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LEGAL TECHNOLOGY INSIDER

UK & EMEA Legal IT News

Tikit enter CRM sector with own offering

The Tikit Group has just announced details of its own new and inhouse developed marketing and client relationship management (CRM) system for law firms. Called ClientConnect, it comprises contact management, business development, sales and marketing support, reporting and e-marketing.

Tikit say the key differentiator is it combines professional, firm-wide marketing and CRM functionality with a low cost of ownership and ease of implementation (*Tikit reckon the installation to go-live process should take less than a third of the time taken to implement traditional CRM systems*) thereby addressing issues that have previously hindered the wider adoption of CRM systems within the legal market.

Training should also be simpler as the entire application (including e-marketing) is embedded within Microsoft Outlook, so if you can use Outlook, you can use ClientConnect. Another potential saving is the full audit trail should remove the need for elaborate data change management processes, as well as the additional cost of employing data stewards. Unlike many new CRM projects, Tikit ClientConnect has not been developed in Microsoft Dynamics CRM but built entirely within Outlook (v2007 & above) with an underlying SQL Server database.

Comment: Not all that long ago, looking for a 'serious' legal market CRM meant a simple choice of either Interaction or Interaction. As we reported

➔ in May, that choice had already widened to Interaction plus Microsoft Dynamics CRM, Sugar CRM and Salesforce.com. Now we have Tikit tossing its hat into the ring with ClientConnect and this could be a game changer making it accessible to firms that previously struggled to find suitable, cost effective CRM and e-marketing systems.

But there's more... To-date Client Profiles CRM4Legal software has been the most widely deployed flavour of Dynamics CRM but the Insider understands two other major vendors are now evaluating Dynamics for their own next generation CRM products. (*It's also worth noting Microsoft has changed its licensing model to make the price of Dynamics CRM more attractive to law firms.*)

Consolidation continues

The trend for consolidation in the UK legal IT supplier market continues with the past month seeing three deals announced. **Peapod Legal Office** acquired KIM Software Solutions for an undisclosed sum. Although KIM specialises in systems for the police and local authority markets, Peapod CEO Ian Wimbush said the deal would help the company with its Microsoft Azure cloud-based solutions. The combined turnover for two companies will be circa £3 million.

Eurodata Systems (which acquired legal systems house Transam Microsystems in 2008 and still cites DLA Piper, Macfarlanes, Herbert Smith and Browne Jacobson as reference sites) was acquired by **Trinity Expert Systems** for a undisclosed sum. Trinity was at one time evaluating the viability of developing legal market specific DMS and PMS applications based on the Microsoft Dynamics and Sharepoint platforms.

Finally, **Thomson Reuters Legal** (UK & Ireland) acquired **Solcara**, a niche provider of KM and federated search products for law firms. Solcara's managing director Rob Martin is staying with the business.



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Redbrick moves into mainstream legal apps

Redbrick Solutions, best known as the company behind the ConveyanceLink pay-per-transaction conveyancing case management system, has substantially widened its product offering with the launch of its new Practice Management and Business Intelligence applications.

The Practice Management system comprises extensive out-of-the-box workflows for conveyancing, probate and personal injury work, as well as customisable generic workflows. The Business Intelligence system caters for a wide spectrum of financial management needs including client and practice accounting, billing and productivity management, financial and analytical reporting. Business Intelligence can be run as either a stand alone system or integrated with Practice Management.

www.redbricksolutions.co.uk

Is this the future of WP ?

We had an interesting conversation with a vendor last week about the future of wordprocessing with Microsoft Word. They said their research among corporate counsel (*we hope to have an opinion article on this topic with names named later this summer*) had revealed:

- Word Compare is gaining ground as the corporate redlining system of choice.
- Increasingly inhouse lawyers are working in 'track changes' as their default page layout.
- Inhouse legal teams are co-authoring documents with law firms and other parties using Sharepoint. (*It may be a fudge for security purposes but it's not stopping them from doing it.*)
- Corporate counsel want law firms to send them revised documents in a track changes rather than

⇒ redlining mode.

- With inhouse legal teams under internal pressure to control costs, the convenience of working with external law firms, including collaborating on the drafting of documents, is becoming a deal breaker.

Quote, unquote

"But I do not think the message got through to the MoJ." ...Judge Simon Brown QC commenting on the fact his letter to *The Times*, about the slow pace of technology adoption in English courts, attracted wide-scale positive comment, except from the body responsible for implementing IT.

tikit software

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July's wins, swapouts, deals and rollouts

Swaps out Videss for Pilgrim Kent solicitors Clarkson Wright & Jakes has selected Pilgrim to replace its IRIS Videss software with a 75 user Lawsoft integrated PMS, CRM, DMS, management reporting and case management package.

Fifth Axxia swapout South Coast-based Eric Robinson Solicitors has become the fifth law firm in recent months to swapout LexisNexis Axxia software in favour of a Partner for Windows case and practice management system from TikitTFB. As well as supporting the firm's legal aid practice, TikitTFB is also delivering emarketing and integration with Bighand digital dictation.

Swaps out AIM for Pilgrim After running IRIS AIM Evolution for over 12 years, Stephens Scown LLP (which has over 30 partners, 230 staff and offices in Exeter, St Austell and Truro) has selected Pilgrim Lawsoft for its new PMS. The firm's ICT manager Dean Mostert said key factors in the selection included Lawsoft's KPI and financial reporting, email and document management, and marketing module.

Grindeys selects FWBS North Staffs-based Grindeys LLP has selected the FWBS MatterCentre to improve workflows and drive business process improvements. The firm will be integrating the FWBS software with its Bighand, DocsCorp, PLC and Land Registry Online applications. (Three years ago the firm announced it had selected Axxia DNA to replace its legacy AIM PMS.)

- In other FWBS news: rehabilitation experts Bush & Company have selected FWBS MatterCentre to provide a 'centric approach to client and matter management,' as well as handling file opening, document assembly, precedent management, time recording and document and email management.

DPS City win Niche City and private client firm Silverman Sherliker LLP has selected Outlook Office from DPS Software as its new PMS. The ➔

➔ system (which replaces a combination of Solace accounts and DocMan case management) will also include the DPS marketing module to help leverage the firm's brand and already existing high profile on Twitter.

Larcomes to add portal Portsmouth-based Larcomes LLP is now implementing the Peppermint Portal alongside its IRIS Videss PMS. Practice director Janice Ward said the firm wants to develop a high level of customer service, including the ability to provide a self-service element that permits secure two-way collaboration with clients. The first portal to be deployed will be self-assessment for wills, due to go live in August, with similar portals planned for aspects of family law and residential conveyancing work.

- Peppermint Technology has also announced the formation of an Industry Advisory Board to work alongside company co-founders Arlene Adams and Peter O'Hara. The first person to be appointed to the board is legal IT industry veteran Chris Rose.



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More wins and rollouts

Unitary council selects Civica The local government unitary authority of Cheshire West & Chester Council, which was only created in 2009, has selected Civica Legal software to provide its legal teams with a centralised business process platform for handling case management, court bundling and debt recovery work.

German go-live German real estate law practice Jebens Mensching LLP has gone live with an Aderant Expert PMS. The implementation process was completed in just nine weeks.

Links pick Telstra for MPLS Linklaters has selected Telstra International to provide one half of a fully-redundant, dual-carrier MPLS (multi protocol label switching) network to support communications between the firm's 26 offices across 19 countries around the world. The MPLS network will be fully managed by Telstra.
www.telstrainternational.co.uk/legal-whitepaper

Olswang to outsource IT GlassHouse Technologies (which acquired Systems Group Integration in 2009) has been awarded the contract to lead the IT infrastructure upgrade at Olswang LLP. Under the deal, Olswang will completely outsource its IT department to GlassHouse, 'tasking them to manage the infrastructure, automate manual processes, improve efficiencies and streamline IT operations.'
www.glasshouse.com

Tikit in accountancy deal Tikit NIS has completed an IT project at UK accountants WMT, which saw Danny Hoffman's team not only tailor a new IT strategy but also take responsibility for implementation and support, including providing new servers plus data transfers and software setup.

Content crawler a hit DocsCorp reports its new Content Crawler product is enjoying 'encouraging progress' and has already been deployed at RGC Jenkins, Lubbock Fine and Muckle LLP. The company has also secured more wins for its ➔

flagship pdfDocs Suite including White & Case, Capsticks, DMH Stallard, Ormrods, Nieder Kraft & Frey and Ward Hadaway.

Swapping out in Ireland Irish legal IT supplier Keyhouse Computing reports recent wins including Opsis swapouts at Purdy Fitzgerald (Galway) and Bourke Carrig (Co Mayo) plus an Italax swapout at Hughes & Liddy in Dublin.
www.keyhouse.ie

Nissan selects Datacert Nissan International has selected Datacert Passport to provide a common platform for its inhouse legal department, which currently has offices in 11 European countries. As part of the project, Nissan will integrate its DMS with Passport.

- Datacert Passport won the *People's Choice Award* at last month's *American Business Awards* in the *Favorite New Server Software Product* class.

Phoenix logo: "phoenix" with a globe icon and tagline "Driving business efficiency through IT". Text: "A leading global provider of software solutions and IT Business consultancy for professional services firms". A magnifying glass over the word "Discover" in "Discover your content". Text: "Uncover non-searchable content in your DMS". "Phoenix introduce Content Crawler by DocsCorp Contact Phoenix for a demo". "info@phoenixbs.com • www.phoenixbs.com". Bottom bar: "PORTAL & COLLABORATION · INFRASTRUCTURE SOLUTIONS", "OFFICE PRODUCTIVITY · ENTERPRISE SEARCH & KNOWLEDGE MANAGEMENT", "DOCUMENT & EMAIL MANAGEMENT · TIME RECORDING & CAPTURE".



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And more wins & rollouts

HFW select Frayman Holman Fenwick Willan LLP has selected the Frayman Group's Compliguard platform to provide an intake workflow, conflicts management and information barriers (what used to be called *Chinese Walls* in less politically correct days) solution to meet its increasing intake volumes and international compliance needs. HFW started implementation of the Compliguard platform in June 2011. The system will be integrated with the firm's CRM and DMS, as well as its new Elite 3E practice management system.

Quantum leap Quantum Debt Recovery, the new debt collection subsidiary of Wright Hassall LLP, has selected Linetime's case management software to underpin its business processes. Quantum's technology includes an online virtual agent tool that allows debtors to negotiate in real time on a 24/7 basis.

<http://our-business.quantum-debt.co.uk>

Two more sets go hosted Two more barristers' sets – 5 Stone Buildings in London and Lincoln House Chambers in Manchester – have switched to hosted solutions supplied by IRIS Legal. The Stone Buildings set has implemented IRIS Meridian Law Connected, with the infrastructure supporting not only the London set but also the associated ICT Chambers in the Cayman Islands via IRIS Hosted Services. The new implementation means clerks and tenants can work as a coherent team, managed by the London clerking team. The Manchester set has installed IRIS Hosted to support email and IRIS Meridian Law diary scheduling with the objective of ensuring counsel can access their calendars from anywhere, via Outlook, Internet Explorer or mobile devices.

Weightmans turn to NCCG When long-term Neil Cameron Consulting Group (NCCG) client Weightmans recently decided to pursue two merger opportunities at once, they realised they had a lot of work to do in a short period of time, and needed external assistance. ➔

➔ According to Stuart Whittle, the firm's Director of Operations & IT: "We realised the work was going to be complex and would require someone responsible for the overall coordination of the series of separate but related projects necessary to make the merger happen. We turned to NCCG as they have expertise in this area and we've worked with them in the past. Jill Bazalgette had managed other large projects for us and we felt confident she was the right person for the job. She managed the program of projects including working with the lawyers on the contractual side and with the Operations, and Finance teams on the work of physically integrating people and systems.

"She kept a tight hold on the project and kept key stakeholders updated regarding progress. She also provided valuable input as issues arose, to ensure the programme of projects has continued to run to time. We now have a single firm that is heading for total integration and merged cultures."

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Fresh on the radar

New services provider According to its founder Graham Moore (a former technical director of Videss) Huddersfield-based Exen Legal Solutions has been launched “to fill a gap in the provision of IT services to mid-sized UK law firms (that have) limited inhouse IT capability but significant ambition and a desire to use IT as one of the tools to improve their business performance.” Moore says Exen’s focus will be helping law firms get more out of their case and practice management systems by working with them and their suppliers on business information implementations, system integrations, data migrations between platforms and suppliers, and business process automation.

www.xnls.co.uk

Billing with the flow Kestrel Business Solutions has launched eBilling Flow, a new system for creating (using Docudraft templates), tracking and reporting on the status (referred, awaiting approval, paid etc) of electronic bills. The new system supports all LEDES formats and is also Aderant compliant.

www.kestrel-bs.com

Sharepoint integration Winscribe has announced the integration of its Winscribe BPM business process management software with both Microsoft Sharepoint and the Microsoft InfoPath smart forms system. Winscribe say a key benefit of the Sharepoint link is BPM can add rules for maintaining, storing and archiving documents in Sharepoint thereby helping prevent ‘Sharepoint sprawl’. Other new features in Winscribe BPM include a PDF creation workflow and improvements to the workflow designer interface.

Dictations turn blue Grundig Business Systems (GBS) is now shipping its Digta 7 Premium BT digital dictation device, which features built-in Bluetooth for sending dictations directly to a PC. GBS claim this is a world-first. GBS is also releasing a Dictation Blue app for the Blackberry to support the custom routing of dictation.

www.digta7.com

EMEA news in brief

Susskind to speak in Sweden Helena Hallgarn and Ann Björk, former knowledge management consultants with the Scandinavian law firm Vinge, have launched VQ Virtual Intelligence, a ‘legal knowledge engineers’ service offering strategic advice, implementation and project management on KM and document assembly, including a cloud-based offering called VQ Legal. They are also holding their *VQ Knowledge & Strategy Forum* in Stockholm on 4th October, which will feature Richard Susskind as the keynote speaker.

www.vqab.se

New Spanish customs In its latest survey, the Spanish newspaper *Expansión*’s list of the top 10 law firms in Spain are all Tikit customers. The ‘Big Four’ firms are Garrigues, Cuatrecasas, Golçalves Pereira and Uría Menéndez.



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All change at DocsCorp

After weeks of rumours, DocsCorp has issued the following statement about its co-founder David Woolstencroft: 'Eight years after co-founding DocsCorp, David Woolstencroft has decided to move on from active involvement in the company although he will continue to be a director. All the DocsCorp team wish David well for his next business venture.'

- After six years with Open Text in sales-related roles, Grahame Wilkinson has joined DocsCorp as an account executive for the EMEA region.

News in brief

Record results for Eclipse Eclipse Legal Systems has reported record results for its 2010/11 trading year with turnover up 21% to a record high of £8 million, compared with £6.6 million last year. Other highlights include 104 new business wins (this figure *excludes* existing customer upgrades and extensions) plus an increase to 105 in staff numbers. The total number of Proclaim case management end users now exceeds 14,000.

Merrill exclusivity Merrill Corporation's legal solutions division has signed a three-year agreement with LegalCraft Solutions giving Merrill exclusive rights to provide English realtime reporting services using the LegalCraft Transcend transcript/evidence management system to customers in Europe, the Middle East and Asia. Merrill and LegalCraft have already worked together on a number of court cases and hearings using Transcend, including the inquest into the 7/7 London terrorist bombings.

www.merrillcorp.com/mls + www.legalcraft.com

People & Places

Law firms win prizes Congratulations to Reynolds Porter Chamberlain who won the *Best*

➔ *Knowledge Management Initiative* by a Professional Services Firm class at the recent Knowledge Management UK Awards. And also congratulations to the winners of this year's Halsbury's Awards for legal library services. The **Scottish Government Solicitors Legal Information Centre** won the *Best Legal Information Service (Non-Commercial Sector)*, **BLP Library & Information Services** won *Best Legal Information Service (Commercial Sector)*, and **Ward Hadaway Information Services** won *Best Legal Information Service outside London (Commercial Sector)*.

New IntraLinks sales manager Ian Turner, who has previously worked with major IT companies including Oracle, Macromedia and Nuance, has joined IntraLinks as UK sales country manager.

Moving on Herbert Smith's group CIO George Kalorkoti has retired. Bernard Bailey is now the firm's acting head of IT.

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There's an app for it

The steady trend for the consumerisation of legal IT continues with the launch of two more legal apps for the Apple iOS platform.

Scottish law firm **MacRoberts LLP** has released **HR Adviser**, which the firm claims is the UK's first iPhone app to include interactive unfair dismissal compensation and redundancy payments calculators. The app, which will also operate in an offline mode where connectivity is an issue, is designed for HR professionals and also contains information on key aspects of UK employment law including maternity and paternity leave, equal pay and discrimination.

Commenting on the unfair dismissal compensation calculator, MacRoberts employment law partner Graham Mitchell said "Others have shied away from compensation estimates because of the considerable amount of variables involved but we have included – and highlighted – some reasonable presumptions, allowing us to provide an informed assessment. The app can be downloaded free of charge from iTunes, search for [macroberts-hr-adviser](#)

The second innovation comes from **DPS Software**, which has adapted its document bundling software so that the fully indexed PDF can also be read on an iPad or an Amazon Kindle. DPS recommend the Good Reader app for iPad users wanting to work with court bundles.

10 years ago today ...

July 2001's big news was the dawning of the age of ASP (what we'd now call cloud) services for law firms, with Axxia announcing that Telford-based Martin-Kaye Solicitors were the first users to sign up for Axxia's new ASP hardware + software managed service. Unfortunately eight months later, in March 2002, the online service provider at the centre of the Axxia offering – The Hub – called in the receivers. The good news for Martin-Kaye, was The Hub's services were housed at XKO Network Systems' datacentre, so apart from rejigging the contractual arrangements, the ASP service kept on rolling without service disruption. Ten years' later the reliability of the service provider remains the key issue in cloud adoption.

Legal Technology Insider

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The next issue (No. 245) will be published on Thursday 22 September 2011. To keep up with the latest news visit the www.theorangerag.com blog.

ISSN 1740-5033 © Legal Technology Insider 2011



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