LEGAL TECHNOLOGY INSIDER

TCS to bring SAP ERP to mid-tier law firms & more

Tata Consultancy Services (TCS) used last week's *LawTech Futures* event in London as the venue at which to announce to the world it was intent on becoming a major player in the legal systems market. TCS global head of legal services PS 'Ranga' Ranganathan said following the successful implementation of its LMS (Legal Management Solution) at Shoosmiths (the official sign off is expected in early May) and more recent work with Portuguese law firm Abreu Advogados, it could now offer a templated ERP solution to mid-tier/top 200 law firms.

Ranganathan said despite being based on an SAP platform, the LMS product would be competitively priced, making it a viable alternative to both Elite and Aderant, as well as providing Lexis Axxia and larger IRIS sites with a migration option. TCS say one of the benefits of the new template model is firms will be able to rollout LMS in six months (Abreu took just 24 weeks) compared with two-and-a-half years at Shoosmiths. TCS add that unlike the Peppermint LSP product, LMS offers a choice and will be available as an inhouse client/server installed application or on a cloud/SaaS basis. Both will offer users the option of a monthly subscription pricing model.

In addition, TCS also announced its new Mobile Legal Office suite of legal-market specific applications for Blackberry, Android, iPhone, iPad and other devices. What is interesting about this initiative is while it will offer the usual time recording, client contact-type apps, it is a PMS-agnostic suite that will interface not just with TCS software but also any other vendors' systems.

Eclipse new ABS solution gets first rollout

Manchester-based Express Solicitors, which recently announced a £3 million expansion plan (the firm currently employs over 80 staff and recently began a campaign to recruit another 40) has become the first practice in the country to implement the new Eclipse Proclaim ABS PI.

The firm, which specialises in personal injury and clinical negligence claims, is implementing a number of strategies in readiness for the entrance of Alternative Business Structures into the legal services sector. Proclaim ABS PI integrates initial claim handling, personal injury litigation and medical reporting in one solution.

Comment: We hear Express was the first law firm to be shown Eclipse's ABS PI and their immediate reaction was "When can we have it?"

LawTech Futures "a game changing" event

We are delighted to report that *LawTech Futures 2012*, our March 15th futuristic, multi-stream legal IT event, exceeded our expectations and, more importantly, delivered to our 530 delegates and sponsors an inspiring and entertaining look into legal technology's brave new world!

The conference and exhibition broke new ground in its format of three stages and 45 speakers headed by two of the world's most influential business thinkers – Gerd Leonhard and Dr Patrick Dixon, also known as global change gurus – as keynote presenters. Their insight into the underlying and surprising drivers of the changes that will be seen in legal IT was, in the words of one delegate, worth more than the ticket price alone.

With 70% of the UK's top law firms represented, 40 sponsors, plus a waiting list for delegate places and exhibition stands, LawTech Futures lived up to its billing as *the UK's biggest one day legal IT event*. Some presentations were standing room only, the late afternoon closing remarks session was still nearly full and, three hours later at 8.00 pm, a large party crowd of over 100 were happily networking over beer and wine.

Best of all was the feedback from participants (including one delegate who had flown in especially from Melbourne) who felt the day had delivered both on the quality of sessions and the quality of delegates. One delegate described it is a "game changer," a vendor said it was "best legal IT event he had ever attended in the UK" while other attendees felt it signalled a new way of presenting legal technology events to, in the words of Gerd Leonhard, "the smart and open crowd" who joined us at our first LawTech Futures event.

We listen to all your feedback and can assure future delegates *LawTech Futures 2013* will be even better. Our next event with NetLaw Media, later this year, will focus on another area of legal IT and take place in London on 23rd October 2012. More details to follow soon.

DocsCorp announce three major swapouts

Competition in the document comparison market is hotting up with DocsCorp this week announcing it has won what it describes as three "significant swapouts."

Eversheds (Dublin) is swapping out its entire portfolio of Workshare products in favour of the DocsCorp productivity suite (compareDocs, Metadata Assistant, pdfDocs and pdfDocs OCR Server). CMS Russia will also deploy compareDocs throughout the firm as its document comparison solution. Previously CMS Russia had used Workshare DeltaView and later MS Word native compare. Wiggin LLP, with offices in London and Cheltenham, has replaced Workshare DeltaView with compareDocs. Wiggin is also rolling out pdfDocs throughout the firm.

March's wins, deals swapouts and rollouts

Sword ECM (part of the Sword Group of companies) has signed up four new law firm customers for its Microsoft SharePoint consulting and development services. The four are **Clifford Chance**, **Ince & Co**, **TLT** and **Taylor Vinters**.

• Congratulations to **Terry Coyne** who has been promoted to managing director of the Sword ECM business unit.

Following a recent network upgrade project at **Pannone LLP**, Manchester-based **ConvergeOne** has won a deal from **Napthens Solicitors** to take the firm back out of the cloud and create a fully managed inhouse private data centre and disaster recovery facility. The policy reversal follows the appointment of new IT director Anthony Terry, who was concerned by the poor performance and inconsistent SLA delivery he had inherited with the firm's incumbent cloud services provider.

Peppermint Technology has launched its Legal Services Platform (LSP) suite of law office applications with the announcement that its first customer – **Riverview Law** (the trading name of **LawVest** which is backed by **DLA Piper**) – has already gone live with LSP. Two further implementations – at **Attwaters Solicitors** and **Tandem Law** – are already scheduled for Q2 2012, and **Gosschalks** in Hull has confirmed that it is also testing an early release version of LSP.

Cardiff-based **Hugh James** has selected a **Copitrak** copy and print cost management system embedded into **Canotec's** enhanced Canon imaging platform.

Leading South African law firm **Webber Wentzel** has implemented an **XpressDox** Enterprise document assembly system to replace its **GhostFill** template library.

• XpressDox has just released v4.1 of its document assembly software. New features include: upgrading the template file format to open XML (.docx) and the ability to run document templates in Microsoft Word, in a web browser or on an iPad in the cloud version of the software.

Exeter-based **Michelmores LLP** has chosen **Phoenix Business Solutions** to implement and support its new **Autonomy iManage** Worksite document and email management system. The system will be rolled out to 320 users and the deal includes the supply of Phoenix's own Workspace management products.

• Top 30 accountancy firm **Armstrong Watson** has also begun an iManage rollout with Phoenix. This project includes the integrated implementation of **K2** Blackpearl workflow, **Ezescan** scanning and **DocsCorp** Content Crawler systems.

Wiltshire law firm **Awdry Bailey & Douglas** has selected SOS Connect from **Solicitors Own Software** as its next generation case and email management system. The firm already uses SOS for accounts.

• **Waterfront Solicitors** in London say billing efficiency has been "dramatically improved" since switching to managing matters and time recording in the cloud with **SOS Virtual Practices**. ⇨

More wins & deals

Riliance Software says the looming SRA deadlines for COLP nominations and the new compliance procedures for law firms has won the company 15 new customers for its web-based risk and compliance management system. Firms placing orders include **Bridge McFarland**, **Minards Pavlou**, **Silverbeck Rymer**, **Hibberts LLP**, **Birchfields Solicitors**, **RJ Gill LLP**, **GT Law** and **Giffen Couch & Archer LLP**.

Farrer & Co has selected the Safelink system from **Propelr Ltd** as its new virtual data room platform. Farrer's head of IT Neil Davison said "Safelink is the first data room facility I have seen that offers the right mix of functionality, security and price.". Karl Anderson, the managing director of Propelr added "Safelink is differentiated by offering only the essential features, using a simple, modern interface and encouraging self-administration. This cuts operational cost and complexity, enabling data room to be employed in cases where it was previously not viable."

Comment: Propelr's data rooms are available either on a retail basis at **www.vdrhq.com** or as a customised, private deployment with its own URL and deal-specific livery. Farrer's went for the private option however a retail deal room is available from £2000 pa – this is in contrast to the £65,000 one law firm spent for six months' use of a single data room provided by another supplier. Maybe Anderson and his team will awaken some latent demand? **www.propelr.net**

Linklaters has implemented the **Polycom** RPX series RealPresence immersive video collaboration suites in offices around the world (including London, New York, Hong Kong and Frankfurt) to provide a more cost and time effective (as well as greener) alternative to having lawyers, staff and clients travelling to meetings.

Hill Dickinson LLP is now using **Kemp** LoadMaster 2600 appliances at its primary data centre in Liverpool to ensure high availablity and resilience for its new Microsoft Exchange 2010 messaging environment, as well DR failover at its secondary disaster recovery data centre.

New product launches

Virtual ring-binder Nikec Solutions (a division of Copitrak Systems) has launched the Nikec Binder, a virtual ring-binder that allows users to view, review, mark-up and present documents both in the office and on the move.

Comment: We've seen a demo of this system and it definitely has a neat I-want-that-on-my-laptop interface. It is the equivalent of the loose-leaf binder in today's digital document workflow environment, whether for internal training and know-how documents or client facing documents and matter bibles. Nikec Binder (based on a system developed by Global Graphics) automatically syncs all documents in the binder with a firm's DMS and a fully functional iPad app version will be available in the coming months.

Corporate crime intelligence LexisNexis has added a corporate crime module to its LexisPSL legal intelligence product suite. The new system is designed to help law firms develop their corporate practices to include crime and risk mitigation.

Pin a note on Pinterest

Scottish law firm Inksters, who are building a reputation as one of the more adventurous legal users of social media, believe they may be the first UK law firm to use Pinterest. This is a virtual pinboard service that lets users organise and share images on the web. Brian Inkster admits it may not at first seem a good fit for solicitors but the firm now has four pinboards running, including two on properties they are marketing and one on staff. He adds "Solicitors should embrace new methods of communication the same way any other business does. Solicitors were slow to tweet but it is now becoming more common. I'm sure the same will be true of pinning."
http://pinterest.com/inksters

Why iPad3 is good news

Commenting on the inclusion of some speech-to-text capabilities in the Apple iPad3, Jon Ardron, the CEO of Bighand, said "The new iPad will ⇨

⇨ raise interest in voice and dictation generally, and this can only be a good thing for our industry and our customers. A simple tool for dictation and transcription embedded in what will prove to be one of the most popular consumer digital devices (until the next iPad of course) is the perfect introduction to robust, scaleable voice productivity solutions, such as Bighand."

Carl is Good

Carl Sargent, who we last encountered at SRC but in the intervening years was with Cisco, is now back in the legal sector heading Good Technology's push into the mobile data security market. Good, who developed the BES for the RIM Blackberry platform, see 'secure' line of business apps as the next major trend in mobile working.
www.good.com + **csargent@good.com**

127 days and counting to the Olympics

There are still four months to go until the Olympic Games open for business in London on Monday 23rd July, so why worry? The answer is because if you are a London-based law firm or legal IT vendor, you really should be getting worried.

Outsourced support desk services provider Intelliteach, which has its head office in Atlanta, Georgia, witnessed at first hand the impact the 1996 Summer Olympics had on a major city, with organisations underestimating the level of disruption and subsequently scrabbling too late in the day to put together realistic business continuity strategies.

Intelliteach has written what it calls an *IT Service Desk Action Plan* and among the issues it warns firms to consider are:

• What are staff annual leave plans for summer 2012, particularly as some may have volunteered to be involved with the Games?

• If there is going to be travel disruption, this may increase the demand for remote working and video conferencing. But can these technologies be supported *and* do staff and partners need training how to use them from home?

• Is there a plan to deal with staff watching the Games online during office hours as this is going to hit network performance?

• Think about stockpiling IT supplies, such paper and toner cartridges as deliveries may be delayed.

• If you are close to a travel hotspot (a nice euphemism for places where public transport is likely to be gridlocked) have you considered adjusting office hours?

Intelliteach predict Monday 30th July will be a critical day, as the track and field get underway and it coincides with the start of the school holidays. However they also warn that Monday 3rd September will be chaotic as the ⇨

⇨ Paralympics will be in full swing and the schools reopen for the autumn term.

• Intelliteach is offering a new service – called the Big Event Service Desk – for the duration of the Games (23 July-to-9 September) and are currently offering a 20% discount on the initial sign-up fee. **www.intelliteach.co.uk/BigEvent**

• In other Olympics news... one London firm tells us they have budgeted for a big increase in Citrix licences to support home workers and have also changed working hours to avoid the traditional rush hour. Start times will now be either early (7:00am) or late (11:00am).

• There are also a growing number of useful online resources, including
www.london2012.com/traveladviceforbusiness
www.deloittelondon2012.co.uk
www.tfl.gov.uk/corporate/media

• *See also Wednesday 21 March Orange Rag blog.*

New look website plus new APAC newsletter

This month saw the launch of Legal Technology Insider's new *LegalTechnology.com* website. This brings together the latest legal IT news and comment from *The Orange Rag* blog, plus resources and free services (including a self-service jobsboard) all in one location, making it the first and best place to find succinct legal IT intelligence relevant to law office management – and to you and your business.

The site also contains details of how to subscribe, free of charge, to *Asia Pacific Legal Technology Insider*, our new digital newsletter for the APAC market.

And, stay tuned as we will be announcing a number of other exciting digital publishing initiatives over the next few weeks.
www.legaltechnology.com

News in brief

New website Outsourced legal cashiering and accounts software provider Quill Pinpoint has launched a new website to provide more information on the services it offers. Sales & marketing manager John Donigan says the *SRA Handbook* is prompting many firms to migrate, with hosted solutions like Pinpoint a popular option as it also addresses business continuity. www.quill.co.uk

New partnership Microsystems and DocsCorp have announced a technology partnership to extend the document comparison capabilities of Microsystems' DocXtools to include PDF files.

elexica upgrade Simmons & Simmons has launched its next generation version of its long established (1999) **elexica.com** online legal information service. The elexica service now supports eight languages including Japanese.

Kestrel testing + on the move Kestrel Business Solutions report that their new eBilling Flow system is now in the final phase of testing with a London-based law firm. The company also moves next week to 12th Floor, The Broadgate Tower, 20 Primrose Street, London EC2A 2EW. The switchboard number is 020 7596 2700.

People & Places

The **TM Group** (which includes TM Property Searches and TM Search Choice) is looking for a sales & marketing director to join its board of directors.

Legal sector telecoms specialist **Matrix247Law** this month opened new branch offices in Bristol and Nottingham, as well as achieving ISO 9001 certification. **www.matrix247law.co.uk**

All change at real estate open standards consortium **OSCRE**, with the election of **Bruce Kellogg** of Argus Software as the new chair and ⇨

⇨ **Alex Maries** of Jones Lang LaSalle as vice-chair. In addition, OSCRE has appointed two new directors: **Matthew Burnham**, of CBRE Property & Asset Management, and **Guillaume Fiastre** of Taliance. The latter appointment follows the formation of closer links with the French standards board **FIDJI**. Fiastre is a co-founder of FIDJI and, in a reciprocal move, OSCRE chief executive **Peter Drake** has joined the board of FIDJI.

Following our earlier announcement that **Sam Suri** and **Odette van Ommen** had joined **IntApp**, we have further details of their new roles. Suri becomes director of product strategy at IntApp, while van Ommen joins as a senior field consultant.

Chris Giles and the team at risk management specialist **Legal RM** have moved into new offices at Devonshire House, 29-31 Elmfield Road, Bromley, Kent BR1 1TF. The switchboard number is 020 8315 6700. **http://www.legal-rm.com**

LSSA report "progress" in RTA portal consultation

The Legal Software Suppliers Association (LSSA) reports that "significant progress" has been made in the latest round of consultations with Portalco, the team responsible for the RTA (Road Traffic Act) PI Low Value Claims Portal.

According to LSSA chairman Ian Wimbush, a number of long standing issues came to a head last year when Portalco submitted a draft contract to software vendors supporting the portal, that contained stipulations LSSA felt were unacceptable. These include requiring software vendors to undertake their 'best endeavours' to trace any unathorised portal users, whereas the portal operators themselves are only required to undertake 'reasonable endeavours'. LSSA is also concerned that Portalco has limited its liability in terms of loss whereas software vendors are left fully exposed to risk.

Comment: The RTA Portal was originally introduced as part of the Ministry of Justice's reforms to speed up insurance claims and reduce costs however although it is frequently called the MoJ Portal, it is actually operated by a private consortium headed by the Motor Insurers Bureau. The portal's revised contract for software vendors is due to be published within the next few weeks.

The Portal has also been plagued by technical issues – or "embedded residual horrors" as one UK vendor described them, including the integration for lawyers being a bolted-on afterthought and a poor translation into English from the original Italian-developed software.

10 years ago today

It was a busy month in March 2002. There was good news. In the global PMS world Solution 6 bought Keystone Solutions in a deal valued at £13.5 million. There was bad news. The Hub, one of the UK's first application service providers (we'd call them cloud services providers today) called in the receivers leaving Axxia site Martin Kaye in the lurch. The Legal Software Suppliers Association (LSSA) published plans to create an XML schema for legal systems. Hummingbird said its new DM 5.0 system was a "seminal product, a quantum leap" that would help it win back the DMS market from iManage. There was turmoil in the events market as LSSA announced it was backing the Cordial exhibition in Islington rather than American Lawyer Media's rival *Solicitors* and *LegalTech* shows. And, we ran an oxymoronically headlined story reporting that the probate software market was showing signs of returning to life.

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