legal it insider

Legal IT Insider launches its Global 200 chart

For the past 11 years, since 2003, the Insider has been publishing its Top 200 chart showing the IT systems used by the UK's largest law firms. This month we have added a second chart: The **Legal IT Insider Global 200**. Like the UK listings, the new global resource is published as a free-to-download Excel spreadsheet file and will be updated on an ongoing basis. The chart currently covers four IT system categories and these will be expanded over time. So what are the headline findings?

Who are the Global 200 ?

We are living in an American world with 150 of the top 200 firms having their head offices in the USA. Next up comes the UK with 27 global firms, followed by Continental Europe with 15 firms (Germany, Spain & the Netherlands each on 3) and then Australia with 5 firms. However China (2), Canada (1) and South Korea (1) also make the list.

Accounts Billing & PMS

The runaway market leader is Thomson Reuters Elite with 3E and Enterprise in use in 122 firms, followed by Aderant Expert in 59 firms. Then comes a big drop to SAP-based systems in use in just 4 firms.

Document Management

Another two horse race although less evenly balanced with HP Autonomy iManage in use in 155 firms and Open Text in 12 firms.

www.legaltechnology.com/top-200/

Tim Berners-Lee to be 2014 LawTech Futures keynote

Maintaining the *wow!* factor generated by this year's show, NetLaw Media and Insider editor Charles Christian (the team behind the annual LawTech Futures event) are pleased to announce that Sir Tim Berners-Lee, the man who effectively invented the World Wide Web, has been confirmed as the keynote for *LawTech Futures 2014*. The event will take place at the QEII Conference Centre in London on Tuesday 25th March. You can find a full biography of Sir Tim here **www.w3.org/People/Berners-Lee/**

The programme for the remainder of the day is now under development and NetLaw Media have already begun selling exhibition space and sponsorship opportunities for the 2014 event. At the time of going to press, 28 sponsors had been signed up in the first seven days.
www.lawtechfutures.com

All change at the top at Microsystems

Greg Silich has been appointed CEO of document production software specialists Microsystems Inc. Silich, who has experience leading high-growth technology companies and was most recently the CEO of CVM Solutions and Capital H Group, joins in the wake of last October's investment in Microsystems by Concentric Equity Partners. Company founder Tom O'Sullivan will remain with Microsystems on a full time basis as chairman, with a focus on organic growth and strategic M&A opportunities.

Bogus directory scam alert

Watch out for an invitation to place an entry in what purports to be an official International Legal Technology Association (ILTA) directory being published by Expo Guide SC, a company based in Mexico. The invitation looks plausible but Expo Guide would appear to have been running a series of bogus trade directory scams on a global basis for many years. Our latest Google search found 1.8 million results for *Expo Guide scam*.

If you have been caught out by the scam, the excellent Energy Grid link explains what you should do. Their basic advice includes: pay nothing + ignore any threatening messages you receive (including demands for payment from Eastern European banks you've never heard of and a Cyprus-based debt collection service) + do not engage in any correspondence with Expo Guide + do not fax your credit card details to Mexico. Eventually Expo Guide will lose interest and go harass someone else. And, just in case you were wondering, despite all their threats there is no record of Expo Guide ever taking anyone to court.
www.energygrid.com/watchdog/2008/11-expoguide.html

Probate software buyer guide out now

The latest edition of *Insider Guide to Probate, Wills & Trusts Accounts Systems Suppliers* is available now as a free download. The latest edition comprises a brief introductory guide to buying and selecting probate systems, along with an Excel spreadsheet containing product and contact information on a total of 24 systems from 22 different UK suppliers of software for probate case management, estate accounts, will drafting, IHT forms, PoA and Court of Protection work.
www.legaltechnology.com/buyers-guides/

Legal IT Insider (265) June 2013

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

UK WINS In a recent survey of the US legal document management sector, the cloud-based **NetDocuments** system was ranked as the most highly rated DMS – and now it looks as if it is taking off in the UK with two wins this month. The first deal was with Leeds-based commercial law firm **Shulmans**, while the second was for 200 users at **BTO Solicitors** (previously Brechin Tindal Oatts).

BTO chief executive Douglas Cowie said the firm was impressed by the high level of security and confidentiality offered, with the NetDocuments service hosted on two ISO 27001 certified data centres in the UK and BTO having an on-site encrypted backup of all their data.

Workshare has been selected by the legal brand **HighStreetLawyer.com** to build a collaboration platform to connect people and content, including continuing professional development training, knowledge sharing and referrals to the organisation's growing network of member law firms.

Watson Farley & Williams has selected DocXtools from **Microsystems** to improve document production quality and efficiency, as well as ensure compliance with firm branding standards.

Two wins for **LexisNexis Enterprise Solutions** and its Visualfiles case and matter management system: at 210+ users **Digby Brown LLP**, one of the largest personal injury firms in Scotland, and niche London practice **Bott & Co**. The latter is already using Visualfiles in its new **Bott Aviation** division, which handles claims from airline passengers seeking compensation (under EU 261/2004) for cancelled flights. Bott & Co managing partner Paul Hinchcliffe said it took just six weeks to go live with Visualfiles and in the first 100 days, Bott Aviation's team of four people processed over 4000 letters of claim.

UC Logic Sysero has had a good month with its systems being rolled out or upgraded in three firms. The knowledge team at **Nabarro** is now using the SyseroCA Current Awareness to combine automatic news aggregation with the manual creation of news alerts. SyseroCA is now running on Microsoft Azure at Nabarro. **Tods Murray** is using the SyseroCTX Client Transaction System to automate the documents and workflows used in the firm's litigation practice for complex debt recovery processing. And **Taylor Vinters** is working with Sysero to deliver client and matter related KPIs to lawyers over the firm's new SharePoint 2013 intranet.

QualitySolicitors Bradbury Roberts & Raby has selected **Linetime** to replace its servers and implement Liberate software practicewide.

WINS & DEALS CONTINUED ON p.5

WINS & DEALS CONTINUED FROM p.3

Following on from last month's **Blackadders** deal, **Thomson Reuters** last week announced that the **Bar Standards Board** (the body responsible for regulating barristers in England & Wales) has selected the **FloSuite Legal** FloCase case management software to help improve its system of tracking complaints and disciplinary findings.

Carillion Advice Services (CAS), part of the FTSE 250 company Carillion, has implemented a Proclaim case management system from **Eclipse Legal Systems** to help run its new Legal Aid Agency business. Earlier this year CAS won a five year contract from the **Legal Aid Agency** to provide legally aided telephone advice. **Autonet Law LLP**, a new ABS, has also selected Eclipse Proclaim as its case management platform. Autonet Law, only licensed by the SRA in April 2013, is the personal injury claims arm of Autonet Insurance Services. **COMMENT:** according to Insider records, 25% of all ABSs now use Eclipse Proclaim systems.

London law firm **Ross & Craig** has selected the ILB integrated case and practice management system from **Advanced Legal** as its new legal technology platform.

IntApp Inc has announced two more UK wins. **Lewis Silkin** have deployed the recently released IntApp Open system as part of an initiative to streamline new client review and accelerate new matter inception. And, **Withers LLP** are using IntApp Time Builder to help comply with post-Jackson litigation cost management rules.

Chester-based **Hillyer McKeown Solicitors** has signed what is described as a six-figure deal for SOS Connect from **Solicitors Own Software** as part of a major technology refresh that includes replacing its legacy Civica Galaxy software. The 120-user firm will also be implementing SOS at its personal injury spin-off **Mercury Legal**. Another North-West firm, 130-user **Butcher & Barlow LLP**, has also invested in SOS Connect. Both firms said a key attraction was the SOS software's integrated CRM and marketing functionality.

DWF has become the latest firm to select **MobileIron** as its mobile device management platform. DWF CTO Richard Hodkinson said the move was intended to support staff BYOD and secure the firm's corporate iOS estate.

Michelmores is to implement a **K2** business process platform through K2's partner **Phoenix Business Solutions**. Phoenix also handled the firm's recent iManage deployment. US-based **Edwards Wildman Palmer** has rolled out Phoenix WorkSite Monitor Connect across 20 Worksite servers. The Phoenix training team is also helping with Office 2010 rollouts at the London offices of Edwards Wildman and **McDermott Will & Emery**.

And, finally, **Kestrel Business Solutions** wish to apologize to **Maples & Calder** for the miscommunication in their recent press release.

WINS & DEALS CONTINUED FROM p.5

NORTH AMERICAN WINS Ten-office **Foley & Mansfield**, recently named as "a go-to law firm for *Fortune 500* clients" has become the first US law firm to sign up for the **Thomson Reuters Elite** MatterSphere matter management system. In a dual deal, the firm has also signed up for the Elite 3E financial management system. Foley & Mansfield's director of finance Peter Torseth said the firm had been looking for a "holistic matter management" solution but "after a thorough evaluation, our decision was solidified when we realized there wasn't anything else on the market that could offer an enterprize-wide platform the way Thomson Reuters could."

Wisconsin law firm **Godfrey & Kahn SC** has selected **Handshake Software** to power the firm's SharePoint 2010-based intranet. The intranet will use SharePoint Search and be integrated with the firm's Elite PMS and HP iManage DMS.
• Handshake president & CEO Doug Horton recently said the company was seeing a steady stream of law firms switching to Handshake from other SharePoint vendors. He says this is because "unlike other products, Handshake can offer a seamless upgrade path from SharePoint 2003 through 2013," rather than require firms to rewrite their applications before they can migrate.

Los Angeles-based **Loeb & Loeb LLP** reports that since implementing Change-Pro document comparison systems from **Litéra**, the firm is "saving more than 35 hours per week" in total lawyer and staff time. The firm, which is running the Change-Pro TDC (Total Document Comparison) and Change-Pro Excel products, has been using dedicated redlining applications since the late 1990s and considered two other options – native Microsoft Word Compare and another vendor's product – before selecting Change-Pro.

Training manager Heather Morrow said the firm's corporate, real-estate, entertainment and IP teams lean heavily on Change-Pro for making detailed comparisons between agreements and the images they contain. "In patents and trademarks, it is essential to see changes in embedded images at the pixel level, which Change-Pro enables, otherwise small differences can be overlooked with potentially large ramifications."

Bryan Cave LLP has purchased a combination of Office 2010 consulting and training from **Traveling Coaches**, as have New Jersey-based **Parker McCay LLP**. In another deal, Northeast-based **Day Pitney** has bought Traveling Coaches' CLASS training system for Litéra.

Nossaman LLP has purchased training content and tools from **Capensys** to support the firm's upcoming desktop upgrade to Windows 7, Office 2010 and iManage FileSite 9. **Stoel Rives LLP** has also chosen Capensys for training materials and tools for Office, Acrobat and FileSite.

WINS & DEALS CONTINUED ON p.7

WINS & DEALS CONTINUED FROM p.6

Finally, Capensys has been engaged to help with training at AmLaw 100 firm **Kaye Scholer**, which has opened an operations centre in Tallahassee.

Akin Gump Strauss Hauer & Feld LLP is to deploy 500 **BlackBerry** 10 devices plus BlackBerry Enterprise Service 10 to its staff. Akin Gump CIO Scott Bravi said key factors in the decision were "ease of use and robust security."

Philadelphia-based, 250 lawyer firm **Saul Ewing** has become the 100th Thomson Reuters Elite customer to sign up with **Chrome River Technologies**. The firm has subscribed to Chrome River's expense and invoice automation service.

Florida firm **Glenn Rasmussen Fogarty & Hooker PA** and **Hertz Schram PC** in Detroit are rolling out the compareDocs and OCR Desktop products from **DocsCorp**, while **Harvey & Vallini LLC** in South Carolina is now using the company's pdfDocs system.

EMEA WINS In Norway, Oslo-based law firm **Advokatfirmaet Gretta DA** has selected DocsCorp compareDocs via regional partner **Contesto**.

Eclipse Legal Systems has secured another international win, this time with Zambia-based **Folotiya & Chiumya** Legal Practitioners. The firm is one of the first niche practices in Zambia to focus solely on corporate and commercial law. Prior to setting up the firm, co-founder Natasha Chiumya was with PricewaterhouseCooper's (PwC) corporate recovery team.

Leading Dutch law firm **De Brauw Blackstone Westbroek** is the latest European firm to select Change-Pro TDC from **Litéra** for its new document comparison software.

Irish legal IT specialist **Keyhouse** has had a busy quarter including implementing its case management software with an iManage DMS at **Mason Hayes Curran**, swapping out TikitTFB Partner for Windows at **Osbornes Solicitors** and converting SolCare Accounts to Keyhouse at **Geraghty Solicitors**. It has also supplied its Law Office Start Up package to two new Dublin firms **Walls & Toomey** and **AJP McDonald Solicitors**.

IntApp buys APS

IntApp Inc has acquired Advanced Productivity Software (APS) the company behind the DTE Axiom desktop and mobile time recording system.

Dan Tacone, the president of IntApp, said there was a natural synergy between the two companies and their products, so that lawyer activity data automatically captured by IntApp's own Time Builder *found time* system can now be seamlessly displayed and acted on directly through DTE Axiom. DTE already integrates with Microsoft Outlook and most of the major legal financial management systems, including Elite and Aderant.

"Integrating our respective teams and technologies opens exciting opportunities for law firms looking to enhance time recording and lawyer productivity," said Tacone. "We're excited about this acquisition and look forward to continuing to support the success of our expanding customer community."
• The Kenyon Group advised APS on the deal.

There's an app for it!

LexisNexis has released **InterAction Mobility 1.3**, an update of its application for providing secure mobile access to InterAction CRM data. The new release simplifies the access, creation and editing of contacts and relationships from mobile devices and supports most iOS, Blackberry and Android devices and browsers.

Biscom has announced the availability of its SFT secure file transfer app for Android devices. It can be found on Google Play and the Amazon app store for Android.

nQueue Billback has released an updated version of its tablet-based cost recovery software. Called **iA Tablet 5.0**, the new version has a redesigned interface to support such functionality as one-click scanning and predictive text searching. Existing iA Tablet users can upgrade to v5.0 at no additional charge.

CRM: why it fails & how to succeed

Guest comment by Joseph Przybyla, Thomson Reuters Elite, & Michael Warren, Stanton Allen

In any business, customer relationships are key to success and many law firms have turned to customer relationship management (CRM) systems to increase efficiency in their marketing and business development departments and unlock opportunities across the firm.

However, some hurdles do exist and must be overcome to ensure that a CRM project is a success. For most firms, the problems associated with instituting a CRM system are not actually software-induced but due to internal issues. The key reasons behind the failure of CRM projects include:

No clear vision of what the CRM system is for – If a firm does not have a clear vision of what is expected of a CRM software package and what it can do, this will lead to disappointment and the belief that the system has somehow failed to live up to expectations.

Guaranteeing that a CRM system will be accepted and successful begins before buying and installing the system itself. The implementation team needs to gain buy-in from those who will be expected to use or contribute to the CRM project. Once you have buy-in from the essential people, and a clear picture of what is needed in a solution, you will be able to look for a system with the tools and capabilities that will fit the bill.

Attorneys and other internal stakeholders don't see a compelling reason for using it – Often, failure stems from attorneys not seeing a good reason for the system. To avoid this, teams should ask attorneys, and other principals in the firm, what would help them do their tasks more efficiently and simply.

A process to measure tangible "return on investment" is not in place at the start – Metrics that should be used to measure success include: data quality, system usage (attorney adoption and utilization), increased firm revenue and improved efficiencies in marketing/business development.

Establishing solutions for success

There are four simple, practical ways to avoid these traps and achieve a positive and successful CRM implementation:

1. Sell the system as a tool to support wider business objectives: For CRM to be viewed as a success by the firm, begin by clearly stating how the system will directly impact on your firm's objectives. A successful system should provide enhanced client outreach, targeted messaging for clients and informed data on activities such as email marketing, event management, awareness generation and cross-selling.

2. Communicate how the system will generate more business and make jobs easier: Help your attorneys understand how they would benefit from a CRM system. You can begin this process by gathering input from them and by focusing on the links between their work and the potential capabilities of a CRM system. Ask questions such as "What is forcing you to do double work?" and "What are the top five things that marketing could provide to help you do your jobs?" You could also point out the ways that a CRM system will help their assistants do their jobs more effectively and efficiently.

3. Ensure that your system has good quality data: Limit the chances for people to lose faith in the system by gathering accurate data on the system's performance and use and reporting it back to the attorneys on a regular basis. Put mechanisms in place to conduct regular data audits to keep the system from becoming populated with inaccurate and irrelevant information.

4. Focus on the outputs, not exclusively on the inputs: Develop comprehensive reporting capabilities that are automatic, regular, and targeted to the needs of your firm's attorneys and management.

Building on the power of a CRM system

When choosing and implementing a CRM system you should firstly identify common stumbling blocks to success, prepare to counter them, and ensure that you implement metrics that measure success. Identify solutions that encourage acceptance and plan for the future by implementing a system that is easily expanded and can integrate with other key software. By doing this, you can truly seize the power of CRM to propel your firm forward.

Uncut: so when do we get some real SaaS ?

Is the legal IT industry heading for a tipping point over Software as a Service – or at least the different definitions of what constitutes SaaS?

Ask any user what they want from SaaS and they will say a service that can be turned on and off like a tap.

Need to add more users to a project? Just sign on the dotted line and there is your extra capacity. Need to cut back? No problem – and certainly no minimum commitment contract periods, no big install fees, ongoing support contracts, nor any per-seat versus concurrent licencing debates. In fact the same way many consumer software applications and online services are now offered.

However, ask any legal software vendor why they can't offer this and they will say it is because they are offering a niche product and the rules that apply to consumer/horizontal market applications do not and cannot apply to them.

With consumer products, the customer is in a take-it or leave-it position, whereas with systems designed for the legal vertical market, there is always an element of ongoing product development and user/vendor collaboration to ensure the software meets the latest regulatory needs or industry trends. Alternative billing arrangements, ABS and legal aid (a perennial thorn in UK legal IT sector's flesh) are just some of the current R&D issues vendors must address if their software is to remain relevant.

But does this automatically preclude a more flexible approach to SaaS pricing and delivery models? Traditional vendors say 'yes' but I'm encountering more vendors (and not just starry-eyed start-ups) who say 'no' and suggest the real sticking point is not the need to provide ongoing R&D but a reluctance to risk their current revenue models.

...Charles Christian

Roger Jackson is new LSSA chair

Roger Jackson, the managing director of Cognito Software, is the new chair of the Legal Software Suppliers Association, the UK industry body for legal systems developers and vendors. He takes over from Ian Wimbush of Peapod Legal Office who has served as the association's chair for the previous three years. Dominic Cullis of Easy Convey becomes the vice-chair, while Phil Snee of Linetime continues as treasurer.

Commenting on his appointment, Jackson said "I look forward to developing the relationships built with HM Land Registry, the Legal Aid Agency, the Law Society and others. We need constructive dialogue with these organisations to keep the legal software market current. LSSA helps law firms implement advances in technology and also address the impact of new legislation, such as changes in legal aid."
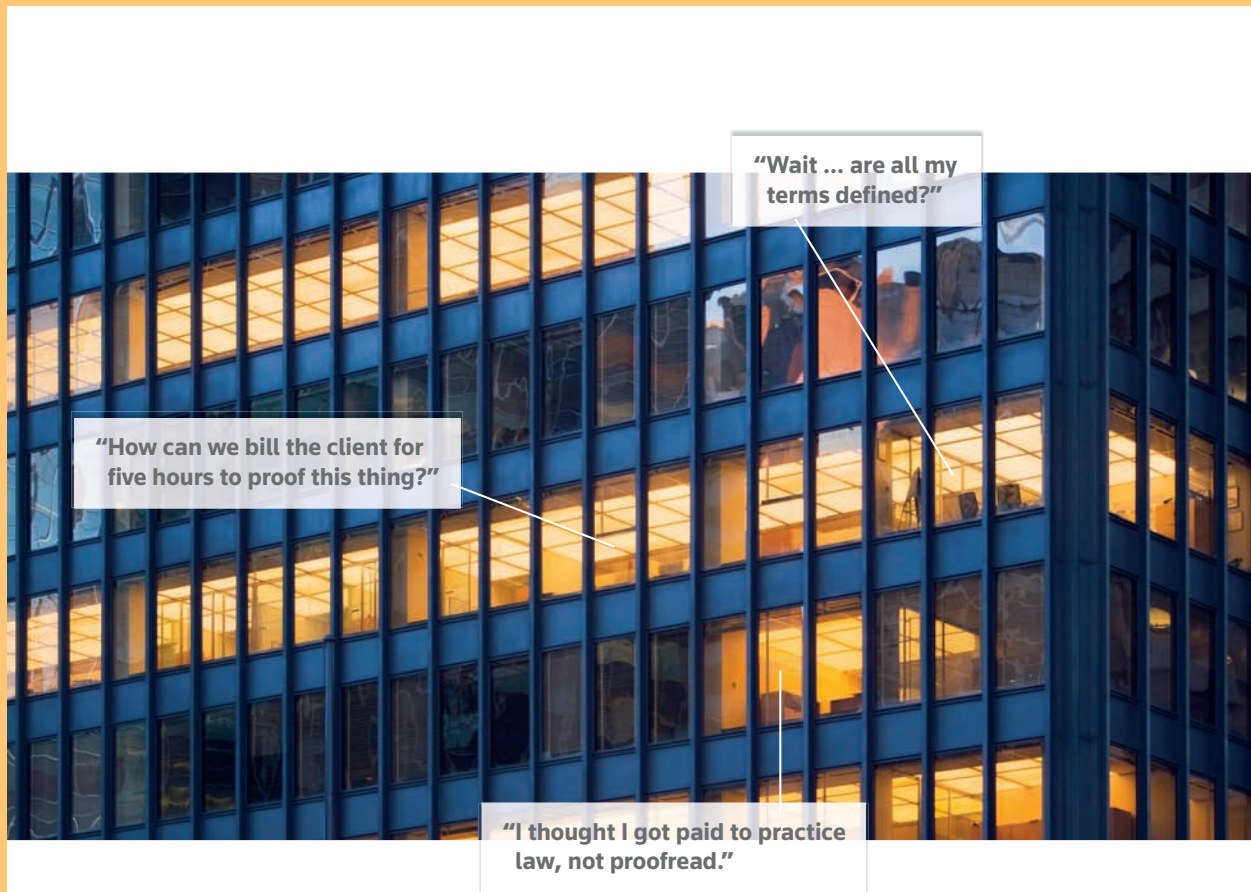**www.lssa.co.uk**

Fresh on the Radar

Co-founded by CTO Evan Tait-Styles and former Freshfields and Norton Rose lawyer, now CEO, Lachlan McKnight, **LegalVision** says it is Australia's only full service legal hub, providing legal documents, free legal information and fixed-fee legal services online. All documents, which can be customised by users, have been drafted and reviewed by practising lawyers, while the online legal services are provided by a network of fixed-fee lawyers.

McKnight says his goal "is to bring to Australia a revolution in online based legal services… providing quality, cost effective and easy-to-use services to businesses and individuals."

On a technical note, the whole LegalVision platform has been built on customised open-source technology, including Wordpress (+ plugins) for content management and Gravity Forms for document creation. Tait-Styles says this approach not only dramatically lowers the cost of building document customisation software but also improves the traditional user experience.
www.legalvision.com.au

New event for small & boutique firms

Leading Australian legal conference organisers Chilli IQ have announced a new event for smaller law firms. Called *Managing Partners Forum - Boutique & Small Firms*, it is designed to meet the needs of firms with fewer than 100 staff and are generally single city or state focussed but with some big name clients and specialist capabilities. The inaugural event will take place at Noosa, Queensland on 8 & 9 August this year. **www.chilliiq.com.au**

Lane Neave go digital

Award-winning New Zealand law firm Lane Neave has upgraded its dictation system from analogue tape to a BigHand digital platform. The change is as a result of the firm relocating staff to multiple office locations in the aftermath of the damage to their head office during the 2011 Christchurch earthquake. The investment in BigHand was part of a strategy to achieve a higher level of business continuity and disaster recovery planning.

Ediscovery Asia

Further evidence that Asia is becoming the new hot-spot for ediscovery work with two new corporate announcements. **Catalyst Repository Systems** has appointed **David Sannar** as its new managing director of Catalyst Japan LLC and VP of international development in Asia. Sannar, who has an MBA in intercultural communications with an emphasis on Japanese business and is a former president & COO of AccessData Corporation, will be based out of the company's Tokyo office. Catalyst CEO **John Tredennick** said the company would also be opening a Seoul office this year.

And, **Epiq Systems** has opened its first data centre in Shanghai, where it will be using Clearwell technology to provide data collection, processing and hosting facilities to mainland China customers. Operations will be supported by multilingual staff, including Mandarin and Cantonese. Epiq already has data centres in Tokyo and Hong Kong.

New product news

CMS Intelliteach has launched a new **Document Handling Service** providing users with 24/7 support on document handling and trouble shooting issues, including creation, editing, conversion and corruption. **www.intelliteach.com**
Thomson Reuters Elite has launched Enterprise v3.10 and WebView v5.5. New features include greater controls over billing templates and the data they hold. **www.elite.com/elite-enterprise**

MORE NEW PRODUCT NEWS ON p.15

Ediscovery news

All change at Kroll in the UK   Martin Carey, the long-time EMEA managing director of Kroll Ontrack's Legal Technologies business, has resigned and will be joining Adrian Palmer at Palmer Legal Technologies. Carey had headed the company for over nine years, from when it was still Oyez Legal Technologies. Kroll Ontrack has now appointed Tim Phillips, most recently European sales director, as EMEA managing director for the Legal Technologies business.

Palmer Legal Technologies was acquired last year by the global investigations firm Proven, itself part of the G3 Good Governance Group. The Proven board includes Slaughter & May senior partner Tim Clark, former GC and executive VP of BP Peter Bevan and Lord Macdonald QC, a former Director of Public Prosecutions, who has since returned to private practice at Matrix Chambers. **www.palmerlegaltech.com**

Ediscovery for small business   The UK-based digital forensics company Evidence Talks has launched what it believes is the first hosted ediscovery and forensic review service for small businesses. The new service is available on an SaaS basis. **www.evidencetalks.com**

Virtual classification   ZyLAB says it has become the first vendor to offer "true native visual search and categorisation" in its ediscovery and information management systems, to enable the speedy and accurate identification of non-textual information. ZyLAB already offers audio search so the latest features complete its multimedia search capability for enterprise Big Data.

Ediscovery people   **Nuix** has appointed **Paul Slater** as director of forensic solutions. Slater, who is based at Nuix's London office, began his career as a CSI with the Greater Manchester Police and later served as interim head of the Digital Forensics Unit with the UK's Serious Fraud Office.

Linda Kish has joined **RenewData** as VP of marketing. Most recently she was the CMO (chief marketing officer) of the law firm Brown McCarroll and before that with Kroll Ontrack. **DTI** has added **Clay Cocalis** as executive VP of legal solutions sales. He was previously with TowerGroup and Factiva.

FTI Consulting has appointed **Kathryn McCarthy** as senior managing director in the firm's technology practice and will lead the Acuity managed review business. **UHY Advisors** has promoted **Eric Shirk** to managing director of its ediscovery and digital practice group. Shirk has been with UHT since 2006.

Iris Data Services has hired **Derrick Logan** as director of national sales engineers. Logan, who will be based at the Iris production facility in New York, has previously held litigation support roles at Weil Gotshal, Jones Day and Skadden Arps.

Exterro has recruited six new sales directors to support the growing demand for its Fusion ediscovery software. The six are **Andrew Keller** (New England, ex-Iron Mountain), **Richard Bottonari** (Mid-Atlantic, ex-CT Summation), **Bruce Collins** (South, ex-Symantec), **Chris Eckert** (Southeast, ex-LexisNexis), **Don van Valin** (West, ex-Symantec) and John Gutter (Government, ex-Iron Mountain.)

New Hires, People & Places

UK & EUROPEAN NEWS **Ad Coelum Technology**, the consultancy formed earlier this year by **Tim Cheadle**, has added three new directors to its board. The three are **Paul Payne**, previously with LexisNexis UK leading software development, who joins as CTO; non-exec director **Paul Whitehead**, previously the head of IT at three Top 100 UK law firms and now CEO of the Jambu Legal consultancy; and **Darren Atkinson** of Prisymid Limited, who also joins as a non-exec.

Bryn Hughes has left LexisNexis Martindale-Hubbell, where he was the marketing and communications manager, to join **The Law Society of England & Wales**, where he will be responsible for their accreditation schemes for law firms in the UK/international markets.

Priory Solutions, the company behind the ResearchMonitor online research cost recovery system, has appointed **Jose Camacho** as its new global director of business development. Camacho was previously with GSI LivEdgar and, more recently, Intelligize.

DocsCorp has expanded its EMEA team with the appointment of Swedish-based **Sarah Lafis** as senior account executive for Northern & Eastern Europe. Lafis is well known in the Nordics legal IT sector through her work with Hummingbird and Traen AB.

Jessica Baldry, the face of Philips PR and marketing in the UK for many years, has gone solo this month and set up her own PR agency. Called **Momo Marketing**, it aims to focus on the marketing and press relations needs of smaller legal IT vendors.
www.momo-marketing.co.uk

US NEWS **BigHand** has appointed **Chuck Pindell** as director of sales for its US business. He joins BigHand with over 20 years' experience of the legal IT market. Most recently he was the VP of Sales & CMO of ediscovery vendor Daegis and before that VP of global sales for iCONECT Development.

In early July **Jeff Hodge** will be leaving **Thomson Reuters**, where he has been involved with the Serengeti business for the past 12 months. Jeff (who we first met when he was in the UK running Datacert's EMEA operations) says he plans to move into the law firm or corporate legal sector in a business development/client manager role, ideally in Seattle or on the West Coast.

After spending the last five years with BigHand, **Beth Thompson** has joined BillBLAST as director of business development. She will be actively involved in the launch of the BillBLAST cloud-based ebilling system at ILTA's annual conference in August.

The tech consultancy **Hyperion Global Partners** has added **Robert 'Bobby' Tindel** as managing director to lead the company's new Retained Leadership Service practice. Prior to joining Hyperion, Tindel held senior KM roles in law firms and was also a managing consultant with Kraft Kennedy.

Wilson Legal Solutions, which specializes in helping law firms make the best use of Thomson Reuters Elite software, has increased its West Coast staff by five. They are senior consultants **Kenneth Borrowdale**, **Ken Engstrom**, **Alex Lee** and **Joan Warren** plus director of sales & marketing **Jessica Quesada**. In addition, Argentina-based **Carlos Rubio** has joined Wilson as a consultant.

Four of the Best - Editor's Pick

If you missed them, here's our pick of some of the best stories that appeared online last month...

• When is Litigation like Las Vegas - the math of document review by Andy Kraftsow (18 June)
www.legaltechnology.com/latest-news/comment-when-is-litigation-like-las-vegas/

• Video: Compilation of speakers & presentations at LawTech Futures 2013 (24 June)
http://youtu.be/ywIS0iDfqio

• Video: Ray Kurzweil's keynote speech in full (runs for 75 minutes) at LawTech Futures (24 June)
http://youtu.be/zcUxmRvjxM8

• Marvellous Marketing: how Withy King got closer to the Oxford media by Kim Tasso (25 June)
http://www.legaltechnology.com/latest-news/kim-tasson-on-marvellous-marketing-how-withy-king-got-closer-to-the-oxford-media/

legal it insider

New product news

Speech Processing Solutions (the company still better known by its original name Philips) has launched a new **Philips Pocket Memo** digital dictation recorder for the professional handheld mobile dictation market. The device has one of the largest and clearest screens we've seen on a recorder, plus a built in barcode scanner and a '3D' microphone to ensure better sound pickup in different recording environments. And you can even switch to a 'classic mode' so the screen switches to the look and feel of working with an analogue tape recorder – no, really.

Recommind has launched an **Information Governance Suite** that bundles together existing Recommind Axcelerate applications for data management, early case assessment, collection, review and analysis. Recommind say the killer feature of IGS is 'Predictiv Governance' which combines machine-learning with human expertise to automate tasks such as data identification, retention, migration, management and deletion.

Channel news

US systems integrators **Keno Kozie Associates** have partnered with iManage and SharePoint specialists **Prosperoware** to help enhance the overall effectiveness of document management solutions within law firms.

NetDocuments have formed a partnership with scanning solutions provider **DocSolid** to integrate the Airmail2 cloud-based scanning system with NetDocuments' cloud-based DMS. Washington DC-based Gilbert LLP is one of the first law firms to go live with an Airmail2 NetDocuments integration. **www.docsolid.com/ solutions/law-firms/airmail2-for-netdocuments**

Fleet Street (London) based legal IT specialist **SproutIT** has achieved Microsoft Gold certification and ISO 27001 accreditation. **www.sproutit.co.uk/accreditations**

Training specialist **Capensys** has formed a partnership with **D. Casey Flaherty**, corporate counsel at Kia Motors US, to create a web-based version of his technology audit of corporate outside counsel. This is designed to help inhouse legal teams assess the IT competency of the law firm attorneys they use.

Capensys has also launched a new training (including elearning) program for small-to-mid sized law firms. In the UK this is being delivered in conjunction with **Phoenix Training Services**. **www.capensys.com**

The US case and matter management system **LawBase** can now be integrated with the iTimeKeep mobile time recording app from **Bellefield Systems**. iTimeKeep is available for iPhone, iPad, Android and Blackberry Z10 devices. LawBase has also formed a partnership with the **Affinity Consulting Group**, who will now be offering implementation, training and support services to LawBase customers. **www.affinityconsulting.com** + **www.lawbase.com** + **www.bellefield.com**

Vital Statistics: the Irish legal scene

The accountancy firm Smith & Williamson, which now also operates in the Irish Republic following its merger with Oliver Freaney & Co in Dublin, has published the results of its first ever survey of Irish law firms (S&W have been running a similar survey in the UK for nearly 20 years.)

Although much of the survey focuses on the likely impact of the *Legal Services Bill* (the Irish equivalent of the *Legal Services Act* in the UK) the results provide an interesting snapshot of the current state of health of the Irish law firm sector.

• 75% of firms say pressure on fees is the biggest issue facing them over the next 12 months
• 81% of firms reduced operating costs in 2012
• Hourly billing rates are static in 66% of firms and 33% have seen billing rates decrease
• 71% of firms have agreed to more fixed fee arrangements in the current year
• 72% of firms expect more merger activity in the coming year
• Over two-thirds of firms have lockup (debtors & WIP days) greater than 120 days and 43% are running at greater than 150 days
• 59% of firms with borrowings have had an increase on borrowing costs over the last three years and only 20% have been offered increased working capital facilities
• 50% of lawyers wouldn't recommend a career in law to their children but 100% of partners would!

10 years ago today

Some fascinating, if a little frightening, statistics were to be found lurking in the June 2003 edition of the Insider, courtesy of research conducted by the English Law Society on the usage of IT within 600 small-to-mid-sized law firms. According to the research, 10 years ago 34% of firms didn't have computer networks and were still running stand-alone PCs. Only 49% of firms provided all their fee earners with PCs, while 16% of firms had no fee earners using any form of IT. Even more worryingly, 87% of firms in the sample were happy to let their lawyers do their own wordprocessing.

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