

CHARLES CHRISTIAN'S

LEGAL TECHNOLOGY INSIDER

THE SOURCE FOR INDEPENDENT LEGAL TECHNOLOGY NEWS, COMMENT AND ANALYSIS

LAW FIRM IT HEAD RIPS INTO UK SUPPLIERS

In a presentation delivered at last week's Information Systems for Lawyers conference, Dibb Lupton Alsop's IT director Daniel Pollick criticised legal technology suppliers for the poor quality of their products and services.

While conceding there were exceptions, Pollick said the majority of suppliers were "woeful", with too many "Mom and Pop companies" having a "doubtful record" on the delivery and realisable benefits of the products they sold.

Pollick admitted lawyers often only had themselves to blame as their ignorance of technology meant suppliers "had it easy" with the result that users could be "blown along by more technology crazes that Toys 'R' Us".

Pollick believes the "culture of secrecy" within law firms means they never talk to each other about common issues, and he went on to say DLA was now planning to exchange information with the IT directors of two other large North of England law firms to see if they could start to put pressure on IT suppliers to improve their standards.

■ Law firms interested in sharing their experiences should contact Daniel Pollick at DLA's Bradford office.

KEYSTONE IN £8.4 MILLION SHARE DEAL TO LAUNCH ASP

Keystone Software has announced a placing and open offer of shares with institutional investors to raise £8.4 million (gross). As well as providing additional working capital, the funds will be used to launch, promote and distribute Keystone Online, the company's new ASP (application service provider) operation.

■ COMMENT - ASP, rated by an increasing number of people as the next-big-thing in legal technology, offers law firms the opportunity to outsource their accounts and practice management software needs by accessing special web-enabled versions of the applications over the Internet from an ASP services provider, such as Keystone Online.

Keystone, which has already developed a web version of its core software and will use Exodus Communications' secure Internet data centre in London to host the ASP operations, says one of the main benefits of ASP is it can cut law firm operating costs and capital outlays, as instead of purchasing dedicated systems and maintaining inhouse support services, they can rent software on a monthly basis.

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STOP PRESS

- HITCH FOR ELITE/CMS MARRIAGE ?
Merger talks between Elite and Solution 6 Holdings, the Australian group whose product portfolio already includes CMS Open, have run into regulatory problems. Last week directors of Elite were in Washington for discussions with Federal Trade Commission officials worried by the antitrust implications of the deal. Although Solution 6 has positioned the merger in its global context, there is a possibility the FTC may now oppose the deal because of the dominant position a combination of Elite and CMS would enjoy in the narrower US legal market.

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VOICE RECOGNITION WARNING

Speaking at last week's Information Systems for Lawyers conference John Frank, Microsoft Europe's director of law and corporate affairs, warned that voice recognition technology would not become an integral part of PC operating systems for another five years, by which time the 1000 MHz clock speed hardware needed to run it would be commonplace.

GB FINDS A SOLID ROCC FOR SUPPORT

GB Systems (01786 833191), which has been involved in the Scottish legal systems market since the early 1980s, is now using ROCC Computers to provide the majority of its clients' hardware maintenance services. The deal includes support for the company's range of badged PCs, which are sold under the GB Micro brand name, and GB's commercial clients, which are located as far apart as London and the Orkney Islands.

www.rocc.com

CENTAUR BACKS LEGAL TECH SHOW

Centaur Communications is to back Imark's new LegalTech London exhibition and conference, which from this May will replace the old SOLEX event at the Barbican. As part of the deal, the event will be sponsored by Centaur's main legal media: *The Lawyer* magazine, LAWTEL and Interactive-lawyer.com.

BUZZWORD CORNER

■ **SHOVELWARE** (*noun*)
CD-Roms, typically for wordprocessing software, that include large amounts of "bonus" free software a law firm will never use, such as dozens of additional printer fonts, "amusing" sound files, unwanted utility applications and thousands of clip-part images. One copy of a WordPerfect CD contains 19 different versions of the Halloween jack-o-lantern pumpkin alone. Useful or what?

LAWTECH SHIPPING ADDED VALUE PORTAL

Lawtech Services (07000 5298324), now a division of the Perceptive Technology plc group, is distributing the Mentor system for managing know-how and other aspects of "intellectual capital". The system is already in use with one firm of accountants.

Lawtech's Mike Sharples says the product is more than just a portal-in-a-box, as Mentor's "dynamic interface manager" utility acts as a middleware tool between a firm's internal databases and the information published onto either an intranet or an extranet. In particular, each user can be given their own profile, thereby limiting access to what information they can see. The system can also be integrated with LIR's standard legal thesaurus.

MASONS TO RUN iMANAGE

Masons has announced it is buying a 750 seat licence for the iManage content and document management system. The actual product Masons is taking is the infoCommerce suite, which will be used as part of a new system for the creation, review, amendment, authorisation and publishing of documents on to web-based systems, including the firm's own web site and intranet, as well as a series of client-specific extranets.

■ iManage has released of infoLink 2.0, a new version of its web collaboration portal that uses XML to provide improved integration with e-business applications.

LEXOLOGY IN WAP INITIATIVE

Lexology.com (01642 282000), the developer of the Overview practice and franchise management system (previously called Fransys) has just announced the launch of Pocket Overview, the UK legal market's first application to take advantage of WAP (wireless application protocol), the new standard for combined voice, data and Internet communications technology.

With the new system, solicitors equipped with WAP compatible devices, such as the Nokia 7110 mobile phone, will be able to access diary, case and accounts information stored on their firm's computer systems from almost anywhere on the planet via the handset, whereas previously this would have not been possible without a laptop computer and suitable communications equipment.

■ **COMMENT** - Thanks to the movie *The Matrix*, WAP phones have a cool image but until now have suffered from being apparently solutions in search of serious problems to solve. The new Lexology initiative does however provide a genuinely useful application for lawyers. Lexology director John Benson is also interested in talking to other companies looking to WAP-enable their existing systems.

www.waptricity.com

GRANT THORNTON - IT'S THE RATIOS STUPID

One of the key findings to come out of Grant Thornton's new *Legal IT Interfirm Comparison* report is that while law firms may be spending money widely on technology, they are not spending it wisely, particularly when it comes to training fee earners to abandon dictation systems for PCs.

The report, which is based on a survey of 300 of the larger firms in the UK, split the market into three sectors: small firms - up to 10 partners, medium firms - 11-to-25 partners, and large firms - 26+ partners.

In small firms, the average investment in IT per partner (including capital & revenue) in 1999 was £13,700, the average investment per seat was £3,100 and investment, expressed as a percentage of fee income was 3.8 percent. The corresponding figures for mid-sized firms was £15,200, £2,700 and 5.4 percent, while for larger firms it was £23,100, £2,900 and 5.5 percent.

This is a lot of money, particularly for the larger firms that tend to invest more in front office/fee earner systems as distinct from back office accounts and wordprocessing, yet when it came to training, whereas over 50 percent of secretarial staff received between three and six days of IT training last year, nearly 15 percent of fee earners received no training and over half had just one or two days training.

This difference in training may explain why, for example, the average ratio of fee earners to secretaries in large firms is 1: 0.6, whereas in those firms that have invested in what Grant Thornton term advanced office automation facilities (including document management systems, faxing from the desktop and with at least 60 percent of fee earners having their own PCs) the ratio falls to 1: 0.25.

Translated into monetary terms (and assuming London secretarial salary rates of around £25,000 pa), a firm with 120 fee earners will employ approximately 72 secretaries, generating a total annual wages bill of around £1.8 million. But, if that firm were to use more advanced office automation systems, the same number of fee earners could be supported by just 30 secretaries, which would cut the annual secretarial wages bill by over £1 million.

■ For those firms still pondering whether to migrate from WordPerfect to Microsoft Word as a wordprocessing platform, the survey found that 86 percent of firms now use Word and just 26 percent still run WordPerfect. The latter figure includes 16 percent of firms currently running both systems however over a quarter of these plan to shift to Word by the end of the year, leaving Grant Thornton to conclude that by early 2001 over 90 percent of the profession will be using Word. But, if it is any consolation to WordPerfect fans, the survey also found that firms using WordPerfect had a more efficient secretary to fee earner ratio than those running Word!

■ Copies of the *Grant Thornton Legal IT Interfirm Comparison* report cost £80.00 and can be ordered online.

www.gtcllc.com

NEWS IN BRIEF

■ CHRIS EDWARDS, a partner at TITMUSS SAINER DECHERT, and DAVID IRWIN, the IT manager at CADWALADER WICKERSHAM & TAFT, both won Compaq Aero handheld computers in a draw organised by THE DATA BASE at the recent Legal IT 2000 exhibition.

■ Legal cost management and recovery specialist EQUITRAC has acquired SOFTWARE METRICS, an Ontario-based developer of network print management systems. Software Metrics specialise in products to help manage hardcopy security, including document "fingerprinting" and print tracking.

■ As part of a new distribution agreement NOVELL's reseller network will now sell METASTORM's e-work workflow management system. The e-work system is compatible with Novell's NDS Directory and integrates with GroupWise.

■ COPITRAK SYSTEMS is expanding and looking for an experienced sales professional to handle sales of its cost recovery and expense management systems throughout the UK. The package includes salary plus commission. Qualifications: 28-to-38 years old with some computer background and experience with law firms. E-mail CVs to:
keithc@copitrak-europe.com

■ HUMMINGBIRD COMMUNICATIONS, the company behind the DOCS Open document management system, has announced its results for the trading quarter ended 31st December 1999. Sales were US\$54.5 million, an increase of 78 percent on the same period in 1998.

■ OXFORD LAW & COMPUTING has two special offers to promote the launch of its new Openlaw 2 disclosure software. These are a two-cases-for-the-price-of-one deal and a "litigation support day" including project management consultancy, CPD training for inhouse litigation support teams and the installation of a three-user system capable of handling a live case, with up to 1000 documents, for £1000.

www.oxfordlaw.co.uk

MARRIOTT EVENT NEWS IN BRIEF

Last week's Information Systems for Lawyers conference at the London Marriott set a high standard for other events to follow. All of the presentations were informative and none of the speakers uses their slots as PowerPoint-enhanced product, promotional plugs.

■ BERWIN LEIGHTON head of IT JANET DAY took an uncompromising view on the importance of IT within modern law firms. "IT," she said, "underpins the law firm. If you draw up a business strategy without involving the IT department, you have not got a strategy." She also said firms must be prepared to let IT directors sit on their senior management boards "as you will get far more more back by letting them in, than you will lose by giving them that extra authority."

This view was echoed by OLSWANG's IT director TIM HYMAN, who suggested that by including IT directors on a firm's executive board, there was greater scope for IT departments to be proactive rather than merely reactive.

■ OSBORNE CLARKE chief executive CHRIS BULL provided three good reasons why law firms should take IT seriously. The first is all your competitors are waking up to the opportunities. The second is that clients are much more demanding in terms of service delivery. The third reason is what Bull calls the "lawyer as moron" threat. This can occur when a lawyer is at a client's offices and asked to send an e-mail or perform some other task requiring a degree of IT literacy. If the individual does not know how to do it then both the lawyer and the firm are "going to look idiots".

■ CMS CAMERON McKENNA partner MELISSA HARDEE stressed the need to consider the human element - what a project was meant to achieve - rather than focussing on IT. Hardee identified two problems that had to be overcome in any knowledge management project. The first is "bottom drawer" syndrome, where lawyers are reluctant to share material because they are concerned about losing

Continued on next column

PUT YOUR FAITH IN IT - NOT LAWYERS

Without doubt the presentation that caused the biggest stir at the recent Information Systems for Lawyers conference was by Fred Bartlit, who set up the US law firm Bartlit Beck Herman Palencher & Scott to prove his theory that IT can transform the economics of legal practice.

Bartlit estimates that perhaps 90 percent of the work most lawyers do involves little more than shuffling papers and can be handled better by technology. Therefore to achieve just a small improvement in efficiency can give a firm a substantial competitive edge. For example, a typical firm might charge a client US\$300,000 a month for a task requiring the efforts of 20 paralegals but at Bartlit Beck it could be handled by three partners at fees of just US\$200,000 a month.

According to Bartlit, the three rules for success are: use simple off-the-shelf technology; every lawyer must use the same IT - with no "pockets of Luddites"; and technology must be driven from the top - the most senior people must know how the IT works and be evangelists for its adoption.

But, Bartlit warns this approach does involve major cultural changes. For example, the firm is heavily reliant upon IT support staff - approximately one for every six lawyers - in fact Bartlit rates IT staff as more important than paralegals. It is also essential to have an alternative billing process to charging by the hour. And, he admits one of the advantages of his firm was being a small, green-field venture staffed by enthusiasts and not facing the legacy of established administrative procedures that dog larger firms.

MARRIOTT NEWS IN BRIEF

Continued

their competitive advantage within the firm. The other is the "open floodgates" syndrome, which see lawyers pouring everything into a know-how system, so users end up with information overload. Hardee also suggested that because know how systems can only deliver a cost-benefit if people actually use them, it is also worth considering making IT training part of a lawyer's official appraisal process.

■ Providing the commercial client's perspective, RAY FRANKS, the head of finance & systems at POST OFFICE LEGAL SERVICES, said one of his department's concerns was not what a law firm could do today but what it could deliver tomorrow. Legal information was important but financial and management information (including the electronic transmission of detailed billing support data) was "imperative". For the future, the Post Office is looking for shared access to electronic case files, videoconferencing and paperless invoicing. "It is taken as read that the firms we instruct can all provide quality legal services," said Franks, "but in the future the differential will be how those services are delivered."

DIRECT ACCESS - WE WANT IT - AND SOON

Legal Week Benchmarker magazine, in association with Insider editor Charles Christian, has recently conducted a survey looking at the IT trends and issues facing inhouse legal departments within major UK companies.

Inevitably one of the key areas of interest was "direct access" and related forms of electronic interaction between inhouse lawyers and the external law firms that supply them with legal services.

The survey found that at present just 32 percent of documents were exchanged electronically. Perhaps it is fortunate this figure is so low, as the survey also found that in only 63 percent of cases were the exchanged files in formats fully compatible with each other!

Currently just 16 percent of commercial clients are offered any form of direct access to their law firms' systems but this does not appear to be something inhouse lawyers are prepared to tolerate for very much longer.

For example, while 36 percent said the willingness and ability of law firms to offer their clients direct access had already become a key issue when it came to selecting law firms, a massive 58 percent of inhouse lawyers said that although direct access was not relevant today, it would be relevant in the future.

A case of inhouse lawyers might not want direct access now but they want it soon. And they also want computer literate legal advisors. The vast majority (84 percent) of inhouse legal departments said they expected any external lawyers they dealt with to be personally computer literate, in context of being able to edit documents on a laptop, use e-mail and remotely access files via a comms link.

■ The survey also found that only 37 percent of inhouse legal departments had a formal IT strategy. Of those with strategies, just eight percent were truly autonomous and devised their own strategies. For the remainder, 51 percent had their IT plans determined by the parent company's IT department and 41 percent were determined jointly between themselves and their IT departments.

■ In terms of the software in use, 86 percent of companies now run Microsoft Word and just 17 percent still have WordPerfect. These findings echo the Grant Thornton survey results (see page 3). After wordprocessing the most widely used applications are document management - 54 percent, time recording and practice management - 35 percent, and case management - 24 percent. Almost all inhouse legal departments now also have access to the web and Internet e-mail.

■ Turning to expenditure, 68 percent of inhouse legal departments did not know or were not prepared to say how much they spent on IT in 1999. The average spend among the others was £57,000 per department but over one-third of this went on Y2K projects. As for this year, 52 percent expect no change, 19 percent have increased their budgets and 29 percent actually plan to cut their IT expenditure.

LEGAL TECHNOLOGY DIARY DATES

■ MARCH 8, LONDON - Getting Started on the Net. A beginners guide to the Internet and legal e-business by Delia Venables and Andrew Terrett. The seminar, which starts at 6.30pm, takes place at Richards Butler, Beaufort House, Aldgate. The event, which is free for members of the Society for Computers & Law, qualifies for 1 CPD hour. For details, including the cost for non-members, call the SCL on 01179 237393.

■ MARCH 13 & 14, BIRMINGHAM - AIM Computer Users Association annual conference at the Marriott Forest of Arden. Speakers include Philip Hamer, Delia Venables and Allan Carton. Full delegate fee, including hotel, £340 (+VAT) but with various deals available. Up to 12 CPD hours, for details call ACUA on 01789 296096.

■ MARCH 14-to-16, BIRMINGHAM NEC The Solicitors National Legal Office & Legal Services Exhibition. The organisers say the March 2000 show will feature more IT suppliers than ever before. The event includes a programme of free seminars and supplier presentations. Admission is free, to pre-register for tickets call Nationwide on 0117 907 1000.

<http://www.nwe.co.uk>

■ MARCH 24, LONDON - Business & Legal Models for Successful E-Commerce. New one day cross-industry conference, at Kensington Town Hall. Speakers include Professor Jim Norton, the IOD's head of e-business policy, along with e-commerce specialists from Amazon, Dell, Dixons, Carlton Online, BT, Microsoft and AOL. The delegate rate is £269.00 (+VAT). For details call E-Business Events on 0208 521 9548.

www.ebusiness-events.co.uk

■ MARCH 28, BRISTOL - E-Commerce 2000. The first of Sanderson Systems' roadshows takes place at the Aztec Hotel. Other dates are London - 11 April, Birmingham - 18 April and Wakefield - 27 June. Admission free, for details call Lisa Quinn on 0121 359 4861.

SITES TO BOOKMARK

■ PLC PUBLISHING has launched an online version of its *Update Programme* for CPD-accredited legal training. The full programme costs from £115 (+VAT) per annum but with discounts and flat fees for bulk subscriptions. For details call Guy Baring (020 7401 7878). Users need an Internet Explorer 5.0 browser. PLC is also involved with LawDepartment.Net, a similar training scheme for inhouse lawyers that goes live later this month.

www.plcinfo.com
www.lawdepartment.net

■ The SENTENCING ADVISORY PANEL has posted two new consultation papers onto its web site. They deal with racially aggravated offences (responses by 12th April) and offences involving opium, in contrast with other Class A drugs (responses by 17th March).

www.sentencing-advisory-panel.gov.uk

■ TOTALLY LEGAL.COM is another new online recruitment service for the legal market. Prospective recruits have free access to an easy-to-use search engine to look for job opportunities. The service covers everything from senior qualified appointments through to secretarial staff.

www.totallylegal.com

■ The ATTORNEY GENERAL, Lord Williams of Mostyn, has published his draft guidelines on the disclosure of criminal evidence. The move follows concerns expressed by criminal lawyers about the current operation of the 1996 Criminal Procedure & Investigations Act. The guidelines can be found on the Legal Secretariat to the Law Officers web site.

www.lslo.gov.uk

■ There was a time when people really did have to chase ambulances but POLICE SCANNER.COM does it for you digitally. Log in to this site (you need Real Player or Windows Media Player) and you can tune into live radio reports from a variety of US emergency services, including the LAPD and the NYPD. There is even an online crib sheet to explain police jargon, apparently a 10:27 is an instruction to check a driver's licence.

www.policescanner.com

PSA ENTERS NLIS RACE

The Property Search Agency (PSA) has, as part of the Teramedia Consortium, become the second major bidder to be named by the Lord Chancellor's Department as one of the organisations short-listed for a National Land Information Service (NLIS) licence to run the new national online property searches service.

Along with PSA, the other members of Teramedia are Cisco Systems, Oracle, Compaq, KPMG, geographic information systems specialist Intergraph and Teranet, which already provides electronic land registry services in the Canadian province of Ontario. Intergraph also provided the technology platform for the NLIS pilot that began in Bristol in April 1998.

As reported in the last Insider, the other main contender for a NLIS licence is the Official Search Consortium which includes PricewaterhouseCoopers.

■ In a recent speech the Lord Chancellor, Lord Irvine, said he hoped to have legislation in place by the end of the year that would allow the sale, purchase and mortgaging of properties to be carried out online. The result, he said, would be to reduce average conveyancing times from months to days. The Lord Chancellor said the catalyst for change was the E-Communication Bill, which is expected to come into force later this spring, as this will give legal recognition to the use of digital signatures.

www.psa.co.uk

www.nlis.org.uk

WESTLAW TO LAUNCH SOON

Sweet & Maxwell has confirmed that it will formally launch its Westlaw.UK service next week (10th March).

Meanwhile Reed Elsevier, the parent of both Lexis and Butterworths, has announced that it is to spend about £600-to-£700 million on Internet projects over the next three years. These will include a series of "vortals" (vertical market portals) offering information and "b2b" (business-to-business) e-commerce services for a number of specific markets, including legal.

■ Legal publisher Cavendish has said it plans to launch a general purpose legal portal aimed at both lawyers and the general public by October. Representatives of the US mega-legal portal Law.com have also been in London talking to information providers and potential staff recruits about launching a UK version of the service.

www.westlaw.co.uk

E-LAW GETS NEWS FEEDS

Subscribers to the E-Law/Phoenix online discussion forum and e-mail service for lawyers now have free access to two online news services: NewsDirect from Butterworths and Legal Technology Breaking News, which is produced by the publishers of Legal Technology Insider.

www.elaw.org.uk

AFTER Y2K - IT'S W2K

Yesterday (29th February) was Leap Year day and hopefully the last occasion on which anyone need worry about the millennium bug. But after Y2K, we now have W2K - as the new Microsoft Windows 2000 (aka Windows NT 5.0) operating system has already been christened.

Or, should we say, operating systems plural, as the product actually comprises four elements. Windows Professional - the successor to NT Workstation; Windows Server - the successor to NT Server; Windows Advanced Server - a more powerful server suitable for e-commerce activities; and the still-to-be-released Datacenter Server, a top-of-the-range system for mission critical operations.

To confuse matters further, later this year also sees the launch of Millennium Edition (or Windows ME) Microsoft's new "consumer" operating system upgrade for Windows 98, which is designed for small business and home users. (W2K incidentally, does not support computer games.)

The list price for Windows Professional is £269 however an upgrade from Windows 98 costs £169, while an upgrade from NT is £99. The full version of Server costs £799 - or £399 for existing NT Server users. Advanced Server costs £3000 - or £1500 if you qualify for the upgrade deal.

■ COMMENT - On top of all this, you may have to pay for extensive support staff retraining - one estimate is it takes approximately 17 days training to upgrade IT analysts' skills from NT 4.0 to W2K. And you will probably have to beef-up your hardware as the minimum specification for Windows 2000 is 64Mb of RAM. This has already given rise to the first W2K joke: "Just as Windows 95 was really named after the number of floppy disks it was supplied on, rather than the year it was launched, so Windows 2000 actually refers to the cost of upgrading each desktop..."

Two further factors should also be taken into account. The first is that if your applications software has not been rewritten to take advantage of W2K's new features, there are unlikely to be any noticeable benefits in migrating to the new operating system. In fact there could be serious conflicts between the new OS, which cannot support legacy DOS applications, leading to system crashes. Even Microsoft's own Office 2000 suite requires a couple of minor file upgrades to achieve full W2K compatibility!

The second factor is Windows 2000 is far more than an incremental upgrade to NT 4.0. It is probably better to view W2K as Version 1.0 of a whole new operating system - and that means the risk of programming bugs.

The consensus among IT managers seems to be that W2K is not something to rush into. Wait until Microsoft releases the first service pack to fix the main bugs. Budget to spend time on small pilot projects now, with a view to rolling it out onto laptops during the second half of this year and onto desktop PCs in the first part of next year, with a migration from NT Server to Windows 2000 Server taking place from mid-2001 onwards.

In otherwords be leading edge, not bleeding edge.

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■ INSIDER E-ZINES

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info@legaltechnology.co.uk

Copies of the latest issues, plus a full archive, can also be found on the web:

www.newmedialawyer.co.uk

www.watchingbrief.com

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MICROSOFT IN LAWYER FRIENDLY WORD MOVE

As part of a concerted effort to win over the hearts and minds of the legal profession, where many law firms still complain Word lacks the wordprocessing functionality of WordPerfect, Microsoft has set up a legal advisory council containing representatives of 20 law firms from around the world. The UK delegates are Clifford Chance, Herbert Smith and Linklaters Alliance. Among the projects already under development are changes to the numbering, table of content generation and amendment tracking features.

Microsoft has also produced an extensive *Legal Users Guide* containing information on document creation and management using Word, as well as an introduction to the technical and "cultural" issues associated with migrating to Word 97 and Word 2000 from other WP packages. The guide can be downloaded free of charge from the web.

www.microsoft.com/industry/legal/business/word/guide.stm

CAPSOFT IN EXPANSION MODE

To support the rapid expansion of its HotDocs document assembly software and EveryForm free electronic legal forms businesses - EveryForm has just recorded its 5000th user registration - Capsoft UK has acquired Edinburgh IT specialist Protec Computer Services. Protec, whose clients include LindsaysWS and the Edinburgh Solicitors Property Centre, will provide additional IT resources for Capsoft UK, while the company's managing director Graeme Bryce will also join the Capsoft board as technical director. Capsoft has also appointed Gary Rodrigues, previously with legal publishers Context, as its sales director. He is based at Capsoft's new London offices in Moorgate (0207 448 9769).

KEYSTONE ASP DEAL

Continued from front page

Firms also do not have to worry about periodically upgrading or replacing their systems as software updating and ongoing product development is all handled centrally by the ASP company.

Keystone say the ASP launch will also "substantially increase the size of its target market". Whereas previously the "investment-intensive" cost of installing a full Keystone software suite made it too expensive for anything other than firms with 100 plus fee earners, the new Keystone Online ASP solution will be a commercially viable option for firms with as few as 30 fee earners.

■ Keystone is currently listed on AIM but expected to move to a full London Stock Exchange listing later this year.

NEXT ISSUE

The next issue of Legal Technology Insider - No. 97 - will be published on Wednesday 15th March 2000.