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UK & EMEA Legal IT News

Copitrak moves into social media and wins first customer

Copitrak Systems, best known as one of the major players in the costs recovery systems market, has relaunched its Nikec Solutions division and moved into the social media management systems business. Nikec was originally formed in 2007 to bring the TimeKM time recording system (since acquired by Tikit) into the UK but has now been reinvented as Copitrak's best-of-breed systems partner, with a remit to identify and introduce innovative new products that can complement the company's existing product portfolio.

Nikec's first initiative is the launch of the Netbox Blue total internet management system into the UK. This provides an all-in-one solution for firewall, email and application filtering, content checking, URL blocking, load balancing and, topically, social media management and monitoring for firms requiring something more than Hootsuite.

Last week Nikec announced that Cambridge-based Taylor Vinters had become the first UK law firm to order the system. The firm's IT director Steve Sumner told the Insider "Like a number of firms we had pondered the question of how to manage social media and in the absence of an off-the-shelf solution had put in force a blanket ban on its use. As we came to understand the value of social media in the promotion of the

firm, we questioned whether a blanket ban was still the correct approach. As luck would have it, along came Nikec's introduction to NetBox Blue as an answer to our social media dilemmas."

- Founded in 1999, Netbox Blue is an Australian company that has enjoyed success across the APAC region, including Japan, as well as in the Americas. Hannah Jones, who joined Copitrak as client services & training manager in 2010, is now the Nikec Solutions business development manager for the Netbox Blue product range. David Woolstencroft, previously at DocsCorp and now NovumGlobal, helped introduce Netbox to Nikec www.nikecsolutions.com

Consolidation continues as Winscribe buys SRC

The ongoing shake-up within the legal IT vendor community continues with last week's announcement that Winscribe had bought its long standing reseller partner SRC. Winscribe has made a 100% acquisition of the company it has worked with for the past 12 years and the combined business will trade under the Winscribe brand.

Comment: While the Winscribe/SRC deal doesn't have the same jaw-dropping, has-Hell-frozen-over impact of last year's acquisition of nFlow by Bighand, it is a reflection of the times that the digital dictation and speech technology systems sector has left its pioneering days behind and has now evolved into a mature, global market.

Philip Vian, the CEO of Winscribe Europe, says the deal for SRC customers means "business as usual" which is fair comment as Winscribe in the UK has historically been viewed primarily as a platform developer, whereas SRC has been seen as a sales, implementation, integration and support organisation. By pooling their resources, this could – and should – be a win-win scenario for the two companies and their customers.



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LexisNexis Nimbus on schedule says Cheadle

Speaking at the LexisNexis Enterprise Solutions user conference earlier this month, the division's general manager Tim Cheadle said that while deadlines had slipped a few weeks, the company was "still on time" for a March 2012 launch of its next generation practice management/ERP system. Now codenamed Nimbus, this is the Microsoft Dynamics AX-based replacement for the old Axxia accounts and PMS systems. Cheadle added that since announcing the product, Lexis had detected a growing appetite among law firms for the HR management functionality of AX.

But, this is not all LexisNexis has in store for its users and prospects during the first few months of next year. In February LexisNexis will launch Stingray, a new matter and case management system built on .NET and the Streamline BPM engine. Hugh James is working closely with LexisNexis on this project and the company is optimistic it will be popular with its existing Solcase and Visualfiles user base which, over the past five years, has increased from 15,000 to 24,000 users.

And there's more, for in April LexisNexis is launching a legal market-specific document management system built on Microsoft Sharepoint. This embodies some elements of the existing Axxia DNA JackRabbit system but, taking advantage of the close relationship with Microsoft, also leverages Microsoft's experiences with the Sharepoint DMS project at Clifford Chance.

CRM systems news ...

Lovetts plc has become the first UK law firm to select **Aderant CRM4Legal 2011**, since Client Profiles, the developers of the Microsoft Dynamics CRM-based system, was acquired by Aderant in August this year.

In other CRM news, the **LexisNexis Interaction** UK user base has grown by 39% in ➡

➡ the past 12 months and, in a recent survey, received the highest user satisfaction score (6.98 out of 10) of any CRM product in the UK. The industry average for vendors was 5.84 out of 10.

LawTech event special offer

LawTech Futures 2012, a new legal IT conference and exhibition being held in London next year (organised by *Legal Technology Insider* and *NetLaw Media*) is offering 100 double passes (worth £490 + VAT each) free-of-charge to the first 100 law firms or inhouse legal departments to register for the event. We'll have much more information over the coming weeks (both here and on *The Orange Rag* blog) but all you need to know now is the event takes place on 15th March and the special offer registration code is **LTicomp100**.
www.lawtechfutures.com #lawtechfutures



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November's wins, deals and rollouts

Professional indemnity specialist **Fishburns LLP** has selected the **IntApp** Time Builder system to improve time recording practices. The system will run in conjunction with the firm's Elite 3E PMS.

Eversheds has renewed its five year IT managed services contract with **Computacenter**. First signed in 2007, the new contract will provide help desk support for 4000 end users globally, as well as cradle-to-grave lifecycle management for desktop devices, datacentre hosting and remote management. The new contract, effective from 1st January 2012, features gain share mechanisms 'that incentivise both Computercenter and Eversheds to enable cost savings through IT transformation projects.'

Ascertus has secured two **Autonomy iManage** deals this month. Boutique family law practice **Hughes Fowler Carruthers** is to implement Worksite Email Management and commercial firm **Bates Wells & Braithwaite London LLP** is rolling out Worksite DMS to 175 users to complement its current search, case and email management operations.

Surrey and London law firm **Hart Brown** has joined the **Peppermint Technology** partner programme that will help shape Peppermint's upcoming Microsoft Dynamics CRM-based Legal Service Platform.

ICT services provider **2e2** is currently working with **Linklaters** on the firm's migration to Microsoft Office 2010, which will eventually be used by 5000 staff in 27 offices in 19 countries around the world. The project includes 2e2 *remediate* 241 applications to work with Office 2010 as well as converting 20,000 document precedents to a 2010 file format.

www.2e2.com

The latest organisations to sign up for the **DocsCorp** pdfDocs suite of applications (including CompareDocs and Payne Metadata Assistant) are **Bevan Brittan**, **Beachcroft**, **Hoegh** in Norway and the **SAP Legal Department** in Germany. In addition **Edwin Coe LLP** and **Brodies**

are taking DocsCorp's new Content Crawler application for the Worksite DMS.

Three hundred fee earner **Arendt & Medernach**, the largest law firm in Luxembourg, has selected **Elite 3E** as its new financial and practice management platform.

Simmons & Simmons has engaged Microsoft solutions specialist **Avanade** to replace its existing Elite Enterprise PMS and an ageing HR system with a new Microsoft Dynamics AX 2012 ERP solution, in conjunction with Avanade's legal industry specific product add-ons. Avanade, which is majority owned by Accenture LLP, was founded in 2000 by Accenture and Microsoft.

www.avanade.com

IT services provider **Plan-Net** has won a five year outsourcing deal with West End law firm **Davenport Lyons**. Plan-Net will provide the firm with a new virtual infrastructure and 24/7 support delivered by an onsite team and a dedicated IT support centre based in central London.

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More wins and rollouts

Civica has won a contract, worth £34 million over the next 10 years, to deliver all core ICT operations to **Luton Borough Council**. Called *Project Genesis*, the deal is expected to deliver £12.6 million in cost savings.

Legal telecoms specialist **Total Limited** has secured unified communications deals with **Anthony Collins Solicitors LLP**, **Bevirs Solicitors** in Wiltshire, **Gwyn James Solicitors**, **Sewell Mullings Logie LLP** and **Boodle Hatfield**.

Doyle Clayton, the largest specialist employment law firm in the UK, has selected SOS Connect from **Solicitors Own Software** to run in a hosted environment. The firm is a long-time SOS user. In addition **Virtual Practices**, the online legal software and accounting services division of SOS, has been selected by niche commercial litigation start-up **Patrick J Taylor**.

Converge IT's specialist legal division **Smartlegal** has won new orders for its Smart CRM application from PI specialist **Aequitas Legal** and niche practice **McHale & Co**. The deals take the total number of Smart users to over 300 in the four months since the product's launch.

The Liverpool-based legal transcription services company **Document Direct** has become the first signing for the new Winscribe BPM system from **Winscribe**. The company will use it to augment its existing Winscribe digital dictation system.

To support its new **Lawyers2you** brand, **Blakemores Solicitors**, in conjunction with **HP Financial Services** and reading-based ICT implementer **Sol-Tec Limited**, has completed a combined SAN (storage area network) refresh and server virtualisation project without the need for a large upfront capital expenditure. The firm also short-listed Hitachi and its current SAN and server supplier IBM before selecting HP.
www.sol-tec.com

Addleshaw Goddard has selected **Trovus** web intelligence services to provide strategic insights to support the firm's business development team, as part of an ongoing drive to improve client engagement.

➡ **Redbrick Solutions** has been selected as a preferred supplier by the **Society of Licensed Conveyancers** for its Redbrick Practice Management system.

Top 20 accountancy firm **Kingston Smith LLP** is using **Tikit NIS** to handle a major SAN and VMware server consolidation and virtualisation project that has so far seen 20 servers reduced to two in just two weeks.

Vital statistics: 2 percent

There are currently 600 million users of Microsoft Office on the planet, of which a mere 11 million are working within law firms. That's about 2% of the total, which is why Microsoft will never bother to close the 'gap' between the standard product and all the additional functionality law firms would still like to see included in Office.





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Fresh on the radar: Egress

Egress Software Technologies is a data security specialist now moving into the legal market with its Egress Switch managed service. **Withy King** is the latest firm to sign up for Switch, which protects confidential information sent by email, copied to USB removable media, burnt to CD/DVD or uploaded to FTP/cloud servers. Tony Pepper of Egress says Switch overcomes the logistical issues associated with data encryption as clients do not have to download or pay anything to use the service yet it still provides a full audit trail and the ability to modify access privileges in realtime. He adds that Switch provide a secure alternative to the informal workarounds firms are using to overcome restrictions in their own systems. According to one survey, 69% of law firms cannot email file attachments greater than 10Mb in size – which also explains why five of the top 20 US law firms are now using Dropbox.

- To download Switch www.egress.com/free-trial

New product launches

Bighand ups speech recognition At this week's UK user conference, Bighand unveiled version 4.2 of its digital dictation and voice productivity software. As well as enhancements to the user interface, support for new smartphone platforms including iPhone iOS5, Android 2.2 and Bluetooth hands-free dictation, v4.2 increases the usability of integrated server-side Dragon speech recognition technology.

Content crawling for OpenText DocsCorp's pdfDocs Content Crawler system (which helps locate 'invisible' files, such as images and scanned documents, within content repositories) now integrates with OpenText Content Server (formerly Livelink) v9.7 and 10. DocsCorp will

➔ shortly be releasing versions of Crawler for other platforms, including Microsoft Sharepoint.

Multidock for iOS Griffin Technology has launched its MultiDock hub for organisations needing to charge and sync multiple Apple iOS devices, including iPads, iPhones and iPods. The MultiDock can manage 10, 20 or 30 devices.

www.griffintechnology.com/business

Practice compliance from Lexis LexisNexis UK has launched its *LexisPSL Practice Compliance* online support service to help guide law firms through the new *SRA Handbook* and other compliance and regulatory requirements, including the new outcomes-focused regime.



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BPM and workflow - a technology to nowhere ?

I attended a conference earlier this month where one of the speakers gave a presentation on the strategic value of business process management (BPM) and workflow technology.

His argument was BPM has two main roles: namely automating *primary processes* that have a direct impact on clients and add value; and, automating *secondary processes* that are invisible to clients but important to the business. So far so good, except I recall James Hughes (the brother of the politician Simon Hughes MP as it happens) when he was still with a now long-since departed legal IT vendor called FCMC Legal Systems, giving me the same presentation back in 1985.

The problem is BPM is still associated with and bogged down in the worthy-but-dull realms of routine back office administration automation. And what law firm in the current economic climate is going to commit to spending a shedload of money developing a faster cheque requisition system?

As for changing those primary processes? Well that has become the preserve of case management systems for high volume work, for out-of-the-box matter management systems for routine work, for online transactional systems for ecommerce, and for project management systems for complex, corporate work. True, BPM (and let's rebrand it for what it really is: Boring Process Management) can provide a useful under-the-bonnet engine for other applications but by itself it is never going to set the legal world on fire.

Ediscovery in the news

Traditionally, the litigation support and ediscovery (or e-disclosure) sector has been the Cinderella of the UK legal IT world and largely confined to earnest debate by bearded men in darkened rooms. But is this about to change?

Over the last few weeks... the UK computer and mobile forensics company **MD5** has selected the **iCONNECT nXT** ediscovery hosting and review platform to support its services to its clients; and accountants **BDO** has chosen the **Digital Reef** ediscovery and early case assessment (ECA) system to support its services. The BDO system is being supplied by Digital Reef's UK partner **eOrigin**.

In other UK ediscovery news, **AccessData**, which last year bought the **Summation** ediscovery and litigation support business from Wolters Kluwer, has now opened for business in the UK, with its international operations, headed by international sales director Simon Whitburn, running from its Covent Garden offices. And, another ediscovery systems supplier, this time **Guidance Software**, is also expanding its UK and European activities under general manager EMEA Frank Coggrave.

Comment: Two factors that seem to be breathing fresh life into the UK market are: firstly, the growing trend for corporations to be taking ediscovery work inhouse (insourcing) rather than leaving it to the tender care (and not-so tender fee rates) of law firms, accountants, litigation support bureaux and other forms of outsourcing.

And, secondly, the spread of ediscovery and ECA techniques into other, non-litigation oriented aspects of corporate affairs and governance, such as risk management and compliance administration. According to Guidance Software's Coggrave, the scope for "digital investigations" is widening with each new piece of legislation and regulation coming out ➡



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⇒ of Brussels and Westminster.

One recent project involved an HR department that received a *Subject Access Request* from a departing employee that required 20 years' worth of files to be examined and deduped in a short time – and all in return for a standard £10 fee. Because they had invested in the systems, they were able to handle it inhouse but had they been outsourcing the work, they would have run up professional fees running into thousands of pounds, as well as subjecting the SAR applicant to an unreasonable delay.

A related topic now also firmly on the ediscovery agenda is pricing with most commentators (see the *Orange Rag* blog for 16 November) suggesting that the per-gigabyte pricing model is no longer tenable.

- Reflecting this growing interest, as part of our plans to increase the scope of our news coverage next year, the Insider will be publishing two *Ediscovery Technology Insider* special reports.
- **Ediscovery Vital Statistic:** During the year 2011, the total volume of new data stored (both in the corporate and domestic sectors) will equal two zettabytes (= two million, million gigabytes). This is the equivalent of every person on the planet tweeting on Twitter non-stop for 200 years.

www.iconect.com

www.digitalreefinc.com

www.eorigin.co.uk

www.accessdata.com

www.guidancesoftware.com

People & Places

CRM specialist **Antony Chesson**, most recently with Simmons & Simmons working on the firm's *Vanilla* project, has joined **3Kites Consulting**.

The outsourcing group **Quiss Technology** has recruited **David Pagett** as technical manager, **Paul Tozer** as senior network specialist and **Ximena Wilson** as a helpdesk analyst.

Congratulations to **Craig Williams** of **Bighand** who completed the New York Marathon in 4 hours 8 minutes. His charity fundraising page is at www.justgiving.com/Craig-Williams9

⇒ Rotterdam-based systems house **Epona** has made some changes to its internal structure. **Marco Dissel** will be responsible for DMS and CRM consultancy in the Netherlands, iManage specialist **Marjan Hermkes-van Ham** now also has responsibility for CRM in Germany, and **Marcel Lang**, the creator of Epona's DMSforLegal Sharepoint DMS, will now also cover Central, Eastern and Southern Europe from Austria.

David Phillips has rejoined **Quill Pinpoint** as northern regional sales manager, joining the existing team of southern regional sales head Clare Tuck and sales & marketing manager John Donigan.

Two changes of address this month: the Irish legal IT supplier **Keyhouse** has moved to the IMI Business Campus, Sandyford Road, Dublin 16 (tel +353 1 290 2222) and **Peppermint Technology** has moved to Focus House, Millennium Way West, Phoenix Business Park, Nottingham NG8 6AS (tel 01159 338950).

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60 & 40 years ago today

We've got two anniversaries to celebrate this month, without either of which, none of us would be here today doing our current jobs. In fact there wouldn't be a legal IT industry as we know it.

The first event, which took place in November 1951, was the go-live of LEO, the world's first programmable business computer. It was developed by the Hammersmith-based catering group J Lyons & Co to help sort the logistics for bakery and perishable food deliveries.

LEO comprised 5936 valves, which needed replacing at a rate of 50 a week, and 64 mercury memory tubes, which were each 5 feet long and weighed half a ton. It occupied 5000 square feet of floor space and required 30,000 ➡



I say Mavis, pity there isn't an iPad app thingy for LEO

➡ watts of electricity to keep it running. The user interface was a combination of switches and oscilloscopes. There was also a speaker attached to the unit so programmers could monitor LEO's performance by the sounds (actually frequency variations) being generated during calculations.

Apparently some programmers also used the speaker arrangement to generate 'computer music' so arguably this is also the 60th anniversary of synthesizers and electronic music.

This month's second anniversary dates back 40 years to November 1971 when Intel began selling the world's first microprocessor chip. This was the 4-bit Intel 4004, which ran at 740KHz, had 2300 transistors and was built using a 10-micron process. By comparison, Intel's latest 2nd Generation Core i7 runs at 3.4GHz and a 32 nano-micron process.

Legal Technology Insider

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The next issue (No. 248) will be published on Thursday 15 December 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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