

# legal*i* insider

Legal IT's leading news resource

## Top stories in this issue...

- **The latest Insider Top 200 Chart is out: we look at who is in, and who is out. Plus on our back page we go back 12 years to review the first ever Top 200 chart.**
- **People & Places is back! By popular demand we've moved our New Hires section off the website and back into the Insider, starting on p.13**
- **Plus all the legal IT world's latest wins, deals and rollouts starting on p.7**

## The latest Insider Top Chart: and the market leaders are?

Legal IT Insider has just published its 2015 edition of the **Insider UK Top 200 Chart**, showing which IT systems are in use in the UK's 200 largest law firms. Law firms are ranked by turnover and our chart takes into account all the latest earnings figures, mergers, acquisitions and closures. Access the latest chart as an Excel file (plus our archive of charts going back 12 years to 2003) FREE of charge here [www.legaltechnology.com/top-200/](http://www.legaltechnology.com/top-200/)

### Accounts & Practice Management Systems

In terms of winners and losers, we have compared this year's figures with our 2013 chart, which shows the state-of-play as at Q1 2014. For most vendors the last 12 months have seen them merely treading water, losing the odd site here, gaining another site there. Nothing spectacular except in the case on one vendor: Peppermint Technology.

This time last year, Peppermint had just one site in our top 200 – this year they have eight, the fastest growth rate we have seen from any vendor for many years.

At the upper end of the chart, there is also some interesting activity with Elite losing market share to Aderant for the first time. Last year Elite was in 83 firms, compared to 27 for Aderant, this year the figures are 78 to 30. Elite's overall market share of the Top 200 also fell from 44% to just under 40% today. Given the question mark over the Elite Envision (aka Pilgrim LawSoft) system, we reckon the next year will see a further erosion of the Elite user-base, with the likeliest beneficiaries being Aderant and Peppermint.

### Document Management Systems

OpenText is continuing to lose sites – no surprises there – while HP WorkSite is continuing to grow.

*TOP 200 CHART CONTINUES ON PAGE 3*

## Inside Legal IT in less than 2 weeks

With less than two weeks to go, six more organisations have signed up as exhibitors for our new **Inside Legal IT** tradeshow. They are the International Bar Association, Databarracks, XRef Online, SoftwareOne, Brainloop and Law Society endorsed software supplier Eclipse Legal Systems. The event takes place at **Tobacco Dock, Tower Bridge, London** on **Tuesday 12th May 2015**. [www.tavistockmedia.com/events/inside-legal-it](http://www.tavistockmedia.com/events/inside-legal-it)

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#### TOP 200 CHART CONTINUED FROM FRONT PAGE

Of the firms with some form of DMS (and many still use their case or practice management systems to handle this function), WorkSite now has a 63% market share.

Two things are also worth noting about the current state of the DMS market: Firstly, despite the adverse publicity surrounding 'The Great Autonomy Accounting Scandal' this has not caused firms to drop HP, in fact a lot of established sites are currently upgrading to the latest version of WorkSite (v.9.0).

Secondly, firms with either no discrete DMS or seriously legacy systems are looking to alternative platforms – but it is certainly not Microsoft SharePoint, which remains stalled with no market growth over the past 12 months.

Two vendors who have made progress are NetDocuments with its cloud-based solution – and we know some very large firms are now looking at this system, which could be a game changer. And Peppermint – yes, them again – who now have more of their Microsoft-flavoured DMS in the market than pure-play SharePoint vendors.

Over the coming year, expect HP's new cloud offerings to gain traction, with NetDocuments the option for firms wanting an alternative.

#### All Change for Timekeeping

Timekeeping and time recording is the most recent category to be included in the Insider UK Top 200 Chart, making its debut only last year yet already we are seeing a shakeup in the rankings.

Last year Intapp held the top spot, in use at 30 firms, followed by Tikit Carpe Diem in 25 sites, with Rekoop trailing in third place with just 15 sites. This year we have a new market leader: Rekoop in 28 firms, followed by Intapp in 26 and Carpe Diem in 23 firms.

Law firm mergers and acquisitions have taken their toll. This is also a market in which firms have used multiple suppliers, so consolidation is having an impact. But, it is also a market that is still growing and it would appear Rekoop is winning new business faster than anyone else.

TOP 200 CHART CONTINUES ON PAGE 5

## Quote, Unquote

"Why swap out your accounting system if it works? It is easier and more effective to update timekeeping. Timekeeping projects have good ROIs. Most accounting system rollouts are money pits." ...*Todd Gerstein, CEO, Smart Time Apps*

## Mea Culpa!

Oops, in the last issue we unfortunately renamed one of the UK's leading BI systems suppliers. The name should have read **DW Reporting** not DW Computing. Sorry. [www.dwreporting.com](http://www.dwreporting.com)



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## TOP 200 CHART CONTINUED FROM PAGE 3

### A Game of Two Halves

We'll be looking at case management and BPM/workflow systems next month but this month we still have space to look at three more categories. All three have effectively shaken down to markets with just two major players but with one of these gradually pulling ahead of the other.

### Email Security

Last year the two biggest players in this sector were the one-time market leader MessageLabs with 29 sites and Mimecast with 125. This year Mimecast had increased its user base to 149 firms, while MessageLabs had fallen to 17. Overall, and there are a lot of other products in this sector, Mimecast now has a 78% market share of the Top 200.

### Voice Technology (including Digital Dictation)

Since the BigHand acquisition of nFlow, there have been only two players still standing: BigHand and Winscribe. Last year 29 firms were running

Winscribe, this year it is 17, whereas BigHand has increased its user base from 133 firms to 148. Overall, BigHand now has an 84% market share of the 177 firms we have listed as using voice tech.

### Document Production Applications

Finally, document production systems where Workshare and DocsCorp continue to struggle for dominance. Last year DocsCorp was in 64 sites compared with Workshare in 63. This year DocsCorp has further extended its lead to 80 firms and Workshare has fallen back to 58.

This gives DocsCorp a 61% share of the 131 firms running some form of document production system. However, it is worth noting there are other players in this market and many firms run more than one application, including 17 firms who are merrily running both DocsCorp and Workshare.

As to the other players in this sector, 14 firms are using Microsystems, 6 are using Litéra, 30 are using Tikit for its TMS product and 7 are using Iphelion for its TMS system.

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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.**

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

**UK WINS** **Rekoop** is continuing to make inroads into the Top 200 time recording market, with **Stephens Scown** in the South-West the latest signing. The 120 fee-earner firm will use Rekoop in conjunction with its Elite Envision PMS.

The **BT** group's 400-lawyer legal team is now midway through a global rollout of **Tikit P4W** (Partner for Windows) to handle case and workflow management, as well as time recording. The project involves swapping out BT's incumbent Lexis Visualfiles software – BT has been using Visualfiles (and before that Solcase) since 1998.

In related news Tikit, working with **BT IT Services**, has delivered – ahead of schedule – a new *Flexpod Converged Infrastructure* cloud and data centre platform to **CMS**. And **Addleshaw Goddard** has selected Tikit to help deliver a major applications migration and desktop change programme starting with upgrades to **HP WorkSite 9** and the latest version of **Carpe Diem Classic**. Subsequent phases will include the introduction of **Microsoft Office 2013**, **Tikit TMS v6**, and **Prosuperware Milan** for workspace administration.

**Iphelion** has signed up six more firms as users of its **Iphelion Outline** template management and document construction software. The six are **CMS**, **Clyde & Co**, **Farrer & Co**, **Stewarts Law**, **Hill Hofstetter** and **Kennedys**, which is a Tikit TMS swapout.

**UC Logic** is continuing to enjoy traction in the knowledge management and workflow/process management space with both **Maclay Murray & Spens** and **Shepherd + Wedderburn** recently choosing the company's **Sysero 2.0** system. The late **Tods Murray** was a Sysero site and, following its acquisition, S+W conducted a feasibility study and elected to continue using Sysero as a workflow tool to manage cases for some clients.

**Eclipse Legal Systems** has reported two new wins for its Proclaim software. **Ralli Solicitors** in the North-West is implementing Proclaim case and practice management software, along with Eclipse SecureDocs online document signature

and the Proclaim 'lead management' system. And, London and South-East personal injury specialists **Centenary Solicitors** has implemented a hosted version of Proclaim, along with the Eclipse A2A system for accessing the MOJ's RTA portal.

**Tiger Eye Consulting** (see also *Matt Cleverdon story on page 11*) has helped **Birketts** migrate 5 million Lexis Visualfiles documents into its new HP WorkSite DMS, to make the data they contain more accessible. The firm previously used the "idiosyncratic" Visualfiles as its *de facto* DMS – "a job it was not performing very well," according to IT director Chris Simmons, and found Visualfiles generated 50% of all IT help desk calls. In other **Birketts** news, it has also become the latest firm to adopt LexisDraft from **LexisNexis UK** to handle document proofreading.

*WINS & DEALS CONTINUES ON PAGE 9*

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#### WINS & DEALS CONTINUED FROM PAGE 7

**NORTH AMERICAN WINS** The **Unisys Corporation** has adopted the eCounsel legal services management system from **Bridgeway Software** to support its global legal matter, analysis, reporting and spend management needs. Unisys assistant general counsel Lawrence Byrnes cited the Bridgeway system's "strong document management and reporting capabilities" as another reason for selecting eCounsel.

**Pfau Cochran Vertetis Amala** in Seattle and **RomoPailles** in Mexico have both rolled out contentCrawler from **DocsCorp**, while **Estrella LLC** in Puerto Rico is using pdfDocs.

**Poyner Spruill** in North Carolina has signed up for the full suite of Iridium BI modules (Revenue, Profit, General Ledger and Expense) from **Iridium Technology**. Poyner is the first firm to deploy Iridium on a hosted Microsoft Azure server.

Minneapolis-based **Gray Plant Mooty** is the latest firm to sign up for the OnGuard Security Awareness program from **Traveling Coaches**. Launched in January 2013, the OnGuard program is now used by law firms with over 67,000 staff between them.

Once again timekeeping is a hot topic and clearly a product whose time has come. AmLaw 50 firm **Alston & Bird** has chosen iTimeKeep from **Bellefield Systems** as its new mobile time entry solution. The system is being rolled out to over 800 attorney in nine offices.

And, **Lewis Brisbois**, which has over 1000 timekeepers in 32 offices, has gone with Smart Time Mobile, from **Smart Time Apps**, as its new mobile timekeeping solution. The firm's CIO **Frank Gillman** said the only complaint he heard from the attorneys who piloted the application was "Why wasn't this available years ago?"

**EMEA WINS** Leading Norwegian law firm **Bing Hodneland Advokatselskap** has selected **I.R.I.S. Nordics** to implement a new email and document management system based on **HP WorkSite**. The project will include integration with the firm's new **Deltex Maconomy** matter management system and the I.R.I.S. KnowHow KM system.

**AUSTRALIAN WINS** **IRDI Legal** in Western Australia has recently switched from Workshare to **DocsCorp** and is now rolling out the company's compareDocs and cleanDocs applications.

Adelaide-based **Cowell Clarke**, has chosen **Phoenix Business Solutions** to handle a firm-wide **HP WorkSite** DMS implementation. The firm has also purchased the Phoenix Exporter, and Workspace Control lifecycle management applications. The project will include integrating the new document management system with the firm's **LexisNexis Affinity** PMS and its cloud-based **Mitimes** time capture and time recording system. Mitimes is a Sydney-based startup formed by lawyers and accountants. [www.mitimes.com](http://www.mitimes.com)

#### WINS & DEALS CONTINUES ON PAGE 11

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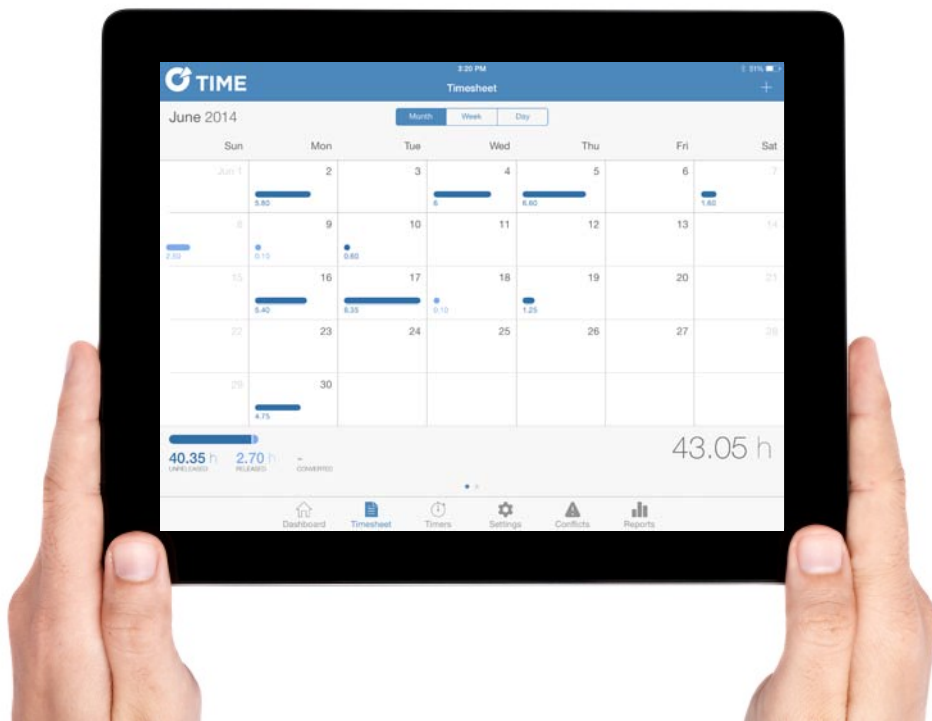


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# Time for Better Time Entry



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.

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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.

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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<sup>(1)</sup> and 71% of firms with 150 or more lawyers<sup>(2)</sup>.

Learn more at: [www.intapp.com/Time](http://www.intapp.com/Time)



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

2 — Source: International Legal Technology Association

## WINS &amp; DEALS CONTINUED FROM PAGE 9

**MORE UK WINS** **Shepherd + Wedderburn** has awarded **Ascortus** a contract to support and upgrade the firm's HP WorkSite DMS platform. The deal includes the migration of 2+ million DMS documents off the cloud from the recently acquired **Tods Murray**, which used NetDocuments.

**Advanced Legal** has recorded two more wins for its MLC barristers chambers management system. One is to **St John's Buildings**, the largest set in the country with 230 barristers and 70 support staff working out of four offices in the North of England; while the second is at London-based mediation specialist **ADR Group**.

\* Latest data from **Companies House** shows 95% of charges registered using software were submitted via Advanced Legal's cloud SaaS-based **Laserform Hub**. Advanced's managing director **Doug Hargrove** said in line with the Government's "digital by default" strategy, in the coming months Laserform Hub would also be launching Stamp Duty Land Tax and Land Registry applications.

**Zylpha** has completed a project for **Genus Law** to integrate Zylpha's automated document bundling software with **Microsoft SharePoint** running within the firm's **Peppermint Technology** platform. Director of IT & Projects **Andy Reilly** says the firm can now create document bundles and e-bibles in "about 5% of the time it took previously." Zylpha has also won a contract to provide its document bundling system to the **Coroner's Office at Buckinghamshire County Council**.

Manchester personal injury firm **Freeclaim Solicitors** is rolling out **Linetime Liberate** as its new accounts and case management system.

**ConvergeTS** has won contracts to provide a fully managed cloud service for **Tayntons**, a 60 user Gloucester firm, and a fully managed IT service, incorporating cloud disaster recovery, to Manchester property lawyers **Croftons**.

Belfast-based **Keenan Solicitors** has moved from legacy PBX to a cloud-based unified communications system from **8x8** via its channel partner **Outsource Solutions**.

WINS & DEALS CONTINUES ON PAGE 12

## Tikit Carpe Diem Next Generation





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## The Insider-K2 survey: what keeps you awake at night?

In a competitive climate, losing clients really hurts, and replacing them is estimated at 10 times the cost of retention. When questioned, clients cite inefficiencies, poor service levels and high costs as reasons for switching their legal service provider – the very problems that IT solutions promise to alleviate.

To survive the new technology-enabled landscape of virtual law firms, non-professional delivery of legal services, and heightened client expectations, you need to stay on top of the legal IT trends in the sector:

- What are the most popular areas of legal automation?
- Which client-facing processes should you prioritise for improvement?
- What scope is there for further efficiency drives in your firm?

Legal IT Insider is running a survey on the drivers for change in the legal sector. The survey is sponsored by K2, a provider of business application services to law firms.

Whether you're excited about the potential of digitisation or terrified of the disruptive effect of the internet on the legal marketplace (or both!) we want to hear about your pressures and pains.

We appreciate how busy you are, so we've made the survey (it's on SurveyMonkey) as short as possible and it should only take a few minutes to complete our short list of simple questions.

So please fill out our LTI reader survey today, to help us address the issues that will affect your firm tomorrow. Here's the link:

<https://www.surveymonkey.com/s/The-K2-Legal-IT-Insider-Survey>

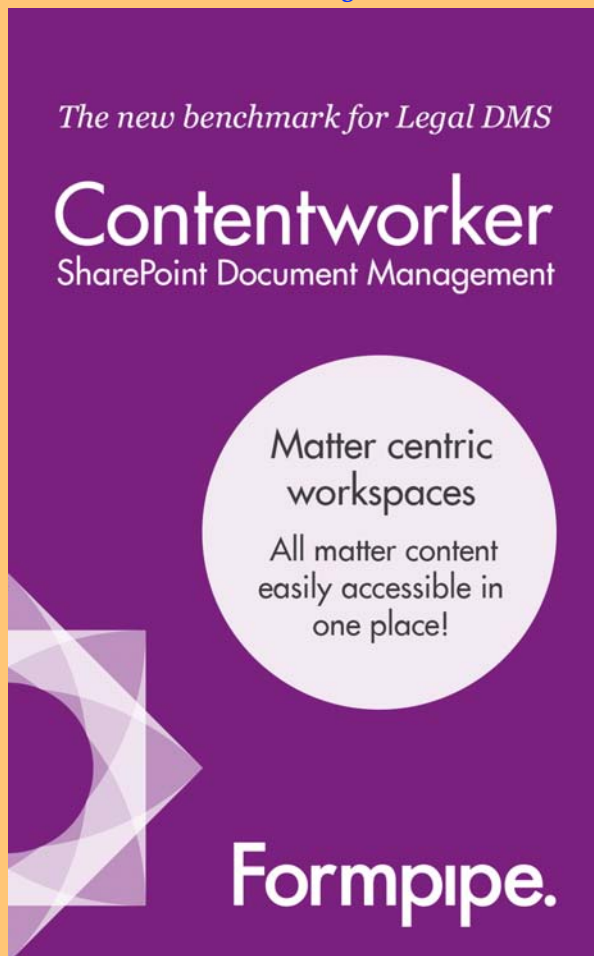
### What can we offer in return?

In May, we'll publish the results in full and, over the following three months, we will provide in-depth analysis of the main themes and findings. We aim to give you a solid basis for your strategic planning with useful insights into what your peers are thinking.

WINS & DEALS CONTINUED FROM PAGE 11

**MORE UK WINS** **Tinsdills Solicitors** in the North-West recently purchased pdfDocs and compareDocs, while **Foot Anstey** added contentCrawler to its portfolio of **DocsCorp** products. The new binder functionality is seeing more firms selecting pdfDocs to manage the process of converting and assembling large numbers of documents within a single PDF. Recent adopters including **Batt Broadbent Solicitors** in Wiltshire, **Banner Jones Solicitors** in Derbyshire and **Millar McCall Wylie** in Northern Ireland. Finally, **Kemp Little** in London has swapped out Workshare for compareDocs.

**Eversheds** has completed a global rollout of the **web3 Source to Contract** cloud-based contract management system from Wax Digital to offices in 27 countries. In addition, the firm has extended its licensing to include the web3 eSourcing system, which will allow procurement teams to run tenders and auctions across a range of commodities. [www.waxdigital.com](http://www.waxdigital.com)



*The new benchmark for Legal DMS*

# Contentworker

SharePoint Document Management

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## People & Places

After being in the same offices in Rotherhithe, South East London, for the best part of 40 years, legal software vendor **Timeslice** and its sister company City Computers has moved to new premises at 11 Harmony Place, Greenwich Creekside, London SE8 3FE. The old offices on Paradise Street occupied a building that for 130 years was Rotherhithe's main police station. It was also the setting for the 1949 British police movie *The Blue Lamp*, which gave birth to the *Dixon of Dock Green* TV series. "Evening all."

**Marin Sardelic** has joined **Intapp** as Managing Director, APAC Sales, based in Sydney, with responsibility for business development across the Asia Pacific region. Marin brings nearly 20 years of legal software and sales experience, most recently working with Thomson Reuters Elite to build the APAC MatterSphere business.

Legal spend management software and services provider **LbGlobal Law** just announced

that **Jeff Hodge** has joined the company as Chief Marketing Officer. Hodge (best known in EMEA for his time with Datacert) has over 25 years' experience of corporate legal departments, legal software providers and the consulting world. In addition, Jeff was involved in standards initiatives including LEDES (Legal Electronic Data Exchange Standard) and UTBMS (Uniform Task Based Management System).

**Matt Cleverdon** has moved from HP Autonomy to join Dave Wilson and the team at **Tiger Eye Consulting**, which offers law firms a range of services in the EMEA DMS and enterprise content management fields.

**Richard Hodgkinson**, the Chief Technology Officer at UK law firm **DWF**, has joined the board of **ConvergeTS** as its first non-executive director. This is a part-time role and Richard remains with DWF.

Congratulations to **Peter Owen**, whose UK-based **Lights-On Consulting** business this month celebrates its 10th anniversary.

PEOPLE & PLACES CONTINUES ON PAGE 14



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## PEOPLE &amp; PLACES CONTINUED FROM PAGE 13

Liverpool-based **Document Direct**, which provides a digital dictation and transcription service for law firms has secured a £400,000 investment from The **North West Fund for Venture Capital**. The company has also expanded its board with the appointment as a director of **Chris Bull**, the former CEO of UK law firm Osborne Clarke and COO of outsourcing specialist Integreon.

Indianapolis based software startup **PactSafe** has been recruiting with the appointment of **Eric Prugh**, most recently with ExactTarget, as Chief Operating Officer, plus **Shelly Griffin** as Chief Revenue Officer and **Adam Gillaspie** as Director of Development. PactSafe, founded by CEO **Brian Powers**, has raised \$600,000 in first round seed capital funding.

**Gavin Potter** has joined **Veyo**, the UK home conveyancing portal being developed by **Mastek UK** and the **English Law Society**, as business development manager. He previously held a similar role at Hammicks Legal Information Services. Veyo, incidentally, won three awards at last week's *Transform Europe* branding awards.

**Ediscovery: Sunshine Voelker** of **LDM Global**, has become one of just 36 certified **kCura Relativity** ediscovery *Analytics Specialists* and *Relativity Experts* in the world.

**Advanced Discovery** announced that **Brandi Walkowiak** is joining the company as director of professional services to develop and implement new advisory services. Ms Walkowiak will leverage her years of experience working on government and internal investigations to create new services for planning and budgeting, internal investigations and information governance.

**QuisLex** has appointed **Umar Yasin** as Director, Business Development. Yasin, who has over seven years' experience in providing ediscovery services to law firms and corporates, will be based in QuisLex's London offices.

**Espion**, which aims to become Europe's largest ediscovery service provider, has recruited **Pat Looney** as business manager, Forensics & eDiscovery UK, along with new ediscovery consultants **Grace Anne Stack** and **John McCormack**.

Cloud-hosted software provider **Zapproved** has hired **Christian Prusia** as VP of Worldwide Sales and **Brett Scantlebury** as VP of Engineering. The latest hires represent a 50% increase in staff since the start of this year.

**Other Moves:** UK barristers software specialist **Bar Squared** has moved to new offices at 5th Floor, 5 Chancery Lane, London.

UK legal systems integrator **Zylpha** has appointed **Bradley Field** as Business Development Manager. He joins from managed services group Trialis where he was responsible for cloud-based EDI solutions.

**Cindy Mitchell** has joined Dallas-based **Traveling Coaches** as Product Development Manager. Cindy has 20 years of experience at IBM designing and implementing learning programs.

**Tony Doming** has joined **DocAuto** as a Senior Solutions Consultant. Most recently a Senior Content Management Engineer at Traveling Coaches, Tony focused on managing OpenText, HP Autonomy WorkSite and SQL Server projects.

Finally, the winner of time capture specialist **Rekoop's** recent *Win an Apple Watch* competition is **Andrew Black**, Director of IT at **Muckle LLP**. Along with the watch, Andrew will also be amongst the first to have access to Rekoop's new "wearables" application.



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## Twelve Years After: Firms bought what?

As this is our **Insider Top 200 Chart** issue, we thought we'd go back in time to our first ever Top 200, 12 years ago in 2003. Never mind a trip down memory lane, it was more of a trip to the Museum of Legal IT Computing and a Home for Brands That Time Forgot.

### PMS where are you now?

Solution 6, Hummingbird, AIM Evolution, ResSoft – yes, we know those live on under the Aderant, Open Text, Advanced Legal and Tikit brands but what about such practice management relics as Computron at Simmons & Simmons, JHC/John Hemming at Taylor Wessing and TMA (ironically originally developed as a joint venture at Simmons & Simmons) at Goudens?

Along with a number of bespoke applications, there were a total of 24 vendors active in the PMS sector in 2003. It was a tipping point year with Elite, with 46 sites, finally overtaking Axxia with its 42 sites. Solution 6 had 24 sites but then came AIM Evolution with 14 sites and Miles 33 with 10.

### Is it a plane? No it's a Hummingbird

A total of 14 different DMS solutions, plus some bespoke projects, were in use in the 121 firms that acknowledged a DMS presence. Hummingbird was still the market leader at 49 sites, compared with 42 running iManage. There was no sign of SharePoint but GroupWise was still in use at one firm and the Meticulist DMS, a kind of *Son-of-Saros Mezzanine*, was running at Bevan Ashford.

### Making a case

Case/workflow management systems were running at 129 firms but whereas major products today, such as Tikit P4W and Eclipse Proclaim made barely a ripple, the 2003 market was dominated by just two suppliers: Solicitec with its Solcase and Visualfiles products, and Axxia.

The two companies fought for market dominance like Holmes and Moriarty at the top of

of the Reichenbach Falls and, by 2003, Solicitec had pulled far ahead with its software in use at 48 firms, compared with Axxia in use at 24 sites. Today both businesses are part of LexisNexis but between them can now only muster a presence in just 38 firms.

### Speaking & Marketing Naturally

2003 was also the year when digital dictation systems were on every firms' shopping list. At the time we counted 72 firms with DD software and many more saying it was "under review". Compared with today, the most striking feature was the sheer number of different vendors (13 in all although many of these were Winscribe resellers) competing in this space. However with BigHand having already established a near 50% share with 35 sites, the signs of the subsequent market shakeout were already in evidence.

It was a similar story with CRM software: 81 firms were running systems but InterAction was already established as the clear market leader in use in 45 firms, with the runner-up Elite APEX trailing behind in just 21 firms.

## legali insider

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We'll see you at the **Inside Legal IT** event on **Tuesday 12 May** in London – the next Insider newsletter will be published on **Wednesday 20 May 2015**. To keep up with the latest news visit [www.legaltechnology.com](http://www.legaltechnology.com) and follow [@ChristianUncut](https://twitter.com/ChristianUncut) on Twitter at [#legalit](https://twitter.com/legalit)

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