

AMERICAN LEGAL TECHNOLOGY INSIDER

ILTA survey preview: firms want Sharepoint and virtualization

In June the International Legal Technology Association, in cooperation with Envision Agency, initiated ILTA's annual IT purchasing survey of ILTA member firms with 100 attorneys or more. While the full results of the survey will not be available until the official presentation given by Envision during the vendor program at this year's ILTA conference (August 25-28, at the Gaylord Texan in Grapevine, Texas), this exclusive summary includes some of the highlights...

The general consensus on budgets is that while belt tightening is happening everywhere, a budget freeze is not apparent. Instead, firms are more focused on where they spend their budgets and are earmarking specific technology projects (particularly Sharepoint and virtualization) for specific implementations.

New to this year's survey is the inclusion of details on what firms are spending on IT as a percentage of overall revenue and what is being allocated per attorney. The survey found that 55% of firms spend 2-4% on average, and another 22% spend between 4-6%. (This compares to a 4.5% average among the UK's top 250 firms.) Also, over 67% indicated an average IT spend of between \$8000 to \$17,000 per attorney.

Notable additions to the technology implementation and future purchasing section are Microsoft Sharepoint and virtualization projects. Some 28% of respondents reported implementing Sharepoint and a whopping 51% rolled out virtualization technology. While we have seen the increased momentum for law firm Sharepoint projects, the high demand for virtualization technologies is telling – virtual servers and desktops provide energy ...continued on page 4

Welcome to issue #1

Welcome to the launch issue of American Legal Technology Insider, a new independent monthly publication focusing on the large law firms sector of the US and Canadian legal IT industry. Coming from the same publishing stable as the UK's market leading newsletter Legal Technology Insider, we will be following the UK formula of treating vendor and industry news as real news, albeit with a strictly North American flavor – and that includes the spelling!

Designed as a quick round-up for busy 'legal IT professionals' – the people who develop, sell, buy, implement, support and manage legal technology systems within the North American large firms market – each month American Legal Technology Insider will be reporting on what's hot (and what's not) within the industry in terms of new wins, new hires, corporate news, success stories and product launches.

We do hope you enjoy reading this newsletter – and I look forward to meeting some of you at ILTA in Grapevine, Texas, later this month.

...Charles Christian, Editor-in-Chief

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UK vendor Tikit bringing e-marketing app to US

The London-based Tikit Group will be launching two major product families into the US legal systems market at the annual ILTA event, which takes place at Grapevine in Texas later this month. The first is a new and more intuitive version of its eMarketing Solution. This is effectively a campaign management tool that integrates with LexisNexis Interaction and is already used by over 140 organizations as a way of utilizing their CRM data to drive customized e-marketing campaigns, including newsletters and event invitations, direct to the recipients' email in-boxes.

The second product range is the Tikit Connect Framework, a suite of utilities that includes the Template Management System, which allows firms to create and manage standard document templates for letters, memos etc; the Printer Control Center, an enterprize print management system for network printers and MFDs; and the Email Signature Manager, which provides a centralized control on the look and feel of Outlook emails, including the signature block.

- Our companion blog – The Orange Rag – will carry more information about the Tikit ILTA launches later this month.

www.theorangerag.com

Corporate news in brief

New US HQ for eMag Solutions

eMag Solutions LLC, a supplier of e-discovery and data management products, has moved into a new US head office at 3495 Piedmont Rd NE, Building 11, Suite 820 in Atlanta, GA. The new facility has been designed to support eMag's expanding electronic data processing needs and includes state-of-the-art security to protect client data.

www.emagsolutions.com

Guidance Software opens Houston classroom

Guidance Software Inc has expanded its training facilities and can now offer classroom training in digital investigations (including e-discovery and data audit) out of Houston.

www.guidancesoftware.com/training/index.aspx

eBillingHub in alliance with Baker Robbins

E-billing specialist eBillingHub this week announced a partnership with the Baker Robbins & Co (now part of Thomson Reuters) IT consultancy. Under the terms of the agreement, Baker Robbins will provide service implementations for eBillingHub customers.

- In recent months eBillingHub has also forged alliances with Elite (another Thomson Reuters business) Aderant and Rainmaker.

www.ebillinghub.com

New wins

Hughes Hubbard select TimeKM

Hughes Hubbard & Reed LLP, which has offices across the US as well as in Paris and Tokyo, has selected TimeKM from Pensera as its new global time tracking system. The firm's CIO Steve Sommer said the firm recognized a need to revamp its legacy time entry and after reviewing the market "TimeKM was the clear winner, given its focus on contemporaneous time capture."

www.timekm.com

Microsystems secures 7 more wins

Document production and lifecycle specialist Microsystems have signed up seven new law firm sites. Crowell & Moring LLP (Washington, DC), Faegre & Benson LLP (Minneapolis), Lewis Rice & Fingersh LC (St Louis) and McKool Smith (Dallas) have all selected the Microsystems Knowledge Partnership package; while Bowles Rice McDavid Graff & Love LLP (Charleston, WV), Fraser Milner Casgrain (Toronto) and Moss & Barnett (Minneapolis) have selected the company's D3 system.

www.microsystems.com

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Case study: Report cards at Orrick Herrington

Faced with a problem familiar to most law firms – getting lawyers to turn in timesheets in a timely manner – Orrick, Herrington & Sutcliffe formed a special committee to improve three main inventory components: time entry, billing and collections. The result was the introduction of a number of measures, including the creation of a grading system/report card.

These report cards, produced on a quarterly and annual basis to evaluate partner performance, were generated from Orrick's Aderant Expert financial management system and, according to Controller of Operations Kathleen Deuschle, "often providing financial information many partners had not seen before."

As part of the new report cards system, Orrick instituted an automatic bonus and penalty system – the committee consciously exploited the innate desire of Orrick partners to improve individual performance and live up to their 'overachiever' reputations, while producing tangible benefits for the firm as a whole. The new system was not however designed to punish or over-reward partners. Penalties were set at a percentage of their average work-in-progress and accounts receivable. Bonuses were also set at moderate levels and calculated on a percentage basis of the billing partners annual cash collections. Grade A bonuses had a pre-set ceiling and floor, the same applied to penalties for Cs and Ds. Those with Bs did not receive rewards or penalties.

One of the tangible benefits of the introduction of report cards is partners can see the impact their individual performance has on the firm's overall finances. Equally valuable is the communication that now takes place between finance, partners, practice group leaders, and the firm's leadership team when it comes to attorneys' financial accountability and performance. And, of course, there has also been a 14% decrease in Orrick's average days in the cash cycle; improved cash flow from faster billings and collections; increased-and faster-partner draws; and 31% increase in profits per equity partner.

New hires

Two new directors at Wave

Orlando-based Wave Software has hired Robert VanPamelen as director of law firm accounts and Rick Thomas as director of corporate accounts.

Page Hall joins DocAuto

Atlanta-based DocAuto Inc has appointed Lori Page Hall to the post of director of product knowledge. Page Hall, who has worked in the legal industry for over 20 years, was most recently with XMLAW Inc and Softwise. She has also served as the V-P of ILTA's Interwoven Peer Group.

New account execs for Microsystems

Microsystems has appointed Mike Macenas, previously at CT Corporation, and John Brennan, previously with LexisNexis, as senior account executives.

New director at Shepherd Data

Minneapolis-based Shepherd Data Services has hired Anthony Reichert as its director of sales & marketing. He was previously with SimonDelivers and has also held sales positions with RR Donnelley and Xerox.

Edge Legal expands PR team

Edge Legal Marketing has recruited Christi Scow as an account manager. Scow was previously marketing manager at CaseData.

Mattera to head-up Trilantic US sales

Trilantic, an EU-based e-discovery and litigation support services company, has appointed David Mattera as sales director for its growing US operations. Mattera, who has worked in the litigation support sector since 1997, is based at Trilantic's New York City offices (tel: 212 808 7227).



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ILTA survey preview ...continued from front page savings and lower capital expenses and virtual infrastructures essentially provide better desktop management, increased security, and improved disaster recovery processes.

Other findings include hefty fluctuations in implementations versus future purchases (purchases within the next 12 months). For example, budgeting software future purchases are up 9% from last year's 5% implementation rate. On the flipside, cost recovery implementations which surged last year to 17% are down to 5% for future purchases. CRM implementations which were in the single digits in 2007 are up to 17% in terms of future purchases. Also registering momentum in the future purchase category are MS Office 2007 upgrades, up 5% from 2007. Lastly, wireless/mobile hand held device rollouts peaked at 32% in 2007 and are estimated at half that (16%) for future purchasing.

Compared to 2007, ILTA large firms are more readily utilizing outside technology consultants – 35% indicated that at least a quarter of firm technology purchasing decisions involved outside consultants, a 14% increase over last year. Finally, the most pressing challenges facing the surveyed IT decision makers include: managing firm growth from an IT perspective; data volume and data storage limitations; user education and training; and e-discovery readiness.

- The full ILTA 2008 large firm technology purchasing survey results will be available as a free download from the ILTA, Envision Agency and www.insidelegal.com websites after the ILTA conference later this month.

www.iltanet.org + www.envisionagency.com

New product launches

Latest DocuLex system includes SharePortal

DocuLex this week releases version 4.1 of its Archive Studio WebSearch product. New features of this content management application include SharePortal, which allows users to securely share content and collaborate with 3rd party individuals without user logins.

www.doculex.com

Divorce financials made easy

EasySoft this week launched Divorce Financials, a new software product to help family law practitioners with the ability to provide tax optimized divorce settlements for their clients while factoring in all 50 state tax codes.

www.easysoft-usa.com

Digital dictation news

Winscribe to release version 3.8 at ILTA

Digital dictation workflow software vendor Winscribe has released preliminary details of a new version of its software it will be launching at the ILTA conference later this month. Called Winscribe v3.8, the new release features extended workflow functionality – including the facility to automatically route incomplete transcription jobs between different offices in different time zones; as well as an enhanced mobility suite – along with the Windows Mobile and Blackberry platforms, v3.8 also supports Nokia N95 smartphones; and an increased compatibility range across Citrix, Terminal Services, importers and devices – including the Olympus DS-500 portable recorder.

Chicago firm rolls out Bighand DDS

Following a pilot last year, Chicago law firm Rusin Maciorowski & Friedman has rolled out Bighand's digital dictation workflow system to 75 attorneys and staff. The firm had already migrated from audio tapes to digital recording before finally moving to Bighand and embracing a centralized workflow system for the distribution and management of transcription. The firm is now looking at a Blackberry-based mobile option for attorneys on the move.

Another Bighand site – Pittsburgh based Marshall Dennehey Warner Coleman & Goggin, which is currently rolling out (using Graffen Business Systems) the system to 980 users practice-wide – reports that since starting with Bighand 3 last year, there has been a 300% improvement in document turnaround times (from 7-10 days down to an average of 2-3 days) and a return on investment equivalent to \$1500 per attorney per year. This includes cutting overtime by on average of \$700 per year per attorney and eliminating a cost of \$18,000 per year just physically sending audio tapes from office to office for transcription.

E-discovery and litigation support systems round-up

InterLegis launch Mac-compatible Discovery360

InterLegis Inc has launched an Apple Macintosh-compatible version of its Discovery360 e-discovery application, with both its DataMapper culling and Reviewer modules now available on Macs. InterLegis president Kevin Carr said the move follows the growing popularity of Macs in legal work.

www.interlegis.com

Autonomy now supporting Blackberry for FRCP compliance

The Autonomy Corporation's e-discovery system now supports the archiving and search of Blackberry pin-to-pin and SMS messages for compliance regulations, including FRCP Rule 26(a) governing the identification of discoverable electronically stored information (ESI).

www.autonomy.com

Mimosa supporting EDRM XML standard

Mimosa Systems' NearPoint live content archiving system now supports the XML (extensible markup language) standard developed by the Electronic Discovery Reference Model (EDRM) for the easy transfer of ESI throughout all phases of the e-discovery process. Mimosa has been working with FTI Consulting to ensure its archived content can be converted into XML and exported into FTI Ringtail systems.

www.mimosasystems.com

Forensic suite available for free download

Jones Dykstra & Associates is offering a free download of its computer forensics software tool suite. Called JDAFTS, the new suite includes case data management applications that allow users to import, analyze, compare and export electronic activity logs from sources such as web browser activities, Windows recycle bins and EnCase software.

www.jonesdykstra.com

Content Analyst partners up

Content Analyst has announced integration partnerships with iConect Development and the Celerity Consulting Group. The iConect deal sees Content Analyst's dynamic clustering and categorization capabilities being used to automatically identify related documents and then group them into folders in iConect software for subsequent review. The Celerity deal adds Content Analyst's capabilities to Celerity's own Oliver online viewer tool. (This allows mass collections of paper or ESI in native format to be produced for, or reviewed from ↗

↗ opposing parties.) The integration of Content Analyst's technology into Oliver will allow reviewers to find similar documents based on conceptual relevance, while categorizing them into groups that are conceptually related, even if they don't contain specific key words.

www.contentanalyst.com

CT Summation delivers CaseVault 5.1

CT Summation has released CaseVault 5.1, the newest version of its SaaS (software as a service) litigation support system. New features include auto allocation for large document sets and an advanced search tool to enhance the ability to manage large and multi-party cases online.

www.ctsummation.com

Wave Software launches Trident 5.0

Wave Software has launched Trident 5.0, a new version of its de-duplication software offering what is believed to be the first system in the legal industry to include 'Native Review Bridge'. This automatically maps, processes and loads e-discovery data, including Outlook PST files, into commonly used search and review applications such as Summation and LexisNexis Concordance.

www.discoverthewave.com

Metrics-driven offshore review from Act

Act Litigation Services has announced a metrics-driven offshore attorney document review service using lawyers in India and the Philippines. Act client services director Jeff Samples said "using Six Sigma processes, sampling and statistical control we are able to achieve higher accuracy rates than typical document review methodologies, including that of most law firms in the US."

www.actlit.com

eView 2.0 available from Onsite3

Onsite3 has announced the general availability of its eView 2.0 document review platform. New features include support for multi-lever review workflows.

www.onsite3.com

SoftWise and Litera release Metadact 1.0

The SoftWise and Litera corporations have merged their respective metadata utilities – Out-of-Sight and Metadata Sweeper – into a single new product. Called Metadact 1.0, it allows users to view, manage and act on the metadata contained in all Microsoft Office and PDF documents. Litera founder and president Deepak Massand said “by merging the two technologies, we have underscored the critical importance of easily accessible metadata management.”

www.softwise.net + www.litera.com

Microsystems teams up with The Frayman Group

Microsystems has just announced a strategic partnership with The Frayman Group, the news follows reports that one top 10 law firm in the UK has already taken advantage of the partnership to create a new business intake/risk management application.

The UK firm uses The Frayman Group’s CompliFlow new business inception software (which is built on Windows Workflow Foundation) and, at the conclusion of the intake process, CompliFlow routes information to the Microsystems D3 system via web services. D3 then creates an engagement letter (which can cater for multiple offices, languages and entities) on the server, and that engagement letter is then automatically profiled in the firm’s Interwoven document management system. Simultaneously, D3 instigates an email to the partner and secretary confirming that the engagement letter is ready for signing, before passing the document number assigned by the DMS back into CompliFlow.

Commenting on the partnership, Frayman president Kandace Donovan said “To properly process new clients, lawyers must adhere to evolving ethical requirements and increased governance responsibilities. These added complexities require tighter integration among processes and systems than were previously available. Our joint work with Microsystems addresses these challenges and provides firms with important productivity gains.”

E-discovery Masters Conference announced

The Masters Conference has announced details of its forthcoming third annual conference. Called Viewing E-Discovery through the Corporate Veil, the event will take place on October 16 & 17 at the Ronald Reagan Building on Pennsylvania Avenue in Washington, DC. Topics to be covered include subprime mortgage litigation, and the speaker panel includes Thomas Allman and Browning Mearan.

www.themastersconference.com

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