

legal*i* insider

Legal IT's leading news resource

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HTML5 -v- Native apps: it's war

In a spectacular example of raining on someone else's parade, two days after Tikit launched its cross-platform HTML5-based Carpe Diem Next Generation timekeeping system, arch-rivals Intapp published a whitepaper extolling the alternative approach of developing "native" apps (*iOS apps for iPhones, Android apps for Android devices etc*).

Intapp then went on to say the HTML5 approach "allows vendors to be lazy" rather than focus on the user experience (UX) and an app that fits in with a way of working users are already familiar with on their chosen device platform. This position is in direct contrast to Tikit who say they deliberately chose the HTML5 route because it would give users superior usability and functionality when it came to capturing and managing time.

Obviously both companies have a commercial axe to grind here as they are battling it out, like *Godzilla* against *King Ghidorah*, for leadership of the global timekeeping market but what about other app developers? Bellefield, the company behind iTimeKeep, has native apps for iOS, Android and BB and will be launching a native Windows Phone app this summer although

it does use HTML5 for its desktop browser version.

Tom Spelling of BigHand comments "Our mobile development focuses on native over HTML5 mainly because our requirement for audio isn't well supported by HTML5. HTML5 may be a better fit for some applications – if you're seeking consistency across multiple platforms though the trade-off is it won't always deliver an application experience in tune with the specific platform."

Meanwhile Phil Ashworth of Rekoop cites user experience, performance (HTML5 is slower) and native functionality as reasons why Rekoop eschewed HTML5 in favour of native. Ashworth also points out that both LinkedIn and FaceBook infamously tried but then abandoned HTML5 and switched to native apps. Read Rekoop's comments on HTML5 in full here www.legaltechnology.com/latest-news/rekoopgonative/

Inside Legal IT: in the drone zone!

Five more legal IT vendors – ediscovery specialists **Millnet**, speech technology reseller **DMCL**, the systems house **Enable** plus business process management specialists **K2** and **Slicedbread** – have signed up as exhibitors at the event. On a lighter note, not only will we have a drone flying around the venue but one lucky visitor has the chance to win it and take it home in a prize draw! **Inside Legal IT** takes place at **Tobacco Dock, Tower Bridge, London** on **Tuesday 12th May 2015**. www.tavistockmedia.com/events/inside-legal-it

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BI systems now doing the business?

We've been reporting on the benefits and role of business intelligence (BI) systems for years but it now looks like they are moving from a "nice to have" to a "must have" product.

We reported last month on the success **Iridium Technology** has been enjoying with its BI Suite. This looks set to continue into 2015 with the company announcing that its software can now deliver BI functionality to the Elite 3E platform.

Another BI company reporting a successful 2014 is **DW Computing** which signed up 20 new customers, including firms running **Aderant Expert**, **Elite Enterprise** and **3E**. **Clyde & Co** confirmed this week it had signed up with DW to support its migration from Elite Enterprise to 3E.

New startup **AnyData Solutions**, headed by UK BI industry veteran James Courtis-Pond, is now also starting to gain some traction. We've seen their cloud-based **KwiqVis** product and like its ease of use/user experience plus the fact it is not restricted to just financial data but can also handle HR and business development – any data in fact. Another interesting feature is you can email an interactive dashboard to other users without having to buy additional licences.

www.anydatasolutions.com

We are also expecting 2015 to be the year **Aderant** makes a bigger splash in the BI market, now that it has its product development roadmap in place for taking forward both its own **Expert ClearView** product and its recently acquired **Redwood Analytics** business – Redwood at one time being the market leader in the legal BI sector.

Finally, **Pinsent Masons** last week announced some of the benefits achieved by its rollout of the cloud-based **Adaptive Planning** BI system from **Adaptive Insights**. The firm says the system has helped cut the time it takes to prepare month-end close reports by 50%, thereby freeing up time for the finance team to analyse the data and provide more strategic guidance.

www.adaptiveinsights.co.uk

Tikit scores first wins for CDNG 15

Tikit last week launched its Carpe Diem Next Generation time recording and timekeeping platform. Commenting on the use of HTML5 rather than go for native apps, Mark Garnish, Tikit's Development Director and lead CDNG architect, said the approach allows Tikit to focus on the UI/UX (user interface and user experience). Two UK firms **Bird & Bird** and **Charles Russell Speechlys** are already upgrading to CDNG and a couple of the UK Top 10, as well as two global Top 10 firms, have also committed to the new system.



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Who's in & who's out: the latest wins

UK WINS **Hill Dickinson** is to implement the **slicedbread sharedo** adaptive case management system later this year. Based on **K2** and Microsoft technologies, the slicedbread solution has been described by consultant **Neil Cameron** as "the future of law firm technology".

In another example of inhouse legal doing things differently to law firms (see also page 12) the legal team at **Coco-Cola Enterprises UK** has turned to cloud-based contract management software provider **Novatus** to supply a document automation (including electronic signatures) facility for repeat contracts, including NDAs, plus an online contract negotiation portal.

The document proofreading market is starting to gain momentum, with **Knights** signing up for **Lexis Draft** from LexisNexis. Along with proofreading, Knights will also be using the system to support staff training. And, **XRef Online** is now having its XRef proofreading system rolled out to 2500 legal staff at a "Silver Circle" global law firm that cannot be named but are also big in Australia, so that narrows it down a bit.

Russell & Russell Solicitors has signed a five year deal with **Advanced Legal** for its ALB case and practice management system. The deal follows an internal reorganisation at the firm and a desire to support mobile working.

Turbervilles is the latest firm to opt for the cloud-based Legal Service Platform from **Peppermint Technology**.

Following the merger of Churchers and Bolitho Way to form **Churchers Bolitho Way**, the firm selected **Ochresoft Intelliworks** as its new conveyancing case management platform after a long-term head-to-head evaluation with LexisNexis Solcase.

Hodge Jones & Allen (we featured the firm's survey on legal futures and innovation in issue #278) has outsourced the management and support of its IT operations to **Plan-Net plc** in a 5-year deal covering processes, infrastructure, applications and technology for its 220 staff.

Liverpool-based **Gregory Abrams Davidson** and Lancaster criminal defence lawyers **LHD Solicitors** are the latest firms to select the Proclaim case and practice management suite from **The Law Society**-endorsed legal IT provider **Eclipse Legal Systems**.

Penningtons Manches has chosen to build its new knowledge management library and intranet using **HP WorkSite**, **Microsoft SharePoint 2013** and **UC Logic Sysero 2.0**. Users can search for information using a combination of full text search and taxonomy browsing from within the SharePoint intranet.

London-based marine and insurance law specialists **Jackson Parton Solicitors** has migrated to a DPSCloud managed case and practice management system from **DPS Software**.

WINS & DEALS CONTINUED ON PAGE 7

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Business Intake

(But Much Better)



Efficiently taking on matters is critical to the practice of law. Today, several 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), delight lawyers (especially on mobile devices) and 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, built specifically to address the diverse needs of firm management, lawyers, risk staff and IT stakeholders.

Over 100 firms (ranging in size from 70 to 4200 lawyers) have chosen intake and conflicts software from Intapp.

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.

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WINS & DEALS CONTINUED FROM PAGE 5

NORTH AMERICAN WINS We start North of the 49th Parallel with two Canadian deals: The Ontario-based law firm **Siskinds** has deployed the Smart Time Mobile timekeeping system from **Smart Time Apps** across four offices. And, training services specialist **Capensys** has completed a project to help **Osler Hoskin & Harcourt** with a Microsoft Windows 8.1 and Office 2013 upgrade.

Charlotte (NC)-based **Parker Poe Adams & Bernstein** has become the first **Thomson Reuters Elite Enterprise** site to adopt **Aderant MatterWorks** as its new legal project and matter management platform. Although MatterWorks has been available to Aderant Expert users since 2010, Aderant's executive VP of Strategy & Product **Mike Barry** said the new Elite Enterprise version was the ideal matter planning and pricing tool for firms looking for an alternative to the now discontinued Elite Engage.

Staying with Aderant, family law specialist **Cordell & Cordell**, which has over 110 offices across the US, is the latest firm to select Aderant Expert as its new practice management system.

CPA-Global is supporting the work of Detroit-based **Wayne Law Group**, a non-profit firm that supports local startups, in a deal providing WLG with CPA's Foundation IP management software at no cost for five years. The deal includes installation, maintenance and updates.

Duanne Morris in Philadelphia recently completed a Phoenix Monitor implementation. **Phoenix Business Solutions** says its North American business has enjoyed a 300% growth over the past 12 months.

Atlanta-based **Smith Gambrell & Russell** is the latest firm to sign up for the **Traveling Coaches OnGuard Security Awareness** program. Since its January 2013 launch, 62 firms comprising over 63,000 users have adopted the program.

Coalfire Systems Inc is one of the first companies to sign up for the new Common Controls Hub, developed by **Unified Compliance** to provide a portal for dealing with PCI, SOX, HIPAA, NIST and NERC compliance authorities. The Unified Compliance Framework, which

underpins the new hub, was developed by **Dorian Cougias** and **Marcelo Halpern** of **Perkins Coie**, which continues to oversee all legal aspects of the UCF. www.unifiedcompliance.com

We end with another raft of **DocsCorp** deals: **Bjornson Law Offices** in Montana is using compareDocs and cleanDocs. **Sullivan & Cromwell** plus **Woods Fuller Shultz & Smith** in South Dakota and **Sunrise Paralegal Services Inc** in Florida are using pdfDocs 4. Canadian firm **Davies Ward Phillips & Vineberg** is using the whole product suite, while **Feifel Broadbent Gualazzi** in Ontario is using contentCrawler, as are Indiana firm **Bose McKinney & Evans** and **Gordon Feinblatt** in Maryland.

WINS & DEALS CONTINUE ON PAGE 9

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WINS & DEALS CONTINUED FROM PAGE 7

APAC WINS **BigHand** has increased its share of the speech recognition market with wins at long-time BigHand users **HWL Ebsworth**, who now route about half of all dictated file to automatic transcription by speech recognition, and at Melbourne-based new win **Moore's**. The latter have swapped out standalone digital dictation in favour of BigHand dictation workflow and speech recognition software.

BigHand has also secured its first orders for its new BigHand Office suite, which is based on the recently acquired **Esquire Innovations** iCreate, iScrub and iHyperstyles portfolio of products. The wins include **HWL Ebsworth**, **Minter Ellison** and **Simpson Grierson** in New Zealand.

Sydney law firm **Swaab** has selected software from **Phoenix Business Solutions** to support its new HP WorkSite DMS, while **Corrs**, **Hicksons**, **Hive Legal** and **Maurice Blackburn** have all purchased **HighQ** products via Phoenix.

EMEA WINS Swedish lawyers **Cederquist** have become the first firm in Scandinavia to implement a knowledge management system using the **UC Logic Sysero 2.0** system.

Staying in Sweden, **Setterwalls** has chosen **Bellefield iTimeKeep** as its new firm wide mobile time entry solution. And **Kahn Pedersen** is to deploy the full **DocsCorp** document productivity suite, including pdfDocs and compareDocs.

After reviewing the market, **Byrne Wallace** in Ireland has chosen **Phoenix Business Solutions** to upgrade its DMS environment to **HP WorkSite 9.0**, while **Matheson** in Dublin has purchased the WorkSite OCR component from Phoenix.

Nokia has signed up with **Fusion Experience** to use the new NovumIP system. Following a pilot project, Nokia expects to implement NovumIP globally later this year. The product is described as "the first, real-time, full end-to-end intellectual property lifecycle management application in the cloud."

WINS & DEALS CONTINUE ON PAGE 11

Tikit Carpe Diem Next Generation





Making time work for you.
We've invested over £1.5 million in rebuilding our industry leading timekeeping application from the ground up.

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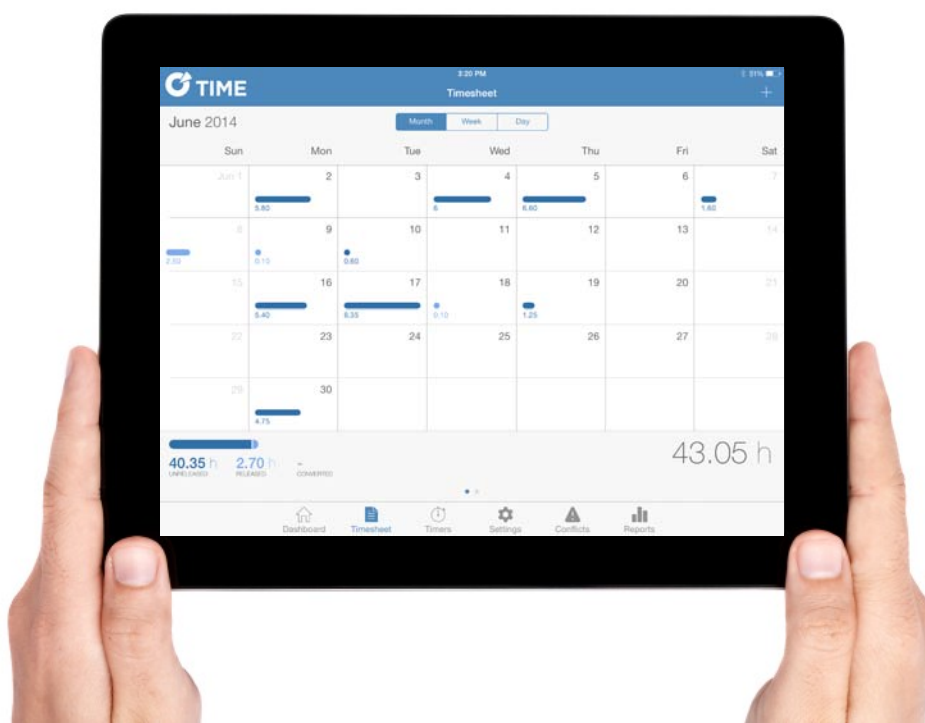
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Time for Better Time Entry



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

Yet some firms are still using cumbersome mobile software tools 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 lets lawyers 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 provides real-time desktop-to-mobile timer synchronisation — for easy tracking and entry, anywhere.

Enabling easy adoption and access, Intapp offers native apps for all major mobile platforms — iOS, Android, Windows Phone 8, and BlackBerry 10, with key capabilities like offline mode with full client matter data storage and validation.

Intapp Time has been chosen by 63% of the Global 200⁽¹⁾ and 71% of firms with 150 or more lawyers⁽²⁾.

Learn more at: www.intapp.com/Time



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

2 — Source: International Legal Technology Association

WINS & DEALS CONTINUED FROM PAGE 9

NovumIP is also compatible with Salesforce.com for the production of reports. www.novumip.com + www.fusion-experience.com

In what is believed to be Ireland's largest public sector, multi-agency managed print services rollout, **Bryan S Ryan** has been awarded a five-year contract to manage the print requirements of the **Irish Prison Service**, part of the **Department of Justice & Equality**. The deal includes the use of Kyocera and PaperCut solutions.

www.bryansryan.ie + www.kyocerainlegal.co.uk

MORE UK WINS **Trowers Hamlin** has selected **Phoenix Business Solutions** for a data conversion and archiving project on its HP WorkSite DMS. Phoenix also won a deal from **Blake Morgan** to assist on WorkSite 9.0, Active Directory and Microsoft Exchange projects.

Still at Blake Morgan, the firm purchased **DocsCorp** pdfDocs, while **Sloan Plumb Wood**

has purchased pdfDocs via **TigerEye Consulting**.

“Best resource” on ediscovery out now

The 2015 edition of the **eDisclosure Systems Buyers Guide** is now available. Compiled and edited by Andrew Haslam and published by Allvision in conjunction with Legal IT Insider. The guide has already been described by US-based independent ediscovery industry commentator Rob Robinson as “the single best resource on eDisclosure and eDiscovery available.”

The latest edition is bigger and better than before (up from 73 to 100 suppliers, and 57 to 70 products plus results of the 2014 CAR Survey) and can be downloaded FREE of charge at http://cloudbox.legaltechnology.com/eDisclosureSystemsBuyersGuide2015v3_0.pdf



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Ten Years After: same as it ever was

Although some of the stories we feature in our regular *Ten Years After* slot are now of largely historical/novelty value – such as the machinations of long vanished software market leaders or the reactions of users to technologies we now all take for granted. (In the early days of the Insider people were amazed anyone might choose Microsoft Word over WordPerfect.) But, from time to time we do encounter issues the industry was struggling with a decade ago – and still hasn't resolved today.

Paper is the new digital

For example, in March 2005 the then president of the English Law Society, Edward Nally, publicly criticised the government of the day “for failing to invest in efficient technology” because the document scanners the Inland Revenue were using to scan Stamp Duty Land Tax (SDLT) declarations could not accurately read the forms.

In the event, it took HMRC the best part of two years to crack the various issues surrounding the esubmission of SDLT returns. Were lessons learned? Apparently not as we fast-forward to March 2015 and find that Revenue Scotland, which is developing the Lands & Buildings Transaction Tax (LBTT), set to replace SDLT in Scotland on 1st April, still hasn't been able to produce a schema for software companies hoping to add an LBTT esubmission facility to their conveyancing case management systems.

The net result is property practitioners, who have been using technology for the past decade to process SDLT submissions, are being advised that in six days' time they will need to revert to paper forms to handle LBTT. The digital revolution has not just been delayed, it's taken a step back in time.

The inhouse versus law firm IT disconnect

Also in March 2005, we had Stephen Spooner of British Land telling delegates to a commercial property briefing that lawyers needed to “work smarter” and embrace new technology. “Gone are

the days,” said Spooner, “when we looked forward to receiving a weighty tome of nicely bound paper documents to review. We now expect our legal partners to provide all data electronically for transparency and ease of use.”

Ten years on in March this year, the latest *Winmark Looking Glass Report* (produced in conjunction with Thomson Reuters and Mayer Brown) finds general counsel still complaining that “the attitudes of law firms and their clients towards technology and new legal service models are significantly out of kilter.”

The report found technology was cited by clients as a top 10 factor for starting and retaining a legal business relationship with a law firm yet technology did not feature at all in the top 10 list compiled from law firms' answers.

According to Chris Fowler, GC for UK commercial legal services at BT, “If law firms can take technology and harness it, it can be a game changer.” There again Richard Susskind lamented back in the 1990s that law firms don't “get” IT – and apparently they still don't today!

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