

CHARLES CHRISTIAN'S

# LEGAL TECHNOLOGY INSIDER

THE SOURCE FOR INDEPENDENT LEGAL TECHNOLOGY NEWS, COMMENT AND ANALYSIS

## LAWYERS ONLY PAYING LIP SERVICE TO WEB

Delivering a keynote speech at last week's LegalTech London conference, Richard Susskind warned that while senior partners were making all the right noises about the Internet, most were terrified by the concept of online legal services and few were making any serious commitment in terms of resources. Susskind reckons that only five percent of law firm IT expenditure currently goes on e-commerce projects, with the remainder still being spent on traditional back office systems. Susskind says a big problem for many firms is how to encourage the right entrepreneurial spirit.

**More LegalTech news on pages 3 & 5**

## PEAPOD SNUBS LAW SOCIETY

Legal systems supplier Peapod Solutions is snubbing the English Law Society by declining to apply for a place in this year's software solutions guide. Despite having been involved with the scheme at the outset in 1998, Peapod's Ian Wimbush said he felt the Law Society had become increasingly out of touch when it came to understanding the real IT needs of smaller High Street firms.

According to Wimbush, instead of addressing genuine problems, the Society was pursuing over-ambitious and, in some instances, irrelevant objectives offering firms only limited benefits. "While there is nothing wrong with the systems in the guide, most High Street firms are likely to find them too expensive to buy, too complicated to support and full of features they will never use," he added.

■ Peapod's own approach to the High Street is its Legal Office 2000 shrink-wrapped product which, in its latest version, offers accounts, case management and electronic forms software plus a secure electronic document exchange system, from £1350 for a single user version. The price for a five user system would be under £3000. "The key," says Wimbush, "is to keep it inexpensive and simple. That way you cut support needs and minimise training requirements."

## LEGAL TECHNOLOGY ONLINE



Visit the Legal Technology Insider web site for regularly updated news, a diary of legal IT events, web bookmarks, hoax and virus reports, an archive of back issues and an extended search facility.

## LATE NEWS

### ■ PILGRIM GEARING UP FOR IPO

Pilgrim Systems has appointed Benny Placido, previously with Digital and 3Com, as its new sales director. With the company heading towards an IPO in the autumn and a subsequent Stock Market flotation, Pilgrim has created the new board level sales position to allow Ronnie Paton to focus on marketing strategy.

Pilgrim chairman Jim Cummings said Placido's role will include exploiting new business opportunities in Asia, Africa and the United States. The company is also planning a mobile, Internet-based product range and looking to open a central London office.

### ■ WORDPERFECT IN TROUBLE, AGAIN?

The future of WordPerfect as a viable wordprocessing platform is once more in doubt. Last week its developer Corel announced that, following the collapse of its share price, the planned merger with Inprise/Borland was being called off.

Corel also warned that it could face serious cash shortages in the coming months and was hoping to slash its operating costs by \$40 million a year. Ironically, considering the merger had been intended to create a market leader in Linux-based software (Corel has just launched a Linux version of WordPerfect Office 2000) the company is currently making a loss because the growth of its Linux-based products has failed to make up for declining sales of its traditional Windows-based products.

## IN THIS ISSUE

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■ INTERNET TRAFFIC REPORT - THE FIRST EVER TOP 10 OF THE BUSIEST LEGAL SITES ON THE WEB, **page 6**

## NEWS IN BRIEF

■ SOCIETY FOR COMPUTERS & LAW vice-chairman and long-time champion of free legal information services LAURIE WEST-KNIGHTS has been appointed a Queen's Counsel in the latest list published by the LORD CHANCELLOR'S DEPARTMENT.

■ SIMON KOSMINSKY has joined S J BERWIN & CO as the firm's new IT director. He was previously head of IT at WILDE SAPTE. (And in case you get your Berwins confused, JANET DAY remains head of IT at BERWIN LEIGHTON.)

■ ROCC COMPUTERS (01273 274700) has been awarded a contract by the SCOTTISH LEGAL AID BOARD to supply an intelligent character recognition system and a document management system to run at the Board's Edinburgh offices. The systems, part of ROCC's Seecheck product range, will be used to scan accounts synopsis forms for criminal legal aid work so the data can be downloaded into an Oracle database. The scanned images will also be archived in the document management system.

■ Comms specialist KOMMUNICATE is now shipping version 7 of the RightFAX fax server software in the UK. New features include full integration with INTERFACE SOFTWARE's InterAction client relationship management system.

■ WORDSWRIGHT ASSOCIATES (01493 740902) has made further enhancements to its Costs Plus 2000 32-bit litigation costing and billing software. The latest release provides a facility to produce complex multi-part bills automatically, so as to assist in matters where the status of a case changes throughout its life with the issue or withdrawal of legal aid certificates. Wordwright has also revamped its web site.

[www.costsplus.co.uk](http://www.costsplus.co.uk)

■ HUMMINGBIRD, the Toronto-based company behind the DOCS document management system, has reported a 66 percent increase in sales for its trading quarter to 31st March 2000 compared with the same period last year.

## CMS AND ELITE DEAL UNRAVELS - CEO OUT

After over a month of deadline extensions, the Elite Information Group has exercised its right to terminate its pending merger agreement with Solution 6 Holdings.

As previously reported in the Insider, the US Federal Trade Commission's bureau of competition had advised the parties that it would recommend the Commission challenge the transaction if they continued to pursue the merger. Although both sides disagreed with the FTC's conclusions (the FTC was concerned about the competition aspects of having two of the largest players in the US legal systems market - Elite and Solution 6 subsidiary CMS Data - controlled by the same group) they decided not to prolong discussions in light of the FTC's continuing opposition.

Elite's reaction suggests the company is keen to draw a line under the talks, with CEO Chris Poole commenting: "It has been almost six months since we announced the merger. We regret the FTC has taken this position, but it is time to remove the distraction of the FTC review and focus all of our attention on pursuing our business plan and focus on our customers."

No doubt Solution 6 would also like to put the affair behind it but instead it has been pitched into a crisis, with doubts now being cast on its due diligence procedures.

Following adverse press comments and the collapse of talks with another takeover target - Sausage Software in Australia - Solution 6 CEO Chris Tyler held a press conference to "set the record straight" about his personal history. He admitted involvement with a failed video production company in Canada in the early 1990s and, rather more seriously, he also said it was true that in 1985 he was convicted for "possession of between 50 and 200 pounds of marijuana" by a Texas court and given a 10-year suspended jail sentence.

"At the time," said Tyler, "I was running a nightclub and marijuana was very much part of the social and recreation scene. I was caught. I shouldn't have done it... It is a matter that is very much a distant part of my past."

But, the confession came too late and last week his board announced that it had been "mutually agreed that in the light of recent events it is now in the best interests of shareholders for Mr Tyler to retire as CEO and managing director of Solution 6 with immediate effect". The value of Solution 6 shares promptly rose on this news.

■ Lindsay Yelland, who has taken over as acting CEO until a replacement is found for Tyler, said Solution 6 was now likely to be involved in far fewer acquisitions than in the past and that these would be for short-term strategic reasons rather than long term capital growth. He also confirmed rumours that the CMS Data subsidiary had signed a deal to supply Clifford Chance with a new global practice management system. Yelland said the deal was still subject to a confidentiality agreement but Solution 6 had received a deposit from the contract.

## MONEY TALKS IN LEGAL E-BUSINESS

Commenting on her firm's Internet adventures, Elizabeth Broderick, a partner in Australia's Blake Dawson Waldron and head of the practice's legal technology group, told the audience at last week's LegalTech London conference that when it comes to legal e-business "money talks".

Conceding that the traditional law firm fee earning mindset was a major factor in holding back the development of legal e-business, Broderick noted that other partners' attitudes soon changed once new ventures showed themselves to be profitable. In Broderick's own case the legal technology group is the most profitable part of the firm, enjoying a profit ratio about six times greater than any other division. This, she says, is partly due to the fact e-commerce services operating on a 24/7 basis allow you "to make money while you sleep".

Nevertheless, in order to get away from the constraints of law firm life, BDW's e-business taskforce has relocated to new offices in Surry Hills, Sydney's equivalent of Silicon Valley, so it can focus on examining the different business models now opening up to law firms. Despite concerns about cannibalisation, Broderick's own view is that Internet-delivered law is not an adjunct to conventional legal practice but a service in its own right that could soon become the dominant aspect of legal service delivery.

## ELITE IN NEW ASP VENTURE

One of the first manifestations of Elite's refocussing on its business plan and customers (**see story on page 2**) has been the announcement of a new ASP (application service provider) operation offering legal and professional services time keeping, billing and practice management facilities.

Called e-Connect, the service will effectively allow law firms to rent time recording and accounting software directly off the Internet (Elite will handle all operational support, product updates, resource planning and infrastructure management) thereby cutting back on the need for on-site software and hardware installation, upgrades and maintenance by a firm's own IT staff. Users will access the applications via a standard web browser.

e-Connect will operate in addition to the Elite.Com service launched earlier this year for small firms. There are currently no plans to launch either service in the UK.

■ **COMMENT:** The accounts software group Sage last week warned that the recent spate of Internet virus attacks was "making people nervous about going online" and likely to hold back business enthusiasm for adopting ASP solutions as an alternative to conventional inhouse systems.

■ Heidi Izzard, a qualified barrister and more recently the IT manager at Lamport Bassitt in Southampton, has been appointed business development manager for Elite Information Systems in the UK and continental Europe.

## NEWS IN BRIEF

■ **AXXIA SYSTEMS** has announced five new appointments to its sales force. **MATTHEW FOX** will look after small-to-medium-sized firms within London and the South East. His team will include former graduate trainees **GAIL MANSLEY** and **REBECCA THURLOW**. The company's CaseBrief case management system team has been joined by **NARINDER SINGH** and **NANA DONTOH**, the latter a professional with Bath rugby club until injury forced a career change.

■ **WORLD SOFTWARE** has made a number of new appointments to its international network of Worldox document management system resellers. **VISUAL ONE** - now part of the **STAR COMPUTERS** group - has become a UK distributor. **LEX TECHNOLOGIES** is the new South African outlet and **CLIENT SERVER COMPUTING (NSW)** becomes a distributor for Australia. There are a total of just over 60 law firms using Worldox in these three countries, including nine in the UK.

■ **iMANAGE INC** has opened a new EMEA (Europe, Middle East & Africa) centre for sales and support operations based in Paris. It will be headed by **PATRICK BAUDOIN**. One of the latest orders for the iManage system was placed by Texas-based **VINSON & ELKINS**. The firm has offices across the United States as well as in London, Moscow, Beijing and Singapore.

■ Next month will see **SHOOSMITHS** begin rolling out the final element - a **KODAK Ascent** optical character recognition system - at its new hi-tech claims compensation division in Basingstoke. During the past year the firm has spent over £500,000 on hardware and software alone as part of a project to centralise and streamline its personal injury claims handling processes. The firm reckons the new infrastructure, which includes **LEGIS** litigation case management software and a bespoke document management system, will allow it to handle over 1000 new claims each month and cut four weeks off some claim handling times.

## PUBLISHING NEWS

■ PAN-EURO LEGAL MAGAZINE DEBUT HS Financial Publishing (020 7278 7769), which is part of Hemmington Scott group, has just launched *The European Lawyer*, a new monthly magazine for business lawyers within Europe.

[www.europeanlawyer.co.uk](http://www.europeanlawyer.co.uk)

### ■ IRVING MAKES IT LEGAL

Legal IT consultant John Irving's new book *IT's Legal - making information technology work in practice* is published this month by Bowerdean (020 8788 0938) price £19.99. Along with looking at the impact of IT on a law firm, the book also raises a number of interesting financial and management issues.

### ■ NEW CITY GUIDE

New City Media (020 7405 6081), part of the QD Group, has published the second edition of *The Insider's Guide to Legal Services: IT & Telecoms*, price £32.50.

[www.ncm.co.uk](http://www.ncm.co.uk)

## BUZZWORD CORNER

### ■ STEALTH SPENDING (*verb*)

Term coined by Paul Strassmann to describe the additional expenditure, over and above hardware and software, that organisations spend on technology. He estimates businesses waste about £3000 a year per workstation on stealth spending. About a quarter of this goes on "peer support" - such as asking colleagues if they know how to make an application perform a particular task.

Another third is swallowed up by the "futz factor", defined by Strassmann as "time users spend in a befuddled state clearing up unexplained happenings (and) overcoming the confusion and panic when computers produce enigmatic (error) messages that stop work". The amount of time - and money - wasted on "futzing" is usually greater per workstation in smaller firms because they do not have inhouse IT support staff to help them. See *The Squandered Computer: Evaluating the Business Alignment of Information Technologies* by Paul Strassmann (1997, Information Economics Press).

## NEW APPROACHES TO LEGAL DOCUMENTS

The past fortnight has seen the launch of two new services offering UK business an alternative approach to obtaining legal documents.

■ The Legal Document Co (01908 679144), a spin-off from Milton Keynes law firm Kimbell & Co, offers a document review and update service. This takes a portfolio of ten legal documents regularly used by a client, reviews them to ensure they meet the client's business needs and then supplies a master copy of the documents on CD-Rom.

The disk is compatible with most wordprocessing packages, so a client can use them inhouse, however the big attraction of this service is that the Legal Document Co undertakes to monitor developments in the law and automatically supply amended versions of the documents, along with guidance notes, as and when the law changes.

Solicitor and company founder Stephen Kimbell says the proactive nature of the service removes the need for businesses to have to worry about keeping up-to-date with the law. He also claims the service's pricing structure (from £250 a month for 10 documents, subject to a three year minimum subscription period) is substantially cheaper than using a conventional solicitor's services.

[www.legal-edocs.co.uk](http://www.legal-edocs.co.uk)

■ The second new service - UK DOCS (0115 911 4475) - is an online documents service that aims to provide small and medium-sized businesses with a cheaper service than they can obtain from law firms and a more flexible service than that offered by Epoch's Desktop Lawyer system.

Currently UK DOCS can offer 40 documents, ranging in price from £10 to £50 (there are also some free documents), for downloading from the web. The company reckons these would cost approximately £300-£400, compared with nearer £1500 at a law firm. Unlike Desktop Lawyer, users do not have to first download a dedicated client application but instead can download purchased documents in plain text, formatted text and Microsoft Word file formats.

[www.ukdocs.com](http://www.ukdocs.com)

## BUTTERWORTHS TO OFFER INTRANET SERVICES

Butterworths has launched Client Direct, a web hosting service that will allow law firms to create both intranets and client-accessible extranets incorporating the legal news and commentary currently only available to Butterworths Direct subscribers. Costing from £10,000 per year, several deals with law firms are on the way and PriceWaterhouse Coopers has already signed up for the service. A demo version of the service is available on Butterworths' web site.

[www.butterworths.co.uk/extranet/index.htm](http://www.butterworths.co.uk/extranet/index.htm)

## LEGAL TECH ROUND-UP

LegalTech London saw the formal launch of LAW.COM/UK, a new Internet service hoping to replicate its success in the USA by establishing itself as a one-stop legal portal. The site, which will compete head-to-head with Butterworths Direct and Interactive Lawyer, has already signed up ZMB's Zureka.com as a recruitment source and will be offering a mixture of legal and industry news. Other suppliers who used the event to preview products included: SANDERSON SYSTEMS with its new debt recovery and automatic billing modules - these go into beta testing in June and will be available for installation from July - and SELLERS LEGAL SERVICES with its new litigation support suite - this includes a SQL 7-based document management facility with thin client and web browser interface.

[www.law.com/uk](http://www.law.com/uk)

The next issue will report on US products at LegalTech

## THE LOTIES WINNERS

LegalTech London also saw the announcement of the winners of this year's LOTIES law office technology innovation awards. SOLICITEC's SolCase Online won the front office category; AXXIA took the back office category with Fee Earner Desktop; AIM Evolution was voted product of the year; KOMMUNICATE's CallXpress won in the office automation category; CONTEXT's Justis.com system was the newcomer of the year; HAYS DX won best utility award for Address Plus; BUTTERWORTHS and BLACKSTONE's joint service Crime Online won in the publishing category, EVERYFORM won the best e-commerce award, SIMMONS & SIMMONS's Elexica service was best legal e-commerce site and MSS was voted legal IT supplier of the year.

## LEGALTECH LONDON VERDICT

After last year's disappointing show, the event formerly known as SOLEX was in bad state however thanks to the rebranding exercise by organisers iMark, in association with American Lawyer Media and PriceWaterhouseCoopers, LegalTech London's future once more looks assured.

Despite being a scaled down event, visitor figures were actually up on 1999 - the opportunity to see the American systems at first hand was clearly an attraction. And, although there were the inevitable complaints that the show was not busy enough, a substantial number of IT suppliers have already reserved stands for next year.

On the conference front, PriceWaterhouseCoopers said that while they had hoped for more delegates, the calibre was good and they were confident the show would now build up to enjoy the same success as its US counterparts.

■ One big change next year will be the move to a new site. LegalTech London is quitting the Barbican for the ExCel Centre, currently still under construction in Docklands. The event is also shifting its timing to the autumn, with the 17th & 18th of October the provisional dates for 2001.

## LEGAL TECHNOLOGY DIARY DATES

■ MAY 31, CAMBRIDGE. The Interactive Library. Series of seminars organised by Soutron to promote their two new library systems 2020 and BiblioTech Pro. The first is at the St John's Centre in Cambridge followed by 10 more around the UK, including Leeds, Derby, Glasgow, London and Slough until 21st September. For details call 01332 8211817.

[www.soutron.com/seminars](http://www.soutron.com/seminars)

■ JUNE 10, BIRMINGHAM. Legal IT Forum. One day event organised by the English Law Society's Law Management section at the Hilton Metropole Hotel in Birmingham. Starts 9:30am and closes at 4:40pm. The theme is profitable e-commerce for law firms, including web site design and online case management. Speakers include Nottingham Law School tutor/IT consultant Julian Boardman-Weston, Carol Byrne, the IT director of Jacksons, Grahame and Richard Cohen of Epoch Software, who are always good value as speakers, and Neil Davidson of the Virtual Solicitors Chambers group. The full delegate fee £280 (+VAT) with substantial discounts available for LMS members. The event qualifies for 5 CPD hours. Call Central Law Training on 0121 355 0900.

■ JUNE 20-to-22, LOS ANGELES. The LegalTech Los Angeles show takes place at the Westin Bonaventure Hotel. The remaining LegalTech shows this year are New York (27 & 28 September), Dallas, Texas (17 & 8 October), Chicago (13 & 14 November) and Atlanta (30 November & 1st December).

[www.legaltechshow.com](http://www.legaltechshow.com)

■ JUNE 27, WAKEFIELD. E-Commerce 2000. Sanderson Systems' final roadshow takes place at the Cedar Court Hotel on 27th June. Admission free, call Lisa Quinn on 0121 359 4861.

■ OCTOBER 22-to-25, LAS VEGAS. Hummingbird Summit 2000, a major conference and exhibition for DOCS and know-how management systems users.

[www.hummingbird.com/summit2000](http://www.hummingbird.com/summit2000)

## SITES TO BOOKMARK

■ MANCHES has launched a free data compliance service on its web site. The easy to follow facility, which appears to work on most browsers, allows a business to work its way through the provisions of the 1998 Data Protection Act which came into force in March. PAISNER & CO launched a similar service called ComplyToday on its web site earlier in the year however users have to pay to purchase material from it.

[www.manches.com/dpa](http://www.manches.com/dpa)

[www.complytoday.com](http://www.complytoday.com)

■ EVERSHEDES has a new web-based service for resolving disputes over Internet domain names. The site offers a fixed fee online service encompassing the World Intellectual Property Organisation's arbitration procedures for domain name disputes.

By coincidence, former Eversheds lawyer MAGGIE KENNEDY has recently launched an online mediation service aimed at smaller business-to-business and consumer-to-business disputes. Called CONSENSUS MEDIATION the new service, which can draw on a nationwide panel of trained and accredited mediators, will also act in disputes between unmarried couples.

[www.dotcomresolution.com](http://www.dotcomresolution.com)

[www.consensus.uk.com](http://www.consensus.uk.com)

■ REYNOLDS PORTER CHAMBERLAIN now has an online calculator on its site for estimating the settlement value of cases, taking into account projected legal costs for defendants and claimants. However it is a Windows-specific facility and it crashed the Insider network when we tried to access it on a Macintosh.

[www.rpc.co.uk](http://www.rpc.co.uk)

■ GO INTERACTIVE (020 7553 9240) has developed a new service called ActiveLawyer.com that aims to simplify the task and reduce the development and support costs for law firms wanting to run interactive legal e-commerce web sites. Shoosmiths is one of the first firms to sign up for the service and is using it in its claims and property departments.

[www.activelawyer.com](http://www.activelawyer.com)

[www.shoosmithsclaimscompensation.co.uk](http://www.shoosmithsclaimscompensation.co.uk)

## LEGAL WEB SITE TOP 10

Welcome to the first of our monthly traffic reports on the UK's busiest general purpose legal web sites and portals. The figures are for the month to 30th April but as this was a holiday month we expect most sites to report increases in traffic for May. All the organisations participating in the survey offered some form of independent verification of their figures over and above a publisher's statement.

Top place this month goes to ICC Law, run by Legalease the publishers of *Legal Business* and *The Legal 500*. In second place is Interactive-Lawyer from Centaur, the publishers of *The Lawyer*. (Centaur's figures do not include traffic generated by subscribers to the Lawtel service.) The *Law Society Gazette* is in the middle of upgrading its software and so was unable to participate however we anticipate it would make the top five. Osborne Clarke's figures do not include traffic visiting its marketing law site.

(1) **International Centre for Commercial Law** ([www.icclaw.com](http://www.icclaw.com))

**Page Views 531,083 - Sessions 16,383 - Hits 1,314,266**

(2) **Interactive-Lawyer** ([www.interactive-lawyer.com](http://www.interactive-lawyer.com))

**Page Views 380,000 - Sessions 49,780 - Hits n/a**

(3) **Butterworths Direct** ([www.butterworths.co.uk](http://www.butterworths.co.uk))

**Page Views 341,139 - Sessions 158,580 - Hits 957,160**

(4) **Legal Week** ([www.legalweek.net](http://www.legalweek.net))

**Page Views 214,366 - Sessions n/a - Hits 476,227**

(5) **LawZone** ([www.lawzone.co.uk](http://www.lawzone.co.uk))

**Page Views 97,504 - Sessions 11,084 - Hits n/a**

(6) **Delia Venables Legal Resources** ([www.venables.co.uk](http://www.venables.co.uk))

**Page Views 72,398 - Sessions 19,808 - Hits 120,472**

(7) **Infolaw** ([www.infolaw.co.uk](http://www.infolaw.co.uk))

**Page Views 36,135 - Sessions 13,861 - Hits 37,611**

(8) **Osborne Clarke OWA** ([www.osborneclarke.com](http://www.osborneclarke.com))

**Page Views 31,741 - Sessions 16,382 - Hits 132,379**

(9) **Lawyers Online** ([www.lawyersonline.co.uk](http://www.lawyersonline.co.uk))

**Page Views 11,270 - Sessions 19,169 - Hits n/a**

(10) **Law on the Web** ([www.lawontheweb.co.uk](http://www.lawontheweb.co.uk))

**Page Views 10,009 - Sessions n/a - Hits 32,174**

■ Because organisations use different traffic analysis software, we based the chart placings on page views/page impressions/requests for content as this was the clearest common denominator.

■ If you think your site could qualify for next month's chart, e-mail a request for a survey form to:

[info@legaltechnology.org](mailto:info@legaltechnology.org)

## NEW SECURE E-MAIL SERVICE

Liberal peer and Frere Cholmeley Bischoff partner Lord Tim Razzall has been appointed the chairman of Prodamus, an Internet start-up company that this month launched a new secure e-mail and document exchange service for law firms called E-courier. Prodamus is also launching Message Logistics, an outsourced e-mail service for smaller firms.

[www.prodamus.com](http://www.prodamus.com)

## SCOTS LAUNCH LEGAL E-BUSINESS FORUM

E-centre UK, the association for best standards in electronic business, has launched a legal advisory group for Scotland. The group aims to bring together lawyers from private practice and industry and to utilise their knowledge of the Scottish legal and judicial systems for the benefit of e-business. The group's coordinator is Paul Motion of Ledingham Chalmers (0131 200 1057). Other members include Biggart Baillie and MacLay Murray & Spens.

[www.e-centre.org.uk](http://www.e-centre.org.uk)

## LATEST BUG FIXES

■ NETSCAPE has posted a fix on its web site for a bug in its Communicator browser software that allows hackers to access the links in a users bookmark files.

<http://home.netscape.com/security/jscookie.html>

■ By way of closing the stable door after the ILOVEYOU bug has bolted, MICROSOFT has altered its Outlook e-mail software to prevent users from running any "executable" program attachments, including files ending in .EXE and .VBS. As an additional safeguard, any time a computer program attempts to access a user's Outlook address book or tries to send e-mail via Outlook, the user will receive a warning and have to confirm the instruction. A software patch for Microsoft Outlook 98 and Office 2000 is available on Microsoft web sites now. The big drawback, in terms of the trade-off for added security, is that the Outlook patch will also make it harder and slower to carry out many innocent tasks, such as synchronising data held on Palm, Windows CE and other handheld computing devices.

<http://officeupdate.microsoft.com>

■ Microsoft has also admitted to a security flaw in the Windows version of its Internet Explorer 4.0 browser that allows hackers to access users' cookies files to view personal data, including site-specific customer names and passwords. If you have sent credit card details over the Internet and they were captured by a bone fide cookie, the details might still be held in your C:\windows\cookies folder and be accessible to a hacker. Microsoft is working on a bug fix but in the meantime consider deleting all the cookies stored in your system and to turn off Javascript.

■ Finally, if you are looking for a third-generation Pentium-type computer but are worried by INTEL's 11th May warning that a flaw in the Intel 820 Pentium III chipset could result in intermittent crashing, data loss and data corruption when used with SD RAM, shop around for a non-Pentium III processor-based system. Three alternative processors offering comparable resources are: the Intel Celeron, the AMD K6-2 and the AMD Athlon.

## READER SERVICES

### ■ WATCHING BRIEF ONLINE

Watching Brief Online is a digital newsletter providing a summary of recent local government law cases. It is available free of charge on the web and in a plain text e-mail format. To subscribe send an e-mail, headed "Watching Brief" and containing your e-mail address, to:

[info@legaltechnology.org](mailto:info@legaltechnology.org)

[www.watchingbrief.com](http://www.watchingbrief.com)

### ■ LTi-NET DIGITAL NEWSLETTER

LTi-NET, the digital version of Legal Technology Insider, is available in both PDF and HTML file formats and can be accessed via a subscriber-only web site or delivered as an e-mail attachment direct to the desktop. Subscription rates start at £135 for a single user licence, rising to £270 for an unlimited site licence. For a free trial copy e-mail:

[info@legaltechnology.org](mailto:info@legaltechnology.org)

### ■ LEGAL TECHNOLOGY NEWS.COM

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[info@legaltechnology.org](mailto:info@legaltechnology.org)

[www.legaltechnologynews.com](http://www.legaltechnologynews.com)

### ■ E-MAIL HOAX AND VIRUS ALERT

Check out the Insider web site for news and advice on the latest e-mail hoaxes and viruses.

[www.legaltechnology.org](http://www.legaltechnology.org)

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### THE NEXT ISSUE

The next issue of Legal Technology Insider - No. 102 - will be published on Wednesday 7th June, 2000.

## INTRANET PORTALS - CC PICKS EXCALIBUR

Clifford Chance has chosen Excalibur Technologies (01344 893444) RetrievalWare system to provide the search engine technology that will support the firm's new intranet portal.

Following the recent merger with Rogers & Wells and Pünder Volhard, the firm now has over 6500 lawyers and staff worldwide who need to be able to access the intranet. Clifford Chance partner Simon James said product evaluations showed that "Excalibur was the only search engine that delivered what we wanted in terms of our need for a secure, scalable solution that could be integrated into all our content and incorporate multi-lingual capabilities."

■ RetrievalWare can index and search a wide range of distributed information resources, including text files, HTML, relational database tables and over 200 proprietary document and wordprocessing formats in 20 languages.

■ Although Hummingbird is currently promoting its new EIP (Enterprise Information Portal) product as the ideal platform for law firm intranet/extranet development projects, with both Reynolds Porter Chamberlain and Dickstein Shapiro in Washington DC going down this route, along with Excalibur, there are also other products to consider. These include Documentum, which is currently being rolled out at Linklaters; iManage, which is part of a new document management/intranet development project at Lawrence Graham; Livelink, which is being implemented at Simmons & Simmons; and the Verity Information Server, Knowledge Organizer and HTML Export range of products, which have just been chosen by Skadden Arps Slate Meagher & Flom as the basis for its new knowledge management intranet.

www.excalib.com
www.verity.com

### CPD TRAINING TO BE OFFERED AT THE DESKTOP

The Television Education Network (better-known as T•E•N, the producers of the Law Channel continuous professional development videos for English solicitors) and video technology specialists Datafleet have signed a three-year agreement that will allow T•E•N to supply its courses direct to a PC on a subscriber's desktop. The new service will use Datafleet's VideoCast system, which is capable of delivering high quality video direct to the desktop over existing local area network and intranet infrastructures.

www.tenmedia.co.uk

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