LEGAL TECHNOLOGY INSIDER

Timeslice goes East

Timeslice has become the first UK legal IT supplier to break into the Slovenian legal IT market, having won (and now implemented) an order for its Lawman accounts, time recording, case, document and practice management system from Jadek & Pensa, one of the largest law firms in the country's capital Ljubljana. The project included migrating the firm off a Lotus Notes/Domino platform onto Microsoft SQL Server; providing support for Slovenian characters and date formats (as well as multi-currency transactions in dollars, sterling and euros); and customising parts of the system to comply with Slovenian regulations on client billing and the provision of legal services.
• Timeslice is holding a seminar for Slovenian law firms in Ljubljana on 24 September. To register for a place email Pat Aikin at pat.aikin@timeslice.co.uk

As well as Slovenia, Timeslice is also enjoying a run of success in the Channel Islands, picking up orders in recent months from Sinnels, Backhurst Dorey & Crane and Benest & Syvret. All three firms are on Jersey – Timeslice also has a long time user, Albany Chambers, on Guernsey.

Product launch of the month: Tikit extend the Connect Framework range

Tikit has extended the scope of its Connect Framework range of office automation utilities (the best known is the Template Management System, now in use at over 20 organisations) with the launch of its Printer Control Centre (PCC) enterprise printer management system for networked printers, including multifunction devices; and its Email Signature Manager (ESM) system, which provides a centralised control of the look and feel of Outlook emails, including the signature block.

July's big deal

Seven firms go with SRC Workshare
Following last year's announcement that SRC (best known for is work in the digital dictation market) had become a Workshare reseller, it has been announced that seven firms – Ashfords, Devonshire, Macfarlanes, Burges Salmon, Halliwells, Shepherd + Wedderburn and McCann Fitzgerald – have signed contracts with SRC for Workshare Professional systems.

Legal RM win Baker Mack records deal
Baker McKenzie has awarded Legal RM a consultancy deal in relation to the implementation of a records management project within the firm's UK operations.
• Legal RM (020 7193 4090) can now offer Datanomic's director sanctions/PEP screening system as part of its law firm risk management and compliance portfolio. www.legal-rm.com

Three start-ups start with IRIS
Three new start-up firms – Summit Law in London, Pure Law in Brentwood and Kidwells in Hereford (in combination with Binnion Lindsay-Veal in Stourport) – have selected IRIS Law Business systems to handle their accounts, time recording and practice management requirements.

**TFB just the ticket for Aslan Charles**
After de-merging from long-time Tikit services user Howard Kennedy, media boutique firm Aslan Charles Kousetta LLP has selected Partner for Windows (P4W) from TFB as its new PMS. Partner Sue Charles said the firm wanted to retain the Tikit link and the fact TFB is now part of the Tikit group made P4W the ideal choice. Other new TFB wins include Barrys and Michelle Bate & Co in London.
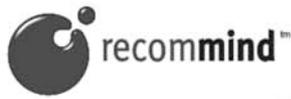
News in brief

Three more Elite sites buy i-balance
Three more law firms – Charles Russell, Wright Hassall and Wiggin LLP – have purchased the i-balance accounts and ledger balancing system from Saturn 27. The i-balance system is an add-on for the Thomson Elite Enterprise practice management system.

Shoosmiths sign up for Mimecast
Shoosmiths is the latest firm to sign up for Mimecast's software as a service (SaaS) email security, archiving and continuity package. Echoing other recent Mimecast converts, which now include about one third of the UK's top 100 firms, Shoosmiths said they were switching from their existing managed service provider (Blackspider) because they needed a better way of handling long term archiving for compliance purposes than Microsoft Exchange PST files.

Bar first from InQuisita Law
InQuisita Law (0116 225 2000), who are effectively the only competitor to IRIS Meridian Law in the barristers' software market, has launched a Barrister Time Billing module – which they believe is a first in the Bar sector. Just under 50 sets of chambers now run InQuisita Law.
www.inquisita.com

LG get iPass to go mobile
Lawrence Graham has signed with iPass for a secure, managed service giving remote users a single interface to access applications such as Microsoft Office, Interaction and Interwoven via a range of technologies including wi-fi hotspots, 3G mobile broadband and hotel ethernets.
www.ipass.com

Risk assessment module cuts PI rates by £100k

Niche commercial firm Bates Wells & Braithwaite reports that since deploying an automated risk assessment module 10 months ago (the module uses numerical weighting and was developed by LexisNexis Visualfiles) it has seen a 'significant drop in the number of incidents impacting its professional indemnity' leading to cost savings of £100k in the form of a reduced PI premium being charged by its insurers. The PI insurers – Travelers – describe the Visualfiles module as 'one of the best risk management systems we've seen, partly due to its simplicity.'

More green news

A Freshfield is a green field
Our thanks to various readers who nominated Freshfields Bruckhaus Deringer's website as a good example of a law firm explaining, in a practical and non-hype laden fashion, how it is addressing such issues as climate change, carbon footprints and the use of IT to reduce the firm's impact on the environment. Along with introducing technologies, such as videoconferencing and intranets/extranets, to support home working and reduce the need to travel, the firm is rationalising its use of printers, using virtualisation to consolidate the number of servers it runs and moving to a new tape library, that will cut tape storage requirements from 12,000 to 3000 tapes. The firm has also replaced its old cabling with a single CAT6T system. This has reduced significantly the amount of copper wiring used every day with consumption dropping from 15 drums (each containing 400m of copper cable) to two drums a year.
www.freshfields.com/csr/climatechange/it

PC Power Down – prices lower than we said
Apologies to PC Powerdown, we muddled the figures they supplied in a news item we carried last time about their PC power management systems. Their network system costs £45 (not £175) per computer and the company reckons this could save up to £175 per year on electricity bills. There is also a single use home edition that costs £29.95.
www.pcpowerdown.com

Keeping in with the InTechnology crowd

After an initial flurry of activity, including taking stands at exhibitions and announcing new business deals, about two years ago it all went quiet with Harrogate-based managed services supplier InTechnology. But, according to legal sector sales account manager Mark Halpin, this was largely due to the company focusing on the orders it was receiving and leaving marketing on the back-burner – a situation Halpin aims to change. So what has the company been doing recently?

Two major areas of activity are automated data backup and high availability wide area network-related managed services – both of which also offer a strong disaster recovery dimension. Firms using the backup services include Bird & Bird, Bristows and Charles Russell, while the latest signings for the WAN services include Browne Jacobson, Roythornes and Shoosmiths – the Shoosmiths' deal is worth £1 million plus over five years. In total, InTechnology now works with 48 of the UK's top 250 firms – and Halpin expects this figure to increase with the launch of its new Virtual Server service in conjunction with VMWare and a new 'push to talk technology'.
• InTechnology has offices in Harrogate (01423 850000), Reading (0118 971 1511) and London (020 7786 3400).
www.intechnology.co.uk

Sword cuts B&B MOSS deal

The Sword group has won a contract from Bird & Bird to develop the firm's new website, in a project that will see the existing site and its technology infrastructure replaced by a Microsoft Office SharePoint 2007 platform. Karen Jacks of Bird & Bird said the MOSS project would enhance the firm's online presence with more effective content management and enhanced functionality.
• The Sword team is headed by Terry Coyne (020 8232 2562) who some readers will recall from the days of Kommunicate and the RightFax system. Talking of blasts from the past, Sword occupy the Brentford, West London, offices that once belonged to Wang.
www.sword-group.com

News in brief

Pilgrim launch client inception module
Pilgrim Systems has launched a new client & matter inception module for its Lawsoft case and practice management system. The company says the module comes as an out-of-the-box workflow and can address all the major issues including anti money laundering, conflict checking, key dates and other parties.

Bird & Bird working on pitch logic
Bird & Bird is currently working with KM specialists UC Logic (020 7193 4908) to incorporate pitch documentation, league tables, directories and award information into the firm's Solutions Lab know-how system. The firm recently completed a revamp of Solutions Lab that included implementing UC Logic's conceptSearch search and retrieval system
www.uclogic.com/km

Affordable e-disclosure pricing
To counter the perception that electronic disclosure/e-discovery work is expensive and only to be considered for the largest cases, Trilantic (020 7042 1000) has introduced a new pricing model for matters with smaller amounts of email data. For a price of £465 per gigabyte per month (1Gb of data is the equivalent of 10,000 emails), Trilantic is offering de-duplication and keyword searching, loading the data into iConect and monthly hosting for up to 5 users. Additional services are available as optional extras.

Prince Evans bloxx web content
Prince Evans has rolled out a Bloxx Tru-View system to limit excessive personal internet use during office hours.
www.bloxx.com

News in brief

Rouse & Co report 75% data traffic cut
IP specialists Rouse & Co is reporting an average of a 75% cut in its HTTP, SMTP and MAPI data traffic since the installation of Riverbed Steelhead appliances in nine of its UK and international offices. The Riverbed systems and a central management console, which were implemented by Teneo (0118 983 8600), help optimise WAN traffic.
www.teneo.co.uk

Now Video Inc from Legal Inc
Litigation support specialist Legal Inc has launched a turnkey video conferencing service (called Video Inc) for customers needing to conduct client meetings, witness interviews and depositions when parties are unable or unwilling to travel. The service also supports 'people+content' data presentations and full transcriptions can be supplied. For details email David Carter at **david.carter@legalinc.co.uk**

Solcara beefs up Solsearch
Solcara has linked up with ISYS Search to extend the functionality of its system. Called Solsearch Indexer, the new system combines federated search technology with an indexing capability that can index content from sources such as document management systems, SQL databases, websites and email repositories.

Datalex partners with Anacomp
Datalex, a provider of specialist litigation support and document management services, is to work in partnership with Anacomp, owners of the CaseLogistix hosted litigation support software. Datalex will provide a range of value added services including scanning and coding.

Thought Leader: Making money out of CRM and e-marketing

by Christopher Young, Senior Business Consultant, Tikit Ltd

E-marketing has revolutionised the cost of conveying information to clients. To many firms it has reduced a significant element of the marketing budget to zero cost. But while the terms relationship management and CRM are frequently used, how many fee earners can actually articulate what good relationship management looks like? My experience is very few. It is easy to overcomplicate but I believe managing relationships is simple once you are aware of some basic truths:

Relationships only develop through dialogue and are based upon mutual understanding. But, given dialogue takes time, there is a limit to the number of meaningful relationships fee earners, and firms, can have. Without dialogue, the understanding of an individual's situation will become increasingly outdated and, consequently, the relationship will decay. Given we all have limited time, we continuously make decisions about which relationships we are prepared to invest time and resources in. If we think we're not getting enough out of a particular relationship, we will dedicate the time to others. You can only demonstrate you care about a limited number of people. I'd suggest really good relationship management recognises these truths and manages relationships accordingly.

I've spent 20 years working in service industries, starting in financial markets and, for the last ten or so years, in the professional services sector. During this time I've noticed one of the greatest challenges facing fee earners in the professional sector is how to create reasons for dialogue and subsequently stop relationships decaying. In financial, this is not an issue. Market sentiment changes minute by minute, politicians are changing things – everything is moving and everyone is trying to form an opinion about what the implications are. In professional, the fee earning community find it harder to generate reasons to call.

On the face of it, e-marketing cannot help with relationship management. It is a broadcast tool – not a communications tool. You do not develop an ⇨

⇨ understanding of a client's situation through sending a newsletter. You can however use e-marketing to give fee earners a reason for dialogue and therefore assist them in creating a situation where they are able to increase their understanding of their clients. In firms I've worked with, we have focussed all of our marketing effort to generate reasons to call. We have translated newspaper articles into reasons to call, as well as using conversations with clients and other e-marketing activities. Based on this experience, here are my top four e-marketing reasons to call:

• Consecutive non-readership: Identify those newsletter subscribers who have not read the last three issues. Get fee earners who will be contributing to the next newsletter to call them to find out what topics would interest them.

• Teaser click through: Identify those individuals that have clicked through a multiple number of times to an article. They have either forwarded the link or have re-referred to the article. You should call them – perhaps suggest you are looking to explore the area in more depth in future or want to understand whether it is an issue faced by them.

• Undelivered emails: If you send an e-merge and get an undelivered email notification this can generate two calls. Assuming the email address is correctly typed, the bounce back is likely to be because the recipient has left. Fee earners may be able to call the individual to find out where they have gone to. If they have left the client, you can call their former colleagues to find out how things have changed for them and who has taken over the role.

• Surveys: By using e-marketing to canvass clients, you can generate a reason to call. Ask them what they believe would be a useful topic in a future newsletter. Invariably, the response will not be detailed enough or there will be a number of angles you could take. Why not call and find out their perspective.

That's (nearly) all folks... but don't forget the credits. It is crucial to have the necessary reporting in place to identify conversations that have followed on from an integrated e-marketing initiative. Not only are there things you do almost free but you can prove they help generate revenue.

• E-marketing and CRM was the subject of a recent Insider/Tikit webcast, to view the recorded version click here **http://mediazone.brighttalk.com/comm/Tikit/ef2d55fd6b-8765-1932-8359**

People & Places

New IT director for Wright Hassall
Matthew Cleverdon, originally with Wragge & Co and most recently with Interwoven, has joined Wright Hassall as the firm's new IT director.

Lang lands Epiq role
Epiq Systems has appointed John Lang to the post of IT director for UK operations. Based in London and trading as Pinpoint Global until its acquisition by Epiq earlier this year, the UK arm of Epiq specialises in e-disclosure technology for larger firms. Lang's track record includes time with Gap and Toys 'R' Us.

FWBS moves
FWBS has moved so both its sales and development teams can be located in the same office. The new address is The Old Brewery, Towcester Road, Milton Malsor, Northants NN7 3NU. The switchboard number is 01604 857857.

Two new marketing directors
Solcara has appointed Andrew Yuille to its board as marketing director – his track record includes roles with Tetra and Sage. And, Mimecast has appointed Tim Pickard as group marketing director. Pickard, who has an MBA from Cranfield, joins from RSA Security, where he was area V-P for international marketing.

DocsCorp open UK office
DocsCorp, suppliers of the increasingly popular pdfDocs PDF integration software, have opened a UK office (020 7084 6270) and appointed Paul Darby as consultancy and training manager (EMEA). Darby's role will include supporting UK and European customers, distributors and resellers. Prior to joining DocsCorp, Darby worked with Calvis and MJM Solutions as a document management systems implementation consultant.

International news

Morningstar expands into Norway

Morningstar Systems, best known for its work in the Dutch market, has opened a new office in Oslo as part of its expansion into the Scandinavian legal IT market. The company secured its first Nordic win with Wiersholm in Norway, two years ago, and has since secured more customers in Norway and Finland. The contact number for Oslo is +47(0)22 99 60 91.
www.morningstarsystems.com

Full of Middle Eastern promise

Cost recovery specialist Copitrak has secured a raft of orders from UK firms operating in the Middle East. Recent projects include installing systems for Ince & Co and Holman Fenwick in Dubai, and Simmons & Simmons in Dubai, Doha and Abu Dhabi.

Fresh on the Radar: Themis

Themis Software (020 7299 4208) has launched a System Information Manager (SIM) suite that the company says provides law firms with a network-based audit and compliance system to manage usage and identify possible security risks created by the improper use of portable storage devices, such USB sticks.
www.themissoftware.com

New on the Insider web

The latest addition to the Insider website know-how resources page is a PDF white paper from eMag Solutions on the role of tape – and why tape backups are a good (and often the only) place to look for information in a litigation support process.
www.legaltechnology.com

Winscribe launch SaaS for digital dictation

Winscribe has launched an on-demand/software as a service (SaaS) option for its digital dictation workflow management system. Winscribe say the move to SaaS reflects the growing interest in the IT world for alternatives to traditional on-site software implementations. The service has already been launched in the US and gone live in about 10 organisations – UK pricing starts at £200 per year per user. Winscribe has also introduced a no-strings test drive offer – so firms can try DDS on an SaaS basis before they commit to contract. Support for DDS using a Blackberry (or similar device) as a recorder is also available as an optional extra.

Digital dictation news in brief

Northern Ireland firm takes Bighand

Carson McDowell, one of the largest firms in Northern Ireland, has completed a firmwide rollout of Bighand's digital dictation workflow system.

Learn how to dictate – free with nFlow

Following last month's Insider report that 72% of firms think trainee lawyers need be taught how to dictate efficiently, DDS vendor nFlow has announced plans for a free online dictation training seminar series. Starting this September, the course will combine training with a Q&A session and are open to all firms, regardless of whether or not they run nFlow software. To register interest email Freya Wallis at **fwallis@nflow.com**

Hummingbird exodus continues

Following an earlier project at Stephen Harwood, Phoenix Business Solutions has won two more contracts to help firms migrate from legacy Hummingbird/Open Text document management systems to Interwoven Worksite. The latest wins are Macfarlanes LLP and Cripps Harries Hall LLP – the latter having also evaluated but rejected (on the grounds it would take too long to implement) Microsoft Sharepoint as an alternative DMS platform.

Tikit Connect Framework *...continued from front page*

The first customer to deploy ESM is the England & Wales Cricket Board (ECB) – where Chris Hoad is now the head of IT – who are using it to handle such things as the different sponsors' logos that need to be used in emails relating to different tournaments. The ECB has also bought Tikit's PCC system, as have a number of law firms including Taylor Wessing, Davies Arnold Cooper and Denton Wilde Sapte.

In other Tikit news... Shepherd + Wedderburn has joined four other firms on Tikit's 'proof of concept programme' implementation of Interwoven's Universal Search system. The firm – which describes search as 'one of the great challenges' facing firms – will test IUS across its know-how system, Interwoven DMS and Microsoft Sharepoint portal.

And, Addleshaw Goddard has selected the DocAuto Workspace Manager, through Tikit, to help manage and maintain workspaces within the firm's Interwoven Worksite DMS environment. In the region of 250 Interwoven firms globally now run the DocAuto system.

News in brief

Jordans swap out Axxia for Emis

After using Emis Seneca case management software in its conveyancing department for 12 months, South Yorkshire law firm Jordans is swapping out its LexisNexis Axxia account software and replacing it with an Emis practice management system. The firm is also rolling out Seneca case management to over 90 users.

Byrne is latest Equitrac win

Tax, financial services and white-collar crime specialist Byrne & Partners, in the City of London, is the latest firm to sign up for Equitrac's print and cost recovery system.

Hooper & Wollen get connected with SOS

Hooper & Wollen in South Devon is updating its practice and case management software with the latest release of SOS Connect from Solicitors Own Software. The firm will be rolling it out to 100 users in the Torquay, Paignton and Dartmouth offices in the autumn.

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Strategy 'makes us recession proof'

If we are living through the worst property recession since the early 1990s, how is this impacting on the specialist conveyancing case management software suppliers that have sprung up over the last decade? One supplier that believes it will weather the recession is Ochresoft, best known for its Intelliworks Expert Conveyancing (originally called Icon) system. According to chief executive Scott Duncan, although the company has had an interesting time, corporate-wise, since being spun off from Bretherton Price Elgoods (Ochresoft still retains BPE partners on its board), including having to redevelop the software away from Visualfiles Solcase onto a non-proprietary platform and the premature death of his predecessor, he believes Ochresoft's pricing strategy will ensure it survives.

In common with some other vendors, Ochresoft operate a pay-as-you-convey ASP/SaaS model but this is subject to a contractually agreed minimum number of completions per month. The net result, says Duncan, is "not only do we have a guaranteed regular monthly revenue but we are also attracting the larger, more business minded regional conveyancing firms" (such as Gordon Brown Associates in the North-East) who recognise the inherent flexibility of software as a service. As for the minimum number of completions, Duncan says this is not an issue for Ochresoft's customers as even in a recession, there will always be people who want or need to move. Ochresoft's next steps include rolling out Intelliworks applications to handle wills, remortgage and probate work.
www.ochresoft.com

Vote, vote for the Orange Rag

Our companion blog – The Orange Rag – has been shortlisted for an award in Computer Weekly's IT Blog Awards – so vote, vote, vote now. Just click on the 'vote for me' button on the right-hand column of The Orange Rag home page and you will be taken to a voting form. We are listed in the IT, Law & Governance sub-section and can be selected from a pull-down list.
www.theorangerag.com

10 years ago today...

Just as one of the big issues facing firms today is whether to upgrade to Vista from Windows XP, so back in July 1998 one of the stories making the pages of the Insider was whether firms on Windows 95 – and even Windows 3.1 – needed to upgrade to Windows 98. Other stories included the ongoing Unix versus Windows NT Server debate, with one time legal IT consultant John Irving warning law firms to stick with Unix because NT was "a step too far" – a view echoed by Axxia and Solicitec (both now part of LexisNexis). And then there was the English Law Society which, straight from the High Street Starter Kit debacle, dug itself into another hole by endorsing a catalogue deal with ICL that offered members the chance to buy standard software products, such as Windows 98, at prices in many instances substantially more expensive than those available on the open market.

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