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Legal IT's leading news resource

Is Integreon's UK outsourcing model unravelling ?

Where did it all go so wrong? Four years ago it seemed as if outsourcing with Integreon was the future of legal IT for many UK law firms but, over the past few weeks, more and more firms are winding back from outsourcing.

The first to go was Osborne Clarke at the end of March. This was Integreon's first major deal in the UK and the Bristol-based staff who originally transferred from OC to Integreon during 2009 provided the core for subsequent Integreon operations in the UK. Now, the firm says its needs have changed and 65 of the 75 outsourced staff are moving back to Osborne Clarke.

A few days later it was the turn of CMS Cameron McKenna to announce it was shutting down part of its facilities management deal with Integreon and moving it back inhouse. The firm is currently in consultation with staff and a final decision on the new shape of the £600 million deal with Integreon (originally negotiated in 2010) is expected by the end of May.

TLT, another Bristol law firm, has also ended an outsourcing deal with Integreon.

COMMENT: We spoke to people with experience of outsourcing and their view was although Integreon's *shared services* concept remains a sound business model, the legal market "is still very much driven by personal relationships." The result is once the original outsourcing evangelists leave a firm, expectation management can become an issue, as subsequent managers are not party to the bigger picture and *that vision-thing*.

LawTech Futures event sold out

LawTech Futures 2013, the multi-stream legal technology conference and exhibition run by NetLaw Media (in association with Charles Christian and Legal IT Insider) became officially sold out three weeks before the event is due to open its doors at the *Queen Elizabeth II Conference Centre* in London on Tuesday 30 April.

NetLaw Media's managing director Darren Armstrong said the success of last year's inaugural *LawTech Futures* (also a sell out) showed there was a demand for a new type of legal IT event in the UK, both from sponsors, exhibitors and delegates. This led him to move the event from a 1000 sqm venue to its new 2500 sqm home in Westminster.

LawTech Futures 2013, which is set to be the biggest legal IT event held in Europe this year, features the guru's guru Ray Kurzweil as its keynote speaker – Ray will also be signing copies of his new book *How to Create a Mind*.

• Visit www.lawtechfutures.com for full details or follow [#LTF2013](#) on Twitter.

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DTI in Wipro Asian outsource link

DTI, the largest privately owned provider of ediscovery and litigation support services in the US, has formed a strategic alliance with Wipro Technologies, a global provider of IT outsourcing services with centers in Manila and India.

DTI and Wipro describe their approach as “right-shoring” services to customers. Strategically, the deal gives DTI more delivery capability while it gives Wipro a US channel.

After 15 years IRIS loses flagship site

UK top-60 law firm Blake Lapthorn has selected Peppermint Technology to provide its next generation practice and case management software platform.

Vivien Eaden, Blake Lapthorn’s IT Director said “Our decision to partner with Peppermint was not so much about technology but about creating an environment for on-going business success. In today’s changing legal market we require a partner that can help us respond effectively to those challenges. We want to put our clients at the centre of what we do. Peppermint not only allows us to do this but it connects all our data and people in a way that will allow us to become a knowledge driven business.”

The multi-year contract with Peppermint will initially see the replacement of the IRIS Legal Videss accounts/practice management and LexisNexis Visualfiles case management systems.

COMMENT: This is the biggest win for Peppermint to-date – and no doubt doubly sweet because Blake Lapthorn had been IRIS Videss’s biggest site since September 1998. The firm currently also runs an HP iManage DMS and LexisNexis InterAction CRM. It will be interesting

to see if any other Blake Lapthorn legacy applications are subsequently replaced by Peppermint’s Microsoft Dynamics-based platform.

New IT head at S&S

Simmons & Simmons has appointed Stuart Rowlands as the firm’s new global IT Director. Rowlands has held a number of senior IT roles and has over 15 years’ experience of delivering complex IT and business change projects for global institutions in the financial services and energy sectors. He has worked at Deutsche Bank, Merrill Lynch and, most recently, RWE.



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

UK WINS **Paul Phayer**, the finance director of **Wragge & Co** says the firm's rollout of Time Builder time capture software from **IntApp Inc** "has been a great success" in terms of efficiency and helping them reconstruct billable activity from gaps in their time recording records.

Travers Smith has selected **BA Insight** TotalView for Legal as the firm's new enterprise search platform. The firm will run BA Insight on top of Microsoft SharePoint, FAST, multiple KM systems and its **OpenText** DMS. The firm's IT director **Ann Cant** said the firm looked at a number of options, including developing its own search-based application before narrowing the field down to **Autonomy**, **Recommind** and the eventual winner BA Insight.

MobileIron has been elected by **Bird & Bird** to support the deployment of iPads and adoption of apps throughout its global offices. The firm's infrastructure manager **Jon Spencer** said "We already had a solution in place from **Good Technology** but the *sandbox* approach was felt to be too restrictive. Our IT partner **Esselar** introduced us to the MobileIron solution which addressed our needs perfectly. With MobileIron our people don't even know it's there to safeguard them. We now plan to use MobileIron's Apps@Work enterprise app storefront to distribute, deliver and manage mobile applications throughout our offices." MobileIron says it is now the market leading supplier of MDM solutions for large law firms.

Humberside law firm **Pepperells** have completed an implementation and rollout of their new cloud-based LawFusion Direct practice and case management system from **Select Legal Systems** in just six weeks. The quick turnaround time was necessary because the contract for the firm's legacy system was coming up for renewal.

Mid-tier law firm **TWM Solicitors LLP** has chosen a VNX unified storage system from **EMC Corporation** to consolidate its storage and servers. Head of IT **Alan Barrett** said the project meant "we've been able to retire 35 **Dell** servers, capturing £15k a year in power and cooling cost savings. We expect our VNX investment will pay for itself in less than three years." The EMC deal has also increased storage utilisation by 200% and lowered recovery time by 99%, with the EMC RecoverPoint application powering a Microsoft Exchange in just a few minutes, instead of up to 48 hours with the firm's previous solution.

Mason Bullock is the 600th UK law firm to sign up for the **Riliance** COLP & COFA risk and compliance management system. Riliance has added extra modules to its cloud-based service.

WINS & DEALS CONTINUED ON p.5

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WINS & DEALS CONTINUED FROM p.3

Eclipse Legal Systems says it had a record month for new business deals in March with 14 new organisations (ranging from High Street to boutique firms to corporates) signing up for its Proclaim case and practice management software. These include the inhouse legal team at **TES Aviation**, medical rehabilitation services provider **CBT Clinics**, conveyancing startup **Garnett Wilson** and costs negotiators **County Costs**.

Solicitors Own Software also had a good month with a big order for SOS Connect, including CRM and matter management, from one of Northern Ireland's largest law firms **Wilson Nesbitt**. The firm will be using the system for 'opportunity management' to maximise the conversion rate from the new business enquiries it receives. **Meade King**, which has a practice that includes dentistry-related legal work, has also gone live with SOS Connect. And the **SOS Virtual Practices** team has signed up long-established niche insolvency practice **Isadore Goldman** as a new customer.

Hampshire law firm **Verisona**, which was formed in 2008 by the merger of two firms, has selected the Peppermint Platform from **Peppermint Technology** to provide the firm with accounts, practice management, case management, CRM, DMS and conveyancing software applications.

UK BAR WINS **4 Stone Buildings** is migrating its **IRIS Meridian** Law Connected chambers management system to an **IRIS Legal** fully managed hosted solution. The deal includes full communications and hardware support.

NORTH AMERICAN WINS Washington DC-based law firm **Fluet Huber + Hoang** (FH+H) has selected the **NetDocuments** cloud-based system as its new document management system. FH+H has quadrupled in size since it was formed four years ago and says that following "extensive research on the DMS market, including a weighted, multi-point evaluation" concluded NetDocuments was the best choice for a system that would scale securely across its three offices.

IntApp Inc has reported two deals this month: corporate law firm **LeClairRyan** has rolled out the company's Wall Builder security and access control management system, while Detroit-based **Honigman Miller Schwartz & Cohn LLP** is now using IntApp's Integration builder software.

Reflecting the way law firm websites are becoming more strategic about their site content (rather than just filling them with partners' bios) **Goodwin Procter** has set up a new **Founders Workbench** microsite, complete with a toolbox of advice and applications for entrepreneurs and tech startups. The site was developed by Chicago-based **One North Interactive**.

www.foundersworkbench.com

Bingham McCutchen LLP has signed a five year deal with **DTI** for a full suite of onsite print, reprographics, copier fleet management and litigation support management services across the firm's 10 offices. DTI will also be providing staff for approximately 120 positions.

Product Overview



Phoenix Monitor Connect has been specifically designed to deliver performance and availability monitoring, alerting and reporting for the Autonomy iManage WorkSite suite of applications.

Delivered as a fully managed service, clients can rest assured knowing that Phoenix is continuously monitoring the performance and availability of their Autonomy iManage WorkSite servers, ensuring that issues are identified, reported and resolved before the end user is aware that a problem exists.

Features

- Fully managed by Phoenix, proactive 24x7x365 remote monitoring identifies issues and automatically notifies Phoenix Support
- Detailed, real time reporting & analytics
- "Agentless" design, no additional software required on client servers
- Real-time views and dashboards that enable clients to visually track Autonomy iManage WorkSite performance & availability

Monitoring Dashboard



Benefits

- Reduced dependency on in-house support staff
- Reduces cost of issue resolution
- Time to value significantly reduced due to speed of deployment
- Maximise uptime and reduce business interruptions
- Trend analysis and reporting to assist with strategic planning and budgeting
- Contractual SLAs to meet the needs of the business
- Service can be extended to monitor additional applications and services (upon request)


Want to know more? Register for our Webinar

Phoenix are hosting webinars to showcase **Phoenix Monitor Connect** on the below dates:

Monday 29 April
@ 11:00 EDT/16:00 BST

Monday 6 May
@ 11:00 EDT/16:00 BST

Contact **Nikki Bhogal** on events@phoenixbs.com to register



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WINS & DEALS CONTINUED FROM p.5

Symantec just announced that more than 25 US state government department and agency customers have now implemented the company's Clearwell ediscovery platform. The most recent deals have been with the states of **Alaska**, **Ohio** and **Delaware**. Symantec's public sector VP & general manager **Gigi Schumm** said customers were using Clearwell for "divergent purposes" including investigating medicare fraud.

The **County of Santa Clara**, in California, plus the **Frutkin Law Firm** in Arizona and **Emond Harnden LLP** in Canada have chosen **DocsCorp** contentCrawler to improve their document searchability. Both **Stoll Berne** and **Blake & Pulsifer PLC** are using compareDocs. And the **Attorney General of Ohio (Smart Solutions** advised Ohio) and Canadian law firm **Teplitsky Colson** are using DocsCorp pdfDocs for advanced PDF capabilities.

Toronto-based law firm **Devry Smith Frank LLP** has completed a firmwide deployment of Dynamic AI management reporting software from **Accola**. The firm will be running it in conjunction with its **Aderant** Expert practice management system.

Perkins Coie LLP has purchased a range of consulting and training services (including CLASS instructor-led training materials and CLASse elearning content) from **Traveling Coaches** to support the firm's deployment of Microsoft Office 2010.

Ohio law firm **Bricker & Eckler LLP** has installed **kCura** Relativity 7.5 ediscovery software inhouse.

New York multidisciplinary law firm **Sloan & Feller** (which specializes in elder law, estate planning and Medicaid projects) has deployed the **NeuLexa** cloud platform to improve legal workflow "by reimagining how lawyers both assemble and collaborate with geographically dispersed teams and communicate and collaborate on documents with diversely interested client-bases." Partner **Alan D Feller** described the NeuLexa platform as having "supercharged the practice." NeuLexa CEO **Chi Eng** said the software rotates legal workflow around people, not data, through an intuitive project and document management interface, as well as closed circuit social media features and project management tools.

Indiana business law firm **Parr Richey Obrebskey Frandsen & Patterson** has implemented **LawBase** case and matter management software. The firm's administrator **Lori Hutchens** said the integration with HP Autonomy iManage and customization for different practice areas were "the two key elements that put LawBase above other case management systems we investigated."

EMEA WINS **I.R.I.S. Nederland BV** has implemented an HP Autonomy iManage Worksite document management system at the Swiss law **Pestalozzi**. The firm has also installed the I.R.I.S. Trash Bin application, which ensures accidentally deleted documents remain saved.

APAC WINS **PPB Advisory** has selected **Phoenix Business Solutions** to provide 24/7 support for its **HP Autonomy** iManage Worksite environment and to deliver an integrated SharePoint 2013 project.

Calling all probate suppliers

Legal IT Insider is updating its **Probate Software Buyers Guide**. As well as being freely available online on the LegalTechnology.com site, the guide has been at the core of the Law Society's *Probate Practitioners Handbook* since 1999. We are currently contacting all vendors but if you are in this market (we are also including probate case management, wills and trust accounting systems in the guide) and haven't heard from us yet, please email jane@legaltechnology.com. There is no charge for inclusion.

OFT says OK to PLC

The UK's Office of Fair Trading has given Thomson Reuters formal clearance to complete its acquisition of the Practical Law Company (PLC). The terms of the 3 January deal have not been disclosed and the two companies have now begun the process of integrating their product portfolios and business operations.



There's an app for it !

Time capture specialist **rekoop** has released an update to its iPad app. Key improvements include: an automated timesheet, so users can manage cloud-based activity suggestions from their PC, the introduction of multiple timers, mirroring rekoop Desktop and enhanced enterprise level security. Available on the Apple App Store.

Virtual data-room provider **Drooms** has launched a mobile app for the iPad and iPhone, enabling users to view transaction-related documents from any location and at any time. Available on the App Store for iOS 6.0 onwards.

Bellefield has announced a native app version of its iTimeKeep mobile time entry app for the Blackberry Z10 smartphone.

Los Angeles-based **LawZam**, a free online videoconference service for lawyers and prospective clients, has introduced a version of the service as an iPhone and iPad app. The app includes the ability to videoconference with attorneys over 3G, 4G and wifi networks.

Lawyerly is a new app for Android and iPhone devices developed by a Liverpool (UK) startup founded by Matt Cavanagh. Available to solicitors on a monthly subscription and free to consumers, the idea is if you are involved in an incident – such as a road accident – you can record the damage on the spot via a smartphone and then locate a solicitor who can provide you with immediate advice.

www.lawyerly.co.uk

Ann Arbor-based law firm business development consultancy **Business Development Inc** has launched its first app. Called Rainmaker Coach, the app is designed to provide lawyers and legal marketeers with immediate access to information that can help them in client development situations. This will include a series of Top 10 Tips and checklists of things to remember in common scenarios, such as attending a conference. New checklists will be added every 6-to-8 weeks. The iPhone and iPad

app retails for \$99.00 and can be downloaded from the App Store. An Android version plus an InterAction CRM integration are under development. There are also how-to-use videos on the company website.

www.busdevinc.com

Finally, **ProcessFlows** has launched a secure mobile print functionality for iPhone, iPad, Android and Blackberry devices. Called PrinterOn, it provides both on-premise printing (where it can be integrated with Active Directory and print management solutions such as Equitrac) as well as remote mobile printing via the cloud. Users can also download an app to access public printers in hotels, airport lounges, libraries and internet cafes.

www.processflows.co.uk/technology/printeron



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Christian Uncut: do you really want that sale?

Last week I had to explain to the sales manager of a legal IT vendor the difference between the @ sign and a # hashtag on Twitter. No big deal, not least as you can't expect everyone to be as obsessed with new media as us journalists. But, it also coincided with a week when at the Insider we were running some research on legal software and trawling vendor websites.

It was a chastening experience that left us wondering if some companies really want to win new business from prospects. For example, why make it so hard for people to contact you?

There are sites where phone numbers are buried (if they are there at all) or else go through to impersonal call centres staffed by people who can't answer your queries anyway. The same goes for email – all too often no address, just a *Contact Us* form. But they never do!

Ah, you say, surely all the information you need can be found on these companies' websites! Have you ever read the content on some of these sites? It's as if they were written by people who were playing *Buzzword Bingo* but didn't realise it was meant to be a joke.

We looked at one site belonging to a probate case management software vendor. However it didn't mention the word *probate* once. Instead the product was described as "a solution configurable framework which enables you to rapidly create case management and BPM applications to automate and manage multiple work-types."

That makes about as much sense as a coffee-shop describing itself as an implementer of *Gaggia*-based steamed caffeine, customer facing beverage solutions.

And then there is multimedia. Some vendors are now experimenting with video on *YouTube* channels – which is a good thing. Unfortunately they haven't found the OFF button on their video cameras, which is a bad thing.

Life's too short to sit through 15-minutes of one talking head. 90 seconds is probably the most it should run, while how-to animations need to be in the 2-to-3 minute range.

Of course new media has a role to play in vendor marketing and customer communications but it must focus on the end-user experience and not be distracted by gimmicks, gadgets and jargon.

Channel news

RBRO Solutions is currently cranking up its operations in the UK. The Canadian-based vendor, which will be at this month's **LawTech Futures** event in London, is a provider of productivity solutions that integrate with HP Autonomy WorkSite and its current legal sector customers include Mayer Brown, Norton Rose (Canada), Skadden and Akin Gump.

www.rbrosolutions.com

UK dictation outsourcing specialists

DictateNow now has ISO 27001 accreditation covering the management and security of client information as the company takes client documents through its process workflows.

www.dictatenow.com

US legal IT services provider **Keno Kozie** has become a provider of **Mimecast** cloud-based email archiving, security and continuity services for Microsoft Exchange and Office 365 platforms.

www.kenokozie.com + www.mimecast.com

Two more US litigation support and ediscovery services companies have merged. The latest are El Paso, Texas-based **Altep Inc** and **eLitigations Solutions Inc**, which is headquartered in Palo Alto. Over the coming months the two companies will standardize on the Altep brand.

www.altep.com

UK computer forensics specialist **CY4OR** has formed a partnership with **Nuix** to integrate the Nuix Enterprise Discovery Solution into its portfolio of investigation and ediscovery services.

www.cy4or.co.uk + www.nuix.com

Technical consultancy **Exen Legal Solutions** has become the latest organisation to sign up as a services delivery partner with **Peppermint Technology** in its Partner Community.

www.xnls.co.uk

DTI has reaffirmed its long standing alliance with **iConect Development LLC** and will now be offering iConect's XERA ediscovery review platform to DTI customers.

www.dtiglobal.com

Innovations that will impact the way we live and work

Guest comment by Mike Walker, Chief Software Architect, Thomson Reuters Elite

The past decade saw a raft of new technologies that fundamentally changed the way we live and challenged our perceptions of the working environment. This trend is set to continue and here are three game-changing technologies I believe will have a huge impact on the world in which we live and work.

Secure digital payments: the end of the credit card and cash?

Changes in technology will bring more support for contactless payments and authorizations for payments via mobile phones. Mobile phones are beginning to support specific technologies such as Near Field Communication (NFC). This allows your phone to communicate securely with a payment terminal or other phones, simply by tapping the devices together. You could load your phone with credit that you can then use to authorize payments automatically. Security options may include a pin code, fingerprint, eye scan, or other methods to confirm the payment.

NFC could potentially be used for identity confirmation, authorization and the transfer of information. For example, phones could take the place of paper-based devices such as passports. By providing data about the individual and allowing access through biometrics, the software can validate information through cloud computing, confirm identity and, in turn, reduce identity theft.

Social marketing and reporting – pulling it all together

Soon we will have the ability to combine a huge amount of different information streams, not only limited to financial KPI's, but incorporating social media, productivity, location, census data and more. This information by itself is useful but overwhelming at times, so the ability to present this in one view aids informed decisions, decisive investments, and (for law firms) improved client service.

For example, a firm would be able to take social media streams, such as Twitter tweets and Facebook likes, and associate them against a service delivered by the firm relating to brand recognition. This information could then be compared to give an indication of the ROI.

Mobile content – going beyond consumption

Game changing technologies are often invented ahead of their time but don't have mass market appeal. For example, a Windows XP Tablet PC edition existed well before the iPad was released. However, a few years pass, Apple takes a spin on the original idea and a winning formula is born: the iPad. The success of the iPad has caused Microsoft to make major investments in products with similar features, and the next major move is Microsoft's Surface computer, the first computer they have designed and manufactured (aside from the XBOX) that is innovative and game changing.

The way we use an iPad today is to consume content: we read emails, eBooks and view pictures. However we typically don't create content on these devices. This is a huge limitation when we want to switch to create content mode, but Microsoft Surface is fundamentally different. It has a flip-down, inbuilt stand with a cover that is also the keyboard a few millimeters thick, and a track mouse allowing the user to switch modes and create full, rich content on the same device size as an iPad with the same battery life.

How will we interact with computers in the future?

Social media, combined with mobility and increasing accessibility to information, has made more things possible than we could have ever imagined even just a few short years ago. The "Information is King" (or "*data is the new oil*" ..Ed) mantra resonates strongly.

Data is now captured in such quantities that the ability to interpret and add value is becoming increasingly complex. However, if information can be refined, made simple to consume and free to access anywhere, the opportunities for those who can conquer it will be huge.

My guess is it won't be long before the legal industry wakes up to the need to address these technologies and recognizes the benefits that the information can bring to bear.



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Carpe Diem 2 available Tikit's Carpe Diem Mobile v2.0 time recording app is now available to download from the iTunes App Store. A version for the Blackberry will be available by the end of April and for Android phones in June. The new release includes an *Express Mode* interface for faster time entries. The iOS version also has a SIRI interface.

BigHand in the cloud BigHand has released a cloud version of its digital dictation software for smaller law firms in the North American, UK and EMEA markets. Called BigHand Professional Edition, it contains all the team workflow and mobile working/smartphone functionality of the Enterprise Edition but in a web-based version that doesn't require an on-premise server infrastructure. BigHand managing director Dan Speed is keen to stress client confidentiality is protected by 256-bit AES file encryption security.

Nikec cloud storage Nikec Solutions has launched Nikec Docstore, a cloud-based (there is also an on-premise version) file storage and sharing/collaboration application for both PCs and iPads. Nikec's Damian Jeal says although it sounds like a competitor to Dropbox, Docstore has been specifically designed for the legal market and reflects law firm concerns about high levels of security. Features include the ability to remotely block or wipe the iPad application and download documents for offline review and mark-up. The system is compatible with Nikec's Binder product and developments on the roadmap include the ability to scan documents direct to Docstore from Copitrak. Pricing is described as "competitive compared to other professional solutions" and is based on the number of users and storage space. For more details visit www.docstorepro.com

MORE NEW PRODUCT LAUNCHES ON p.13

eDisclosure buyers guide v1.2 out now

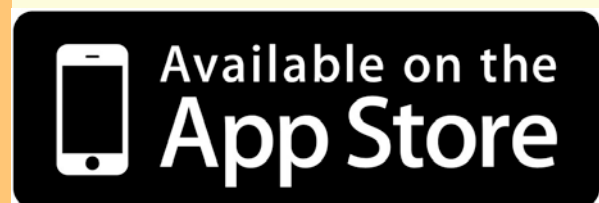
Legal IT Insider, in association with Andrew Haslam of Allvision Computing, has published a revised edition of its *eDisclosure Systems Buyers Guide*. Published less than a month after the first edition, version 1.2 includes 20 additional pages of vendor entries and content.

This is what Rob Robinson, editor of the influential *ComplexDiscovery* blog had to say about the guide "The more I have an opportunity to study your report, the more I am impressed with the breadth and depth of the content."

• The guide can be downloaded free of charge at www.legaltechnology.com/buyers-guides/

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New Hires, People & Places

UK NEWS Congratulations to **Tom Hiskey** and **Rob Blake** of **TheLawWizard.com** for winning the *Innovation Showcase* award for the most innovative young company at the recent *Venturefest* technology, science and creative business expo in York.

Davenport Lyons has appointed **Richard Williams** as its first ever CEO. Williams, who has been working with the firm for the past 12 months as a financial consultant, will be a member of the firm's governing board. A chartered accountant by profession, he has worked with a number of legal sector businesses including **Lawrence Graham, CPA Global** and **Phoenix Business Solutions**.

Chris White, who has held a number of C-level roles within the legal and technology sectors in recent years, has just been appointed the chairman of **The Sales Club**, the networking group for senior sales people that was formed by former BigHand co-founder **Gordon McAlpine**.
www.thesalesclub.co.uk

US NEWS **BigHand** has appointed **Eric Wangler**, previously the VP of the legal vertical business at **Ricoh America**, as the company's new president of its US and Canadian business units. BigHand, which moved into the North American market in 2006, last month acquired the US-based digital dictation software vendor **Verdatum**.

The Seattle-based **PayneGroup** is continuing to expand with **Alan Denny** its latest hiring. Denny, who is joining as a project manager and will be based in California, was previously with **Orrick Herrington & Sutcliff** in Silicon Valley.

Jessica Quesada, most recently an account manager for **Data Fusion Technologies**, has joined Elite 3E & Enterprise specialists **Wilson Legal Solutions** as its director of sales & marketing.

The **Huron Consulting Group** has hired **Jeff Catanzaro** as a managing director in its Huron Legal practice, with a focus on legal process

outsourcing, including contract management and intellectual property. Catanzaro joins Huron from **Merrill Corporation**, where he was VP of strategy and LPO initiatives.

OrcaTec has promoted **Winslow Chapman**, who joined the ediscovery company last year, to director of sales.

TRU Staffing Partners has expanded its team with the addition of ediscovery recruiter **Leslie Witalis** (previously with **Winston Strawn LLP**) in San Francisco, and **Annette Habib** (previously with **Huron Consulting**) as national operations manager in New York.

Vital Statistics: 89%

According to new research by US legal software developer MyCase Inc, 89% of the 1.3 million licensed attorneys in the United States now use smartphones for out-of-the-office legal work. Of these, 49% are iPhones, 31% are Blackberrys and 17% are Android. Also, 91% of lawyers in the survey equate the word *tablet* with the iPad.

Cartoon courtesy rekoop



"You know when they said it was going to be the biggest app around..."



More new products

3BClean 4.0 Microsystems has released v4.0 of its server-based metadata cleaning software. New features include improved monitoring and reporting capabilities, a simplified administrative UI and a streamlined ability to update attachments on sent items.

CRM + 3E update Thomson Reuters Elite has released v.13.R.1 of its ContactNet CRM platform. New elements include the ability to identify and unlock more relationships than ever before via a new data enhancement feature and automated email signature collection. Thomson Reuters has also announced details of 3E v2.7 which includes a redesign of the platform to streamline workflow and increase on-the-go access with 3E Mobile.

Virtual Cabinet: actual DMS nQueue Billback has announced a significant diversification with the launch of its new iA Virtual Cabinet, a secure, cloud-based document management system. Based on a low, monthly subscription, with no additional support or maintenance fees, nQueue Billback say iA Virtual Cabinet can deliver all the store-retrieve-share functionality a law firm needs from a DMS. COO Daryl Moore adds that, along with providing a disaster recovery contingency, the new system includes a portal for secure client communications, so firms can share documents with their clients yet still have full control at all times, including the ability to retract a document. iA Virtual Cabinet is available globally now.

Open for new business IntApp Inc has just announced the general availability of IntApp Open. The company describes Open as a “fresh approach to new business acceptance” designed to streamline the workflows around how new clients are evaluated and new matters are created. Pat Archbold, head of IntApp’s Risk Practice Group, adds “IntApp Open provides a fresh approach to intake, because traditional workflow toolkits, with their *build-your-own-adventure*

philosophies, don’t need to be re-invented, they need to be replaced.”

- Kirkland & Ellis LLP and Eversheds LLP have already signed up as users of IntApp Open as also has (we understand) Lewis Silkin.

Consolidate with MAC Prospereware has added the ability to consolidate iManage WorkSite databases to its Milan Move & Archive product. Reflecting this additional functionality, the Milan product has been renamed Milan MAC (Move Archive & Consolidate).

New referral platform Springboard.net is a new referral platform for the UK legal market that provides an online portal for solicitors, estate agents, referrers and IFAs to collaborate by managing leads, referring work and monitoring and tracking matter progress. Although it has a strong property flavour, it can be used for more than just conveyancing referrals. See the video at www.springboard.net

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Young guns say too much IT is old hat

At a recent *Modern Law Magazine* legal IT roundtable, chaired by Insider editor Charles Christian, a panel of law firm IT directors, finance directors and chief executives were a little less than enthusiastic about the current state of the UK legal technology market.

Only two vendors received any positive comments – Thomson Reuters Elite and Eclipse Legal Systems – although Sharepoint, Yammer and Windows 8 Pro tablets were all identified as potential disruptive technologies. As for the rest of the market (CRM systems came in for the strongest criticism) in the words of one panellist who had recently moved back into the legal sector “the IT systems have barely changed in 23 years.”

Almost all the panellists had started their careers outside of legal – and most were also much younger than many people we hear from. Perhaps this was why they were so incredulous the legal market lacked the equivalent of an ERP platform and was dominated by point solutions.

The unanimous view was the failure of lawyers to engage with IT meant most firms made little strategic use of technology and instead spent their money on short-term tactical projects. Dismay was also expressed at low IT budgets, with one panellist citing an average of 2% of turnover within his firm's peer group, compared with between 6% and 7% in banking and pharma.

10 years ago today

The big news in April 2003 was that the Thomson publishing group (now Thomson Reuters) was acquiring Elite for \$122 million. Thomson had by then already acquired the US mid-tier vendor Prolaw (now part of Thomson Reuters Elite). In other news, Hummingbird (now part of Open Text) acquired the LegalKEY Technologies records management systems company and legal sector consultancies Baker Robbins and Hildebrandt International announced a strategic partnership.

legal*i* insider

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