LEGAL TECHNOLOGY INSIDER

UK & EMEA Legal IT News

Is the iPad disruptive technology ?

With the Apple iPad now gaining increasing momentum in domestic and business markets, law firms and legal IT vendors alike are having to decide if it is something they should embrace – or whether it represents a disruptive technology?

Along with Eversheds, who are now assessing the results of a two-month pilot delivering business applications, via Citrix, to around 50 staff and lawyers with iPads, we're hearing of more and more lawyers buying iPads out of their own pockets as an alternative to lugging laptops with them – or else trying to access documents on a small Blackberry screen. As well as its size and weight, one of the iPad's big plus points is its long battery life, so it is possible to be out of the office all day with one yet not have to take a recharger with you.

Eversheds have hinted they may move to a primarily cloud-based network infrastructure with staff being given an allowance to buy whatever equipment best suits their working practices. However other firms, wary of finding themselves having to support multiple platforms, are taking a more cautious approach. The IT director of one top-25 firm said their stance was no 'gadget, toy or device of the moment' would be supported as a business device until at least six months had elapsed and it looked like it had some staying power. He added that January was the worst time for this as partners returned to the office

⇨ clutching whatever new gizmo they had treated themselves to over the Christmas holidays. It is a sweet image but, as the IT director pointed out, the priority is to deliver core business systems in a way that can guarantee the security of client data and network access.

And, it is not just law firm IT departments that are under pressure, increasingly vendors are also being asked to deliver their applications via iPads. The quick fix du-jour is to use Citrix however this is about as sophisticated as running DOS on Windows and we are now seeing some unveiling 'designed for iPad' versions of their software. The most spectacular to-date is the new MatterSphere system from FWBS. This already has a Microsoft Silverlight interface for the PC version and can now deliver a rich user experience (rather than HTML) to iPad users, complete with a touch screen interface to manage documents, along with time recording and search capabilities.
• The Clerksroom barristers' chambers say a recent trial, using iPads to access the IRIS Hosted Services, proved successful and revealed the iPad a popular alternative to laptops and PDAs.
• There is now also an active iPad Legal Users Group on LinkedIn.

FWBS wins Nabarro deal

Nabarro LLP last week signed a deal to purchase the MatterCentre case and matter management system from FWBS. The software will be used to enable legal process improvements, including managing workflow, team working and document assembly, across a range of legal case types. The FWBS application will also be integrated with the firm's iManage DMS.
Comment: According to Insider records, this is the first top-25 win for FWBS, as well as its first implementation at a firm running an Elite PMS. The FWBS software already runs at Aderant, Miles 33, Tikit Firmware, Axxia and Paragon sites.

Is the LSC still fit for purpose ?

Last week saw a senior civil servant having to explain to a parliamentary committee why, despite the Inland Revenue's recent bungles over tax payments and refunds, the HMRC was still fit for purpose. Well maybe, but one government agency that has lost the benefit of the doubt is the Legal Services Commission.

The LSC is currently facing judicial review instigated by the English Law Society over its handling of the tendering process for new family legal aid contracts and we've heard reports that quote/unquote law firms are queuing up to sue the LSC over contract disputes.

Closer to home in the world of legal software, a more immediate cause of concern is the LSC has also agreed, with the Law Society, to a one month extension of the current (2007) unified civil contract to expire at midnight 14 November 2010. This is obviously very good news for both law firms and software vendors who are unable to implement the latest batch of amendments in time to meet the original mid-October deadline. But it is also extremely frustrating for the firms and vendors who did pull out all the stops to meet the deadline and find they needn't have bothered.

Apart from undermining the credibility of any subsequent deadlines the LSC might set, it echoes the long standing complaint we have heard from the legal IT community about the LSC (and its predecessor the Legal Aid Board) that it does not understand computer software nor the fact it takes time to implement and test amendments to regulations.

• DPS Software has released a new civil billing function for its case management software to allow automated fixed fee billing and online submission. The DPS criminal billing software has always been fully automated, producing bills and automated submissions directly from a fee earner's attendance note, through to accounts postings ⇨

⇨ and receipting from the standard monthly payment. This same level of automation has now been released for other LSC funded areas including family, debt, education and actions against the police work.

Recruitment boom: good times here again ?

September 2008 saw the collapse of Lehman Brothers, the start of the global financial crisis and the biggest cut-back in law firm IT spending since the early 1990s. Two years later, a raft of new hirings and recruitment drives by vendors would suggest the worst is over and that, for some suppliers at least, business is booming.

In addition to its recent appointments of Bev Grant as business development manager for London and Helen Armstrong as marketing manager, **Pilgrim Systems** has recruited three new implementation consultants: Sue Purdy (ex-Lexis Nexis Axxia) plus Ros McMahon and Mark O'Brien (both ex-IRIS). **Solicitors Own Software** has recruited Abi Smith (ex-Spratt Endicott) and Brian Christensen (ex-Colemans-ctts) as workflow consultants, while Liza Malagoli (ex-Northgate) joins SOS as a marketing executive. Meanwhile **Zylpha**, which specialises in complementary products for the Visualfiles and Solcase platforms, reports that it has doubled in size over the past 12 months. And, **FWBS** currently has eight vacancies for support staff, implementation engineers and product managers.

• Recommind in London is recruiting for a regional manager to develop ediscovery deals with law firms and corporate legal departments. For details email **simon.price@recommind.com**

• Recruitment consultants Cogence Direct has entered into a deal with Elite to supply permanent and temporary staff to support Elite PMS upgrade and implementation projects. **www.cogencesearch.co.uk**

September wins & deals

DWF to deploy two IntApp apps IntApp Inc has won a contract from DWF LLP to supply the firm with two applications from its portfolio. The firm has selected IntApp Integration Builder to streamline client intake and business development information management. The system will synchronise information between the firm's Elite 3E PMS. LexisNexis Interaction CRM and LexisNexis Visualfiles case management systems. DWF has also ordered IntApp's Time Builder application to improve lawyer time recording. The system creates an automatic daily diary of fee earner activity to find billable work that may not have been accurately recorded.

Axxia win one & lose one Last week saw mixed fortunes for the LexisNexis Axxia DNA business. It started with 400-user Brabners Chaffe Street in the North-West announcing that, following a migration from multiple IRIS AIM legacy systems, it had successfully consolidated its practice management systems on an Axxia DNA platform. And it ended with London-based family and divorce lawyers Levison Meltzer Pigott announcing that it had just migrated from a legacy Axxia Arista system over to a Timeslice Lawman integrated accounts, billing, practice, document and email management system.

RendezVu with continuity Speechly Bircham and Simmons & Simmons are the latest firms to sign up for the RendezVu system from Professional Group Solutions, which is part of the same group that publishes TheKnowList guide. The company's CEO Daniel Brown says there are now 5 firms live on RendezVu, with more in the pipeline.

Morgan Cole find cloud security Morgan Cole is the latest UK firm to select Mimecast's cloud-based unified email security, continuity, archiving and management solution. Over 50% of the UK's top 100 firms now run Mimecast systems.

Mishcon make Decisiv decision Mischcon de Reya has selected Recommind's Decisiv Search (previously known as MindServer Search) and ⇨

⇨ Decisiv Email Management applications to overhaul the firm's management of electronically stored information (ESI). The firm will also implement Recommind's QwikFind toolbar to provide access to Decisiv Search either from a desktop toolbar or from within Microsoft Office applications. Decisiv Search will be integrated with the firm's existing iManage, Solcara KnowHow, Aderant Expert and Lexis Interaction databases, as well as external content via Solcara SolSearch, to create one comprehensive search infrastructure. The email management system will provide automated categorisation, filing and storage, as well as retrieval functionalities.

Pannone places website contract Pannone has appointed digital communications agency Intendance to design and build its new website. Intendance head of business development Fanni Vig said the new website would not only reflect its current positioning but also enable Pannone to exploit the full potential of online marketing and social media with a fully integrated approach.

The Summer catch-up

August can best be summed up as a good time for SOS, a bad time for IRIS AIM and a busy time for LexisNexis and Pilgrim Systems.

Wins for **SOS** included 140-user MFG Solicitors in the West Midlands, who were swapping out a Pracctice Osprey system for an SOS Connect case and practice management system, Barker Gotelee in the Ipswich area, who selected SOS Connect to replace its legacy AIM Evolution system, and Pickering & Butters in Stafford, who will be swapping out AIM in favour of SOS in the New Year. Barker Booth Eastwood in the North-West also announced it was swapping out AIM Evolution, opting instead for Partner for Windows from **TikitTFB**.

LexisNexis announced that personal injury specialists The Skemp Partnership had selected Visualfiles as its new case and matter management platform, along with the LexisNexis PIP Broker application, which provides an A2A interface to the MoJ's road traffic accident claims portal. Also from LexisNexis came news that Farrer & Co had implemented its first bespoke system since adopting the Streamline rapid application development platform. Plus, LexisNexis entered a strategic partnership with document assembly and automation specialists **Business Integrity**, that will see BI's ContractExpress technology used to power an increasing number of Lexis online services, including the automatic updating of precedents in the Lexis PSL service.

Pilgrim had another busy month with Gates & Partners using Lawsoft's rapid application development capabilities to develop a system to help process compensation claims arising out of the Icelandic volcanic ash cloud incident earlier this year. And, following its move into Manchester in the wake of the Halliwells collapse, HBJ Gateley Wareing is expanding its Pilgrim Lawsoft investment by another 200 seats. The Manchester project is due to go live next week.

Finally, **Eclipse Legal Systems** continued to expand the user base for its Proclaim case management software with GT Law, which has offices in Merseyside and Essex, rolling out Eclipse case, RTA A2A and PMS systems.

Phoenix push borders

Along with its UK and Irish business, Phoenix Business Solutions has now started to widen its geographic reach, opening offices over the past 12 months in both Sydney (where it has already won a contract from Blake Dawson) and in South Africa, where it is now working on an Autonomy iManage project for Johannesburg law firm Adams & Adams. The company is also in talks with clients in the Middle East.

For its financial year to 31st July 2010, Phoenix is reporting a 48% growth in revenues, with key business coming in from iManage DMS projects and sales of the APS DTE Axiom time management system. The latest version of DTE Axiom also has 'found time' functionality and support for Mitel IP telephony is on its way.

Comment: Well done Phoenix for spotting there is an emerging South African legal IT market that most other vendors seem to be ignoring.

Speech technology news

70% upgrade to new Winscribe SRC, the UK's leading Winscribe digital dictation systems reseller, reports that in the 11 months since its release, almost 70% of the company's law firm customers have upgraded to Winscribe v4.0. The main reasons for change include the remastered interface so users can set up customised job lists on the fly, new workflow capabilities allowing designated secretaries to reallocate and restructure workgroups to better manage typing tasks, plus new reporting, mobility and voice recognition features.
• SRC has also signed up two UK firms for the new Winscribe iPhone app. Full details to follow.

Swap-out at Brodies Scottish law firm Brodies LLP has replaced its incumbent Welgo Winscribe DDS with the rival Bighand system. The firm, which is also deploying Bighand's Blackberry app for mobile dictation, says the swapout has 'significantly' reduced the volume of calls logged with the firm's IT team.

Punch Robson appoints new support After running Winscribe DDS for seven years, Punch Robson, which has three offices in the North-East, has appointed Voice Technologies as its new supplier to oversee software upgrades and provide technical support. Other firms now also using Voice Technologies for digital dictation support include Hill Dickinson and Hodgkinsons.
www.voicetechnologies.co.uk

Transcription now for iPad Digital dictation specialists OutSec has released a new version of its Dictamus (v7.0.2) software that allows anyone with an iPhone, iPod Touch or iPad to record digital voice files and send them direct to OutSec without the need to return to the office or access a PC/voice recorder. It uses a wifi or mobile phone network to transmit the encrypted files. Dictamus can be downloaded from the AppStore or iTunes. There is a free trial version with limited functionality, while the full version costs £5.99.
• OutSec is offering Insider readers a free trial of its service. To qualify for the transcription of a ⇨

⇨ maximum of 20 minutes dictation, open an account online before 30 November 2010, using the offer code 20MLT2010.
www.outsec.co.uk/newclient.php

Howard League thumbs-up The Howard League for Penal Reform is now using DictateNow regularly for digital dictation transcription services. Practice co-ordinator Nathaniel Baverstock said the economics of the service made using it a no-brainer.
• Recent staff additions at DictateNow include new account manager Anthony Blake and technical support manager Taufique Ahmed.

Hardware update Grundig Business Systems has launched its Diginotice dictation device, which combines a voice recorder, MP3 music player and memory stick in one device. Winscribe now supports the new Philips SpeechMike III. Features include an improved microphone housing for speech recognition and a clickable trackball.

Team Cannings back with JumpTo

Back in the 1990s, one of the big names in litigation support, OCR and ESI was Bill Cannings' Valid Information Systems with its flagship product R/KYV. Seven years ago Cannings sold Valid to Hummingbird (now part of Open Text) and trotted off into retirement. Now he's back as the chairman of Chase Information Technology Services, a company run by Ben Shellie and Cannings' son Nigel, who is a lawyer.

Chase has created what Cannings describes as the holy grail of voice recognition, namely a forensic compliance system that can store, analyse and retrieve video and audio recordings, with the same ease that document archives can now be searched.

Called Jump*To*, the product uses a multi algorithm learning engine to process audio records without using phoneme spotting or having to train staff to use traditional boolean logic-type search engine methods. Chase see the Jump*To* system, which is being offered on a SaaS basis, as an ideal tool for compliance departments having to sift through thousands of hours of recorded telephone calls but without having to replay and listen to every recording or else have them physically transcribed and then read. Other possible uses include media related litigation, elearning and training and public inquiry work.

As a proof of concept, Chase has a number of sample video and audio files on its website, including John Prestcott's testimony at the Iraq Inquiry, this year's Budget Speech, a Slaughter & May 'come and be a trainee' podcast (Nigel Cannings used to work at the firm) and even – to show how Jump*To* will work even with poor quality source material – a video cassette recording of the BBC news report of the death of Princess Diana, that has subsequently been digitised and uploaded onto YouTube. Jump*To* will also work with multiple speakers.

www.chaseits.co.uk/?vid=Prescott.flv
http://tinyurl.com/chasesm
http://tinyurl.com/dianavid1
www.chaseits.co.uk

More new wins

New iManage deal Patent agents and trademark attorneys Boult Wade Tennant has selected Autonomy iManage for its new DMS platform. The firm has offices in London, Cambridge, Oxford and Reading.

Swerdlove EFT wins second Euro deal US and Australian systems house Swerdlove has secured an order in Europe – this time from Ashurst in London – for its OpenEFT electronic fund transfer add-on for legal practice management systems. Irish law firm McCann Fitzgerald already uses OpenEFT. Ashurst will be rolling out the software to all its offices.
www.swerdlove.com

Wragge prints with Océ Wragge & Co's real estate department has selected an Océ ColourWave 600 system to handle its wide format, colour printing requirements, such as Land Registry and Ordnance Survey maps. The firm says it has cut the time taken to print an A0-sized document from 10 minutes to 40 seconds.

All Bar two

Given the Bar has traditionally been one of the less dynamic areas of the legal IT market, there has been a surprising amount of activity taking place there in recent weeks. London-based Nexus Chambers, which only started up earlier this year, has rolled out **IRIS Meridian** Law on an IRIS Hosted platform. Cardiff and Newport-based criminal and family law set Temple Chambers has also upgraded to IRIS Hosted, along with IRIS Meridian Law Connected for improved multisite and remote access. Finally, Manchester set Cobden House Chambers has engaged IRIS Legal technical services to replace its current IT network.

Meanwhile the only other vendor in the sector **Bar Squared** has installed 29 new sites over the past 12 months and now has a total of 83 sets either running or about to install its LEX chambers management software, including three of the top five London sets: Fountain Court, One Essex and Blackstone Fountain. Sets in Bristol, Manchester, Leeds, Newcastle and Swansea are also using LEX.

EMEA news round-up

Sharepoint DM for GDF Suez GDF Suez has engaged ClearPeople to deploy a Sharepoint document management system for its inhouse legal teams based in Dubai and Bangkok. GDF selected ClearPeople's solution, utilising Sharepoint and the MacroView DMF add-on, over traditional DMS offerings. ClearPeople can support Office 2003, 2007 and 2010 within a Sharepoint 2007 and/or 2010 infrastructure.
www.clearpeople.com

iManage wins in the Nordics Autonomy iManage has extended its market leading position in the Nordic DMS sector with recent wins at Castrén & Snellman in Finland and Arntzen de Besche in Norway. All five of the largest law firms in Norway now run Autonomy iManage.
• Autonomy has also recently signed new iManage deals with the German law firm Raue and French firm Latournerie.

Hello and good-bye After switching from Workshare to the rival DocsCorp pdfDocs suite 18 months ago, German law firm Gleiss Lutz has now switched back and deployed the latest version of Workshare Professional as its firmwide document comparison platform.

Trilantic hosts in Germany Ediscovery specialist Trilantic has formed a joint venture with IKB Data of Düsseldorf to provide secure data hosting facilities in Germany, so customers with German operations can be confident they comply with local data privacy rules.
www.trilantic.co.uk

Bighand Benelux VAR Eindhoven-based legal IT reseller dFlow has become a value added reseller for the Bighand digital dictation system, as well as its speech recognition and mobile apps for the Blackberry and iPhone. dFlow currently supports about 300 law firms in the Benelux zone.
www.dflow.nl

Comms & network news

The last few weeks have seen a swathe of announcements about new telecoms, networking and videoconferencing deals. Sussex lawyers **Hamnett Osborne Tisshaw** has switched to an IP based phone system to accommodate its new Horley office. The firm uses Samsung hardware implemented by **GHM Communications**.

Audio Visual Machines has implemented Tandberg-based videoconferencing technology at **Davies Arnold Cooper** and **Kennedys**. Both firms will use it for inter-office communications.

TWM Solicitors has selected the **Fortinet** FortiGate network security to help prevent data leakage, identity fraud and hacking. The firm is also centralising security management and reporting with the FortiAnalyzer application to help monitor and maintain user policies, identify attack patterns and meet compliance regulations.

Ediscovery specialist **Trilantic** has chosen **Telstra** to host its IT infrastructure in London in a secure environment offering 24/7 availability and scalability to support growing demand.

Weightmans has implemented a **Mitel** unified IP communications platform. The firm says one of the biggest benefits has been support for hot desking, with 25% of its staff now mobile and 10% never sitting in the same office for more than a couple of days each week.

Natterbox, a new supplier of voice SaaS (included hosted PBX) services, is pitching its offering at smaller law firms who need a more advanced telephony system but without the overheads inhouse implementations involve. Services available, on a rolling monthly basis, include on-demand call recording, client billing and nuisance/cold call blocking.

Michelmores has upgraded its voice and data network using comms specialist **Kcom**. The project included a 260% increase in bandwidth and improved disaster recovery.
www.ghmcommunications.com
www.avmachines.com
www.fortinet.com
www.telstrainternational.co.uk
www.natterbox.com
www.kcom.com

Vital statistics: 95%

Reynolds Porter Chamberlain report that since deploying Flosuite's Client Matter Inception (CMI) business process management software, the firm has been able to reduce the time it takes to bring on a new client or matter from about one day to just 15 minutes. By our calculations that's about a 95% cut. The Flosuite CMI is integrated with the firm's Aderant PMS and Interaction CRM systems.

CRM & marketing tech

New ContactNet release Hubbard One has released enhancements to its ContactNet software. New features include: dashboards to provide quick access to snapshots of marketing and business development metrics, closer integration with CRM systems and an analytics ➦

➡ module for answering such questions as with which companies do we have strong relationships who are not yet clients?
www.hubbardone.co.uk

When Trovus met Lucid Trovus, who specialise in building profiles of organisations visiting law firm websites, has teamed up with Lucid Solutions to provide greater business intelligence to help firms identify marketing opportunities, such as cross selling services to existing clients. Declan Tyrell of Lucid says partners are often unaware of the extent of a firm's client base and potential business opportunities. He adds that regardless of the size of the practice, the more partner-level contacts clients have within a firm, the less churn there'll be and the more likely they will become longer term clients.
www.trovus.co.uk + **www.lucidsolutions.ie**

Fellsoft push CRM content Fellsoft has extended its range of Watch List Tools for users of the LexisNexis Interaction CRM application. Fellsoft founder Simon Ellison-Bunce says the concept behind Watch List Tools is instead of having to remember to visit Interaction's My Watch List web client for information updates, the content is pushed out to CRM users via the Fellsoft applications. These now include an RSS feed, the Monitor application and the company's new Contact Alerts automated email notifications product.
www.fellsoft.com

People & Places

New MD for TM Paul Albone has been promoted to managing director of the property search business TM Group UK. He takes over from John Carolan who has moved to Connells. TM also has a new chairman Paul Creffield, previously with Countrywide, who succeeds Stephen Shipperley.

Roberts leaving Lexis Bryan Roberts, who headed-up mid-market sales for LexisNexis Entrerprise Solutions is leaving the company ➡

➡ for family reasons. We wish him well.

Guidance planning EMEA growth As part of its plans to expand its ediscovery business in the EMEA region, Guidance Software (probably best known for its EnCase platform) has appointed Frank Coggrave as its new vice president of EMEA sales, with responsibility for channel partners.

CT opens in London Following its acquisition of Edital in Belgium, trademark specialist CT Corsearch (part of Wolters Kluwer Corporate Legal Services) has opened a UK office in London.
www.corsearch.co.uk

London-to-Paris in 24 hours David Kempster, the marketing director of MDA SearchFlow, and regional sales manager Wilfred Gomez have completed a London-to-Paris cycle ride in under 24 hours. The two covered the 278 miles in 23 hours, 24 minutes and in the process raised £2520 for the charity Scope.

Abuse firm up for award

Niche law firm Abney Garsden McDonald has been nominated for this year's BCS UK IT industry awards, in the small business project of the year category, for a system it developed to help handle child abuse claims. The system is based on Eclipse Proclaim case management software and can manage group and class actions, some with histories going back 40+ years.

News in brief

Sword sharpens Sharepoint act The Sword Group and Metalogix Software have announced a partnership that will see Sword customers being able to take advantage of Metalogix Sharepoint migration and archiving products. Lewis Silkin has already selected Metalogix to migrate the firm's content to Sharepoint 2010 and to provide archiving for its Sharepoint-based DMS.

KnowledgeMill + EMC deal KnowledgeMill has entered an alliance with EMC Documentum to deliver cloud and hosted content management solutions for the legal sector. The first of these applications is KnowledgeMill Context Store for Microsoft Exchange, which also offers context-based search and de-duplication.
www.knowledgemill.com

10 years ago today...

There were two big news stories in September 2000. The first was a shake-up in the consultancy market, with Neil Cameron quitting consultancy for a board-level post with legal systems supplier Keystone, and Tikit announcing it was moving into strategic business consultancy and recruiting people like Tim Hyman. Neither were permanent moves: Cameron returned to consultancy and Hyman went back to law firm IT management.

The other story was the announcement of the nine vendors who had made it on to the 2001 edition of the English Law Society's *Software Solution Guide*. Given the subsequent upheavals in the vendor market, the nine make interesting reading: Edgebyte, Gavel & Gown, JCS, MSS, Mountain, Pracctice, SOS, TFB and Videss.
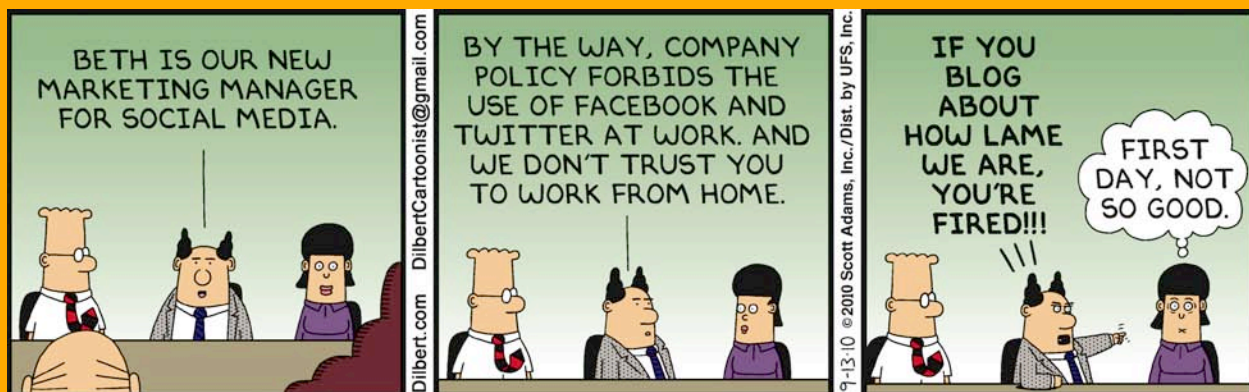
Legal Technology Insider