Thomson Reuters launches its Big Idea

Thomson Reuters has drawn its line in the sand this week with a series of new product and strategy announcements set to put considerable distance between itself and its competitors in both the legal content and legal applications software markets.

According to TR Legal president Mike Suchsland “Our long term vision is not about legal content, it’s about software and solutions... the options around how and where work gets done. We are still committed to legal research but now linked to workflow and integrated to solutions. In five years time we’ll be more of a software company than an information company.”

Throughout TR’s product announcements, there were three constant themes. The first was mobile “which has to be at the heart of everything we do” said Suchsland. Interestingly TR is designing all new products from the ground up to be mobile, as distinct from developing app versions of desktop products. The second element is the cloud, both in terms of connectivity and delivering applications. TR say this is a five year project as it will include the creation of jurisdiction-specific data centres around the world. The final element is the new applications will no longer be point-solutions as the organising construct will be the customer and the matter.

In terms of specific new products, there were three launches. The first is Hosted Practice Technology, which will see the company move its Case Notebook and Case Logistix litigation support platforms into the cloud, initially in the US but subsequently available globally. TR’s Kris Nimsger said the company would be providing a clear total cost of ownership analysis to overcome the concerns firms have about cloud/SaaS systems.

The second launch is Thomson Reuters Firm Central, an online practice and matter management system designed to deliver all the IT resources solo and small firms (1-to-10 attorneys) should ever need. Firm Central fills the IT gap beneath TR’s ProLaw and LawSoft systems and will compete with Clio, Rocket and LexisNexis.

Finally there is Thomson Reuters Concourse, an integrated matter management, applications, content, workflow and dashboard suite for corporate and government lawyers. The suite’s Matter Room – a secure, private cloud hosted collaborative space that is a cross between a data room and Dropbox – is expected to attract a lot of interest. TR’s related current awareness initiative Practitioner Insights should also create a stir, sitting midway between its existing Westlaw content and its PLC (see page 2) know-how service. Insights will provide news and analysis on the latest legal developments.

Final words from Mike Suchsland “PLC is the perfect example of where we are going. Enriching content (such as PLC’s know-how material) is pushing us further along the continuum towards providing solutions. Content is no longer king but enriched content and solutions are.” See also Comment on page 8.

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Nuance buys Copitrak

Nuance obviously enjoys the cost recovery systems market so much that, not content with buying Equitrac last year, the company has now acquired Equitrac’s longtime rival Copitrak.

Nuance has actually bought the Copitrak Inc R&D and Control Systems group of companies in North America and not the Copitrak Systems Europe & Asia business (including Nikec Solutions) which has been selling and supporting Copitrak products throughout the UK, Europe and Asia for the past 15 years and will remain an independent Copitrak supplier in these markets.

So what happens next? Nuance say they are “excited” about the Copitrak acquisition and Copitrak Systems E&A say they are also “excited” because it’s business as usual but with customers getting the added security that R&D is now within Nuance, a $2.2 billion corporation.

Others are not so sure, for example nQueue Billback, the only remaining serious competitor in this space, say they too are “extremely excited” about the deal “as Nuance will clearly not maintain both the Equitrac and Copitak products.” Or, to put it another way, the acquisition has effectively halved the short-list in this market to a straight choice between nQueue Billback and the Nuance stable of products.

Thomson Reuters to buy PLC - if OFT say OK

Thomson Reuters has signed a definitive agreement to acquire Practical Law Company, the London-based provider of know-how and workflow tools to law firms and corporate law departments. PLC has more than 750 staff, with its main operation in London and a growing New York office. PLC currently has over 100,000 lawyers worldwide accessing its service, including 96% of the UK top 200 law firms, 80% of the AmLaw 200 firms, 86% of the UK FTSE 100 corporate legal departments and 700 US corporate legal departments.

Thomson Reuters CEO James C Smith said PLC is seen as a powerful complement to the Thomson Reuters portfolio of legal software and information products including Westlaw, adding “PLC will uniquely position Thomson Reuters to deliver a comprehensive suite of compelling productivity solutions that marry world-class legal information, expert know-how resources and software tools to help inhouse lawyers and outside counsel respond to client demands to work faster and smarter.”

PLC will become part of the Legal Business of Thomson Reuters. The terms of the deal were not disclosed but the word on the street is that it was for a substantial sum. The acquisition is subject to regulatory approval and in the UK the Office of Fair Trading has invited comments.

Legal IT Insider (260) January 2013
Will Android muddle reboot Blackberry?

While there is a widespread belief RIM has left the release of its BB10 operating system too late to save the Blackberry platform from losing its market share to Apple, Android and, possibly, Microsoft, one person who believes Blackberry could stage a comeback in 2013 is Bob Schukai, the head of Mobile Technology at Thomson Reuters. His view is this year will see so many new variants of Android operating systems and hardware devices (particularly those originating in China and India) hitting the market that it will become impossible for large corporates and law firms to adequately manage and support them.

“If an organization settles on just one device then Android is manageable but BYOD opens up an enterprise to multiple products. At the moment there are already 5000 permutations of Android OS and hardware.” You can follow Bob Schukai on Twitter at @iammobilebob

And another DMS swapout offer

OK, so far we’ve had OpenText, Recommind and Worldox all offering swap-out deals for users of HP Autonomy and iManage software however now NetDocuments has upped the ante and is taking on all comers. Launched last week, NetDocuments is offering a free Upgrade to the Cloud promotion to all organizations of between 20-to-2000 users currently running iManage, OpenText or Worldox for enterprise document management.

Available to all on-premise licensees who upgrade by 30 June 2013, the free implementation package includes data migration, account configuration and administrative training. NetDocuments says its offer is unique compared to competing offers because it enables organizations to transition to the cloud, as opposed to moving laterally to another on-premise solution.

“The recent switch offers by Worldox and OpenText don’t acknowledge the shortcomings of simply swapping one on-premise, server-based system for another,” said NetDocuments VP Leonard Johnson. “While our competitors claim to alleviate iManage customer struggles, we give organizations the opportunity to leave behind costly, hardware-intensive systems. By deploying to the cloud, organizations also benefit from increased disaster recovery, security, mobility, improved collaboration and infinite scalability.”

www.netdocuments.com/switch

IT spend shifts focus to business development

According to Allison Guidette, managing director of the large law firms division at Thomson Reuters, Big Law’s technology spend is shifting from back office systems to marketing and business development. Guidette says in the three years to 31 March 2012, general IT spend increased by just 3%, compared with a 10% increase in spend on CRM and business development systems.

Tikit now part of BT

Friday 18 January saw the Tikit Group formally became part of BT as a semi-autonomous company within the BT Enterprises division. Tim Springham will become the new CEO on 18th February, succeeding David Lumsden who will be remaining with the company for at least a six month transition period. Simon Hill will remain in his current role as professional services director.

Comment: By our calculations, if you add together the business Tikit does with law firms to the work BT already does (by way of managed networks etc) you have a company with a £50 million+ combined annual turnover.
UK who’s in & who’s out: January’s wins deals & rollouts

Despite the criticism the company is currently receiving (largely from competitors) the legal world’s appetite of the HP iManage DMS remains unabated. The latest UK firm to sign up is Isle of Man-based Cains, which is using Phoenix Business Solutions for a complete technology refresh, including rolling out Worksite 9.0 and migrating from Lotus Notes to Microsoft Exchange. Cains will also be implementing the Phoenix Workspace Assist and Connect utilities. Phoenix trainers are also working at Berrymans Lace Mawer on an iManage rollout and at McDermott Will & Emery on an Office 2010 upgrade at its London and European offices.

Berrymans Lace Mawer is also in the news this month for selecting the Lexis Interaction system as its new CRM platform, which will be rolled out to the firm’s nine offices this spring.

Freshfields Bruckhaus Deringer has become the first major law firm to order the recently released Secure File Transfer system from Litéra. The firm will be using the system for email encryption and secure large file transfer. Four years ago Freshfields was also one of the first large firms to licence Litéra’s first product – Change-Pro – for a global rollout.

Harper Macleod LLP has selected the Rekoop time recording platform to run in conjunction with its Elite Lawsoft PMS. The firm will be rolling out Rekoop Desktop as its primary time recording interface, the Digital Footprint, which can monitor activity and help capture found time, and the Blackberry mobile app.

Slater & Gordon Lawyers (previously Russell Jones & Walker Solicitors) has given OchreSoft its first win of 2013, with a rollout of the OchreSoft cloud-based Intelliiworks conveyancing system to S&G’s property team. The project also includes an S&G branded portal for clients and estate agents/third-parties.

Eclipse Legal Systems has secured two deals worth over £100k each. The deals were with Manchester-based TPC Solicitors, a spin-off from Thornleys that specialises in Road Traffic Act claims, and APIL and MASS accredited personal injury claims specialist Smith Jones Solicitors. Both firms are implementing Proclaim case and practice management software however TPC said a key factor for them was Eclipse’s expertise with the MoJ Portal, while Smith Jones is also going with the Proclaim Lead Management CRM function.

London employment and commercial law barristers set Littleton Chambers has appointed Instant On IT for consultancy, support, security strategy and related services.

Maclay Murray & Spens LLP is to deploy an integrated log management and SIEM (security information & event management) system from LogRhythm to support cyber security and compliance within the firm.

www.logrhythm.com
Autonomy email swapout offer

C2C has announced a product replacement promotion for organizations wanting to replace their existing Autonomy email archiving solutions (including the Zantaz Digital Safe and Mimosa NearPoint products) with C2C’s own ArchiveOne Enterprise email archiving and management platform. The offer runs until 31 May 2013 for the price of the customer’s existing maintenance fee. [http://us.c2c.com/switch-and-win-with-archiveone](http://us.c2c.com/switch-and-win-with-archiveone)

EMEA wins and deals

**DocsCorp** has signed up two more law firms in Continental Europe. They are **Cuatrecasas Goncalves Pereira** in Spain, who have purchased contentCrawler, and **Eubelius**, the largest independent firm in Belgium, which is taking the entire DocsCorp portfolio of products and **Payne Group** Metadata Assistant.

The **Tikit Group** is now working with one of Ireland’s largest law firms – **William Fry** – to migrate the practice from an [OpenText DMS to HP iManage](http://us.c2c.com/switch-and-win-with-archiveone). **Dillon Eustace** in Dublin is also implementing iManage in conjunction with Tikit, while Luxembourg firm **Obers & Beerens** is implementing iManage along with the Tikit **Carpe Diem** time recording system.

The Drooms virtual data room platform from **Data Rooms Services Group** (see Issue 259 **Fresh on the Radar**) was used in the recent divestment of the **Metro Group**’s 91 Real hypermarkets in Eastern Europe. The Real chain was bought by **Groupe Auchan** for €1.1 billion.

Swiss-based legal advisers **Anaford AG** has implemented Peppermint Direct, a version of the **Peppermint Technology** platform designed for smaller law firms, inhouse legal teams, ABSs and boutique firms with up to 50 staff.

Anaford will be using the system to support its tax and wealth planning services to high net worth private clients.

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**Creative Software Innovations**, aka **CSI Helsinki**, has announced its first customers in the Baltics – **Nordea Bank** and **Castrén & Snellman Attorneys** – for its CSI Lawyer application. CSI says it is seeing growing interest in CRM, document management and cloud systems. [www.csihelsinki.com](http://www.csihelsinki.com)

**HotDocs doubles sales**

The HotDocs Group reports that since the business was acquired from LexisNexis in November 2009, revenue from sales of its document assembly/automation software has doubled, including new deals with three of the UK’s largest law firms.
Bighand in BB10 first

Bighand has become the first company to announce an enterprise digital dictation app for the new Blackberry 10 (BB10) smartphones which were launched this week.

Bighand CEO Jon Ardron said the BB10 app was not only a continuation of the company’s longtime relationship with Blackberry but also “reinforces Bighand’s commitment to providing first-to-market productivity apps for busy lawyers.”

Bighand will be showing the new app at 10 city roadshows RIM is running across the US and Europe over the next few weeks. In addition, UK users can see the app at the Bighand user conferences taking place in London (6 February) and Manchester (13 February). The keynote speaker is Dame Sarah Storey and Richard Susskind is also speaking at the London event.

More UK wins & deals

Solicitors Own Software has won new orders for its SOS Connect software from South Wales-based QualitySolicitors Rubin Lewis O’Brien, who will be using it for practice management, conveyancing and CRM; and from Midlands firm Thomas Guise, which specialises in care homes work. Both firms selected SOS to replace their existing systems.

Niche City of London firm Druces LLP has contracted for a five year managed services deal from e-know.net. The company will be looking after the firm’s desktops for 70 staff, including existing SOS Connect PMS and Bighand digital dictation applications.

TFBTikit reports a record Q4 in 2012 with eight new customers for its Partner for Windows case and practice management system, including DBS Law in Birmingham, Osbornes in Camden and media law specialist Russells – all eight wins were competitive swapouts. Four existing TFB sites have ordered TikitConnect CRM & eMarketing software: Clarkslaw LLP, Gregg Latchams LLP, Rix & Kay Solicitors LLP and Corker Binning.

along with Trethowans who will be integrating TikitConnect with their IRIS PMS software. Gregg Latchams has also ordered the TFBTikit WebShare client portal, as have Outset UK Limited and HLW Keeble Hawson.

Meanwhile the parent Tikit Group has won orders for its TMS template management system from Weightmans and Olswang; and sold the Mimecast solution into Pinsent Masons, GFK, Thompsons and Bech Bruun.

Linder Myers has signed up for a disaster recovery package from Smartlegal.it. The firm already uses Smartlegal’s network management and helpdesk services. QualitySolicitors Oliver & Co has also chosen a Smartlegal.it hosted desktop solution.

Six more firms in the UK and Ireland have recently licensed Microsystems DocXtools. They are Taylor Wessing LLP, Winckworth Sherwood LLP, Boodle Hatfield LLP, Brabners Chaffe Street LLP, Olswang LLP and Irish firm Eugene F Collins.

Tricostar LLP is continuing to notch up deals for its Timebase web-based case management system for the local government market. Two Welsh authorities: The City & County of Swansea Council and Carmarthenshire County Council have selected Timebase to support the South West Wales Shared Legal Service with a 135 user system. In addition, the Highland Council Legal Services Department, in Scotland, which has been using versions of Timebase since 1993, will be the first local authority to migrate to Tricostar’s new Timebase247 product, which operates entirely in the cloud on the Microsoft Azure platform.

www.tricostar.com

Vital statistics: Norton Rose versus Facebook

Here’s an interesting statistic we picked up on our travels: the international law firm Norton Rose is growing at a faster rate (in terms of adding lawyers to the firm) than Facebook (in terms of new users).
Christian Uncut: has TR got it right?

There is inevitably a lot of excitement about the sheer scale of the Thomson Reuters Concourse and related products launches. And, it is easy to suggest this is primarily a well-aimed strike at arch-rivals LexisNexis (and to a lesser extent ALM although Bloomberg is more likely to be their nemesis) particularly with the new Practitioner Insights current awareness and (eventually) PLC know-how initiatives.

However one thing that was abundantly clear from our recent briefing at the TR headquarters in Eagan (Legal IT Insider was the only non-US publication invited to the briefing) is Thomson Reuters executives have it right when it comes to marrying the two sides of their legal business, namely legal content and legal software applications.

All too often companies coming from a traditional legal publishing background seem to think the solution is to content-enable workflows by adding unwanted legal reference material to an existing process. Whereas what users want is workflow-enabled content so they can seamlessly segue from legal research to legal process.

Unlike some commentators, who appear to think TR is setting itself up as a virtual legal services provider (they’re not, they’re far too smart to compete against their own customers) I believe the Thomson Reuters longer-term strategy is to completely own the legal desktop (and the mobile equivalent) from the legal content firms use, through to the applications they run to manipulate and leverage that content.

After two years of acquisitions, the company is now linking together all the pieces – content, expertise and technologies – to create what TR Legal president Mike Suchsland describes as a “smarter way to work.” He adds that “content is no longer king, we are becoming a solutions business.” Oh yes, and in the process TR has probably also killed off the Best-of-Breed era for legal IT and rebooted integrated solutions.

News in brief

Access up 16% The Access Group, best known in UK legal as a provider of payroll and HR services, reports that its 2012 turnover is up 16% to £33 million and EBITDA up 47% to £6.7 million.

New podcast In a new Questions & Answers podcast, Insider editor Charles Christian talks to Stephen Davis, sales director, business of law at Thomson Reuters, about the division’s new DealProof system. (The podcast lasts 12 minutes.)
http://cloudbox.legaltechnology.com/DealProof.mp4

Exit strategy site Neil Hudgell Solicitors has launched an interactive website tool to allow lawyers to track the progress of any cases they have referred to the firm. The site is part of a strategy by Neil Hudgell Solicitors to acquire the personal injury and medical negligence cases and practices of other lawyers exiting this field.
www.webuyanyfiles.com

Rethink Matter Centricity

Rethink Intranets & Extranets

Solutions for WorkSite, SharePoint, email, and mobile working

www.prosperoware.com/rethink
Paul Hastings select 3E

International law firm Paul Hastings, with over 1500 fee earners in 20 offices across nine countries in North America, Europe and Asia, has selected Elite 3E as its new financial and practice management system. The firm says it conducted an “intensive evaluation of industry solutions” including Elite and a “top competitor” before selecting 3E.

Rilialnce in IRIS Legal COLP & COFA deal

IRIS Legal has announced the signing of its first partnership agreement of 2013 with COLP & COFA software provider Riliance Software. In response to the increasingly complex regulatory needs of English law firms, IRIS Legal will be offering the market-leading Rilialnce COLP & COFA online service to its customer base. IRIS Legal say the Rilialnce deal is part of the company’s new ‘best in class’ partnership strategy to provide users with access to all the services they need.

Since the service’s launch in January 2012, Riliance has already signed up over 500 law firm customers and secured the endorsement of the English Law Society.

Tikit expands managed services capability

The Tikit Group has expanded its managed services capability with the recruitment of Darren Saunders (most recently with Avanquest) as managed services account manager, and Ian Halcrow (who has held senior IT roles at law firms Harvey Ingram and Hammonds) as client & services delivery manager.
US who’s in & who’s out: January’s wins, deals & rollouts

Lowenstein Sandler, which has over 500 lawyers and staff at offices in California, New Jersey and New York, has selected the Recommind Decisiv Search system for enterprise search and knowledge management. The firm used the ii3 consultancy in the selection and implementation process and has integrated Recommind with its HP iManage DMS.

The firm’s director of knowledge & research services Kitty Schweyer said “We wanted an interactive way to introduce Recommind to our users and used gamification for the roll-out. The 70% adoption rate validates the design, ease of use and power of the search platform.”

www.ii3.com

For the fifth year in a row, Kraft & Kennedy Inc has selected the DocsCorp pdfDocs suite as its PDF content management system.

San Diego-based Solomon Ward Seidenwurm & Smith LLP has selected Summation Pro from AccessData as its litigation support platform. The firm has also purchased AD’s MPE+ product for mobile device discovery as partner and ediscovery lead counsel Bill Kammer sees mobile devices as “the next huge source of electronic evidence.”

AmLaw 200 firm Akerman Senterfitt has selected the Bellefield iTimeKeep system as its firm-wide mobile time recording solution. The firm’s CIO Danny Rhinehart said iTimeKeep’s native applications support, ease of use and real time integration with Elite “truly stood out.”

Lempi Summerfield Katz LLC has selected the Electronic File Room patents and workflow modules from First To File for web-based IP information management.

Microsystems has started the year with a bang, announcing 14 new US and UK customers for its DocXtools v7.1 system, including Patton Boggs LLP, Montgomery McCracken LLP, Archer & Grenier PC and Bowditch & Dewey LLP.

FirstMerit Bank NA has implemented a LawBase case and matter management system from Synaptec Software to improve workflow.

Chrome River has added three more global top 50 law firms to its customer base. Half of the AmLaw 100 now use the company’s expense management and automated invoice processing software.

Minneapolis-based Foley & Mansfield has purchased the CLASSe elearning program from Traveling Coaches to enhance its continuing education programs. CLASSe currently consists of over 2000 lessons covering legal-specific IT topics.

K2 Analytics UK launch

Global investigative consultancy K2 Intelligence has launched its K2 Analytics system in the UK. US law firm Baker Hosteller has already used the system extensively to help identify and recover assets for investors caught up in the Bernie Madoff Ponzi scheme fraud. To-date K2 Analytics has analysed 18 terabytes of data (about 20 million documents) resulting in the recovery of $9 billion of the $20 billion lost by investors. John Sykes, head of commercial dispute resolution at Charles Russell LLP and Tony Lewis, bribery & corruption partner at Field Fisher Waterhouse LLP have both said they see K2 as a time and manpower saver.

www.k2intelligence.com

Bighand win in Canada

Top 30 Canadian law firm Goodmans LLP has swapped out its Philips digital dictation software in favor of a Bighand digital dictation workflow solution. The firm is also running Bighand iPhone, Android and Blackberry smartphone apps. The firm’s application analyst Jay Bodnar said that along with integration with the firm’s email system and ability to utilize existing digital dictation hardware, another benefit was ease of use, with some of the pilot users not even needing training.
Cloud news in brief

Box sees 70% growth in legal cloud  The Los Altos-based cloud storage company Box saw a 70% increase in sales to the legal market during 2012. Law firms already using Box to securely manage and collaborate on content in the cloud (in effect a house-trained version of Dropbox) include Perkins Coie, Wilson Sonsini and Gunderson Dettmer.

Box has now announced a series of apps and integrations to make it easier for law firms to work in the cloud. These include integration with the web-based Clio time, billing and practice management system for small-to-mid-sized law firms in North America and with IntApp. The latter have developed IntApp Activity Tracker which allows law firms to proactively monitor lawyer and staff access to sensitive documents and notify risk stakeholders of any abnormal activity.

Box has also launched its OneCloud apps range. These include: iAnnotate for accessing and annotating PDF files on mobile devices, Breezy which allows users to print files stored on mobile devices, and Notability for creating and editing notes directly from the Box mobile app.

www.box.com/law-firms

Cloud data security report  IT solutions consultancy Ramsac and the law firm DMH Stallard LLP have published a new report on data security and the cloud. According to the Cloud Industry Forum, data security is cited by 82% of businesses as a key concern when considering whether to migrate to the cloud. Copies of Secure Your Data in the Cloud can be downloaded free of charge at www.dmhstallard.com/data_security

UK People & Places

Tamworth-based IT outsourcing specialist Quiss Technology has expanded its client offering with the appointment of Irina Abel as SharePoint Architect. Abel, who will be working on document management, portal and team collaboration projects, commented “It is not about short-term fixes but helping customers exploit IT to deliver efficiency and competitive advantage. Tailored SharePoint solutions are not the future, they are the here and now.”

www.quiss.co.uk

Congratulations to the Legal IT Innovators Group (LITIG) which this month celebrates 10 years of existence. LITIG now has over 70 member organisations, including law firms, inhouse legal teams and ABSs, and has done much to promote ebilling, clarify the legal issues around paperless files and reduce the excessive length of law firm email disclaimers.

www.litig.org
Who downloads apps - baby boomer men?

Whilst there’s a popular perception that apps are for a younger generation, leaving greybeards and oldsters to potter on with hardcopy, the latest user statistics for Legal IT Insider’s two apps reveal some surprising data on our reader’s generational grouping and gender.

Nearly half (45%) of readers of our monthly magazine app are Baby Boomers (55+ years), Generation X (35-54) account for just under 40%, with Generation Y (18-34 or Gen C for Connected, according to Nielsen) on 15%.

This contrasts with the age demographics for our Latest News app, with Gen X in the majority with 46.5% of the readership, followed by Gen Y on 35.5% and Baby Boomers on 18%.

On the gender divide, the stats for both apps are almost identical: 75% of our apps users are men and just 25% are women. Feel free to insert your own ‘boys and their toys’ jokes here.

There’s an app for it

**Casefolio on iTunes now** Casefolio, a document bundling and review iPad app originally developed by Australian law firm Corrs Chambers Westgarth, is now available on general release in the US, Australian, Canadian and UK iTunes stores. Commenting on the launch, Corrs’ head of legal technology Brian Borskjaer said “While PDF viewer iOS apps are a dime-a-dozen, Casefolio enables lawyers to review, search annotate, tag and order documents in a secure and simple way, without the need to log onto large litigation databases. The app, which won the innovation award at last year’s Chilli IQ Lawtech Awards, can also be downloaded free for evaluation via iTunes.

**Workshare for iOS** This week saw the launch of the Workshare Mobile App for iOS, the first of a series of mobile initiatives the company is rolling out this year. The app is designed to give users access to the same functionality they expect from the desktop version of Workshare but within a security-rich app on a tablet device. This includes the ability to perform DeltaView comparisons of multiple versions of documents and participate in document drafting collaboration. The iOS version can be downloaded from iTunes now and an Android version will be released later this year.

**MoFo book on iOS** The Morrison & Foerster (MoFo) guide to data privacy Global Employee Privacy & Data Security Law (2nd ed) has become the first title ever published as an ebook by the book division of Bloomberg BNA. The 940-page book can be downloaded from iTunes for the iOS platform (and read on the iBooks app) for $249.99.

**Orion on iOS** Orion Law Management Systems has launched an Apple iOS app – called iOrion – for users of its practice management system. The app offers time recording as well as access to contacts, matters and client/matter data. The iOrion app can be downloaded from the Apple Store however users then need to schedule the installation of an additional service that runs on their law firm’s Orion server. [www.orionlaw.com](http://www.orionlaw.com)

**Interaction goes mobile** LexisNexis has announced the availability of Lexis Interaction Mobility, a mobile CRM tool to complement the CRM suite. Users can search and view contacts residing in their firm’s on-premise Interaction and then use it to make calls, send texts or emails on their mobile devices. The solution also enables users to access past email correspondence and meeting notes while on the move, eliminating the need to ask office-based support teams for relationship information. The new system is supported on a range of mobile devices including iPhone, iPad, Android and Blackberry – no software installation is required on the mobile device to run Interaction Mobility.

**Biscom enhanced** Finally, Biscom has announced enhancements to its app to extend the secure transfer of all files on an iPad including documents, photographs and video.
New litigation support systems guide

Well-known consultant Andrew Haslam of Allvision Computing, in conjunction with Legal IT Insider, is launching a free Buyer’s Guide to Litigation Support Systems. The Guide will combine practical advice on system selection with the most definitive collection of vendor and software information in the UK. The final stages of compilation are now under way and the object is to publish the Guide, available as a download from the Insider website, on an annual basis each February. If you haven’t submitted an entry, email Andrew now at andrew.haslam@allvision.co.uk

Ediscovery news

It’s LegalTech showtime in New York and we have been swamped with ediscovery and litigation support product and news stories. We’ll get through as many as we can and those that don’t make the cut will be covered next month…

Recommind has launched Axcelerate EasyUpload, a cloud-based platform supporting the direct transfer of ESI from a corporation to hosted review for inhouse counsel, law firms and, where relevant, regulatory authorities. Recommind say EasyUpload further augments the company’s end-to-end ediscovery suite by creating an information governance ‘ecosystem.’

Following a series of recent acquisitions, ediscovery services provider SRM Legal has rebranded as Superior Discovery.

TyMetrix and Exterro have formed a strategic alliance to deliver an integrated legal matter and ediscovery management solution for mutual corporate law department customers. Exterro is contributing its Fusion legal hold, ECA and ediscovery suite, while TyMetrix is adding its 360° ebilling and matter management.

Former CaseLogistix CEO Roe Frazer and software architect Jason Cox have launched a new cloud-based ediscovery offering. The company is called Cicayda and its first product is Fermata, a legal hold management system, with pricing on a pay-as-you-need basis.

Comment: This is the first new entrant we’ve seen in ediscovery for some time. Founder/CEO Roe Frazer comments “market disruption, in price and performance, is our overall goal.” If you are wondering about the name, Frazer says cloud-based ediscovery “gives lawyers the best chance of finding that one-in-a-million document,” while a blue-eyed cicada is a one-in-a million cicada that emerges every 17 years.

http://fermata.cicayda.com

Nuix has released v4.2 of its ediscovery software, which includes what it describes as an alternative “to black box predictive coding technologies the legal industry can’t understand, much less defend in court.”
FTI Consulting has released v8.3 of its popular Ringtail ediscovery software. Along with ease of use enhancements, improvements to review workflow management, automated quality control and faster concept clustering, FTI has also introduced a secure, self-serve private cloud deployment. Called Ringtail SaaS, the addition of this new option means users now have a full spectrum of ediscovery solutions to choose from.

As David Horrigan, an analyst with 451 Research, puts it “We think FTI has made a smart move to address these varying needs with its three-pronged approach in Ringtail 8, giving legal clients the option of traditional on-premise Ringtail behind the firewall, Ringtail SaaS, still self-service but with hosted software, and Ringtail On Demand where clients can let FTI run the ediscovery option with full-service processing and hosting.”

Orange Legal Technologies has launched One Decision Document Review Accelerator, an advanced near-duplication identification technology to provide reviewers with a wizard-driven, user-configurable capability to group and consider similar documents together throughout the ediscovery process.

Kroll Ontrack and Hudson Legal have announced a global partnership that will see the two companies offering customers a combination of Kroll’s ediscovery technology and Hudson’s managed review expertise. Daniel Kavan, the London-based manager of Kroll Legal Technologies’ Electronic Evidence Consultancy, said although the initial focus would be on the UK, there was a big increase in demand for litigation support services in Continental Europe and one option would be to send out mobile review teams to locations where it was not possible to take documents off-site.

InterLegis has launched the Enterprise version of its Discovery360 Hosted ediscovery application.

Catalyst Repository Systems has unveiled Insight Predict, its advanced predictive coding technology. Catalyst CEO John Tredennick said “Unlike other predictive coding applications, Insight Predict allows documents to be added to the review platform on a rolling basis.” Catalyst has also announced a trio of service partnerships with C-TEQ Data Consultants in Minneapolis, Paragon Digital Imaging Services in Texas and Zapproved, the developers of the Legal Hold Pro legal hold management system.

RenewData has added language-based content filtering to its ediscovery analytics options.

The company says this is a more comprehensive and cost effective alternative to keyword filtering.

The ediscovery and digital forensics practice group at UHY Advisors has launched Commlytics, a new service that aims to reduce the money spent of traditional ediscovery by evaluating the communication patterns of select individuals for rapid prioritization and allocation of review resources prior to engaging in a full-sale ediscovery and document review process. Commlytics will analyze five areas of communication: email domain & timeframe, friend finder to identify key players, email frequency graph, meeting frequency graph and messaging analysis for communications outside of email.

www.uhyadvisorsediscovery.com

DOAR Litigation Consulting has teamed up with predictive coding pioneers OrcaTec to deliver to DOAR customers a ‘best-in-class’ ediscovery and information governance solution. DOAR CEO Paul Neale commented “In an increasingly crowded market, I believe OrcaTec and DOAR will remain at the top of the pyramid of providers of advanced technologies.”

Daegis has rebranded and its ediscovery platform is now called Daegis Edge. Company president Deborah Jillson said the new name was needed to “better encompass recent innovations as well as our vision for the future of ediscovery.”

Exterro has introduced new features for its Fusion ediscovery platform. Among the 100+ upgrades, probably the most significant include a wiki/web collector for capturing text from online information portals, wikis and corporate intranets during early case assessment and collection; automatic document categorization using pre-defined labels and tags at the time of collection; and expanded managed services capabilities to meet the growing need for managed ediscovery services.

Finally, HP Autonomy has announced enhancements to its suite of ediscovery and information governance solutions. The changes include extension of meaning based coding to the Autonomy early case assessment system, the introduction of multichannel analytics to handle social media, including YouTube metadata and the introduction of structured data analytics through the HP Application Information Optimizer. Although Autonomy is currently newsworthy for all the wrong reasons, one interesting fact to emerge is that over the past 12 months, the volume of ediscovery data processed by Autonomy clients has increased by 80%. Big Data is here to stay.
UK diary dates

LiliConnect next week LiliConnect, the women in legal networking group, holds its next meeting in London next week (Wednesday 6 February, 6pm, Hilton Tower Bridge Hotel) when Esther McVey MP, the author of If Chloe Can, will be talking about Inspiring the next generation of girls and female leaders. The event is sponsored by Aderant, to attend email events@liliconnect.com

Service desk survey Sherry Bevan Consulting is running an online survey on law firm service desk issues including staffing and ITIL implementations. The deadline for submissions is 15 February. www.surveymonkey.com/s/ServiceDeskSurvey2013

Buzzword Corner: the Rogue Cloud

Just when you thought you’d worked out the difference between private, public, hybrid and community clouds, along comes another variation: the Rogue Cloud. Rogue clouds are cloud storage facilities – such as Dropbox – that organisations acquire without going through any formal IT procurement (or security) process. The bad news is the larger the organisation, the greater the likelihood that staff will have helpfully stored confidential information on a rogue cloud. Symantec estimate that 83% of large organisations now have data stored on rogue clouds.
APAC wins, deals & rollouts

It has been a busy month for Thomson Reuters Elite in the APAC region with three deals announced. Independent commercial law firm Howse Williams Bowers has become the first Hong Kong practice to implement the Elite LawSoft practice management system for mid-tier law firms. LawSoft (although for IP reasons it can’t be called that in Australia) has also been selected by full-service, six office firm RMB Lawyers in New South Wales. Managing partner Craig Osborne said a key factor was the Elite software’s ability to integrate with the firm’s SoftDocs precedents and so leverage RMB’s existing intellectual property.

Finally, and staying in Australia, commercial law firm DibbsBarker has deployed the Elite MatterSphere system across its offices in Sydney and Brisbane. The firm’s IT manager Richard Figar said the matter management system had “eliminated numerous information silos and enhanced risk management with an improved new business intake process.” New clients and matters can now be opened and active within minutes whereas previously it could 24-48 hours.

South Australian law firm Minter Ellison SA/NT has selected Phoenix Business Solutions to provide support and training for its HP iManage document management system. The firm also chose Phoenix for WorkSite Administrator training.

dictation app, client services manager Michelle Camilleri says the firm has been able to decrease document turnaround times by 50%. Managing partner Andrew Bell added “Having the ability to dictate on the go has revolutionised the way myself and the other staff work remotely.”

And, William Winter Solicitors in Melbourne say that one of their staff recently completed a 30 minute long dictation, ran it through a background speech recognition system (supplied by Speech Recognition Australia) and immediately achieved a 98% accuracy rating before the document was even forwarded to an editor/typist.

Record delegates signing up for Chilli IQ forum

Chilli IQ reports it is on target for a record number of delegates at its upcoming Managing Partners Forum. The international keynote will be Neville Eisenberg, the managing partner of UK law firm Berwin Leighton Paisner, who will be talking about Transformation During Challenging Times. A total of 16 speakers will be discussing the ‘New Normal’ and the factors changing the legal landscape today.

www.managingpartnersforum.com.au

Paper kills trees

Rob Simcock of Kutana has been in touch with some worrying statistics about paper consumption within UK offices. The average employee prints 40 A4 sheets a day or around 6000 sheets a year. At this rate, it needs only 33 people to consume one ton of paper a year – and each ton uses up between 12 and 24 trees in the manufacturing process. It is also estimated that 66% of print is waste, including pages printed in error, not collected from the printer or could be duplexed.

www.kutana.co.uk

Legal IT Insider (260) January 2013
Time Entry Redefined

Eliminate time leakage and inefficient list reviewing by visually comparing daily activities whether you are in the office or on the move.

The ultimate time capture system for busy legal professionals is dynamic, mobile and secure.

- DTE Axiom timekeeper tools and seamless implementation give you the power to capture billable time without wasting time.

DTE are market leaders in Time Recording & Capture with over 600 sites globally. For more information visit www.phoenixbs.com.
New product launches

New product launches are coming in thick and fast and we’ll have more in next month’s issue.

DocsCorp has added Microsoft SharePoint support to its Content Crawler application to ensure image-based documents within SharePoint libraries are 100% searchable.

OpenText has announced a Windows 8 Pro and RT app for its eDOCS DM system. The app supports Windows touch interactions, is compatible with eDOCS v5.3.1 P1 and up and can be downloaded free of charge from the Windows Store.

NetDocuments has released v13.1 of its cloud-based document management and collaboration service. Key upgrades include a switch to the Solr open source search engine and the introduction of secure document delivery, which permits the public sharing of documents to people without a NetDocuments account without loss of content control. (In other words another house trained version of Dropbox.)

Litéra has formally launched its Galaxy content, project and matter collaboration platform, which is designed to give corporate law departments and their outside counsels a single, unified and secure view of all their matter and project related information and content. Norm Thomas of Litéra is also stressing Galaxy’s advanced security “mitigating cyber threats and data theft.”

Comment: We saw a preview of this system last year and reckon it could become a killer app for corporate legal departments. Litéra has launched the system in conjunction with Datacert, IBM and Huron Legal and aims to have eight corporations and/or law firms using it by the end of 2013. There is already a pilot running at a global financial services firm’s 800-user legal department and their three external law firms.

UK-based library systems specialist Bailey Solutions has launched KnowAll Enquire, an enquiry tracking system to improve and prove the value of enquiry handlers in law firms by helping them record, re-use, monitor and manage enquiries, as well as keep track of costs.

Zylpha has extended its PDF document bundling license scheme to encompass a broader range of business uses by law firms and public sector legal departments, including conveyancing, contracts and committee meeting papers. Previously it was restricted to court cases.
US New Hires, New Places

Dean Gonsowski, the former senior ediscovery counsel at Symantec, has joined Recommind as associate general counsel & senior director of business development. Recommind VP of marketing Craig Carpenter said that in his new roles “Gonsowski will spearhead Recommind’s customer engagement programs and serve as a lead evangelist for the company’s ediscovery and governance solutions.”

Hope Swancy-Haslam has been named as the chief operating officer (COO) of the ediscovery technology company InterLegis.

Mark Morgan has joined the Chicago office TransPerfect Legal Solutions, where he will head the region’s litigation technology team. Morgan previously established the litigation support department at Chicago law firm Vedder Price PC.

TRU Staffing Partners has announced that the application process to its second Annual Scholarship Program for potential job candidates in the ediscovery and legal technology industry is now open. This year the TRU Program is offering a number of different options for applicants, including multi-week programs, boot camps, self-study and long term academic courses, as well as virtual online programs. TRU’s partners this year include LitWorks (part of DTI), Georgetown University, Bryan University, LIU Post and Learn About eDiscovery. Applications can be made via the website at www.trustaffingpartners.com

Three vendors have announced the expansion of their national operations: Legal Suite has opened new offices in Santa Monica (CA) and Boston (MA); Keno Kozie has opened a new office in Washington DC – Stacy Fischbach is the managing director of the DC office; and, Daegis has opened new document review centers in San Francisco and New York.

US news in brief

Putting tablets in clients’ hands The Disparti Law Group, which has offices in Chicago and Florida, say the firm’s personal injury and disability lawyers are leading the way in how attorneys should operate in the 21st century by providing clients with Google Nexus tablets. The firm’s founder Larry Disparti said the aim is to provide clients “with tons of information” about their cases, as well as give them a device they can use to record videos of how they are feeling and get other family members to record video statements about the impact of the injuries.

Disparti explained “Often a settlement agreement is reached after a lawsuit is filed and the case goes to mediation. Videos can help to demonstrate early in the settlement how well the case will present to a jury and ultimately lead to quicker resolutions for clients.” Originally the firm supplied iPads but have switched to Google tablets because the bundled apps made it a “no brainer.”

Financial advice Marks Baughan & Co advised Aderant Holdings on the recent equity investment from Madison Dearborn Partners. And, Cascadia Capital advised IntApp Inc in the company’s majority recapitalization by Great Hill Partners.

Expenses getting more complex A new survey published by Chrome River Technologies has found that managing client billable expenses is becoming increasingly complex, with 51% of professional services firms reporting their clients had ‘different or unique’ spending policies.

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That kangaroo!

Congratulations to Jack McHaffie, the winner of the recent nQueue Billback photo competition featuring the company’s popular kangaroo soft-toy mascot – Jack’s mother works at CMS Cameron McKenna in London. The winning entry (an underwater shot) was selected by Legal IT Insider editor Charles Christian.

IRIS gets new user group

IRIS Legal has launched a new user group that is free to join and open to all customers. Chief marketing officer Jitendra Valera said the IRIS Legal User Group was needed to replace earlier product-oriented user groups and create a forum for all users. Over 600 organisations, including law firms and barristers sets, have already joined ILUG.

30 years ago today...

It was 30 years ago this month (January 1982) that ARPANET (one of the original networks within what we now know as the internet) switched from a host-to-host Network Control Protocol (NCP) to TCP/IP packet switching. TCP/IP was the co-creation of Robert Kahn and Vint Cerf, the latter now a vice president and Chief Internet Evangelist at Google. Cerf said although there were no celebrations at the time “on that day the operational internet was born as TCP/IP went on to be embraced as an international standard.”

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