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LegalTech hot topics: the Cloud, Macs, Gen Y & more

We are covering some of the new product launches elsewhere in this issue but what was the general buzz like at the recent LegalTech New York event? Here are our four hot topics from LTNy 2012...

- **The Cloud is Everywhere:** Compared with the last couple of years when the concept of cloud computing still caused raised eyebrows, this year saw the cloud gain general acceptance. "It's like electricity," said one delegate, "of course the cloud is now part of our IT strategy!" However delegates were also agreed that the cloud raises as many technical and contractual questions as it answers.

- **The March of the Macs:** Another key trend was the rise of the Apple platform, not just iPads (which many delegates said were becoming the device of choice for attorneys of all ages) but also Mac desktop and laptop machines, to the extent that some ediscovery vendors are now developing a niche line of business dealing with Apple Mac data collections.

- **The Attack of Gen X & Y:** Another topic widely discussed was what to do about the growing impact of Generation X and Y, both in the workplace and as clients, particularly the fact they have a different work ethic and seem to live online with a different attitude to sharing information. We even heard one Gen X-er complain that she couldn't understand Generation Y-ers. ()

- **Better Times:** Talking to vendors on the exhibition floor, the general sentiment was that the quality of delegates had improved and that law firms were back in the market looking for new systems.

Finally, for those of you sifting through the business cards you collected at LTNy, this month's *Dilbert* cartoon strip (see back page) says it all.

Sharepoint DMS to go ?

The news Epona USA has appointed new partners and resellers in North America (including GDSI and Kraft Kennedy) would not normally make our front page save for the fact Epona's DMS for Legal system was widely rated by many LTNy delegates as the most viable contender in the emerging Sharepoint-based document management systems field.

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February's wins & deals

A good month for **Recommind** with three new business wins: California real estate lawyers **Miller Starr Regalia** and national labor law specialist **Little Mendelson** have selected the company's Decisiv email management system. **Innovative Computing Systems** (ICS) are handling the Miller Starr implementation. And the **New York State Bar Association** has implemented Recommind's Decisiv Search technology on the www.NYSBA.org website.

Nixon Peabody LLP has selected **Pangea3**, the legal process outsourcing (LPO) division of Thomson Reuters, as its preferred vendor for an ediscovery review project.

IntApp Inc, whose customer base already includes 63 of the AmLaw 100 firms, has won two more deals. They are with **McKenna Long & Aldridge**, who are taking the IntApp Wall Builder information security system, and **Miles & Stockbridge** who are taking the Time Builder 'found' time recording application.

The **US Department of Justice** Antitrust, Civil, Civil Rights and Tax divisions have licensed the **kCura** Relativity ediscovery platform. Three other DoJ divisions already use Relativity. **TechLaw Solutions** is handling the implementation.

Atlanta-based **Smith Currie & Hancock LLP** has implemented a Worldox document management system from **World Software** to replace its incumbent Autonomy iManage DMS. + See page 3

In another swapout, East Coast lawyers **Gibbons PC** are deploying **Workshare** PDF Professional software to replace Adobe Acrobat across the firm.

Iowa law firms **Dickinson Mackaman Tyler & Hagen PC** has installed AR Collection Manager from **Orion Law Management Systems** to help with accounts receivables and reduce the risk of write-downs of unpaid invoices. **Comment:** This is a neat product, Orion have some interesting data on the correlation between the longer a bill remains unpaid and the likelihood of ever being paid in full.


http://orionlaw.com/lib/in/Orion_AR_Collection_Manager.pdf

In the world of time recording, **Gunderson Dettmer LLP** has signed up for Smart Time Professional from **Smart WebParts**. And the **Tikit Group** has signed up two more firms – **Foulston** ⇨

⇨ **Siefkin LLP** and **Keesal Young & Logan** – for Carpe Diem Mobile for the iPhone and iPad, while **Quinn Emanuel Urquhart & Sullivan** has upgraded to Carpe Diem Enterprise. Tikit is also continuing to enjoy success with its eMarketing suite with eight more recent North American wins including **Porter Hedges LLP**, **Gibbons PC**, **Blackman Kallick** and the **Victoria Bar Association** in Canada.

Thomson Reuters has entered into an agreement with the **HotDocs Corporation** to develop a series of interactive tools for the Checkpoint online information platform, which is part of TR's Tax & Accounting business. And **Synaptec Software** has worked with HotDocs to create a case management system based on Synaptec's LawBase product for Dallas law firm **Ferrer Poirot & Wansbrough**.

Wilentz Goldman & Spitzer says that as a result of **Mattern & Associates** conducting an open RFP process, it has cut its net offsite records storage fees by 25-30% and reduced permanent withdrawal fees by 35%.



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LegalTech New York news round-up

As ever, we came away from LTNY with a case of information overload and enough business cards from vendors to tip our baggage allowance over the limit but here are some of our highlights...

Aderant launched Expert Release 8.0, the latest version of its flagship practice and financial management system. This is already running live in a number of firms with early adopters Squire Sanders LLP singing the praises of the rates management and time entry enhancements. In fact the message here is that at last there is a PMS vendor whose own time recording system does everything, without the need to integrate third-party add-ons such as Carpe Diem and DTE Axiom.

We also had an interesting meeting with Aderant VPs Jim Hammond and David Flynn, who are now pulling together all the recent acquisitions (CompuLaw, Client Profiles, RainMaker) to create a coherent product development and market positioning strategy, both in terms of market segmentation (different products for large, mid-tier and small firms) and how they all fit together. According to Flynn, all new Aderant products need to support the 'triangle' of helping to manage a law firm, grow a law firm and protect a law firm. ()

Next up **Thomson Reuters** used LTNY as a platform to launch its new MatterSphere system into the US market (MatterSphere will be part of the Elite division). MatterSphere is an exciting product we've been following in the UK for a number of years.

Essentially this is a matter management application embedded within Microsoft Office (so no training issues) that allows attorneys and support staff to run a case in a largely paperless environment. It does possess workflow functionality but this can be kept to a non-intrusive light-touch, simplifying everyday administrative activities, rather than the prescriptive approach of some case management products. It is also already being offered by some firms to their corporate clients as a portal, so they can login to their side of the system for status reports and progress monitoring. And, it will also run on an iPad, providing users with a ⇄ degree of truly interactive mobile working few

other systems can equal. Through its SDKs, Matter Sphere can be integrated with PMS products on the market (including Aderant Expert, Elite Enterprise and 3E) as well as DMS such as iManage.

Finally, we had a useful meeting with Ray Zwiefelhofer, the president of **World Software**, the company behind the Worldox document management system. After seemingly treading water for a number of years, Worldox has recently been enjoying a renaissance, as witnessed by the growing number of competitive swapouts it is winning at the expense of rival vendors such as iManage.

Zwiefelhofer said following the apparent failure by Sharepoint to set the DMS world alight, his company recognized a gap in the market among firms of all sizes for a proven DMS that was a viable alternative to iManage and OpenText. To meet this demand, the core Worldox DMS has been enhanced and redesigned and over the coming months* will be available in three versions: client server-based GX3 Professional for mid-tier firms, GX3 Enterprise, a scalable DMS for larger multi-site firms, and GX3 Cloud, a hosted SaaS version of the software that will still offer the same functionality of the desktop software. *GX3 is available now FileSite and Office 2010 for **Dewey & LeBoeuf** and

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The battle for Middle Earth

So where is the new frontier for law office automation products? If the panel sessions at LTNY were any indication, much of the action over the coming

year is expected to be in the document production middle ground. The space that lies between the initial creation of a document in Microsoft Word and its final archiving in a document management system.

This is where all the activity takes place in terms of editing, redrafting, collaboration, tracking changes, redlining, comparing documents, sorting out formatting, standardizing styles and numbering, inserting tables of authority, cleaning up metadata, fixing documents that have become buggy, creating PDFs and generally dealing with the whole *Frankendocs* scenario.

If this were not difficult enough, an added complication for law firms and corporate legal teams is no one single vendor can currently offer an end-to-end solution. The result is they find themselves in a multivendor situation, hoping the tools they use not only integrate with each other but also with the latest versions of Word and their DMS.

As the endless online debates about Word's native Compare functionality have revealed, it is unrealistic to expect Microsoft to ever change its products to meet 100% of the requirements of law firms, so it is down to the independent vendors. But who will be the first to occupy this space. Our money is on Litéra who are already almost there.

Ediscovery consolidation continues

The long-predicted consolidation of the ediscovery vendor market continues with two deals – worth \$118 million in total – announced during the last month.

The first was **Epiq Systems Inc** buying managed review services specialist **De Novo Legal LLC** for \$68 million, funded out of Epiq's existing credit facilities. Epiq say the acquisition represents an approximate 30%-to-40% increase to Epiq's projected ediscovery division revenues and further strengthens the company's position in the market.

The second acquisition, announced last week, saw **Guidance Software Inc** pay \$17.1 million to buy **CaseCentral Inc**, best known for its cloud-based review and production software. As part of the earn-out, Guidance may pay an additional \$33 million in cash over the next three years, bringing the total deal price to \$50 million.

Guidance says the combination of its own EnCase platform and CaseCentral's SaaS offerings will provide customers with an unbeatable range of both on-premise and cloud-based ediscovery software. And yes, CaseCentral will be continuing its popular weekly Case-in-Point cartoon strip!

www.casecentral.com/case-in-point/

Vital statistics: 100Mb

According to Biscom, thanks to the widespread use of compound PDFs, the average size of a single file attachment being exchanged between law firms is now between 50 and 100Mb.



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Quote, Unquote

“Google+ is the closest thing there is to an enterprise version of Facebook. It is social media for business with a minimum footprint.” ...*Eric Hunter of Bradford Barthel at LTNY.*

Best in show ?

The most interesting product we encountered at LTNY 2012 was a system not on public show but merely in the final stages of development. All we can say is its codename is Wormhole and it has the potential to transform the way many inhouse legal teams manage their relationships with outside counsel. Watch this space for further news.

People & Places

One of the few big guns in the ediscovery sector, the New Orleans-based lawyer, consultant and writer **Tom O'Connor**, has been hired by Tulsa-based **Avansic E-Discovery & Digital Forensics** as director of professional services. His new role will include being the primary consultant in complex cases. See also *Tom's article on the FRCP on our Orange Rag blog for 25 January.* <http://www.theorangerag.com>

Wilson Legal Solutions has appointed **Shishir Shetty** as senior director of its Elite 3E client services team. Shetty was previously with Thomson Reuters Elite.

Sharepoint specialist **Handshake Software Inc** has appointed attorney and technology consultant **Tim Kenney** to the role of VP of client services, with responsibility for managing the ↗

↗ company's newly formed customers services, consulting and support group. We like Handshake's honesty in saying Tim “is based in our Atlanta offices and airports everywhere.”

Technology consultancy **Project Leadership Associates** has expanded its litigation solutions practice with the appointment of **John Sweeney**, the former president of Thomson Reuters Litigation Consulting Services, and **Mary Pat Poteet**, the former national litigation support director at DLA Piper, to its team.

Document Technologies Inc has named **James Georgetti** as its managing partner in New York. Georgetti has been with DTI since 2007 when the company acquired his own business Skyline Legal Technologies.

Litis Consulting has opened an office in Philadelphia to serve its ESI discovery customers on the East Coast.

www.litis-consulting.com

First Advantage Litigation Consulting has added **Todd Horst** and **Michael Flanagan** to its executive management team. Horst will serve as executive VP of sales & marketing, while Flanagan becomes general counsel.

Ediscovery and legal IT staff recruiter **Tru Staffing Partners** has appointed **Andrew Brody** as its new COO/CFO. Brody was previously the VP of content development for The Princeton Review.

Vital statistics: 80%

According to Eric Hunter of Bradford & Barthel, Google Scholar is a resource more and more West Coast law firms are looking at as a cheaper alternative to using Lexis and Westlaw. Hunter says some firms are now conducting as much as 80% of their legal search work on Google Scholar.

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LegalTech NY after hours

We've covered the serious stuff, so let's look at some of the lighter aspects of the LTNy show. The most popular freebie – they really were everywhere – was a near life-size monkey soft-toy being given away by **Business Intelligence Associates**. The most useful (something we'll probably still be using in six months' time) were the green, recycled fabric carrier bags from **Recommind**. The best party we attended was the **Litéra + Microsoft** after-show reception at the *48 Lounge* on the Wednesday evening. The oddest question we heard was a vendor discussing a pitch from a branding consultancy "They say our logo should be teal! What kind of colour is teal?" And the most frequent complaint we heard from an otherwise great show was "Why is there no free wifi or even decent cellphone coverage in the exhibition venue?" Maybe next year Business Intelligence Associates will sponsor carrier pigeons?

Vital statistics: 25%

According to a recent survey conducted by Informative Graphics Corporation (IGC), over 25% of organizations carrying out redaction still handle the process manually and a further 38% employ a combination of paper-based and software driven redaction.

There's an app for it

Biscom has launched an iPad app to handle the secure transfer of files to and from iPads without risking any breaches of client confidentiality or compliance issues that could arise using public services such as Dropbox. Charlie Magliato of Biscom says the iPad is now the mobile device of choice in 60% of the firms his company deals with. And **WestlawNext** has launched a new version of its iPad app. Changes include enhanced folder sharing capabilities so notes and KeyCite flags can be saved and shared.
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