovery business. Hodgart subsequently left Huron to return to independent consultancy and, since then, Huron

has closed down both its law firm and inhouse law department consultancy operations in the UK. Murray left Huron last year and returned from gardening leave this spring as an ediscovery and data privacy consultant. On the plus side Jonathan Maas, one of the best known (and tallest) faces in the UK edisclosure world has joined Huron Legal as a senior director at its London office.

# Legal proofreading turns competitive

London-based start-up **XRef** has gone public with the identity of the first law firm to buy its legal document proofreading application. (*See Insider 268 for first report – it was founded by former Linklaters lawyer Travis Leon.*) The firm is Cooper Grace Ward in Brisbane (Australia) where the firm's precedent manager Susan Bryant said the software "exceeded her expectations in its ability to automate the proofreading process." The Insider understands one other Australian firm has also bought the system and a UK Top 50 is expected to place an order shortly. The software is also currently on a pilot with a Magic Circle firm.

Today, XRef's main competitors are **Drafting Assistant** (a veteran application previously known as DealProof) from Thomson Reuters and **Microsystems LegalEye**, which is now sold in the UK by LexisNexis as part of its **Lexis Draft** suite of applications.

XRef, not surprisingly, is confident its software surpasses both Drafting Assistant and Lexis Draft in terms of functionality, eases of use and relevance to its target audience of lawyers (rather than PSLs) however this summer will see more competition arriving on the scene as another start-up – **Scribestar** – launches its system.

Scribestar describes itself as a "provider of cloud-based editing and review applications for legal documents entailing multiple reviewers, initially aimed at lawyers working with capital markets transactions." The company recently concluded a finance round that raised £2.85m (\$4.8m) bringing the total raised by the company since 2010 to £7m (\$11.8m). Former LexisNexis CEO Andrew Prozes has now joined the company as executive chairman.

www.xrefonline.com + www.scribestar.com

## 125 Years After...

So what was happening in May 1889? 1889! Yes, this month sees the 125th anniversary of the birth of Thomas Midgley Jnr, the American engineer and chemist who, despite always having the best intentions, unwittingly unleashed two major health hazards on an unsuspecting world.

In 1921 he discovered that adding "lead" to petrol could prevent "knocking" in internal combustion engines. Midgley himself subsequently suffered severe lead poisoning however this did not deter the motor industry from shifting to leaded petrol. A few years later, Midgley headed the team that developed Freon and other CFC gases as refrigerants and aerosol propellants.

Having contributed lead pollution and ozone depletion to the atmosphere, in 1940 Midgley contracted polio and was left disabled. He therefore devised a system of ropes and pulleys to help others lift him from his bed. Unfortunately, one day he became entangled in his own ropes and died of strangulation.

#### On the Web - Editor's Pick

- The Elephant in the Room or the problem with law firm BI projects (21 May) www.legaltechnology.com/latest-news/americanlegal-it-news/comment-the-elephants-in-the-room-orthe-problem-with-law-firm-bi-projects
- The State of US Mobile Technology in the Legal Industry (9 May) + INFOGRAPHIC www.legaltechnology.com/latest-news/americanlegal-it-news/the-state-of-us-mobile-technology-inthe-legal-industry-in-one-infographic-2
- Big Data reveal Big Gender Gap in Big Law (6 May) + INFOGRAPHIC www.legaltechnology.com/latest-news/americanlegal-it-news/big-data-reveals-big-gender-inequalityin-big-law-infographic

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#### 12 – ALL CHANGE FOR WEBBER + DILBERT ON LEADERSHIP



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## All change for Webber: new brand + new partner

As the company approaches its 20th anniversary in the UK legal IT market, Dave Webber's Legato Computer Services Ltd has just rebranded and announced a new reseller partner.

Echoing the name of the company's Indigo Financial Centre flagship accounts and practice management system, Legato becomes Indigo Legal Systems. In addition, cloud workflow specialist Ochresoft (the company behind the Intelliworks system) has been appointed the exclusive reseller for the Indigo product range. From early 2015, this will include a new Indigo Case Centre case and document management system.

Ochresoft's Pauline Freegard describes the deal as a "win-win-win scenario... there are Indigo users looking for a good workflow solution and Intelliworks users wanting a capable back office." (Comment: We're not sure how well this new reseller relationship will be received by other PMS suppliers, as Ochresoft effectively loses its vendor neutrality and may be viewed as a Trojan horse for Indigo.)

As for Dave Webber, this is the latest development in a long career that once saw him described as "the Bill Gates of UK law office computing." His first system was TFB's old Senior Partner 2 package back in 1981, which later

became Avenue Legal's Solomon II. At their peak, over 750 firms were running Webber-designed Senior Partner and Solomon applications.

Webber subsequently formed Legato to focus on software R&D, launching the Paragon PMS which, in turn, was succeeded by Indigo. Legato's original reseller was Pericom however in June 2006 Pericom pulled out of legal and sold the business to FWBS. FWBS then became Legato's reseller, offering Paragon/Indigo to small-to-mid size law firms. But, in September 2011, FWBS was acquired by Thomson Reuters Elite and when Elite subsequently acquired Pilgrim as its mid-market offering, Legato was left out in the cold.

## legalii insider

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