AMERICAN

LEGAL TECHNOLOGY INSIDER

LegalTech visitors shop for recessional needs

Although this month's LegalTech New York event generated the inevitable controversy as to whether there were fewer visitors than last year (for the record pre-registration numbers were up although the bad weather probably deterred some delegates from turning up on the day) there was no shortage of vendors to tell us that they were very pleased with both the volume and caliber of visitors they met. Exhibitor numbers were also impressive – about 260 with over 25% of exhibitors new to the event this year. That said, by our calculation, exhibitors from the e-discovery/litigation support industry occupied about 40% of the total stand space.

So, a good year for exhibitors? The answer is probably 'not' for although some exhibitors look set for a busy year, others are likely to face lean pickings. The big issue is the recession is starting to distort law firm IT buying patterns, with little interest in 'nice-to-have' systems and serious interest in recession-busting 'must-have' products.

For example, Microsystems reported that firms, which had expressed no interest in their products last year, were approaching them this year because they had laid off so many secretarial and support staff that they now needed software to help manage their document creation processes. CompuLaw (and its companion service Deadlines on Demand) was also reporting record-breaking business for its calendaring system as, with fewer people resources available and the prospect of paying out uninsurable punitive damages in a recession unpalatable, risk management was firmly back on the agenda. Another development, commented upon by a number of vendors, including Client Profiles, was that while firms might not be buying new software, they did want to maximize the value of existing systems and were signing on for additional or top-up training. *Continued on page 2...* ➡

February's big deals

Skadden Arps take OpenPurchase delivery

Skadden Arps has taken delivery of a Timeframe OpenPurchase electronic purchasing workflow management system, which has been designed to remove the inefficiencies of traditional paper-based purchase order processing. Skadden will be running the system, which is being delivered by Timeframe's new North American partner Swerdlove Consulting Group, in conjunction with their Aderant accounts and billing system.
www.swerdlove.com

Kirkland & Ellis to build IntApp wall

Kirkland & Ellis LLP has selected IntApp's Wall Builder web-based confidentiality management system to enforce centralized policies and track compliance. Wall Builder will eventually control, monitor and report on user access permissions across multiple applications within the firm, including DMS, accounting, portal, CRM, time entry and records management systems.
www.intapp.com

Two more sign up for TimeKM

Two more firms – Neal Gerber & Eisenberg LLP in Chicago and Robins Appleby & Taub LLP in Toronto – have signed up to use Pensera's TimeKM time tracking system.
• Pensera has also launched a new module – Extend VoIP for Cisco – to capture and track calls directly from IP phones.
www.timekm.com

LegalTech NYC and the recession

⇨ *Continued from front page...* What about the rest of the legal vendors market? One large software supplier confessed that while they had expected a collapse in new business sales, they had budgeted on support and maintenance revenues remaining steady. However they were now finding that law firms were also cancelling support contracts – this particular vendor thinks it will be lucky if it only suffers a 15% fall in recurring income this year.

But, the biggest causalities are likely to be in the litigation support and e-discovery sector. This has been booming in recent years and while some companies are managing to stand out from the crowd (we heard almost universal praise for Clearwell and its e-discovery platform – Clearwell also announced a deal with EMC Select during the course of LegalTech) other e-discovery vendors appear to be struggling to differentiate their products and services from those of their competitors.

At a LegalTech e-discovery super-session chaired by Insider editor Charles Christian, Peter Cladouhos of Paul Hasings Janofsky & Walker made the point that with so many suppliers vying for business, it was a buyers market, with all e-discovery services prices negotiable downwards. This is clearly taking its toll. During the course of LegalTech itself, Onsite3 was forced to file for Chapter 11 protection and subsequently rescued, through acquisition, by Integreon. And, we encountered a number of executives from well-known lit support vendors who had lost their jobs since the start of 2009 and were at LegalTech to circulate their CVs.

New hires

Microsystems appoints Vorderer as V-P
Microsystems has appointed Christine Vorderer as V-P client services. Vorderer has previously held senior client services posts at companies including Interface Software, LexisNexis, Pitney Bowes Software and Computer Associates.

Bill Evors to head FNC legal vertical
The tech finance company Fidelity National Capital has ⇨

⇨ promoted Bill Evors to vice president/senior director for FNC's legal vertical, with a focus on top 250 firms.

LexisNexis executive rockets in
Following the recent announcement of a strategic alliance between LexisNexis and RocketLawyer.com, Rocket has appointed Ralph Calistri, the senior V-P of global client development and CEO of Martindale-Hubbell at LexisNexis, to the Rocket board of directors.

New exec V-P for Orange Legal
Orange Legal Technologies has appointed Gregory J Spicer as an executive V-P with responsibility for large customers and developing a national sales organization. Spicer worked in the litigation support industry for over 20 years, most recently as a senior V-P at Encore.

DiscoverReady gets new V-P
Teri Trupia has joined DiscoverReady as V-P client solutions. Based out of Boston, Trupia will have responsibility for developing the company's business in the Northeastern US market. Trupia was previously the sales director at Fios Inc.

Wave Software names Foreman as V-P
Wave Software has hired Gary Foreman as V-P of sales, with responsibilities including driving the company's national sales operation. Foreman has worked in the legal industry for over 20 years, most recently as a sales director for Bridgeway Software.

Peak hires former inhouse attorneys
Peal Discovery has hired two former inhouse attorneys – Canaan Himmelbaum and Max Weisman – as regional sales managers, bringing to the company their experience of large scale litigation.

Philips puts together its American strategy

Philips used LegalTech New York as an opportunity to put together the final pieces of its strategy for moving into the North American digital dictation systems (DDS) arena. The latest developments include signing up Bright Plan IT as an implementation, training and telephone support facility to back-up Philips' own national network of sales partners. Bright Plan, who already operate across the US and Canada, will be able to offer sales partners advanced technical support, including handling the integration with Interwoven and Open Text document management systems. At the same time, Rick Bormaster, previously with Bighand, has joined the Philips team to support the sales partner network. The latest supplier to join the Philips partner program is Graffen.

Recognising the pressures of the current recession, Philips has also put together a lease financing deal for its customers with Baytree Leasing. The options here include the ability to spread payments over 24, 36, 48 or 60 month lease terms, 1% payments for the first 12 months and even 3-to-6 month deferred payment plans, so firms can start with DDS now, without a large upfront investment.

In a surprise move, Philips' North American operations will also support mixed hardware environments including both Philips hardware and Olympus devices. Philips can also offer a Blackberry integration and an iPhone product is believed to be under development.

In other news... Philips has recruited May Fong as its new marketing manager for North America. And, Porter Wright, which has six offices and more than 250 lawyers across Ohio, Florida and Washington DC, has signed up for the Philips Enterprise digital dictation system.

Digital dictation news in brief

Double success for Bighand in Canada
Stikeman Elliott LLP has begun the initial stage of rolling out a Bighand DDS across the firm. Initially the software will ⇨ go to 300 desktop users but will also include lawyers using Bighand's Blackberry edition.

Meanwhile McCarthy Tetrault LLP reports a successful rollout of Bighand DDS across 1200 users and a rapid return on investment. Citing a number of benefits, including greater assistant utilization, staff optimization, the ability to easily transcribe voicemail and timezone maximization, the firm moved directly from analog tape to a digital dictation workflow system. The firm's IT director Thomas Oakes said "For us it wasn't just a case of opting for a straight replacement of those (analog) devices with their digital equivalent. Standalone digital recording devices are just as isolated as tape recording devices and we saw after using them that a key component of a project like this is leveraging the flow of work nationally and promoting team working."

Verdatum in NetDocuments integration
Verdatum and NetDocuments have announced a strategic partnership that will see Verdatum's digital dictation workflow capabilities being added to NetDocuments on-demand SaaS-based (software as a service) document management system.

Verdatum president & CEO John Methfessel said the partnership "created a combined solution for lawyers and law firms that encompasses the content creation and management cycle that ranges from dictation and document generation to document storage." NetDocuments CTO Alvin Tedjamulia added "With our integrated offering, attorneys and assistants utilize NetDocuments profile screens they are already familiar with to now profile and manage dictation."
www.netdocuments.com

Legal and IT disconnect still hinders e-discovery

New research, released by Recommind earlier this month, reveals that while 37% of respondents reported that legal departments and IT teams were working more closely together on e-discovery related projects, there were still widespread concerns that the 'disconnect' between legal and IT was hindering corporate e-discovery efforts.

For example, only 21% of IT respondents felt e-discovery was a 'very high' priority. Furthermore, although data retention (50%), records management (47%) and legal hold (73%) initiatives were seen as the responsibility of the legal department, the research found that IT departments take the lead on all technology buying decisions 72% of the time.

This might not be so bad, except the survey also reported that only 29% of respondents felt IT departments truly understood the technical requirements of e-discovery. But this is still better than legal departments, where only 12% understood the technical requirements. Not surprisingly, this disconnect is leading to a lack of confidence in e-discovery project implementation, with just 27% saying IT was helpful and even fewer (16%) saying legal were helpful.
• Recommind has released version 2.3 of its Decisiv Email product. New features include automated contacts management, enhanced search options and integration with Interwoven's Worksite DMS.

E-discovery & litigation support

Index enhances tape capabilities
Index Engines has extended its e-discovery functionality, including the ability to index and extract ESI across offline tape, NAS, file shares, forensic images and hard drives via one platform and user interface. The company can also filter data from backup tape by file type, so e-discovery projects do not need to process large amounts of unwanted data.
www.indexengines.com

RenewData raises additional finance
RenewData has closed terms on additional corporate financing ATEL Ventures and Comerica Bank. RenewData has now raised over $55m in capital, which will be used for company growth and the development of new systems.
www.renewdata.com ⇨

⇨ Orange Legal introduce near dedupe
Orange Legal Technologies has added new near deduplication and conceptual search capabilities from OrcaTec into its OneO SaaS-based discovery platform.
www.orangelt.com

Open Text allies with Recommind
In a move that pitches Open Text in direct competition with Interwoven's Discovery Mining e-discovery business. Open Text has formed a strategic alliance with Recommind, so it can now offer its eDocs customers an e-discovery early case assessment solution. This combines the eDocs DMS with Recommind's Insite Legal Hold application.

Anacomp aims to accelerate review
Anacomp has announced the availability of a new module for its CaseLogistix system. Called CaseProduction, it is designed to help accelerate the litigation review process – and so reduce costs – through the use of wizards, templates and verification.
www.anacomp.com/clx/caseproduction

Iron Mountain launches discovery escrow
Iron Mountain's technology arm Iron Mountain Digital has launched an IP litigation discovery escrow service in response to requests from patent litigation attorneys wanting a neutral, secure and controlled environment in which to examine proprietary information.
• Iron Mountain's e-discovery subsidiary Stratify has released v9.0 of its Legal Discover service. It features new matter portfolio management capabilities to help cost effectively manage multiple matters over multiple years.
www.ironmountain.com/discoveryescrow
www.stratify.com

eMag Solutions awarded ISO 27001
eMag Solutions has been awarded ISO/IEC 27001:2005 quality standards certification for its tape restoration, e-discovery and forensic sciences services.

New Wave Legal aims to provide new alternative

LegalTech New York saw the formal launch of New Wave Legal, which aims to provide a one-stop source for legal technology, discovery support and court reporting services through a nationwide partner program of experienced IT, e-discovery and court reporting companies. New Wave's president John Correggio was keen to stress this was not a conglomerate but an alliance of partners, who together can offer a broader range of services than they could individually. In particular, it offers existing customers of partner companies a choice as they now have an alternative to full-service suppliers such as Esquire and Merrill.
www.newwavelegal.com

New product launches

Exari releases v5.3

Document assembly and contract management software specialist Exari Group has released version 5.3 of its system. New features include auto recovery, which automatically saves documents under assembly, and an offline mode for users working out in the field without internet access.
www.exari.com

New OneView products from XMLAW

XMLAW has announced additions to its OneView suite of applications based around the Microsoft Sharepoint platform. These include OneView Extranet, which automates the creation and management of Sharepoint-based client and matter extranet workspaces (or what used to be called 'virtual dealrooms') and a new version of OneView Search, which is built on MOSS and Microsoft Search Server.
www.xmlaw.net

New wins

Paul Hastings pick Levit & James as best authority

Paul Hastings has purchased and installed the Best Authority system from Levit & James to increase the speed, accuracy and reliability of Tables of Authority (TOA) creation.
• Levit & James has released v2.5 of Best Authority. As a result of a 'substantial reworking of the software code', along with enhanced performance and reliability, new features include the ability to display selected citations using ⇨

⇨ color instead of a dotted border and the ability to use Microsoft Word's Track Changes feature within Best Authority.
www.levitjames.com

LA firm now using IGC redaction

LA-based Kegel Tobin & Truce, which specializes in workers compensation defense, has selected IGC's Redact-it Desktop system to redact privileged and privacy information from documents requested during discovery.
• IGC has released v1.1 of Redact-It Desktop. New features include support for Microsoft Office applications, including Outlook and Word, and the ability to perform optical character recognition (OCR) processing of documents to convert PDFs and TIFFs into text-searchable files.
www.redact-it.com

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The Backpage

Touch screens a touchy subject

This year may be the year of touch screen devices – most noticeably the iPhone and Blackberry Storm – but among visitors to LegalTech New York, they were getting mixed reviews. Email users complained their virtual keyboards were both slower and prone to more input errors and, the cold of New York also caused the screens to become less touch sensitive when used outside. With regards to the Storm, a couple of IT directors said they couldn't wait to get back to their traditional QWERTY Blackberrys.

As for the iPhone... Just as IT departments were finally getting attorneys to realise they could use their Blackberrys to make phone calls (as well as handle emails) and so no longer had to carry around two devices, the advent of the iPhone has prompted the return of the two device attorney: with a Blackberry for business use and an iPhone for music, web surfing and private calls.

Web 2.0 means yet more problems to cope with

Had a useful meeting with Paul Brabant, the V-P of Epiq Systems, who was forecasting that following on the heels of email and instant messaging, Web 2.0 technologies, such as social networking sites, were likely to become the next regulatory headache. Brabant predicts the likes of LinkedIn networks are set to become a prime target for insider trading investigations. Turning to Twitter communications – which effectively bring the workplace into the private environment – Brabant says they are potentially so dangerous that organizations will either have to introduce strict acceptable use policies or else impose total bans on their use.
www.epiqsystems.com

New Pro Bono Net sponsorship

The Pro Bono Net, the non-profit organization that provides support for volunteer lawyers across North America, has ⇨ secured a new corporate sponsorship commitment, this time from KPMG LLP. KPMG partner Richard H Girgenti said that along with providing Pro Bono Net members with educational sessions, the firm hoped to offer forensic and forensic technology services to legal counsel working through Pro Bono Net.

New wins

Litera announces more new business

The Litera Corp's Change-Pro total document comparison system has been implemented at a raft of new sites over the past six months including: Cox Castle Nicholson, Gardere Wynne Sewell, Eckert Seamans, Bradley Arant Boult Cummings and Coblentz Patch Duffy & Bass.
www.litera.com

pdfDocs gains more ground

The pdfDocs system from DocsCorp has gained ground over the last month with new wins including Sheppard Mullin Richter & Hampton, Pierce Atwood, Richards Kibbe & Orbe and Chambliss Bahner & Stophel.
• DocsCorp has released pdfDesktop 2.2. Enhancements include a new Microsoft SharePoint integration.
www.docscorp.com

Next issue...

The next issue of ALTi will be published on Thursday March 12, 2009. The editorial deadline is March 10 – 6:00pm EST. In the meantime, keep up with latest news on our blog at **www.theorangerag.com**