



ECLIPSE

Winner - Integrated System of the Year
Legal Technology Awards 2008

www.eclipselegal.co.uk

info@eclipselegal.co.uk

01274 704100



LEGAL
TECHNOLOGY
INSIDER

Autonomy to buy Interwoven for \$775m

Last week it was announced Interwoven was being taken over by Autonomy in a deal worth \$775 million (£560m). While there are product overlaps between the companies in records management and e-discovery, the deal (due to be finalised by Q2) is not expected to impact on Interwoven's Worksite DMS user base. In fact, because Interwoven will move from being a mid-sized independent to part of one of the largest software groups on the planet, the product's position should be strengthened. (Although there are reports of arch rivals Open Text "falling about laughing" because they think the acquisition turmoil is going to set Interwoven back at least two years.)

The deal does raise a question about Interwoven's IUS universal search system. This currently uses the 3rd party Vivisimo search engine – SJ Berwin signed up for this via Phoenix Business Solutions only this month. According to Interwoven, IUS users will be offered a 'like for like' swap out from Vivisimo to Autonomy's IDOL (not its Verity engine which is being phased out) search engine. This offer seems to be well received – Osborne Clarke say they are "comfortable" with it and are expected to be the first firm to switch to IDOL. However universal search system competitors Recommind report they are being approached by firms that previously look set to order IUS.

January's big deals

Lawsoft wins the X factor

Magrath & Co, which acts as lawyers for the *X Factor* TV series, has selected the Pilgrim Lawsoft system to be ➔

➔ the firm's new PMS, handling client relationship, financial and document management. The firm is replacing its legacy Practice Osprey system.

Morgan Cole switch to FWBS/Interwoven

Morgan Cole has selected a joint solution from Interwoven and FWBS to manage content, matter and process management. The joint solution – with Interwoven replacing the firm's old Perceptive Mentor DMS and FWBS Matter Centre replacing the incumbent IRIS/AIM Teamflo system – was chosen in the face of competition from a wide number of products, including LexisNexis Axxia DNA.

Timeslice goes live in three-way move

In a deal worth £350k over five years, Timeslice's Lawman practice, document and case management system has gone live at 400-user Thring Townsend Lee & Pemberton. Lee & Pemberton were already Timeslice users but after the merger the new firm opted to standardise on Timeslice, swapping out Thring Townsend's Civica system and Wood Awdry Ford's SOS software.

January's big launch


Linetime is launching its next generation case management software at next week's *Legal IT Exhibition*. Called the Liberate Signature Edition, the new system is 100% native .NET, built around a SQL Server database and includes document version control, court bundling, and team management. Linetime's Phil Snee adds "The system combines the best features of case management with the best components of matter management. This strategy will help firms cope with the new rules on compliance and risk management regardless of the work type being done."



Explore Your Options
For Higher Profits



www.aderant.com/explore



Sophisticated **Search, Review** and **Analysis** Made Simple
 MindServer™ Legal - Deciaiv™ Email - Axcelerate™ eDiscovery - Insite™ Legal Hold

For more information, contact: Simon Price, +44 20 7785 7242

New product launches

New CRM release from e1

e1 Business has launched a new version of its e1 Metis CRM system. New features include use of Web 2.0 technology and the RIA (Rich Internet Application) model, as well as a reworking of the Microsoft Outlook integration to run server side.

www.e1business.com

Norwel launch document bundling

Norwel has launched a document bundling module that can run either stand alone or in conjunction with other Norwel modules. Other features include page numbering, sectioning and indexing plus options to print, email or save to a CD.

www.norwel.co.uk

New version swims out of Aquarium

Aquarium Software has released version 2.5 of its Claimsbook claims and case management system. New features of the system, which is delivered on a hosted SaaS (software as a service) model, include a web portal – so clients can directly monitor and progress the course of their cases, an Outlook-style calendar, improved security, including encryption, and enhanced 'slice & dice' reporting.

www.aquarium-software.com

DPS extends case management range

DPS Software will be previewing an extended case management systems range at next week's Legal IT show. The family law module now includes LSC billing. Criminal lawyers now get support for the Advocates Graduate Fee Scheme (AGFS) as well as a new .NET criminal billing module. The personal injury module has been fully updated and there is also a new probate estate and accounts module.

Land Registry wants to talk about Business Gateway

The Land Registry would like to talk to legal IT vendors about its new B2B venture, called the Business Gateway, which is intended to enable conveyancers to request and submit Land Registry information from their case management systems using an XML interface. The first release will include the following services: E-CSF (electronic charge in standard format, Official Copy, where title number is known (OC1), Official Copy of documents referred to in register (OC2), Official Search of whole with priority (OS1), Land Charges bankruptcy search (K16) and enquiry by property description.

The Land Registry is already working closely with PISCES to define the XML schema that will be used but, as a result of the cancellation of a meeting scheduled for earlier this month, it can now extend the period for IT vendors (and anyone else) to register expressions of interest in the project and pilot opportunities. To do so, email to this address channel.partners@landregistry.gsi.gov.uk

T-Mobile switch saves 30%

We've got a new US president who won't be parted from his Blackberry and now Magrath LLP is reporting a similar response among its fee earners, with its long distance commuters now clearing between 80-90% of their emails before they even get to work. The firm, which recently switched to T-Mobile's Business 1-Plan, is also enjoying a 30% saving on voice calls since changing telco providers.

Transam moves - book for the tour

Following its recent acquisition by Eurodata Systems, Transam Microsystems (now called Transam Eurodata) this week moves to its new offices at St Marks House, Shepherdess Walk, London N1 7BQ. Just over a fortnight later on 19th February, law firm IT directors are being offered an opportunity to visit the company's Technology Management Centre, which already provides server monitoring and alerting services to some firms. For more details email Roger O'Kelly at roger.okelly@transam.co.uk

LOOKING FOR A WORKSHARE ALTERNATIVE?

See the difference



E: info@docscorp.com
www.docscorp.com/comparedocs



Still paying to keep everything forever?

You should be talking to The Content Experts™

www.opentext.com/legal info.uk@opentext.com +44 (0)1494 679 747

Open Text is a publicly traded company on both NASDAQ (OTEX) and the TSX(OTC). Copyright © 2009 Open Text Corporation.

OPEN TEXT

The Content Experts™

InTechnology embrace 21st Century Network

InTechnology says it plans to be one of the first managed service providers to take advantage of BT's new 21st Century Network (21CN) programme that aims to create a nationwide high bandwidth ethernet network for business. InTechnology plans to use 21CN as the platform for its own next-generation services, which will be delivered via what it calls its Business Services Grid. InTechnology is offering half-day workshops at either its London or Harrogate offices for firms interested in 21CN and the Business Services Grid. In addition, InTechnology will be holding 21CN launch briefings on 10th February for new business and on the 17th March for existing customers.

Technical note: Currently ethernet connectivity has been limited to just 60 points of presence (POPs) in 40 UK metropolitan areas. BT say that by April 2009 this figure will have increased to 600 POPs and by 2010 reach 98% of UK businesses through 1100 POPs. (But we predict the Insider will be among the 2% of businesses missing out.)

- InTechnology is currently running a couple of special offers. Their virtual server and managed storage bundle is now available for £1825 per month – a 40% reduction on the list price. This offers 5 x virtual servers, with 2Ghz CPU and 2Gb memory each, 500Gb of enterprise class storage service, 250Gb of managed backup service and 10Mb of dedicated internet access. The second deal is a co-location offer, clocking in at £949 per rack, per month (a 50% discount) and including a 100Mb data port for firms wanting to switch IT infrastructure into a data centre.

www.intechnology.co.uk

New wins

Dickinson Dees select Exari for document assembly

Dickinson Dees LLP has chosen the Exari document assembly system to automate the firm's contract creation process. The system will initially be used for outsourcing and IT related agreements.

www.exari.com ➔

Linklaters select ClearPeople for DMS

Linklaters used ClearPeople to implement a Microsoft Sharepoint DMS for the CEE spin-off firm Kinstellar. The project also involved an implementation of Wisdom DMF's MacroView system and the migration of over 2 million client/matter documents, with profiling metadata by ClearPeople to meet the tight timeframe.

www.clearpeople.com

Simcocks becomes TFB's 21st IRIS win

Simcocks Advocates on the Isle of Man has become TFB's 21st win deriving from a swap-out of a Mountain Connected (now IRIS Law Business) system. Other recent TFB wins include Swinburne Maddison in Durham, which is swapping out Meridian Legal Solpak accounts and FWBS OMS case management.

Merged firms grow with Eclipse

Following the recent merger of Good & Gould Fowler with existing Eclipse software users Edward Austin to create the Shropshire based Goode & Austin, the firm has extended its Eclipse and case management to include the FileView online case tracking system.

- Eclipse is celebrating the fact the Moore Blatch Resolve personal injury and medical negligence practice has selected Eclipse PMS and case, while the rest of the firm runs LexisNexis Axxia/Visualfiles.

Quote, unquote

"Woolworths was bigger than my corner shop but my corner shop is still here" ...a legal IT salesman's response last week, after being told by an IT manager that his firm was buying from a larger supplier because "the firm's partners felt more comfortable with them".

**175 fully qualified UK based legal secretaries
available when you need one.**

The No 1 onshore outsourcing company working seven days a week

**Dictate
NOW**
Outsourcing
0845 601 7726

+44 (0) 20 7680 4450
 info@phoenixbs.com
 www.phoenixbs.com

Find the Key to your Knowledge
 with Knowledge Assist from Phoenix



Recessionary tales...

According to *The Lawyer* magazine, the total number of redundancies and other job losses among lawyers and fee earners at the UK's 200 largest firms, since the start of the recession, currently stands at 2475 (up from 757 in October) with a further 75 posts under immediate threat. However possibly the most worrying development is that whole practices are now starting to collapse and go under – the most spectacular failures over the past fortnight being Hammonds Direct and Leeds-based Fox Hayes, which have both gone into administration. The latter, ranked at No.111 on the Insider top 250, had a turnover of £10m and a total staff of 254 last year.

In IT terms, apart from the obvious risks associated with customers closing down (for example, Fox Hayes was an Axxia site) we're now hearing growing concern from vendors about the numbers of user licences and support contracts being cancelled by firms trying to make economies. There are even reports of a top 10 firm cancelling its Microsoft software licensing agreement.

As the marketing director of one legal IT vendor put it "We'd expected new sales to suffer this year but thought our recurring incomes from maintenance and support would be pretty safe. Instead, we find we've seriously underestimated support contract cancellations." This seems to be a particular problem among credit-starved High Street firms and although vendors are warning that long-term this is the least cost effective option, some firms are reporting that cancelling now will mean they can at least meet their wages bills over the next few months.

Online legal services set to make a comeback ?

The Christmas shopping season saw online transactions hit record volumes – up 30% on last year. Perhaps this explains why one part of the legal IT market currently enjoying a renaissance is the online legal services sector. In fact over the past month we've seen more activity here than since the days of the dotcom boom in 1999/2000.

After a rebranding exercise **Net Lawman** has launched an online legal document portal that allows law firms to earn royalties by selling their boilerplate documents to SME businesses via the site.

www.netlawman.co.uk

Then there is **Totally Free Wills** which – focussing on the fact 64% of people in England & Wales don't have wills – aims to provide consumers with the ability to create their own wills free of charge online. But, and this is the differentiator between it and other D-I-Y wills services, all wills are then automatically checked and finalised by TFW panel solicitors. The potential attraction to participating firms is consumers are notified when their requirements raise more complex legal issues, such as inheritance tax planning, and are then directed to a panel solicitor who can charge directly for any additional advice and services.

www.totallyfreewills.co.uk/solicitors

After an eight year gap following the collapse of its original Desktop Lawyer service (see *Insider No.123, September 2001*) **Epoq Software** is back with a new online offering called MyLawyer. This also offers an online legal document assembly service (using Epoq's own Rapidocs technology) backed up by panel lawyers who can review the documents. Six firms – Pannone, Hugh James, Nelsons, Minster Law, Brethertons and Last Cawthra Feather have already signed up for the panel with more to follow.

www.mylawyer.co.uk

Finally, **Back Consulting** report seeing a rise in the number of firms in Ireland and the UK wanting to take up Back's low cost website design services – prices start at £199.99

www.backconsulting.co.uk

Becoming a Superhero

Difficult

BILLBACK
Expense Management

Easy

Billback.co.uk

Digital dictation news in brief

Digital dictation can save £470k

Winscribe has published details of a study conducted at Beachcroft LLP which reports that “Digital dictation has allowed us to restructure existing teams enabling us to improve our secretarial to fee earner ratio. As a result we saved around £470,000 over the last year.” Winscribe say its use of .NET technologies and support for mobile working, including Windows Mobile, Blackberry and Nokia, gives customers a wide array of options “positioning Winscribe to implement and customise a platform that works best for each firm we serve.”

Liverpool firm halves transcription times with DDS

Liverpool firm JST Lawyers says that since switching over 34 users from analogue tape to a Bighand DDS last year, the firm has not only seen a return on investment within 10 months, including “substantial savings” on the cost of temps, but also document turnaround times are now “two to three times faster.”

Dictaphone swap-outs in Ireland

Two Irish law firms – Kelly Colfer Son & Poyntz in County Wexford and English Leahy in Tipperary – are swapping out old Dictaphone systems and replacing them with digital dictation systems from Irish IT vendor Keyhouse.

www.keyhouse.ie

New boutique firm goes with SRC Winscribe

New start-up boutique firm Hill Hofstetter LLP, previously the Birmingham office of US law firm Reed Smith, has awarded SRC the contract to deploy a Winscribe digital dictation system. The firm’s COO Jo Wilde says lawyers were particularly impressed by the mobile dictation functionality Winscribe provided.

- SRC has been awarded ISO 9001 certification for internal quality control processes and external project management procedures.

nFlow announce annual conference plans

DDS developer nFlow has announced details of its 2009 annual user conference. The event takes place at Microsoft UK’s headquarters in Reading on 12th March. As with ➔

➔ last year’s event, the conference is intended to have a generic flavour, appealing to both nFlow users and users of other digital dictation systems. The conference is free and there will also be “an inexpensive networking dinner” (plus hotel accommodation) at the Madejski Stadium on the previous evening.

- Following its online dictation skills webinar last year, nFlow is now offering dictation skills training workshops. These can be customised to meet the needs of individual firms and are intended to avoid the wastage caused when documents have to be retyped because the original dictation was incomprehensible and/or muddled. For details call 01376 532266.

Is now a good time to lease DDS?

According to Braemar Finance, given the uncertainties surrounding the banking market, now is a good (and tax effective) time to turn to fixed term funding when acquiring business software. For example, a typical after tax cost to lease nFlow’s new v.5 DDS is 34p per user, per day.

www.braemarfinance.co.uk

LAN docking – the strongest link

Here’s an interesting new angle on the Philips LAN Docking Station 9160. This is a device that allows dictation files to be transferred from a pocket recorder onto a network for transcription without the need for a PC. We first reported on the unit (which also doubles as a battery charger) in a previous issue of the Insider however a couple of firms have since pointed out that as well as saving mobile users from having to lug around a laptop, it is also useful in firms that have, for security reasons, immobilised the USB ports on their office PCs.

www.dictation.philips.com



People & Places

Working in a testing environment

Vanessa Crookes, who has been working as a freelance contractor in the legal IT sector since 1997, has now moved into the testing environment and has experience of developing test case/test scripts from business and technical requirement documents and has knowledge of the full development life cycle. She has Word and DMS (Open Text, Interwoven Sharepoint) experience, as well as functional, UAT, QA and usability testing skills, and can also undertake compatibility and integration testing. She can be reached on 07775 598680 or VanCrookes@aol.com.
www.linkedin.com/in/vanessacrookes

New non-exec for Tikit

The AIM-listed Tikit group has appointed Neville Davis as a non-executive director. Davis was the chief executive of Compel Group prior to its recent takeover and is also the chairman of Bluefin Solutions and GoIndustry-Dovebid plc.

New CRM specialist joins Saturn27

Simon Gudgeon has joined the CRM team at Saturn27 as an Interaction specialist. Gudgeon, who began his CRM career at Kramer Lee, has worked on Interaction and CRM projects at a number of firms, including Clifford Chance and K&L Gates.

PISCES get new executive chairman

Chartered surveyor Stephen Spooner is the new executive chairman of PISCES. This follows Nigel Payne's resignation, prompted by his move from HBOS.

New services manager for LSN

The Legal Support Network (LSN) has appointed Sarah Cox, previously on the marketing team at TFB, as its new client services manager.
www.legalsupportnetwork.co.uk

Thought Leader #1: The pendulum of time capture

by Martin Crocker, director, Phoenix Business Solutions

Is the pendulum of time swinging back in favour of time entry solutions? Over the last six months there has been a resurgence in firms reviewing their time capture process requirements. In a UK market long dominated by the big legacy players, such as Carpe Diem and the mainstream PMS suppliers, it has been rewarding to see competitors to these emerge. Why is the subject on the agenda now? Why are there new players within the UK? I believe there are several key drivers that have emerged over the last eighteen months that have culminated in a topic once thought of as "done and dusted", jumping to the top of the agenda again.

Amongst organisations reviewing their current system there is an equal divide between those using a time recording system and those utilising their PMS for this purpose. The two different sets are, however, united on the items that concern them with their current solutions.

Requirements for time recording have certainly changed, with more emphasis and demand being placed on a global solution. When you consider UK law firms have extended their reach in the last five years of boom, both within the UK and globally, you can see why this is the case. In many circumstances, this has manifested itself in a vast increase in the number of offices a firm may have, many of these in different time zones with different IT infrastructures resulting in the pressure on time entry being significantly increased. Working practices have also changed with firms favouring a more mobile workforce.

These points combined have pushed requirements towards a solution with a light foot print, that can provide time capture at anytime via a browser, desktop or mobile device (whether the PMS is online or not). I can only surmise that this is the key reason why solutions such as Advanced Productivity's DTE Axion and Pensera's TimeKM have been able to enter and gain a market share within the UK. Whether a completely new player or one that has invested on continued development, these authors have addressed the core architecture requirements of the solution, and will continue to increase their market share.

You then need to take into account that desktops have moved ever nearer to an all encompassing one stop ➡

Enhance your Legal Case Management Solution

Outside In® Technology

www.outsideinsdk.com
marcus.bullingham@oracle.com

ORACLE

⇒ shop for fee earners. Users have an increasing need to record time from their document management system, Office applications or floating timers, utilising the latest integration techniques available under the latest versions of these desktop applications in order to deliver a fully integrated solution. They need the ability to create time from the matter centric DMS, with users simply starting timers by clicking on the matter workspace within Outlook. Firms now demand that a time entry solution fits effortlessly within such an environment and these integration possibilities are certainly more seamless with the time entry solutions that have kept up.

Finally, how can we avoid the economy! How can you justify a review of your time capture process when a firm is making far more money than it spends, and that the time capture process is reasonable. Well, those days have passed and reasonable is not good enough. When you take into account the high amount of investment on growth and IT over the last five years, then I understand why we have seen a big element of claw back creep in over the last six months. There is a growing tide to provide a real return on previous investment, not just on paper, but at the level at which time entry is the core, maximising revenue. This claw back mentality is also visible with similar categories of products, such as Intapp's time builder to track possible billable activity and Chrome River's online expense reporting and management service, both of which have received market attention of late.

The pendulum has swung and time entry will be on the agenda for some time to come. Those authors that have invested in keeping up will offer firms comfort in more prudent times and will reap the rewards of their efforts.

EMEA news in brief

Dillon Eustace go live with Keyhouse

Irish law firm Dillon Eustace has gone live with a SAM4 accounts and time recording system from Keyhouse Computing. Keyhouse also handled the migration from the firm's legacy Axxia software.

www.keyhouse.ie

DocsCorp wins in four countries

DocsCorp's pdfDocs solutions suite has secured orders over the past month from Gleiss Lutz in Germany, Selmer in Norway, Cederquist in Sweden and Irish-based ⇒

⇒ Mason Hayes + Curran. DocsCorp EMEA general manager Chris Davis says the attraction of the product is that it offers a comprehensive solution from a single provider "not multiple solutions from multiple software developers" and out of the box integration with Office and DMS.

Epiq Systems open Brussels office

Epiq Systems has opened a new office in Brussels to provide on the ground support for clients involved in pan-European litigation, e-discovery and regulatory investigations. For more details email gwildisen@epiqsystems.com

Interwoven expands into Scandinavia

Interwoven has expanded its hold on the Scandinavian market with four more firms ordering its Worksite DMS over the past six months. The vendor now has 13 user firms in the region, including Lindahl and Cederquist in Sweden and Simonsen in Norway. Interwoven implementation and sales partners include Hands AS, Morningstar Systems, Kerfi and Pergas.

Nysingh selects ContactManager CRM

Dutch top 20 law firm Nysingh has selected the Contact Management system as its new CRM and marketing platform. The system – which was selected from a short-list of five products – is being supplied and implemented by Rotterdam-based systems house Epona.

In other Epona news, the company has launched a new intranet solution – called *Lawyers Dashboard* – that is based on Microsoft SharePoint and XMLaw's Oneview Connect product. The intranet is able to take data from CRM, DMS and financial management systems.

- Epona has opened a German office – Epona Deutschland – based in Frankfurt. The daily management will be handled by Christiane Muller-Haye and Ralf Kaiser, both previously with R.O.W. Consulting.


www.epona.eu

Over 25% of the Top 100 Legal Firms use the InTechnology LANnet network.

InTechnology has a market leading range of managed data and IP voice services that are seamlessly integrated and delivered over our unique next generation IP network.


www.intechnology.com

inTechnology



For 25 years **COPITRAK** have supplied quality cost recovery/management solutions. We **LISTEN TO** our customers' requirements to develop, implement and support them. We are in the business of saving **YOUR BUSINESS** money.

Call us on 0207 621 2350 to find out more or visit us at www.copitrak-europe.com



News in brief

Silver linings in some clouds

Solicitors Own Software (SOS) say the recession is helping its current recruiting drive as they are able to draw on the large pool of accounts trainers and case management consultants being made redundant by rival legal software vendors.

- In other SOS news... Hooper & Wollen in the South-West has just gone live with SOS Connect (see *Insider No.211, July 2008 for first report*) after migrating from its IRIS Mountain legacy PMS. And, as a footnote to December's story about the Thursfields' SOS order, the consultants working on behalf of the Worcestershire firm were Richard Blasdale and Allan Carton of Inpractice.

Record December for SDLT e-submissions

In another 'bucking the trend' story, Oyez Straker and SDLT.co.uk say their SDLT forms e-submission service processed its highest ever volume of submissions in December 2008, with over 500 different firms using the service. Archie Courage, the managing director of SDLT.co.uk, said "We understand from recent new clients that the pay-as-you-submit disbursement model is the winning reason for using our service, particularly as in tough times, non-rechargeable licence fees for an uncertain amount of use is not attractive."

Creating a digital archive at S&W

Shepherd & Wedderburn say since creating a digital archive (in conjunction with 23 Ricoh multifunction devices supplied by Capital Solutions plus eCopy software and the firm's Interwoven DMS) the firm's volume of physical filing has been cut by 80% and print volumes have dropped by 40%.

Thought Leader #2: IP telephony – inevitable but not impractical

by Glyn Evans, systems sales manager, Total Ltd

There are two sides to every story, so amidst speculation in November's *Insider* that IP telephony is a time bomb waiting to go off, Total looks at the positive impact its emergence will have. Furthermore, whilst hosted solutions may be popular in the current economic climate, let's take a closer look at the real costs and implications.

IP telephony is a communications breakthrough. Though some may consider it not all together welcome, doesn't every piece of technology evolve? Isn't this natural emergence and not technology for technology's sake? All systems have a useful life span before newer technology emerges, rendering older systems obsolete. However, steps can be taken to future proof your investment and many systems are now designed with this in mind.

An IP phone is still a phone, all that changes is the way calls transit over the network and whilst the delivery is different and doesn't have it's own network, this needn't involve risks; just the right telecoms partner to offer the best solution to fit your requirements and a thorough network health check. Key attention areas are LAN switches which need Power Over Ethernet (PoE) and Quality of Service (QoS) to prioritise the voice data packets over the network. These steps ensure the quality of voice and negate phone calls fighting for space against email, web browsing etc. From the outset you can dictate what takes priority.

A major benefit of IP systems is lower maintenance and ownership costs, which are significantly reduced due to the flexibility in remote access, enabling the maintainer or IT department to run diagnostics from anywhere. Ongoing ownership costs are much lower due to 'plug & play'. For example, the need to call out an engineer to move an extension is removed as most IP phones carry an internal VPN client, self-registering and activating anywhere on your LAN or WAN. As for costly software upgrades, due to the way the new systems are built, these are in many cases a thing of the past. Avaya do not charge for any new release versions of their core software, meaning you ➔

 <p>DOCAUTO Manage Your WorkSite • Content • Security (800) DOCAUTO • www.docauto.com</p>	<p>Workspace Manager For WorkSite The Industry Standard For Full MCC Management Trusted by Hundreds of Firms Worldwide</p>	 <p>Matter-Centric Solutions for INTERWOVEN</p>
--	---	---

THE ORANGE RAG BREAKING NEWS BLOG



⇒ stay up to date with the latest functionality at no extra cost. Installation of an IP system is now simpler than ever and the tools needed to build the configuration are Windows based and graphical. The key to installation is in the planning stages, so all parties know when and where things are happening. The system is generally built off site, meaning the cutover in many cases is as little as ten minutes and install day/s can be spent training users on the phones and applications.

There is an alternative, namely the Hosted IP PBX, whereby effectively hardware ownership is relinquished and payment for each extension is made on a monthly basis. These models indeed carry benefits, primarily low capital expenditure, a capped cost model and full scalability. But the commercial aspect (cost of ownership) is not necessarily quite as you would imagine. An average per seat price is around £40 per month; equated to a 100 extension telephone system, means a yearly cost of ownership of £48,000 – and this is ongoing. Conversely, a top manufacturer’s 100 extension IP enabled switch would cost around £43,000 plus a yearly maintenance figure of £4000 (including FOC software upgrades). When you also bear in mind an IP PBX also includes additional applications, which are often optional extras with the hosted model, it’s easy to see which is the more appealing commercial decision in this case.

Another consideration is hosted companies are often start-up businesses in a new technical market, so it’s imperative you choose an established provider. With limited commercial longevity and security, what will happen if it goes wrong? If trading ceases, your communications could be seriously affected, you may be unable to switch providers immediately and face the possibility of being weeks without your telecoms infrastructure. Conversely, if a network goes down it is simple to switch supplier virtually instantaneously thus avoiding these issues.

In conclusion, it appears the IP telephony debate is not so clear cut, with all the positives and negatives to acknowledge. Most important of all, it must be recognised that everyone’s needs are different, one solution does not surpass another and instead, must be judged on the merits of what is best for an individual business.

Insider subscriptions

Legal Technology Insider is published every month and available only on subscription. UK rates: one year @ £145 for 11 issues or two years at £240 for 22 issues. Rest of World: £165 pa or £280 for two years. Payment in £Sterling.

To subscribe or apply for a FREE TRIAL subscription, copy, complete & return this form to Legal Technology Insider, Oak Lodge, Darrow Green Road, Denton, Harleston, Norfolk IP20 0AY, UK

✂-----

Name.....

Firm/Organisation.....

.....

Address.....

.....

..... Post/Zip code.....

Tick boxes or complete as appropriate:

- Three free issues trial subscription
- I enclose my cheque for £.....

(payable to Legal Technology Insider) for one year or two years subscription.

Send receipt Please invoice me

Purchase Order No:.....

- Please charge my

Visa MasterCard Amex

Cardholder’s Name

.....

Card No:.....

Start Date: / / Expiry Date: / /

CVC 3 or 4 digit security code: / / /

Card billing address postcode:.....

ISSN 1740-5033 © Legal Technology Insider 2009
All rights reserved. Published by Legal Technology Insider Ltd. No part of this publication may be reproduced without consent. While every effort is made to ensure the accuracy of information, no guarantee is expressed or implied and the Publisher does not accept liability for any loss or damage that may arise from errors or omissions. All brand names and trademarks are acknowledged. **Privacy policy:** we do not sell or disclose the names, addresses or contact details of our subscribers to anyone... ever!

MARKS BAUGHAN & CO.		Contact:
Investment Banking for Legal Technology		John Jacobs
		+44 203 201 5900
		jjacobs@marbau.com
		www.marbau.com



The ONLY Case Management INSIDE MS Outlook™

The Law Society recommended provider



www.dpssoftware.co.uk

The Backpage

Technology in a cold climate

We hear one of the hardest things for Martin Telfer (Baker Mack's new global director of IS) to get used to was the climate change as the post involved a move from Manila (currently a balmy 30°C) to Chicago (currently -23°C).

LG ISO footnote

Following December's case study on Lawrence Graham's virtualisation project, IT director Jason Petrucci reports the firm has now achieved ISO 14001 accreditation.

Help for Heroes

In May this year, Nigel Murray of Trilantic is taking part in a sponsored cycle ride covering 350 miles in 5 days following the route from the WWII Normandy invasion beaches to the Arc de Triomphe in Paris. Murray, an ex-army man himself, is hoping to raise money for a charity supporting wounded servicemen and women. www.justgiving.com/nigelmurray

A question of priorities

With the economy collapsing around our ears, it's good to know the Legal Software Suppliers Association is dealing with issues that really matter, namely how to pronounce the acronym LSSA. Apparently the correct pronunciation is no longer 'el-sa' but 'el-es-es-ay'. Maybe they can next focus their attention on how to pronounce SaaS?

10 years ago today

January 1999 saw the start of the countdown to Y2K, with the Insider cheerily pointing out that there were only 234 working days to go until Christmas. Still, there was good news for firms still running Wordperfect 5.1 for DOS as their wordprocessing platform (and there were plenty of firms doing this) as Corel announced the availability of a millennium bug fix. Other stories including yet more grumbles about the Society for Computers & Law's annual IT award, which in 1999 went to HM Land Registry's new direct access service. The main complaint was HMLR had been talking about such a service for 15 years, so it was not so much awarding innovation as a belated catch-up.

Orange Rag catch up...

These stories have appeared on the Orange Rag since December's Insider.

Dirkzwager go with Sharepoint DMS

Dutch firm Dirkzwager has become the first practice worldwide to sign up for the Legal Information Management Solution (LIMS) – Open Text's new Sharepoint-based DMS. The firm also considered Handshake's Sharepoint solution and Interwoven before placing an order for 250 seats. The deal is being handled by Open Text's Benelux partner Timesoft. The project encompasses document and email management, as well as integration with Dirkzwager's Aderant PMS.

A&L Goodbody move to Aderant Expert

Dublin-based A&L Goodbody is to replace its existing Aderant/Keystone PMS with the Aderant Expert software suite. The firm cited Aderant's "clear alignment with Microsoft technologies" as one of the reasons for staying with Aderant.

Legal Technology Insider


The Insider is the UK and European legal technology industry newsletter now read by over 7000 legal IT professionals. For editorial, advertising and any other information visit www.legaltechnology.com

Editor-in-Chief: Charles Christian

Tel: 01986 788666 – Fax: 01986 788808
Email: news@legaltechnology.com

Next issue...

The next issue of the Insider (No. 217) will be published on February 26, 2009. The editorial deadline is February 20. In the meantime keep up with the latest news by visiting our blog at www.theorangerag.com



Adapting the simplicity and power of Internet search to the complex information needs of professional services firms.

For more information, please contact Adam Wiles. Email: awiles@interwoven.com

