

legal insider

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▶ Allen & Overy & Olswang roll out e-signatures with others to follow

Allen & Overy (A&O) and UK top 40 law firm Olswang have rolled out DocuSign's e-signature facility for clients, as rivals Osborne Clarke and Taylor Wessing both engage in trials of the cloud-based solution.

A&O on 25 July became the second Magic Circle firm after Linklaters to officially launch the e-signature facility for clients, having waited for industry consensus in the form of the Law Society of England and Wales' practice note – also released on 25 July.

A&O will begin offering e-signatures in its London office in July, focusing initially on English law and starting with its corporate, banking and ICM departments. The 2642-lawyer firm, which has written to its financial institution clients to notify them of the move and give them the option to 'opt out', then plans to roll out e-signatures to other jurisdictions where local law allows, using its global network to obtain local law opinions on the validity of e-signatures in those markets.

A&O has been at the centre of the Law Society's efforts to establish the legal validity of e-signatures in commercial contracts, led by head of London corporate know-how, Elizabeth Wall. The project manager within A&O's IT team was Ronald Garrick.

Wall is chair of the Company Law Committee at The Law Society and she chaired the joint working party of the Law Society and the City of London Law Society that published the e-signatures practice note.

Wall said: "Although e-signatures have been in use for some time, there has been no consensus among

the legal industry on their validity. The work of the Law Society and the City of London Law Society, which brought together a working group comprising almost 30 law firms, will help the industry get comfortable with electronic signatures and embrace the practical benefits of offering e-signing solutions to clients."

The strong audit trail provided by DocuSign was a key factor in its adoption.

Banking partner David Campbell, who has championed the move to e-signatures internally, said in an announcement to the firm: "I am sure that e-signing is the future – in a few years' time, we may look back on PDF or paper-based signings in the same way as today's lawyers regard the fax machine (or the quill pen)."

ALLEN & OVERY & OLSWANG CONTINUES ON P.2

▶ Travers Smith to virtualise desktop and outsource data centre

As part of a major project to enable its staff to become more agile, Travers Smith is trialling arrangements to move its desktop into the cloud and has already struck a deal to move its primary servers to a data centre run by Sungard AS.

The UK top 40 firm, led by IT director Ann Cant, is in the middle of a virtual desktop pilot that came about after the firm took soundings from its employees over what frustrates them.

Long hours came up across the board and Cant said: "The days of being stuck to your desk for 24 hours are long gone."

TRAVERS SMITH CONTINUES ON P.4



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► Allen & Overy & Olswang roll out e-signatures with others to follow

ALLEN & OVERY & OLSWANG CONTINUED
FROM FRONT COVER

Olswang, meanwhile, signed with DocuSign in March 2016, having been given a demonstration in November and begun conversations over implementation in January this year.

The project was headed by senior business change manager Matt Johnson, while the finance group ran the pilot and spent two months configuring the system and trouble shooting. (See our 'e-signatures in focus: Olswang' Q&A on page 3.)

Elsewhere, Osborne Clarke is engaged in an advanced, cross-firm proof of concept with DocuSign. Osborne Clarke's IT director Nathan

Hayes said: "The DocuSign proof of concept has taken place across the firm. e-signatures are appropriate in different places, not just in a single team or in transactional departments, so we've had a good cross section working with them."

One obstacle so far has been that DocuSign is not integrated with iManage Work, although it is understood that iManage and DocuSign have discussed entering into partnership.

Hayes said: "I don't think it's a barrier to adoption, it just puts a hurdle in the way and we're trying to get that removed."

"Assuming the proof of concept is a success, to what extent we roll it out is up for debate and that's what the proof of concept is designed to tell us."

Much like at A&O, the Law Society guidance will help to assuage doubts over using e-signatures. Hayes added: "The practice note will definitely help. As soon as I saw it I sent it to the project manager running the project."

Taylor Wessing is undertaking a trial run of DocuSign in its talent department, according to a spokesperson for the firm.

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► e-signatures in focus: Olswang

Finance legal director Anne Chitan and paralegal Charlotte Choules give Legal IT Insider an inside view into its recent decision to offer clients the option to use e-signatures.

When did you sign?

Olswang signed with DocuSign in March 2016. DocuSign originally gave the firm a demo in November, and conversations regarding implementation began in January/February 2016.

Did you run a proof of concept and was it across the firm or in one area? How long did you spend testing e-signatures?

Olswang's finance group ran the pilot and proof of concept, which included testing the system internally, running processes against the system and carrying out a full benefit analysis to determine savings of paper, overall time and billing time. The finance group ran up to six test scenarios internally to check timings and ease of use. The group first spent two months configuring the system and settings as well as troubleshooting and solving issues, and then spent two weeks carrying out the actual testing.

Who headed up/ran the project?

DocuSign was brought in via Olswang's strategic development team, led by senior business change manager Matt Johnson with assistance from trainee business analyst Shellianne Duffin. The test case was led by the Olswang finance team, including international head of finance Charles Kerrigan, finance legal director Anne Chitan and finance paralegal Charlotte Choules.

Have you had any client engagement in the project?

Several finance clients have shown an interest in using electronic signature software, and we are currently determining an appropriate deal to utilise DocuSign.

Have you rolled out e-signatures across the whole firm? Internationally?

Following the successful test period in finance, Olswang's London corporate practice and HR team are also testing the tool internally. The firm's real estate practice is also looking to begin testing in the coming months, and we look forward to seeing this deployed more widely as we work toward becoming a more nimble, agile law firm.

Why did you decide to go with e-signatures now – is it client demand? Is it because of the Law Society Practice note?

Olswang is pleased to be harnessing our TMT expertise to improve our own processes as one of the firms at the vanguard of using electronic signing technology, even ahead of the Law Society guidance. Some clients are starting to show interest in e-signature technology, and we're certainly seeing significant fee earner time savings when using e-signatures and substantial paper savings.

How are you getting over the fact that DocuSign isn't integrated with iManage Work?

Olswang groups using the DocuSign technology are currently saving files locally, but DocuSign are currently piloting a third-party software that will allow integration with FileSite, and we look forward to that improvement further improving our processes and the usability of the tool.

► Welcome to our new blogger, Mr Neil Cameron

Well-known legal industry and technology consultant Neil Cameron will be writing a series of articles for Legal IT Insider, starting with a fresh look at law firm resource management. Topics to follow include his latest thoughts on the epic battle between specialist vertical market law firm management software such as Aderant Expert and Thomson Reuters Elite, versus generic Microsoft systems with a legal wrapper such as LexisOne and Peppermint. He will also be giving us more than his ten pennies worth on making an educated decision in the cost benefit analysis process – not to be confused with a return on investment. More to come.

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► Travers Smith to virtualise desktop and outsource data centre

TRAVERS SMITH CONTINUED FROM FRONT COVER

The move towards agile working is not about hot desking or office space but the ability to work anywhere, and Cant added: "We're giving people something that works better in a mobile environment, so the desktop in the office is exactly the same as when they're working at home. There will be a consistency of look and feel that we haven't got at the moment."

The 317-lawyer firm has yet to confirm which supplier it will select and will also be reviewing what hardware it uses as part of the agility drive, including trialling Surface Pros.

Travers has already signed up with Sungard and Cant told Legal IT Insider: "We're going to put our servers into our own data centre with Sungard so the server is not in the office. The live

server will be with Sungard and we will replicate it back in the office. When everyone is comfortable, we'll move the data room off premises so there is no server here. We know we're making the right decision but it can't be too big a bang."

A major part of the agility programme will be automating as many paper-based manual processes as possible and Cant has helped to oversee a deal with new cloud-based contract automation entrant Clarilis.

Cant said: "Automation tools take forever to get out and I knew if we just bought a bit of software it wouldn't go anywhere; it's no good just leaving automation to a developer. We looked at all the automation tools on the market and they are all very good but Clarilis employ lawyers and IT is not involved because it's all cloud based."

"We're not going to automate all our precedents straight away. Given the type of law we do, we don't have lots of high volume, low value work. But there are a couple of documents where we could do something. This is our way of dipping our toe in the water."

As part of a wider move to improve its processes, Travers has signed up to Intapp Flow to help it build a better work flow across the firm.



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► Former RB GC Claire Debney talks transformation and automation

This September, former RB group GC Claire Debney will start at pharmaceutical giant Shire in a newly-created role of director of legal strategy, part of which will see her overhaul the FTSE 100 company's intranet and look at contract automation.

Shire in January agreed a \$32bn merger with Baxalta and part of Debney's role will be to help apply technology to bring the global in-house legal team together. She has been brought in by former RB boss Bill Mordan, who joined Shire in June 2015 as general counsel and company secretary.

One of Debney's first priorities will be learning and development, including building a high-functioning intranet to facilitate cross-jurisdictional communication and networking.

Debney told Legal IT Insider: "There is currently no proper intranet and we will be finding innovative ways of sharing information across different time zones and disease groups. The intranet needs to be engaging and we need to build a Shire wiki to answer the 'how do we do this' and 'where do we find this' questions."

Debney, who at RB turned to ContractExpress to automate many of the in-house legal team's contracts and create a searchable contract repository, will also be looking at automation. She said: "For me it's a reflection of Bill's investment in his people."

A major part of her role will be building a L&D academy and continuing the Mosaic mentoring scheme that Debney started at RB. She said: "If you give people opportunity and power and learning they will come to the table engaged about delivering legal services and that's when the technology can come into play. You should never divorce the people from the process."

Debney's role at Shire is part-time as she is also developing her own transformation consultancy Luminopex, which will help with mentoring in-house teams and advising them on using technology.

She said: "If we have a line-up of lawyers against a wall in 10 years' time it will look vastly different. General counsel are on the ascendant, they really are."

► Legal IT startup ThoughtRiver receives external funding

Contract intelligence software startup ThoughtRiver has received its highest level of funding yet from Ascential's chief executive Duncan Painter, who has been appointed as a key advisor to the board.

Ascential (formerly Top Right Group) is a business-to-business media company that runs Cannes Lions festival and owns magazines including Retail Week, Nursing Times and Construction News. Painter has been CEO since 2011, before which he was managing director of Sky.

The undisclosed sum follows investment in April from Taylor Vinters, where ThoughtRiver founder and CEO Tim Pullan is still a partner and counts Top Right Group among his clients. There will be a further funding round in mid-Autumn.

Pullan told Legal IT Insider: "Duncan's investment is great because he has really relevant experience and a great track record when it comes to generating value."

ThoughtRiver's contract intelligence software applies a contract risk evaluation tool that scans and interprets information from written contracts used in commercial risk assessments and produces visualisations of the potential risks and other issues. These can include the governing law and jurisdiction, which will appear on a dashboard, with the risk determined by a company's own risk appetite in different areas, allowing it to apportion resource more accurately. ThoughtRiver will launch a NDA-only automated review service from the end of September.

The London-based company was recently recognised by the FT Innovation Awards as a result of its work with global media group Dentsu Aegis Network and while still in beta testing is currently working with an as yet undisclosed multi-national software company.

ThoughtRiver's team includes chief technology officer Richard Moss, a former CTO at Sky IQ, and technology and strategy adviser John Sharp, currently CEO of Hatcher. Winning the prize for our favourite team photo on ThoughtRiver's website is senior developer Bello Abubakar, who is also CEO and founder of GummyBearLabs.

► What's hot & what's not: wins & deals

UK & EMEA Busy times on Planet **Workshare** with a raft of new wins across Europe... the Iberian giant **Garrigues** has selected Workshare to deliver an additional layer of file and metadata security firm wide. The Workshare functionality is a customised integration into iManage Work and will utilise Workshare 9's server-based metadata removal tool to remove metadata automatically from documents as they are being drafted and saved into the firm's DMS. The customisation has been developed by **LexSoft** (formerly Tikit Spain) for a wider automation of knowledge management projects within Garrigues DMS.

In the UK, **Whitehead Monckton** has selected the Workshare 9 platform to speed up its document drafting cycles, Manchester-based law firm **Berg** has deployed the integrated Workshare platform as the next step in its client support strategy, and **HBJ Gateley** has bought Workshare Connect via **Tikit**. Nordic region firms ordering or extending their Workshare portfolios include: **Wikborg & Rein**, **Simonsen Vogt Wiig** and **Haavind** from Norway, **Synch** law from Sweden, and **Castren** and **Snellman** from Finland. **Ploum Lodder Princen** and **Barentskrans** in the Netherlands are also now Workshare sites.

Peppermint Technology announced that specialist maritime and insurance law firm **Bentleys Stokes & Lowless** has become the latest UK firm – its 37th to-date – to select its Microsoft Dynamics CRM and SharePopint-based cloud solution.

UK law firms including **Pannone**, **JMW**, **Berg**, and **Buckles** have signed up to a new **Oratto** lawyer comparison site which uses its own algorithm to give lawyers a rating out of 10. Oratto encourages consumers to search for lawyers by their expertise, location and Oratto rating, which is calculated from factors such as the number of years' post qualification experience; whether a lawyer specialises in more than one area of law; their legal qualifications; and the number of case studies, published cases and testimonials they have uploaded to the Oratto website, along with the frequency of updates and other data. Lawyers can earn Oratto stars for the production of articles and blogs, which are published alongside a free wiki on matters from making a will to student visa applications to guides on commercial litigation issues for businesses.

Eclipse Legal Systems continues to win more business than anyone else in the UK practice and case management sector with new deals including: **Smooth Law**, a paperless claimant legal services firm set up in July 2015; **Sterling Costs**, a national firm of costs lawyers and law costs draftsmen; Liverpool-based personal injury specialist startup **McDermott Smith**; as well as another Liverpool startup **Three Graces Legal**, which handles employment and personal injury work. Note to Non-Northern Readers: "The Three Graces" are located on the Liverpool Waterfront and comprise the Royal Liver Building, the Cunard Building, and the former offices of the Mersey Docks & Harbour Board.

Having won its first Swiss site – Geneva-based boutique **lecocqassociate** – towards the end of last year, **Aderant** has been selected by top-tier Swiss independent law firm **Niederer Kraft & Frey** to provide its new financial and practice management system. The Zurich-based firm, which emphasized the need for front and back office mobility as well as advanced business intelligence and integrated time capturing capabilities, is scheduled to go live on Aderant Expert in January 2017 – six months after signing with Aderant.

Tech startup **Nalanda Technology** has secured **Gosschalks Solicitors** as an early adopter of its Nalytics software-as-a-service search tool capable of searching unstructured data from any device. Nalytics can be used in contract review, investigations and ediscovery projects. Nalanda co-founder & CTO David Rivett told Legal IT Insider "The heart of what we do is deconstruct the textual content. There is an inherent structure in any data and because we identify its genealogy, or digital DNA, we can search for words and find things very quickly. A typical search engine finds documents and you then have to look again. The way we do indexing, we get a very granular search." Another Nalytics site is **Buzzfeed UK** which has used the technology in its investigative journalism.

WINS & DEALS CONTINUES ON P.7



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WINS & DEALS CONTINUED FROM P.6

Another startup **Clarilis**, which describes itself as “a new model of document automation business that uses its own legal advisers to convert law firm precedents” has won Scottish firm **Burness Paull** as a client shortly after other major wins including **Travers Smith**. Burness Paull has hired Clarilis for a series of precedent projects. The firm has just gone live on a firm-wide initiative to automate the many thousands of complex letters of engagement it produces every year. As well as saving time drafting the letters of engagement, the Clarilis platform is regarded as a risk management tool that will help Burness Paull to ensure greater rigour and consistency across its practice. Clarilis was launched 18 months ago and on top of its proprietary automation software, offers a 12-strong team of specialist PSL programmers who convert a law firm’s precedents.

In what the top-tier Danish law firm says is its first step to full implementation of an artificial intelligence/AI solution, **Bech-Bruun** has selected both **RAVN Connect** Enterprise and RAVN Manage for advanced enterprise search and knowledge management. Bech-Bruun is using RAVN Connect Enterprise search platform to search a wide variety of internal content including iManage Work, InterAction CRM, Navision and Mimecast. The RAVN solution replaces its iManage IUS search platform.

Magic circle firm **Clifford Chance** has become the latest major professional services adviser to deploy **Kira Systems** machine learning contract review software, following recent similar moves by DLA Piper and Deloitte. Commenting that “the legal industry must adapt” Clifford Chance said it selected Kira both because it works out of the box with little set up time, and because it can be easily trained by Clifford Chance lawyers to learn from the firm’s specialist expertise. It will use Kira’s software to reduce the time spent on due diligence and potentially increase qualitative analysis by reviewing a higher number of documents.

Vissensa announces that it has signed a multiyear agreement with the **International Bar Association (IBA)** to host and support key aspects of the Association’s computer infrastructure in one of its highly secure UK data centres. The project included the migration of the IBA’s existing computer equipment to the new data centre location and included the introduction of cloud-based local and remote backup solutions to support the growing user community within the IBA.

Langleys Solicitors is to rollout **BigHand** speech recognition firm-wide to 168 users, while **Larken & Co** in the East Midlands has switched from a legacy stand-alone digital dictation system to BigHand’s SaaS solution BigHand Professional to enable cloud-based working.

Rotterdam firm **Kneppelhout & Korthals**

has selected **Legalsense** as its new online practice management system in a drive towards more digital and mobile working practices.

As part of a wider technology refresh program for a new DMS and PMS, leading Finnish firm **Krogerus** selected **Phoenix Business Solutions** to implement iManage Work. The project will include Phoenix MatterView to deliver Matter Management and Analytics from within iManage. Phoenix Workspace Control will also be implemented to ensure close integration with the new Krogerus practice management system.

Still in Continental Europe, the Phoenix Frankfurt office continues to grow with new customers, primarily for iManage DMS-related projects, including **Flick Gocke Schaumburg, Binder Grösswang, Görg** and **Kucera**.

To improve productivity and defend against cyber-attacks, Manchester law firm **Turner Parkinson** engaged **Quiss Technology** to train users on how to get more from their key software application and to understand and recognise the cyber-security risks that most law firms face on a daily basis.

London law firm **Howard Kennedy’s** residential and plot sales team has implemented a **Linetime Liberate** case management system. Led by IT director Clive Knott, the firm looked at a number of different options including a bespoke system but were swayed by Linetime’s track record, which would allow for a more aggressive implementation schedule. The firm will initially use Liberate to manage all aspects of developments, associated plots and associated documents and milestones. A second phase will see integration with the existing Elite practice management, as well as the implementation of Linetime’s client portal software, allowing clients to access their own cases, case histories and associated documentation.

Forcepoint, a new “managed Next Generation firewall service” supported in the UK by **NETprotocol**, is already in use at three law firms: **Lee & Thompson, Jordans Solicitors**, and **Hempsons**.

Pardoes Solicitors in Somerset and Dorset, has implemented a **DPS Software** practice management solution. Previously the firm’s PMS was from one supplier, digital dictation from another and case management from a third, with hosting including Word and the Microsoft office suite from yet another supplier. DPS was chosen as it provides a fully integrated solution for every department through its own **dpscloud** platform for a single monthly fee. Guy Adams, managing partner said “Managing servers, desktops, software and the increasing amount of security we have to implement is a real headache we did not need. We know we need IT to do our work so we can strive forward and do our best without worrying about technology.”

WINS & DEALS CONTINUES ON P.9

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WINS & DEALS CONTINUED FROM P.7

Birmingham law firm **Sydney Mitchell** has extended its relationship with **Solicitors Own Software** by signing up to SOS Connect for practice and case management. A long-time user of SOS accounts software, the firm has now also switched to SOS to replace its incumbent case management software.

Farrer & Co has selected the **Sunrise Software** IT Service Management Solution (ITSM) to enhance its IT support to the 400-employee firm. The deployment will see Farrer & Co adopt Service Desk Institute (SDI) best practices and implement measurable incident and problem management and provide the firm with an easy to use, accessible and intuitive platform to log incidents and implement both problem and change management processes; something they had not achieved with their incumbent solution.

South East law firm **Thomson Snell & Passmore** has selected **Converge Technology Specialists** to provide disaster recovery as a service, as has **Cleaver Fulton Rankin**, one of Northern Ireland's leading corporate law firms.

JA Kemp in the UK, **Arthur Cox** in Ireland and **Thallaug** in Norway are using DocsCorp pdfDocs and **Wählin** is using compareDocs. **Plesner** swapped out Workshare for the DocsCorp full desktop productivity suite pdfDocs, cleanDocs and compareDocs.

Turcan Connell, which currently uses the recently end-of-lifed Elite Envision system (previously Pilgrim LawSoft) for document management, has selected **iManage Work** as its replacement DMS. **Phoenix Business Solutions** will deliver the implementation.

Phoenix has also recently won iManage related projects from **Osborne Clarke**, **DAC Beachcroft**, and **Trowers & Hamlin**, as well as Irish law firms **Matheson**, **McCann FitzGerald**, **A&L Goodbody** and **Mason Hayes & Curran**.

UK law firm startup **Lawyers Inc**, which provides "an umbrella" of support services to individual solicitors, has outsourced its own payroll and legal accounting activities to **Quill Pinpoint**.

APAC Mid-tier Australian law firm **Hunt & Hunt** has selected **BigHand** SaaS Voice solution for digital dictation, speech recognition and mobility replacing its legacy onsite solution. BigHand will be used to support over 150 professionals who will be utilising the BigHand SaaS platform to work anywhere with clients and increase turnaround of document production by utilising Server Side Speech Recognition.

Other recent BigHand APAC new deals and upgrades include: **Hall & Wilcox** who have extended their BigHand Voice installation to add speech recognition with BigHand SmartNote to automatically generate and file documents into iManage and BigHand Now workflow platform; **Finalyson**s, who have who have selected BigHand Now for digital form and workflow procedures internally at the firm; **Russells Lawyers** in Queensland with BigHand Voice utilising SmartNote and speech recognition; **Irdl Legal** implementing BigHand

Voice and BigHand Now; and **Hall Payne** with BigHand Voice, speech recognition and BigHand Now.

Sydney-based **BBW Lawyers**, **Gadens** and **O'Reilly Douglas & Co** are using **DocsCorp** pdfDocs. Brisbane-based **McInnes Wilson Lawyers**, Wellington-based **Baldwins**, and **Kington Tan Dzul** in Kuala Lumpur have purchased contentCrawler for bulk processing of documents in their document management systems. **Macpherson Kelley Lawyers** are using compareDocs to compare documents.

NORTH AMERICA That's gonna hurt... **Sutherland Asbill & Brennan** just signed up with **Aderant Expert** as its new financial and practice management system, just over two years after the Washington-headquartered law firm bought Thomson Reuters Elite 3E. TRE announced in March 2014 that Sutherland had purchased 3E and legal process management tool Engage, which, in December 2014, TRE said it would end regular updates for, with the platform going into maintenance mode.

In another major win for **NetDocuments**, AmLaw 100 law firm **BakerHostetler** is to replace its on premises legacy iManage document management system with NetDocuments' software-as-a-service platform. The Cleveland-headquartered firm is the second top 100 firm in two months to announce it is switching from iManage to NetDocuments, after **Orrick** made a similar move in July. Orrick became and remains NetDocument's biggest client to date. Other recent wins include New York law firm **Kelley Drye & Warren**, which in June said it is swapping out its legacy OpenText DMS for NetDocuments.

iManage reports that the number of organisations adopting iManage Cloud, the company's hybrid cloud service, has nearly doubled over the past year. New cloud adopters include Richmond-based AmLaw 200 firm **LeClairRyan**, Washington DC litigation boutique **Robbins Russell**, Mid-Atlantic regional firm **Carr Maloney**, and Connecticut firm **Finn Dixon & Herling**. Deployments range from less than 100 to more than 700 users.

Bradley & Gmelich, a business law firm with offices in Southern California and the San Francisco Bay Area, chose **BigHand** Digital Dictation and BigHand Speech Recognition to increase efficiency and simplify the process of managing dictations.

LIFARS, a New York-based cybersecurity intelligence firm, has selected the **Covertix SmartCypher** data-centric security system to ensure its customers receive full protection no matter where their data travels – cloud, mobile, web, third-parties, network, etc. LIFARS customers benefit from Covertix' crawler capabilities, which seeks out data at risk and dynamically assigns policies to protect it.

Tikit Carpe Diem has announced a raft of new deals including **Fangda Partners** (50 Carpe Diem Classic licences), New York firm **Harris Beach** bought an additional 250 Carpe Diem licences, and **Paul Hastings** bought 1100 mobile licenses which they are implementing alongside their upgrade to Carpe Diem Next Generation

WINS & DEALS CONTINUES ON P.10

WINS & DEALS CONTINUED FROM P.9

UK-based **Eclipse Legal Systems** just announced it is implementing its Proclaim practice management system at Calgary-based Canadian law firm **Litwiniuk & Co.** Eclipse's Proclaim came highly recommended to Litwiniuk via previous Proclaim users, who now work for the firm. The six-figure deal will see Eclipse conduct a full data migration from the firm's incumbent system, and implement an out-of-the-box personal injury case management solution practice-wide.

Duane Morris has consolidated firm-wide docketing across 1300 users in 22 offices on a single platform: **American LegalNet eDockets**. The firm said that while many vendors promised their products would provide all the services they needed "soon," they still had not launched these initiatives by the time the firm was ready. American LegalNet was the only vendor that had a single product that included all the criteria the firm needed, providing universal access to court dates and court rules from all.

Duane Morris has also purchased the popular Office 2016 User Adoption Materials from **Traveling Coaches** to ensure rapid and complete user adoption of Microsoft Windows 10 and Office 2016.

Sheppard Mullin is now using the **Cohesity**

"secondary storage" solution to manage and consolidate legacy data storage infrastructures. Readers might like to note Cohesity is now also available in the UK via **Viadex**.

kCura, developers of ediscovery software Relativity, announced that **Vanek Vickers & Masini** has licensed Relativity. The boutique firm, located in downtown Chicago, has a national complex commercial litigation practice and will leverage Relativity for all its cases. kCura has announced that **Cognicion**, a subsidiary of US law firm **Hunton & Williams**, has chosen kCura Relativity as its primary platform for the ediscovery services it is now offering corporations, law firms and other legal entities.

Giordano Halleran & Ciesla, **Laffey Leitner & Good**, **Taylor English Duma** and **Hyland Levin** are using **DocsCorp** cleanDocs. In other DocsCorp deals **Katz Baskies & Wolf** and **Ballard Spahr** are boosting productivity with pdfDocs. **Cravath Swaine & Moore** are using contentCrawler. **Nutter McClennen & Fish** has swapped out iRedline for compareDocs and is also using cleanDocs. **Vinson & Elkins** is using compareDocs and cleanDocs.

Chicago firm **Neal Gerber & Eisenberg** has selected **Phoenix Business Solutions** to provide Premium Support and Monitoring for their iManage platform. The firm has also selected MatterView for integration with Logi Analytics to provide fee earner and matter reporting from their iManage workspaces.



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Australia in focus

► Australia says yes to Lawtech startups

Looking for some excitement in the Lawtech startup market? Then look no further than Australia (no pun intended.)

The past month has seen Sydney-headquartered corporate advisory firm Eaton Capital Partners take a minority stake in online legal marketplace Crowd & Co, which enabled it to launch in London in July.

Elsewhere, innovative Sydney-headquartered law firm Gilbert + Tobin in August increased its stake in online legal adviser LegalVision to nearly 20%, following the move in April by Norton Rose Fulbright Australia to form an alliance with business startup online advisory service LawPath.

Crowd & Co

Crowd & Co was founded at the end of 2015 by managing director Jarred Hardman, who started his professional life as a Freehills (now Herbert Smith Freehills) lawyer before moving into more commercial roles at industrial engineering companies UGL and Downer.

In July the company, which provides a platform for lawyers to offer and bid for work in return for a cut of the transaction value, sold a minority stake to Eaton Capital Partners, welcoming Eaton Capital's CEO Stephen Moss and finance and strategy partner Peter Bergin onto the Crowd & Co board as chairman and CFO respectively.

It has used the funds to launch in London, taking space in the Huckletree Shoreditch shared office space in Finsbury Square.

Hardman told Legal IT Insider: "The UK is the clear choice for expansion, so we have set up an office in Finsbury Square, Shoreditch, and have a BD person working for us. Her role is solely focused on bringing Crowd & Co to the firms and corporates (being independent helps us work with all segments of the industry.)"

Moss has also leveraged his London contacts and Hardman is visiting the UK in September to meet potential clients. He added: "We'll build a team over there to ensure we have the right client facing support on the ground."

In June, Crowd & Co unveiled a partnership with legal outsourcing provider Exigent, to give its clients access to back end legal services.

It has plans to incorporate legal products such as document automation into its online marketplace. Hardman said: "Our vision is to create a 'legal village centre', connecting lawyers to more than just opportunities; to knowledge, products and services which support them in their endeavours."

G+T invest in LegalVision

August, meanwhile, saw G+T increase its stake in lawtech startup LegalVision to nearly 20%, following a second round of financing in a 'if you can't beat them, join them,' approach to the competition.

LegalVision, founded in 2012 by CEO and former Barclays Capital associate Lachlan McKnight, gives fixed fee, high volume legal business advice that is kept at a lower cost because it and the business lawyers who work for it operate online.

G+T in November 2015 made an initial investment in LegalVision to help drive its expansion. According to G+T's chief operating officer and LegalVision board member, Sam Nickless, the start-up is rapidly growing and successfully taking business from small and mid-sized law firms.

"Aligning the Gilbert + Tobin brand with LegalVision is a strategic move that allows us to service both ends of the market – from start-up to premium corporate brands.

"From working with LegalVision, we can deepen our relationships by serving clients across a broad range of their needs – from the bespoke, complex issues that are our heartland, through to their regular business processes that are ideal for LegalVision," Nickless said.

"G+T is also looking to learn from LegalVision's approach to technology, marketing and process. We will be working on joint projects to develop legal applications for machine learning, artificial intelligence and blockchain in our respective markets."

NRF LawPath

The investment follows the news earlier this year that the Australian arm of Norton Rose Fulbright has formed an alliance with LawPath, which helps companies with all the documents they need to set up, run and expand a business, including applying for patents and trademarks.

Visitors to the website are offered the chance to have a live chat with a consultant. At the time Legal IT Insider visited, a consultant called Sarah explained: "LawPath is an online legal service that makes it faster and easier for businesses to access legal services solely based on their preferences. LawPath is not a law firm, is not engaging in a legal practice and LawPath does not act as lawyers. LawPath does not provide legal advice."

Don't tell that to Norton Rose Fulbright, which as part of its alliance with LawPath will offer startups time with a senior lawyer to customise and sign off their documents.

Australia in focus

► Corrs Chambers Westgarth: NetDocuments and open plan are go

Corrs Chambers Westgarth has become the first Australian firm to go live with NetDocuments' document management system and email as it also completes the final stage of a four-year move to entirely open plan working.

The innovative four-office Australian independent law firm was one of the first in the world to look at open plan working. This year Perth became the fourth and last office to make the transition, after a huge change management program involving an overhaul of workspace and technology.

The ahead-of-the-curve decision to become open plan was made in 2011 and driven by the expiry of a 10-year lease. Sydney became open plan in 2013, Brisbane in 2014 and Melbourne in 2015.

One of the major learning curves from moving open plan was an increased need for electronic filing and the 600-plus lawyer firm is now live on NetDocuments, after the document management system provider created an Australian data centre to facilitate Corrs' switch from OpenText.

Corrs' chief operating officer Jon Kenton said: "We were the first Australian client and the first firm globally to go live with NetDocuments and ND Email – we have been in touch with a number of firms globally to provide feedback and advice on how to roll out ND Email."

Other resultant changes to technology at Corrs include the move to VoIP phones, improved wireless networking and Follow Me printing, as well as improved AV and headsets. Kenton, who says the firm bought "every shiny thing going" in order to ensure the success of the move to open plan, said: "We have a lot more equipment in our meeting rooms and the functionality is controlled by your iPad so anyone can set it up how they want it."

Everyone at the firm has their own desk but they have a locker for surplus 'kit' such as gym bags.

With moves towards open plan taking place in a number of UK law firms such as Olswang, and this year rolled out at Bird & Bird. Kenton said: "Our director of IT has talked about open plan at ILTA for the last 2 years and there has been limited attendance – the feedback has been that

the idea of open plan was something that 'our firm would never do' so people didn't attend."

Other Australian firms to subsequently become open plan include Gilbert + Tobin in Sydney and Hall & Wilcox in Melbourne.

Kenton added: "We see it as an opportunity to reflect our values. We're an inclusive and collaborative firm and having everyone in their own separate box didn't help us collaborate or seem open."

Learning curves from moving open plan:

- Don't insist on silence – it's better that people move to quiet rooms if they can't concentrate
- Don't try to find names other than 'open plan' – it just looks like you're trying to mislead people
- Identify each person's concern with the change ie what aspect do they find unsettling – it will often surprise you.

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► Tech Talk: BLP's GC portal

Berwin Leighton Paisner at the end of July launched a senior corporate counsel legal tech discussion portal and Legal IT Insider spoke to head of strategic client technology, Bruce Braude about how it will work in practice.

Called Tech Talk, the HighQ-based platform will enable GCs to discuss how they leverage technology and data analytics.

It was borne out of internal round tables hosted by BLP, in which GCs ended up discussing among themselves how they use technology and the issues they have.

The initiative is being led by Braude, who alongside a number of BLP colleagues will feed ideas and insights into the portal.

Senior corporate counsel must request login details and the portal is closed to outsiders (particularly vendors, for obvious reasons).

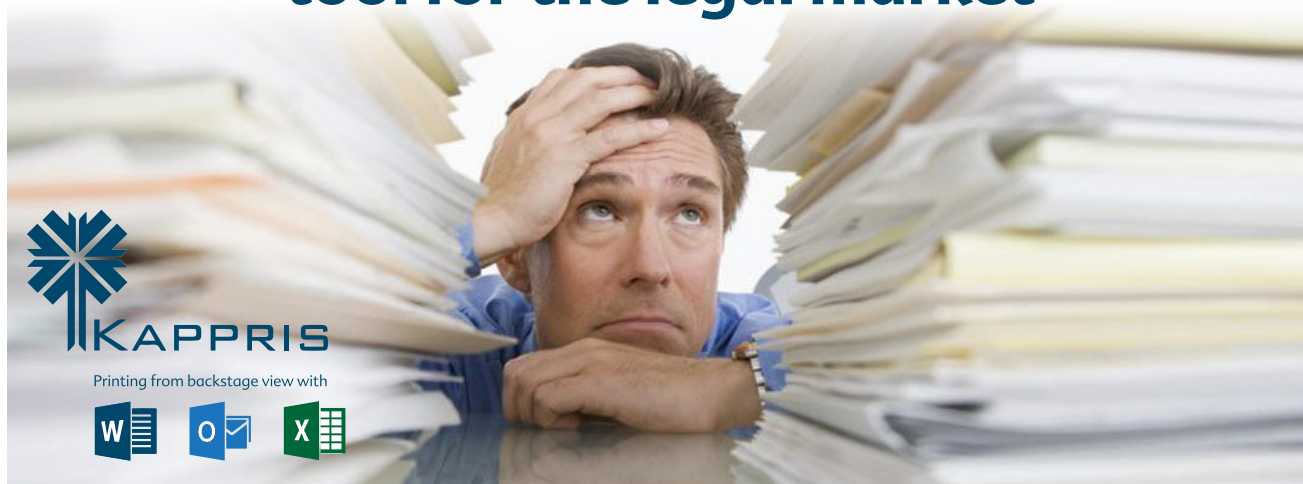
Braude told Legal IT Insider: "We're seeing a growing interest from senior counsel, who are seeing how tech is disrupting the market and are interested in the opportunities around data analytics. There is a growing interest in terms of what should they be doing and what hurdles they need to overcome, which they are really keen on exploring with other GCs who have been through these types of journeys."

The intention is for BLP to feed in updates on interesting legal tech developments including video demonstrations of key technologies to help implementation. The portal will also provide access to material and summaries from BLP's roundtable sessions, the last of which focused on an introduction to document automation.

No-one connected with the in-house legal market will be surprised to hear that one of the main topics of conversation on Tech Talk has been contract lifecycle management, including how to best capture data, automate a corporate's obligations and apply data analytics.

The site is accessible at www.gctechtalk.com in desktop and mobile friendly formats.

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► Movers & Shakers

INTERNATIONAL The **International Legal Technology Association** announced that long-serving executive director **Randi Mayes** will step down from her position in 2017. Mayes, who has been with ILTA since its inception, said "It's been extraordinarily humbling and gratifying to see the organization grow from a grassroots network to a large, international association. I'm proud of my matronly status, and I'm privileged to have witnessed the maturation of our beloved ILTA from a bumbling toddler to a highly respected adult." The ILTA board of directors has formed a search committee to oversee the process of selecting a new executive director and retained executive search firm Vetted Solutions to coordinate the process.

Intapp has hired Thomson Reuters VP **Chris Turk** as UK & EMEA regional VP of sales, replacing Kaye Sycamore, who left for Peppermint Technology in May. Turk has over the last five years held a number of senior roles at Thomson Reuters, most recently VP of key accounts, where he led a global team in managing Thomson Reuters' relationships with a portfolio of global law firms, corporations and federal agencies. Turk's move to the new London offices of Intapp at Great Winchester Street, coincides with the arrival in the City of former operations director **Paul Pastura**. Pastura is relocating from Sydney in a new role as EMEA & APAC director of professional services.

Intapp has also announced that industry visionary **Ralph Baxter** has joined its board of directors as a non-executive member. Ralph Baxter, former Chairman & CEO of Orrick, is a leading advisor, writer and speaker on the legal profession and has been recognized as one of the "Top 50 Big Law Innovators" by The American Lawyer. In his new role at Intapp, his responsibilities will include formalizing and leading a set of strategic advisory boards. Among other roles, Baxter currently serves as Chairman of the Thomson Reuters Legal Executive Institute, and is a member of the Advisory Board at the Stanford Law School Center on the Legal Profession.

UK We thought he'd packed his trunk and said goodbye to the legal IT circus but David Thorpe is back and just joined **slicedbread** as shared business development director in a major hire for the adaptive case and matter management provider. Thorpe, who will be based in slicedbread's new London office, was sales director at Peppermint Technology for four years until March 2016, helping to take the cloud-based practice and case management provider from a startup to the point where it received over £10m in private equity investment in December 2015.

A short, three-month stint as UK business development director of mobile app company Bottle Rocket was enough to convince him that legal is where it's at. Thorpe's potted legal tech pedigree includes 11

years as EMEA general manager for Thomson Reuters Elite. He was briefly group sales director at Tikit in 2005, before becoming sales & marketing director at Pilgrim Systems. Before joining Peppermint in 2012, Thorpe spent three years at Aderant working as general manager EMEA. He told Legal IT Insider: "Slicedbread is similar in some respects to Peppermint at the beginning; small, exciting and privately-owned, and with a very innovative and disruptive product."

Having joined as a part-time board advisor in the autumn of 2014, former Tikit CEO **David Lumsden** has joined **RAVN Systems** as its chief strategy officer. In this newly-created position Lumsden will be taking part in forming RAVN's strategic initiatives.

Former RB VP and group legal affairs GC **Claire Debney** is joining **Shire** as part time director of legal strategy, working through her own consultancy **Luminopex**, which she has set up as a vehicle to advise inhouse legal teams on transformation and technology. Debney has been brought in to Shire by former RB boss Bill Mordan, who was previously group GC at RB and joined Shire in June 2015 as GC and company secretary. More widely, Luminopex will provide mentoring and coaching and create and implement learning and development programmes for inhouse legal teams.

Jaeva Management has promoted lead consultant **Jo-Anne Wild** to Client Services Director as part of its growth strategy. Wild has previously worked with ThinkWild, DWF and Cobbetts LLP. Jaeva has also moved to new, larger headquarters in Cleator Moor's Phoenix Enterprise Centre in Cumbria.

Keystone Law has hired costs expert **Tom Blackburn** to join its Dispute Resolution Team.

Blackburn is a seasoned expert dealing with all costs-related litigation across a broad range of areas including general commercial, IP, professional negligence, shipping, banking, intellectual property, fraud, defamation aviation, disaster litigation, personal injury and clinical negligence.

Finally, in sadder news, the Insider has learned of the recent death from cancer of UK legal IT innovator **Denis Corr**. We first encountered Corr in the early-1990s, back in the days when Wordperfect still ruled the world, with his DACS document automation and file management system – a forerunner of today's matter management systems. In fact Corr was responsible for Insider founder Charles Christian's hair turning white, when he was given a lift in Corr's vintage Aston Martin from the old Avenue Legal Systems offices in Fareham along the M27 to the Eastleigh railway station. "Time was tight," says Christian "so Corr put his foot down, with the needle on the speedometer seldom falling below 130 mph. Probably – there again I had my eyes tightly shut most of the way. I caught my train and by Basingstoke I was breathing normally again."

MOVERS & SHAKERS CONTINUES ON P.15



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MOVERS & SHAKERS CONTINUED FROM P.14

NORTH AMERICA The Monica Bay STEM Leadership Committee has announced that the second annual **Monica Bay STEM Leadership Award** will be awarded to **Sheryl Nolan** at the ILTA in Washington DC on August 30, 2016. Nolan is the Director of Technology Strategy at **Microsoft Corporate, External and Legal Affairs**. She has been at Microsoft for 21 years and her most recent contribution to the legal IT sector was the open-sourced solution Matter Center for Office 365.

QuisLex has hired **Joseph Polizzotto** as its new senior VP of strategy & client services. Polizzotto was previously Deutsche Bank's GC for the Americas and before that GC of Lehman Brothers. Other recent QuisLex hires include Josh Rosenfeld and Steven Rudnick.

Wilson Legal Solutions has appointed **Kimberly Lawrence** as director of finance.

Lawrence draws upon more than 15 years of financial management experience in the professional services sector, most recently acting as financial controller for Tunnell Consulting.

Prosperoware has appointed **Chris Martin** as Account Executive to lead sales of Prosperoware Umbria in California, the southern US and mid-Atlantic regions, including Washington DC.

Denton's innovation and technology investment arm **Nextlaw Labs** has hired **Dean Khialani** as its chief technology officer. In this role, Khialani will oversee development and expansion of all of the company's technology products designed for legal professionals. Khialani was previously the senior VP of information technology at The Excelium Group.

LexisNexis subsidiary **Lex Machina** has hired **Tim Moore** to lead the company's sales efforts in the Midwest region, including Ohio, Michigan, Indiana, Kentucky and Tennessee. Prior to joining Lex Machina, Moore spent three years at LexisNexis as a corporate legal client manager.

EDISCOVERY **AccessData Group** announced that **Carolyn Casey** has been appointed as senior director of industry relations. In this newly created position Casey will help the company interact more closely with key members of the market to discuss trends and challenges important to AccessData's customer base, while adding transparency around the company's vision. Previously Casey ran her own consulting firm

and before that was a marketing executive with three leading ediscovery software companies.

John R. Barr has been named president of the ediscovery company **Catalyst**, where he will report to Catalyst founder & CEO **John Tredennick** and oversee the company's operations, development and internal management. In 2007 Barr joined 'Big Data' analytics company Yieldex as COO until its acquisition by the internet advertising company AppNexus.

@**Legal Discovery** has hired **Amy Bowser-Rollins** as the director of process management. She will be based out of the company headquarters in Falls Church, Virginia.

The **Forensic Risk Alliance** has appointed **Dianne Drummond** as a Director of eDiscovery. She will be based in FRA's London office but will be assisting globally in driving ediscovery growth across the company's key sectors. With over 15 years experience in ediscovery, Drummond has worked in both the legal and consulting sectors in the UK, US, Continental Europe, and Japan.

APAC **BigHand APAC** has recruited **Daniel Page** from LexisNexis and **James Bible** from Thomson Reuters to bolster up the team with sales experience inside law firms, government agencies and professional service firms supplying software such as Lexis Visualfiles and Thomson Reuters Elite MatterSphere and 3E.

► One to watch: Deftr

Not heard of Cambridge-headquartered legal tech startup Deftr yet? We think you will.

Deftr is a group of lawyers, data analysts and AI experts that have created a software that automatically turns your text into graphs and interactive graphics that can be exported and shared with clients or internal staff.

Deftr was co-founded in 2015 by CEO Matthew Osman, a qualified barrister who most recently worked for a credit hedge fund in London, and CTO and AI researcher Jacob Rosen.

At the start of August Deftr announced that Bloomberg chairman and former LexisNexis president and CEO Lou Andreozzi has become an advisor. Ahh, small beginnings.

aka 'The Orange Rag'

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► Legal IT director strategic objectives

Sharing their core strategic priorities in this issue are Mike Nolan, IT director at UK top 20 law firm Berwin Leighton Paisner, Richard Elson, director of information services at City and international firm Trowers & Hamlins, and Graham Sankey, head of IT at national law firm TLT.

Mike Nolan, BLP

New technology. BLP has been leading in integrating new and emerging technology to make a real difference within the firm. Some examples of our work to date are the use of contract robots, AI, cognitive searching, and innovative integration within our existing systems. These applications of new technology help us to continually offer more innovative solutions to our clients, with our lawyers playing a key role in identifying new opportunities to exploit our technology. An essential part of making this work is having the right team of people working together in both the traditional legal technology space and with new and emerging technology. Working closely with our lawyers, these teams need to be able to move quickly to develop and deliver solutions, often in concert with our in-house development function or with our key partners.

Evolving our systems to support more flexibility for modern working – ensuring mobility through agile connectivity, a range of different mobile devices, collaboration and unified communications. Our lawyers should be able to work seamlessly with our clients from anywhere. We have carried out significant work on our back office systems to support this initiative and provide a greater range of high quality tools for our lawyers to use. From collaboration technology to video and flexible communications – our IT system has to evolve at the pace our clients and lawyers need.

Maintaining our focus on security, building on our long standing ISO27001 certification and investing in our people and systems to keep our security posture evolving in line with an ever changing world. Ensuring that we have the right team of people leading in this area is vital, and integrating experts from multiple disciplines within the firm is a key requirement. From our risk and compliance team, our communications team, our IT and security teams, our senior management and our strategic partners.

Graham Sankey, TLT

Security. In the ever changing security landscape this will remain a core focus for us. Our security models need to continually adapt to keep abreast of current threats and regulatory changes, with client data segregation high on the agenda.

Digital and collaborative working. Continuing the drive towards true electronic working this programme focuses on enabling staff to work in the most efficient way possible, no matter where they are located. It provides efficiency gains to all staff across locations by allowing easy and collaborative access to the data and systems necessary for the task at hand.

Efficiency. This programme focuses on directly improving the efficiency of our fee earning teams. It includes initiatives such as process and document automation, service centralisation and technology stack rationalisation. User training will be a major component of this programme and will be supported by a competency based training initiative based on the LTC4 framework.

Richard Elson, Trowers & Hamlins

Information and Cyber security controls and keeping up with the threat landscape. We're permanently working on the "Ps". People – changing behaviours concerning information security, Passwords – tighter policies and controls, Paper – keeping storage of it to a minimum, – Printing – a secure print platform is now in place globally, Premises – improved security thereof, Privileges – who is allowed to do what, Procedures – including mandatory awareness training and, of course, Programs – encryption and security related technologies. In particular, we are focusing on educating people about the ways in which criminals will target identity thefts in various forms and advising of the fraud attempts we have seen both here and more widely in the business community so that their vigilance can help strengthen our lines of defence.

Datacentre transformation and virtual desktop. We're completely transforming our datacentre technology this year to provide best of breed, resilient compute and storage capabilities to serve as the platform to deliver our private cloud desktop virtualisation that we've developed and are rolling out to provide secure virtual desktop access from anywhere.

LEGAL IT DIRECTOR STRATEGIC
OBJECTIVES CONTINUES ON P.18

LEGAL IT DIRECTOR STRATEGIC OBJECTIVES
CONTINUED FROM P.17

The strategy is to provide a single global system for all applications. This strategy enables us to provide increased flexible working, improved disaster and business continuity and also lower costs and lead times where we might consider opening offices.

Legacy systems migrations, consolidations, decommissioning. It's not all new. There's a whole host of decommissioning and consolidation work underway. We recently merged and, while we were able to get our merged firm's users working on the firm's systems on day one of the merge, there is always a set of legacy applications systems and technologies from which to migrate, to integrate or to decommission. We are also planning the completion of programme of a work to redesign our document management system to have global systems of one live and one archive database, consolidated from an environment of various multiple databases. Removing the remainder of these legacy system boundaries will further improve our ability to work globally across teams.

► Aderant: Chris Cartrett and Chris Giglio talk Momentum

Aderant had a spring in its step at its Momentum conference in July, where chief executive Chris Giglio and senior vice president of sales, Chris Cartrett spoke to Legal IT Insider about growth, investment, 'firm 2020' and what Aderant's acquisition by Roper Technologies has meant so far.

This was the first London Momentum since Aderant was acquired by Roper in October 2015 from private equity firm Madison Dearborn, giving it its first permanent home in a decade for a cool \$675m.

At the time of the Roper acquisition, UK client reaction was mixed, given that the S&P 500 company only rebranded from Roper Industries in 2015 and the fear was that the Aderant stable would become diluted.

ADERANT CONTINUES ON P.19

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ADERANT CONTINUED FROM P.18

The hope expressed by some UK clients was that Roper would allow its Atlanta-headquartered legal software addition to stick to the knitting while increasing investment in its client-facing services in Europe.

So far, that hope has come to pass, surpassing the expectations of Aderant's executive team. Cartrett told Legal IT Insider: "The advantage is they are interested in long term growth. We don't have debt any longer and we can invest in the longer term. Roper never sells so we are allowed to be very aggressive.

"You would expect from an acquisition of that size that there would be more involvement but they know they don't need to add value. They are a great partner."

Roper has also helped Aderant to open new doors, including in Switzerland, where it has a presence and in January acquired diagnostics intelligence company CliniSys.* In July this year, Aderant won top-tier Swiss law firm Niederer Kraft & Frey as a client. Cartrett says: "They had legal entities already set up and a reach we didn't have."

Investing in the business

To be fair, it was a door that was already ajar, following Aderant's win of its first Swiss client Iecocqassociates in September 2015. Giglio said: "We've invested in the Expert framework and used it to enter new markets. We've done a good job and earned a reputation as a safe partner."

It certainly has invested: Aderant has increased its spend by 25% over the past two years, according to Giglio.

Aderant's pre-Roper acquisition of long-time Benelux partner Timesoft in April 2015 had also already gone some way to increasing its support and services arm in EMEA.

But while Roper has made it clear that its door is well and truly open for further investment, Aderant's focus is on building on its reengineered Expert framework rather than dramatic growth in people.

The platform

The work done under former executive VP of strategy and product, Mike Barry - who moved Aderant Expert's existing base code to Microsoft Visual Studio 2010 and .NET Framework 4 - means Aderant can increase developer productivity and reduce time to market, as well as the cost of development and support.

Giglio said: "Our acquisition of Timesoft helped capacity but headcount is not the answer; it's about efficiency and being able to shrink implementation time and footprint by increasing throughput and being more efficient."

Alabama firm Cooper Maynard is a poster child for this strategy, having gone live on Aderant Expert in June, 12 months from the date it signed the contract.

Wins

Other big recent wins include top 30 global law firm Davis Polk & Wardwell and leading Am Law firm Sutherland Asbill & Brennan.

The new win stats are good – over 30 new clients since 2015. Although, having seen similar stats from Thomson Reuters Elite, the claim that Aderant has doubled the wins of its closest competitors looks to be unfounded. Eleven firms have gone live on 3E so far in 2016 with another 19 scheduled to go live this year. This compares with 11 Aderant Expert go lives in H1, and a further 12 scheduled for H2. However, globally 478 clients use Expert – a figure that will come as a surprise to many.

Aderant is rightly proud of the fact that its Expert 8.1 tech stack means that clients can deploy the new framework in parallel with their legacy system, potentially making for an easier transition. Cartrett says: "It's harder than throwing away the old system but it's a better way for the client."

The focus now is now "Firm 2020", which brings together Aderant's three core areas of focus: mobility; automation and collaboration. Speaking during the Momentum keynote Cartrett said: "The idea of the mobile firm is very real. Deloitte has turned everything into a hotel; you choose where you are going to work that day. The idea of mobility and helping you not be locked into your terminal is key to success in 2020. But we will see it happen today."

Cloud and WIP to cash

Aderant's architecture has been developed so it can run private cloud but both Cartrett and Giglio stress that the focus is doing cloud in the right way and in truth Aderant's cloud solution is some way off. It's cloud-based Practice Manager solution for smaller firms – something of an experiment for Aderant - is still being used but Giglio says: "To have a Citrix-driven cloud was a hollow victory. We want to do it the right way in the private cloud."

Automation, meanwhile, focuses on improving the workflow and taskflow, while collaboration is around improving everything from 'WIP to cash'.

As part of the WIP to cash drive, Cartrett says that clients are "ecstatic" about its soon-to-be-released integrated case management solution and next gen Expert Billing solution.

Aderant has been playing catch up in terms of an integrated CMS since Thomson Reuters Elite acquired FWBS – now MatterSphere – which until TRE's acquisition was an integrated part of Aderant's practice management solution.

There's much that Aderant is excited about and speaking during the keynote session, Cartrett said: "Any time you go through a merger, you have to ask 'What do we want to be when we grow up?'"

"It's a big question. When we look our clients, what is the greatest enabler? We are looking at law firms and professional services firms as a vendor and helping them to do what they need to do to drive growth and have success."

**(FYI: If you Google 'Roper' and 'Switzerland' don't be surprised if you find out more about BBC and AMC blockbuster television series The Night Manager than anything tech related. We've persevered and are down to a review by The Hollywood Reporter on page 4 of Google.)*



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► Peppermint Technology hits 80 staff

It may come as a surprise to some that practice management system provider Peppermint Technology has hit an 80-staff milestone as it (in a rather mathematically pleasing way) also reaches its 40th client.

Of those 40 clients, 25 are live and two thirds are on the cloud.

Peppermint, which announced in 2011 that it was developing a legal services platform with Microsoft Dynamics, is working hard to push the benefits of having a non-bespoke legal platform, including promoting and building a community around its App Shop, which so far includes solutions from BigHand, Oyez Professional Services, and Zylpha.

Founder and CEO Arlene Adams said: "We are leveraging the over \$2b investment Microsoft has made in its Dynamics platform. We combine that core technology with our own sector expertise to offer law firms a truly

differentiated legal practice platform. When Microsoft updates its platform, we do the same. This allows us to bring on new features, such as mobile, collaboration and social engagement, a lot faster than other providers. Suppliers of bespoke legal practice management systems simply can't invest that sort of money.

"It is the beauty of the cloud", says Adams.

"We have all our Cloud customers on a modern cloud infrastructure, in UK data centres. The Peppermint Cloud platform is a fully managed service and we can introduce software in a much less costly, time consuming and less disruptive way than the old client server model."

► Quote/Unquote

Thanks @chillmedia: "Veteran (from Latin *vetus*, meaning 'old.')

 LOL." **David Thorpe, who has just joined slicedbread as sharedo business development director, responds to being called "a true veteran of the legal technology sector."**

legal*i* insider

The next Insider newsletter will be published on **Wednesday 28 September**.

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