

Alternative Business Structure?

You need Proclaim... market leading Case Management Software

01274 704100 | www.eclipselegal.co.uk

ECLIPSE



More consolidation, now BT to buy Tikit

The consolidation trend in the legal IT industry continues with British Telecommunications plc making a £64.2 million cash offer for the AIM-listed Tikit Group earlier this month. The offer takes the form of a court-sanctioned scheme of arrangement under part 26 of the Companies Act and, assuming no last minute hitches, will be effective by 18 January 2013.

So what happens then? We spoke to David Hobday of the BT Enterprises division, which will be Tikit's new home from next year, and he explained that the division is currently a group of six discrete businesses, each with their own CEOs, that are effectively left to run their own destinies. Hobday said BT's policy is to "foster and nurture" companies like Tikit but "the secret is to allow them to retain their entrepreneurial spirit."

Tikit director Simon Hill said the deal was good news for Tikit as a company, as it combined the best of enterprise culture with the benefits of being part of the larger BT group. He added that it was also well-timed good news for Tikit's law firm customers, many of which are still uncomfortable with the concepts of cloud, managed services and support for flexible working/BYOD because of concerns about the viability of the cloud services providers within the legal marketplace.

With BT offering a scale of security and robustness in its cloud hosting and server infrastructure that already meets the approval of HMG and the MoD, Hill said, "Tikit can offer a bridge into this world, delivering a greater degree of certainty" than has previously been available from other vendors in the UK legal market.

The Insider - next month everything changes

This is the last issue of the **Legal Technology Insider** newsletter in its present format. Next month we will be back with a brand new look *plus* extended news coverage to reflect the growing globalisation of both law firms and the legal IT industry. A world where a decision taken in London or Leeds can have immediate and lasting repercussions for companies and law firms in New York, Frankfurt, Hong Kong and Sydney.

We will continue to carry all your favourite features and sections – including *Dilbert*. And we will now be publishing 12 issues a year in digital formats (both PDF and Apple iPad editions) as well as continuing to print our original hard copy version, still on our hallmark orange paper of course! More details next month.

DTE InHand on the go

Mobile Time Entry Solution for Smartphones

For professionals who need a mobile solution to enter and edit critical time information from any location using an iPhone or BlackBerry

For more information visit:
www.phoenixbs.com/solutions/time-recording-capture.aspx

Your telecoms partner for the legal profession
www.total-ps.net call 0845 070 5450



iManage to “reform the band”

It sounds like something off MTV's *Bands Reunited* but the iManage DMS team (now part of HP) is bringing back the people who made the product such a success in the years pre-Autonomy. Geoff Hornsby, the regional sales director, is already there – in fact he never left! Dan Carmel has already rejoined the company and the latest recruit is Matthew Cleverdon, who returns to the business after a spell as IT director of West Midlands law firm Wright Hassall.

On the new business front, new wins include **Trethowans** and IP specialists **D Young & Co** via Phoenix, **Birketts** in East Anglia and **Dillon Eustace** in Ireland via Tikit, the **Asda** legal team via Huron plus accountancy firms **Price Bailey** and **Kingston Smith**. Following its recent round of mergers, **Norton Rose** has now consolidated worldwide on an iManage DMS platform.

Turning to the future, iManage reports a lot of interest in its new iPad solution, which includes integration for security and MDM (mobile device management) with Good Technology, and says it will soon be announcing its first hosted document management system win with a UK law firm. + *See back page*

Oyez survey reveals gaps in law firm security

Oyez Professional Services has published the results of a recent survey into the security policies of High Street law firms. The results are distinctly worrying, as they suggest many firms have still to come to terms with the new regulatory environment and risk not complying with rules intended to protect personal data.

- 53% of law firms do not give responsibility for security to the firm's COLP, despite this being the person the SRA will hold responsible.
- 30% of firms are unaware of SRA regulations.


- 40% of firms believe it is likely or inevitable they will breach information security regulations.
 - 60% of law firms have already suffered an information security breach, such as a lost or stolen laptop or file.
 - 73% of firms believe employee error is the most likely source of an information security breach.
 - 70% of law firms have done either no employee security training at all or none within the last 12 months.
 - 50% of firms have no data encryption policy.
- The full results of the survey plus information about Oyez's own information security management system can be found on the web.

www.oyezforms.co.uk/security.asp

Quindell to raise £26.5m


AIM-listed Quindell Portfolio plc, best known in the legal sector as the owners of the law firms Silverbeck Rymer and Pinto Potts, has entered into a placement agreement with Cenkos Securities to raise £26.5 million through a share placing.

DRIVE
GROWTH
KEEP
COSTS
DOWN
**BE A
HERO**

—  —

Learn about
our products at
docauto.com
or contact us at
800-DOCAUTO.

You Do It.
We Help.

 **DOC AUTO**



Financial and practice
management software
you won't outgrow. **GO>>**



Who's in & who's out: November's wins, deals swapouts & rollouts

Riliance Software is continuing to sweep aside all competition in the COLP & COFA compliance software market by clocking up a further 83 law firm wins in the past four weeks. For space reasons we are not listing them here however it is worth noting this must be the only UK legal software vendor to ever go from zero to 300 customers in the space of 10 months.

Clifford Chance is to rollout the Expert Time Management system from **Aderant** to 3400 fee earners in the firm's global network of 34 offices in 24 countries. Clifford Chance CIO Paul Greenwood said the firm evaluated several options before selecting Aderant Expert Time, adding "there are tools to suit all users however they prefer to capture their time, whether through desktop tools, mobile apps or found time."

PGS Law, part of the Quality Solicitors network, has contracted with **Linetime** for the supplier's Liberate case and matter management software. The firm will also use Linetime software for practice management.

The Claims Guys, an Altrincham-based claims management business that focuses primarily on PPI mis-selling and credit card charges, has selected **Infinity CCS** to deliver an automated quality assurance system that will enhance its compliance framework. The Claims Guys are regulated by the Ministry of Justice.

www.infinityccs.com

Peppermint Technology has secured a five year contract with **Ombudsman Services** to provide an ADR (alternative dispute resolution) handling system via the Peppermint Platform. Last year Ombudsman Services resolved over 18,000 complaints and handled over 200,000 queries via post (38%) and phone (62%). By deploying Peppermint, the company will move to a 365 days a year online service.

Irwin Mitchell has used **SQS Software Quality Systems** to introduce automated ➡

➡ regression testing into its systems development programmes. The firm is currently running SQS to test its case management systems. There is a full case study on Irwin Mitchell and SQS here...

www.legaltechnology.com/the-orange-rag-blog/legal-it-case-study-sqs-delivers-regression-testing-for-irwin-mitchell/

www.sqs.com

Eclipse Legal Systems has completed the rollout of its A2A Release 2 integration for users of the MoJ RTA claims portal. Since Release 2 went live in late September, Eclipse has rolled out the system to over 250 law firms (251 at the time of writing) leading Eclipse to claim it is the market leader in this sector by a substantial margin.

Pannone LLP report that since implementing the **Thomson Reuter Elite LawSoft** software just under a year ago, the system (which is primarily used in the firm's Court of Protection department) is now helping the firm manage over £230 million on behalf of its COP clients.

THOMSON REUTERS
ELITE

MATTERSPHERE.®
NATURALLY CONNECTED
TO WHEREVER YOU WORK.

The legal software that gives you mobile access
to all your client and matter information.

LEARN MORE >>

THOMSON REUTERS

Videos, Case studies,
ABS Whitepaper

Clive Meredith
Partner –
Practice Manager
Wollen Michelmore



Law firm success
Free resource portal
www.soslegal.co.uk/success



More wins & deals

Quiss Technology has been engaged by **Mundays LLP** to provide a fully managed outsourced IT solution. The deal will see Quiss replace the firm's incumbent supplier **Datashare** which had been providing the firm with outsourced services since late 2009. Managing partner Valerie Toon said the firm felt it had outgrown its original supplier, adding that the Quiss pricing model of a fixed monthly fee "that included absolutely everything, including unlimited helpdesk support, training and consultancy" meant "because we have no hidden extras to worry about, we have complete confidence in our IT and can develop a strategy that includes IT as a driver for growth, not a stumbling block."

Herfordshire-based web development specialist **Tier 2 Consulting** has developed a new web application – called SimplifytheLaw – for London-based legal services provider **Evident Legal**. The application combines the **Alfresco** content management system with **Exari** document assembly to provide SMEs with free guidance on legal issues and the ability to draft their own legal documents online.

www.simplifythelaw.co.uk

www.tier2consulting.com

One of Germany's largest independent law firms **Hengeler Mueller** is rolling out **Bighand** digital dictation with Blackberry smartphone apps. The firm, which previously ran digital dictation on portable dictation devices, says the use of smartphone apps "has reinvigorated lawyer confidence in the benefits of digital dictation".

Tinsdills Solicitors, which has four offices in Staffordshire and Cheshire, has selected C24 as its managed services partner to host and deliver the firm's critical business applications.

www.c24.co.uk

Advokatforeningen, the Norwegian Bar Association, a long time user of OpenText document management, has upgraded to OpenText eDOCS DM 5.3, as part of a major technology refresh which included upgrading to Microsoft Windows 7 and Office 2010. The project was handled by OpenText Norwegian ➡

➡ partner **Contesto**.

www.contesto.no

Ward Hadaway is the latest law firm to implement the Egress Switch email and data encryption service from **Egress Software Technologies**. (We understand Egress has also won a firmwide licence deal with another top 100 firm but we're not allowed to mention that yet.) The firm's head of IT Greg Taylor said "The tipping point came when three of our major clients came to us with their own email encryption products they wanted us to start using. Imagine if 100 or more clients came to us with similar requests."

DocsCorp reports four more firms have chosen pdfDocs: English firms **Gregg Latchams LLP** and **Osborne Morris & Morgan Solicitors**, **William Fry** in Ireland and **Sijbrandij De Waard Advocaten** in the Netherlands. In Italy **Pavesio E Associati** is swapping out **Workshare** in favour of compareDocs, whilst **Austmann & Partners** in Germany is also going with compareDocs.

What's your ISO27001 strategy for WorkSite?

Prosperoware's hybrid security model for iManage WorkSite balances the professional's need for ease of collaboration with the firm's need for security and certification.

- Satisfy clients' requirements for better security
- Defend against hacking with multiple levels of defense
- Strictly limit information access for ISO certification

Visit www.prosperoware.com/iso27001 for more information.



Also from Prosperoware:
Zone Publisher | Zone Web Parts | Milan Matter Hub | Milan Help Desk
Milan Legal Hold | Milan Activity Monitor

© 2012 Prosperoware, LLC



INTRODUCING
EagleEYE
THE agreement checker

- > Accuracy
- > Precision
- > Efficiency

www.microsystems.com

Altlaw go east to Poland

London-based litigation support services company Altlaw Limited has teamed up with Capita plc, one of the UK's leading providers of business process outsourcing, to create a new legal document review service. The venture will be based in a new £10 million review centre in Kraków, Poland, and will offer customers a pan-European delivery capability. The centre currently houses 135 legally qualified reviewers but has the capacity to accommodate up to 550.

www.altlaw.co.uk

Total trumps Lord Sugar

The High Court has dismissed an appeal by YouView TV (a digital TV set-top box services ➡

➡ company chaired by Lord Alan Sugar) over a Trade Marks Registry finding that the name *youview* is "confusingly similar" to an earlier trademark *YourView* registered in 2009 by Cheltenham-based telecoms specialist Total Ltd. Total, has now issued High Court proceedings against YouView TV for trade mark infringement and is seeking damages plus an injunction.

www.total-ltd.co.uk/yourview

Milestones in the cloud

Ochresoft has chalked up two milestones for its Intelliworks cloud-based case management platform. In the 12 months to October 2012, conveyancing and probate users exceeded 50,000 case inception, an 11% increase on the previous year, with October seeing the highest number of monthly inceptions (over 5000) to-date.



REUTERS/Hamad I Mohammed

SOLCARA

MULTIPLE SOURCES. ONE SEARCH.

WHO SAYS YOU CAN'T SEARCH INTERNAL KNOWLEDGE AND ONLINE INFORMATION SERVICES AT ONCE?

SOLCARA

Our sophisticated search platform, Solcara Legal Search, saves you time and effort by letting you access multiple content sources using a simple, yet powerful search interface. International firms Ashurst, Norton Rose and Stephenson Harwood are already using it.

Here's why:

- Search internal documents and external legal information resources simultaneously
- Deliver quality and comprehensive research faster, and improve the service provided to your clients
- Enhance internal knowledge management processes and improve efficiency across your organisation

For more information, or to arrange a demonstration, contact us:

CALL

0845 600 9355

EMAIL

solcara.info@thomsonreuters.com

VISIT

solcara.com



THOMSON REUTERS™

Revolutionary

PREDICTIVE CODING

Free White Paper. [Download now >](#)



New product launches

There are a raft of new products launches and upgrades this month, starting with **Litéra** which has announced the general availability of its new **Secure File Transfer** system. This offers email encryption, electronic signatures and secure large file transfer and is available as a hosted or on-premise private cloud application. Users can send files up to 2Gb directly from Microsoft Outlook or up to 100Gb using the web interface. Given Litéra's strong position in the legal IT market, this new product could hit specialist vendors like Egress.

www.litera.com

Travel and expenses management specialist **Concur** has launched a **T&E Expense Compliance** offering which the company says will automatically ensure all submitted expenses comply with prevailing UK VAT rules. The service is designed for businesses with up to 750 staff.

www.concur.com/en-uk/compliance-service

Nuance is now shipping **Dragon Naturally Speaking 12 Legal**, the latest version of its voice recognition software optimised for the legal market. The software now supports Android and Apple iOS devices as remote microphones. Prices start at £699 inc VAT.

DocsCorp has released **pdfDocs 3.3**, the latest version of its PDF management application. New features include closer integration with document management, such as the ability to create PDF/A documents from within a DMS. Here's a webinar link that explains everything.

<http://docscorp.com/public/aboutUs/publicWebinars.cfm>

Eclipse Legal Systems has announced details of its upcoming mobile time recording application. Codenamed **MyTime**, it is designed for Eclipse's Proclaim case and practice management system users, and will cater for all popular devices including Apple iOS, Android, Blackberry and Windows Mobile. Real-time (or on-demand/push) sync means recorded time elements can be posted to the relevant Proclaim area for analysis and confirmation. MyTime will also include a client and matter lookup feature.

TikitTFB was talking about the roadmap for its **Partner for Windows** system at its national user conference last week. New features coming over the next 12 months include an Android version of the Carpe Diem time recording system, new compliance functionality (including COLP & COFA), support for the latest version of the Moj RTA portal and the *Jackson* civil justice reforms, plus a workflow-enabled version of the Tikit TMS template management system for smaller firms. All these enhancements are covered by the TikitTFB maintenance and support contract.

SearchFlow has launched **Portfolio Monitor**, a bespoke service for organisations needing to manage large property portfolios. Instead of ordering and processing conveyancing searches themselves, they can outsource the work to a dedicated team at SearchFlow. Users can track the status of searches across multiple properties via an online dashboard, there is a complete audit trail and all data is archived for 15 years.

Boost the productivity of every member of your firm.

With eCopy PDF Pro Office:

- Assemble documents & create reports in minutes
- Accurately and quickly convert paper and PDF into Microsoft Word
- Remove sensitive data from documents for safe and secure sharing.

Request a Free 45 day trial

For more information, contact Simon Hill (Simon.Hill@nuance.com) or visit our [web site](#).

At last, ediscovery gains some traction in Europe !

It used to be the 'American disease' because whenever you attended US legal IT shows at least 60% of the exhibitors and 75% of the panel sessions were discussing ediscovery systems. Ironically, just as the US ediscovery market is flatlining, over in the UK and Europe it is starting to take off.

Interestingly, the impetus in EMEA is coming from general counsel using systems inhouse to handle primarily regulatory investigative work (including freedom of information requests) because it is perceived as cheaper than outsourcing document review work to the big consultancies like E&Y and Deloitte.


Another, incidental, consequence is that the EDD vendors who understand the UK and Europe's more collaborative approach to ➡

➡ to ediscovery are gaining the most traction, at the expense of vendors wedded to the more confrontational, hard-ball US approach to ediscovery. It is a bit early to start making New Year predictions but we think ediscovery will be one of the growth areas in the UK/EMEA legal IT sector in 2013.

In other ediscovery news... the **European Commission's Directorate General for Competition** has selected **Nuix** technology for its inspections at corporate premises. The EU Directorate selected Nuix for its ability to provide in-depth investigations of terabytes of unstructured data within hours of set-up and using a small hardware footprint.

In anticipation of the April 2013 *Jackson* civil justice procedural reforms, **First Advantage Litigation Consulting** has expanded its London document review centre at 4 St Paul's Churchyard to accommodate 75 reviewers. First Advantage also has offices in Frankfurt, Zurich and Brussels.

<http://fadvlit.com>



SWITCH TO POWER.
SWITCH TO SIMPLICITY.

Document & Email Management in the Cloud



See why firms of all sizes are switching to the power and simplicity of NetDocuments cloud-based document and email management service. UK-based service available.
+44(0).2034.556770
www.netdocuments.com/switch



Recover. Manage. Control.

Tel: (0)20 7199 5521 | www.nqbillback.co.uk



Latest jobs: Data migration specialist wanted by Eclipse

Eclipse Legal Systems is recruiting for a Data Migration/Conversion Specialist, who will be involved with project teams, working with them on the conversion of data from existing practice management systems to the Proclaim solution.

Location: Office-based in Bradford but the position may also be suitable for home workers who have specific experience in legal software systems.

Essential skill/qualifications/qualities:

- Solid background in data migration / conversion
- Stable work history
- Impeccable eye for detail

Desirable qualities:

- Flexible approach to software migration projects, with multi-tasking capabilities
- Experience gained within legal or practice management systems

To apply: email your CV to Darren Gower at darren.gower@eclipselegal.co.uk or call 01274 704100 for a confidential chat.

People & Places

As part of the restructuring taking place at **Workshare**, following the recent merger with **SkyDox**, the company has appointed **Michael Ollitervo-Murphy** as its new CCO (Chief Customer Officer). Most recently group head of customer service for **Virgin Management**, the parent company of Virgin Group, he will be responsible for building a customer service organisation and enhancing customer experience.

Well done **Geoff Hornsby** of **HP iManage** for being the first person to call **Tikit** CEO **David Lumsden**, on the morning of Stock Exchange announcement of the takeover bid by **BT**, to ask if anyone from Tikit was free to fix his home phone.

Our thanks to **Harry Townsend** of **Chrome River Technologies** for drawing our attention to a book by recently retired **Tuckers** ➡

➡ **Solicitors** finance director **William 'Bill' Evans**. Called *Accounting Book-Keeping Machines and Calculators of the 20th Century* (available from Waterstones.com ISBN 978-0956470607) the section on Kienzle will appeal to legal techies, not least as the company became the training ground for so many people now working on the vendor side of the legal IT world. See also www.legaltechnology.com/the-orange-rag-blog/something-for-the-weekend-from-visible-record-cards-to-ipods/

Congratulations to **JMC IT** on holding its inaugural *IT Strategy Briefing* event earlier this month. In his keynote speech **James Akrigg** of **Microsoft** said "The new era of work is only just beginning. The workplace is changing. Wherever you have your device, that's your office." Feedback suggests delegates found the briefing useful but they were also impressed by "the brilliant venue" – the *Manchester Concorde Conference Centre*, which sits beneath the wings of a real Concorde.

Metadata has nowhere left to hide!

Introducing
Workshare Protect Server

Enforce firm wide policy to clean all documents from desktops, BlackBerrys, mobiles & webmail.

www.workshare.com/protect-server

Workshare **Microsoft GOLD CERTIFIED Partner**



WANT TO STAND OUT FROM THE CROWD?

It's time you found out what DPS can do for your firm.

Case Management * Integrated Legal Accounts * Hosted IT Solutions

www.dpssoftware.co.uk T: 020 8804 1022



Fresh investor at Aderant

Madison Dearborn Partners announced this week that it is making an equity investment in Aderant Holdings. Existing investors Vista Equity Partners and the Aderant management team, led by CEO Chris Giglio, will retain ownership positions, with Madison Dearborn acquiring approximately half of the Vista and Aderant management stakes in the business. Additional terms were not disclosed. The transaction, subject to regulatory approvals, is expected to be completed by the end of the year.

10 years ago today ...

The big story in November 2002 was that ACE, the one-time barristers' legal software market leader, had been acquired by rival Meridian Law. By then Meridian was part of Mountain Software, which would itself become part of the IRIS Legal empire. On a lighter note, there was debate over which TLA (three letter acronym) best described the then still novel digital dictation workflow technology. The funniest suggestion, courtesy of a female IT director, was EMU = Even Men can Use it.

OpenText get cheeky

Hats off to OpenText for launching a cheeky deal offering Autonomy users, worried about the fallout from the Mike Lynch/HP dispute, a free trade-in of their Autonomy software licences for the equivalent OpenText products. This includes switching iManage DMS to OpenText eDOCS. The trade-in offer expires on 31st December. www.opentext.com/SwitchAutonomy

Legal Technology Insider

Editor-in-Chief: Charles Christian

Tel: +44(0)1986 788666 - +44(0)7786 738172

Email: news@legaltechnology.com

Advertising Sales: Philip Woolley

Tel: +44(0)207 993 8455 - +44(0)7825 610666

Email: philip.woolley@innovatorsinlaw.com

Vital statistic: 63%

According to Knut-Magnar Aanestad, the CKO of the Norwegian law firm Schjødt speaking at the recent VQ Forum event in Sweden, as a result of customising HP iManage DMS to create a bespoke knowledge management system, the firm has increased its profit margin from 50% to 63%.

The next issue of the Insider will be published on Wednesday 12 December 2012. To keep up with the latest news visit the www.legaltechnology.com breaking news blog or follow @ChristianUncut on Twitter at hashtag #legalit and #ediscovery

The new apps – can be found on Apple iTunes at www.itunes.com/apps/theorangerag www.itunes.com/apps/legaltechnologyinsiderworldwide

ISSN 1740-5033 © Legal Technology Insider 2012

