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What Liam Flanagan did next

Following his amicable departure from Tikit at the end of last month “to pursue new ventures and opportunities,” (see *Orange Rag* blog for 30th March) Tikit co-founder and innovations director Liam Flanagan has been explaining some of his plans. Flanagan’s new vehicle – Enable Group plc – brings together Alan Glass and Paul O’Connor, two other members of the original management team who helped create Tikit back in 1994, along with Liverpool-based entrepreneur Martyn Best and Jayne Smith, who are probably best known in the UK legal market for their Document Direct 24/7 document support, document production and digital dictation transcription business.

Despite the presence of former directors Glass and O’Connor, Flanagan is keen to stress he has no intention of trying to build a Tikit Mark 2 – in fact he hopes to work closely with Tikit in the coming years with his new ventures. Instead, Flanagan says Enable is the first of a new generation of business solutions provider and consultancy designed to help law firms adapt to the challenges of the Legal Services Act (LSA) and Alternative Business Structures (ABS).

“In the new legal landscape,” says Flanagan, “there’s plenty of talk about new entrants coming in with a green-field approach however we believe existing law firms will continue to have the key role to play in the provision of legal services, providing they are capable of reinventing themselves to adapt to the changed environment.

“We see the new company’s role as being an enabler, to assist firms in making the transition from a traditional legal practice to one that ➡

embraces new ways working – and new ways of thinking. With our team we aim to deliver not just outsourcing services to support new-style legal practices but also to advise firms with legacy infrastructures on the strategies they need to adopt and the practical steps they need take.”

Flanagan will release more information about his plans over the next few weeks. Enable is also planning an event for later this summer.

RCJ eworking isn’t working

The Royal Courts of Justice’s eworking system, which the Courts & Tribunal Service and Ministry of Justice have spent £12.5million on since 2008, has been axed after months of implementation problems and low user uptake. Last year, during Q2, just 11 documents were electronically submitted to the RCJ via the now ex-system.

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www.phoenixbs.com/solutions/time-recording-capture.aspx

Market leader already ?

Since launching its web-based risk and compliance management software for the new SRA/COLP regulatory regime, Cheshire systems house Riliance Software has secured its 50th law firm customer in just four months. The latest signing is Challinors, which has eight branches and over 200 staff. Riliance chairman Mark Gidge says the company is currently seeing over 100 new prospects a month, with about half of these going forward beyond the initial presentation.

www.riliance.co.uk

Email managers get £1.5m

YFM Equity Partners (through its managed fund Seraphim Capital) and MMC Ventures have co-invested £1.5 million growth capital into KnowledgeMill, the developers of a cloud based email filing and management platform. The company was founded in 2009 by Hisham Anis, James Allchin and Marcus Lambert and its best known legal market customer to-date is Lewis Silkin. Following the PE investment, former Sophos director Peter Norman has joined KnowledgeMill as executive chairman.

- According to a recent survey, 50% of business users now spend more than 10 hours a week filing, managing and processing emails.

www.knowledgemill.com

MDM at MMS

Maclay Murray & Spens LLP (MMS) has implemented MobileIron mobile device management (MDM) software to support the firm's new Bring Your Own Device (BYOD) programme and the use of Apple iPads for secure data management whilst on the move. Commenting on the decision, the firm's IT director Crawford Hawley-Groat said "It became clear our corporate-owned Blackberry-only policy was ➡

➡ no longer fulfilling the mobile demands of our employees. The demand to use other devices like iPads, and have the option to use their personal iPhone or Android devices for work, has grown significantly."

Hawley-Groat adds that because the iPad is increasingly being used by lawyers as a substitute for taking physical files with them when working outside the office, "It became clear that devising a secure approach to providing a different range of corporate devices alongside BYOD would enable us to support iPad use, as well as provide the smartphone choice to our users in a secure and controlled fashion. We now have the peace of mind that if a device is lost or missing, we can remove all corporate data at the touch of a button. Even better, with the MobileIron Sentry console, I can do it all from my own iPad!"

- MMS worked with Bridgeway Security Solutions on the implementation of MobileIron.

www.mobileiron.com + www.bridgewaysecurity.com



What's your strategy for the Olympics?

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April's wins, deals swapouts and rollouts

Burges Salmon selected **Aderant Expert** as its new practice and financial management system to replace its existing **Norwel PMS**. Back in 2008 the firm originally signed up for **Elite 3E** but never went to implementation.

CMS Hasche Sigle, one of the largest law firms in Germany, picked **Elite 3E** as its new practice and financial management system.

Harper Macleod LLP, the official legal advisers to the 2014 *Commonwealth Games* in Glasgow, are implementing the **Litéra Change-Pro** document comparison system.

Another good month for **Linetime** with niche property development lawyers **GCL Solicitors** signing up for **Linetime Liberate** case and practice management software, including the online case tracking module, while Leeds-based **Henry Hyams** is rolling out an 85 user Liberate system to replace its legacy **IRIS AIM** software.

As part of a reorganisation bringing together The Co-operative Banking Group Legal Services and The Co-operative Group Legal Department teams, **The Co-operative Group** has invested in a **Tikit Partner for Windows** practice management system. Tikit is also supplying the Co-op with its PDF and email management applications and the rollout will include integration with **Bighand** digital dictation and **Workshare** document comparison software.

Not content with the UK market, **Eclipse Legal Systems** has just won two international signings. Eclipse is supplying Lagos-based debt recovery agency **Strategic Outsourcing** with a **Proclaim** debt recovery system configured for use within the Nigerian legislative environment, and **BTA Insurance Company SE**, Latvia's leading insurance company, is taking a bespoke Proclaim defendant personal injury system for its specialist claims litigation arm. Meanwhile back in the UK, expanding multi-disciplinary practice **Brightstone Law** is investing in a firm-wide practice management system from Eclipse, including case and matter management, as well as accounts. ➡

The **Access Group** has secured four more wins for its **SelectHR** software. The firms are **Withy King, Mundays, Slaughter & May** and **Holman Fenwick**.

Linklaters has extended the use of its **OpenText Legal Solutions Record Management** system to the firm's Luxembourg office.

Skegness-based **Hodgkinsons Solicitors** has selected a **DPS Software Outlook Office** case management system to support the firm's growing personal injury practice. **Comment:** We've been hearing from other vendors in this sector of the legal IT market that DPS is the company they most frequently come up against in tenders.

Salans will be using the **OneView Connect** solution from **Hubbard One** to help it redevelop its firm-wide intranet. The new intranet, which will run on Microsoft Sharepoint and be available across multiple jurisdictions and offices, will include integration with Microsoft Outlook, as well as the firm's CRM, email and document management systems.

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More wins & deals

Wistrand, one of the largest law firms in Sweden, is replacing **Workshare** technology with **DocsCorp pdfDocs**, **compareDocs** and **Metadata Assistant** software. **RöföPartner**, in Germany has also gone with pdfDocs and compareDocs, while **Browne Jacobson** is deploying **Content Crawler** to ensure all image-based documents in its **Autonomy iManage** DMS are searchable.

Cheshire law firm **Moss Haselhurst** and **WE Solicitors** in Manchester are rolling out the **SmartLegal Edge** managed desktop solution on an SaaS basis. Edge comprises fully hosted desktop and point solutions, including Microsoft Office and all legacy, line of business applications.

Bighand has confirmed earlier reports that Chester-based **Walker Smith Way** is swapping out its mixture of three legacy systems in favour of Bighand digital dictation and Blackberry mobile voice productivity software.

Hill Dickinson say that since outsourcing typing overflow and document production work to **Document Direct**, they have achieved a saving of £1 million on their secretarial overheads (which was £5 million in 2010).

www.documentdirect.co.uk

Exen Legal Solutions has completed a new **Road Traffic Representation** 'virtual law firm' website for solicitor **Martin Langan**, who is offering free online advice and "inexpensive" representation for common road traffic offences. Exen has also worked with **Trethowans** and **Matthew Arnold & Baldwin**.

www.RoadTrafficRepresentation.com

www.xnls.co.uk

1st Property Lawyers believes it is the first law firm to sign up with **Feefo**, an online feedback forum that allows clients to comment on the quality of the firm's services TripAdvisor-style.

www.feefo.com

Comms Consult has completed the installation of a **Mitel 5000 CP** communications platform at personal injury practice **Bott & Co** in Cheshire. One immediate benefit has been to cut call answering times from 30 to just two seconds.

www.comms-consult.com

Barristers set **Carmelite Chambers** has a new website developed for it by **Treat Digital**.

www.carmelitechambers.co.uk

www.treatdigital.com

ZyLAB has been selected as the official advisor on compliance and ediscovery-related trends and best practices to the **Winmark Chief Legal Officer Network** for general counsel and legal department heads at FTSE 350 companies.

Pinsent Masons has used Swedish-based **Proact** to create a private cloud storage platform. The facility is located in the firm's existing production datacentre and is remotely managed 24/7 by Proact Service Management. This approach of on-premise storage (based on **NetApp** storage arrays) charged as a service with remote management allows the firm to gain the benefits and flexibility of cloud computing, while addressing concerns with the firm relating to data security and performance.

www.proact.eu

Following last year's merger, **Hogan Lovells** has used **IMGROUP** to enable enterprise-wide financial reporting using OLAP cubes.

www.imgroup.com

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The London Olympics - 92 days and counting

We've some more Olympics Games related news, starting with **Prosperoware**, which just launched Zone Mobile, a web application designed to help firms tackle the issue of IT consumerisation by allowing lawyers to securely navigate email, document management and files shares from any device, including home PCs, tablets and smartphones. Prosperoware cite the upcoming Olympics as one situation where Zone Mobile will have a role to play, providing fee earners and other staff with seamless access to their files even when they are out of the office.

www.prosperoware.com

One law firm already putting some of these ideas into practice is **Bird & Bird**, which has just published details of a project with **Esteem** ➔

➔ **Systems.** Although part of a wider global remote access and infrastructure refresh in 23 cities across 16 countries, the firm decided to fast track the London element of the project in the light of warnings of rail and road congestion preventing staff getting into work, as well as concerns about slower internet and mobile network connections.

Based on five physical and four virtual Citrix Netscalers, the new infrastructure aims to remove any time or location restrictions on accessing matter files. Commenting on the project, Bird & Bird's infrastructure manager Jon Spencer said "We needed to update our infrastructure to meet the needs of our global business and the Olympics was a driver in making this a priority." While Esteem's Alastair Kitching added "It's not just about adopting a contingency plan for the Olympics, the ways in which people work are changing. They want to work from anywhere at any time. Organisations need to embrace this."

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Christian Uncut: no such thing as a free lunch ?

We say there is no such thing as a free lunch, the Americans prefer to say keeping Church and State separate. You say tomatoy, I say tomato, it all comes down that muddy grey area where business relationships become a little too friendly, to the point you have to question the integrity of some commercial decisions.



Meanwhile over in New York, the Association of Certified E-Discovery Specialists (ACEDS) reports on the latest developments in the *Da Silva Moore* case. The plaintiffs are seeking to have the judge in the case – Judge Andrew Peck – *recused* because of his alleged lack of impartiality arising from his “cozy relationship” with the ediscovery industry, where he is a regular speaker on conference panels and has endorsed the ➔

➔ concept of predictive coding in the litigation process. One ediscovery vendor – Epiq Systems – has already confirmed that it paid Judge Peck \$1500 to speak on a *LegalTech New York* panel session it sponsored in January this year. The defendants have until the end of this month to respond to the recusal motion.

We'll watch the progress [REDACTED] with interest but in the meantime we have to ask: will cases like these result in a significant change in the way legal IT vendors interact with law firms and (in the US at least) the judiciary? The consultant Neil Cameron has already been looking into the impact of the UK *Bribery Act* however we hear another management consultancy is currently being asked by law firms to review the contractual decisions made by their IT departments, in case their relationships with vendors are too ‘cozy’.

- Here are links to [REDACTED] ACEDS stories plus an article Neil Cameron wrote on *The Bribery Act*. (URLs shrunk to save space.)

<http://preview.tinyurl.com/cha4ecl>
<http://preview.tinyurl.com/cayq8t4>

News in brief

Social Media Ready Both Eclipse Legal Systems and Peppermint Technology have announced support for embedded social media. The Peppermint Platform can now embed a Twitter stream within a client or prospect record, while Eclipse's Proclaim case management support Facebook, LinkedIn and Twitter.

New Branding Meridian Legal Systems has launched a new visual identity, including Greenwich meridian-style logo and branding, to bring it in line with its sister company Meridian Network Solutions.

www.meridianlegalsystems.co.uk



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Dates for you diary

22 May, London: Copitrak and Nikec are holding their next Solutions Forum at the Law Society. The event starts at 1:00pm and will look at cost recovery, cost management, social media, internet management and mobile working. Speakers already confirmed include Julie Berry of RPC and Neil Davison of Farrer & Co. There will also be a preview of the Nikec Binder iPad solution and the event closes with food prepared by *MasterChef 2011* winner Tim Anderson.

events@copitrak-europe.com

23 May, London: Workshare's next EMEA User Group meeting will be held at the Courthouse Hotel, aka the old Great Marlborough Street Magistrates Court. The event, which includes a preview of the new Workshare cloud platform, runs from 2:00pm to 5:30pm followed by a rooftop drinks and BBQ.

www.workshare.com/company/events

14-to-16 June, Belfast: The British & Irish Association of Law Librarians is holding its 43rd annual study conference and exhibition at the Europa Hotel. This year's theme is *No frontiers: crossing the borders of legal information* and guest speakers include the Northern Ireland Attorney General John Larkin QC.

www.biall.org.uk

People & Places

After 11 years in the legal IT sector **Paul Heritage-Redpath**, until earlier this spring the senior product manager for the IRIS Law Business system, has broken with tradition by not leaving **IRIS Legal** for Peppermint but instead is switching sectors and moving into data networking world. He adds that he is delighted to see **The Orange Rag** blog reporting that "data is the new oil" !

Norwel Computer Services has announced the promotion of **Nicola Moore-Miller** to the newly created role of client services ➡

director, where she will have responsibility for the direction and management of products, account and project management, plus training and support. Prior to joining Norwel in 2008, she headed the finance team at Cobbetts LLP.

Nick Bowles, previously head of new business sales at **LexisNexis Enterprise Solutions**, has moved to join **Datahug**, an award-winning Irish start-up working in the enterprise relationship management space. Bowles, who will be responsible for building Datahug's presence in the professional services sector, says several large Dublin law firms are already running pilots.

www.datahug.com

Outsourcing specialist **Quiss Technology** has strengthened its senior management team with the appointment of **Matt Rhodes** as commercial sales manager, with responsibility for the hosted solutions division of the business and liaising with software vendors to help them develop their own SaaS offerings.

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Data extraction services

Long-time legal IT developer and implementer David Vickers is now specialising in data extractions into SQL staging databases. Recent projects include Hill Dickinson (LexisNexis Axxia Arista and Artion to Aderant), Atteys Solicitors (Arista to IRIS) and Holman Fenwick Willan. The HFW project involves 20 Informix on Unix Arista databases with multiple currencies covering 10 countries, plus 10 Access databases containing credit control data, plus the French database Cicéron all being merged into a single SQL staging database for extraction to Elite 3E. For more details email

david.vickers@forestgoldsolutions.com

News in brief

New Partner Epona, which describes itself as the fastest growing Microsoft SharePoint software developer for document management system in Europe and North America, with its DMSforSharePoint product, has appointed CTS Limited in Jersey as its latest partner

www.cts.je

Legaltechese spoke here Phoenix Business Solutions has expanded its training team and now offers global coverage with associate trainers in Europe, the Middle East, the Far East and Australia, as well as and qualified 'virtual classroom' trainers based in the UK. Working with international firms Phoenix identified an

increasing need for experienced legal IT trainers who can also speak the native language of the office location and understand its cultural differences. eLearning content is also available in a range of languages which can be used as part of a blended training solution for Office 2010 rollouts and other desktop upgrades.

www.phoenixbs.com

10 years ago today

How times have changed, in April 2002 we reported that Grindeys Solicitors had selected AIM Professional to supply its new case and practice management system. Of the five vendors the firm short-listed, none of them are still independent. The five are/were: AIM - now part of IRIS, Axxia - now part of LexisNexis, Sanderson - now part of Civica, TFB - now TikitTFB, and Pilgrim - now part of Thomson Reuters as Elite Lawsoft.

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