AMERICAN LEGAL TECHNOLOGY INSIDER
US & Global Legal IT News

A new year but only three models for software ?

As we start a new year – and a new decade – one question we increasingly hear raised in legal IT circles is where next for legal software development? For vendors with established products, there would now appear to be a choice of three options when it comes to taking an application forward...

Assuming the product is stable and based on a sound technology platform (such as Windows and SQL Server) then the first option is to do nothing and put all your R&D into developing add-ons providing extra functionality and integrations with 3rd party systems and devices (such as Blackberrys and iPhones). Essentially this is an *if it ain't broke, it don't need fixing* strategy which vendors such as Aderant with PMS and LexisNexis Interaction with CRM are successfully pursuing.

The second option is to draw a line under the legacy product and develop an all-new successor product from scratch. In recent years, probably the most notable example of this in the legal sector has been Thomson Reuters Elite, with its decision to create the 3E system rather than continue with the older Enterprise product. ⇨

⇨ Finally, comes the third and most recent option, namely to build a new product on top of standard Microsoft applications, such as Dynamics and Sharepoint. In the US Client Profiles has already done this with its CRM4Legal system, in Europe LexisNexis are doing this with their next generation PMS and globally we are seeing a raft of Sharepoint based DMS applications emerging. So is Microsoft the future of legal software development?

The ediscovey shake-up continues

The shake-up within the litigation support and ediscovery services vendor market continues with two new acquistions announced since our last issue. December saw Document Technologies Inc (DTI) announce it had acquired Unlimited Discovery Group, the largest discovery services provider in the LA and southern California market for an undisclosed sum. (The deal follows DTI's acquisition of ediscovery pioneer Daticon EED in September.)

Then, earlier this week, Iris Data Services announced the acquisition of Itek Imaging LLC, a provider of litigation support services including ediscovery, computer forensics, imaging and coding to the New York City area.

ALTi at LegalTech NY

Insider editor Charles Christian will be in New York for the LegalTech show at the end of this month. Contact him by Twitter DM at **@ChristianUncut** or email **charles@legaltechnology.com**

January's wins, deals and rollouts

Two go live with Aderant AmLaw 50 firm Hunton & Williams has gone live on the latest version of Aderant Expert and rolled the PMS out to 18 offices worldwide. In addition, Midwestern lawyers Ulmer & Berne LLP have rolled out Aderant's new Expert File Opening workflow system across four offices. The firm says that along with cutting the time it takes to open new business from four days to within 24 hours, they also get more accurate data, as well as full adherence to prerequisite accounting standards and policies.

Kelley Drye choose Frayman Kelley Drye & Warren has chosen the Compliguard Protect ethical walls, information governance and confidentiality management system from the Frayman Group. The 400 lawyer firm opted to swap out its existing ethical walls system in favour of Compliguard.

Biscom site releases data Arron Johnson, the IT director of Outten & Golden says switching to Biscom Delivery Server, for handling secure file transfers has reduced the strain on the firm's IT support desk time by 20%.
• Loffler has signed up to sell and support Biscom systems to Minnesota and Wisconsin law firms.

iCONECT picked for Yaz MDL Schlichter Bogard & Denton, a lead law firm in the Yaz/Yasmin birth control pill multidistrict litigation (MDL), has picked iCONECT's nXT ediscovery platform to help handle the anticipated heavy volumes of data which could generate millions of documents to review.
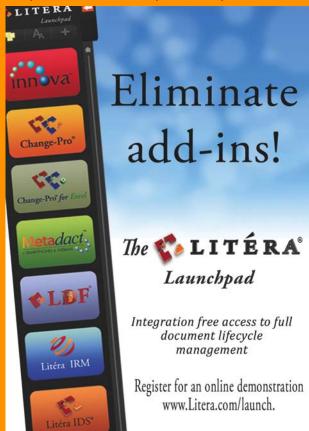
Fox Rothschild deploy Bighand Philadelphia based Fox Rothschild LLC has deployed Bighand's Blackberry mobile solution to 175 attorneys across 15 offices. One partner described it as a 'godsend' being able to send voice recordings to his assistant

in an organized fashion when he was on the road.

Litéra ends year on high Litéra reports that it ended its second half of 2010 with record sales of its document lifecycle management (including meta data and redlining) software. Litéra users include Akin Gump and Womble Carlyle.

Latham take coach Latham & Watkins has engaged Traveling Coaches to assist in its upcoming Microsoft Office 2010 project, including delivering IT support staff training to their global offices.

In brief... New Hampshire law firm Devine Millimet has implemented DocSolid's KwikTag for Worldox to handle scanning to its DMS. McCarter & English say using Matter & Associates consultancy services has cut support services spend by 23%. Turner Padget Graham & Laney in South Carolina has picked Keno Kozie to provide helpdesk services.

Global news round-up

Access Sydney Utah-based AccessData has opened an office in Sydney, Australia, to meet the growing needs of its client base for ediscovery, litigation support and computer forensics services in the APAC region.
www.ediscoverywithaccessdata.com

New York opening European legal CRM and Sharepoint DMS specialist Epona has opened a US subsidiary – Epona USA Inc – with offices in New York City (**sales@epona.com** or call 212-886-4521). Epona's US resellers are GDSI and Kraft & Kennedy.

New VP for Caseflow Australia-based legal case management software developer Caseflow has appointed Andrea Foot as VP of business development. Her role will including working with Caseflow's growing network of resellers around the globe, including in the United States.

Just an alliance John Duckett, general manager IT of DLA PhillipsFox in Australia, has been in touch to say the firm currently only has an exclusive alliance with DLA Piper and that a decision on a merger between DLA and Phillips Fox has yet to be made. Until then Phillips Fox has no plans to review its incumbent Aderant CMS software.

FWBS + Phoenix In another alliance, two UK based legal software companies FWBS and Phoenix Business Solutions have signed an agreement that will see Phoenix sell, implement and support FWBS case and matter systems to Australian law firms out of Phoenix's Sydney office. +61(0) 2 8243 5725.

Lexis Express LexisNexis Australia has launched what it describes as a new and improved version of its LegalExpress email alerting service that provides a summary of the latest cases, legislation and journal articles in over 30 different practice areas.

The latest version provides seamless links into Case Base and LawNow and can be accessed on an iPad. **www.lexisnexis.com.au/legalexpress**

New hires, people & places

After three years away working for Hubbard One and Traveling Coaches **Donna Bowen Bailey** has returned to **DocAuto Inc** as sales manager for the Southeastern US territory. **John Schmidt** has joined **Document Technologies Inc** as managing partner of DTI's Washington DC technology center where he will be responsible for litigation support services.

Inhouse legal news

Cisco picks Recommind Cisco has selected Recommind's Axcelerate Review & Analysis platform to provide its next generation approach to ediscovery, regulatory compliance and defensible automated document review. Commenting on the selection of Recommind, Daniel Black, senior manager Legal at Cisco said the company's selection criterion "was very specific, we wanted an end-to-end solution that didn't require a massive overhaul of people or processes."
www.recommind.com

Wal-Mart selects Datacert Passport The retailer Wal-Mart Stores Inc has selected Datacert's new Passport technology platform to help it manage and consolidate its domestic legal processes and systems. In addition, Wal-Mart will also implement Datacert's matter and spend management systems which are built on Passport. Wal-Mart said they selected Passport because, along with providing collaboration internally and with the outside law firms the legal team currently manages, it would provide enhanced visibility into its legal related activities.
www.datacert.com

Unilever selects FTF Unilever has First To File's (FTF) web-based Electronic File Room patent document management services to support its global patent prosecution practice. Matt Goodwin, chief patent counsel at Unilever, said FTF Electronic File Room "helps us achieve several strategic goals, including significantly reduced reliance on paper (in line with the company's recently announced Sustainable Living Plan) and increased global collaboration and efficiency. ⇨

⇨ FTF has also announced the availability of its Agent Access Portal (AAP) add-on to its Electronic File Room solution. AAP is a lite version of Electronic File Room for use by global patent agents and outside counsel.
www.firsttofile.com

TeamConnect 3.3 launch Mitratech has released v3.3 of its Team Connect Enterprise collaborative accountability platform for corporate legal departments. The latest release focusses on providing timely access to actionable metrics and self service reporting features through an integrated business intelligence engine.
www.mitratech.com

New hires, people & places

David Hyre has joined **eLitigation Solutions Inc** as vice president of technology & operations with responsibility for developing the company's capabilities, processes and delivery of paper and electronic discovery. They have also recruited **Julia Romero Peter** as director of sales for the Silicon Valley office. **AccessData** has recruited **Michelle Kovitch** as director of litigation support training. Prior to joining AccessData, Kovitch was with Litigation Management Technologies and is the author of *Summ it Up: the practical guide to using Summation*. **Esquire Innovations Inc** has hired **Mel Mehrtens**, previously with TechLaw Inc, as technical support manager. Esquire projects at least a 10% growth in revenue this year as more law firms upgrade to Microsoft Office 2010. **iCONECT Development LLC** has added New York and Texas-based **MercuryIQ** to its list of authorized legal service providers.

Foley & Lardner switches to NetDocuments for DMS

Foley & Lardner LLP, with 1000 attorneys in 21 offices worldwide, has selected the NetDocuments SaaS (software as a service) content management platform as its new document management service. The firm's CIO Douglas Caddell said "Our attorneys are no longer bound to a bricks and mortar law building. They work at clients' sites around the globe and need to have their documents available to them anytime, anywhere. NetDocuments has not only met those requirements but has also provided a fresh, new cloud-based platform for our offices worldwide.

New products & launches

Service desk metrics Intelliteach has published a *guru guide* to support and service desk metrics based on an analysis of 600,000 helpdesk tickets. Over 50% of tickets relate to versions of Microsoft Office, 14% to document management systems ⇨

⇨ and Tuesdays are the busiest days for helpdesk calls. You can download the guide free of charge from **www.intelliteach.com/Data/GuruGuide.pdf**

InterAction v6.0 LexisNexis has announced the release of v6.0 of its InterAction CRM software. The key enhancement is the embedded Microsoft Outlook integration so users can have access to a firm's CRM data from the Outlook email, calendar and contact functions.

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