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DX goes digital with eDX & Egress - a game changer?

DX Group this week announces the launch of eDX, a secure electronic document exchange service that will enable customers to securely share emails and files of any size and format.

DX has been in the legal market for 35 years and currently delivers over 170 million physical packages every year. Recognising the changes in the communications landscape, DX say the launch of eDX represents a game changing extension of the services to include all forms of information and data, regardless of whether it is physical or electronic.

Powered by the award-winning Egress Switch encryption platform, (the only UK Government certified email encryption product) eDX integrates with desktop, gateway and mobile applications (including Outlook) as well as law firms' own practice management and DMS systems, to make sharing electronic information securely as simple as sending a plain text email.

The service offers central management plus comprehensive auditing and reporting functionality, so users can track information leaving their organisations and comply with the SRA and DPA. In addition, real-time revocation means users can restrict access to already sent information.

In conjunction with the official launch, DX are offering existing customers a free eDX entitlement as part of their current subscription. Please contact your DX Account Manager or register for more information at www.thedx.co.uk/corporate/our-services/edx

Going global wins vendors deals

Two good examples of the benefits of vendors going global to mirror the globalisation of their law firm customers: On the back of projects carried out for Norton Rose Fulbright in Canada and South America, Phoenix Business Solutions has now sold its Importer and Exporter software plus HighQ Connect into NRF UK. And, having implemented Thomson Reuters Elite MatterSphere across the firm's Australian offices, Slater & Gordon is now rolling out MatterSphere as its matter management platform for 1250 users in the UK. The project includes swapping out Lexis Visualfiles at what used to be the Russell Jones & Walker practice.

Linetime Top 100 win

As part of a total IT refresh, UK Top 100 firm SGH Martineau has swapped out its Civica and Norwel case and practice management systems (a legacy of the SGH + Martineau merger in 2011) and replaced them with Linetime Liberate. Clearly independent thinkers at SGH Martineau for not opting for the Top 100 default setting of Elite.

• Wilkins Solicitors has also gone with Linetime.

In this issue...

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What next for Open Text BPS users?

When you look at our UK Top 200 infographic on page 10 of this issue, the system that jumps out of the crowd in the Top Tier case/workflow/BPM category is OpenText BPS, currently used by 38% of the UK's largest law firms (defined as those with turnovers in excess of £80 million).

But, what happens from next May when BPS (which began life as Metastorm eWork and is also known as OpenText MBPM) goes off support and starts slipping into end-of-life mode?

OpenText will be offering a replacement from its BPM Suite however this will not be a product with a legal market-specific pedigree. In fact given the raft of departures from OpenText UK in recent months, including Metastorm evangelist Jon Summers, and its shrinking legal DMS market share, it is unclear how much legal sector expertise the company still retains in the UK.

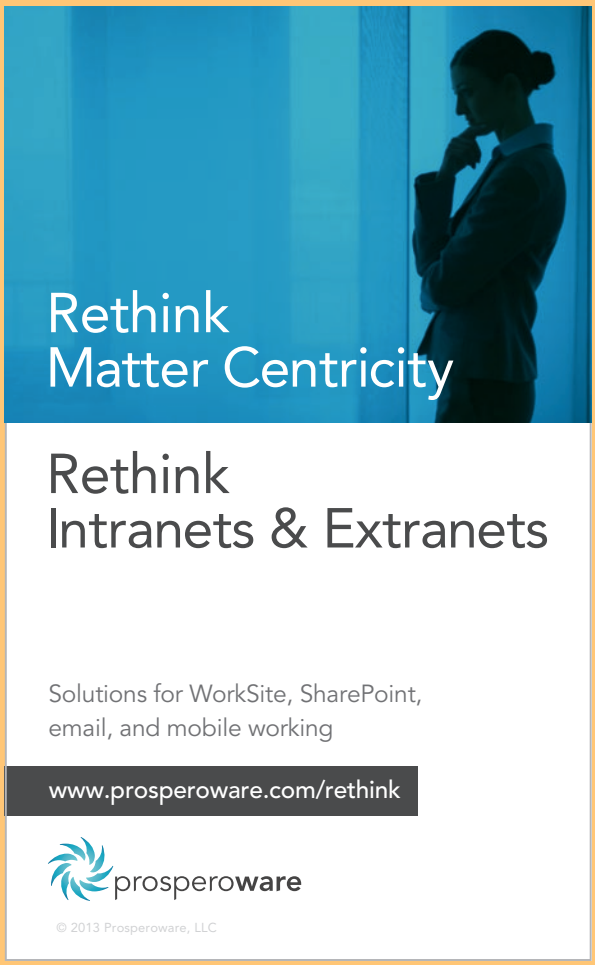
Thomson Reuters Elite is a potential player with MatterSphere and FloSuite although there is some confusion in the market' over the positioning of the two apparently competing products. To paraphrase Lady Bracknell in *The Importance of Being Earnest*: to have one workflow system may be regarded as good fortune, to have two looks like carelessness. (Make that three systems if you also include Envision.)

And, LexisNexis should also not be under-rated, not least as it is finally getting its legal software portfolio act together and starting to enjoy success with its new Lexis One system.

But, warming up off-stage, there is another contender, namely the Intapp Open system. Although currently pitched as a next generation new business intake application, it has a BPM/ workflow engine under the bonnet. Intapp has admitted to "ambitions" in this area and believes Open can deliver a solution that is less complex, has a better user interface and will be speedier to deploy, change and realise RoI on than any other offerings in the market. We expect to hear more announcements in the run-up to this year's ILTA.

Fresh on the Radar: Safe4

Although Safe4 Information Management has been operating in the secure document sharing sector for a number of years, it is now making a push into law firms with a number of legal-specific services. These include instant document delivery, virtual data rooms and online wills storage that all comply with the latest SRA guidance and ISO 20071 security standards. Safe4 is also working with XRef on a solution that will combine XRef's legal proofreading system with Safe4 services.
www.safe-4.co.uk



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

UK WINS Following an extensive pilot, **Eversheds** has teamed up with **BigHand** to roll out speech recognition technology to over 2000 lawyers. BigHand say this will be the single biggest ever legal sector speech recognition rollout.

• Southwest law firm **Beers LLP** has swapped out its Winscribe digital dictation system in favour of a BigHand DDS.

In what is described as a "six figure deal" leading Yorkshire practice **Chadwick Lawrence** has implemented a Proclaim PMS from **Eclipse Legal Systems**, along with Proclaim case management applications. Last time we looked at the firm, they were running a Legato Paragon PMS along with what is now Elite MatterSphere.

• In other Eclipse deals, Middlesex firm **Bird & Lovibond** is rolling out a suite Proclaim case and practice management software, as well as the new compliance and risk management system.

London firm **Bowling & Co** has signed a five year deal with **Advanced Legal** to implement ALB case and practice management software as a completely hosted solution.

Trinogy Systems, a new player in the HP WorkSite UK legal sector, have won deals to implement Worksite document management and associated Trinogy applications at trademark agents **Spoor & Fisher** and law firm **Fletcher Day**. www.trinogy.co.uk

MTA Solicitors has chosen MoJ portal integration software from **Zylpha** to transfer case management data to both the RTA and EL/PL claims portals.

In the wake of last month's merger with Dundas & Wilson, **CMS Cameron McKenna** has extended its **HotDocs** user licences to 1750.

Macfarlanes has deployed **Phoenix** Monitor to increase visibility into its WorkSite environment and **Nelsons Solicitors** has switched its WorkSite support to Phoenix from a competitor.

Brabners has signed up with **Tikit** to implement HP WorkSite to replace its Axxia DMS, while **Rosenblatt** is rolling out Carpe Diem Mobile to all its fee earners. Legal aid-funded family lawyers **Goodman Ray** and Staffs law firm **Beswicks** are both rolling out Tikit Partner for Windows case and practice management systems. And on the BT comms side of the business, **Holman Fenwick Willan** is using Tikit to upgrade its global WAN and **Murgitroyd** has engaged Tikit to implement a network management solution for its WAN.

XRef Software has signed a three year deal to supply its legal proofreading system to **Watson Farley & Williams**, who have rolled it out to staff in 13 offices globally.

WINS & DEALS CONTINUED ON PAGE 5

AMP UP ROI WITH FUTURE-PROOF TECHNOLOGY.

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Is your legacy technology becoming a risk factor? Thomson Reuters Elite™ offers an advanced architecture to drive operational efficiency and grow as your firm grows. Long-term ROI comes from scalable 3E Financial Management software you can customize to how you work. 3E plugs into the Elite Integration Framework that puts all tools and data on one platform, eliminating costly point integrations. And our accelerated implementation has you up and running faster.

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your firm with Aderant's proven software.
See our extensive list of products for law firms of all sizes worldwide.

NORTH AMERICAN WINS Secure enterprise cloud collaboration specialist **HighQ** is ramping up its US operations on the strength of recent sales successes. US firms already running HighQ include **Duane Morris**, **Littler Mendelson**, **Sheppard Mullin** and **Taft Stettinus & Hollister**.

Long-time **Aderant** site **Peckar & Abramson** has expanded its Aderant Expert implementation with the roll out of Expert Paperless Office, ClearView, Found Time and On the Go Time. **Bowman & Brooke** looks set to be one of the first firms to roll out Aderant Expert 8.0 SP2, which includes new Collections and Expense Management modules.

Akin Gump is going with the Umbria legal process management platform from **Prosperoware**. Umbria currently features two modules: Litigator and Core (budget, pricing, experience, analytics and monitoring.)

Philadelphia-based **Cozen O'Connor** has awarded **DTI** a contract to provide onsite managed ediscovery and high volume document production services.

Lenczner Slaght has selected **Tikit Carpe Diem** Enterprise and Mobile for time recording, while **McMillan** has increased its Carpe Diem licensing to reflect the firm's expansion.

Tucker Ellis is protecting metadata with **DocsCorp** cleanDocs. **McDivitt Law Firm**, along with **Moss & Rocovich**, **Varnum** and ARDC (the Attorney Registration and Disciplinary Commission) are using DocsCorp contentCrawler to make all data searchable. **Brouse McDowell** has rolled out OCR Desktop and Canadian law firm **McInnes Cooper** is using compareDocs.

Phoenix Business Solutions has won orders for its HP WorkSite add-on Phoenix Monitor from McDermott Will & Emery and Duane Morris.

REST OF WORLD WINS **Crown Law Tasmania** (part of the Tasmania Department of Justice and including the Offices of the DPP and Solicitor-General) has selected **Lexis Visualfiles** for its practice management system.

The French legal services startup **Captain Contrat** is now using **HotDocs Cloud Services** to help provide SME businesses in France with access to affordable documentation and legal services. Co-founder Maxime Wagner says the HotDocs + lawyer combo can deliver articles of incorporation in 72 hours for €390, compared with longer timescales and €1500 by traditional methods.

The Indian + Silicon Valley law firm **Nishith Desai** has rolled out **Phoenix Office Center**, a centralised template management system for Microsoft Office users.

Queensland law firm **South & Geldard** has recently purchased **DocsCorp** cleanDocs, while **Marque Lawyers** in New South Wales is going with DocsCorp compareDocs as its document comparison solution.

WINS & DEALS CONTINUED ON PAGE 7

Better together

Document collation
Metadata cleaning
Comparison
Bundling
Document processing
Redact
Mark Up
OCR
Annotate
Review

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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(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

intapp™

Software for a Changing Legal Market

1 — Source: The Legal IT Insider ("The Orange Rag") 2 — Source: International Legal Technology Association (ILTA)

WINS & DEALS CONTINUED FROM PAGE 5

Edwards Duthie, one of the largest legal aid practices in London, now has cloud-based access to the Criminal Justice Secure eMail (CJSM) system as a result of a joint connectivity project by **Databarracks** and **Accesspoint**.

Bright Solicitors in Plymouth has purchased **DocsCorp** pdfDocs, while **DAC Beachcroft** has extended its pdfDocs implementation to include its Madrid office. **Leigh Day** has dropped its current metadata cleaning solution and switched to DocsCorp cleanDocs.

MacRoberts LLP has selected Sync Studio from **SeeUnity** for automated publishing of content from HP WorkSite to its new SharePoint 2013-based client extranet portal. **www.seeunity.com**

Moray Council has awarded **Lexacom** a five year contract to supply its inhouse legal team with digital dictation workflow software, including cloud connectivity and support for working on smartphones and tablets.

The Anglo-American legal practice **Critelli Law** (their website explains it all, including how Iowa trial lawyer Nick Critelli also came to be a Middle Temple bencher, the first American lawyer to achieve this distinction since 1919) is using a mixture of **Citrix** technology to support its global operations but in ways that won't break the budget of a firm with just 15 staff. For online meetings, desktop sharing and video conferencing, the firm uses Citrix **GoToMeeting** (now free for up to 3 people) while for secure electronic file exchange, including a proof-of-receipt feature, the firm is using Citrix **ShareFile**. The system can also track when a file has been opened.
www.critellilaw.com/about-critellilaw
www.gotomeeting.co.uk
www.sharefile.com

Quill Pinpoint has been busy clocking up the deals. In the wake of a recent merger, the **Mitchell Plampin Partnership** in Essex has switched from an on-premise system to hosted software and outsourced legal cashiering, as has **Rosemary Smith & Co** in Berks, where the move was prompted by the retirement of the firm's inhouse cashier.

Fasken Martineau has switched from tape backup and awarded **Oncore IT** a three year contract to provide encrypted cloud backup for its London office. The Oncore service, which is based on Asigra technology, provides up to 3 TB of data storage, with data held in Oncore's London datacentre and replicated to its offshore facility in Amsterdam for resilience. **www.oncoreit.com**

Southampton-based top 200 law firm **Paris Smith** has swapped out Nuance Equitrac and eCopy in favour of a PaperCut print management/cost recovery plus m3i scanner-to-back office systems integration platform from **Copyrite Business Solutions**.
www.copyrite.co.uk

Huddersfield IT specialist **P2 Technologies** has completed an IT support and backup refresh project for Manchester firm **Glaisyers Solicitors**, following its recent merger with Fruhman Davies Livingstone. The firm opted for an on-premise rather than cloud solution.

Nottingham firm **Rothera Dowson** has swapped out its incumbent tape backup solution and switched to a **Unitrends** Enterprise Backup and Recovery-712 solution running on a virtual server to support its five offices.

NEW! Editor's Picks

Announcing a new FREE service from Legal IT Insider, the legal IT industry's best read news resource. *Editor's Picks* gives you, at a glance, a quick overview of the month's key legal IT stories. Curated by Insider editor Charles Christian, *Editor's Picks* allows you to scan through the headlines of the most important news with links through to any story you might have missed.

Because Legal IT Insider is independent and purely news driven, this means the website can sometimes break multiple stories on any one day. If you are unable to check the Latest News feed daily, you may miss key information vital to your firm or business. *Editor's Picks* ensures you are never left in the dark again.

Look out for *Editor's Picks* in your email inbox soon. First issue out mid-July.

New Business Intake is Too...

Slow ■ Frustrating ■ Inflexible ■ Time Consuming ■ Hard to Change
Complicated ■ Dependent on Data Entry ■ Painful on Mobile Devices

(We Can Fix That)

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.

Whether as part of a strategic push to improve client analysis and firm profitability, a program to reduce risk, or an initiative to speed matter opening times and improve lawyer productivity (and satisfaction), Intapp Open has something to offer every firm.

Including yours.

Learn more at: www.Intapp.com/Open

intapp™
Software for a Changing Legal Market

Is SharePoint DMS the Monty Python parrot of legal IT?

We've tried, we've really tried to be supportive of efforts to transform Microsoft SharePoint into a viable legal document management system.

Going right back to late 2001, when Elite first announced its SharePoint-based Encompass DMS/portal thingy, we've been keen to advocate SharePoint as alternative DMS platform.

We've even sat in meetings where *Kool-Aid* drinking Microsoft executives have described iManage WorkSite as a "parasite" for exploiting gaps in the Microsoft Windows/Word platform and promising it was "toast" because document management would eventually become an integral part of the wordprocessing and operating system environment via SharePoint.

Twelve years on, what do we see? (*And also turn to page 10 for the infographic*.) To put it politely, SharePoint as a DMS is a flop and even Microsoft have stopped pretending it will ever meet the specialist needs of the legal market.

In the UK, the Sword Excalibur product, which spun out of the Lewis Silkin DMS project, never took off and the firm is now talking to alternative SharePoint providers. In fact in recent years more UK law firms wanting an alternative to "traditional" DMS products have gone with Elite MatterSphere rather than SharePoint.

In the US, Miller Johnston, who had a very high profile SharePoint DMS implementation a few years ago – with the CIO winning several awards for the project, have quietly dropped SharePoint in favour of HP WorkSite. (The CIO has moved on.) And it was a similar story at Burr & Forman with a failed SharePoint implementation and WorkSite subsequently purchased to fill the DMS gap.

In the EMEA market, the home to several SharePoint DMS specialists, both Hjort and Simonson Voght Wiig in Norway have swapped out SharePoint in favour of WorkSite, as has Glynn Marais in South Africa.

True, there was a possible tipping point about three years ago when the WorkSite business (although not the product) seemed to be in a bad place within the Autonomy empire and then there was all the controversy surrounding the HP acquisition. However the iManage team rode out these difficulties and now WorkSite is continuing to expand its market share.

Even with OpenText apparently in terminal decline, SharePoint has failed to make any inroads, with WorkSite the vendor of choice for Large Law and NetDocuments and Worldox (in the US) cornering the cloud and mid-tier corners of the market. As Ray Zwiefelhofer, the CEO of Worldox (who, incidentally, are currently developing their channel partnerships prior to a renewed push into the UK and European DMS sector) recently commented "We never run into SharePoint nor hear of any firms adopting it."

Of course there will always be the exceptions to the rule who do opt for SharePoint, just as there are firms who go with SAP rather than Elite or Aderant. (The "whacko iconoclasts" as Daniel Pollick of DLA Piper once famously described them.) Given the huge amount of time, money and resources that have already gone into the project, Microsoft and Clifford Chance look set to pursue their SharePoint DMS project to the bitter end. And, no doubt some smaller European firms will go with their local SharePoint providers.

But that's it. The dream is over. As a viable alternative legal DMS, SharePoint is an evolutionary cul-de-sac. To parrotphrase *Monty Python*, SharePoint is not a legal DMS, it's kicked the bucket, shuffled off its mortal coil, run down the curtain and joined the bleedin' choir invisible! It is an ex-DMS.

Office tech skills for lawyers #101

Construction company Carillion is the latest organisation now requiring law firms to work with its matter management and other systems, raising the prospect of UK businesses following the example of Kia Motors in the US which, via general counsel Casey Flaherty's initiative, has introduced a 'base technology competency audit' for lawyers as part of its external counsel selection process.

Charles Christian, editor
@ChristianUncut

The Insider UK Top 200 infographic

Here's our latest analysis of just three areas of legal technology being used by the UK's 200 largest law firms, with a further breakdown to show the differences between the Top Tier firms (defined as those with turnovers of £80+ million) and the Mid Tier sector.

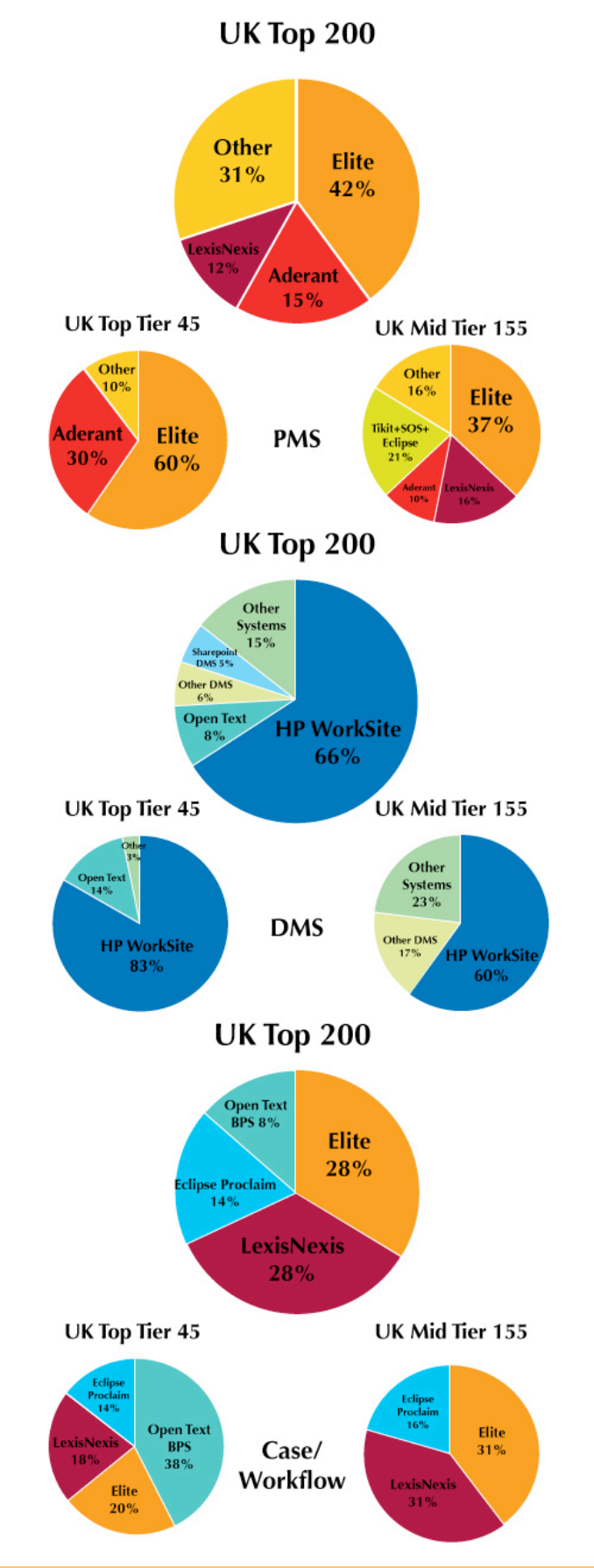
In the Top Tier PMS category, with just one exception, the Elite sites are running either 3E or Enterprise. In the Mid Tier group, just over half the Elite sites are running Envision.

In the DMS category "Other Systems" refers to firms handling document management via their practice and case management systems rather than specialist DMS products. In the Mid Tier group, "Other DMS" includes SharePoint (+ *see story on page 9*) These figures don't include the recent Tikit/Brabners HP deal.

In the Case/Workflow category, OpenText BPS is the old Metastorm eWork system (+ *see story on page 2*). The Elite sites are a mixture of MatterSphere and FloSuite, the LexisNexis sites are primarily Axxia or Visualfiles. Because most firms run more than one application in this area, we have just listed the largest suppliers by percentage of sites they are installed in. (Which is also why the figures do not add up to 100%.)

Vital Statistics

Interesting data to come out of last week's Elite Vantage conference in New York: there are now more MatterSphere sites (208) than 3E sites (128) but still 737 firms on Enterprise.



The Legal IT Insider app has just been updated. The latest release – version 2.1.4 – includes two major enhancements that have been requested by users. The first is the ability to download and read the monthly newsletter from within the iPhone version of the app, whereas previously you could only link to it. The second is the ability to read the newsletter in a landscape mode on the iPad, whereas previously it was only available in portrait mode. As before, the app contains the Insider Top 200 charts and is free to download from the Apple App Store at **www.itunes.com/apps/legalitinsider**

On the Web - Editor's Pick

• Women in Law Firm Management - or the lack of them! A popular but worrying comment posting by David Head (17 June) **www.legaltechnology.com/latest-news/comment-women-in-law-firm-management**

• Seth Berman of Stroz Friedberg on why APTs (Advanced Persistent Threats) pose a rising security threat to law firms (12 June) **www.legaltechnology.com/latest-news/comment-apts-pose-rising-security-threat-to-law-firms**

• Ben Weinberger on the Absurdity of Data Protection in the 21st Century (5 June) **www.legaltechnology.com/latest-news/american-legal-it-news/comment-conflict-of-laws-and-the-absurdity-of-data-protection-in-the-21st-century/**

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

legalit insider

Ten Years After...

After years of advocating the cause of Unix and Informix and sniping at the inadequacies of Microsoft Windows and SQL Server, Axxia Systems (since 2008 now part of LexisNexis) announced in June 2004 it was embracing a .NET product strategy. At the same time UK case management market leader Solicitec announced it was changing its name to Visualfiles. Since 2006, Visualfiles has also been part of LexisNexis.

Over in the ediscovery sector, Kroll, which the previous year (2003) had acquired Oyez Legal Technologies, completed the acquisition of US vendor Quorum Litigation Services before being itself acquired by Marsh & McLennan. In 2010, Marsh would sell the Kroll portfolio of businesses to Altegrity.

The award for the man with the biggest pile of redundant business cards arising from these changes goes to Kelvin McGregor-Alcorn. He was with Quorum in the UK before joining Legal Technologies. He was there when Oyez bought the business, and still there through the subsequent Kroll, Marsh and Altegrity deals.

Finally, a true sign of the times: in our 24 June 2004 issue, we ran a competition where the first prize was a Blackberry 7230 smartphone (the model with the knurled wheel). Now you can't give them away – except to museums.

Vital Statistics: 40%

A new survey conducted by legal and general expense management/supplier invoice processing specialist Chrome River has found that 40% of organizations do not pre-authorize T&E (travel and entertainment) related business expenses.

This is despite the fact that in many organizations T&E is the second largest operational expense after salaries. Chrome River say one customer saved $1 million in the first year after implementing a pre approval process.

Chrome River co-founder & CEO Alan Rich explains that "part of the benefit is psychological as employees will think twice about incurring an expense if they know they will face increased scrutiny up front."
www.chromeriver.com

Always death and taxes - and DPL

A fascinating aspect of the legal IT sector is the number of vendors who have developed niche markets that far outweigh the size of the company.

For example DPL Professional rarely hits our pages with news of wins for its wills and document assembly systems yet its software underpins products distributed (in some instances in a badged white-label form) by the Coop, Which Legal Services, Hammicks, Jordans, Sweet & Maxwell (as Express Wills), the Society of Will Writers (as Sure Will Writer), Bloomsbury Scotland, the Institute of Professional Will Writers and the Estate Planners Network.

DPL also provides interactive document and contract assembly systems for banks in South Africa, government agencies in Australia and even the World Food Programme in Rome.
www.dplprofessionalsolutions.com

New Law #Fail

Discussing his rapid rise and fall at an APAC law firm, the now-departed non-lawyer CEO said there had been 100% enthusiasm for the concept of change. Unfortunately this rapidly transformed into a 1000% opposition to implementing any change once the partners recognised the full implications and impact it would have on them.

Seemed like a good idea at the time?

Spare a thought for the recently departed (as in moved to another job) London law firm IT director now sifting through 14 years' worth of email. Rather than have two separate accounts (one for work, one private) he opted to use his law firm email for everything. Only one account to manage, better security and archiving, what could possibly go wrong? Except now he has to go through the lot to ensure he hasn't missed any private messages he needs to take with him.

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