

legal insider

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▶ **Bird & Bird says 'yes' to pessimistic security**

Last year many UK CIOs told us that 'need to know' document access would never take off in law firms, but we can reveal that Bird & Bird has just got sign off to become one of the early adopters of the restrictive security model as the trend towards locking down data gains pace.

The UK top 20 law firm led by IT director Karen Jacks has just achieved management approval to restrict document access to client teams, with Jacks commenting: "We're seeing increasing expectation around data only being available to those that are working on the matter."

Bird & Bird is working with Intapp, taking its Intapp Walls product a step further. Jacks said: "The Intapp product only does that to a matter level and we want to do it to a client level so it's a bit of a fudge until we have that in their product."

She adds: "Going to a matter level where every time you open a matter you have to delegate a team we thought was a massive overhead for people."

According to Intapp, once the team is built it can be used to secure a client or multiple matters, but that is a two-step process. The Palo Alto-headquartered company previously considered allowing teams to be created for a specific client but there hasn't been a demand. Bird & Bird has asked Intapp to put that functionality on its roadmap and Intapp told us: "We're now addressing this and this feature will be available in the near future."

We revealed in September 2016 that Dentons, led by global chief information officer Marcel Henri, was moving to a need to know security model - also commonly referred to as pessimistic security - with many UK CIOs extremely sceptical of the move at the time. Henri told Legal IT Insider at the time: "In light of the many recent security breaches that have made the headlines, I simply don't think firms will have a choice." However, one IT director at a UK top 20 law firm cited knowledge management as just one reason that the

model was unlikely to take off commenting: "We could just extract the knowledge but the real knowledge isn't just about the precedent, it's 'how did we do the deal' in its entirety."

At Bird & Bird, Jacks flagged the growing pressure to move to a need to know security model "months ago" but says: "I warned people that you need to be very aware of the implications. We're running a business and it's not a good position to be in if people feel they have to do loads of admin."

BIRD & BIRD CONTINUES ON P.4

▶ **Control ALT delete: Hellers launches new networking association**

Following an open letter to ILTA in which he accused the board of a "trend towards commercialism" and queried whether the body has lost its way, Rick Hellers, president & CEO of nQueue and a founding member of ILTA, is leading the launch of the Association of Legal Technologists (ALT) backed by a high-profile group that includes former ILTA senior board members Catherine Reilly and Judi Flournoy.

ALT, which Hellers says is being launched to fill a void in and 'reboot' the legal tech networking scene, is to be held at the Scottsdale Camelback Resort, Arizona, where ILTA's predecessors VSLUG and LAWNET first began.

CONTROL ALT DELETE CONTINUES ON P.8

Stop Press:

Legal IT Insider & Legal Week enter exclusive tech partnership, see page 17

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► ContractPod launches AI-backed contract analyst

After six months of intensive R&D, ContractPod has launched an artificially intelligent contract analyst which will work “out of the box” and is fully integrated with its end-to-end contract management platform, we can reveal.

E:V – pronounced Eve – can read, interpret, analyse and report on key contractual information, manage full contract workflow and approvals and automatically set alerts and reminders for important dates. According to ContractPod’s website, E:V is powered by IBM Watson, which is Watson’s first foray into the contract management space.

ContractPod was launched in 2014 by NewGalaxy co-founder Sarvarth Misra offering out of the box contract management and analytics but Misra tells us: “The missing link was always AI. We’ve been looking at AI in terms of what works and doesn’t work and where the accuracy levels are high. Contracts are complex and include so much unstructured data that they can be interpreted differently so the question was ‘how do we meet that challenge?’”

Using natural language processing, ContractPod AI helps lawyers analyse effective and expiry dates. Misra, a qualified lawyer, said: “Yes we’ve built this using technology but there has been a big legal input into how E:V interprets contracts. It’s taken us in terms of R&D six months to perfect the platform.”

He adds: “The other challenge is how do you seamlessly connect that into the contract management system. What’s out in the market can read, interpret and analyse but where we are different is the analysis will sit behind the contract management machines to help you manage the full contract lifecycle.”

A big USP is that while legal obligation tracking can be very time consuming. Misra says: “In ContractPod AI, you drag and drop the document and get the analysis back in two minutes.”

He adds: “It can analyse the contract, set important dates, tell you when the contract is expiring. It can also set alert reminders in the calendar and set the full workflow. In the market you can get the data out but it’s then what do you do with it. With this solution once you have the data it sits in ContractPod and reminds you automatically, taking the manual element out of contract analysis work.”

While firms can train ContractPod Misra says: “There is a set of key obligations in every contract such as indemnities, insurance and governing law and all of that information is done out of the box. It will also tell you the names of the parties. And it will analyse the start and end date so you can work out the expiry date.

“From an implementation perspective, this is not about ‘give me 500 contracts before we start’. You can pretty much plug it in and later if you want to train it of course you can do it. But what you get comes out of the box from day one.”

Having used independent lawyers to read and compare contracts against the machine, ContractPod’s accuracy rate is said to be 90%.

While Misra hopes that clients live in ContractPod and it becomes a “full ecosystem” it also has full APIs so it can be

plugged into the likes of SharePoint or “any part of your world.”

Because ContractPod applies natural language processing and machine learning, the system can be expected to “get better and better” and Misra tells us: “For six months we’ve been putting in so much data and the results are incredible. When the machine learning kicks in it starts giving you much more accurate results.”

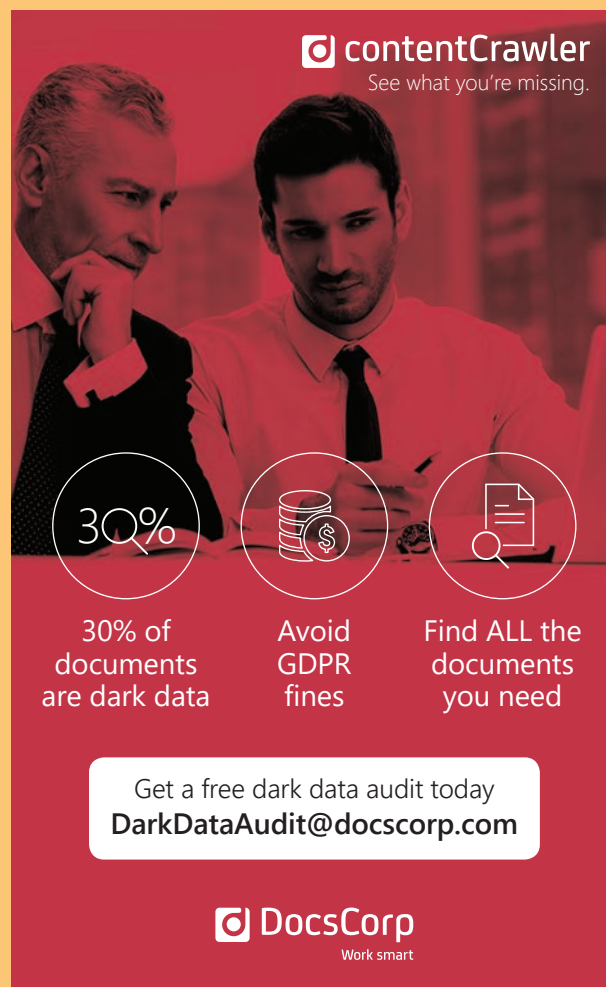
He adds: “You see a lot out there that says ‘we’ll do your NDA, or your conveyancing contract.’ What we’re saying is that your contract type is irrelevant. If you put your contract in to ContractPod, you will get results.”

ContractPod’s clients are typically in-house teams and it has 50 “typically quite large corporates” in the UK and Europe and 10 in the United States.

Sarvarth said: “We see this as the next big leap in legal technology. We’ve used the best minds in the business – data scientists, AI specialists, technologists and commercial lawyers – to build the new application.”

Leading legal technologist and founder of legal engineering business SYKE Alistair Maiden (formerly head of contracts data protection and privacy lead at Asda), endorses the move, commenting: “Using AI to reduce the need for manual contract analysis is the natural evolution of automated contract lifecycle management and has the potential to significantly disrupt the established legal ecosystem.”

ContractPod E:V will be sold on a fixed annual fee. Much will come down to the UX and a GC contact observed: “So much will depend on usability – it can be as shiny as you like but if it’s not user friendly that’s all just PR.”



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► Bird & Bird says 'yes' to pessimistic security

BIRD & BIRD CONTINUED FROM FROM COVER

The move was signed off by a handful of senior management including general counsel and head of risk Roger Butterworth. Jacks said: "We talked it through sensibly and agreed we do need to move forward but we want to take a cautious and steady approach, not a big bang with lots of difficulty."

Bird & Bird has been working closely with Intapp, including running workshops with the risk and IT team.

The new process will start by focussing on matters that are already highly restricted by their nature and expand out from there, starting with new clients, then existing matters, then historical ones. While the move inevitably hasn't gone down well with everybody, Jacks said: "The majority of our lawyers understand that you shouldn't be rummaging around in the DMS."

The firm, which already anonymises its KM material and has a SharePoint-based KM system laid over its DMS, will use the project as an opportunity to refocus people on sorting out their knowhow. Jacks said: "Using the DM to find stuff out is great and there are whole areas that will be unaffected – non-client data will be open to everyone to use. But if someone is in the habit of using the DM to look for other data, we'd rather you don't."

The other issue IT directors worry about under a need to know security model is 'that 3am moment': what happens if during a big deal someone is prevented from accessing the documents they need, when they need them.

Jacks said: "As part of the Intapp product you have gatekeepers – like a 'break glass'. You say 'I need access to this' and you can be granted 24-hour access and the partner or whoever activates it gets notification."

It would be no surprise if other international or US law firms emerge as adopting a need to know security model in the near future. The US global regulatory position this year moved on from 2016 and regulation came into force in March from the New York Department of Financial Services which includes a provision that financial institutions "shall limit user access privileges to information systems that provide access to nonpublic information." That regulation applies to any financial institution with a presence in New York and any vendor managing data for those institutions, which includes lawyers.

Guidelines for law firm cybersecurity measures from the Association of Corporate Counsel, which were also published in March 2017, specify that law firms must limit access to data. The ACC guidelines say: "Outside counsel must have logical access controls designed to manage access to company confidential information and system functionality on a least privilege and need-to-know basis, including through the use of defined authority levels and job functions, unique IDs and passwords, two-factor or stronger authentication for its employee remote access systems (and elsewhere where appropriate)". Impending European

legislation under GDPR – which will affect a post-Brexit UK and the US – is also expected to put firms under pressure to lock down their data.

This has been compounded by public data breaches and embarrassing insider trading claims, such as the Securities and Exchange Commission's prosecution of Foley & Lardner partner Walter 'Chet' Little, who allegedly used his unrestricted access to the firm's document management system to make \$1m in illicit profits alongside fellow defendant and neighbour Andrew Berke.

Jacks said: "When I went to the iManage showcase a few weeks ago they were showing Security Policy Manager. When we looked at it in the early days they did a show of hands as to how many people were being pushed into a pessimistic security model and it was very few but recently there was a much bigger show of hands."

iManage has been one of the big drivers of adopting a need to know security model and last year Dan Carmel told us: "We need to remind the industry that we are facing a different kind of threat that is particularly challenging and we need to find a way to balance between client requirements, firm risk management and knowledge management."

"If the lawyers are thinking only in terms of knowledge sharing and not recognising the risks, it falls to all of us to raise awareness."

Jacks adds: "We've all enjoyed open data sharing but the landscape has changed and we need to acknowledge that."

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► BT launches industry first regulatory tool

BT Global Services (BTGS) has launched an automated regulatory and obligations risk assessment tool that it estimates will derive up to 2000% ROI in year one and is understood to be a first among its competitors.

The SharePoint-based tool, called Aurora (an acronym of the words that describe what it is above), means that BT sales personnel will in many cases no longer need to consult regulatory, contract or geopolitical lawyers and experts before entering a bid for work in a foreign jurisdiction.

BTGS has about 70 licenses to provide services in 70 countries but those licenses and the services permitted vary across jurisdictions.

Speaking to Legal IT Insider, Thomas Sunesson, BTGS director of commercial regulation, regulatory strategy and policy, who is leading the move, said: "The sales community needs to know what we can do in which country and where do we need to change our local proposal so we can comply with global regulatory law and still meet the customers' demands."

He adds: "We're moving into a market based on cloud technology. The customer might be sitting in one country but the hardware in another; it's not simple to assess if we can do something in one country. A salesman might open their laptop in Beijing but our service is being sold in Germany. It's getting so much more complicated."

BT enters around 5000 bids, or customer opportunities a year of which 1000 are 'complex' and 4000 are standard.

Suneson said: "Global Services has just 20 regulatory advisers based around the globe and it would be impossible for us to respond to all bids so for the sales community the assessment of regulatory and geopolitical issues has been an obstacle to closing down an opportunity quickly, which adds time and cost to the bid."

Aside from delay, the fact that many of the bids are entered without consultation can result in SLA out-payments and customer disappointment, whereas Aurora will mean all 5,000 bids – aside from any that are exempt – can be addressed.

"Instead of continuing down the path of asking the regulatory experts, contractual experts and geopolitical experts, we've created Aurora, which brings independent data sources together through a very simple interface," Sunesson said.

Aurora, which took initial investment of £76,000 and is available to all BT staff globally, will, in addition to flagging the local licensing arrangements, also undertake an automatic assessment of the geopolitical risks and human rights and sanctions from the date of launch.

It brings together data from BT's product database including all the products that BTGS has launched around the world from VOIP to management services as well as

a geopolitical list of countries likely to experience bribery and corruption.

Through a 'red, amber, green' system, sales staff must amend the bid to meet local requirements until the bid is given the green light. If staff need advice, the system lists the right people to contact.

Taking a 'top down' view of financial value, Sunesson estimates that the absolute minimum ROI in year one will be £1m, although his forecasts suggest that the sum will be significantly higher than that.

Suneson said: "The initial response has been extremely positive: on the very day it was launched I had a bid lawyer contact me saying they had gone through this manually for a complex opportunity and it took days but with this tool it took hours."

The tool also has the potential to alter the way BT wins work, allowing it to bid for work where it has a lower than normal chance of winning.

Ultimately, Sunesson hopes to integrate Aurora with BT's SharePoint-based document assembly tool, so that sales personnel can gain authorisation and generate a contract instantaneously.

Suneson said: "My vision is not only do you get the information re licences but there's also a button to press to get the right contract to sell those services to that customer in that country so we're really shortening the bid journey: it used to be weeks and now you can do it in hours."

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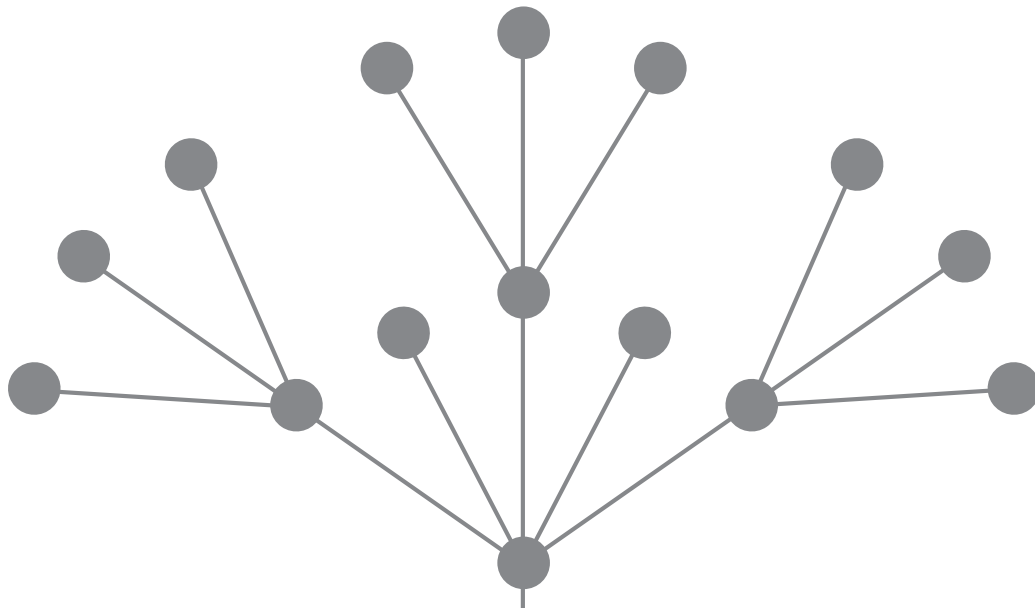
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► Control ALT delete: Hellers launches new networking association

CONTROL ALT DELETE CONTINUED FROM FROM COVER

The new organisation is being moulded and steered by a high-level 'design thinking group' that in addition to Reilly and Flournoy includes Ray Zwiefelhofer, president of World Software Corporation, Steven McCue, CIO of Kecker, Van Nest & Peters; Jeffrey Brandt, CIO at Jackson Kelly PLLC in Charleston and editor of the PinHawk Legal Technology Daily Digest; and Michael Kraft, founder and general counsel of Kraft Kennedy. (see the full list below).

The focus will be on giving vendors and delegates an equal seat at the table and Hellers told Legal IT Insider: "We will have a code of conduct and ask vendors to think about sending the right people who add value to the problem solving and are not just there to sell but build relationships and understand what the legal community is going through."

Hellers is hoping that ALT becomes a home for a number of disenfranchised breakaway US networking groups. He adds. "There are about six different groups - some quite large, of 100 people - that are all looking for a home, have tried other organisations and are now looking to do something akin to where ILTA began: we expect to be a home for them."

Resonating with a frustration expressed privately to Legal IT Insider by CIOs about ILTA, ALT will focus less on 'what to do' and more on 'how to do it'.

Speaking to us after ILTA 2017, one CIO at a major international law firm suggested that the focus has become the volume of sessions, with little opportunity to spend meaningful time discussing thorny issues with peers.

Hellers said: "You can see the energy when a group gets together and talks about how to do it, not what to do. Everyone knows what to do but how to do it without huge resources and how to survive the changes in the industry and how to get legal staff to embrace the technology and solutions. We feel the people in charge know what to do, its how to get it done."

The design thinking group will all remain in their day jobs and volunteer their time to ALT, replicating the peer-to-peer, volunteer-based history and culture of ILTA.

Hellers said: "The cornerstone of ILTA was that it was member led and that really died with some of the more recent ILTA changes. We are embracing volunteerism and this organisation is a members' organisation that will be led from the members and for the members."

It's expected that the members will be largely mid-tier firms who often struggle to keep up with the latest technological developments because of a lack of resources.

While the precise format of ALT is still being discussed, one of the key decisions to date, made by the design thinking group on Friday 22 September, is that, like ILTA, it should operate as a not-for-profit organisation.

Where it differs from ILTA is that offsite meetings will not be permitted during the ALT conference.

The event will also be exhibit-less and Hellers said: "Vendors don't like exhibit halls and people don't like going in them. There will be plenty of opportunities for vendors to show their wares without having to trip people up down the aisles."

For Hellers this is not necessarily the end of his relationship with ILTA. He tells us: "I will continue to do everything to support ILTA and try to help ILTA rediscover its heart and soul but we're trying to fill a void that the ILTA membership seems to feel exists."

CONTROL ALT DELETE CONTINUES ON P.10



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CONTROL ALT DELETE CONTINUED FROM P.8

The key test of whether that support is welcome and whether ILTA lives up to its by members, for members strapline, is whether Hellers is allowed to attend ILTA Insight in London in November 2017. We'll keep you posted.

To read Rick's 'A Follow-Up to My Open Letter to ILTA' on LinkedIn, click here: <https://www.linkedin.com/pulse/follow-up-my-open-letter-ilta-rick-hellers/>

A few of the design thinking team:

Catherine Reilly, executive director at Martin, Clearwater and Bell in New York. A board member of VSLUG and LAWNET and ILTA. A well-respected veteran in the legal community.

Judi Flournoy, CIO for Kelley Drye & Warren headquartered in New York. Served as regional vice president for New York, RVP liaison to the board and ILTA president, with her final term on the board as treasurer.

Kelli Kohout, chief administrative officer, Davis Wright Tremaine in Seattle. Acted as ILTA conference chair for two years. Strengths include building networks and attorney participation.

Steven McCue, chief information officer at Kecker, Van Nest & Peters in San Francisco. McCue was on the ECM steering committee for ILTA between 2013 and 2015

Beau Mersereau, director of applications, development and support at Fish & Richardson in Boston. Described by Hellers as "A thought leader among thought leaders."

Jeffrey Brandt, Chief information officer at Jackson Kelly PLLC in Charleston, West Virginia. Also, the editor of law technology daily digest Pinhawk.

Michael Kraft, general counsel and founder at New York headquartered IT consulting firm Kraft Kennedy, an active presenter at ILTA.

Ray Zwiefelhofer, president of World Software Corporation (Worldox), an active ILTA vendor.

► Keoghs signs up to iManage Extract

Bolton headquartered insurance law firm Keoghs has selected iManage Extract to assist with its AI initiative which is focused on the delivery of innovative products to streamline the process of handling insurance disputes.

"We started developing our own AI platform earlier this year but a key missing component was how we would look to extract data from unstructured data sources efficiently," said Dene Rowe, partner and director of product development at Keoghs. "iManage Extract will complement our platform by extracting key information from unstructured documents. Additionally, iManage Extract will perfectly integrate with our AI platform and help create a suite of unique products in the marketplace where significant portions of the litigation process are not processed by humans. We see this as a clear competitive advantage in what is a dynamic market."

► Littler Mendelson swaps out iManage


Littler Mendelson has swapped out iManage for NetDocuments. The 2,000-user firm, which has over 75 offices, signed up before ILTA 2017.

Speaking on a panel at ILTA, Littler's CIO Durgesh Sharma said the reason for the swap was "Lawyers travelling all the time and it became a big deal to allow lawyers to work anywhere."

► Am Law 200 DMS table out soon!

There's a degree of hysteria in the document and email management market thanks to the visibly heated competition between NetDocuments and iManage but we will very shortly be bringing out a supplement including a table of the Am Law 200 documenting which firms use which system and which have swapped over in an attempt to inject some facts into the debate.

The table will be accompanied by editorial analysing the latest DMS trends and we speak to consultants on the ground about CIO buying behaviour. Watch this space!



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

ADERANT v ELITE The struggle for the top slot in the global accounts, billing and practice management systems market continues with **Aderant** now claiming to be the AmLaw 200 market leader with 74 Aderant Expert sites, which is more than the number of Elite 3E sites (44) but not the total number of **Thomson Reuters Elite** sites if you also include the 71 firms still running Enterprise! The Aderant claim came after it announced **Alston & Bird** is set to replace Elite with Aderant Expert.

Elsewhere Danish law firm **Gorriksen Federspiel**, with 425 staff and 260 attorneys, has chosen Aderant Expert for its legal practice management solution. And 250 lawyer US law firm **Reinhart Boerner Van Deuren** is to migrate from Elite Enterprise to the 3E platform.

Finally, **CMS** has now gone live on Elite Enterprise following a huge three-way 'reverse' data merge of the **Nabarro** and **Olswang** Elite 3E systems into the CMS Enterprise system. The project had to be completed within six months to meet the compressed timescales required by the new enlarged firm, with Opes managing all the conversion work, testing and final switchover.

Integreon's Nick Pond, who oversaw the overall Elite merger programme for CMS, said: "The fact the whole firm is able to bill from a single system from the first month end post-merger is testament to the calibre of the Opes team. No-one should underestimate the complexity of what was involved, particularly the slightly unorthodox 3E to Enterprise migration, but Opes's deep domain expertise and very assured, adroit project management meant we were always in control and sure of hitting our deadline."

DOCUMENT MANAGEMENT UK top 150 firm **Higgs & Sons** has selected **Tikit** and **NetDocuments** as its first formal document management system after a two-year review of the market. The firm previously used standard Microsoft Windows file sharing but will now implement NetDocuments' cloud platform as part of an initiative to adopt modern DMS technology for improved security, mobility, and end-user productivity. Other major UK firms to adopt NetDocuments include Farrer & Co, Winckworth Sherwood, Sackers, Keystone Law, Pitmans, Fenwick Elliott, Shulmans and Glasgow law firm BTO Solicitors.

And, Australian law firm **Macpherson Kelley** has also selected NetDocuments to replace its existing on-premises DMS technology for improved security,

scalability, and productivity. **Feynbrook**, a certified NetDocuments partner, will manage the technology transition and deployment of the SaaS cloud platform.

Meanwhile US firm **Maschoff Brennan** has selected iManage Cloud as its work product management platform and is poised to replace its incumbent NetDocuments DMS. And in the UK **Sherrards Solicitors** is to roll out iManage Cloud as part of an efficiency drive to improve its document management process. Phoenix Business Solutions will be handling the project.

AI & MACHINE LEARNING Top-tier Danish law firm **Bech-Bruun** has adopted **Luminance's** artificial intelligence technology to enhance its due diligence processes for M&A transactions. This is another major win for Luminance, which at the end of August announced that leading independent Australian firms **Corrs Chambers Westgarth** has signed up as a client. Corrs is initially deploying Luminance's artificial intelligence technology to streamline due diligence processes for M&A transactions.

Baker Donelson is adding AI technology to its suite of innovations through adoption of **Kira Systems** machine learning artificial intelligence software. Baker Donelson will implement Kira to conduct due diligence for transactions as well as for contract review and analysis, two key areas where the technology will build on the abilities of the Firm's attorneys to increase efficiency and accuracy.

Seyfarth Shaw LLP has become one of the first law firms to select **iManage Extract** (formerly **RAVN Extract**) in connection with its subsidiary **SeyfarthLean Consulting**. Seyfarth will use the AI platform to perform document review and comparison across all practice areas.

And in a major win for **eBrevia**, leading global law firm **Baker McKenzie** has selected the AI-backed contract analysis tool to be used on M&A and other transactional work for its global clients after a competitive pitch including both Luminance and Kira Systems. Bakers will use eBrevia across a significant portion of its global due diligence work "delivering accurate and efficient contract review in Asia, North America and Europe." Bakers' offices in Hong Kong, Singapore, Kuala Lumpur, Frankfurt, Zurich, Munich, Berlin, Dusseldorf, Vienna, Toronto and Chicago are tailoring eBrevia's machine learning to individual practice groups and jurisdictions, and plans are already underway to extend the reach of the programme.

WHAT'S HOT & WHAT'S NOT CONTINUES ON P.13

WHAT'S HOT & WHAT'S NOT CONTINUED FROM P.12

UK & EMEA **DW Reporting** has enjoyed a successful summer with new wins for its matter pricing and budgeting solution Evaluate including **Mishcon de Reya**, **Foot Anstey** and **Pennington Manches**.

OnePlace just announced that UK top 40 firm **Bond Dickinson** has successfully completed its full rollout of the OnePlace Client Lifecycle Management solution to more than 700 users in seven offices. After selecting OnePlace as its new CLM system (what we used to call CRM ..Ed) Bond Dickinson sailed through both the initial pilot phase and subsequent full-scale implementation in just seven months.

City law firm **Goodman Derrick** has moved its **iManage** support and maintenance to **Tiger Eye Consulting** following Tikit's withdrawal from the iManage DMS support ecosystem. And, Scottish law firm **Anderson Strathern** has chosen Tiger Eye to provide support and maintenance for its iManage solution. Allan Skivington, Head of IT & Information Security at Anderson Strathern, liaised with several iManage partners following the announcement by Tikit that they would no longer be supporting iManage.

Farrer & Co LLP is deploying **Intapp Open** and Intapp Flow in the Cloud. Farrer & Co will be migrating its legacy Compliguard systems to Intapp Open for both new business intake and conflicts management. In addition, the firm will be using Intapp Flow together with Intapp Integrate to streamline critical workflows for business development, HR and other areas of the business. Farrer & Co has selected Intapp Professional Services to assist with the implementation, as the firm takes advantage of the broader Intapp platform.

Converge TS has been selected by **MW Solicitors**, which has over 20 office locations and over 400 employees across London and the South, to provide Managed Backup and Disaster Recovery to the firm. This solution is designed to ensure high availability of the firm's IT systems, mitigating against the threat of downtime.

Reading-based law firm **Boyes Turner** has selected the **Ochresoft Intelliworks** Private Client workflow suite to centrally manage its probate, wills and lasting powers of attorney cases. Boyes Turner will use the cloud-based system to manage all private client work in these areas, removing the need for manual spreadsheets and enabling the team to centrally track, manage and review cases.

Griffins, one of the largest independent insolvency practices in the UK, has selected **encompass verify** to support them in their Know Your Customer (KYC) compliance. Griffins has offices in London and in Dubai. Insolvency experts **Ideal Corporate Solutions (ICS)**, which is based in the North-West, has also selected encompass verify to support and enhance their Know Your Customer compliance processes.

Eclipse Legal Systems keep ringing up the wins with new deals including insurance and risk management firm **Bellegrove Business Insurance** implementing the Proclaim

case management to support its bespoke products for chauffeur fleet operators, motor traders, the construction industry and residential/commercial property owners and developers. **Walker Foster**, with offices across West Yorkshire, North Yorkshire and Lancashire, recently replaced its incumbent system with Eclipse Proclaim practice management software, and rolled it out to 50 staff across its Conveyancing and Probate departments. **Anything Legal**, a legal services support business, is implementing the new Compact solution from Eclipse. North-West firm **Guy Williams Layton** is implementing the Proclaim practice and case Management, including Debt Recovery, Conveyancing, Employment and Probate. Specialist loss adjuster **Spotlight Claims**, is implementing the Proclaim case management. And Liverpool firm **ACSL Solicitors** has also selected the Proclaim practice management.

Oxfordshire based legal marketing firm **PDQ Partnership Ltd** has been appointed as the sole UK distributor of **Rainmaker Audit Pro**, a commercial client legal diagnostic system. One of the first UK firms to sign up is **Brethertons LLP** where company commercial partner Brian Auld said "Using Rainmaker has allowed our lawyers to engage with clients, prospective clients and referrers, to identify work opportunities that would ordinarily have gone unnoticed. Our lawyers like the tool and more importantly use it."

Letterhead software from **Zylpha** has been chosen by solicitors **Tickle Hall Cross** for use with its SolCase case management. The newly available solution enables the practice to automatically add the correct legal letterhead to word document based correspondence.

The newly merged **CMS McKenna Nabarro Olswang LLP** is now using **Bailey Solutions KnowAll** library management software.

The **South London Legal Partnership (SLLP)**, a shared legal services organisation of the boroughs of Merton, Richmond, Sutton, Kingston and Wandsworth is live on the latest version of **Lexis Visualfiles**, the legal workflow and case management system from LexisNexis Enterprise Solutions. Visualfiles has also helped the SLLP meet its ISO 9001 quality standard.

Quill has come to the rescue of **Dyer & Crowe Licensed Conveyancers** after its long-standing but buggy accounts software was acquired by another supplier and "suddenly support fees were wacked up." The firm subsequently moved to **Quill Interactive**, which was also compatible with its CASA case management. Conveyancing startup **Fletcher Longstaff Solicitors** has also moved to Quill and is using the company's outsourced legal accounts service in conjunction with **Redbrick Practice Management**, as is another Redbrick user **Bana Vaid & Associates**, which is also switching to Interactive, in conjunction with Redbrick, after its previous supplier end-of-lifed their accounts system and started pushing them towards an expensive replacement.

WHAT'S HOT & WHAT'S NOT CONTINUES ON P.14

WHAT'S HOT & WHAT'S NOT CONTINUED FROM P.13

NORTH AMERICA **Baker Botts** has selected **Intapp Open** to streamline new business intake (NBI) and conflicts management with **InOutsource** to lead the implementation. InOutsource, a certified Intapp Open services partner since the start of 2015, will conduct a comprehensive analysis of Baker Botts business intake and conflicts clearance processes, and plan and execute the implementation of Intapp Open in the cloud, which is hosted by Amazon Web Services. Baker Botts, is adopting the cloud-based NBI and conflicts management system after successfully moving its document management system (DMS) to the cloud with iManage this year. The circa 725-lawyer firm currently uses several Intapp products including Intapp Walls, which it uses to help secure iManage Cloud, as well as Intapp Time for time recording.

Global law firm **Reed Smith** has selected the **OnePlace** Client Lifecycle Management solution to underpin the firm's focus on client experience and to power its marketing and business development strategy.

In a competitive pitch involving several vendors **Foley & Lardner LLP**, the Milwaukee headquartered Am Law 100 global firm, has selected **TutorPro** as their supplier of choice for eLearning. Foley has also subscribed to TutorPro Live Content Studio, allowing their training team to create eLearning and assessments on real workflows And Canadian firm **McMillan** has chosen TutorPro's cloud-based Learning Management System, off-the-shelf eLearning, and LTC4 Core Competency assessments.

Legal support services consulting firm **Mattern & Associates LLC** has completed an outsourcing RFP for Am Law 200 firm, **Thompson Coburn LLP**, improving the pricing, service levels, and terms and conditions of the Firm's back office outsourcing and equipment contracts with long term outsourcing partner, Novitex, part of Exela Technologies, achieving an overall savings of 26% for the Firm. Mattern has also negotiated multiple back office service area contracts for **Sandberg Phoenix & von Gontard**, resulting in the selection of a new outsourcing partner as well as substantially improved terms and conditions for off-site records contracts.

Epona says it is seeing a "rapid acceptance" of its products and tools in North America, where wins include LA law firm **Karlin & Peebles** and Minneapolis firm **Greene Espel**. Epona's USA Senior Consultant, Keith Vallely, said: "It's quite simple. Epona tools enable law firms to use the Microsoft platform of Office 365, SharePoint on-line and the Matter Center as a document and email management system.

FileTrail has been selected by two more law firms – **Miller & Martin PLLC** and Canadian firm **Osler Hoskin & Harcourt LLP** to replace legacy records management systems. The firms join the growing list

of clients that have chosen FileTrail for enterprise RMS implementations. Miller & Martin is replacing LegalKEY while Osler is replacing ARM.

Chicago-based **Neal Gerber & Eisenberg LLP** has selected **Phoenix MatterView** to improve fee earner productivity within iManage workspaces.

APAC **Lonely Planet** has helped to develop and now adopted an outside counsel procurement and management platform from Melbourne-founded law tech startup **LawAdvisor**, which is backed by **Janders Dean** and launched in the UK this year. LawAdvisor Corporate is a platform through which in-house counsel can fast track procurement and track law firm expenditure in real time, replacing what are still typically multiple Excel spreadsheets with dashboards.

With metadata risk management being a key topic of discussion across professional service organisations, **BigHand** reports two leading Australian law firms – **Lander & Rogers** and **Lipman Karas** – have selected BigHand Scrub to manage metadata across their respective organisations.



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► Peppermint goes modular: An interview with CEO Arlene Adams

In news from the end of August that went under the radar thanks to the entire legal IT sector still being hungover from ILTA Las Vegas, Peppermint Technology has moved away from its singular enterprise resource planning approach to a modular approach that will enable big law firms to roll out its Microsoft Dynamics 365-based solution in stages or just in part.

This is a huge departure for the Nottingham-headquartered vendor, which CEO Arlene Adams tells Legal IT Insider is the culmination of a review kicked off 12 months ago in response to Peppermint having to walk away from opportunities with larger law firms with existing document management systems, in particular iManage.

Peppermint has, since it was founded in 2010, been a strong advocate of a whole ERP solution approach but, given the state that many law firms find their data in, among many reasons, we've noted in the past that its rollouts have often been less than plain sailing. Larger firms, meanwhile, often favour a 'best of breed' approach to their software, meaning they don't want to rip out eg iManage or Elite.

Adams told us that the new strategy will mean less missed business opportunities: "Over the last few years we've been approached for case management systems and document management systems and we've had to say 'no, that's not what we do, it's a whole solution'. We didn't want to overstretch ourselves but it was very clear there was a demand."

She adds: "We've now got experience of working with clients that when you get to 300+ staff, to implement the solution at once is not best practice or a logical way: if you're changing the CRM, DMS and PMS it's too much to chew and with those clients we're taking a more modular approach."

The move has been received positively by the market. Legal IT consultant Neil Cameron said: "I thoroughly applaud this move by Peppermint: it's not a sign of failure, it's a sign that you may get 90% of an integrated suite right but some firms will always want, say, iManage."

Peppermint has been investing in optimising its CRM system for law firms and formed what Adams describes as a "very active user group" that includes existing clients Penningtons Manches, AP Collins and SquareOne to help guide Peppermint on what their CRM solution needs to look like for a law firm and making it "sing and dance out of the box."

Peppermint in April strengthened its CRM capability with the hire of Russell Bell as senior implementation consultant. Bell joined Peppermint from LexisNexis, where he was lead application consultant for Interaction.

The results so far have been good and Peppermint recently signed its first 300+users CRM client (an Elite Enterprise client). Adams says: "We didn't want to announce

[the modular approach] and then have work to do. We have signed our first CRM 300+ user site and the integration with Thomson Reuters Elite Enterprise is almost complete; Peppermint will do the front office side of things."

Peppermint in August also announced its integration with iManage. The integration, for which the design work is already underway, will allow Peppermint customers to use iManage as their single content store repository for all Work Product Management.

Mike Walker, Peppermint's chief technology officer, commented at the time: "Our integration with iManage reflects the introduction of a modular approach to buying and deploying Peppermint. Peppermint has recognised that some firms may only wish to deploy certain modules of Peppermint CX, therefore this approach provides choice. One of the benefits of being on a modern, open industry platform is the ease at which you can connect other applications and content to Peppermint. Our new partnership with iManage is a great example of this".

Walker's comment reflects the reality that, while Peppermint is still advocating a whole solution approach – albeit in stages, some firms may only ever adopt one piece of the pie.

Adams reflects the fact that Peppermint really has been listening to market in saying: "Firms with Elite are not going to rip it out and if an international firm has just invested in iManage they are not going to rip it out and replace it: it really depends on the firm and especially where they are in the cycle of their other products. In larger firms you have a 'best of breeds' approach where investments are made at different times and stages."

This will be music to many commentators and consultants' ears. Cameron adds: "Organisations like LexisNexis and Thomson Reuters Elite try to make combinations of developed and acquired software up and then persuade firms that it's far better to get everything from them, but that's not necessarily true. They then try to prevent people putting together best of breed solutions and that's against the interest of the industry and – in the long term – of the vendors themselves. It can result in customers that are fed up because they have systems that are not truly integrated, or fed up because they have all of, say, Peppermint and couldn't get the DMS they want. People want those systems, and vendors should seek to make their offerings modular with open APIs that allows the customers to get what they want and doesn't try to force a firm to take single-vendor products."

For some, it will be a sign that the ERP model has failed, where Adams says: "We've signed 45 customers and 6000 users, which is more than most vendors have done in the last few years so the facts speak for themselves. This isn't about not being a success but listening and learning how we can work with bigger firms."

For smaller firms the plan currently is to stick with the ERP model and Adams said: "As a business we have to decide our priorities and focus and in terms of margin it doesn't make sense selling a CRM to small businesses."

However, in a visible departure from the bombastic Peppermint of old, Adams adds: "We will look at every situation on its own merit."

► Herbies appoints LPM head for EMEA

Herbert Smith Freehills has appointed a legal project management (LPM) lead for Europe and the Middle East, with Mark Collins joining the firm to help drive the adoption of LPM on the Continent.

The firm, which in October 2015 gained headlines by hiring a four-strong LPM team from Berwin Leighton Paisner led by Cathy Mattis, is a recognised leader in the area and now has 21 LPM specialists across the globe.

Collins, who was previously director of knowledge and innovation at Penningtons Manches followed by a brief four-month stint as head of innovation at BPP Law School. He will be based in London but his remit will be Continental Europe, the Middle East and Johannesburg, where HSF opened an office, also in October 2015.

Speaking to Legal IT Insider, Collins said: "I'll be focussing on areas where LPM already has some traction but where we could do more. The focus to date has been London, Asia and Australia, establishing something quite special, but the bit in the middle (continental Europe and the Middle East) will benefit from more attention.

"I'll be going into each of the EMEA offices and giving more availability for training on LPM methodology, data analytics, technology. It's about giving people the ability to manage and communicate with their clients more transparently and effectively."

In terms of the change of role he said: "This is my first 'LPM' title but for me KM has become LPM's twin; using process redesign and technology to improve profitability by changing the way we deliver legal services; LPM and KM are just labels. It's just great to be part of such an expert team."

Since Mattis' hire the LPM team has expanded and in Continental Europe the plan is to build the team further. HSF's LPM team is split between the UK, US and EMEA on one hand and Australia and Asia on the other, with centres of excellence in London and Australia and LPM experts embedded into various practice areas.

We spoke in July to HSF's CEO Mark Rigotti about the impact that alternative legal services have had on the firm's revenue and he had some interesting observations about LPM that lend themselves to further growth of the team. "There's also a lot of cultural stuff around this, such as whether partners allow alternative legal services to reach their full value or are stunting their growth. There's an element of not wanting to cannibalise our own revenue. For example, legal project management definitely has improved acceptance and the repeat users in some parts of the litigation team wouldn't do anything without it. But others see it as witchcraft that will hopefully go away. The acceptance is mixed and I can understand that: "it's easier to accept something if I've seen it rather than just heard about it" - and acceptance goes up after people have used it," Rigotti said.

► Legal IT Insider and Legal Week enter exclusive tech partnership

Legal IT Insider (LITI) and Legal Week have entered into an exclusive technology media partnership that will see LITI editor Caroline Hill speak at the Legal Week Connect conference and advise on the programme. Legal Week Connect – the sister event to LegalWeek New York - is an ambitious new project and as part of the partnership, Legal IT Insider will be promoting and raising awareness of the event. We will also be sharing reciprocal speaking slots at LITI's Legal Leaders IT Forum in Gleneagles and Legal Week's Strategic Technology Forum.

This is a hugely exciting step that acknowledges the increasingly mainstream interest and importance of legal technology.

John Malpas, publisher of Legal Week, said: "We look forward to working with Legal IT Insider on this ambitious project and welcoming Caroline as a regular columnist for Legal Week. Her deep knowledge of the UK legal technology market will enrich our coverage of a fast-evolving market."

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► Movers & Shakers

GLOBAL **Peter Buck** has joined **NetDocuments** as VP of Product Strategy. Prior to joining NetDocuments, Peter was Managing Director at HBR Consulting and joint leader of the Information Governance Practice at Duff & Phelps, a management consulting advisor to corporate legal and law firms.

TutorPro founder and managing director **Paul Turner** has taken the decision to step back from the company this week. Since launching the company in 1989 Paul has grown TutorPro from a small eLearning courseware development firm in the UK, to a leader in the legal learning technology space, with teams in the UK and USA, and a global client list. Paul, and the board of directors, have named former Vice President of Client Success **Claire Loram** as his successor. The position has been retitled CEO.

Intapp's highly-regarded VP of market development **Norm Mullock**, has left the Palo Alto-headquartered company to become VP of strategy at **Wilson Legal Solutions**, as it looks to drive law firm adoption of BI and analytics and further build out its Ideate software range. The move by Mullock comes as Intapp's VP of marketing **Dan Bressler** also departs the company, with his destination yet to be confirmed. Mullock reporting directly to founder & CEO Bruce Wilson, was a co-founder and chief strategy officer of business intelligence software and services pioneer **Redwood Analytics**, which was acquired by LexisNexis in 2008 and subsequently by Aderant in 2014. **Toni Minick** has joined **Intapp** as Director of Product Management, leading development of Intapp Open Experience. She joins from LexisNexis, where she worked for 12 years, most recently as Director of Product Management for LexisNexis InterAction.

UK & EMEA **Barbara Millett**, long time marketing manager for Peppermint Technology, has left the Nottingham-based legal software vendor and joined **LexisNexis**, working out of its Leeds office as product marketing manager. Millett was one of the first employees at Peppermint and was with the company for six and half years, helping to build it from a startup to now employing around 80 staff.

At Lexis she'll be working in LexisNexis Enterprise Solutions working across all products (LexisOne, Visualfiles and InterAction) in more of a strategic go-to-market role alongside the product team.

Alex Dinamarco has been appointed Support Manager for EMEA for **Aderant** and will be based in Aderant's London office. He is responsible for leading support excellence and client relationship in the EMEA region. Dinamarco brings more than 20 years of experience in accounting, finance, and IT project management with a concentration in the legal space, having spent 10 years at Linklaters in London, and the last five with Lefosse Advogados and Prakse Consulting in Sao Paulo, Brazil.

AI-driven document extraction and management vendor **Levarton** has hired DLA Piper senior associate **Tom Braegelmann** as its general counsel, based in its Berlin headquarters. The move comes as Levarton builds its senior leadership team, including promoting **Abhinav 'Abe' Somani** to chief revenue officer and **Richard Belgrave** as head of Europe as the company, which counts Clifford Chance and Baker McKenzie as clients.

Rob Chepak has joined **Opus 2 International** as its new Director of Global Sales-Forum. Formerly serving as EMEA Sales Director for Merrill Corporation in London, Chepak brings 20 years of experience in financial services information management to Opus 2.

The board of the **European Legal Technology Association** (ELTA), founded just over a year ago, is expanding. Its four board members will now be joined by **María J. González-Espejo García** (Spain) and **Jeroen Zweers** (The Netherlands). This expansion is the next step for the ELTA in achieving its goal to become the European platform for the technological future of the legal market.

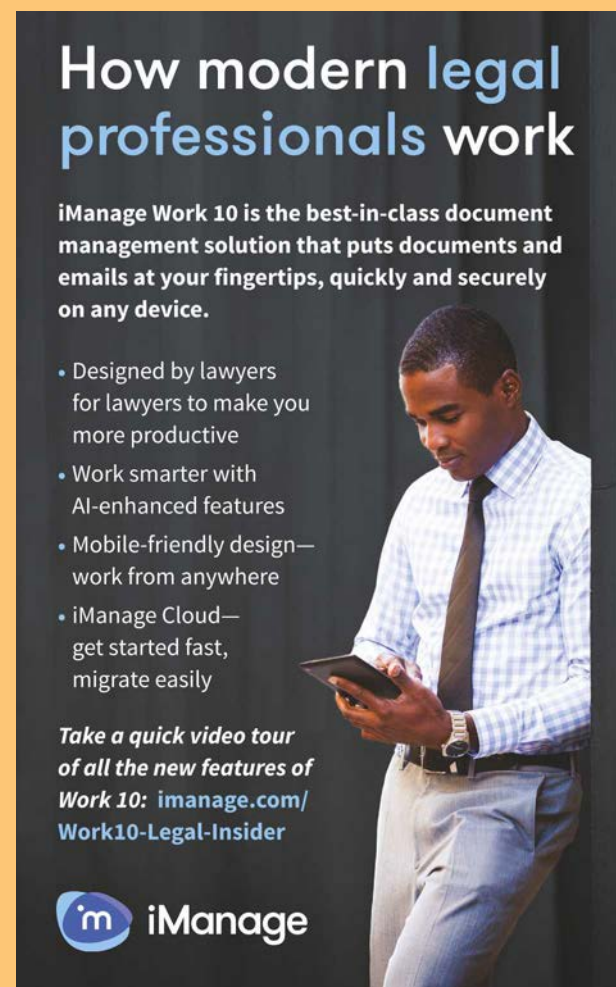
Bundledocs has appointed **Matt Breen** as their new Sales Director with effect from 1 September 2017.

Matt comes to Bundledocs with over 20 years' experience working with international law firms and other document intensive organisations. His previous role was EMEA Sales Director of Microsystems.

NORTH AMERICA **Greg McPolin** has joined the **Kenyon Group** to head the new New York office. Greg was an early employee of Applied Discovery, a pioneer in eDiscovery, and remained with the company in a senior position after the LexisNexis acquisition. Following that, he was part of the early team at Pangea3 and became General Manager after the Thomson Reuters acquisition.

Phoenix Business Solutions has appointed **Greg Weigel** as US Regional Director, effective immediately.

MOVERS & SHAKERS CONTINUES ON P.19



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MOVERS & SHAKERS CONTINUED FROM P.18

The Monica Bay STEM Leadership Committee has selected **Kate Cain** as the winner of the third annual **Monica Bay STEM Leadership Award**. Ms. Cain is the Director of Market Intelligence and Operations at **Sidley Austin LLP**.

360 Vertical Solutions has hired **Tim Kenney** to the position of Vice President of its newly announced Legal360 product division. Kenney has over 25 years in the legal vertical as a practicing attorney, consultant and legal software executive. He recently spent 14 years with Handshake Software, helping to bring the company from startup mode to one of the most respected Microsoft SharePoint products and services companies in the legal sector.

EDISCOVERY & COMPLIANCE Former DTI eDiscovery consultant **Donald Macdonald** has joined the UK consultancy practice of **Advanced Discovery** (formerly known as Millnet). At eDiscovery and risk management rival DTI, Macdonald worked on a number of high-profile cases for the government, as well as regulatory, arbitration and litigation matters for corporations and law firms. He also worked for over 10 years in litigation support with Slaughter and May between 1996 and 2008. **Advanced Discovery** has also added senior review manager **Carrie Betts** to head its Washington D.C. Document Review Center. Prior to joining Advanced Discovery, Betts worked as a senior review manager at Consilio.

encompass corporation has appointed **Amy Bell**, of **Amy Bell Compliance**, as industry advisor to advise on the encompass verify, next generation AML and KYC software for legal and accountancy. Chair of the Law Society's Money Laundering Task Force, Amy worked for many years as a

solicitor before moving into compliance and eventually launching her own firm. encompass has also appointed **Jon May**, former CEO of market leading KYC utility kyc.com and global head of Regulatory and Compliance Managed Services at IHS Markit, and Yasmeen Jaffer, former Managing Director and Global Head of Business Development at IHS Markit, as industry advisers. Jon is currently CEO, and Yasmeen, Partner, of the KYC Regulatory and Compliance FinTech firm JJCFinTech.

Catalyst has appointed Shaun Sullivan to lead their West Coast sales. Most recently he was the business development manager at Convetit Inc and before that with BlackStone Discovery.

► Jo Owen starts new role at Cripps

Jo Owen, founder of NextUp and former head of IT service delivery at Clyde & Co has taken on the role of Operations Director at Cripps, starting on the 2nd October. Owen founded NextUp in 2015 and at Legal IT Insider we have partnered with the organisation to help promote, educate and provide a networking leg up for the next generation of IT director and CIOs.

NextUp is free for attendees and the sessions are all designed around opportunities for learning and development, with no exhibition stands, demos or hard sell from vendors. For more information see the back page.

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► IT Security: A hygiene factor or differentiator?

Law firm IT security has never been as high on the client radar thanks to a growing awareness of the prevailing rise in cybercrime, GDPR, and yes, DLA Piper being hit by that not Petya virus.

Within the financial services and banking sector, already weighty questionnaires and on-site law firm audits are getting heavier and more frequent but perhaps most interestingly, a number of major corporates that to date have not put their law firm information security under the microscope, tell us that going forward they will do so.

With law firms already struggling under the weight of requests and with no real legal sector benchmark to help lighten the load, we asked clients outside of financial services, to what extent is law firm IT security a hygiene factor or a differentiator?

Infosec ON the agenda

It is easy to assume that just because within the financial services and banking sector 200-page security questions and onsite audits are the norm to be eligible for instruction, the same applies elsewhere. It really doesn't, at least, not to date.

At Telefonica UK (O2), outgoing deputy general counsel Kent Dreadon tells us: "In terms of our law firms I expect them to look after the information they have about us and expect them all to take the right steps. It's something we take for granted and something I expect them to get right."

Dreadon and the team typically instruct three or four firms in phases across a transaction and he adds: "We don't ask about their security arrangements. We do competitor pitches for pretty much all work but it's quite an informal and quick process with firms we know well."

Dreadon is far from alone. In June 2016, Dixons Carphone Warehouse general counsel Nigel Paterson selected 11 law firms to his panel and he recalls: "When we did the procurement for our current panel we didn't have IT security as one of the metrics we checked against and the reason is that the assumption is that law firms understand the need for client confidentiality and understand the need to be security conscious."

Paterson adds: "I can only think of once where I've specifically been discussing with a law firm how good its security is and that's when a law firm was setting up a data room with sensitive corporate information. I put our IT team in touch with the law firm to check whether they had adequate protection. That's the only time and the reason for that is that you work under the assumption that a well-managed law firm takes its security seriously."

"With our other major suppliers, IT security is a due diligence question but with law firms, we have taken comfort that it's a business model that must be grounded in the fact of confidentiality and an added level of trust."

Talking to Paterson and other GCs that have visibility across the industry, this looks set to change, and change imminently.

Paterson says: "If we were to go into a procurement exercise after the coming into force of the GDPR this issue would be further up the agenda and we would have to do due diligence on our suppliers as they would be holding sensitive company data and we would probably also have to do a check that the law firm had adequate IT security."

"It's not just the fact that a law firm was attacked but everyone is more generally aware of cyber risk because so many organisations are being hacked and it destroys customer trust."

And speaking for many in the industry, Vodafone's respected group GC and company secretary Rosemary Martin told us: "The DLA Piper hacking incident brought home to all of us the vulnerability (and desirability as targets) of law firms so even if IT security wasn't previously on in-house legal teams' "Must Have" lists for the law firms they instruct, it will be now. With the General Data Protection Regulations tightening up responsibilities for data privacy up and down the supply chain, and the daily news of hacking and IT security incidents, technology security is crucial for companies and those who work with them."

Infosec UP the agenda

Of course, there are many corporates outside of the financial services sector that already did require firms to undertake IT security assessments.

Pharma is notorious for closely guarding its data and at biopharmaceutical FTSE 100 giant Shire, director of legal strategy and chief of staff to the general counsel, Claire Debney, says: "We're very lucky at Shire, we have an IT partner for the legal team and we partner with the cybersecurity team. If we're giving data to anyone it has to follow company protocol to the letter."

This is echoed at the FT, where the preferred law firm is Pinsent Masons. Here, general counsel Dan Guildford is in charge of law firm appointments but procurement run the background selection process. Guildford says: "Procurement run it and they apply the same standards we have for any of our suppliers. I still run the process of choosing the law firm but to get on board law firms have to pass."

All the signs are that these assessments already have or will become more arduous, with the weight being attached to them is visibly growing. At VMware Aine Lyons, vice president and deputy general counsel, worldwide legal operations, told Legal IT Insider: "As part of our selection and on-boarding process, we require all our outside counsel to sign up to GDPR compliance and to have appropriate information security controls in place. They have to fill out a privacy and security assessment with procurement and sign up to our data privacy protection terms."

"As part of our RFPs, protection of data is getting a higher weighting than it used to and could be a differentiating factor. Firms that are lagging behind will be prohibited from working with us and even getting to the minimum standard, which has been raised by GDPR and other regulatory requirements, is a challenge."

IT SECURITY CONTINUES ON P.21

IT SECURITY CONTINUED FROM P.20

Security as a differentiator?

One of the major issues facing law firms is how much security is enough, with no meaningful industry standard to benchmark themselves against, although in the US, the Association of Corporate Counsel this year issued basic Model Information Protection and Security Controls for Outside Counsel Possessing Company Confidential Information, which includes recommendations that outside counsel have achieved – or are requested to achieve – ISO27001 certification and have minimum cyber insurance coverage of \$10,000,000.

This absence of benchmark could be one reason why law firms appear not to be competing for corporate work on the basis of their security, as Paterson tells us: “Law firms are not marketing to us – or I haven’t seen it – to say, ‘one of the differentiators we have as a law firm is fantastic security.’ Like many organisations, nobody likes to say they have wonderful IT security because they worry that they will become a target. When the GDPR comes in and we have to do more due diligence, our teams procuring panels will have to be more rigorous and law firms will no doubt respond by being more proactive.”

But as IT security goes up the corporate agenda and becomes more onerous, as Lyons touched on above, by necessity it is already starting to become a differentiator.

Lyons adds: “For any vendor who is going to have any confidential and/ or personally identifiable information, security is absolutely a differentiator and could prohibit them from working with us.”

And Guildford says: “It would be a differentiator, yes, because firms wouldn’t get through our procurement process and we wouldn’t instruct them.”

As an interesting and relevant aside, the issue of whether a law firm hosts its data in the cloud made little difference to many in-house teams we spoke to and Debney says: “We have a few systems in the cloud and for me personally I don’t think it’s an issue as long as firms have the proper safeguards and highest levels of security.”

Ultimately, it doesn’t take a genius to work out that, if (and when) other law firms are affected by a major cyber-attack, security will become a selling point for law firms.

Debney says: “Will IT security be a differentiator? I think it will be but we’re a way off. It takes a few people to get knocked down to put up a pelican crossing and it will take more people to become getting affected before it’s a given.

“Law firm selection still often comes down to who you know and standard cyber is expected. But to know whether a law firm is best in class and maybe have the CTO coming to pitch on that basis – that would be good to see. That’s not happening yet but it’s a matter of time.”



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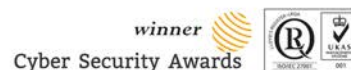
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Jonathan@MaasConsultingGroup.com

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► NextUp latest and uh oh, Legal IT Insider Xmas social

Places are going fast for the NextUp Annual Conference, which is a celebration of your brightest and best IT talent but 'not the CIO'! The conference, which is free to attend, is on Monday 27 November at Tanner Warehouse in London. We only just started promoting the event and the response has been fantastic so if you or your next in line want to get involved email nextup@liti.co.uk.

The event will not follow the traditional conference format. In addition to introductory sessions from leading IT practitioners who have worked their way up from the coalface to the top of their profession, you will be given the opportunity to take part in roundtable discussions on the building blocks necessary to deliver successful IT projects.

We are very lucky to already have on board Mike Rebeiro, global head of technology and innovation at Norton Rose Fulbright as our chairman, with panelists including Mike Nolan, IT Director at Berwin Leighton Paisner; David Wood, global IT director at Watson, Farley & Williams; Craig Hawthorne, head of IT at RPC; and Tony McKenna, director of IT at Gowlings WLG.

The conference will be immediately followed by the launch of Legal IT Factor - supported by Milo Max and the Rockaoke Experience - and the Orange Rag Xmas Social. Be afraid, be very afraid.

To register for the Xmas social email registrations@liti.co.uk.

► Quote/Unquote

"Firm tours are a great way for law students to see that we have chairs and art, and can feign normal human interaction for 20-minute stretches." **Says @BadLegal, the "full-service law firm in downtown Toronto" whose "tweets represent highly reputable and completely free legal advice."**

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Editor:

Caroline Hill

t: +44(0)203 587 7822

m: +44(0)7786 245612

e: caroline.hill@liti.co.uk

🐦 [@chillmedia](https://twitter.com/chillmedia)

Associate Editor:

Charles Christian

t: +44(0)1986 788666

m: +44(0)7786 738172

e: charles@legaltechnology.com

🐦 [@ChristianUncut](https://twitter.com/ChristianUncut)

Advertising Sales Director:

Jeremy Hill

t: +44(0)203 5877821

m: +44(0)7973 483131

e: jeremy.hill@liti.co.uk

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