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Nuance has a plan

There were a few raised eyebrows following the recent acquisition of Copitrak in North America by Nuance, particularly because Nuance had already bought Copitrak's long-time rival Equitrac. What users wanted to know was what did the deal mean in the longer term and was there any significance in the different language used in the letters sent to existing Copitrak and Equitrac users?

We spoke to Mike Rich, the former CEO of Equitrac, now general manager of Nuance's Document Imaging Business, and Chris Wyszkowski, another former senior Equitrac executive and now director on imaging operations. Rich admitted there was a slight difference in the nuance of the letters' language but "it was definitely not a signal of preference of one product over the other." He went on to add there would be a "harmonizing" of the products over time but the innovation "would be beneficial to all users."

Rich also conceded that as a result of all the acquisitions Nuance has made in the imaging sector in recent years "there were some acquisition disconnects" but now the integration was complete and the company was able to offer a complete suite of products covering everything from OCR scanning, PDF technology, print management and cost recovery.

"The market is now all about embedded systems running on MFPs (multifunction printers) rather than dedicated terminals," said Wyszkowski. "We are sensitive to customer needs and perceptions and one thing we have seen is they want a complete solution. Just as the trend is away from multiple devices (printers, scanners, copiers, faxes) and consoles, so they also want one integrated software solution rather than four separate point solutions. At Nuance we can now offer this – and a global support infrastructure."

CPA Globals buys First to File

The IP management to LPO services company CPA Global has acquired First to File, a Silicon Valley-based developer of SaaS document management and collaboration solutions for corporate IP departments and law firm IP practices, including the market leading Electronic File Room system.

Commenting on the deal, CPA Global CEO Peter Sewell said "There is a clear trend within the IP community to move from paper to electronic document storage, driven by technological advances and changing business practices, as well as cost and sustainability considerations. Clients have been increasingly seeking support of paperless IP management, and I'm delighted CPA can now provide this as part of our portfolio of value-added IP management services, with the acquisition of First To File."

CPA and First To File already have a number of clients using both companies' products and the acquisition will accelerate product integration. First To File will continue to support third-party IP management and docketing systems.

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UK who's in & who's out: February's wins deals & rollouts

Reynolds Porter Chamberlain (RPC) has completed a firm-wide deployment of the **Aderant Expert 8.0 Time Management** time recording system to all its lawyers in one month. The implementation, which coincided with a Microsoft Windows 7 and Office 2010 rollout, also saw a swapout of the firm's legacy **Tikit Carpe Diem** time recording system. RPC is a long-time Aderant user.

Davenport Lyons has become the 500th law firm in England & Wales to subscribe to the **Riliance COLP & COFA** regulatory compliance management system.

Lawrence Graham LLP has agreed a three year IT managed service contract with IT service provider **Plan-Net plc**. Plan-Net will provide 24 hour IT support to 440 staff across the firm's London, Dubai, Monaco, Moscow and Singapore offices. 1st line support will now be provided from Plan-Net's legal sector-dedicated 24/7/365 shared service centre and desk-side support delivered by a Plan-Net on-site team.

Eclipse Legal Systems has notched up two more wins for its Proclaim case and practice management system. The largest deal, worth around £200k, was with 130-user Northampton-based top 200 firm **Tollers**, who are swapping out **Norwel** in favour of Proclaim. Along with matter and practice management, Tollers is also taking ready-to-go casetypes, Proclaim's new credit control solution, SecureDocs, the FileView portal and the lead management CRM system. The second deal was with Covent Garden-based property and litigation practice **Seth Lovis & Co.**

Two more wins as well for **Solicitors Own Software**, with recently merged **WSP Solicitors** in Gloucestershire and London firm **QualitySolicitors Amphlett Lissimore** both opting for SOS Connect integrated practice and case management systems. WSP was a competitive swapout while Lissimore's was an upgrade from an older SOS system.

Peppermint Technology also reported two wins this month, with new entrant law firm **BC Legal**, which has selected the Peppermint Platform to underpin its personal injury claims (insurers and defendant companies) practice; and **Brilliant Law**, the UK's first law firm to be founded by non-lawyers. Brilliant plan to run multiple branded services on the Peppermint Platform, delivering fixed-price packages for start-ups and SMEs.

Branding specialist **Jellyfish Creative** was chosen by **HowardKennedyFsi** to build its new corporate brand following this month's merger of **Howard Kennedy** and **Finers Stephens Innocent**.

- Jellyfish has added a social media module to its content management system so blogged articles can be posted to multiple social media sites.

Harold G Walker Solicitors has upgraded its IT infrastructure with a move to an **IRIS Legal** Hosted solution, an upgrade to its IRIS Evolution PMS and a switch from **Oyez** to **IRIS Laserform** electronic legal forms. *Continued on page 3...*

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BigHand slips killer apps into new v4.4

Although we thought the highlight of BigHand's recent user conferences would be the first public showing (after *LegalTech New York*) of its new digital dictation app for the BlackBerry 10 platform, the company pulled some unexpected IT development rabbits out of its corporate hat when it previewed version 4.4 of its software.

The first was a new app for the iPad called FreeMe, which allows users to open a document and dictate from within that document rather than jump between different applications and then try to attach them to each other. The iPad app also has a neat dictation profiling interface but we suspect most firms will be more interested in the enhanced integration with the iManage DMS and the ability to automatically add non-client facing work (such as file and attendance notes dictated and stored as voice files) to the matter files.

As expected, BigHand did show its new BlackBerry 10 app but there was actually a bigger reaction from the audience to the news there would also be a Windows 8 Phone app joining the existing iPhone, Android and BlackBerry smartphone app offerings.

Comment: And then there was speech recognition, which even one BigHand executive described as a "Marmite technology" that some people love and others loathe.

We talked to Martyn Best, the CEO of Document Direct (which uses BigHand in the services it provides to law firms) about this. He said he felt BigHand gave a "compelling rationale" for speech recognition technology, adding "Reason and business cases do not always overcome sentiment and understanding an individual fee earner's motivations is key."

"BigHand highlighted their wonderful philosophy of the *Aggregation of Marginal Gains* and their *Every Second Counts* mantra (the user conference slogan) captures the essence of it. The pace of change and adoption of new processes and technologies will be hastened by a deeper recognition of what makes fee earners tick."

More UK wins & deals

Trethowans Solicitors in the South of England has purchased compareDocs from *DocsCorp*, while patent & trademark attorneys **Keltie LLP** are now implementing DocsCorp contentCrawler. Both deals were secured by **Phoenix Business Solutions**.

Nabarro LLP has achieved ISO 27001 certification and implemented an information security management system (ISMS) with the assistance of Edward Hodgson's **Seven Nine** consultancy. www.sevennine.co.uk

Legal workflow specialist **OchreSoft** has won a contract from **QualitySolicitors Thomson & Bancks** to deliver its cloud-based Intelliworks STEP-compliant probate solution to the firm's 14 strong specialist private client team.



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AI: Picture it Settled

No, Picture It Settled is not an old *Blondie* track but the name of a new predictive analytics modeling tool designed to help litigators with negotiation strategy and tactics. With development led by San Antonio attorney-mediator Don Philbin, the system uses neural networks, probability theory and behavioral patterns to predict what an opponent will do.

Because the system has ‘learned’ from the outcomes of tens of thousands of cases that were fed into it during development, it can help users with projections in key areas including scenario planning and negotiation move planning.

Commenting on the project, Philbin said “Negotiation between legal parties has long been dominated by uncertainty, guessing games and anxiety. However negotiators have distinct, repetitive patterns of behavior so their strategic moves are not as unpredictable as people think. Picture It Settled has gained innate intelligence because it has learned from case outcomes in thousands of cases during its development. Using this technology, lawyers and clients can gain confidence, clarity and a competitive advantage during negotiation.”

Picture It Settled is on general release now via subscription as a software-as-a-service (SaaS) but is available free of charge until 31 March.

www.pictureitsettled.com

Insider 200 chart - 2013 edition out now

The 2013 edition of our Top 200 chart is out now, reflecting the latest changes among UK law firms, including recent mergers. We’ve seven new entrants/re-entrants and we’ve said goodbye to some well known names (the DWF ranking is provisional on the completion of the Cobbetts deal). We’ve also added two new technology categories: *Risk & Compliance* and *Email Security*.

In terms of a snapshot of the UK Big Law scene in February 2013, in the financial/practice management sector, the big five players are: **Elite** (including Pilgrim LawSoft) in 80 firms; followed by **Aderant** and **LexisNexis** (Axxia) level with 27 each, followed by **SOS** in 16 firms and **BT Tikit** (including TFB) in 11 firms. Elsewhere, two horse races are the norm: with DMS, **iManage** is in 92 firms, while **OpenText** is in 14; with digital dictation, **Bighand** in 86, while **Winscribe** is in 28 firms; and with CRM/marketing, 61 firms are running LexisNexis **InterAction** and 29 are using **Hubbard One** (some firms use both).

Take the DocsCorp challenge & win a prize!

Hooray, we have a vendor running a good old fashioned competition and *no*, you don’t have to drink cans of Pepsi or Coke. Instead DocsCorp is running a challenge to back up its claim that 20% of documents in DMS and content repositories are saved in non-searchable file formats, such as TIFFs, PDFs and image files attached to emails.

The challenge is simple: just run a content audit using the DocsCorp contentCrawler system and if it identifies less than 20% of non-searchable content, you could win £50/\$100 (or local equivalent) of Amazon vouchers. But please check the T&Cs. www.docscorp.com/public/support/publicRequestcontentCrawlerAuditTool_terms.cfm

Service desk workshop

Sherry Bevan Consulting has launched a new workshop for law firm IT service desks. The first will take place Tuesday 14 May in central London. Places are available at £495 per person for this one day course with a 15% early bird discount if you book and pay by Thursday 14 March. Email srb@sherrybevan.co.uk to reserve a place or for further details.

A banner for EagleEYE, 'THE agreement checker'. It features a green and blue abstract graphic on the left. The text 'INTRODUCING EagleEYE' is in green and blue, with 'THE agreement checker' in smaller black text below. To the right, three bullet points list '> Accuracy', '> Precision', and '> Efficiency'. The website 'www.microsystems.com' is at the bottom right.

INTRODUCING
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THE agreement checker

- > Accuracy
- > Precision
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www.microsystems.com

IRIS to 2e2 rescue

Following 2e2's collapse, IRIS Legal is offering all 2e2 legal sector users a migration route to move their hosted and break-fix solutions over to IRIS, irrespective of the practice management systems they are running. The offer consists of packages to move to the IRIS Legal Hosted and/or Break-Fix service with no installation charges.

www.irislegal.co.uk/2e2

There's an app for it

Android time keeping Mobile time recording specialist Bellefield has released a native app version of its iTimeKeep application for Android devices. Commenting on the app (which can be downloaded from Google Play Store, there is also a version for iOS available on the Apple AppStore) Bellefield CTO Daniel Garcia said while HTML5 browser-based systems had their benefits, he believed native applications were a better solution in terms of customer experience and ease of use.

Free file transfer Litéra has released two free mobile app versions of its Secure File Transfer product for the iPhone/iPad and Android platforms. The apps allow users to send encrypted files and messages from smartphones and tablets, as well as digitally sign PDFs. The apps can be downloaded from iTunes and Google Play respectively.

EMEA wins and deals

DocsCorp has scored another Workshare swapout with Swedish law firm **Gronberg Advokatbyrå AB** opting for pdfDocs and compareDocs from DocsCorp instead of renewing with their incumbent vendor.

South African tax specialists **Momentum Fiduciary Services** has launched an online will drafting and management system called my-will. The system was developed for them by UK-based

document assembly specialists **DPL Professional**.

Swiss financial planning firm **Mercatoria Group** is implementing Proclaim matter management software, from **Eclipse Legal Systems**, at its Geneva head office. The firm will be using Proclaim to create an integrated client and matter management platform. Eclipse also has Proclaim sites in Australia, Latvia and Nigeria.

Irish law firm **ByrneWallace** has selected **DTE Axiom** as its time recording solution and awarded **Phoenix Business Solutions** the contract to implement and rollout the inHand, Desktop and AutoCapture versions of the system to fee earners.

The Dutch law firm **Noerr** has selected **ZyLAB** software to replace several legacy systems for litigation work. In addition the firm will now also use ZyLAB's hosted ediscovery solutions for large scale investigations.

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Christian Uncut: the Cloud it's a legal matter

Over the past couple of years, there has been a growing awareness that the big issue with cloud computing and hosted services is not the technology but the viability and credibility of the service providers. In other words forget the IT, this is all about due diligence. Unfortunately the recent collapse of the 2e2 business in the UK has just served to underline the risks associated with hosted services, the importance of due diligence – and ensuring all the contractual small-print is fully understood.

Because the company had run out of cash, three week's ago 2e2's administrators were forced to contact customers giving them little more than 48 hours' notice that unless they agreed to pay (depending on their size) between £4000 and £40,000, they could not guarantee customers would ever be able to recover their data from the 2e2 servers. It transpired 2e2 didn't own the servers it used to host customer data, instead they were leased from another company.

Thanks to a last minute acquisition of some of 2e2's operations, plus offers of assistance from third-parties (which in the legal sector has included Tikit and IRIS Legal) a data meltdown for 2e2 users has been avoided.

But, the damage has already been done. Many of 2e2's largest customers have already switched to other service providers, while elsewhere organisations are having serious second thoughts about the wisdom of hosting and outsourcing.

Cloud and hosted service users need to understand where they stand in the queue if something goes wrong. So what is your service provider's contractual relationship with the physical location of the servers holding your data? Do they own it outright? Or are they merely leasing (or even sub-letting) space at someone else's facility? As *The Who* once sang a long, long time ago "It's a legal matter from now on," and it all starts with due diligence.

More UK wins & deals

Weightmans LLP has chosen the Compliguard Protect from the **Frayman Group** as its internal information barriers and compliance solution.

- *The latest Insider Top 200 Chart now includes a Risk & Compliance column.*

Unhappy with the reporting facilities on its practice management system, **Barlow Robbins** has selected the **QlikView** Business Discovery platform, supplied by **Informance**, to monitor and provide instant business performance reporting. The firm's ICT project manager Jonathan Street commented "QlikView blew all the other reporting tools we had seen out of the water."

Stephenson Harwood LLP selected the **Iphelion** Outline template, printing and styles management system for their recent Microsoft Office 2010 rollout. The project to build the new desktop started in early 2012 and the London office rollout is now completed. A full case study on the Stephenson Harwood project is available here www.iphelion.com/Products/Outline



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US who's in & who's out: February's wins, deals & rollouts

The **US Securities & Exchange Commission** is deploying the **Recommind** Axcelerate Review & Analysis platform to provide predictive coding capabilities to the SEC's Division of Enforcement 1200 staff nationwide. The division will use Axcelerate to search and analyze hundreds of terabytes of ESI (electronically stored information).

Two more US law firms have signed up as users of software from **IntApp Inc.** **Holland & Hart LLP**, with over 400 lawyers in 15 offices, is taking IntApp Wall Builder to manage information security, ethical screens and legal holds. And **Cozen O'Connor LLP** is now using IntApp Integration Builder as a central platform for executing a broad range of IT, workflow and application integration projects.

Despite the continual sniping from the competition, **HP Autonomy iManage** is continuing to win new deals and swapouts in law firm's DMS sector. Recent deals include **Bowman & Brooke LLP**, **Davis Polk**, **Fox Rothschild LLP**, **Polsinelli Shughart**, **Womble Carlyle**, **Levine Lee LLP** and **Cozen O'Connor**. Levine Lee has opted for a cloud-based solution, while Brian Gillam, the CIO of Cozen O'Connor said "We went from decision through conversion from OpenText and into our first production rollout within four months."

The Arizona-based discovery and trial consulting firm **Piganelli & Associates** has selected Catalyst Insight from **Catalyst Repository Systems** as its hosted review and ediscovery management platform for its clients.

The **US Department of the Treasury** has extended its use of **Guidance Software** EnCase digital investigations platform to support department-wide internal and external investigations, finding and eliminating malware, and forensically sound court-validated discovery.

In a public note regarding its plans to extend the implementation of EnCase Forensic,

Enterprise and Cybersecurity across the enterprise, the Department said "EnCase is a critical technology. There is no other financially viable company that can provide the required technology. There is no other enterprise solution that provides forensically sound investigative solutions that supports the required operating systems and has the required certifications."

Bradford & Barthel spins off consultancy

San Diego-based law firm Bradford & Barthel LLP has created a separate consultancy business. Called Spherical Models, it will focus on business model innovation in the era of Big Data, social media and collaborative cloud solutions. The new company is being headed up by B&B's director of knowledge Eric Hunter, who said it was a "natural evolution" of the work B&B had been doing over the last three years.

"We realized much more could be gained by collaborating in a spherical or circular manner, as opposed to the traditional linear business model. We see each collaboration point within varying aspects of business as intersecting and overlapping spheres of communication. Our aim is to help businesses move in tandem with consumer social technology approaches and leverage big data analytics in their competitive and collaborative business path forward."

www.sphericalmodels.com

Buzzword Corner: CISO

There's a new C-level executive on the scene, primarily in corporate settings but also recently spotted in some US law firms. Called the Chief Information Security Officer (or CISO), they are responsible for information-related compliance in its broadest sense including cloud and mobile security, risk management and disaster recovery.

LawTech Futures 2013

Future of Legal Technology



Fresh on the Radar

Who are you going to call? We're all familiar with the concept of online legal services and the argument they are more convenient than dealing with traditional legal service providers. But sometimes we all still need to speak to a lawyer, for those occasions when a few words can save a dozen emails. This is where Nikhil Nirmel, the founder of Lawdingo, thinks there is a niche in the market for its Skype-based call-a-lawyer service.

Lawdingo provides the hub and from there the user can browse a list of available lawyers (who can also be searched for by location and area expertise) and book an appointment to speak to them. The attraction of Lawdingo is each lawyer's profile clearly spells how much free time you get with them (between 10 and 45 minutes is the range) and then how much extra they will charge (for every 5 minutes) for any subsequent time.

Lawdingo makes its money by charging lawyers a flat monthly fee to be on the platform. While the service is currently almost exclusively US-based (there is one UK lawyer listed) there are plans to expand the service internationally.

<https://www.lawdingo.com>

Legal Face-off Legal FaceOff Inc has launched JusticeBox as a platform for online dispute resolution for ADR professionals. The platform includes case management, including scheduling and document control, as well as the ability to hold ADR sessions online, with a choice of two-way or three-way videoconference calls. There is a 30-day free trial period, after which prices start at \$49 per month for a single ADR professional.

www.justicebox.net

Post-Jackson costs Litigation costs specialist Sue Nash has teamed up with Tim Smith of Insight Legal Software to create a new application called Omnia, to help solicitors become Jackson-compliant from April 2013. Omnia is a web-based system for the production of cost budgets, which also enables firms to produce their own Bills of Costs and Costs Schedules.

Omnia, which will formally launch in March, will integrate with existing practice and case management systems. It will also let law firms monitor budgeted costs against actual work done and then produce costs budgeting form H/HB.

www.omniasoftware.co.uk

Wizard gets wizzy York-based The Law Wizard Ltd, which last year launched Probate Wizard, a white-labelled probate platform for law firms and other probate organisations, has now reorganised itself to provide separate services for its consumer and professional services customers.

For members of the public wanting a DIY probate system, there is now the ProbateWizard.co.uk online service, while The Law Wizard side of the business will focus on professional solutions. This is the white-label side of the operation for law firms and professional services providers who want to offer their clients either a semi or fully automated probate service either in addition to or as an alternative to traditional bespoke/face-to-face probate services.

Law Wizard co-founder (and non-practising probate solicitor) Tom Hiskey says the attraction of the service is it can be branded to reflect the user firm's corporate identity, so the client has a seamless experience. Law Wizard is sold as a SaaS service with pricing based on a set-up fee plus a monthly fee reflecting the number of probate matters processed. Recent sign-ups for the service include Stephenson's LLP and Move With Us Executor Services.

While currently focussing on probate, Law Wizard aim to launch a wider range of wizards during the course of next year (2014).

www.thelawwizard.com

Revitas for law? Revitas, the enterprise contracts, pricing and compliance system, currently best known in the US *Big Pharma*, manufacturing and technology sectors, says it is seeing increasing interest from the legal market and recently hosted a meeting of the IACCM contract and commercial management association at Berwin Leighton Paisner's London offices.

www.revitasinc.com

New product launches

Advance Productivity Software, the company behind the **DTE Axiom** time recording system, has launched a secure version of the app for iOS devices that is supported by the **Good Technology** mobile device management platform.
www.aps-soft.com

UK-based Zylpha, which specialises in document production and distribution systems, has added automated practice compliance processes for accepting new clients to its product portfolio. The system is already available for the Solcase and Visualfiles case management software.
www.zylpha.com

Handshake Software now supports SharePoint 2013 for its portal and search products. Users can move from earlier versions of SharePoint with a single web part upgrade preserving customizations with minimal effort.
www.handshakesoftware.com

IRIS Legal has released v3.1 of its Meridian Law Connected chambers management software for the barristers' market. The main enhancement is support for the new *Standard Contractual Terms* the Bar Standards Board introduced at the end of January. www.irislegal.co.uk/chambers-management-software.aspx

Prosperoware has added Email Import to its Milan product suite. The new product supports the bulk import and categorization of emails (particularly legacy files from inactive matters) into iManage Worksite without tying up the desktop. Milan Email Import also allows users to preserve existing idiosyncratic folder structures, without requiring them to reorganize their messages to fit current email filing protocols.

In addition Prosperoware has launched Ascera for SharePoint, a new family of products for integrating SharePoint intranets and extranets with content stored on iManage Worksite document management systems. Ascera also makes WorkSite content searchable with SharePoint.
www.prosperoware.com



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Channel news

US-based law firm IT services company **CMS Intelliteach** has announced a strategic partnership with **Charles Street Solutions**. Effective immediately, Intelliteach will provide Charles Street and its law firm customers with first-level service desk support in the UK.

www.intelliteach.com + www.charlesstreet.com

Solicitors Own Software and ETSOS have completed the integration of the ETSOS conveyancing search portal into the SOS Connect case management system.

www.etsos.co.uk

Business intelligence specialist **QlikTech**, best known for its QlikView system, has awarded software provider **K3** elite partner status.

www.k3btg.net

Wincanton Records Management has become the first-ever recommended records management services supplier to the **Law Society of England & Wales**.

www.wincantonrm.co.uk

Hudson Legal and **Lighthouse eDiscovery** have launched an integrated ediscovery solution based on the Relativity review platform.

www.lhediscovery.com + <http://us.hudson.com>

UK People & Places

Anthony Barrett has joined **nQueue Billback** as EMEA business development manager. As well as working at Thomson Reuters and Phoenix Business Solutions, Barrett was also with Copitrak Systems. Commenting on the appointment, nQueue Billback VP EMEA **Stewart Hadley** said "Tony is one of the best networkers I've ever known. He builds relationships and takes the type of consultative approach customers appreciate."

IRIS Legal has recruited new business professional **Rob Carling**, most recently with the Landmark Information Group, to develop the ILB (IRIS Law Business) customer base. Almost 1-in-3 qualified solicitors in the UK now work outside

law firms, the majority as inhouse lawyers.

Frank Coggrave has left **Guidance Software** and **Sam Maccherola** has replaced him as general manager EMEA. There is article by Sam on the cloud, BYOD and ediscovery on the Insider website at www.legaltechnology.com/latest-news/the-role-of-the-cloud-byod-in-law-firms-ediscovery

Alan Black has joined **The Frayman Group** in the UK as a senior project manager. He joins from Tata/TCS and was also previously at Aderant for a number of years.

Simon Maguire has been appointed as sales director for ediscovery specialists **ZyLAB UK**.

As part of the expansion of its business development team, time capture specialists **Rekoop** have recruited **Alan Conway**, most recently with e-know.net, to head up UK sales.

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- Latest tweets

www.legaltechnology.com

Ediscovery news

Data classification In a recent discussion with Philip Favro and Allison Walton of Symantec, they said one of the key issues they saw emerging in information governance was “data classification.” In other words, avoiding letting junk into corporate document repositories in the first place.

“Don’t let in trash,” said Walton. “Only 2% of information stored in corporate databases is ever accessed again.” Walton added “I believe this will be a year when information governance drives ediscovery into becoming a business practice.”

“Similarly,” said Favro, “we are going to hear a lot more about *defensible deletion*. Organizations need to move on from *over preservation*, keeping everything forever.”

Favro says over preservation also has an

impact on ediscovery and the increasingly hot topic of *proportionality* and litigation costs. “Every technological advance in ediscovery helps proportionality. You are only going to be as good as your collection and search technology.”

Euro trends Epic Systems Inc has released the results of a survey – *Corporate Litigation & eDisclosure: Current Trends & Future Challenges* – looking at key litigation and ediscovery trends over the next two years in law firms and corporates in France, Germany, UK and Switzerland. Headline findings include:

- 81% of law firms and 44% of corporate expect ediscovery activity to increase
- the explosion in the sheer volume of data that must be managed is a key challenge
- 90% of law firms are concerned by the growing number of devices on which ESI (electronically stored information) is stored

LawTech Futures 2013 Future of Legal Technology

LawTech Futures has added two further speakers to the event line-up. They are security expert **Raj Samani**, the VP & CTO of **McAfee** EMEA, and enterprise cloud/Big Data technologies expert **Matt McNeill**, the Business Solutions Lead for **Google** Enterprise EMEA. Raj Samani will be talking about *Assessing Tomorrow's Cloud and the Growing Concerns of its Security* at 10:45am, followed by Matt McNeill at 11:05am on *The Future of Big Data in the Legal Sector*.

Special Reader Offer We are offering Insider readers TWO FREE passes to the event, which takes place at the QEII Conference Centre, London on 30th April. You can register online at www.lawtechfutures.com quoting the code **LTicompas13** but please read the T&Cs at <http://lawtechfutures.com/delegate-registration>

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APAC wins, deals & rollouts

Thomson Reuters Elite is making further inroads into the APAC market with **King & Wood Mallesons China** joining the rest of the KWM group in rolling out Elite 3E as its practice and financial management system. KWM China's managing partner Wang Ling says KWM is "one of the fastest growing international legal businesses in the world today, and with over 320 partners and 1800 lawyers, is the only global firm able to practice in PRC, Hong Kong, Australia and the UK.

One of Australia's largest accounting firms **Lowe Lippmann** has replaced its traditional analogue dictation system with a voice productivity solution from **BigHand** that includes, digital dictation, speech recognition and smartphone dictation apps. The firm's IS manager Ray Finck says document turnaround time has decreased by 50% and they expect to realise their RoI in under 12 months.

Gadens Queensland has instructed **Phoenix Business Solutions** to implement DTE Axiom as its time recording and capture solution. Gadens will be rolling out both DTE Axiom InHand and Desktop to its fee earners.

New product launches

Traveling Coaches has added *Security Awareness Training* to its training and elearning solutions. CEO Gina Buser said the new content reflects the fact that "in addition to enforcing internal practices and policies, law firms are often tasked by clients and government demands to provide additional security awareness training."

Legal Suite has released a Microsoft Office plugin that allows users to search, edit or add documents stored within the Legal Suite contract management application directly from Word or

Excel. The plugin supports Office 2007 and 2010.
www.legal-suite.com

Smart WebParts has released v3.15 of its Smart Time time recording software. New functions include global language support and spell checks for 48 languages, including French, Chinese and Spanish; plus call history capture for both Android and iPhone smartphones.
www.smartwebparts.com

World Software has added a category metatag function to its Worldox GX3 document management system. The company has also launched Worldox GX3 Cloud, an SaaS version of its DMS that contains the full functionality of the GX3 Professional version of its software. GX3 Cloud is hosted on a secure private cloud and also includes a built-in PDF editing suite.
www.worldox.com

Levit & James has released v3.0 of its Best Authority application for creating Table of Authorities list citations. New features include Citation Revision Tracking, which pinpoints citations added, changed or deleted due to author revisions; plus a TOA Preview, so users can see an image of the finished TOA updated live as they proofread and edit the list.
www.levitjames.com

Exchange integration Synaptec Software has increased the functionality of its LawBase case and matter management system with the introduction of enhanced integration with Microsoft Exchange. This means users can now originate calendar items in Outlook (including on smartphones for mobile staff) and those appointments will automatically sync and update their LawBase calendars.
www.lawbase.com

Mitratach has released v3.4 of its TeamConnect platform for matter management, ebilling and GRC management platform with new ebilling options and updates to workflow rules and notifications.
www.mitratach.com



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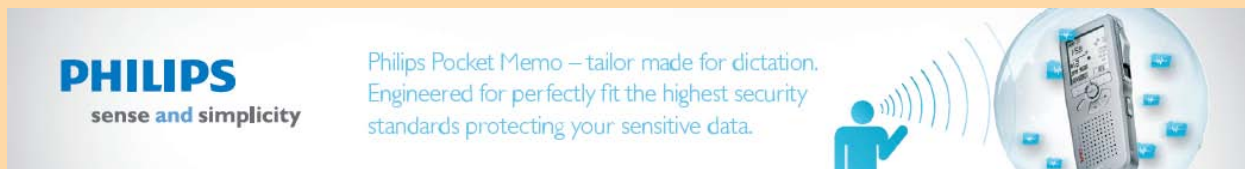
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US New Hires, New Places

Daryl Moore has joined **nQueue Billback** as chief operating officer. Commenting on the appointment, nQueue Billback CEO **Rick Hellers** said “Daryl is an expert at turning smaller companies into larger ones, including Starbucks Coffee, where he was one of the first employees. We look forward to leveraging that experience to fuel our own growth.”

OpenText has recruited **Kevin Cochrane** as its new chief marketing officer with responsibility for overseeing all the company’s marketing activities, including branding and product positioning. Cochrane was previously with Interwoven, Alfresco, Day Software and, most recently, Adobe, where he held global marketing and product management responsibilities.

Consilio (the new name for **First Advantage Litigation Consulting**) has recruited **Dave Moylan** as chief operating officer. Moylan has held management roles at AOL, IBM, Price Waterhouse, LexisNexis and most recently Corporate Executive Board.

Huron Consulting Group has recruited ediscovery specialist **Eric Mazur**, a former police detective with a financial investigations unit in Washington DC, and **Jamie Berry**, another litigation support industry veteran, as managing directors in its **Huron Legal** practice focused on forensics and ediscovery. Both Mazur and Berry join Huron from the Capstone Advisory Group.

The ediscovery entrepreneur and strategist **Matthew Work** has joined the board of directors at ediscovery systems vendor **Catalyst Repository Systems**. In 2002, Work founded Discovery Mining, one of the first cloud-based ediscovery platforms. He subsequently sold the company to Interwoven and remained with the business until Autonomy acquired Interwoven.

Work has also been involved in entrepreneurial and chief strategist roles at Alexa, Amazon, Compete and SaaS workflow specialist Cohuman, which he sold to Mindjet in 2011. In his spare time, he runs the Piston & Chain club and blog for motorcycle maintenance enthusiasts.

www.pistonandchain.com

Vital statistics: 30 miles

This year sees the US legal software training company Traveling Coaches celebrate 10 years of offering its CLASS training program to law firms with some vital statistics.

If you were to print and lay end-to-end all the materials for CLASS, the pages would span more than 30 miles, which is longer than a marathon race. CLASS has training modules for a total of 489 software applications, including 143 for Microsoft products alone. There are approximately 3,244,788 total words included in the content and it would take 26,248 minutes to work your way through the whole lot. There again it took Traveling Coaches staff 26,297 hours (or 3287 days) to develop all the training modules. And, in case you were wondering, CLASS has over 121,000 users in 241 law firms.

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Renfrew: “Still a role for us greybeards !”

We recently caught up with Neil Renfrew, one of the true veterans of the UK legal IT industry (Resolution, Tikit etc) to find out what he was doing as, last time we checked, he had at least five jobs. This from a man who in 2008 said he wanted to devote more time to skiing, football and golf!

Renfrew said his working life is currently split between *Neil gigs* and *Athenian gigs*. Neil gigs involve projects where he is engaged in a personal capacity, which at the moment include the role of head of IT strategy at Thomas Eggar and non-exec director role at another law firm Browne Jacobson. Both firms also have heads of IT – Paul Serkis at Eggar and Matt Craven at Browne Jacobson.

“They are both bright young things,” says Renfrew, “but because they are new to the legal market (they were recruited from the commercial world) they still need a greybeard like me to provide an industry perspective.”

There is also his role with LexisNexis UK, where he is the interim product director for the Nimbus PMS development project – another Neil gig. And then the Athenian gigs, involving his IT services company Athenian IT Developments, which currently has seven people (mainly ex-Tikit or ResSoft) on its payroll.

Athenian is currently subcontracting to Integreon on the CMS Cameron McKenna outsourcing project but in addition has also developed its own range of applications. These are Praxis, Atrium, Portico and Dominus, all designed

to make life simpler for organisations who need to better integrate their user interfaces, business processes and data management.

www.atheniumit.com

10 years ago today...

Dickinson Dees became the first UK law firm to sign up with Tikit to implement an iManage DMS. Tikit was previously a DOCS (now OpenText) reseller but had switched to iManage, with Liam Flanagan predicting iManage would one day become one of the key products in Tikit's portfolio.

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