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## The UK's legal IT vendors are still revolting

Earlier this month representatives from a broad range of vendors met to discuss the UK legal IT events market. The two big issues to emerge were: the lack of communication between event organisers and vendors, and the poor ROI vendors felt they received from their spend. In fact all present said organising smaller events themselves, for prospects and clients, was usually more cost effective and provided better return on investment than attending larger externally organised events.

Turning to the current crop of events, a straw-poll of vendors identified **ILTA Insight**, **LawTech Futures** and **The KnowList Annual Forum** as the three that came out well ahead of all the others. The vendors group will be holding further meetings this summer.

**Events Update:** ILTA has admitted this year's Insight suffered from being held on the wrong dates in the wrong location. The next LawTech Futures takes place on 30 April 2013 in London. The keynote speaker is Ray Kurzweil, the world renowned technology inventor and futurist. This year's KnowList event will take place at Tynes Hall on 12-to-14 September.

## Buzzword corner: COPE

Tired of reading about BYOD? Then say hello to COPE = Corporate Owned, Personally Enabled. In otherwords another way to manage the consumerisation of IT. Our thanks to Damien Behan of Brodies for spotting this new acronym.

## The Insider apps are here



Legal Technology Insider has launched two neat new apps for the iOS platform: *The Orange Rag* app (price £1.99) delivers all the news content from the blog (including latest legal IT jobs) to both the iPhone and iPad, while *Legal Technology Insider Worldwide* (£49.99pa – iPad only) is an omnibus edition of the Insider's global newsletters plus highlights from the blog. Both apps include an interactive version of the *Insider Top 200 Chart*.





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## Legal Technology Insider (255) July 2012



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## July's wins, deals swapouts and rollouts

**Reynolds Porter Chamberlain** has become the first UK law firm to implement the new **Copitrak** Document Production module to help manage large-scale document production projects and workflows.

**Hill Dickinson LLP** has deployed the **Access SelectHR** system to improve the HR department's ability to deal with the firm's expansion. The firm's HR systems analyst Jane Walker said two immediate benefits of Access were the replacement of multiple spreadsheets with a central system and the introduction of online appraisals data.

Risk management and SRA compliance software specialist **Riliance** reports that almost 50 firms signed up for the company's COLP system during May and June.

**Watson Burton** is the latest UK law firm to select **MobileIron** as its MDM (mobile device management). The firm is dropping its exclusive use of Blackberrys and moving to a BYOD strategy later this year. MobileIron was implemented at the firm by systems integrators **Esselar**.

**Infracapital**, a leading European infrastructure investor, has selected Connect from **IntraLinks** as its secure extranet platform for delivering confidential documents to its investors.

**Exen Legal Solutions** has signed up Harrow-based **Howard Benjamin Solicitors** as a new client for its SmartEye business information software. The system will be integrated with the firm's existing **TikitTFB** case and practice management software.

**ConVergeOne** has won a deal to upgrade the **NetApp** storage platform at Manchester-based **Pannone LLP**. The firm anticipates the upgrade will meet its data storage requirements for a minimum of five years.

The inhouse legal team at the **Wrekin Housing Trust** is implementing a Proclaim case management system from **Eclipse Legal Systems** to handle litigation, tenancy and conveyancing files relating to the 13,000 properties it manages. ➡

➡ **Speechly Bircham** is rolling out the gDoc Binder system from **Global Graphics** to provide fee earners with an electronic folder for matter review and closing bibles that can be accessed on either a PC or an iPad. The project is being implemented by systems integrator **RBRO Solutions**. There is also a white-label version of the Binder available from **Copitrak/Nikec**.

**DWF** has deployed an enterprise cloud solution, fully managed by storage integrator **Proact** as a combination on-premise Storage as a Service (SaaS) solution hosted on DWF premises with backup and disaster recovery delivered from the Proact enterprise cloud. The firm is using a **NetApp** data storage platform.

Following the decision by **SNR Denton** to upgrade its **Citrix** ZenApp environment to Windows 7, the firm has also rolled out a new data storage solution – based on a NAND flash silicon storage array from Whiptail.

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## More wins & deals

Oldham-based **Mellor & Jackson** is the latest law firm 'second generation' cloud user to switch service providers, in this case moving to DPSCloud from **DPS Software**. The firm is taking a suite of cloud applications including wills, probate, conveyancing, immigration, family and employment case management plus accounts.

**Simmons & Simmons** is the first UK law firm to use the new **Microsystems** Validate, Refine Align Engagement service designed for firms moving to a Microsoft Office 2010 environment. The service handles lawyer workflows, templates and ribbon configuration.

Thanks to funding from the LAMP local authority modernisation programme, **Bolton Council** is now offering a same-day property search on 132,000 properties. The address dataset was created by **GeoPlace LLP**.

## Legal IT spend still out of sync with clients

A new survey published by business technology services provider **Avanade** suggests there remains a disconnect between law firms' stated priorities and their IT spends. For example, 65% of firms responding to the survey said client and resource management was their main business focus, followed by finance and billing (50%) and business growth (50%). Yet 65% (76% within top 25 firms) said their next major technology investment would be directed towards outsourcing.

In another example of the apparent disconnect, 45% cited 'client demand' as the number one reason for considering investments in new technology (and 56% said client pressure on fees represented the greatest threat to their business) yet only 37% were looking at client relationship management technology and 38% admitted having not made a significant IT upgrade in the past year.

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## HUDOC gets new look

Faced with a growing number of visitors to its site (4.9 million in 2011) and an enlarged community with the Council of Europe (currently 47 member states) the European Court of Human Rights (ECHR) has just gone live with an all-new and totally re-engineered version of its publicly searchable HUDOC database of ECHR judgments and decisions (66,779 and counting).

Head of IT John Hunter said the project was essential to replace the Court's original system, which was based on a mid-1990s PC Docs Fulcrum flat-file database, and bring it into the era of Sharepoint and social media, as well as create a Google-like search interface that could cope with as many as 106 search criteria, filters and keyword options. Scalability was also an issue as at peak times HUDOC may have to deal with 40 queries a second and as many as ➡

➡ 3000 simultaneous connections.

Starting with a long-list of 10 possible suppliers in 2010, the ECHR eventually settled on a Microsoft FAST + Sharepoint solution, with development work on the public delivery interface commenced by cloud specialists SkyDox in September 2011.

<http://hudoc.echr.coe.int>

## Breaking news

Newcastle-based law firm McKeag is implementing the Proclaim case management system from Eclipse Legal Systems for all staff, with case management in the conveyancing, matrimonial, and personal injury teams. The firm is also taking Proclaim matter management for non-prescriptive work areas, as well as Proclaim's recently released *New Business Enquiries* toolset.



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## News in brief

**Guidance on social media** The Scottish Law Society has published a guidance note – *Social Media – Guidance for the legal profession* – to help lawyers get to grips with the practical, good practice and ethical issues associated with Twitter, LinkedIn and Facebook, including the ‘ownership’ of social media contacts/followers and privacy.

[www.lawscot.org.uk/news/](http://www.lawscot.org.uk/news/)

**Brighton & Hove in the cloud** The legal team at Brighton & Hove City Council is using the Microsoft Azure-based cloud application CaseLines from Netmaster Solutions to create court bundles for Crown Court work. Bundles can range in size from 200 to 800 pages and the local authority solicitor estimates CaseLines can save between two and five hours in preparation time.

[www.caselines.co.uk](http://www.caselines.co.uk)

## People & Places

Mental health and human rights lawyer **Lucy Scott-Moncrieff** is the new president of **The Law Society of England & Wales**. By day she is the managing partner of a ‘virtual’ law firm **Scott-Moncrieff & Associates LLP**.

After four years as head of managed services at **Tikit Group**, **Derek Kindercliff-Jones** has joined **Charles Street Solutions** as group sales director. “Previously a professional golfer,” he said, “I started my second career in IT at 30 and I know what it takes to succeed and follow my dreams. Charles Street has achieved great things in outsourcing and cloud computing and has a great brand within the legal sector. It feels like a logical fit to me.”

**Jeff Hodge**, best known from his time in the UK with **Datacert**, has been appointed general manager of **Serengeti Law** in Seattle. ➡

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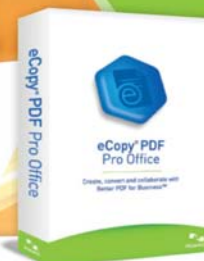
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⇒ **Sarah Trude** has joined **TikitTFB** from digital marketing specialists **Conscious Solutions**. Trude will be promoting the TikitConnect CRM and Carpe Diem time recording systems to non-TikitTFB customers within the UK legal market. Prior to joining Conscious Solutions in 2006, Trude was with Opsis.

The end of last month saw **David Bason**, the IS director at **Shoosmiths**, leave the firm, which is currently still waiting to go live with its **TCS + SAP ERP** implementation project.

**IntApp** has expanded its UK team with the recruitment of **Andrea Brian** as an account executive. Brian is a former practising lawyer although for the past seven years she was with **DWF LLP** on the IT side, most recently as head of program management.

Finally, all change at **Bighand** with the departure of **Steve Butterworth** as president & CEO of the company's US business. Butterworth is relocating back to the UK and in his place, Bighand veteran **Dan Speed** becomes the managing director of the company's North America business unit – Speed already had responsibility for Canada. Because Speed also had responsibility for the Asia Pacific business, Bighand COO **Rob Lancashire** is now also taking over responsibility for the APAC region. **Jo Greenway**, Bighand's EMEA marketing manager, has also left the company.

## Lawyers win prizes

There is a definite end-of-term feel in the air so let's round off with some prize givings...

At **The Lawyer Annual Awards**, the winner of the *Best Technology Project* was the barristers' set **No5 Chambers** with **IRIS Legal**. The set implemented IRIS Meridian Law Connected to update its IT infrastructure in what one judge described as a project of "ambitious scope and vision". The runners-up were **Bond Pearce** with **Canontec**, followed by **Matthew Cohen & Associates** with **LawWare LawCloud**.

At the combined **BIALL & LexisNexis Halsbury's Awards**, the *BIALL Supplier of the Year*

⇒ was **7Side Ltd**, the *BIALL Legal Journals Award* went to **Legal Action**, the *BIALL Wildy & Sons Law Librarian of the Year* was **Emily Albon** of **City University**, and the *BIALL Wallace Bream Award* went to the **Inner Temple Library**. The *Halsbury's Award for Best Legal Information Service (non commercial sector)* went to **The Bar Library, Belfast**. The *Halsbury for Best Legal Information Service (outside London, commercial)* went to **Addleshaw Goddard**. And the *Halsbury for the Best London Legal Information Service (commercial)* went to **Field Fisher Waterhouse**.

Finally, **Aderant** hosted its first **Momentum EMEA Awards** at its user conference in London. Presented by *Insider* editor Charles Christian, the *Best Live Performance Award* went to **A&L Goodbody** for its Aderant Expert go-live. *The Best Newcomer Award* went to recent Aderant signing **Burges Salmon**. (Peter Owen was the consultant.) And the *Hall of Fame Award* went to **Philippe Dere** at **Bird & Bird**.

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## Fracked out in Blackpool

Property search provider SearchFlow has just revamped its B2B website. New features include greater flexibility for different categories of search and the ability to select multiple *favourite* search options, so conveyancers can create search templates for different categories of property.

SearchFlow business development director Richard Hinton said one area where he expects to see more searches is in relation to *fracking*, aka hydraulic fracturing. This is the controversial process by which natural gas is extracted from shale rock formations by the high pressure injection of a mixture of sand, water and chemicals. A number of recent reports have blamed fracking for environmental contamination and seismic activity, including two earthquakes in the Blackpool area last year.

[www.searchflow.co.uk](http://www.searchflow.co.uk)

## 10 years ago today

July 2002 saw Neil Cameron return to the consultancy arena after two years with Keystone Solutions as the company's product strategy director. Cameron said the acquisition of Keystone by Solution 6 was a "convenient line in the sand for him to get back to his knitting."

A survey conducted by the *Insider* in conjunction with *Legal Business* magazine found the partners of a large number of top 100 law firms were confused by the concept of return on investment (RoI) when applied IT. ➡

➡ Finally, from the US came news that while law firm libraries were saving on physical shelf space by cutting back on books and subscriptions to print periodicals in favour of digital publications, library costs were increasing because digital content was not only more expensive but also required more highly-skilled research staff.

## Vital Statistic: 0.2%

Another marketer reports that although her firm has postal addresses for 50,000 clients in its case management records, it only has email addresses for 100 of them – or 0.2% of the total. That's going to make the next marketing-shot a little expensive.

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