AMERICAN LEGAL TECHNOLOGY INSIDER

BRCO say: where is the investment in process?

Legal IT consultancy Baker Robbins & Company has published the results of its *2009 IT Staffing & Spending Survey*. Based on 2008 actual and 2009 projected IT spending and staffing, it provides an insight into the changes experienced by firms in response to the economic downturn. Key among the findings is that while IT spending was down substantially in terms of total dollars spent, IT spending and staffing reductions projected for 2009 were modest when viewed on a per-user basis. "This is a critical data point for understanding what drives IT spending and staffing," says Sally Gonzalez, a director in BRCO's strategic technology practice.

"There are limited opportunities to reduce many fixed IT spend items (WAN and telecom costs, facilities and network operating costs, software licensing contracts etc) without making major investments for transformational changes (such as centralizing and virtualizing a firm's distributed technology infrastructure). Investments firms may hesitate to make in the current economic climate," says Gonzalez. "Firms reported reductions in lawyer and staff headcounts between 2008 and 2009, positioning them to reduce IT spends and staffing in terms of total dollars spent and total IT headcount while still maintaining a constant spend and staffing ratio per user.

"The key question in our minds is: when will firms begin to make substantial changes in processes and service level expectations that enable them to fundamentally change their IT spending and ⇨

⇨ staffing ratios? Only then will firms be able to influence profitability through meaningful efficiencies in IT."

• The survey covered firms ranging in size from 80 to 2100 lawyers. Copies of the report are available to non-participants for $500. For more information or to purchase a copy of the report, please contact Sally Gonzalez at **sgonzalez@brco.com**

Young & Thompson selects First To File

IP law specialist Young & Thompson has selected First To File's Electronic File Room service to support the firm's patent practice. Electronic File Room (EFR) is a SaaS-based patent prosecution and document management service that allows firms to manage intellectual property-related matters and activities both internally and in conjunction with external agencies, such as the US Patent & Trademark Office. First To File (FTF) say EFR reduces paper storage and management costs by providing automated, all-digital filing and prosecution.

• In a related development, FTF has announced the availability of a fully integrated workflow module for its Electronic File Room service. The new module is designed to help patent attorneys create custom multi-step, multi-participant workflows, when tasks need to be assigned to individuals, groups and pools both within and – in the case of external counsel – outside and organization. Young & Thompson (*see above*) is the first FTF customer to deploy the new workflow module.
www.firsttofile.com

December's new wins

Oracle selects Exterro for e-discovery

The Oracle Corporation has selected Exterro Inc's Fusion e-discovery workflow management platform to automate and manage its enterprise-wide litigation processes. Oracle plan to implement the entire Exterro application suite, from automated data mapping through to legal hold, as well as each stage of the EDRM (Electronic Discovery Reference Model) process.

www.exterro.com

Mimosa wins Enterprise Bank deal

Lowell (Mass) based Enterprise Bank has selected Mimosa NearPoint to deliver integrated content archiving, e-discovery and end-user 'self service search' for the bank's newly deployed Microsoft Exchange infrastructure. The order follows the bank's recent migration from Novell GroupWise to Exchange.

• Mimosa has announced that, with effect from this week, its NearPoint email archiving system now supports Microsoft Exchange Server 2010.

New product launches

Microsystems is Windows 7 compatible

Microsystems reports its Legal TemplatesPlus, D3 and DocXtools software applications have all been tested and achieved 'Compatible with Windows 7' accreditation.

• Microsystems has also extended its partnership with 3BView and can now offer a server-based metadata solution based on 3BView's 3BClean ⇨

⇨ product. Microsystems will sell 3BClean both directly and through resellers in North America. Nixon Peabody LLP's CIO Mike Green says the combination of DocXtools and 3BClean would "mitigate risk and ensure document quality."

www.microsystems.com + www.3bview.com

Next generation TimeKM set for January launch

PensEra Knowledge Technologies will be releasing TimeKM Enterprise v6.3 in January. The latest version of the time tracking software will be compatible with Microsoft's newest platforms, including Windows Server 2008 (64-bit and Itanium), SQL Server 2008 and Windows 7 desktop.

Best Authority gets Windows 7 compliance

Levit & James has released a beta version of its Best Authority v2.6 Table of Authorities software. New features include support for Windows 7.

www.levitjames.com/bestauthority/bestauthority.html

Grundig trade-in offer

Grundig Business Systems (GBS) is offering an old-for-new trade-in bonus of $40 for customers who send in old analog tape dictation recorders to their GBS dealers and at the same time buy new Grundig digital dictation devices. According to Chris Hanley, North American sales manager for GBS "Grundig is happy to implement our own version of *Cash for Clunkers* to get inefficient analog dictation devices off the road in North America." The offer runs through until January 31, 2010 – check out the Grundig website for a listing of dealers offering qualifying new GBS products.

www.grundig-gbs.com

Workshare extends in US

Workshare has extended its operations in North America with the recruitment of Dan Filby, as vice president of sales for the Americas, and the appointment of Keno Kozie as a new national channel partner. Filby joins Workshare with an extensive track record in companies offering SaaS, on-premise software and managed services, including senior roles with Oracle and GE Capital Technology Services. Chicago-based IT consultancy and systems integrator Keno Kozie Associates Inc becomes one of only five national partners providing Workshare sales and support services in the United States.
www.kenokozie.com

New product launches

New time recording app gaining wider traction
Chrometa LLC has launched a new time capture application for attorneys – and anyone else who needs to track and bill time. With a single-user license price of $99, Chrometa CEO Brett Owens says the product was initially aimed at solos and small firms "but lately we're seeing a number of folks in 'Big Law' purchasing it for themselves." Owens says the software's low price means attorneys can buy it for their own personal use – as a "standalone safety-net" – without having to gain IT department approval and without interfacing it with their existing accounts and billing systems. The Chrometa software was developed in conjunction with Akin Gump associate Adam Tope.
www.chrometa.com

IGC launches Redact-it for FileNet
Informative Graphics has launched a version of its Redact-It software for the IBM FileNet Capture scanning platform.
www.infograph.com

Court rules rule
Two new product launches this week in the court rules software sector: CompuLaw launched Vision v10.0, which the company calls 'a significant update to its calendar solution'. New elements include Quick Search and Recent Matters toolbars, as well as the addition of Rules Groups and Rules Preferences. And, American LegalNet has updated its eDockets software to reflect changes to the way dates are now calculated under Federal civil, appellate and bankruptcy rules of procedure.
www.compulaw.com + **www.americanlegalnet.com**

ISYS launch enterprise access suite
ISYS Search Software has launched its new 2009 Enterprise Access Suite. This features a core of embedded search, infrastructure and information access software, including the ISYS Anywhere mobile enterprise search server. The latter module allows a mobile user armed with any browser-enabled device (including laptops, iPhones and Blackberrys) to access both locally stored and centralized content from anywhere.
www.isys-search.com/technology

StoredIQ introduces assessment service
StoredIQ has launched a new Assessment Service to help organizations better understand their business data content, so they can prepare their litigation readiness strategies, as well as their records management and compliance policies.
www.storediq.com

Recommind roll out Insite Legal Hold 2.0

Recommind has announced the immediate availability of v2.0 of its Insite Legal Hold product, which is designed to help organizations identify, assess, preserve and collect electronically stored information (ESI) to prepare for and comply with litigation, regulatory oversight and investigations. New features include 'SmartTagger' and 'SmartFilter' analytics to speed-up early case assessment efforts.

New hires

Ray Zwiefelhofer promoted to Worldox president
Ray Zwiefelhofer has been promoted from executive VP to president of the World Software Corporation, best known for its Worldox DMS. Zwiefelhofer was previously the CEO of nQueue before joining World Software. Meanwhile the company's founder and original president Thomas Burke will remain with the business as chairman and CEO, focussing on broader strategic and 'visionary' issues.

IDS Legal expands US operations
Document review and e-discovery legal process outsourcers (LPO) IDS Legal has recruited two more senior managers. They are Anita Picker who, as well as working as a litigation support manager at New York law firm Mendes & Mount, has also held senior posts at Aspen Systems, Cricket Technologies and Uniscribe. Also appointed is Steven Metz, who in recent years has overseen compliance matters for Prudential, PruGlobal Securities and MF Global.

New appointments at Document Technologies
Document Technologies Inc has recruited Andreas Mueller, most recently responsible for the litigation technology department at Virginia law firm Williams Mullen, as its new managing partner for DTI's ⇨

⇨ Boston facility. DTI has also recruited Christopher Davis to head the company's hosted document review services. Davis comes from Washington DC law firm Steptoe & Johnson, where he worked as a litigation associate and manager of the firm's Litigation & Discovery Center.

New Western region manager at nQueue Billback
nQueue Billback LLC has appointed John Mooney as business development manager for its western region. Mooney, who will be based in California, was most recently with Konica Minolta and Toshiba.

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The Backpage

It's goodbye to him

Although the term 'industry legend' is often over-used, there are exceptions – and this month we say goodbye to one of them, for Baker Robbins & Co has just announced that co-founder and chairman David Baker is to retire on January 1, 2010.

Baker, who has worked in the legal technology sector for over 30 years, is leaving the industry to take up a role with the University of Wisconsin in an initiative involving best practice development in small and mid size farm operations management. (Yes, we did say farms, not firms.) The effort is funded by the USDA's Risk Management Agency and comes at a time when local, sustainable food sources must be more heavily supported across the country in light of growing challenges, including global warming and the carbon footprint, water supply, food transportation costs and food quality.

Baker founded BRCO in 1984. In January 2007 the consultancy was acquired by Thomson Reuters. Co-founder Brad Robbins remains with BRCO as CEO.

Hello again to her

Corporate legal department specialist eTera Consulting has recruited Sasha Hefler as its new VP of global strategy. Prior to joining eTera, Ms Hefler was president of The Masters Conference and, during her tenure, the annual event established a reputation as one of the e-discovery industry's most influential shows. Ms Hefler said one of the attractions of the new role was "the opportunities go far beyond a single event." In her new role Ms Hefler will develop educational events, guide marketing and expand eTera's partner relationships.

And hello to a new buzzword

Finally, our thanks to the latest edition of the *New Oxford American* dictionary for deciding the 2009 word of the year is 'unfriend' – as in to remove someone as your Facebook friend.

Next issue…

The next issue of ALTi (No.18) will be published on Thursday 14 January, 2010. The editorial deadline is 12 January – 6:00pm EST. Keep up with latest news on our blog **www.theorangerag.com**