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US & Global Legal IT News

Susskind warns firms old days are gone for good

Speaking at last week's *Generals of the Revolution** event in New York, Professor Richard Susskind added his contribution to the ongoing debate about the 'new normal' and whether law firms could ever go back to their pre-2008 financial meltdown business models.

We've known and worked with Richard for nearly 20 years and seen many of his earlier predictions dismissed out of hand by the legal 'establishment' because they were a little too far ahead of their time, both technologically and conceptually. Today however the world has moved on to create a happy nexus between market trends and the publication of a new and revised edition of his book *The End of Lawyers?*

We live in the Net Generation era where people increasingly expect consumer and business transactions to be conducted online. We are also seeing inhouse counsel increasingly applying the 'shareholder test' to legal work and asking whether using 'traditional' law firm services gives best value for money. And, we are seeing a growing range of legal service delivery models emerging, ranging from inhouse to offshore LPO work. ➔

➔ Susskind says there is no 'one size fits all' model here and prefers the term 'multisourcing' to encompass the alternatives. As for the role of technology, although Susskind says he has yet to meet a lawyer who doesn't believe their work is so unique it cannot be automated or commoditized, he believes you 'decompose' (or deconstruct) all legal work into component elements that can be handled in any of up to 12 different ways.

Susskind says these changes will have an impact on the way law firms are structured and suggests four alternative models: the Target, the Donut, the Glazed Donut and the Cog. With all of them project managing the legal process becomes key but Susskind says most law firms still don't take project management seriously, adding "A lawyer goes on a two day course and comes back a project manager! How would they react if people went on a two day legal course and came back a lawyer?"

* The event was sponsored by Datacert Inc and attended by over 100 law firm attorneys and corporate counsel. *Plus see page 3...*

TR buys Serengeti Law

Earlier this week Thomson Reuters acquired Serengeti Law, a leading provider of matter management and e-billing systems for corporate legal departments. All 50 Serengeti staff will join Thomson Reuters and the company will continue to operate out of its Seattle and Chicago offices. Tom Melling, Serengeti's former VP of product management, has been appointed president of the business, which will become part of the Corporate, Government & Academic business unit within Thomson Reuters Legal.

www.serengetilaw.com



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October's deals

Everyone loves Microsystems Microsystems reports that so far this year 25 law firms (both in the US and Europe) have licensed their software. These include 16 orders for DocXtools and nine orders for DocXtools modules for handling table of contents, DocID or numbering. Two firms – a large New York practice and Michigan-based Honigman Miller Schwartz & Cohn – have also licensed the DocXtools Metadata Module, which is based on the 3BClean system from 3BView.

- Microsystems has recruited Mike Plumb (ex LexisNexis Interaction) and Morag Charlton (ex Workshare) to join its Downers Grove consulting and technical teams.

Comment: To paraphrase Mark Twain, reports of Microsystems' death (in the wake of last year's Microsoft custom XML litigation) was an exaggeration. In a conversation we had with Microsystems' CMO Barry Solomon last month, he said that while the outcome of the case was disappointing and had hit the Legal Templates Plus product, other parts of the Microsystems business were booming. In particular, with so many firms now either migrating or poised to move to Office 2010, the DOC to DOCX file format change had created a boom in demand for its DocXtools.

Fox Rothschild gets DocsCorp habit Fox Rothschild has expanded its investment in DocsCorp technology with a firmwide rollout of pdfDocs Desktop PDF management and CompareDocs document comparison software.

Keno Kozie to implement DMS Chicago-based Pugh Jones Johnson & Quandt is using Keno Kozie to implement its new Autonomy iManage DMS.

Best Authority rollout Delaware lawyers Young Conaway Stargatt & Taylor has rolled out the Levit & James Best Authority system.

And the winner is...

Florida-based law firm Dean Mead is the winner of Winscribe's recent BPM competition and will now benefit from a business process management makeover worth approximately \$150,000.

Vital statistics: 47 days

Ediscovery services provider eClarix Inc reports it took just 47 days (using data indexing technology from Index Engines) to execute the discovery and collection of 517Tb (half a petabyte) of data contained on 12 backup tapes, comprising over 2.2 billion unstructured files and email messages.

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Focus shifts to inhouse legal platforms

Along with the news that **Serengeti** has been acquired by Thomson Reuters (*see front page*) other players in the corporate legal departments market have also been active over the last week. First off the mark was **Datacert** who used their sponsorship of Richard Susskind’s New York lecture to (very subtly) launch their new Passport platform.

Passport takes as its starting point the fact there are dozens of different internal and external systems (DMS, ERP, ediscovery and law firm billing systems etc) feeding data into corporate legal departments and that what managers and general counsel really want is a role-based portal to provide a consolidated view of all this information to help better manage matters, risk, compliance and spend. www.datacert.com

Finally, **Mitratech** has launched its TeamConnect ISV partner program, which provides APIs, support and development training to make it easier for third party systems houses to develop applications that can be integrated with and will run on Mitratech’s TeamConnect Enterprise platform for corporate and government agency legal operations and GRC (governance, risk & compliance) management. www.mitratech.com

- We have more comment on these developments on the Orange Rag blog at www.theorangerag.com

Asia-Pacific news

Swordlove Australian deals US/Australian systems house Swordlove reports that last month saw Australian law firm Piper Aldreman go live with an upgrade to Aderant Expert. Swordlove is also working on its first Australian implementation of the

➔ 3BClean cloud-based metadata removal service. www.swerdlove.com

Blake Dawson iManage deal Phoenix Business Solutions has won the contract from Australian and international law firm Blake Dawson to roll out Autonomy Universal Search and iManage Worksite DMS across 10 offices. www.phoenixbs.com

Trio of case deals Regular ILTA exhibitor CaseFlow has secured three new deals – from Australian law firms Carroll & O’Dea, Maurice Blackburn and Thynne & Macartney. www.caseflow.com.au

THE ORANGE RAG

BREAKING NEWS BLOG



DTI deal brings Daticon saga to a close

Last month's acquisition by Document Technologies Inc (DTI) of the ediscovery business Daticon EED brings to a close the history of one of the more colourful vendors in this sector. Although the EED (Electronic Evidence Discovery Inc) side of the business began life in 1987 and has maintained a strong reputation for innovation down the years, the same might not be said for Daticon.

Formed in 1993, a 70% interest in Daticon was acquired by Daniel Gordon in 2000. He was subsequently sentenced to 42 months in prison for defrauding Merrill Lynch out of \$43 million – this sum included the money used to buy Daticon. In 2006, Daticon filed for Chapter 11 bankruptcy protection and was bought by Xiotech Corporation. Then, in June 2008, EED bought the Daticon business from Xiotech and rebranded the group as Daticon EED. Now, after the latest deal, the Daticon name has finally been dropped and the acquired company will be called EED, a DTI company.

New product launches

Portable collections Digital Reef has added a Portable Collections option to its ediscovery software (it already has hosted and on-premise offerings) so legal service providers can collect ESI data onsite and then move it to another data center for processing. Digital Reef marketing VP David Butler describes this flexibility as 'game changing'.

www.digitalreefinc.com

Smart 'team' module Smart WebParts has added a team and client activity reporting (TACAR) module to its Smart Time time recording system, to allow partners and project managers to monitor client

↪ projects and work-in-progress in real-time.

Biscom & Litera alliance Secure file transfer specialist Biscom has announced an integration with Litéra's Metadact metadata management system so users can transfer large files as email attachments via Outlook without the risk of any unintentional disclosure of confidential information.

Exari celebrates 10 years Document assembly and contract management software specialist Exari is celebrating 10 years in business with the launch of v5.5 which has over 250 new features, including the ability to launch directly from SharePoint.

New CaseCentral Connector CaseCentral has released its eDiscovery Connector for Symantec Enterprise Vault (including EV 9.0) which cuts processing time and fees, since there is no need to export data as it goes directly to a review platform.

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News round-up

Elite forges alliances Elite has added another vendor to its 'partner ecosystem' to help round out its practice management offering. Kleinmundo's Datalenz has now been integrated with Elite to help streamline the collection and distribution of time recording and financial data. And, Global Exchange Group has renewed its long-standing agreement with Elite for processing international payments for transnational law firms.

<http://kleinmundo.com> + www.gexchange.com

New VP for eLit eLitigation Solutions Inc has appointed Charles 'Chuck' Pindell as its new vice president of sales and business development. Pindell has worked in senior roles in the litigation support industry for a total of 15 years, including serving as sales director for CT Summation.

HotDocs donates \$2m in software The HotDocs Corporation this week announced it had donated more than \$2 million worth of software to a total of 159 nonprofit legal services organizations through its charitable organization program. Supported projects include the LawHelp Interactive initiative.

New Pro Bono Net board member Davis Polk partner Frank Azzopardi has joined the board of directors of Pro Bono Net.

New Coach consultant Rex Balboa, who has worked in the legal vertical for 10 years, including seven as a project manager at Microsystems, has joined the training group Traveling Coaches as a user experience consultant, where he'll initially be working on Office 2010 and Windows 7 projects.

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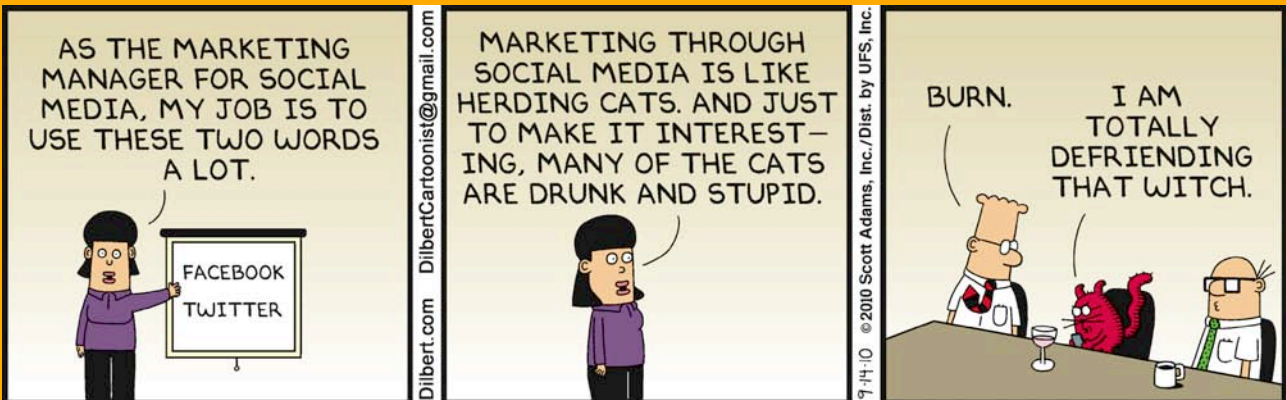
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