



Aderant throws down the gauntlet for Interaction

Earlier this month, the Australian law firm **Russell Kennedy** successfully completed the first phase of its **Aderant CRM4Legal** implementation.

The project, which includes native Microsoft Outlook integration, will see the firm create a practice-wide CRM platform that maintains a clear view of clients from first contact through to marketing, matter management and ongoing client care. Russell Kennedy business development manager Richard Scott added "When selecting a CRM system, we were conscious of ensuring it would be adopted across the firm and not simply sit as a silo within marketing and business development."

Comment: So what? So, it wasn't that long ago a firm of Russell Kennedy's size would never have contemplated buying a CRM system other than **LexisNexis InterAction**. However after several years of letting the grass grow beneath its feet and not giving the system (which first appeared in the mid-1990s) the technology refresh it needs, InterAction is now facing serious competition. CRM4Legal was always a good system but now it is part of Aderant, it carries the credibility and clout associated with being part of the world's largest independent legal software company. And that's not the only problem InterAction faces as **Thomson Reuters Elite** also hinted at its recent global user conference that through Hubbard One "before long Elite users will have a viable alternative to InterAction as a CRM system".

• In other Aderant news, **Ferrier Hodgson Perth** announced it had selected **Aderant Expert** as ➡

➡ its new practice and financial management system, as has Queensland corporate law firm **HopgoodGanim**. Over the past six months, more than 25 law firms outside the United States have selected Aderant systems.

Elite crack PRC market

Thomson Reuters Elite has become the first Western legal software vendor to land a major deal in mainland China with a domestic law firm, as distinct from the PRC offices of a UK or US firm. The firm is **Jun He Law Offices**, which has over 400 lawyers and branches in Beijing, Shanghai, Shenzhen, Guangzhou, Dalian, Haikou, Hong Kong, New York and Silicon Valley. The practice has ordered Elite 3E as its new accounts and practice management system.

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Latest wins, deals swapouts and rollouts

New Zealand law firm **Bell Gully** has selected Integration Builder from **IntApp Inc** to accelerate the deployment of Elite 3E as its new financial and practice management platform. The firm's CFO Iain Jamieson said Integration Builder would help build a standard platform for the integrations between 3E and the firm's other systems "thereby reducing complexity and enabling us to minimize duplication and improve the accuracy of our information by ensuring we have one version of the truth."

Phoenix Business Solutions has signed up a trio of new HP Autonomy iManage deals. **Landers & Rogers** in Melbourne has signed with Phoenix for iManage support and strategic consultancy, as has **Georgiou & Co** in Hunters Hill (NSW). The latter has also implemented the Phoenix Workspace Centre application to manage information barriers and Workspace generation. In addition, **Bell Gully** in Australia has chosen Phoenix for iManage support, administration ➡

➡ training and implemented Workspace Centre. Chris Davis of Phoenix thinks the company is gaining traction in the APAC market for a number of reasons including the need for support outside traditional 9-till-5 hours plus the fact that with the global consolidation of law firms, they need IT suppliers who also span multiple markets.

Gilbert + Tobin say in the four months since launching its smartphone refresh and BYOD strategy, there has been a big uptake in **Bighand** voice productivity app use. The firm has seen iPhone/Android adoption soar from 10% to 70%.

Finally **DocsCorp** this week announced several new customers in the APAC region for its own pdfDocs software suite and for its technology partner **Mimecast**, which delivers cloud-based email management for Microsoft Exchange. DocsCorp is an official distributor for Mimecast in Australia and New Zealand. Existing DocsCorp Queensland customer **HopgoodGanim** has replaced its legacy Webroot email security software with Mimecast. **MacDonnells Law**, also in Queensland, has gone with pdfDocs for PDF creation, collation, annotation and redaction. And **Landerer & Co** in Sydney has also decided to implement pdfDocs as their PDF creation solution.

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Phoenix is a leading professional services software solutions and IT Consultancy; utilising its experience, best practices and tools to help organisations design and optimise their IT to deliver value through technology enabled transformation.

The Insider apps are here



Legal Technology Insider has launched two neat new low cost apps for the iOS platform: *The Orange Rag* app delivers all the news content from the blog (including latest legal IT jobs) to both the iPhone and iPad, while *Legal Technology Insider Worldwide* (iPad only) is an omnibus edition of the Insider's global newsletters plus highlights from the blog. Both apps include an interactive version of the *Insider Top 200 Chart*.

The apps can be found on Apple iTunes at www.itunes.com/apps/theorangerag
www.itunes.com/apps/legaltechnologyinsiderworldwide

Busy season starts for legal IT events

September looks like being a boom-time for legal technology events in Australia...

Chilli IQ 7th Lawtech Summit & Awards (6 & 7 September, Outrigger Little Hastings Resort & Spa, Noosa, Qld) This event takes its lead from Bob Dylan and warns that the times they are a changing and never more than now do CIOs have to be more than just a CIO – they need to adapt or perish. *Insider editor Charles Christian is speaking at this event.*

www.lawtechsummit.com.au

ALPMA National Summit (14 & 15 September, Sofitel Hotel, Brisbane) The keynote here is by the excellent American writer and consultant Ari Kaplan, who will be explaining why law firms need to recover, renew and reinvent themselves for the next decade.

www.alpma.com.au

Janders Dean 5th Annual Legal Knowledge & Innovation Conference (20 & 21 September, L'Aqua Darling Harbour, Sydney) The Janders Dean event is now almost sold out in terms of delegate space, while the international speaker panel includes Professor Richard Susskind, who we can expect to be talking about some of the topics in his upcoming new book *Tomorrow's Lawyers*, plus David Jabbari of Clyde & Co and Sam Dimond of Norton Rose. *Insider editor Charles Christian is also speaking at this event.*

www.jandersdean.com

- DocsCorp is also holding an event on 19 September in Sydney. Full details to follow.

People & Places

IntApp Inc, a provider of time capture, confidentiality management and application integration software for law firms, has recruited **Mark Bilson** as Managing Director, Asia Pacific. Bilson previously held several roles with **LexisNexis** including regional manager, Asia Pacific. "I'm pleased to add Mark to the growing IntApp team," said IntApp president Dan Tacone. "His proven ability to support customer success will accelerate our continuing momentum in the APAC market."

Belated congratulations to **Office Information Australia**, who have just won the *Autonomy iManage APAC Partner of the Year Award* for the third consecutive year.

Following his departure from Mallesons (now King & Wood Mallesons) earlier this year, **Gerard Neiditsch** took over last month as the CIO of **Norton Rose APAC**.

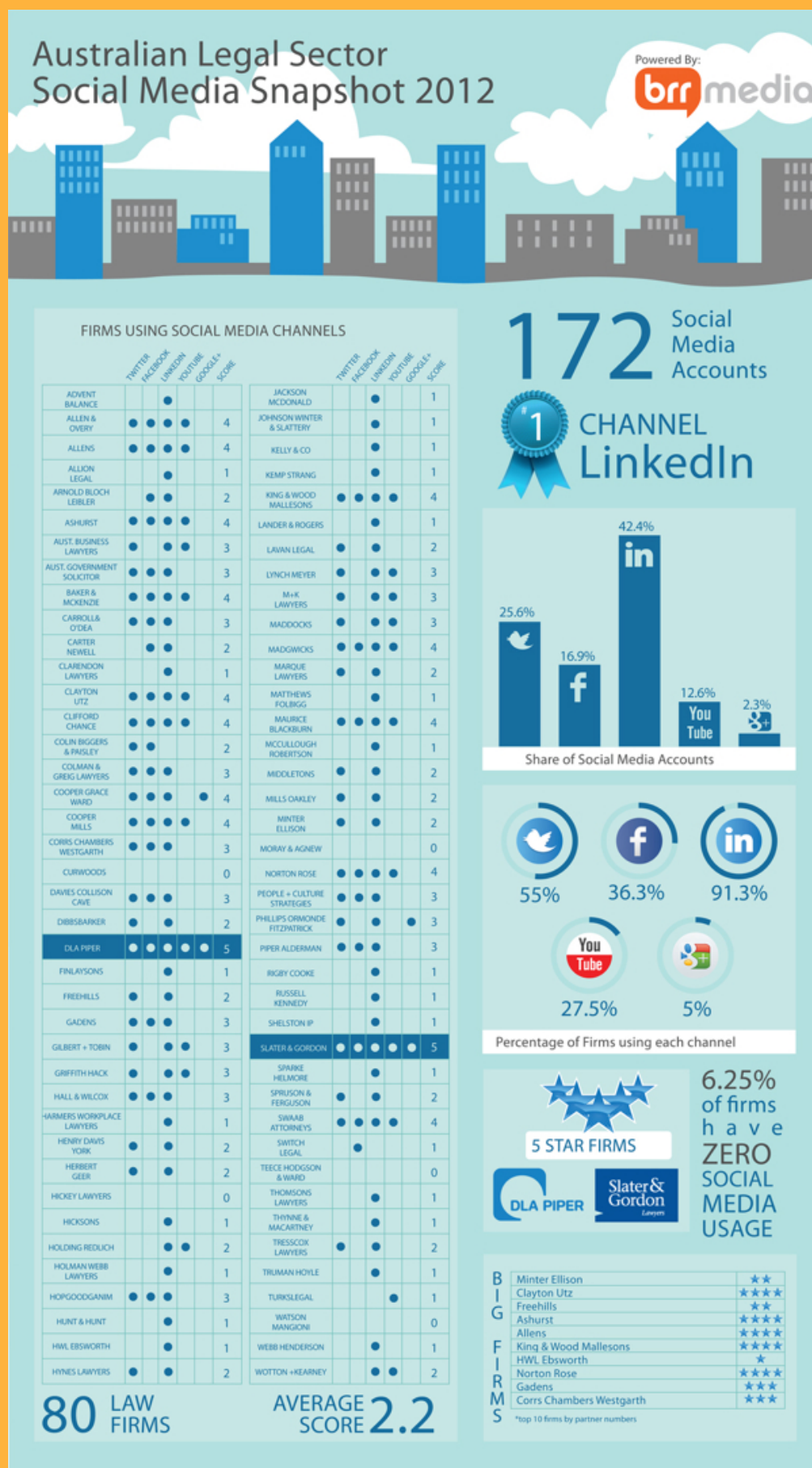
It is all change at **Bighand** where **Dan Speed**, who has been managing the APAC business, has been promoted to managing director of the North America division and is relocating to Chicago. To fill the gap, Bighand group COO **Rob Lancashire** is taking over responsibility for the Asia Pacific region. Lancashire will be visiting the team in Australia in the autumn.



This infographic courtesy BRR Media, needs little explanation, with no surprises that LinkedIn is the most widely used law firm social media platform and Google+ the least used. It's interesting to see that it is two of the most ambitious firms in the market – DLA Piper and Slater & Gordon – that have the biggest social media footprint.

So should you care? According to a recent Gartner report, by 2014 refusing to communicate with clients via social media channels will be as harmful as ignoring emails or phone calls is today!

BRR Media can be found at www.brrmedia.com



Epiq opens for litigation review in Hong Kong

Epiq Systems Inc has expanded its global presence by opening a Hong Kong document review centre. "Litigation support and ediscovery requirements differ from jurisdiction to jurisdiction," said Epiq's international managing director Greg Wildisen. "Our service in the APAC region helps meet the needs of Asia-based law firms and inhouse corporate counsel by providing staff, as well as mobile review capabilities, with local language skills and legal expertise."

Review operations at the Hong Kong centre will be headed by former assistant attorney general Celeste Kemper, now director, Epiq Document Review Services Asia.

www.epiqsystems.com

➡ laptops and desktops. The *2012 Tax and Law Annual* is the latest Australian ProView title.

www.thomsonreuters.com/proview

Team Insider in Australia next month

Insider editor Charles Christian will be in Australia next month, arriving in Brisbane on the 3rd September for the Chilli IQ *LawTech Summit & Awards* in Noosa later that week, and departing on the 22nd, after attending the Janders Dean *Legal Knowledge & Innovation Conference* in Sydney. This is a mixing work-and-pleasure trip but we will be in Sydney for meetings during the week commencing Monday 17th September. For details email charles@legaltechnology.com

Fresh on the radar

Legal drafting tools Here's a new system law firms should find interesting. It's a suite of legal drafting tools called XtraLex that runs as an add-on to Microsoft Word (for Windows, versions 2003, 2007 and 2010). XtraLex Systems describe their software as "paragraph oriented text manipulation tools" that add a high level of functionality to Word but avoid the complexities and frustrations of using native Word commands, such as when reformatting a clause copied from a precedent into another firm's document.

www.xtrallex.com

ProView upgrade Thomson Reuters has released a new version of its ProView e-reader platform for iPad users, as well as public beta versions for Android tablets, as well as Mac and Windows ➡

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