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Legal IT's leading news resource

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The Inside Legal IT show: highlights at a glance

The sun shone on the inaugural Inside Legal IT (follow @ILITExpo on Twitter) trade show at Tobacco Dock on 12 May, where creating a buzz were new product launches from RAVN, Millnet, Slicedbread and Brainloop, among others, and an after-show party described by one exhibitor as "the best end to any event I've ever attended."

The best thing since...

Showcasing its game changing "adaptive" case management solution Sharedo was **Slicedbread**, where business marketer Joe Humphries, told Legal IT Insider: "We saw a lot of people from the Top 100 and gave demos to the inhouse legal teams from big corporates, including a major energy company."

Slicedbread, who also won an Apple Watch for the best stand at the show, complete with sofas and prosecco, pre-booked many of their demonstrations, with Humphries adding "From 9.30am we were stacked, we never stopped."

Slicedbread (who were located next to their business partners K2) say the company's work at Keoghs, where Sharedo has saved every case worker one hour per day, and its new Office 365-based external collaboration project at Hill Dickinson, have both been door-openers for software which is already being described as "the

future of case management".

AI meets document analysis

Also creating a stir at ILITExpo (brought to the market by TavistockMedia and Legal IT Insider) was **RAVN Systems**, which formally launched its next generation technology Applied Cognitive Engine (ACE).

RAVN ACE brings together different technologies from the fields of information processing and artificial intelligence and was described by a couple of independent legal IT consultants we spoke to as "the most exciting new development we've seen for several years... a true next generation system..."

ILIT visitors were given a demonstration of how ACE extracts and distills the information within documents, potentially enabling law firms to drive through radical changes. Products built on the ACE platform include *RAVN Extract* for content summarisation and information distillation from unstructured documents, which distills key information from documents; *RAVN Govern* for policing, compliance and risk analytics, which can indicate whether contracts and other documents deviate from accepted norms; discovery and records management solution *RAVN Refine*; and enterprise search via *RAVN Connect Family* offering a new approach to capturing, finding, managing and collaborating on knowledge and experience.

RAVN managing director Peter Wallqvist said "We didn't arrange any demos prior to the show but had very good reactions from people asking for demos at the stand, with one person saying the ACE demo was the best demo they had seen all year. Following the success of launching ACE at the event we have booked in several meetings with top law firms."

Who you going to call: DocBuster

Millnet, meanwhile, generated visitor interest with its new smart solutions for batch printing and medical records management issues and was kept busy with demos to consultants, solutions providers and system analysts.

ILIT REVIEW CONTINUES ON PAGE 9



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Philips plan to put dictation in the cloud

Speech Processing Solutions, the company behind the Philips brand of analogue and digital recording devices, has just launched a new service called SpeechLive that aims to make digital dictation a cloud-based, commodity-priced solution.

The service is platform agnostic, so you can dictate from a traditional digital dictation recorder (and not just Philips' devices as the service also supports Grundig and Olympus recorders), via smartphone dictation app, via laptop or desktop software with a mike (for PCs and Macs), and via a web browser.

All dictations are then loaded up to the Philips secure cloud server* but allowing users full control of the accompanying workflow, including playing back and downloading dictation files to other devices, sending them to an assistant or secretary for transcription, sending them for automatic transcription via speech recognition (the service uses Dragon) or even sending them to the optional Philips SpeechLive transcription service – this service currently has English, German and French speaking transcriptionists.

And that's it: a service that can fit in with an individual's way of working, whether in or outside the office. SPS VP & Sales Director Florian Schwiecker says the service is expected to appeal to small-to-mid-sized law firms (+ barristers, the medical market and other professionals) because of its flexibility, the fact users do not need to employ their own secretaries/transcriptionists, and on its pricing.

UK pricing (inclusive of VAT) is from £8.39 to £10.19 per user, per month. (Pricing can include provision of a subsidised recorder device.) There is a minimum subscription period of just three months and there is also a 30 day free trial offer. Plus, you can still access your own dictation files for 60 days after cancelling a subscription.

Given the nearest comparable service the Insider has seen is approximately four times the price and has a minimum contract term of 24

months, the SpeechLive pricing is highly attractive, and potentially disruptive.

There are no ongoing support charges and the only, strictly optional, extra is the transcription service. High priority (within a 5 hour turnaround) is £1.25 per minute or standard rate (within 24 hours) is 99p per minute of transcription. Like iTunes vouchers, users can buy transcription in advance, starting with a 20 minutes block.

* Philips store files, with 256 bit key encryption, on Microsoft's Azure cloud on servers in Ireland and the Netherlands. Encryption is automatic and users retain the only key. The security aspects of the service have already been approved by a number of European agencies and the service even encrypts files stored on recorder SD cards.

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

UK WINS **Carillion** has become the first UK corporate to use the new **SION1 SmartPanel** online platform to help conduct its law firm panel review. Carillion director of legal services **Richard Tapp** said this year firms were also required to provide data on diversity and innovation. SION1, say using SmartPanel (whose design included input from GCs, including **Ann Page**, the co-founder of the **G. C. Research Club**) can cut the cost of the panel review process by around 45%. Carillion selected its 11 firm panel within four months of the review process starting. www.sion1.com

After evaluating different solution providers, **Ince & Co** has migrated its know-how library to **Sysero**, with delivery over the firm's **Microsoft SharePoint** intranet.

Leigh Day has recently purchased pdfDocs and cleanDocs from **DocsCorp** to integrate with its **Linetime** case management system. **Wright Hassall**, which already runs cleanDocs and pdfDocs, has switched to compareDocs. And **Stevens & Bolton** has purchased contentCrawler via **Phoenix Business Solutions** to ensure all image-based documents in its **HP WorkSite** DMS are searchable.

Shepherd + Wedderburn has invested in the **Linetime Liberate** matter management application to help improve process efficiencies. The project included integrating Liberate within an Outlook environment and with the firm's HP WorkSite DMS. (**Michelmores** is another firm to have recently implemented Liberate in an innovative way.)

Leicester law firm **Spearing Waite** has become the first Tikit P4W customer to take the new **Tikit Carpe Diem Next Generation** time keeping platform as part of its package. Along with Carpe Diem and P4W for case and practice management, the firm has also selected Tikit Connect to support its marketing activities.

Hill Dickinson has appointed **Slicedbread** to help implement the firm's new **MatterSpaces** external collaboration platform, which will be

based on **Microsoft Office 365**. The system will be integrated with the firm's K2 business process management software and its HP WorkSite DMS. The firm say Office 365 offers an open yet highly secure platform with the potential to deliver collaboration opportunities far beyond traditional document exchange.

COMMENT: We're starting to see growing interest in Office 365 within the legal sector. This could be a game changer.

Glanvilles, which has five offices on the South Coast, is reporting a 61% drop in printing costs in the first seven months since introducing PaperCut print management software. PaperCut, supplied by **Copyrite Business Solutions**, also offers PIN controls for secure print jobs.

WINS & DEALS CONTINUE ON PAGE 7

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WINS & DEALS CONTINUED FROM PAGE 5

NORTH AMERICAN WINS Bullivant Houser Bailey PC is swapping out its HP WorkSite DMS in favor of a cloud-based document and email management system from NetDocuments. Mark Reber of Bullivant commented "Security of client information is paramount but the four walls of our law firm have moved and we find our staff rely on continuous access to their documents and email as they serve our clients."

UK-based Enable plc just hooked its first AmLaw 100 law firm with Baker Botts signing up as a customer for its PitchPerfect new business pitch/RFI documents creation tool. PitchPerfect, described by one UK firm as a "no brainer," works directly within both Microsoft Word and PowerPoint to speed up the drafting process.

Boutique Silicon Valley law firm Precision IP is now using CPA Global for paralegal, docketing and patent/trademark renewal services. Precision IP's founder Varun Shah describes CPA's paralegal team as "effectively an extension of my firm," who free up lawyers to focus on law rather than being bogged down by administrative tasks.

Bowman & Brooke LLP in Minnesota is rolling out contentCrawler from DocsCorp, while Holzman Horner PLLC in Washington DC is deploying pdfDocs.

After deploying the Exterro Legal Hold system in 2013, AOL has extended its use of Exterro Inc software to include E-Discovery Management with managed review plus Exterro's Compliance Portal, and SharePoint Connector.

IRISH WINS MacGuill & Company reports that since the firm switched to BigHand for its voice technology platform, 77% of all its digital dictation is now being processed automatically via speech recognition software rather than transcribed manually by secretaries. The firm is using BigHand Professional Edition, which is the company's cloud-based hosted service.

GEON Legal Solutions, the Irish-based partner of US software vendor WorkProducts Inc, has sold the WorkProducts MatterSpace system into two Irish government agencies, namely the

Department of Justice and the Department of Finance. MatterSpace is a cloud-based ediscovery and information governance managed service. www.geonlegal.com + www.workproducts.com

APAC WINS The High Courts Complex in Kota Bharu is the latest Federal Court of Malaysia to roll out the OMESTI eCourts solution. The eCourts system includes modules for case management, efilings (called eKehakiman), court recording, transcription, and queue management (scheduling and listings). www.omesti.com

Herbert Smith Freehills, which already runs pdfDocs, has extended its use of DocsCorp software to include compareDocs.

WINS & DEALS CONTINUE ON PAGE 8

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WINS & DEALS CONTINUED FROM PAGE 7

MORE UK WINS **Moore Blatch** is the latest Top 200 law firm to sign up as users of the **Rekoop** time capture system. The firm will be integrating it with the LexisNexis Axxia PMS. And, Hampshire startup **Verisona Law** is set to roll out Rekoop to its 30 fee earners. Verisona will be Rekoop's first integration with a Peppermint system.

COMMENT: Rekoop CEO **Phil Wedgwood** added "We're seeing CEOs, managing partners and FDs starting to grasp the relationship between time and cost, as opposed to time and billing, and they appreciate full capture and total accountability are essential to move that relationship forward. See also *Top 200 chart update on page 12*."

Britannic Technologies is now supporting UK Top 100 law firm **Michelmores' Avaya** communications platform through its managed services offering. Michelmores is exploring a range of communications needs including video conferencing, mobile solutions and social media. The firm's IT director **Simon Clarke** commented

"It is very interesting that the clients are driving the demand for new technology and not the other way around." Britannic will also be providing SIP and disaster recovery technology to ensure the high availability of services and continuous operation. www.btlnet.co.uk

Hewitsons has upgraded its portfolio of MFP (multifunction printers etc) devices and print management software in conjunction with **Toshiba TEC UK Imaging Systems**. The firm has gone live with a range of Toshiba eSTUDIO devices and performance efficiencies have already led the number of MFPs in one office being reduced from 16 to just five.

Hastings-based **Butters David Grey** is the latest smaller firm to decide it made more economic sense to switch to the **Quill Pinpoint** outsourced legal cashing service rather than recruit another member of staff to replace a cashier who was retiring.

The **Marie Curie Cancer Care** charity is the latest organisation to adopt the **Egress Switch** secure email encryption service.

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ILIT REVIEW CONTINUED FROM FRONT PAGE

Millnet DocBuster is a cost-effective way to batch print emails and other documents in a chronological order with slip sheets, while the company's MedBrief is a secure way for lawyers to share highly confidential patient records with experts and other third parties on clinical negligence and similar matters.

Millnet, incidentally, is a kCura Relativity partner and has recently been recognised for the technical ability of its ediscovery team, with two staff achieving *Relativity Master* designation.

Goodbye Board Books

Among several ILIT exhibitors active within the secure document collaboration space, **Brainloop** demonstrated its Secure Dataroom and Secure Boardroom platforms which offer built-in business workflows for board, partner and client communications, M&A and due diligence, deal and transaction bibles creation, secure email and file sharing.

Founded in Germany in 2000, Brainloop's customers now include 80% of the largest publicly traded companies in Germany, plus a growing number of sites across Europe, the UK and USA. In the UK legal sector, Nabarro recently implemented the cloud-based Brainloop to securely disseminate encrypted documents to its partners, so they can now have the latest versions on their iPads when they go into a meeting rather than wait for copies to be physically printed and distributed.

Quite Interesting Fact: Brainloop calculate that the average FTSE 250 company spends over £40,000 a year just developing and distributing "board books". This equates to 71 Microsoft Surface Pro 3 tablets or one year's supply of Starbucks coffee for 80 members of staff.

Tech Talking

Elsewhere, keeping senior legal IT industry executives on their toes, was **Charles Christian's Talking Tech** video interviews where taking the hot seat in front of the cameras were Patrick Hurley from Thomson Reuters Elite, David Jones and Ben Jennings from BigHand, Jan Van Hoecke from RAVN, Millnet's James Moeskops, Mark Craddock from NetDocuments, and Liam Flanagan from Enable PLC. The first videos will be available on the Legal IT Insider website within the next few days. www.legaltechnology.com

Not Only, But Also

Elsewhere on the exhibition floor, **Nikec Solutions** showcased its latest product launch – Nikec Hub – an extranet and collaboration platform for all sizes and types of law firms.

Liam Flanagan reported that the **Enable plc** team gave a steady stream of presentations of the company's latest version of its PitchPerfect new business pitch/RFI documents creation tool to both law firm IT and business development directors.

SDLT.co.uk, best known for its Stamp Duty Land Tax esubmissions system, launched FormEvo, its new cloud-based electronic legal forms service, which already has a library over 1600 legal forms.

Finally, **Tikit** demoed two new products: its Carpe Diem Next Generation timekeeping system and, making its UK debut at ILIT, its eMarketing v6 software which now offers firms even greater scope to brand and personalize their marketing messaging.

For a first outing, Inside Legal IT certainly lived up to its promise that it would "rehabilitate" the legal tech industry trade show.

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People & Places

After five years, most recently as EMEA sales director, **Jacqui de Gernier** is leaving Aderant to take up a new role as Regional VP of Commercial Sales at **DocuSign**, a rapidly growing global software company focused on esignature and digital transaction management. She adds “I have been offered an exciting opportunity too good to turn down. After nearly 20 years in the legal software industry (*including time with TFB, Tikit and Pilgrim*) I am going to be doing something a little, albeit not completely, different.”

Expert systems specialists **Neota Logic** has expanded its senior management team with the recruitment of **Matthew Gillis** as president. Gillis comes from LexisNexis, where he was VP of the litigation tools and services division. Before that he was a VP with CT Tymetrix. Neota Logic has also opened for business in the UK and appointed **Greg Widisen** as the international managing director. Originally a lawyer in Sydney, Widisen was the



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founder of Diskcovery in Australia and most recently headed international operations for ediscovery vendor Epiq Systems.

Next month (June) sees **Tim Hyman** join **Enable plc** as CMO (chief marketing officer). Most recently Hyman was the EMEA IT director at Reed Smith, and is also a former IT director of Taylor Wessing, Olswang, and Harbottle & Lewis. He also worked at Tikit (when Enable founder **Liam Flanagan** was also there) for two-and-a-half years.

Michelle Jeffs has joined **Speech Processing Solutions UK** (aka **Philips**) as an account manager for the company's digital dictation and speech recognition products.

Tennille Roach, most recently with Kennedys, has joined **LexisNexis Enterprise Solutions** as the APAC 'client advisor' for the Lexis InterAction CRM system.

Congratulations to **Justin Edwards** and the team at London-based **ITS Information Technology Services** which this month celebrates its 20th anniversary.

PEOPLE & PLACES CONTINUE ON PAGE 11



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PEOPLE & PLACES CONTINUED FROM PAGE 10

Veyo, the soon-to-launch UK home conveyancing portal, has appointed **Laura Morgan-Rees** as business development manager for Wales and the West. Previously she worked at Equiniti, a provider of technology based solutions, as Head of Sales for Data Services. She has also worked at Gartner Plc.

Long-time US legal industry training and support expert **Dalene Leach** has joined **TutorPro** in the role of Support & Solutions Specialist.

Hobs Legal Docs, which provides litigation technology and ediscovery services to customers in the UK and EMEA, has rebranded as **Anexsys**. The rebrand is the final stage in a year-long programme of investment, restructuring and recruitment by directors **Rob Crowley** and **Jonathan Chan**, formerly managers within E&Y's Forensic Technology & Dispute Services division. Anexsys Limited is a company within the **Hobs Reprographics plc** group.

Anexsys managing director Rob Crowley told us "The name Anexsys is derived from the Latin *annexus*, meaning connection, binding or fastening. It also relates to *annex*, which is often used in a legal context. As a legal IT and outsourced support services business, we wanted a name that reflected our roots, whilst establishing ourselves as a leading technology and software company." <http://www.anex-sys.com>

Congratulations to **Craig Hogg**, **Kiran Gill**, **Caroline Blackburn**, **Alex Haddy** and **Dolores Evelyn** of **Eclipse Legal Systems**, who completed the recent **Plusnet Leeds Half Marathon**. Craig Hogg finished in a time of 1 hour : 34minutes which, we're led to believe by people who know about these things, is very good.

Time capture specialist **Rekoop** has appointed **Anthony Hughes** as a non-exec director. As managing partner of Ricksons, he led that law firm's merger with DWF and subsequently became the CEO of Horwich Farrelly, with that firm becoming one of the top 10 legal providers to the insurance industry during his tenure. He now runs the **Jackson Hughes** professional services consultancy operating in the legal, insurance and claims sector.

Commenting on the appointment, Rekoop CEO **Phil Wedgwood** said "With non-execs, most tech businesses traditionally go with a VC type or an industry heavyweight but for us it was all about taking us closer to our market and getting an even better understanding of what makes them tick.

"Anthony has been on both sides of the fence now so has a very rounded perspective on the sector."

Ediscovery: DTI has appointed **Edward R. James III** as its new CFO. James succeeds **Chris Henderson**, who becomes a senior advisor to the DTI board. James' background includes over 20 years in senior financial roles, most recently with Birch Communications. DTI has also appointed **Edward 'Jay' Jordan** as director of operations, Middle Office Services, based in Atlanta.

David Horrigan, an attorney, analyst and counsel on information governance and compliance at 451 Research, has joined **kCura** as ediscovery counsel and legal content director.

Quote, Unquote

"No software vendor with a traditional, inhouse installed systems model has ever successfully made the transition to an SaaS, cloud model." ...*CEO of UK Private Equity Group*



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The Insider Top 200 - Making a Case

In our second review of the latest Insider Top 200 chart, we're looking at the always busy case, BPM and workflow management systems space. We've also an update on the increasingly competitive time keeping/time recording sector...

What are we going to do about OpenText?

As reported in a previous story, the big issue facing firms running BPM (business process management) and workflow software is what to do now. OpenText has effectively end-of-lifed its popular BPS (aka Metastorm) system.

Jon Summers (now of Stickleback Technologies, who has been working with Metastorm from the outset) says most of the firms they deal with (there are 15 OpenText Metastorm sites in our current top 200) plan to "do nothing" and keep their current Metastorm systems running for "several years". For those considering a change, Summers suggests the options include migrating to OpenText ProcessSuite v10, moving to an alternative platform, such as Intapp, Mendix, K2 and PNMsoft, or build applications around Microsoft SharePoint, .NET, WF and Visual Studio.

Total Eclipse of Envision

Moving over to the more traditional case and matter management side of this category, the Big Three players remain Thomson Reuters with systems in at 49 firms, Lexis Nexis in at 41 and Eclipse Legal Systems in use at 22 firms. So, a commanding lead for TR and Lexis over Eclipse?

Well, not quite because when you break down the figures you find that while all the Eclipse sites are running the Proclaim product, the majority of the TR sites are running Elite Envision (aka Pilgrim LawSoft) which has just been effectively end-of-lifed. Plus there are ten sites running "other" systems including FloSuite, another system whose place within the TR empire is very much up in the air. And there are just 17 firms in the top 200 running the state of the art Elite Mattersphere.

It is a similar story over at LexisNexis, with 23 firms running on VisualFiles and 18 running either Axxia or the even older SolCase system.

Honourable mentions must also go to Linetime, now in use in 17 firms – its Debttime debt recovery product remains very popular, and also to Isokon, whose Probate and related private client applications continue to make it a niche market success.

As for the rest, and 160 firms in our Top 200 are running case/workflow/BPM software of one type or another, with many running multiple products, Tikit and Advanced Legal are level with 9 sites each, Peppermint has 8 and both SOS and K2 have 7 sites each.

Keeping track of keeping time

Finally, last month's report that Rekoop had taken the top slot in the Time Recording/Time Keeping column shook up the competition into reviewing their customer lists and now we have a new ranking. Back at #1 with its software in use in 31 firms is Intapp, followed at #2 by Rekoop in 28 firms, then at #3 it's Tikit Carpe Diem in 27 firms.

legali insider

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The next issue of Insider Editor's Picks is out on **Wednesday 10 June** and the next Insider newsletter will be published on **Wednesday 24 June 2015**. To keep up with the latest news visit www.legaltechnology.com and follow [@ChristianUncut](https://twitter.com/ChristianUncut) on Twitter at [#legalit](https://twitter.com/legalit)

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