

AMERICAN LEGAL TECHNOLOGY INSIDER

Client Profiles is MS Dynamics partner of year

Client Profiles has been named Microsoft Dynamics 2009 professional services partner of the year. Microsoft general manager David Smith said the award recognized Client Profiles' CRM4Legal system for revolutionizing the way law firms implement and benefit from Microsoft's CRM technology.

- Client Profiles has also released a small firms edition of its Practice Management software. Called ProfilesSPX, the first 3 user licenses are included in the base price. The software, which can be purchased online by credit card, runs on a SQL Server 2008 platform and scales up to 10 users.

www.profilesSPX.com

Billback and nQueue merge American opps

Billback Systems and nQueue, both global players in the cost recovery systems market, this week announced the merger of their North American operations to create nQueue Billback LLC. The new 'self-contained' company is jointly owned by nQueue Inc and Billback's Australian parent Reckon Ltd and, as such, will be affiliated with Reckon's other businesses, including APS and Billback in the UK and Australia. The deal has closed and the new company is already operating. (Earlier in its existence, Billback was sold into the North American legal market by Thomson Elite.)

Hastings go Philips DDS

We've just received reports that US and international law firm Paul Hastings Janofsky & Walker LLP signed contracts earlier this week to install Philips Enterprise hardware and software as the basis for its new digital dictation and workflow management system. The project will see an initial 130 seats rolled out, with more to follow.

Mehta moves to CTO role

Sanjay Mehta has joined e-discovery software vendor CaseCentral as chief technology officer and vice president of engineering. Mehta was most recently chief architect and VP of engineering at Mimosa Systems and before that VP of software development at Zantaz (now Autonomy Zantaz). CEO & president Tom Thimot said Mehta's knowledge of both e-discovery software and the e-discovery industry gave him a good perspective to drive further product innovation at CaseCentral.

Insider blog record high

The Insider's companion breaking news blog – The Orange Rag – has seen its visitor traffic for Q2 2009 hit a new high with the average monthly number of distinct URLs served reaching 19,800 (up from 15,500 in Q1) while the total monthly number of page views increased by over 100,000, from 240,000 to 348,000 – this is the equivalent of 17,000 page views every working day.



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Handshake unveils PageGuru for Sharepoint

The upcoming release of Handshake Software 3.0 (scheduled for early July) includes a new feature – called PageGuru for Sharepoint – that Handshake founder & CEO Doug Horton describes as a ‘game changing product’. Recognizing that organizations spend large amounts of time and money trying to achieve a consensus portal design, PageGuru offers users a simple approach to Microsoft Sharepoint page personalization that requires no hard coding and, through the use of pre-configured ‘Web Parts Gadgets,’ allows some pages to be customized in under a minute via drag and drop placement. Handshake Web Parts are already available for Elite, Aderant, Interaction, iManage and eDocs, as well as other legal applications, any Sharepoint list information, such as calendars and announcements, plus standard portal gadgets for news, weather, stocks and other information.

www.handshakesoftware.com

Aderant completes 150th law firm site upgrade

Hinshaw & Culbertson LLP has become the 150th firm to go live on Aderant Expert Release 7.5. This means on average seven firms every month have implemented or migrated to Expert 7.5 since it was launched in October 2007. Aderant users since 1999, Hinshaw completed the conversion in less than six months. “We originally thought the migration would be more involved than it actually was,” said Hinshaw CFO Edward O’Connell. “In reality our upgrade went very smoothly. Our operations did not miss a beat.” Aderant president & CEO Mike Kohlsdorf described this as “a wonderful example of our ‘no client left behind’ strategy.”

SME initiative in Canada

Working under the *Committed* banner, six vendors are running roadshows across Canada in October to show smaller businesses, including law firms, the benefits of modern business methods, including the use of technology. The six vendors are Staples, HP, Inuit, Citi Cards, Rogers Cable and Silver Lining.

www.silverlininglimited.com/committed

Mindcrest win ACC deal

Legal process outsourcing (including offshore document review and research services) company Mindcrest Inc has been selected by the Association of Corporate Counsel as outsourcing partner for the ACC Alliance Program. Under the program, ACC members receive a 10% discount on all Mindcrest litigation services projects exceeding \$50k.

New product launches

ContactNet upgrade from Hubbard One

Hubbard One has released a new version of its ContactNet software, with Squire Sanders & Dempsey one of the first firms to install the new system. Enhancements include a new user interface, deeper integration with 3rd party CRM products and phone data ‘relationship algorithm analysis’.

Gwabbit and run

Merzbach Law in Rochester, NY, has become one of the first firms to use the new Gwabbit system. This automatically grabs contact information from email signatures and then completes the correct fields in a user’s address book. Gwabbit, which tests show has a 90% accuracy rating, is available as an Outlook plug-in and on Blackberry.

www.gwabbit.com



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New hires

New CFO for Workshare

Scott Smull, most recently CFO/COO at PriMetrica Asia, has been named as chief financial officer at Workshare. Smull has worked in finance for over 30 years, including CFO posts in software companies.

DocAuto promotes Lori Page Hall to V-P

DocAuto has promoted Lori Page Hall to vice president of marketing and communications. Hall joined DocAuto last year as director of product marketing. She has held senior posts at XMLAW and SoftWise and worked at several law firms.

American LegalNet names Goldin as CTO

Workflow products specialists American LegalNet (ALN) has hired Mark Goldin as its chief technology officer. Although immediately prior to joining ALN, Goldin worked for Green Dot in the debit cards industry, he is probably best known in the legal IT industry for the 13 years he spent until 2005 in senior management roles with the PMS vendor Elite.

Exari expands management team

Document assembly and contract automation software company Exari Group has expanded its senior management team with the appointment of Lowell Moritz as vice president of account management, responsible for customer relations.

Redgrave joins TCDI

Victoria 'Vickie' Redgrave has joined Technology Concepts & Design Inc (TCDI) as managing director litigation services and general counsel. Redgrave joins TCDI after nearly 10 years as inhouse counsel at Dow Chemicals and Cummins Inc.

Miller joins DiscoverReady in new V-P role

DiscoverReady LLC has hired attorney Matthew 'Matt' Miller in the newly created position of vice president discovery strategy to lead the company's new IP practice group and Charlotte (NC) office.

Microsystems appoint Kibby as senior account exec

Microsystems has appointed Kathy Kibby as senior account executive. Kibby has previously held director level client development roles at IntApp and LexisNexis Interaction/Interface Software.

Fios expands Chicago sales team

Juliann Sneller, who has previously worked with such companies as LexisNexis and Gerson Lehrman, has joined e-discovery services vendor Fios Inc as a sales manager for the company's rapidly growing Chicago market.

Digital dictation news

Grundig and Verdatum to the rescue

Grundig Business Systems (GBS) in association with Verdatum have implemented new dictation hardware at California law firm Rutan & Tucker LLP. The move follows complaints from users and support staff about their existing dictation hardware (supplied by a competitor). After a short pilot, the firm opted for the GBS Digta SonicMic desktop recorder, which integrates with Verdatum's dictation workflow software, as well as Microsoft's Vista Enterprise operating system.

Indiana firm selects Bighand and Blackberry

Indiana-based Bamberger Foreman Oswald & Hahn LLP is swapping out its legacy Olympus digital dictation system and replacing it with Bighand. The firm will be running Bighand on the desktop across four offices, while attorneys on the move will still be able to use the Bighand digital dictation application via their Blackberry smartphones.

- We've been trying digital dictation on a Blackberry here at the Insider. It is worth noting the sound quality of dictation (which is then saved and transmitted as a sound file for transcription) is as crisp and clear as you get from any portable voice recorder and bears no comparison to the sometimes indifferent quality of voice calls on a mobile phone.

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Litigation support news

Mimosa expands proactive e-discovery

Mimosa Systems has launched NearPoint 4.0, the latest version of its archiving and e-discovery platform. Features include: support for expedited electronic discovery projects, now becoming increasingly common in employee and shareholder disputes arising out of the current economic downturn; multiple data capture methods, including Microsoft Sharepoint and Exchanges; support for virtualized datacenter infrastructures; and, provision of offline access for end users to archived content.

FCS adds Clearwell 4.5 to product offerings

Forensic Consulting Solutions (FCS) has added the Clearwell 4.5 e-discovery platform and Clearwell Mobile Device to its product offering. New features in 4.5 include 'stop word indexing', hit highlighting and the ability to handle multiple languages, including Chinese, Japanese and Korean. The new Mobile Device has been specifically designed for cross-border litigation and compliance with the EU data protection directive.

- The recently launched FCS IG (information governance) department has now launched a new website dedicated to this emerging practice area.

www.fcsig.com

ACT Litigation expands processing capacity

ACT Litigation Services says the opening of its expanded data lab in California will be able to process, filter and host e-discovery data at a rate six times faster than was previously possible. The upgraded facilities, which cost \$6 million to implement, also include triple the number of Windows and SQL servers, offering a throughput of 1 terabyte per week.

CaseCentral extends e-discovery review platform

CaseCentral has extended its e-discovery platform with the addition of an ECA (early case assessment) offering. The launch coincides with what CaseCentral describes as a 'radical new pricing model' that starts at \$10/Gb per month (or \$120k/Tb per year) as as such is 'two orders of magnitude less than competitive products.'

www.casecentral.com



⇒ Not litigation but litovation

Ikon Office Solutions has launched a portfolio of new litigation support and document management solutions for law firms and corporations. Called Ikon Litovation Solutions, they are intended to assist in every phase of the legal discovery lifecycle from document identification and collection (including data forensics and e-discovery) through to document imaging, coding, hosting and review.

New product launches

Mitrtech connects with express e-billing

Mitrtech has launched a new product for smaller corporate legal departments. Called TeamConnect Express e-Billing, it is delivered on a SaaS basis with out-of-the-box implementation. Mitrtech say it offers the same e-billing functionality as the enterprise product but scalable (and affordable) for smaller legal departments with 2-to-20 attorneys. For larger organizations, the new system can be used as a stand-alone e-billing solution.

- Mitrtech has also launched TeamConnect 3.1, an updated version of its flagship enterprise product. New features include an extension in the number of application servers now supported (now including SQL Server 2008) plus greater support for corporate legal department's global operations, including support for Canadian GSP and EU VAT taxes, as well as the LEDES 1998B standard.

www.mitrtech.com

New online time tracking app

Logic Design LLC has launched a new version of its Paymo online time tracking application.

www.paymo.biz

Redliner app to solve redlining

Redliner is a new rich internet app designed to address the pain of attorney/client workflows when collaborating on documents. According to Redliner's VP of marketing David Womeldorf "Rather than using multiple tools around Word documents, such as DeltaView) we started with workflow at the core and wrapped that with an online editor.

www.redliner.com

Firm boosts pro bono capacity with software

• Thought leader by Cristin Zeisler, director of pro bono activities, Manatt Phelps & Phillips

At Manatt Phelps & Phillips, we're committed to providing broad access to justice. Our pro bono program is a source of pride and an integral part of our practice. In addition to serving a global client base from eight offices in California, New York, and Washington DC, Manatt annually devotes at least 3% of our billable time and resources to hundreds of not-for-profit organizations and individuals unable to pay significant legal fees.

In late 2007 we recognized that while our commitment to promoting greater legal access was exemplary, the administration of our pro bono program had become too labor-intensive. To meet our strategic goals and ensure that our program ran without service gaps, we either had to hire more people or use technology to stay on top of the data. By choosing innovation, we have grown our firm's program to a new high of 33,000 pro bono hours, approximately 5% of our billable time, in 2008.

Manatt can be simultaneously involved in as many as 400 different pro bono cases from such legal aid organizations as the Alliance for Children's Rights, the HIV/AIDS Legal Services Alliance, Public Counsel and more. As Manatt's Director of Pro Bono Activities, my role is to attract new cases, match attorneys with cases, supervise a majority of those cases and report on pro bono activities to our management team. Each January, we deliver detailed status reports to the legal aid providers, who use the information to track client outcomes and bolster fundraising. With the assistance of one paralegal, we would embark on a three week process that required manually aggregating information from different sources including our matter management system, accounting ↗

↗ software, time-tracking software and a variety of files. Additionally, we would rely on paper-based surveys to learn the types of pro bono work that interested each attorney.

This tedious process diverted our management efforts, which resulted in a significant slowdown of Manatt's pro bono activities. For example in January 2008 we logged 1700 pro bono hours, whereas the monthly average for 2007 was 2500 hours. Our former approach was also time-consuming for attorneys who relied on back-and-forth email communication to track pro bono hours. And, with an average billable hourly rate of \$400, attorney time spent on admin tasks was costly for our firm.

In 2008, Manatt adopted Pro Bono Manager, a hosted, web-based system developed by Pro Bono Net. Based on Microsoft Office SharePoint Server 2007, Pro Bono Manager uses Microsoft SQL Server Reporting Services in the SQL Server 2005 to integrate data from our existing systems for pro bono case management. Using customizable tools, we can easily track and report on cases to our firm's pro bono committee and providers.

When a new pro bono case is entered into our matter management system, we can now automatically import information into Pro Bono Manager. Using customizable "tags," the solution retrieves various data from other Manatt systems. Pro Bono Manager also provides about 20 prebuilt, graphical reports, which enable us to quickly publish detailed information on each case, office, practice group, or attorney.

Attorneys log on to Pro Bono Manager to view active opportunities and track their time. They can also use check boxes to create a profile indicating their pro bono interests. Using the system's management tools, we can easily sort this information and match attorneys with cases or training opportunities based on their interest and professional goals. ...concluded on page 6 ↗



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⇒ *continued from page 5...* By streamlining management and reporting, Pro Bono Manager enables more time for higher-value work with these capabilities. Other benefits include:

- **Higher pro bono capacity** – Manatt attracts professionals who have a deep commitment to service and expect broad pro bono opportunities. Pro Bono Manager based on MOSS 2007 helps our firm deliver on our strategic goals by providing attorneys with ready access to career-enriching work. One year after implementing the system, our firm has logged 800 more pro bono hours in January than the monthly average for the preceding year.

- **Faster reporting by 80%** – Since implementing the system, we reduced reporting time from three weeks to three days. By reducing administrative time, Pro Bono Manager has also reduced our attorneys' anxiety about meeting goals for billable hours when they're engaged in pro bono activities.

- **Closer Interaction with legal services** – We plan to use the system to foster interaction between our attorneys and the legal services community. When an attorney indicates a preference for a type of case, and a provider posts a matching opportunity on Pro Bono Manager, an email message will be automatically sent to the appropriate attorney.

- **Better insight into cases** – Pro Bono Manager allows us to centralize information for easier reporting. With a few mouse clicks, we can view all open cases along with case status in seconds, which is a valuable risk management tool.

- **Greater ability to recruit pro bono service** – Our practice leaders use the system to gain insight into the pro bono cases their units are involved in. By publicizing this information, they can mobilize our forces and motivate others to service.

Chrome River partnership

Online expense reporting and spend management solutions provider Chrome River Technologies, which operates on a SaaS platform, and Global ⇒

⇒ Exchange (part of Fulton Bank) have announced a partnership that will see the two companies delivering a wide array of cost recovery services, including international accounts payable, to their customers within the legal market.

www.gexchange.com + www.chromeriver.com

IT procurement made easy

New York-based management consultancy Kraft & Kennedy and UK-based AK IT Solutions have formed a partnership to assist law firms procure hardware and software on an international basis. The move follows their recent work helping Mayer Brown in a major IT consolidation project.

www.kraftkennedy.com + www.akon-line.com

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The Backpage

ARMA and ILTA to run new LIT-Con event

The records management group ARMA International and the International Legal Technology Association (ILTA) will be holding the first annual Legal Information Technology Conference (LIT-Con) at the Orlando World Center Marriott on 15 & 16 October this year. The theme is 'Managing risk through information management: current challenges in the legal environment. The new event is being held concurrently with ARMA's Annual Conference.

www.arma.org/lit-con/

IGC joins Go Green Initiative

Informative Graphics Corporation (IGC) has joined The Paperless Project Coalition and its Go Green Initiative. The initiative aims to help organizations identify electronic solutions, such as content management and document imaging, that will supplant old paper-based processes and reduce their overall carbon footprint.

www.thepaperlessproject.com

Typo Corner

Apologies for the typo that crept into last month's New Hires section – Microsoft's new general manager for the professional services vertical is Fred Bentfeld and not Fred Bentfield.

OK – forget what we just said about Twitter

Time to eat humble pie. After saying last month we felt Twitter was a pointless waste of time and effort, we've now had a number of readers email in to say that "Yes it is – but it's also a handy way of staying in contact if you lead the peripatetic 24/7 existence many people in the international legal services ➔

➔ world now have to cope with". So, for all you digital nomads out there, we're back on Twitter and can be found at [@ChristianUncut](https://twitter.com/ChristianUncut)

DOD revamps its website

Deadlines on Demand, the pay-as-you-go legal deadline calculation service (and wholly owned subsidiary of CompuLaw) has launched a redesigned version of its website. New features include more calendar options and automatic Microsoft Outlook integration and synchronization.

www.deadlines.com

Entra releases first e-billing study

Greg Coticchia's new consultancy Entra has published its first *Factor Analysis* study on law firm electronic billing issues and solutions. The study, which reviews offerings from Aderant, DataFusion, Elite, eBillingHub and RORA Client Systems among others, costs \$199.00

www.entrainc.com/reports.html

Diary date – American Insider editor at ILTA

Here's a personal note from American Legal Technology Insider editor Charles Christian to say he'll be attending the ILTA '09 annual conference in Washington DC this August. He's there from Saturday evening till noon on Thursday 27th August however his schedule is filling up fast. To book an appointment email charles@legaltechnology.com

Next issue...

The next issue of ALTi (No.13) will be published on Thursday August 13, 2009. The editorial deadline is August 11 – 6:00pm EST. Meanwhile, keep up with latest news on our blog at www.theorangerag.com

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BREAKING NEWS BLOG



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