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Sharepoint gains more DMS traction

Although the topic of 'can Microsoft Sharepoint ever become a viable document management platform for law firms' always generates a chorus of disapproval from DMS traditionalists, nobody seems to have told Microsoft and its partners, who just keep chipping away.

Recent developments over the past few weeks include Microsoft setting up a task force at ILTA to help law firms plan strategies for deploying Sharepoint 2010 as their replacement DMS. We are also hearing rumours from the US that Microsoft has contributed as much as £1.4 million towards the implementation of a Sharepoint DMS at Clifford Chance.

Then, last week ClearPeople announced the deployment and go-live of their Sharepoint-based DMS at London law firm Winckworth Sherwood. One department is already running the DMS, which combines Sharepoint with MacroView DMF (this is an Australian product previously called MacroView Wisdom DMF) and the firm's own bespoke WS-eOffice system, and the system will be rolled out to Winckworth's remaining departments over the next three to six months. The firm's legacy DMS is Worldox.

Latest reports also suggest Jan Durant's Sharepoint DMS project at Lewis Silkin is now up and running and we're hearing from The Netherlands that Epona is busy demonstrating its new Sharepoint DMS4Legal application to the European offices of US law firms.

A vendor to watch ?

The IT directors of two law firms attending last month's Alternative Legal IT Conference at The Belfry (one was from a firm running IRIS AIM, the other IRIS Videss) suggested that Park Row, Nottingham-based Peppermint Technology could be a new legal IT vendor to watch in the legacy software migration space.

Although the company website is currently a holding operation promising 'a fresh approach to legal software is coming soon' a quick trawl through company records reveals more interesting information. Apart from the company secretary, the only director listed for Peppermint Technology is Peter O'Hara. However Peppermint is a subsidiary of the OLM Group, which is involved in a wide range of software consultancy and software publishing operations.

The OLM Group's directors include Mr O'Hara, Mr J F McCluskey, Mr D A Bryant and Mrs Arlene Adams, who joined the board in July this year. Arlene Adams is better known in the legal market as the former managing director of IRIS Legal and, before that, Vin Murria's CSG Computer Software Group. Company filings show that in the 12 months to June 2009, OLM had a turnover of £21 million, made a loss of £2.5 million (although previous years' records show substantial profits) and employed over 260 staff.

www.pepperminttechnology.co.uk

GT buys Legal Inc

Legal Inc, one of the UK's few remaining home grown, independent litigation support and ediscovery consultancies, has been acquired by beancounters Grant Thornton for an undisclosed sum. Legal Inc founders Lisa Burton and Dipak Patel will remain with the business, which now becomes part of Grant Thornton's forensic advisory service.



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IRIS Legal removes end-of-life dates

Along with attracting hundreds of delegates to its series of IRIS Legal World user conferences this month, IRIS also took the opportunity to scupper the marketing plans of many of its competitors by removing the end-of-life notices from its older software products. IRIS head of marketing Catherine Bailey told the Insider "We will continue to support and maintain these products until customers choose to move to our next generation platforms or for as long as it is technically and commercially possible to do so."

Comment: We're not sure where this leaves those vendors whose business strategy for the past couple of years seems to have been pretty much exclusively chasing after IRIS sites in the hope they might jump ship before the now revoked end-of-lives kicked in.

Alliances & partnerships

Recommind partners with Solcara Following this month's Macfarlanes deal (see *next page*) and last month's announcement that Mishcon de Reya was rolling out Recommind's Decisiv Search application as part of an integrated KM platform along with Solcara KnowHow and SolSearch, the two companies have further strengthened their relationship by creating a formal partnership.

Recommind's European director Simon Price said the objective was to bring together Decisiv's power to search internal datasources with the SolSearch federated search solution, which is widely used to search external information sources, to create a single, best-of-breed search platform for law firms and inhouse legal departments. Price said the two complementary technologies are now being used to deliver "a world class enterprise search ➡"

➡ solution" that unifies access to all internal data repositories, such as knowledge and document management systems, with essential online services, such as LexisNexis, Westlaw and PLC.

The Perfect Pace Pace Professional Systems and LawPro Systems (previously Perfect Software) have signed a reseller agreement that will see Pace's LawPro case and practice management system being sold into small-to-mid sized firms outside of Scotland. LawPro, which fully complies with English Law Society/SAR requirements, also offers document management facilities and Outlook integration, and is currently used by firms ranging in size from sole practitioners to 60 users. www.lawprosystems.co.uk

APS and Rekoop Via a partnership with Rekoop, Advanced Professional Solutions (APS) has launched its advanced Mobility for Blackberry application that allows users to manage their CRM and time recording from any location. www.aps-advance.com

Legal spend falling ?

In the new and revised edition of his book *The End of Lawyers?* (to be launched in the UK next week) Professor Richard Susskind argues we are seeing the emergence of a 'new normal' in which law firms will never return to their pre-2008 financial meltdown business models. By coincidence, the latest *Hildebrandt Baker Robbins 2010 Law Department Survey* supports the Susskind theory with its headline finding that for the first time in 10 years, inhouse corporate legal departments have cut their total, worldwide legal spend by 2%, whereas for the previous nine years it had increased by an average of 7% pa. Perhaps more worrying is the finding that 60% of legal departments achieved these savings by cutting their spend on outside law firms by 6% (including a massive 14% cut in non-litigation spending).



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October's wins & deals

Two more IntApp deals Addleshaw Goddard has selected the Wall Builder system from IntApp Inc to manage internal confidentiality policies, enforce information access barriers and track compliance across the firm. In addition Hogan Lovells (now with 2500 lawyers and 40 offices) has expanded its use of IntApp Integration Builder to help streamline data integration between different applications following the merger of Lovells with Hogan & Hartson.

FWBS win Irish site Matheson Ormsby Prentice in Dublin has ordered the MatterCentre matter, case and workflow management system from FWBS. According to Insider records, the firm runs Axxia PMS, Interaction CRM and iManage DMS.

Three-way merger settles on Pilgrim After the three way merger between Shakespeare Putsman, Needham & James and Berryman to create a Birmingham-based firm with 450 staff, the firm has selected Pilgrim Lawsoft as its unified practice and case management. The vendors being swapped out are LexisNexis Axxia and TikitTFB.

Bird & Bird fly into cloud Bird & Bird is the latest UK firm to select Mimecast's cloud-based unified email security, continuity, policy control, archiving and management solution.

Axxia eclipsed West London firm Prince Evans has selected Eclipse Proclaim accounts plus case and matter management software to replace its legacy LexisNexis Axxia systems.

DocAuto motors in DocAuto, the US provider of software utilities for Autonomy iManage Worksite platforms, has announced 'significant' growth in the UK, Finnish and Danish markets with eight new law firm wins, including Watson Farley & Williams and Castrén & Snellman, choosing its Workspace manager product via its reseller Tikit.

New Microsystems wins Microsystems report five new UK/EMEA wins. Bircham Dyson Bell, Dundas & Wilson, Ogier and Willian Fry have ➔

➔ licensed DocXtools, while Pannone and Ogier have licensed one or more DocXtools modules for numbering, table of contents and DocID.

• Microsystems is holding a briefing on .docx and Word 2010 in London on 4th November. For details email mattb@microsystems.com

Macfarlanes in Decisiv move Macfarlanes has selected Recommind's Decisiv Search (previously called MindServer Search) to power its knowledge management activities within the firm's Macsnet intranet. The project will include integration with the firm's iManage DMS and Solcara SolSearch to provide searching across internal data repositories as well as external legal information services.

Blanchards Bailey move to SOS With the aid of IT consultant Mick Clarke of Probicon, Dorset firm Blanchards Bailey has selected SOS Connect from Solicitors Own Software as its new integrated case and practice management platform. Created by a merger in 2009, the two constituent firms were both IRIS sites.



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More new wins & deals

Bedell sign up to Hubbard The offshore legal services provider Bedell Group has signed up for Hubbard One's Contact Manager solution to handle list management, email marketing and website integration. Bedell will be integrating Contact Manager with their Elite Enterprise PMS and delivering information to the desktop through Sharepoint pages. (According to Insider records, Bedell is also running Interaction CRM.)

Access HR Winckworth Sherwood has selected SelectHR and SelectPay from Access Select as its new HR and payroll applications.

- The Access Group last week announced it would release a Software-as-a-Service (SaaS) document management solution in April 2011, followed by an HR offering.

www.selecthr.co.uk

Merged firm select P4W Worcester-based and newly merged HallmarkHulme Solicitors have selected Partner for Windows from TikitTFB as their new case and practice management system. Along with swapping out its legacy IRIS FoxPro system, the firm is also dropping Peapod electronic legal forms in favour of Oyez.

Quadra claims go live Manchester-based claims management and loss adjusters Quadra Claims Services have gone live with a cloud-based claims handling system from Aquarium Software.

www.aquarium-software.com

Jellyfish swim in Website designers and legal marketing specialists Jellyfish Legal have completed website projects for four law firms this month. The projects involved developing customised content management systems for Manches and FBC Manby Bowdler, creating a new website for Clifford Johnston and a French/English bilingual site Pierre Thomas & Partners.

www.jellyfishcreative.co.uk

HotDocs bond Bond Pearce has selected HotDocs for its document assembly and automation needs. The firm had previously been using Microsoft Word macros.

Rekooping time Mills & Reeve is the latest firm to select the Rekoop fully managed, UK based SaaS time recording application. The firm is currently also running a pilot of the Rekoop Blackberry solution for mobile working. Phil Wedgwood of Rekoop says the system's approach to time and expense capture is to 'obtain, integrate and interrogate data'.

www.rekoop.com

Cobden select IRIS Manchester barristers' set Cobden House Chambers has engaged IRIS Legal Technical Services to replace their existing IT network and instal Microsoft Exchange.

Passport first Carillion, which now employs over 50,000 staff, has become the first organisation in the UK to select the new Datacert Passport matter and spend management platform for its inhouse legal department. Carillion is one of the few companies with a corporate legal department with English Law Society Lexcel accreditation.

www.datacert.com

FWBS first out of box with Windows Phone 7 app

The Interactive-Law application from FWBS is one of the first to have been approved for the new Microsoft Windows Phone 7 platform, which was formally launched last week. Interactive-Law, which FWBS describe as the next step in their SaaS model, lets solicitors and their clients access legal transaction information on the move, including case notes and milestones, so case status updates and progress can be tracked from anywhere, including on the move.



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Bighand sets out stall for coming year

Last Friday's user conference in London (attended by nearly 300 delegates) saw Bighand set out its stall for the coming year with previews of upcoming product releases. The main event, scheduled for a Q1/2011 launch is v4.0 of the Bighand digital dictation system which effectively takes the product forward *and* provides a common platform for Bighand and nFlow users, bringing together the best of both systems.

New features include a 'send anywhere' workflow; bookmarks for linking to passages of text that need including within documents; a one click 'send confidential' option (as distinct from file encryption) for dealing with sensitive work; an extended iManage integration SDK; live look-up for client/matter data so authors can even pull in matter profiles while working on a Blackberry; and an advanced workflow option (within the DDS software) so, for example, dictation from a trainee could be routed to a secretary for transcription, then on to a partner for approval.

Q1/2011 will also see the launch of v5.0 of Bighand's mobility suite, with versions now available for the Android as well as Blackberry and iPhone. The focus here is to simplify the dictation experience on a smartphone, including adding a 'reply with Bighand' option allowing authors to send secretaries a combined email text plus dictation file.

Trends-wise, Bighand predict the next big thing is 'secretary-centric' speech recognition (the author dictates and the secretary edits) with more focus on the role and efficiency of secretaries. Commercial drivers here include the fact 'traditional' touch-typists are a dying breed but a combination of SR and DD can bring a 45wpm secretary up to a 100wpm efficiency level. Plus the fact that with many firms having laid off staff, they want to increase the efficiency of their remaining secretaries and PAs rather than re-recruit typists. Bighand is currently looking for volunteers to pilot some of the new transcription and editing tools the company has under development for use with speech recognition.

Speech technology news

SRC add iPhone mobility Two firms – Paris Smith and Boulton Wade Tennant – are deploying Winscribe digital dictation on iPhones. SRC is the Winscribe partner working with the firms. The app will run on the iPhone 3G, 3GS and 4.

Winscribe wins & conferences Seven months after meeting Winscribe at this year's Legal IT Show, Forster Dean is rolling out Winscribe digital dictation across its 18 offices. The firm is equipping fee earners with Philips SpeechMikes plus the Winscribe Blackberry application for mobile/out-of-office working.

- Winscribe is holding its UK user conference in London on 3rd November. The agenda includes the Winscribe mobility suite, developments in speech recognition and gaining efficiencies by adding BPM/workflow to DMS. For details visit:

www.winscribe.com



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All the tens at Pilgrim

Pilgrim Systems chose 10th October 2010 – the 10th of the 10th of the 10th – to unveil LawSoft 10 – the new release of its flagship LawSoft practice management system. New features include:

- **Matter Estimating, Quotation & Monitoring** – this tool enables users to estimate the amount of time it will take to complete a matter, by setting it out in individual steps. The estimate can be utilised to calculate transparent quotes for clients, which can be monitored continually as a matter progresses. The module also calculates profitability values and allows re-allocation of resource to help meet profit expectations.
- **Document Management** – the DMS module has been enhanced to provide content searching, a document preview pane and allow definition of dynamic personal document workspaces.
- **File Notes** – using the document assembly functions, time recording has been enhanced to automatically create a file note from the time input screen and automatically save into the DMS.
- **Workflow Engine** – workflow functionality has been enhanced to provide the user with intelligent guidance messages based on their experience in the process being executed.

Repossessions online

Mortgage lending specialist Glenisters rolled out a bundle of solutions from Zylpha to support the firm's bespoke possessions service, including the automation of contract packs and integrating matters with the Court Service's PCOL online mortgage repossession claims service. Issues Glenisters faced included: it taking on average 30 minutes to manually photocopy and prepare each contract pack; the difficulty in sending large files by email because of security and file attachment problems; and the manual entry of large numbers of claims into the PCOL website being time consuming and error prone.

Glenisters rolled out three applications from Zylpha. These are DocBinder to collate multiple documents into a single, automatically

↪ indexed PDF file – the firm says this has cut the time it takes to create contract packs by an average of 20 minutes a pack. The second app is ZylphaSend, used to securely send large files electronically, without email but with a full audit trail. Prior to installing ZylphaSend, the firm used couriers 20 to 30 times a week. The final element is PCOLPLUS, which extracts data from the firm's case management system and submits claims without the need for manual data entry.

www.zylpha.com

Insider featured job

Aldridge Brownlee Solicitors in Bournemouth is looking for an IT Manager on a £40k package. This is a new position, for a full job description and application details, please contact Clive Morris of the Neil Cameron Consulting Group on clive.morris@neilcameronconsulting.com

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Why can't vendors and law firms be friends?

At the end of last month, LexisNexis gave its new *Alternative Legal IT Conference* for mid-tier firms a second outing. The change of venue – to The Belfry in the Midlands – plus the positive feedback generated by last year's event, seems to have been the right recipe with the number of delegates and sponsors both doubling. The format – primarily roundtable discussions – also proved highly popular with the delegates and generated enthusiastic participation.

Insider editor Charles Christian facilitated four of these sessions on the vendor/law firm relationship and among the points to emerge were:

- A feeling vendors do not understand the business drivers faced by modern law firms, such as the Legal Services Act and commoditisation. In particular, firms said they now needed matter and case management systems with workflows that could be amended overnight/on the fly to meet changing panel demands.
- Echoing the previous point, firms also complained vendors are not proactive enough and had to be nagged to make upgrades. The suggestion was vendor account managers should hold regular (quarterly/bi-annual) update meetings with firms but with the caveat these are not sales pitches. The sentiment was 'we still only hear from vendors when they've something new to sell'. It was also mentioned that vendors place too much emphasis on the features of their systems rather than explaining the benefits they might offer firms.
- There was also concern that vendors are quick to sell products but slow to build relationships that may last 10-to-15 years. One stumbling block cited by many firms was implementation, with a disconnect between sales and support. By way of balance, a number of vendors said they had introduced processes whereby the lead sales contact retains responsibility for an account until the system has been implemented and accepted.
- Outsourcing was another hot topic, with 'blanket outsourcing' of everything to a third-party described as a 'disaster waiting to happen' as an external supplier can never be as proactive as ⇨

⇨ an inhouse IT team and would limit the agility of a firm to react to changing circumstances. The suggestion was selective outsourcing of specific projects could work but several firms warned of bad experiences with second-rate outsourcers. The concern was over soft/people issues, poor management and failures to understand UK legal process. The most bizarre story was of an India-based document production that totally rewrote a firm's document templates, including changing its standard disclaimers and even the VAT rate.

- Firms also expressed a universal loathing for vendor support portals and the issuing of fault report tickets. As one IT director put it "We're running a business, not waiting to be served at a deli counter. We need to know when the fault will be dealt with." All firms said they would prefer phone links and a personal contact.

Sign of the time? Although the dress code was smart-casual, delegates were noticeably a lot smarter and far less casual than those seen at similar events in previous years.

Document assembly

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Fresh on the radar

Charting the case The name is confusing but CaseChart is not another case management software application. Instead, it is a series of tools designed to navigate a litigator around the entire landscape of a complex case, using charts, timelines and interjurisdictional flow diagrams to provide a visual representation for use with clients, colleagues, tribunals and judges. The system was devised by criminal barrister Andrew Henley and is now available as a consultancy service including advice, analysis and presentation. For more details email Kris Henley at info@casechart.com

Seal those legacy contracts Seal Software has launched Seal cDiscovery, a new genre of application designed to search for legacy contracts (in paper or digital format) within an organisation so their key data can be integrated with other systems (such as CRM and finance) and monitored for risk and performance. Seal say the target customers are corporate counsel, CFOs, financial controllers and sales management. cDiscovery is available both as an installed application and a cloud service (Seal share the same management team as Dolphin Software, they obviously have a whale of a time thinking up company names.) www.seal-software.com

EMEA news round-up

Norwegian win for I.R.I.S Haavind, one of the largest law firms in Norway, is replacing its legacy DMS with Autonomy iManage Worksite 8.5. The implementation is being handled by the Belgium-based systems house I.R.I.S.

Meanwhile Autonomy is continuing to win more EMEA legal sector business with its latest deals including 300-user Danish law firm Kammeradvokaten, who have bought iManage Worksite and iManage Workflow; and, 700-user Dutch law firm Houthoff Buruma who have bought iManage Workflow.

New product launches

New approach to training Capensys say they have a 'game changing' approach to training for Microsoft Office 2010 and Autonomy iManage roll outs. It allows users to identify their own learning requirements and select the most appropriate training methods. info@capensys.com

Laserform v9.5 out IRIS Legal has launched v9.5 of its Laserform electronic legal forms software. New features include: closer integration with case and document management systems; a 'forms bundle' facility so common data can be used to automatically populate interdependent forms (such as all 25 IHT400 inheritance tax forms) in a matter; and the ability to view earlier versions of forms for older, ongoing matters.

Financial reporting out now Aderant is now shipping its new Expert Financial Reporting ➔



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⇒ application, which automates ad hoc financial analysis, report generation, formatting and distribution of book-quality financial statements and management reports. The application was developed in conjunction with Infor to provide firms with out-of-the-box financial statements, including P&L and balance sheets by key segments, as well as multiple options for report distribution and presentation formats, including dashboards, scorecards, spreadsheets and charts.

A&O Connect for iPad Allen & Overy has launched a new service for iPhones and iPads called A&O Connect to provide clients with a quick reference directory to A&O lawyers, locations and expertise. The A&O app can be downloaded free of charge from iTunes.

Lexis Check update LexisNexis has announced updates to its Lexis Check suite of software, which is used to help law firms check the accuracy of legal citations in centrally managed know-how repositories. New features include Lexis Check Monitor, which integrates with the iManage DMS and will visually tag documents where the law has changed, while Lexis Check Draft and Web v3.1 have enhanced citation matching and an improved user interface. The software was developed in conjunction with Osborne Clarke.

www.lexisnexis.co.uk/lexischeck

Total Care for CRM Tikit has launched a Total Care Programme for the LexisNexis Interaction CRM platform designed to help law firm business development teams by taking over some of the administrative aspects of managing a CRM system. The programme is a full service offering builds on the concept of the 3Cs (capability, culture and content) and includes an annual review and strategy document. Davenport Lyons is the first firm to sign up for the service.

People & Places

Users win prizes Linetime user and debt recovery specialist Incasso came first in the Legal & Enforcement Profession category at the ⇒

⇒ recent Credit Excellence Awards. Two of the three shortlisted finalists in this category were Linetime DebtimeSQL software users.

Microsystems hires After three years as a consultant working with Clifford Chance on their Office 2007 project, Julie Scofield has joined the London office of Microsystems.

Pip pops coast to coast Congratulations to elearning consultant Pip Johnson who has just completed the Nokia Coast to Coast Challenge in aid of the Breakthrough Breast Cancer charity. This involved cycling, running and kayaking 105 miles across Scotland in two days – and Pip managed to pick a weekend when it was very cold, very wet and very windy.

Boynes leaves IRIS Mike Boynes, who for 14 years was the sales director at Laserform and steered their electronic forms business, has left IRIS Legal who now own Laserform.

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News in brief

Syscap makes acquisition Syscap, which is one of the few independent finance providers still funding the legal market, has expanded its offering with the acquisition of Exclusive Benefits Ltd, who also trade as EB Commercial Finance across the legal, medical and professional services sectors.

DPS on an iPad DPS sites running the company's hosted solution can now access their case management files on an Apple iPad.

- DPS has announced its next user group meeting will take place on 26 January at Microsoft's offices in Victoria – better hide those iPads if you attend!

HBR to swim with the dolphins Hildebrandt Baker Robbins and Dolphin Software have formed an alliance to promote the use of contract lifecycle management software for corporate legal departments. Last week the two companies held a seminar on this topic in London. Dolphin's software, which runs on a Microsoft Sharepoint platform, encompasses the entire contract lifecycle workflow including requesting, drafting, storing, negotiating and reporting on contracts for inhouse legal, procurement and business users.

www.dolphin-software.com

StarLaw partner UC Logic is partnering with Aderant to deliver implementation services in the UK/EMEA region for the Aderant StarLaw document, records and email management system.

15 years ago today...

October 1995 saw the launch of the *Legal Technology Insider* newsletter. The top story was the decision by Dundas & Wilson to select Novell NetWare as its infrastructure platform to replace a 130-user Microsoft Windows for Workgroups peer-to-peer network. The firm said it had evaluated but then rejected Windows NT because it was unhappy with its performance. Other stories included Berwin Leighton (no Paisner in those days) and Withers both selecting Norwel as their new practice management platform, while in Manchester, Jones Maidment Wilson upgraded to a Miles 33 Precedent PMS "for the security on investment provided by an Oracle database". And, Stephen Taylor Parker, who would later enjoy some of Her Majesty's porridge, moved from Linetime to AIM Law Data.

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