AMERICAN LEGAL TECHNOLOGY INSIDER

Drive-in restaurant chain orders e-discovery to-go

The Checkers drive-in restaurant chain is the latest organization to adopt a proactive approach to e-discovery, swapping-out its CommVault email archiving in favor of Mimosa's NearPoint unified Exchange, Sharepoint and archiving system. The chain says its Legal/HR team can now fulfill discovery requests in minutes, whereas previously they took days and required IT department help.

Survey shows IntApp #1

A recent survey conducted among ILTA members found that IntApp's Wall Builder software was the most widely used confidentiality management software (systems to enforce ethical screens and internal access controls across portals, document management systems and other repositories) within law firms today. Out of eight options (including inhouse) Wall Builder had a 70% market share.

Lipman quits iManage

After nearly 10 years with the iManage business, including Interwoven and latterly Autonomy, as director of legal solutions, Keith Lipman has moved on and this month was appointed the new president of Prosperoware. The company describes itself as 'dedicated to legal process consulting, custom software development and Worksite add-ons'.

Allen Matkins invest in Microsoft Windows 7

With Windows 7 currently such a hot topic, this month we are pleased to be able to run a thought leader piece by Frank Gillman, the CTO of Allen Matkins, on his firm's experience with Windows 7 and Microsoft Application Virtualization...

After being early adopters of both the Windows XP and Windows 2000, we were not looking to be on the cutting edge of another operating system release at Allen Matkins. However, after seeing Windows 7 in action, we changed our minds in May 2009 and decided that we needed to move to Microsoft's new operating system right away.

While there are always risks with an operating system that had yet to be released, we believed that Windows 7 would meet our requirements and enable our attorneys to think less about technology and more about servicing clients. Like most companies, our firm had slightly reduced the size of our IT staff due to the economic downturn and we believed Windows 7 would enable our remaining team to work more efficiently and productively.

Allen Matkins is a full service law firm with seven offices and about 500 employees across the state of California. At the start of 2009 we wanted to create an operating environment that would help conserve costs and facilitate more timely service to clients. Several issues hindered our efforts. Our technology environment included running Windows XP on 130 laptops and Windows 2000 on 350 desktops. A reason that the majority of *...continued on page 4* ⇨

News in brief

Exari partners with Capstone

To help meet the needs of its growing US customer base, the Exari Group has formed a channel partnership with Capstone Practice Systems. Capstone becomes an automation services partner and will be building document drafting systems for customers, based on Exari's XML document automation platform.
www.capstonepractice.com

Altep acquires IES

Altep Inc has acquired Chicago-based Integrated eSolutions (IES). The move means Altep can provide both an expanded capacity and range of services in the fields of e-discovery, review, production and litigation preparedness to customers in the Chicago and Midwest.

nQueue Billback report strong sales in Q3

Rick Hellers, president & CEO of nQueue Billback, reports that the recent merger of nQueue and the North American operations of Billback Systems is already paying dividends, with strong sales and profitability for its iA (Information Accountability) product suite in the third quarter of 2009.
www.nqbillback.com

Calvis opens US office

UK-based IT, real estate and Sharepoint systems consultancy Calvis has opened a North American office in New York. Sandy Jacolow, who most recently headed the real estate technology services division at Inetium, has been appointed head of US operations. As a result of Jacolow's involvement, Calvis now has exclusive rights to RealFuse, a ➪

➪ key performance indicator and management information reporting system for real estate asset managers that runs across corporate intranets.
www.calvis.com + www.realfuse.com

New white papers from Teneros

Teneros has published a series of new white papers on total cost of ownership for Microsoft Exchange 2007, disaster recovery and Exchange and how to eliminate risk in Exchange infrastructure.
www.teneros.com

Expansion at Fios

Amid all the reports of a shake-out in the litigation support and e-discovery market, one vendor clearly in the winners camp is Fios Inc, which has just reported a raft of promotions and appointments. Industry veteran and long-time Fios staffer Brad Gragert has been appointed senior V-P of sales, with responsibility for expanding the company's presence in the US generally and East Coast in particular.

Fios has also recruited three new regional sales managers. Matthew Crystal, most recently with Pitney Bowes, is the new sales manager for New York. Chris Anderson, most recently with Iron Mountain's Stratify division, covers Washington DC. And Greg Smith, most recently with First Advantage Litigation Consulting, is the new Chicago manager.

US patent issued for Deadlines on Demand

Deadlines on Demand has been granted a US patent for its Change Notification Service (CNS) method of automatically notifying DOD users when court rule changes impact on one or more of the deadlines created by their DOD date calculations.
www.deadlines.com

November's new wins

Cohen & Grigsby select CaseLogistix

Cohen & Grigsby, a 130-attorney law firm, has selected Anacomp's CaseLogistix litigation support platform and CaseProduction production module to enable its legal teams to quickly collect, organize, review and produce electronically stored information (ESI), so as to accelerate the litigation review process.

• In a related development, Modus LLC has been appointed a reseller of the hosted version of CaseLogistix.

www.discovermodus.com

Client Profiles adds 18 new legal customers

Client Profiles has signed up 18 new law firm and legal organizations for its case and financial management products over the past month. The wins include litigation lawyers Denenberg Tuffley, with offices in Michigan and California, California-based Magee & Alder, who specialize in real estate, trusts and estate planning, Virginia-based not-for-profit association CFA Institute, civil litigators Seipp & Flick, which has offices across Florida, and Mills Paskrty Divers, a commercial litigation firm with offices in Tampa and Atlanta.

Smoothstone streamline Constangy Brooks & Smith

Constangy, Brooks & Smith LLP, a national labor and employment law firm with over 250 staff in 19 offices, has replaced its existing telecommunications infrastructure onto a single MPLS-based platform for voice, data, internet, security and unified messaging supplied by Smoothstone IP Communications.

www.smoothstone.com

Nikolay drops Time Matters for Clio

Milwaukee personal injury practice Nikolay Law Offices has dropped its LexisNexis Time Matters software in favor of Themis Solutions's Clio practice management suite, which is delivered on a SaaS (software as a service) basis. The firm say ⇨

⇨ they had grown frustrated with Time Matters server crashes and mandatory upgrades for features they were not using.

Willcox & Savage roll out Verdatum DDS

Virginia-based Willcox & Savage has installed Verdatum for Autonomy/iManage 3.0 as its new digital dictation workflow system. Verdatum president & CEO John Methfessel added that "They came to us with an idea for a feature that would be helpful to their firm and we were able to use that as the beginning of our newly released Verdatum Coverage Console. This automates the secretarial coverage process for firms. Now Willcox & Savage have configured their system as they want their users to experience it – and we have released the console as an additional feature for our user community."

South Jersey Healthcare standardize on Mimosa

South Jersey Healthcare has selected the Mimosa NearPoint archiving system for data protection and disaster recovery of email data. SJH, which currently has in excess of 4Tb (terabytes) of email data in storage, will use NearPoint as part of its archiving strategy to facilitate compliance with HIPAA regulations. It will also use NearPoint to help streamline e-discovery searches, as well as reduce the risk of data corruption associated with archiving emails in local system PST files.

nQueue link with Omtool

nQueue Billback and Omtool have announced they are working together on the development of a ''next generation' integration to create an 'iA Scan Powered by AccuRoute' solution. This will allow nQueue Billback users to automatically capture, process and deliver scans directly from their multi-function devices, while simultaneously capturing cost recovery information.

www.nqbillback.com

Allen Matkins invest in Windows 7

⇨ **Continued from front page...** our computers were using an older version of Windows was because our attorneys required several dated applications for cases, practice areas and other specific requirements that weren't compatible with newer operating systems. Our wide array of specialized applications discouraged us from making any wholesale upgrades or operating system changes. Because so many applications had to be installed manually, it could be easy to forget an application, resulting in additional delays for attorneys and a burden on our IT staff.

We also needed to ensure our attorneys could always be equipped to deliver superior client service, wherever they were located. To that end, we provided third-party options for remote connectivity so our attorneys could respond quickly to their client needs. Yet, instead of determining the best connectivity method for each specific location, our attorneys tended to chose the one with which they were most familiar. If that didn't work, they'd call us for technical support or opt for time-consuming workarounds.

While we initially planned to upgrade our desktop infrastructure by adopting Microsoft Office Professional 2007 and moving the desktop PCs on Windows 2000 to XP, we recognized that the better operating system for us was Windows 7. As of October 2009, we had a prerelease version of Windows 7 running on 28 computers, nine of which are used by members of our IT department and the rest by word processors or other personnel.

We used the Microsoft Deployment Toolkit to aid in this initial installation and have found that the Windows 7 operating system does an excellent job of recognizing new hardware. The system installs about 98% of the necessary drivers automatically, so it takes significantly less staff time to make the computers fully operational.

We've also been pleased by the stability and performance of Windows 7. Our core applications run well on our version of Windows 7 and we anticipate that more of our software will be ⇨

⇨ compatible when we expand our deployment across all of the firm's computers.

We waited for the general release version of Windows 7 to broaden our use, and now plan to utilize Microsoft System Center Configuration Manager 2007 for future deployments and system updates. This approach will enable us to gain better control over our IT systems, improve availability for our attorneys, and enhance security and overall performance.

For those applications that are too old to work with Windows 7, we will use Microsoft Application Virtualization, where the application layer itself is virtualized, not the entire operating system. Part of Microsoft's Desktop Optimization Pack for Software Assurance, Microsoft Application Virtualization will enable us to run separate, virtualized versions of up to 30% of our applications so we can continue to gain value from those earlier investments.

By providing our attorneys with a flexible remote access system, we can increase their daily efficiency and ability to meet client demands and deadlines. Windows 7 DirectAccess capability provides our attorneys with fast, remote connectivity to corporate resources. DirectAccess is so flexible and easy to use that attorneys can more effectively connect remotely and get work done. This capability accurately detects user needs, which results in real time savings and reduced frustration.

The firm can eliminate several third-party products, such as those that provided us with remote connectivity options. We expect an annual licensing saving of up to $60,000. We also anticipate that we will conserve energy due to the improved sleep mode in Windows 7.

We've proven our ability to restore Windows 7 computers far faster than before. It takes just 20% of the time it used to take, and the restored computer receives the right applications automatically. Our attorneys can get back to work quicker and our IT team can focus on other more important priorities.

• **Frank Gillman is Chief Technology Officer at Allen Matkins, email** fgillman@allenmatkins.com

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Bighand launch server side speech recognition

Bighand today launched its new Server-based Speech Recognition module aimed at organizations looking to further streamline administrative overheads in the current climate, or support an upturn in work as the economy recovers. The new voice-to-text module also supports voice submission from Blackberrys and smartphones, alongside traditional dictation hardware. The server-side speech recognition is part of the latest v3.3 release of Bighand's digital dictation workflow software.

The module (which utilizes the Dragon Naturally Speaking Speech Server from Nuance Communications) includes both a *speech recognition only* option, where the Transcription Server sends the resulting text back to the author, as well as a *speech recognition with proofing* option, where the Transcription Server sends the resulting text to a secretary.

The secretary performs any corrections, saves the document and then submits a copy of the corrected document. Once submitted the server-based speech file of the original author is upgraded, improving their results going forward. The author can still correct their own speech file if so desired. Moving the correction of the speech file to the secretary completely removes the time burden from the author and enables no change to their current working practices. As a result, even though there is minimal training, the author's speech file continues to improve over time.

In testing, Transcription Server returned a 233 word initial recording with 178 words correctly recognized (76.4%). After the first correction, recognition improved to recognise 226 of the words (97%), and by the third submission the Server based system recognised 232 words (99.6%). ➪

➪ The overall total cost of ownership of the new back-end or server-side speech recognition module is estimated to be as little as one third the cost of existing client-side/desktop speech recognition solutions. The module is licensed per user or per server, with minimal training required and no client-side installation. Additional features include Citrix and Terminal Services compatibility, document templates and bookmarks, acoustic modeling, vocabularies configured in Bighand System Administration, default and custom speaker profiles for different users of Bighand, and support for distributed transcription servers.
• Bighand v3.3 also contains a raft of other new enhancements including support for Windows 7.

New product launches

Unidev launch legal-specific content management
St Louis-based Unified Development Inc (Unidev) has launched a Microsoft certified web content management system designed specifically for law firms. Called Auctori:law, it is delivered on an SaaS basis by Unidev and is pitched as a system that allows attorneys 'to build and edit website content without the help of an IT professional or having previous experience of HTML' anytime, from anywhere in the world. Other features include secure document libraries and flexible content pages and navigation structures for creating practice areas and industry sections. To see Auctori:law in action, check out these two law firm websites:
www.stolarlaw.com + **www.passanantelaw.com**
www.auctorilaw.com

New out-of-the-box pdfDocs + iManage integration
DocsCorp has released enhanced versions of its pdfDocs PDF creation and management and compareDocs document comparison products for Autonomy iManage 8.5. The two applications integrate with iManage out-of-the-box, without requiring special connectors or plug-ins.

Don't change that printer before you have a plan

by Rob Mattern

Your firm has local printers, multifunctional devices and high speed network printers. You also have local and networked color printers, centralized color copiers, and possibly some walk-up color copiers or hybrid black & white/color machines. All these units are probably managed by different teams with varied methods of procurement and service providers. Each device has a different contract with a different pricing structure and minimums.

Flash Forward: you have five emails in your inbox and two voicemails from irate lawyers or secretaries requesting (demanding) their printers be replaced. With all these variables, how do you know which printer(s) should be replaced? The answer is, in all probability, you don't know. What your firm therefore needs is an Output Management Plan. Here's how to develop one:

1. Centralize output decisions

All output decisions should be centralized under a single point of contact/decision making authority. How many times do you see a network printer and multifunction device (MFD) sitting side-by-side, managed by two different groups? Or each secretary having their own printer when there is a network printer or MFD sitting around the corner? There should be one entity – let's call it the output department – within a firm that makes these decisions to avoid redundancy.

2. Know your costs

One of the responsibilities of this output department is to know the firm's costs. This should include total cost of ownership, cost per impression per device, monthly/annual volumes, and what type of media is printed on the unit. If you may think that seven year old printer down the hall costs you nothing as it's already been paid for, think again.

3. What are the firm's output goals?

Does the firm want to provide color and black & white output in the most convenient manner ⇨ possible? Is it the firm's preference to provide access to color only when required? Is it more important to provide end-users output options that ensure time away from their desk is minimized? Is the firm looking to minimize costs across the board?

4. Explore how to place devices to meet these goals

Once these goals are defined – and you know your costs per impression per unit, and your volume per user/workgroup – you can develop the optimum configuration. Depending upon your floor plan, there may be two network printers for two administrative assistants, shared with a total of eight attorneys and paralegals. Down the hall may be a high speed color and black & white MFD that is also a high speed scanner. Further away (but on the same floor) may be another high-speed color and black & white MFD that is also a high-speed scanner available for back-up. Based on this scenario, your MFD will provide the lowest-priced output, followed by the two network printers (assuming these units are procured correctly). The end-users will have access to low-cost color output as needed. Note, there are no local printers included in this configuration.

5. Create a migration plan

Once you have the optimum configuration developed, how do you get there? This will depend on a number of factors, including age of equipment, lease/service obligations and management buy-in. Once users hear you are developing an output plan, they will most likely conclude you will be taking their local printers away (which is actually true) but this is not how you want to start.

It's far easier to take away something in the future if you give something now. We recommend a firm networks MFDs and provides color access (if that is a goal) very early in the process. Once end-users embrace these forms of output and begin to utilize them, then it will be much easier to implement a migration plan that decreases the number of local printers. This is not to say there is no place in a firm for local printers but they should be few and far between and based on sound justifications.

• *Rob Mattern is President of Mattern & Associates, a support services consultancy serving the legal industry.*

New hires

Geller Data hires new sales V-P

Geller Data Solutions, a developer of applications for Autonomy iManage has hired Keith Vallely, previously with DocAuto, as its new V-P of sales.
www.gdsi.com

Howard Silver joins iConect as CTO

Howard Silver, previously with X1 Technologies and Zantaz, has joined iConect Development as the company's new Chief Technology Officer.

Litigation support news

Ajilon and Fios to offer 'all inclusive' e-discovery

Fios Inc and Ajilon Legal have announced a partnership aimed to help corporates and law firms 'effectively inject cost control and predicatibility' into the e-discovery process. The deal blends Ajilon's document review management expertise with Fios e-discovery services to deliver a single 'all-inclusive' solution, from processing to production. Pricing is based on per gigabyte.
www.fiosinc.com/ajilon

Huron open new document review centers

Huron Consulting has opened a new document review centre in Washington DC and relocated its Rock Hill (SC) operations to an expanded facility in Charlotte (NC).

ZL upgrade UA to v7.0

ZL Technologies has announced the release of v7.0 of its flagship Unified Archive e-discovery and archiving system for corporates. New features within v7.0 include the ability to build 'virtual cases' within an existing archive, so data can be pulled together for investigative searches and early case assessment, without the need for the data to be exported from its original location; plus the ⇨

⇨ introduction of faceted search, so reviewers can operate on the dataset across dozens of customizable search parameters
www.zlti.com

IGC in partnership with Clearwell

IGC's (Informative Graphics) Brava! viewer and Redact-It technologies have been integrated into Clearwell's v5.0 e-discovery platform, so sensitive data (such as privileged information and social security numbers) can be electronically redacted.
www.infograph.com + **www.clearwellsystems.com**

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The Backpage

Social media for lawyers – reviewed

Had a new book in to review the other day by American lawyer-turned PR consultant Adrian Dayton. Called *Social Media for Lawyers: Twitter Edition,* it is published by Ark Group and provides a handy and accessible guide to everything law firms need to know about Twitter – and why they should be adopting it as a communications medium.

Along with explaining the technical and operational issues associated with Twitter such as @replies, RTweets and the availability of platforms such as TweetDeck **www.tweetdeck.com** (all topics and issues the official Twitter website could handle better) Dayton also addresses some of the myths and excuses lawyers often give for ignoring Twitter.

For example, is Twitter just for kids? No, in fact the largest demographic is adult males aged 35-44, with the 50+ emerging as one of the fastest growing groups. But, Dayton also makes the point that all forms of 'social media' (such as Facebook) are here to stay as 96% of Generation Y have already ⇨

⇨ joined a social network – and by next year (2010) Generation Y will outnumber Baby-Boomers. As for those 'policy' issues lawyers get excited about, such as monitoring any comments tweeted, Dayton's advice is clear: "Don't say stupid things" – you avoid 'bad acts' offline, so avoid them online.

• For more details email **dsmallwood@ark-group.com**

Following us on Twitter

Still on the subject of Twitter, after being *Mister Grumpy* earlier this year, floundering around wondering whether it was worth the effort, we are now converts to the tweeting cause. To make it easier for people to follow our legal technology specific tweets, we are now flagging them with a **#LTi** hash tag. (Adrian Dayton's book also contains plenty of information about # hash tags. **www.twitter.com/ChristianUncut**

Next issue...

The next issue of ALTi (No.17) will be published on Thursday 3 December, 2009. The editorial deadline is 1 December – 6:00pm EST. Keep up with latest news on our blog **www.theorangerag.com**