

LEGAL TECHNOLOGY

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THE ESSENTIAL GUIDE TO WHAT'S HOT (AND WHAT'S NOT) IN LAW OFFICE SYSTEMS

In association with



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PLUS all the latest SOLEX 98 news and previews.

◆ **READER SURVEY**
The response has been excellent but if you have not already done so, there is still time to return the ROI survey forms that were included in the last issue.

BUTTERWORTHS LAUNCHES A DOUBLE WHAMMY

Legal publishing giant Butterworths has just launched a new internet-based information service. Called *Butterworths Direct*, the service seems to have been designed to deliver the double whammy of providing customers with a better service, while simultaneously out-flanking the competition in the electronic legal information market.

The core of the service comprises four modules: *Halsbury's Laws Direct*, *All England Direct*, *Law Direct* and *News Direct*, with the promise of more to follow. All modules are accessed from the home page and use the same Net-BOS search engine to locate material but only *News Direct* is free, the others are subscription based. (There is a reduced rate for sole practitioners and individual barristers.)

News Direct contains the latest legal and national news and will be updated twice-daily. Butterworths will take some of its information from a Reuters feed. In addition, this module includes the Moneyfacts financial information service, a diary of events and columns by well-known legal journalists.

All England Direct is a law reporting service that expands on the *All England Reporter* service launched last year (which continues to be available separately) and includes transcripts of approved judgments, as well as the full text of *All England Law Reports* going back to 1936.

Law Direct is a daily legal news service offering case summaries within 24 hours of judgment and a *databank* ➔

➔ of primary source materials, including an online version of *Is it in Force* and what is claimed will be a "within hours" practice directions service.

Halsbury's Law Direct is an online version of *Halsbury's Laws of England* but with the addition of a "natural language" search facility that can handle conceptual enquiries without requiring the user to master Boolean logic.

☞ **Comment...** The service can be accessed by any browser supporting Java and frames and runs on Butterworths' own web servers. These are capable of handling over one million "hits" a day, which sound a lot but electronic publishing systems director Ivan Darby believes "all electronic publishing will be via the internet within five years".

"We are still committed to CD, in fact we've got 20 new titles coming out this year but we see CD as an interim technology. The internet, with its ability to update once from the centre many times a day, is critical."

Butterworths is not prepared to comment on the likely impact on the competition but sales director Andrew Richardson concedes the new service is "aggressively priced". Is that a euphemism for: why pay extra to subscribe to *New Law Online* or *Lawtel* when you can now get everything from *Butterworths Direct*?

Butterworths' view of CD as an "interim" technology is a swipe at Sweet & Maxwell which, with its *Connections* range, is only just getting into CD. And *News Direct* provides one reason for not visiting either *The Lawyer* or *Gazette* sites. Double whammies all round.

The Butterworths' web site starts at <http://www.butterworths.co.uk> and the company is offering a one month free trial to all non-subscribers. □

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Keeping scanning inhouse

Litigation support specialist Elliott Slone has acquired exclusive European marketing rights to Doculex Professional, a new system designed to let law firms operate their own inhouse document image production (DIP) operations rather than use the services of external bureaux. Doculex has a royalty-free scanning facility and can export data and images to all the major litigation support retrieval systems.

Elliott Slone (☎ 0171 729 2088) will demonstrate Doculex at a series of workshops at next month's SOLEX 98 event at the Barbican. For more details visit <http://www.elliottslone.co.uk>

Case management wanted

Motor insurance services provider Hambro Assistance is in the market for a new case management system to handle RTA and ULR work.

FLURRY OF ACTIVITY AT AVENUE LEGAL

Hard on the heels of last month's special deal for law firms wanting to move away from the ACE Infinity system, Avenue Legal Systems has announced a number of other new developments. These include: a multi-currency facility within the accounts module of the Wisdom case and PMS suite, so the system can handle transactions not only in dollars, sterling and any other major currency but also the new euro currency; and a PalmPilot link allowing fee earners to carry out time recording, make diary appointments and access accounts, client and matter information via the currently flavour-of-the-month PalmPilot pocket computer.

As a special promotion at this year's SOLEX 98, visitors to the Avenue stand will have an opportunity to win a free PalmPilot.

Avenue, which was recently accredited with Microsoft *Solution Provider* status, has also announced it is now working towards Microsoft *Partner* status. From the autumn the company will be offering Microsoft SQL Server, in addition to Sybase, as a database option for Wisdom users.

◆ As part of a practice-wide office automation project, Brighton-based Burstows, one of the few firms outside London to have aviation law specialists, has completed the installation of a new Avenue Wisdom case and practice management system. The firm says it will use IT "to automate administrative chores and free lawyers to concentrate on clients".

For details call ☎ 01489 609010 or visit <http://www.avenuelegal.com> □

NO MORE CONFLICTS OF INTEREST ?

Belgian-based legal systems supplier Falcon Software NV will be showing the latest enhancements to its ACIS conflict of interest system at SOLEX 98. ➔

➔ As well as checking for potential conflicts of interest among members of multinational legal groupings – ACIS is already used by 1100 lawyers belonging to the Alliance of European Lawyers – the system can be used by firms considering acquisitions or mergers but without disclosing confidential information about open matters to either side.

Falcon is running a free seminar on this topic at SOLEX on 3rd June. For details call ☎ +32 3 457 4555 or visit <http://www.falconsoftwareenv.com> □

32-BIT CARPE DIEM NOW AVAILABLE

The Time Tracking Products Division of Sage US has begun shipping Carpe Diem 2.5, the first true 32-bit implementation of the popular time tracking application for Windows 95 and NT platforms.

Sage has also introduced an updated version of the 16-bit program which can be used simultaneously with the 32-bit product, so firms with a mixed Windows 3.1/95 environment can migrate gradually to a 32-bit platform. The new web address for Carpe Diem is <http://www.timetracking.com> □

SOLICITEC BEEFS UP ITS WEB SERVICES

As part of its activities to support its new web-enabled SolCase Online case management system, Solicitec has upgraded its internet facilities and, in the process, acquired the new URL of <http://www.solicitec.com>. The company will also be running seminars at SOLEX 98 to demonstrate how law firms can use the internet to improve client services and build stronger relationships between fee earners and their clients.

◆ In other developments: Solicitec has changed the name of its new SolCase Version 6.0 product to SolCase 98. The system will be formally launched at ➔

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➔ SOLEX, along with SolCase Post Room, a full post room document image processing (DIP) system for firms wanting to achieve a paperless (or at least less paper) workflow environment.

Solicitec software is now also fully compatible with DOCS Open from PC Docs. The net result of this integration is DOCS can offer lateral document management, in addition to the case based document management already provided in SolCase.

Solicitec has already established a similar link to the rival SoftSolutions system, currently used in the Birmingham offices of Eversheds and the company is also in contact with Worldox. □

WHAT SHALL WE DO WITH THE OLD PC ?

Two stories in recent months have served to highlight the fact computer hard disks may hold valuable, sensitive or just plain damning material that can cause all manner of legal problems if they fall into the hands of third-parties.

For example, one customer who earlier this year bought a second-hand laptop from Dixons found that the hard disk still contained files relating to a psychiatrist's patients. More notoriously, pop star Gary Glitter now faces criminal charges relating to sexual offences with young girls and child pornography after a PC he had taken in for repair was found to have indecent pictures stored on its hard disk.

The problem is simply pressing the "delete" command does not erase data from a hard disk. It merely deletes the file name from the directory but the data remains on the disk until it is either overwritten or recovered with a program such as Norton Utilities.

While the Gary Glitter case – and the contents of his disk – is clearly an exception, it is nevertheless a growing problem for law firms to know how to safely dispose of redundant hardware ➔

➔ as they migrate from older DOS and Windows 3.1 PCs to the more powerful workstations needed to support modern 32-bit applications.

Add in the fact most lawyers find it hard to accept they are lucky if a used equipment broker will offer them as much as £30 for the 486 PC that cost £1450 to buy new in 1995 (trade prices really are that low) and you can see why firms have so much old kit sitting in limbo in their basements.

One company now addressing this need is Technical Asset Management (☎ 01707 333555), who offer a service that looks after the data protection and environmental issues associated with disposing of old computers (cathode ray tubes contain environmentally unfriendly "heavy metals"), as well as trying to obtain the best resale price for hardware that is not either recycled or scrapped.

TAM's solution to the problem of confidential information is to "data-wipe" disks to US Department of Defence standards. This involves the whole disk being repeatedly overwritten until all data is completely unrecoverable. Afterwards PCs can be refurbished, safety checked and resold. Because TAM works on a commission basis, commercial director Jon Godfrey says the company also has a vested interest in trying to get the best possible deal on the hardware it sells.

☞ **Comment...** TAM is not the only company in this market and when it comes to selecting a disposal service it is worth bearing in mind two factors:

◆ Cheap is not necessarily a bargain if it transpires the agent has fly-tipped old hardware or inadequately wiped disks of sensitive data, in which case the PR damage will far outweigh any savings.

◆ To realise the maximum residual value on the second-hand market, you need to move quickly and sell now. If you delay in the hope of a better offer coming along, you risk seeing a new generation of PCs launched that will render your old hardware even more antiquated. □

Peapod wins four ACE sites
Peapod Solutions has taken four orders and says it has two more in the pipeline from law firms that were previously using the ACE Infinity system. Peapod is replacing Infinity with its own One Stop Solution electronic forms, accounts and case management software. Peapod (☎ 0181 574 8288) will launch PrintaForm 8.00, the latest version of its legal forms product at SOLEX. Peapod is also finalising Legal Aid Board approval for its new forms.

Sanderson Group up
The publicly quoted Sanderson Group, which last month purchased the Admiral LegalMind legal systems business, has reported a 16 percent increase to £4.05 million in interim pre-tax profits for the six months to 31st March. Turnover was also up and the company is predicting a full year's turnover of £70-£75 million.

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People and places

◆ Contrary to some of the rumours in circulation, Kluwer/CCH publishing director David Johnston has not left the company but has merely relocated from the Bicester offices to those of the recently acquired *New Law Online* service off Chancery Lane in London.

◆ As part of its overseas expansion plans Mondaq, the UK-based online provider of legal and professional information (clients include Norton Rose and Linklaters) has formed an "affiliation" with Intelligent Marketing Solutions in the USA. IMS head Linda Sedloff Orton is the president of the New York Chapter of the Legal Marketing Association and Mondaq hope her expertise will "help forge relationships with US law firms". Mondaq is at <http://www.mondaq.com>

Electronic publishing

REVERSING THE TREND

Although most legal publishers move from conventional books to electronic formats, DiscLaw Publishing, which produces the *Employment Law on a Disc* service (published by the Law Society) is about to head in the opposite direction.

The next update to the service, now rechristened *The Law Society's A-Z Employment Law Service*, will be printed as a book with a CD-Rom attached. There will also be a new annual subscription pricing structure to include regular supplements to the book, update disks and direct access from the CD to an update area on the DiscLaw internet site at <http://www.emplaw.co.uk>

Or, as DiscLaw managing director Henry Scrope whimsically puts it: "To misquote Professor Higgins: Reed moves out of print with the speed of summer lightning; DiscLaw does it backwards, which is absolutely frightening". □

LAWTEL MAKING ENEMIES ?

During the last month senior managers at two of the UK's largest legal publishers have expressed concern over what they regard as unfair competition by the Centaur group's Lawtel division.

One told L*Ti* that a member of his staff – an acknowledged expert in the field of information management – had been "bumped" off the speakers' panel for a Centaur conference after Lawtel objected to his presence on the grounds he was a commercial rival. Another said he was so annoyed by the lack of objective coverage for his company's online services that he was considering cancelling all advertising and promotional links with Centaur and *The Lawyer* magazine.

☞ **Comment...** Nothing new here then. Four years ago Centaur was embroiled in a similar row after first accepting, then refusing, to carry adverts in *The Lawyer* for Legalease's rival LINK service. □

WHY NO "PUSH" SERVICES ?

Currently a number of legal publishers, including: Butterworths (see *front page story*), Lexis, New Law Publishing and the English Law Society, are investing substantial amounts of money in the development of web-based news and current awareness services.

But, while some of these services plan to update their news pages several times a day, all of them are essentially "pull" services, in that users have to log on to the web and head for their sites to access the news. So, why not use "push" technology instead and deliver breaking news directly to the users' desktops?

The publishers L*Ti* has interviewed have all looked at and rejected browser-based "content broadcast" systems, such as PointCast. The two main grounds seem to be: (i) most UK and European lawyers do not have permanently open connections to the web, and (ii) user experience suggests that once the novelty wears off, broadcast systems are perceived as a distraction and switched off.

So what about email? After all many firms now have permanent links to the internet for receiving email messages and, even where this is not available, email-savvy lawyers are in the habit of checking for messages three or four times a day. But, email also has its problems:

Sweet & Maxwell business development director Derek Sturdy says S&M experimented with email as a delivery mechanism for a "next day" legal update service but subsequently dropped it on the grounds of unreliability when it was found that although some messages were being received within minutes, others were taking over 24 hours to get through. (☞ *This is because internet email is not a point-to-point link but uses often circuitous communications paths.*)

Butterworths' electronic publishing director Ivan Darby also has reservations, pointing out that: "There is a very fine line between running a legitimate push service and *spamming* users with streams of email messages." □

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NEW PUBLICATIONS

◆ In accordance with the British Government's *Code of Practice on Access to Government Information*, the Inland Revenue has published on floppy disk a copy of its *Shares Valuation Division Manual* containing internal guidance on the valuation of shares in unquoted companies. Copies of the SVD Manual can be purchased from Tolley Publishing (☎ 0181 686 9141), price £150 (+VAT).

◆ Sweet & Maxwell has relaunched its *CLI Current Legal Information* service on CD-Rom as part of its new *Connections* series. The *CLI* interface has been redesigned to make it more user friendly and search facilities have been enhanced by the introduction of a cross index "Search for information about..." option.

Sweet & Maxwell has also launched a legal research service called *Practical Research Papers* which provides access to a database of opinions and position papers on crime and family law topics. PRP operates between 8.00 am and 8.00 pm weekdays and opinions can be faxed though immediately. There is a set fee of £30 (+VAT) for each paper and for further information call Philippa Hill on ☎ 0171 449 1188.

◆ Context will be giving the first public demonstrations of its new online service *JUSTIS Daily Judgments* at the *SOLEX 98* exhibition. Updated daily, the service will include transcripts of all Court of Appeal judgments provided by Smith Bernal under their contract with the Lord Chancellor's Department.

◆ Dibb Lupton Alsop has launched a research service for inhouse legal departments who want to take advantage of the firm's extensive online, CD and conventional library resources, as well as its team of full-time research staff. The service, which runs out of the firm's new Manchester offices, charges for research at the rate of £65 an hour. □

Y2K - MICROSOFT COMES CLEAN

Microsoft has published details on its web sites about the Millennium compliancy (or otherwise) of its desktop applications software, development tools and operating systems. The sites can be found at <http://www.microsoft.com/ithome/topics/year2k/default.htm> for global information and <http://www.microsoft.com/uk/year2000> for UK specific material.

Three products (Access 2.0, Office Professional 4.3 and Word for DOS 5.0) are singled out as being "non-compliant" while another 21 are described as "compliant with minor issues".

Among the latter group are all the "Visual" family of development tools (including VisualBasic and Visual C++) apart from Visual Foxpro V. 5.0a and all Microsoft's current operating systems, including Windows NT 4.0 Server, Windows NT 4.0 Workstation, Windows 95 V. 4.00.950, MS-DOS 6.22 and Windows for Workgroups 3.11. Microsoft has not yet completed testing of the still very widely used Windows 3.1 system.

On the applications front, the "compliant with minor issues" products include all versions of the Internet Explorer web browser - even the latest IE Version 4.01 and all Microsoft Office suites prior to Office 97 (including Office 4 Standard and both the Standard and Professional versions of Office 95). Also hit are Word 6.0, Word 97/7.0 and SQL Server 6.5 Enterprise.

☞ **Comment...** Microsoft's view seems to be that most users can live with these "minor issues" or else will be upgrading to replacement products (such as Windows 98 or NT 5.0) within the next twelve months anyway. The company has also undertaken to provide service packs, patches and documentation to support workarounds. Nevertheless, the question mark surrounding Windows 3.1, still used by more than 45 percent of UK



☞ businesses, is worrying. Also worrying is the fact Microsoft has qualified the term Y2K "compliance" as applying only to Microsoft products and excluding all third-party add-on products, such as macros, custom formatting and features that can be customised by users.

◆ In other developments, Microsoft has confirmed it will commence shipping Windows 98 on 25th June. That is assuming no last minute legal problems with the US anti-trust litigation. Developers can obtain free copies of the final beta version now.

◆ Readers can download a free version of the latest version of Outlook 98 from <http://www.eu.microsoft.com/outlook/default> □

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Employment short termism

Probably the most frequently encountered form of employment "short termism" is the practice of firms making a counter-offer when a member of staff is about to hand in their notice. In some London firms IT staff have been offered as much as an additional £10,000 pa to stay.

Leaving aside the fact this distorts salary rates within a department, as well as encourages other members of staff to try the same tactic in the hope they will also get a pay rise, it ignores the fact that if someone has plucked up the courage to hand in their notice, they probably have other reasons, besides money, for wanting to leave.

Statistics suggest 75 percent of staff who accept counter offers will still leave within three to six months.

Recruitment matters

LEGAL IT JOBS - THE SKILLS IN DEMAND

The sun is shining, the end-of-financial year rush is over, time to think about a new job? But which skills are commanding premium salaries? Craig Coverman of Longbridge International reports...

In terms of technology, the move to Microsoft as a standard platform continues apace. Even the introduction of a new – and by some highly regarded – version of Groupwise has not slowed the move towards MS Exchange. The effect has been to displace Novell and Groupwise as the most highly demanded combination of legal IT skills, with NT and Exchange taking their place. In fact today Novell and Groupwise barely register in our "most wanted" rankings of IT skills.

This general move towards Microsoft is reflected in the database market, where SQL Server is now the RDBMS of choice. If you have strong SQL administration skills, you can almost name your price. (Incidentally, the demand for "Open Systems" skills, such as Unix and Oracle remains strong.)

The buoyancy of the contract market is also making recruiting harder, with development skills at a premium. Finding good VisualBasic candidates is proving difficult for many firms, especially when combined with intranet, database and object oriented skills, such as C++.

Furthermore, it is not just technical skills that are in demand. Certain job functions, such as database and systems administrators, support staff and "customer services" managers seem to be increasingly difficult to source.

So is there a skills shortage out there – or is it all just hype?

Clearly there are some shortages but these tend to be localised to specific qualifications and job functions. For example, when one law firm recently ran an advertisement for helpdesk staff, it received 850 responses. Admittedly not all the candidates will have been suitable ➔

➔ but it does at least show that potential recruits are out there – particularly if you are looking for more general Microsoft Office skills.

However, when it comes to strong specialist skills – such as NT or Exchange – then problems start to arise. Not least because the wholesale move toward Microsoft-with-everything as a standard platform means many firms are looking for candidates with exactly the same types of skills – and there are just not enough to go around.

Clearly there are winners and losers in the hunt for qualified staff.

Thanks to skills shortage hype in the press – one recent report described the UK market as "among the worst in Europe, with the situation only deteriorating" – wage rates are starting to escalate. Certainly at Longbridge we have noticed that candidates have been getting increasingly bullish about what they think they are worth on the jobs market.

The net result has been the firms that can afford to pay the most have found it easiest to recruit.

In an attempt to meet ever more demanding goals (as well as cope with the likes of Y2K and euro compliance), this situation is causing some firms to give way to "short termism" (see also sidebar). However, the human resources risks associated with taking "short cuts" in recruitment (from a legal, economic and reputational perspective) are significant and should not be overlooked.

On a more positive note, firms have a decision to make. They can either do nothing and allow the skills shortage to hold them back. Or, they can be more proactive, through creative recruitment, staff retention and career development policies, to get and keep candidates aboard. This requires greater effort but it will pay dividends.

And, if the candidates with the right skill sets are not available, rather than keep looking, hire the ones with the right aptitude and attitude – and then train them up to the required levels. ☐

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Internet & comms news

PUTTING AN END TO THE WEB'S WORLD WIDE WAIT

With so much legal material available on the web and so many people trying to access it, the acronym "WWW" might well now stand for the "World Wide Wait".

It is for this reason that many law firms now restrict access to the web. Not because they are concerned about the naughty bits but because they do not want fee earners wasting valuable time trying to find which of 95,000 sites containing a reference to the word "patents" is the one they want.

For larger firms the solution is to delegate the task to library staff and other professional researchers. But, most smaller firms cannot afford this resource, which is why the services of a new company, Cyberresearch, could be useful.

Set up by former practising barrister Stephen Devitt, the company takes instructions in the form of a "research brief" and charges clients for the time taken to locate the information. Along with saving fee earner time, Devitt says one of the benefits of Cyberresearch is its ability to locate not just the latest points of law but also background data, such as other lawyers who are involved with similar actions in other jurisdictions.

For more details visit <http://www.cyberresearch.co.uk> or ☎ 01256 883812.

PUT OUT MORE FLAGS

Clifford Chance has launched *NextLaw*, a Linklaters *Blue Flag*-style extranet service that will allow clients access to online legal information. The first *NextLaw* service will allow clients to monitor data protection law in 30 jurisdictions, with particular emphasis on banking secrecy rules and human resources issues.

Clients will pay a minimum of £20,000 a year to access the service and the firm believes online services could account for as much as 20 percent of its business within five years. □

SEND LESS SPAM

In *A Spammer in the works*, a new report on junk or "spam" email, Novell warns that a growing problem for many organisations is their internal networks are being jammed by too much internal email traffic. Novell says much of this email is in effect unnecessary spamming, consisting of inhouse memos widely circulated to inappropriate recipients. □

NEWS IN BRIEF

◆ In the wake of research suggesting only three percent of web sites use either Java or ActiveX technology, Microsoft has confirmed it is considering producing a cut-down version of its Internet Explorer browser that will not support Java or ActiveX. The latest versions of Netscape Navigator also no longer include the Java virtual machine.

◆ Epoch Software has produced a demonstration CD-Rom to show how its new Rapidocs and DirectLaw web-based document assembly service will operate. (See *LTi 59* for full story.) The CD, which does not contain a copy of the Rapidocs Assembler software merely read-only presentation files, will run under Windows 95 but not NT. For details visit <http://www.directlaw.com> or ☎ 0181 203 6073. Epoch is also exhibiting at SOLEX.

◆ Kommunicate is now shipping the new Version 5.2 of its RightFAX network fax software. For more details visit <http://www.kommunicate.co.uk> or ☎ 01962 835000.

◆ Peapod Solutions is showing its full range of internet security products at SOLEX 98. The range includes firewall systems, email encryption and digital signature software, as well as web access and usage monitoring controls. Peapod has appointed John Bendall to handle sales of these products in the legal market. For details ☎ 0181 574 8288.

Seen around the Web

UK law firms have tended to choose fairly pedestrian domain names for their web sites but the recent liberalisation of the English Law Society's *Practice Rule 11*, which governs the names solicitors practices can call themselves, may change that.

As ever, the more unusual examples are to be found in North America. For example, the URL for Vancouver immigration specialist Michael Jacobsen is <http://www.usvisalaw.com> and Toronto cyber lawyer David Potts can be found at <http://www.cyberlibel.com>

Atlanta, Georgia, drink driving lawyer William Head has a totally self-explanatory URL of <http://www.drunkdrivingdefense.com> Movie buffs will no doubt appreciate Minnesota firm Oberhauser & Neveaux's choice of <http://www.afewgoodlawyers.com> for their domain name. □

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LEGAL IT DIARY DATES

◆ June 2 to 4, Solicitors & Legal Office Exhibition (SOLEX 98), Barbican Exhibition Centre, London. Now in its 15th year, this is still the major UK legal IT event and this year the exhibition, with over 100 exhibitors including most of the major suppliers, is complemented by a programme of

➔ seminars and workshop sessions. Admission is free, doors open at 9.30 am and Wednesday is late night opening until 7.30 pm. Call Truemist on ☎ 0181 742 3399.

◆ June 2, Day of Difference, Chiswell Street Brewery, London.

Norwel's annual "alternative" event combines serious IT with an element of entertainment in a relaxed environment. The theme this year is interactive digital technologies and speakers include LTi editor Charles Christian. For details call Alison Bagnall on ☎ 0161 945 3511.

◆ June 3, The Quest for the Legal Killer App, International Finance Centre, London.

Invitation-only lunch and presentation at the IFC (aka the NatWest Tower) hosted by Copitrak Systems with key note talk by LTi editor Charles Christian. For details call Copitrak on ☎ 0171 891 2476.

◆ June 3, Kaye Tesler Seminar, Holiday Inn, Cambridge. Mixture of video conferencing open day, private lecture (attracting CPD points) by solicitor Michael Kaye on the use of the internet by lawyers plus workshops on internet and video conference systems. Starts 9.30 am with the CPD lecture running from 2.00 to 4.00 pm. For details call Kaye Tesler on ☎ 0181 809 6756.

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