

# AMERICAN LEGAL TECHNOLOGY INSIDER

## Business class ‘cloud’ backup launch

Two vendors – Asigra Inc and CoreVault last week announced a joint project designed to bring ‘business-class’ cloud computing-based backup and recovery services to the North American law firms market. Built upon Asigra’s Cloud Backup Platform, CoreVault is offering fully managed, zero-touch backup and recovery that replaces traditional backup technologies, such as tape and optical disk. CoreVault also secures all information using AES 256 encrypted continuous backups and its two data center facilities are SAS 70 Type II certified for disaster recovery.

So far 11 state Bar Associations, including California, Oklahoma, Louisiana, Alabama, Mississippi and South Carolina have backed or endorsed the service. Commenting on these developments, Rick Loomis, the director of information systems for the Oklahoma Bar Association said “A key driver in our selection of CoreVault was the safety in knowing that our critical information was protected offsite in the event of a natural disaster. With Oklahoma ranked as the number two state in the country in terms of tornado frequency, a disaster recovery plan that included offsite data protection was a necessary insurance policy in the event of a catastrophic event.

[www.corevault.com](http://www.corevault.com)

## Interaction co-founder joins Microsystems in new role

Microsystems has appointed Barry Solomon as chief marketing officer, a new position for the company. Most recently Solomon served as V-P (client development) at LexisNexis. Prior to that, he was a founder and executive V-P of Interface Software, developers on the Interaction CRM. LexisNexis acquired Interface Software in 2004.

## April’s big deals

### Foley & Lardner take e-marketing app

Foley & Lardner LLP has become the latest firm to buy Tikit’s eMarketing Solution. This integrates with the firm’s Interaction CRM system to capture and manage data that can then be used to drive online marketing campaigns, including email blasts and measuring click-thru responses to embedded hyperlinks.

### Becker & Poliakoff deploy Bighand DDS

Florida-based 125+ attorney Becker & Poliakoff has rolled out Bighand’s digital dictation workflow system. The firm, which has multiple offices, is also using Bighand’s Blackberry and Citrix options to support remote access and mobile working. The firm selected Bighand after previously piloting a Winscribe DDS system.

## Fenwick & West go live

The 300-attorney Silicon Valley-based law firm Fenwick & West LLP has successfully completed its implementation of Aderant Expert. Fenwick & West selected Aderant in February 2008 to replace its Elite Enterprise PMS and was able to successfully convert its legacy data and roll out Aderant to four offices in less than 12 months. The firm began processing transactions in Aderant Expert earlier this year. “The successful roll out of Aderant Expert has completely validated the decision we made last year,” said Fenwick & West CFO Scott Pine.



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## News deals on offer in face of recession

With the recession now seriously hurting law firms' IT spending plans, we've news of two initiatives by vendors to help ease the financial pressures...

- RainMaker Software has announced what it calls a \$1 million 'law firm economic assistance package'. The objective here is to assist firms wanting to invest in technologies that will help them better manage the financial side of their business. Along with the availability of subsidized lease rates (ranging from 0% to 3.75%) offered in conjunction with Baytree Leasing, an integral part of the qualifying process for any assistance is that firms identify how they will 'pay forward' – or pass on – the benefits of the assistance to their local communities. Examples might include identifying new pro bono work initiatives for laid-off workers, assisting families dealing with potential mortgage foreclosures or participating in charitable organizations.

[www.rainmakerlegal.com](http://www.rainmakerlegal.com)

- Pensera Knowledge Technologies has announced its own deal with Baytree Leasing. This will offer TimeKM purchasers a range of leasing programs 'that can address virtually any financial scenario tailored to the specific needs of a firm,' including a 0% lease with a term of up to 36 months and a \$1 buyout. Implementation and training services can also be financed within this lease program.

[www.timekm.com](http://www.timekm.com)

## Silver lining in clouds for Mitratesh

One company that has seen its volume of business actually increase since the recession kicked in is Mitratesh, which has reported a 15% increase in new customer wins for its TeamConnect collaborative accountability suite in the six months from October 2008. President & CEP Afshin Behina commented that "abrupt and severe changes to the US and global economies are causing general counsel and C-level executives to re-evaluate the tools their companies use to manage legal and compliance matters."

[www.mitratesh.com](http://www.mitratesh.com)

## New hires

### Worldox gets new exec V-P

World Software Corporation, best known for its Worldox DMS, has appointed Ray Zwiefelhofer as executive vice president, with responsibility for managing day-to-day operations. With over 20 years in the legal IT industry, Zwiefelhofer is probably best known for his efforts as CEO of nQueue.

### Roach joins EncoreTech as president

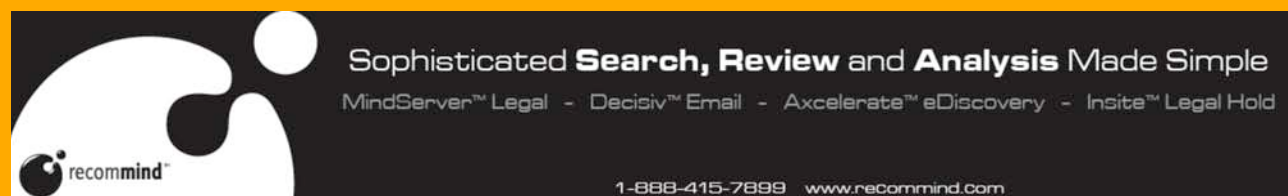
Legal applications training specialist EncoreTech has announced that Jeffrey Roach is joining the company as president. Reporting to CEO Stacy Gittleman, Roach will provide strategic guidance, as well as have direct responsibility for sales and marketing to top 200 firms. He joins EncoreTech from Profiscience Partners, where he was chief learning evangelist.

### New director for Saturn27 North America

Saturn27 has appointed Virginia 'Val' Reece as director of professional services & business development for North America. Reece, most recently at the law firm Binham, has worked on both Elite Enterprise and 3E projects and was the chair of the Boston Elite User Group. She will be based out of the company's Boston office.

### Two key appointments for ILS

E-discovery processing and hosting specialist ILS Technologies has recruited Rick Fort as operations manager and Scott Shearer, who will lead business development efforts. Fort has extensive experience of the litigation support services industry, both with law firms, including Howrey LLP and vendors. Shearer joins ILS from the supplier side, having previously worked for, among others, Merrill.



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## Readers' poll: Too much information?

In our most recent readers' poll, we looked at the boom in Web 2.0 social networking and messaging services and asked: are we facing information overload? This is what our readers had to say...

First of all we asked which Web 2.0 technologies they'd heard of or were familiar with. Between 90 and 96% were familiar with SMS text messaging, instant messaging and LinkedIn although recognition for Twitter, the newest technology, was marginally lower at 83%. We then asked about the business case for the use of these individual technologies and whether actual usage had increased over the past six months.

When it came to SMS, just under 31% of readers said there was a sound business case or serious business justification for using and supporting SMS – and only 20% had seen any increase in business SMS over the past six months. This is in complete contrast to instant messaging (IM) where opinion was divided equally, with 50% seeing and 50% unable to see a business case. However 32% had seen an increase in IM traffic. Turning to LinkedIn, it was a similar picture with 48% seeing a business case. Actual usage was also on the up, with 67% reporting an increase in usage.

Finally, we come to the new kid on the block – Twitter – with a massive 93.3% of readers saying they could see no serious business case for 'tweets'. However this has not halted a 14% increase in twittering over the past six months.

## New legal spend management blog

CT TyMetrix has gone live with a new legal spend management blog. This is intended to provide a channel for discussing trends and concerns on current spend management issues, including e-billing, best practices and performance metrics.

<http://cttymetrix.blogspot.com>

- Another part of the CT group – CT Corporation – has launched a new UCC (Uniform Commercial Code) filing manager on its CTAdvantage service.

[www.ctadvantage.com](http://www.ctadvantage.com)

## Digital dictation news

### Butler Snow leverages Winscribe

Mississippi-based Butler Snow O'Mara Stevens & Cannada PLLC has rolled out a Winscribe digital dictation and workflow system in an effort to boost support staff efficiency and 'allow the firm to do more with less'. Along with a switch from analog tape to Olympus digital recorders, which has allowed the firm to restructure its support staff team into a more efficient centralized group, the firm is also using Nuance speech recognition software, which has been integrated with Winscribe.

According to IT director Ken Jones "Speech recognition was a key factor for us. We didn't want to just shift the workload. We wanted to find a way to make the dictation to transcription process much faster." Currently 25 of the firm's 160 attorneys are regularly using speech recognition, with the text being transcribed through server side speech recognition and then merely proof read by secretaries.

### Grundig extend range and distribution

Grundig Business Systems (GBS) has extended its DigtaSoft range of digital dictation software with the launch of its entry-level DigtaSoft One product. This supports playback in DSS, DSS Pro and WAV file formats, as well as encryption and compatibility with the Nuance Dragon NaturallySpeaking and MediaInterface SpeaKing speech recognition packages.

- Grundig has announced a strategic alliance with Dragon distributor 1450 Inc, in a move that will see the 1450 reseller channel selling GBS digital dictation recorders and mikes. Smoltz Distributing will provide product supply and support.

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## Thought Leader: Getting strategic with Microsoft Business Intelligence

by Andrew Jurczyk, CIO, Sonnenschein Nath & Rosenthal LLP

What's contributing to a decline in a particular office or practice? Do we have the right attorneys in the right offices and practice areas to address our clients' evolving requirements? These are the questions that we set out to address back in early 2008. And, we wanted to spend less time administering data and more time analyzing information to get it all right.

Our firm, Sonnenschein Nath & Rosenthal LLP, has grown to nearly 800 lawyers and other professionals in 14 offices in the United States and Europe. Like every law firm, we need to charge rates that will enable us to maintain our worldwide client base as well as our profitability. This may require growing or closing offices or practice areas to parallel our clients' changing needs. It could also mean "organic" growth from within or through the acquisition of other law firms.

Before we could make any of these crucial decisions, we had to first elevate our financial analysis processes in order to be as strategic in our decision-making as our clients are in theirs. We also needed to confirm our annual budget – our financial blue-print for the year – supported our business goals. In the past our budget process started each summer with the back-and-forth volleying of submissions and revisions continuing until the following January. All budget submissions had to be consolidated into the overall budget by hand. Some users had to share budget files as our software tool, Hyperion, allowed for only 20 budget submissions and we had 30 budget areas.

We also needed to rethink our time-consuming process for capturing key performance indicators (KPIs) such as net income, profits per capital partner, exports and billings. These KPIs were generated monthly from a Thomson Elite system and involved about 20 personnel hours per month. The rekeying of data also made the process subject to error.

After considering a range of solutions, including off-the-shelf packages from Oracle and others, as well as a custom solution, we turned to The Glenture Group to help us ➔

➔ determine the best technology platform for our new solution. They also helped us to develop the key elements, including a data warehouse, analysis and reporting tools, and an intranet portal through which our managers could access and work with financial and business KPI information.

Together, we created two systems – a new budget-planning system and a KPI display and analysis system – that enabled us to increase our return on investment in existing technology. The systems are based on Microsoft Business Intelligence technology, including Microsoft SQL Server 2005, Microsoft Office SharePoint Server 2007 and Microsoft Office Excel 2003.

The budget planning system is accessed and used through Microsoft Office programs. Managers who are responsible for submitting budget requests, or for reviewing and evaluating those requests, use the solution by opening Excel from our Sonnenschein intranet. Our KPI display and analysis system uses the same Office SharePoint Server technology but is accessed through our intranet portal, rather than Excel. Available KPIs include data on net profit, profit per capital partner, billings by originating attorney, and exports. The KPI data is displayed via online dashboards and scorecards – users can click them to reveal libraries of reports containing the data.

Our new budget-planning process makes it easier for office and practice managers to complete their budget submission tasks and for budget managers to track the status of submissions. We have estimated that budget reports are created in just 10% of the time that it took a year before, shaving days off the time it takes to run each proposed budget revision. ...concluded on page 5 ➔



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## Business Intelligence Thought Leader

↪ *continued from page 4...* We produced 20% more budget reports and revisions, which enabled our decision makers to consider a broader range of budget options, and do so in less time than our former process. We can also view budget details and *what if* scenarios not previously available.

Our clients also benefit from our new budgeting process as we are now able to propose and set billable rates far more efficiently than before. By sharing billable rates with our clients months earlier than we could before, we enabled those clients to expedite their own planning processes. Our clients have been very pleased – and our attorneys and managers, of course, value the increased client satisfaction.

Saving up to 20 personnel hours per month, our new KPI reporting and analysis system similarly delivers more information, more quickly than our old, manual, paper-based system. While the former system delivered monthly information that was often provided too late to support decisions, our new solution provides real-time information, making it possible for management to respond to changing conditions as they occur. For example, if a given practice area is running over its projected budget or under projected revenues, management now can address the situation weeks earlier than it could before. Overall, we're pleased with our new BI solution and our ability to ask the tough questions needed to navigate through these tough times.

## New product launches

### ISYS unveils file readers for OEMs

ISYS Search Software has released ISYS File Readers, an embeddable set of document filters for extracting text and metadata from over 200 document, container and email formats for use in data mining, e-discovery and search deployments powered by open source search engines such as Apache Lucene. ISYS CEO Scott Coles says File Readers now offer ISVs, OEMs and information management specialists capabilities comparable to those found in Oracle's Outside In and Autonomy's KeyView products. ISYS add that proof of concept requires just 20 lines of code.

[www.isys-search.com](http://www.isys-search.com) ↪

### ↪ Doculex Archive Studio IE8 compatible

Doculex report that the WebSearch browser based content management component of their Archive Studio system is compatible with the newly released Microsoft Internet Explorer 8 browser.

[www.doculex.com](http://www.doculex.com)

### Star Target Cash for law firms out now

Select Associates has launched Star Target Cash, a new application that automates the monthly, quarterly and end-of-year cash forecasting and reporting process. Select will work with Elite and Aderant systems.

[www.selectsa.com](http://www.selectsa.com)

### Worksite assist now available in the US

UK-based vendor Phoenix Business Solutions has made its WorkSite Assist toolset for the Interwoven DMS available in the United States. The toolset includes the workspace management utility Workspace Assist, which supports workspace and shortcut generation, as well as matter archiving. Other tools available include an email import and export utility, document sweeping and a document import and export utility.

[www.phoenixbs.com](http://www.phoenixbs.com)

### New releases from DocAuto

DocAuto has released v1.6 of its Workspace Manager application, which is designed to deliver additional capabilities for publishing workspaces within Interwoven Worksite DMS to specific users or groups of users.

- DocAuto has also released v1.5.13 of its Watchdog Server application for Worksite. The new release adds functionality to define customized notification profiles pulled dynamically from external ODBC compliant data sources, so as to make the definition of broad monitoring policies more efficient.

[www.docauto.com](http://www.docauto.com)

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## Lit support & e-discovery news

### New York vendor first to offer both Ringtail and Attenex

New York-based DiscoverReady LLC has become the first FTI technology partner to offer both Attenex Patterns and Ringtail Legal e-discovery software. DiscoverReady has also recruited Ringtail expert Alan Wilbur, most recently with FTI Consulting, to head up the company's new Ringtail Practice Group. DiscoverReady has been an Attenex partner for the past three years.

[www.discoverready.com](http://www.discoverready.com)

### Wave's website gets revamp

Wave Software has redesigned its website, with new features including an interactive knowledge base and the latest version of the Trident user manual in a hyperlinked format.

[www.discoverthewave.com](http://www.discoverthewave.com)

### Anacomp achieves SAS 70 Type II certification

Anacomp's Herndon, VA, operations center, which hosts the company's CaseLogistix litigation review platform, has received full, unqualified SAS 70 Type II certification.

### Fios unveil Fios On Request

Fios Inc has launched Fios On Request (FOR) a new on-demand software-as-a-service (SaaS) offering designed to help legal teams to rapidly and affordably process, analyse, cull and review electronically stored information (ESI) associated with small litigation matters, internal investigations and early evidence assessments. Fios say the service reflects the reality of US litigation market where in some districts 70% of cases settle for less than \$40,000.

[www.fiosinc.com](http://www.fiosinc.com)

## New hires

### eMag Solutions announce key staff additions

eMag Solutions has appointed Rupen Patel as the company's new vice president of software engineering. Patel's track record includes time with Nortel, Unisys and Hewlett Packard although most recently he worked for Turner Broadcasting/CNN.com. At eMag, his responsibilities will include overseeing the development of the company's new Software as a Service (SaaS) offerings. eMag has also recruited three new sales executives. They are Leigh-Anne Levinski, who has worked with Oce and Renew Data on e-discovery projects for corporate legal departments ➔

➔ and law firms; Robert Wakeley, most recently with Guidance Software and Citrix; and, Catherine Cooke-Holmes, most recently with Iron Mountain and National Data Conversion. Cooke-Holmes is active in EDRM, ARMA, Women in eDiscovery, and the Sedona Conference.

### Huron expands legal consulting

The Huron Consulting Group has appointed Charles 'Chuck' Ragan as managing director of its legal consulting practice. Ragan has more than 30 years of complex commercial dispute experience and joins Huron from Redgrave Daley Ragan & Wagner LLP, where he was a founding partner. Huron's legal consulting business focuses on records and information management, litigation preparedness and discovery responses.

### American Legal Technology Insider

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## The Backpage

### Are you tweeting or listening?

Had some interesting feedback from the legal author and futurologist Richard Susskind, who recently gave a keynote at the ABA Tech Show in Chicago. He says he was a little disconcerted to see that, what seemed like, half the audience spent the entire lecture on their Blackberries posting Twitter 'tweets' about his talk. And, he was even more surprised to find some 'twitteratti' were posting tweets commenting on the content of his keynote and new book purely on the strength of other people's Twitter reports. All of which prompts the question: if the medium is the message, what is Twitter telling us?

### Undaunted, we're tweeting now

The best explanation we've had for the value of Twitter comes from the business development manager of a telecoms company. He said, and we quote verbatim: "Twitter is one of those things that looks completely pointless until you actually start doing it." Undaunted by all this, the American Insider editor Charles Christian has also started a Twitter feed (although it may raise a few eyebrows as he also uses it to comment on his poetry publishing business) that can be found at [www.twitter.com/FourthEstate](http://www.twitter.com/FourthEstate)

• Still on the subject of Twitter, Onsite3 has started an e-discovery related feed [www.twitter.com/onsite3](http://www.twitter.com/onsite3)

### More sponsorship for Pro Bono Net

Legal process outsourcing company LawScribe has become the latest corporate sponsor for the Pro Bono Net network.

### Orange Rag blog hits new traffic record

Visitor traffic to the American Insider's companion blog – The Orange Rag – has hit a new high, with Q1 this year seeing a 15% increase on our 2008 stats. We are now averaging 18,200 subscribers (measured as distinct hosts served) and 276,000 page views a month. Thank you.

## Late news in brief

### Mimecast expands partner program

Email management specialist Mimecast has expanded its North American partner program by linking up with Iron Mountain Digital. As part of the deal, Iron Mountain will be offering its Storage-as-a-Service solution for law firms using Mimecast's email archiving technology.

[www.ironmountain.com](http://www.ironmountain.com)

### WorkProducts partner with Aqipt

Litigation technology provider Aqipt has become the latest vendor to sign up as a value added reseller for WorkProducts' MatterSpace evidence lifecycle management system. Other WorkProducts VARs include Ikon, CDW, Prism, Océ and CT TyMetrix.

[www.workproducts.com](http://www.workproducts.com)

### CFTC selects Nexidia for Audio Review

The Commodity Futures Trading Commission (CFTC) has entered into an agreement to install Nexidia's enterprise speech intelligence (ESI) software, for reviewing the audio content it receives during the course of its investigations into questionable trading activities.

[www.nexidia.com/legal](http://www.nexidia.com/legal)

### Next issue...

The next issue of ALTi will be published on Thursday May 14, 2009. The editorial deadline is May 12 – 6:00pm EST. In the meantime, keep up with latest news on our blog at [www.theorangerag.com](http://www.theorangerag.com)

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