LEGAL TECHNOLOGY INSIDER

Recommind expand into 'legal hold' arena

Recommind, best known in the UK legal market for its MindServer Legal enterprise search/KM technology, has moved into the emerging market for 'legal hold' systems with the launch earlier this week of its new Insite Legal Hold product. Legal Hold technology is designed to help organisation and law firms explore, preserve and collect electronically stored information to prepare for and comply with litigation, regulatory oversight and investigations of every kind. Recommind has had the Insite product on its development

Lexis -v- Rest of World – you win some, you lose some

The LexisNexis Practice & Productivity Management business (the division that in the UK now runs Axxia and Visualfiles) has got off to a promising start with TWM Solicitors LLP announcing it is swapping out its current IRIS (AIM Evolution) software in favour of a LexisNexis Axxia DNA system. The firm's head of IT Alan Barrett said Axxia "not only meets our current requirements but is a future-proof technology too, which is a major issue we face with our existing solution."

The TWM win however must be offset against the news that maritime lawyers Winter Scott are investing in a Linetime Liberate practice and document management system to replace their Axxia software. And, that Park Woodfine Heald Mellows LLP has placed an order with FWBS for a Matter Centre system to replace the LexisNexis Visualfiles software currently being used by the firm's Bedford property teams.

October's big deals

Lewis Silkin linking TimeKM and Elite
Lewis Silkin is to integrate Elite 3E with the Pensera TimeKM time tracking system, when the firm migrates from its old Axxia PMS to its new Elite platform. IT director Jan Durant said TimeKM's ability to time record from Blackberry devices helped clinch the deal.
• Lewis Silkin has selected Workshare Protect to protect against both data leaks via USB sticks etc and the inadvertent disclosure of metadata in documents.

Niche firm connect with SOS
City-based Ferguson Solicitors – the firm's niche is representing City traders in bonus entitlement and compensation claims – says it has slashed bookkeeping time and reduced leakages in unrecorded but billable time since rolling out the automated live time recording feature in its SOS Connect PMS.

Two more Interaction signings
Media law boutique Wiggin is replacing its Elite Apex system with the LexisNexis Interaction CRM. And, Dutch consultancy practice Verdonck Klooster & Associates is also rolling out an Interaction CRM. The system will be implemented by LexisNexis partner Morningstar Systems.

Stop Press: more Linetime wins
Linetime has just announced two more orders. The first is from the Office of Fair Trading, who have ordered a Liberate case management system. The second is from Newcastle-upon-Tyne solicitors Wallers (who specialise in volume legal services) who have ordered a Linetime Liberate practice management system to replace their existing IRIS AIM system.

New product launches

LexisNexis enhance KYC

LexisNexis has released an enhanced version of its KYC (know your customer) online service. Features include coupling of KYC's records database with the Worldbox company documents delivery service, to speed up due diligence work; and, the ability to combine multiple risk management and anti-money laundering searches results into a single report.

Small is beautiful

As part of an ongoing effort to dispel the notion that managed services are only for larger organisations, e-know.net (01952 236236) has launched two new services for smaller firms. Called eNet (for firms with 25-to-100 users) and eNet Lite (up to 25 users) these services allow for the hosting and management of Microsoft Office, Exchange and Outlook, the firm's own choice of practice management system and a Blackberry server. Prices start at £95 per user per month.
www.e-know.net

Concep align with Saturn27

Saturn27 is partnering with marketing technology specialists Concep to deliver a solution integrating Concep's Campaigner software with popular legal CRM systems, including LexisNexis Interaction and Aderant Expert CRM. Saturn27 say they are already working on one Concep project with a top 250 law firm.

Quote, unquote

We're grateful to Justin North at Janders Dean in Australia for forwarding on this quote: "Buying a MacBook and an iPhone doesn't make you creative."

All change at MDA amid 'right-sizing' moves

At the beginning of October, the e-conveyancing and property services group MDA announced the appointment of Stuart Pearce as managing director of their information products business in the UK and Ireland. Pearce replaced Mark Riddick, who had been in that role since his SearchFlow business was bought by MDA three years ago, 'with immediate effect'. A week earlier, at the end of September, MDA issued a profits warning that its Q3 earnings would be below expectations given on-going weakness in the UK housing and lending market. The group, which include LawLink, SearchFlow, MDA Hub, Advantage, XiT2 and Richards Gray, said it was in the process of 'restructuring' and 'right-sizing' its UK business.

Keeping customers out of the loop

The IT director of a large UK law firm emailed in recently to say there had been some confusion when it was realised MYOB had stopped taking their monthly support payment, by direct debit, for the firm's use of MYOB's PerTax software. A little research subsequently revealed the explanation. It transpired that MYOB had sold its UK and Ireland accountants division (which includes the PerTax product) to Wolters Kluwer Law & Business for £35.5 million – a mere six months previously! As the IT director commented, perhaps MYOB and Wolters Kluwer might like to consider including their customers in their communications about acquisitions.

• So what happens next? This remains to be seen because Wolters Kluwer UK's CCH software division already has a number of similar applications to MYOB in its ProSystem portfolio and has stated that the long term plan is to migrate all the solutions over to a single range of best of breed products. However CCH UK managing director Martin Casimir has written to customers (although apparently not all customers if our law firm's experience is anything to go by) to say "Please rest assured that this (migration) will be done in a considered and carefully controlled manner." Now where have we heard reassurances like that before?

Transsam Microsystems bought by Eurodata

Transam Microsystems, which has been active in the London law firms IT sector for many years, has been acquired by Eurodata Systems for an undisclosed sum. Eurodata co-founder and joint managing director Simon Aron said the acquisition gave Eurodata "the opportunity to accelerate growth by adding a highly complementary range of technologies and product sets. The companies are an ideal fit. Our combined skill sets, expertise and experience will provide customers with unrivalled levels of technical insight, service and support."

Graham Clifton, co-founder of Transam Microsystems, said Eurodata had "the solid track record, reputation and commitment to take our business forward for the benefit of our customers and employees alike." The Insider understands that Clifton and fellow co-founder Nigel Stride plan to retire in 2010 and had been "looking for a safe pair of hands to ensure the continuity of Transam's business". The combined company will employ around 140 staff and claims to have "60% of the top London law firms as customers" making it "a major player in the legal sector and a force at least equal to Tikit".
• Transam will continue to operate as a limited company within the Eurodata group until the end of April 2009, when it will become integrated into Eurodata Systems. All Transam staff will have moved into Eurodata's offices in Shepperdess Walk by the end of this period.
www.eurodatasystems.com

LexisNexis unveils UK PMS team

The senior management – Kate Holden and Edouard Tavernier – of LexisNexis' Practice & Productivity Management business (the division that in the UK runs Axxia and Visualfiles) has put the finishing touches to its management team with the recruitment of Tim Cheadle as UK General Manager and the appointment of industry veteran Doug McLachlan as Commercial Director and Product Champion. Holden was keen to stress to the Insider that the priority for LexisNexis over the past 9 months had been meeting with ...*continued on page 4*

New wins

Calvis win Eversheds extranet project
Eversheds has awarded Calvis a contract to design the firm's next generation extranet. The extranet will be based around a Microsoft SharePoint platform and will offer a fuller range of collaborative functions and dealrooms.
www.calvis.com

New comms server at Taylor Vinters
Taylor Vinters is trialling a unified communications platform supplied by NEC Philips Unified Solutions. The system incorporates Microsoft Office Communications Server and Live Meeting and following the completion of this project, the firm will also be looking at email and voice integration.
www.nec-philips.co.uk

Three more GlobalExpense sites
Three more top 50 law firms (their names have been disclosed to us) have signed up for GlobalExpense cost recovery systems.
www.globalexpense.com

Bond Pearce sign up for DTE Axiom
Bond Pearce has become the latest firm to sign up for the DTE Axiom online/offline and remote time capture system. The system is being supplied by Phoenix Business Solutions (020 7680 4466).

Vital statistics: 757

According to *The Lawyer* magazine, the total number of redundancies and other job losses among lawyers and fee earners at the UK's 200 largest firms, since the start of the recession, now stands at 757. That's the equivalent of a firm the size of Lovells ceasing to exist.

LexisNexis ...*continued from page 3*
the major customers and staff of the two businesses, plus assessing the underlying technology platforms and development plans – rather than rushing out attention-grabbing strategy statements. Or, as Tavernier put it "they didn't want to do an IRIS." The result has been some staff departures, because of the inevitable duplication of roles within the two companies – although the Visualfiles e-conveyancing/HIPs-related project teams have also taken a hit because of the collapse of the property market.

As to what happens next, Holden says the latest announcement puts the final pieces of the management jigsaw in place and the next major development will be a joint Axxia/Visualfiles user conference in November. Sometime between then and the early new year, the group hopes to unveil its product development roadmap, including details of the long-awaited Visualfiles 'Project Manilla'.

New in brief

Pilgrim user conference dates announced
Pilgrim Systems has announced the dates for its 2009 Lawsoft annual user conference. The event will take place on Thursday 29 and Friday 30 January at the Carlton Hotel in Edinburgh. Further details to follow.
www.pilgrimsystems.com

Free case management offer
Solicitors Case Management Systems (0845 838 2245) is running a special offer (until 31 December 2008) of a free of charge, single licence version of the company's Files case management system.
www.scams-law.com

Readers' poll

Reasons to be fearful

So the recession is here – or at least it's in the lobby hanging up its dirty raincoat – but what impact will this have on IT purchasing decisions? For this month's Readers' Poll, which both law firms and vendors can respond to, we are checking out some of the reports, myths and urban legends surrounding the downturn in IT procurement over the past few weeks. Are organisations really putting their plans on hold or even cutting back? And what is the actual motivation behind this: concerns about the future – or concern that it doesn't look good to be investing in IT at a time when you may have to lay off staff?
• You can find the link to the survey questionnaire in the *most popular* menu bar, that can be found at the top of all pages on the Insider website. As ever, all responses are strictly anonymous – and the results will be published in our November issue.
www.legaltechnology.com

New wins

Hubbard One wins two in UK
Thomson Elite legal marketing and business development subsidiary Hubbard One has secured two more deals in the UK. Bindmans has selected Hubbard's Mini Site Builder to simplify the creation of targeted websites and Clifford Chance has implemented the alumni site creator.
www.hubbardone.com

Wilson Brown links matter management to library
East Midlands practice Wilson Brown has become one of the first firms in the country to link a LexisNexis Visualfiles M2 matter management system directly to the LexisNexis Butterworths online legal library service. The firm says the major benefit of the integration is fee earners can conduct research while working on a matter and without having to log in and out of two separate systems.

TFB clock up 4 more wins
TFB plc has closed four deals this month with CA Law in Yorkshire, Richardson Law in Manchester plus Angels Solicitors and Read Gibbons LLP in the North West.

DDS news in brief

Bighand mobile wins award

In the recent CNET UK business technology awards, Bighand won the 'mobile product or service of the year' category for its Bighand Mobile Blackberry edition system.

Voice Technologies briefings

Voice Technologies is to hold a series of briefings (12:30 to 3:00pm) on making the most of Winscribe digital dictation systems, including Blackberry integration, in December. The first briefing is in Stirling (December 1) followed by the Lowry in Manchester (December 4). For details email **heather@voicetechnologies.co.uk**

Grundig goes non-PC

As part of the push by dictation hardware suppliers to pitch their products as alternatives to DDS workflow software, Grundig has launched a range of Digta out-of-the-box digital dictation kits. These allow users to manage the transcription process through a stand-alone docking station 'control centre' rather than have to implement the system across a PC network. Prices start at around £345 for the Dicta 415 kit.

Criminal firms selects nFlow for mobile working

London-based criminal and family law firm Farrell Matthews & Weir has implemented nFlow's digital dictation mobility suite. The result is fee earners can now dictate statements, affidavits or any other documents directly onto their Blackberrys or Windows Mobile devices, while working remotely from police stations and courts, and send them off to their secretaries for immediate transcription. Currently 25 fee earners, across two offices, are using the nFlow solution.

Recommind legal hold ...*continued from front page*

route-map for some time however its launch was brought forward to meet the anticipated demand following the global banking meltdown – and in fact the system is already being used by one major credit card company in the United States. Although there are other players in this market (including Autonomy's Aungate Legal Hold and the EnCase eDiscovery/Legal Hold suite from Guidance ⇨

⇨ Software) Recommind's V-P of marketing & general counsel Craig Carpenter believes the Insite product differentiates itself from the competition through its 'explore in place' technology. This allows organisations to explore information where it resides, quickly and accurately – before it is collected and placed on hold in response to an investigation or lawsuit.

Recommind say this is in contrast to other systems that 'simply index and aggregate large amounts of data without any ability to determine the relevance of such information prior to collection, resulting in the collection, preservation, storage, processing, review and analysis of far more information than required. Or, as Carpenter puts it "we offer a scalpel rather than a pick-axe."

One factor not immediately apparent (although Carpenter says Recommind plans to raise awareness of it) is the fact all parts of Recommind's growing product portfolio (MindServer, the Decisiv email and Axelerate e-discovery management systems and now Insite) are all based on the same technology so as to create a fully integrated platform for managing 'enterprise information risk' including its filing, storage, access, collection, retention, review and analysis.

• In a related development, earlier this month Recommind secured its first institutional funding – from Kennet Partners for a total of $7.5 million – in its seven year history. Recommind CEO Robert Tennant said "access to significant capital will be a key ingredient of our ability to fulfil exploding demand organically and through acquisitions going forward."

Editorial: Law firms will always need software

OK, so we are in a recession but just as the slump in the housing market has not meant a total freeze on all conveyancing – homes are still being bought and sold, just not in the same volume as last year – so law firms will continue to buy software and other IT systems. The question is: which systems will they be buying?

Quite clearly dilletante 'nice to have' systems are off the shopping list until further notice – and we can also expect less-than-vital upgrades to be postponed. But, we still predict a demand for systems that can help deliver savings, capture billable items that may otherwise be overlooked and/or claw back expenses.

Technology offering genuine, easily demonstrable efficiency and productivity gains (a good example in the UK remains digital dictation) should continue to attract interest. At least among larger City and international firms, picking over the skeletons falling out of the banking crisis closet, we can also predict a boom in demand for litigation support-related systems. As reported elsewhere in this issue, Recommind actually brought forward the launch of its new legal hold software to ensure it could ride this wave.

And then (and this should offer a crumb of comfort to the broader legal IT market) there are all those firms who need to replace legacy systems no longer capable of delivering the goods – or at least need to migrate because they have lost faith in their legacy suppliers. In other words, law firms will always need software – it just may not be your software they want.

...Charles Christian

Thought Leader: Beyond search: time for human friendly information

by Jack Halprin, V-P eDiscovery Solutions, Autonomy

The explosion of electronically stored information (ESI) and an increasingly mobile and dispersed workforce are prompting organizations and law firms to embrace a holistic approach to searching and analyzing data. When it comes to applying automation, the focus is on improving efficiency of the lawyers by eliminating the duplication of effort, improving the relevancy of information, and reducing the costs of e-discovery.

Traditionally seen as the panacea to any unstructured information management challenge, keyword search falls short when faced with the exponential growth of information across geographical boundaries, formats and languages. An innately passive technique, legacy search assumes knowledge on the part of the user, but in the legal world finding information you didn't know you didn't know is critical. The inverse of this is equally important: returning information that is specifically relevant to the case without gathering private data.

Most of these shortcomings stem from legacy search systems' inability to understand the meaning of content and take action upon that understanding. Conceptual and pattern-matching technologies can understand the meaning of content in any human-friendly format including email, voice, video and IM (instant messaging) tapping into these traditionally overlooked but invaluable information assets. A combination of keyword and pattern-matching technologies in a single platform can offer the best of both worlds.

Legal professionals no longer need to trawl through thousands of irrelevant documents to identify pertinent content. Conceptual technology brings all contextually and conceptually relevant data to them automatically and in real-time, filtering out duplicative or unrelated content. Keyword technology can then be applied for areas such as EDD review and production if agreed upon or as requested. Once the information is located, the real efficiency gains are realized when the software can go beyond finding the information and automatically ➡

➡ perform a wide range of intelligent operations on the data. For example, the ability to link lawyers to one another across the organization or firm based on areas of similar expertise. Another example would be the ability to cluster data into like categories and automatically identify the topics contained within the cluster to prioritize the review of information.

Thanks to the software's ability to understand the meaning of information, users are not required to enter keywords in a box; instead relevant topics and colleagues can be suggested based on the expert's explicit and implicit history. 'Meaning-based computing' helps ensure that lawyers are constantly kept abreast of new developments, enhancing productivity and collaboration, helping shorten e-discovery cycles and ultimately driving genuine ROI for firms and their clients.

Law firms such as Burges Salmon have embraced Autonomy's meaning-based technology as part of a pan-enterprise search and knowledge management initiative. The firm has provided its lawyers with access to more than 7.8 million documents, integrating all data sources, respecting security issues, and improving knowledge access. They use Autonomy's core infrastructure software IDOL (Intelligent Data Operating Layer) to form a conceptual understanding of information, so employees benefit from intelligent information processing. Functionality including hyperlinking to thematically similar content, and recommendations of professionals in the community with relevant expertise ensure that employees keep their finger at the pulse of information.

This type of forward-thinking at law firms and organizations alike is replacing or complementing use of legacy approaches to enterprise search and e-discovery. Ten of the top ten law firms use meaning-based computing to improve their efficiency and competitiveness. A fundamental shift in the way computers operate enables intelligence and automation to boost the relevancy of results, improve collaboration and reduce the time and costs of e-discovery. Gone are the days when pan-enterprise search and e-discovery platforms will be completely separate point solutions relying heavily on legacy keyword technology.

People & Places

Billback move to bigger offices
To provide more room for its expanding UK team, Billback Systems has moved into new offices at 22 City Road, London EC1. The main office number is 020 7246 9990. Billback's CEO Andrew Moon said of the move "The London office will shortly be poised to attack the UK market with even more gusto and also to explore the enormous opportunities in Europe."

More expansion at Recommind London
Following time with Workshare and, most recently, as SocialText's UK sales director, Ross Hargreaves has joined the UK sales team at Recommind.

FWBS appoints Hudson to marketing
FWBS has appointed Roger Hudson, most recently with LexisNexis Visualfiles, to the new role of marketing executive, at a time when the company is expanding its partner network channel.

Taylor-Delahoy now at Mishcons
Nick Taylor-Delahoy has moved from Penningtons to take up the post of director of IT at Mishcon de Reya.

IRIS hire Sandy Adam
Sandy Adam, whose track record in the Scottish legal IT includes stints with CB Systems, LawWare and TFB, has joined the sales team of IRIS Legal & Property Solutions Scotland (aka GB Systems).

Legal telcoms specialist recruits four
Legal telecoms specialist Legaltx has appointed Gavin Collett as national sales executive, along with Andy Bromwich, Wesley Hayman-Bower and Richard Taylor as regional sales executives.

JCS acquired by Cognito

JCS Computing Solutions has been acquired by Cognito Software, a subsidiary of the AIM-listed Ultima group, for £268,664. For the year ended 30 June 2008, JCS had a turnover of £285k and generated pre-tax profits of £65k. The two businesses are being merged under the Cognito brand and JCS founders Roger Jackson and Kerry Frater have been appointed managing director and CTO, respectively, of the combined company.

Insider featured job

Director of Professional Services
LexisNexis InterAction is recruiting to fill a newly created role – Director of Professional Services – on their London-based team. This person will oversee client-facing professional services activities for InterAction; including project management, strategic and technical consulting, education services & partner certification. Responsibilities extend to all geographies, exclusive of North America & travel will be required. Applicants should possess an entrepreneurial attitude, a desire to work in a collaborative team setting, 3+ years of management experience in a consulting firm or software company, and 5+ years of professional services delivery experience in an environment where multiple, simultaneous projects were conducted for multiple clients. Interested parties please contact Daniel Von Weihe on 020 7253 8771 or daniel.vonweihe@lexisnexis.com

• For a wide range of legal IT job opportunities, both with vendors and law firms, visit the Insider Jobsboard.
www.legaltechnology.com

New product launches

New managed service provider for legal
A new name in the market – Konetica – has launched a managed IT services offering for the legal sector. The company say they offer "a bespoke service tuned to the demands of individual law firms, an end to end service including 24 hour specialist IT desk support, infrastructure, software and technology updates that not only keep firms up and running but also paves the way for improved client service through IT innovation."

Founded by Malcolm Simms (the outgoing head of IT at Eversheds – he leaves in December) and Richard Leonard (also ex-Eversheds) Konetica was created on the principle that "the partnership dynamic places unique demands on a firm's IT department that only experts in the field can understand and service. As such, Konetica has developed a service which works either as a standalone or in tandem with an IT department, leaving IT directors and CIOs free to focus on developing strategies to drive firms forward."

Simms and Leonard told the Insider they recognised the need for such a service while working on Eversheds' recent outsourcing deal. Simms added that the current state of the economy was also helping firms focus on their core business and looking to find ways to operate more efficiently and economically. Konetica say they currently have two deals on the table, including one with a law firm that is at an "advanced stage".
www.konetica.com

Zylpha launch electronic court bundling
Zylpha (01962 875475) has launched an electronic court bundling module that allows users to select multiple documents on a network and generate fully indexed consolidated bundles in a PDF file format. The Zylpha system will run either as a stand-alone application or can be integrated with the LexisNexis Solcase and Visualfiles products. Zylpha business development manager Matt Fiske-Jackson said the legal departments of Leicester City Council, Oldham MBC and the London Borough of Hounslow have already installed the system and several other organisations, including private practices and ➡

⇨ local authorities, were in the pipeline and would follow over the next six months.
www.zylpha.com

InTechnology set to phone home
Managed service specialist InTechnology has launched a new product – called Home Office IP (HoIP) – to provide people working from home offices with the same quality voice and data functionality as if they were at their regular desk. InTechnology director of product management Richard Quine said the concept behind HoIP is to provide a packaged solution firms can offer to fee earners and staff who need to work from home – but with minimum impact on the firm's inhouse IT teams and IT infrastructure, as all deployment, configuration, maintenance and support is 'out-tasked' to InTechnology.
www.intechnology.com

AK-IT target network downtime
AK-IT Solutions (020 7608 7680) has become a reseller for the Abilisoft range of network monitoring systems, including the TKM (Turn Key Monitoring) solution. AK-IT say TKM is an ideal tool for the real-time monitoring of the performance, availability and degradation of both hardware and specialist legal applications, such as PMS.
www.akon-line.com
www. abilisoft.com

More people & places

FTI expand European operations
FTI Consulting has expanded its presence in Europe with the opening of a new office in Madrid. Initially the Spanish office will focus of forensic and litigation support consultancy. The office is headed up by Mariela Geier, as managing director, and Jose Maria Pineiro as director.

Davison joins Farrer & Co as head of IT
Neil Davison has joined Farrer & Co as Head of Information Technology. He joins the firm in the middle of its rollout of a new Aderant PMS. Davison joins from Reynolds Porter Chamberlain.

Senior appointment at CPA
Outsourced legal support services provider CPA has appointed solicitor Inderpal Lall to its European Legal Process Outsourcing division, with responsibility for helping customers find the right oursourcing solution.

Insider subscriptions

Hot gadget: Grundig launch wireless mike

Maintaining its reputation for being a major innovator in digital dictation technology, Grundig Business Systems has just announced the launch of the world's first USB wireless dictation microphone for professional users. Called the Digta CordEx, it retails for £344 and allows users to dictate from anywhere within an 8 metre radius of the docking station. If a user moves out of range, the device gives a visual and audible warning, while simultaneously saving the dictation to local memory.

Gossip central: Thorpe moving on

At the end of last week Pilgrim Systems announced that David Thorpe was leaving the company "in order to pursue other interests in the legal IT sector". At the time of going to press, Thorpe – probably best known in the UK legal market as the man who put Elite on the map – has, for contractual reasons, been unable to comment on these 'other interests' however as soon as we have any news we will report it on the Orange Rag blog.

New wins

Avanquest win Taylor Wessing DR deal
Taylor Wessing has awarded Avanquest a contract to provide a business continuity and disaster recovery solution for the firm's Aderant PMS across ten offices in the UK, EU and Middle East.
www.avanquest-solutions.co.uk

Olswang pick MessageLabs for email continuity
Olswang, a long term user of MessageLabs' email security anti-virus/anti-spam services, has extended its portfolio by becoming one of the first UK law firms to sign up for MessageLabs recently launched email continuity service. This uses continuous synchronisation to ensure a backup is on permanent standby. The Olswang system was supplied by Computers in the City (020 7947 2800) with additional configuration work handled by InTechnology.
www.citc.it

30 years ago today...

It was in October 1978 that Insider editor Charles Christian wrote his first article on legal technology. It was about a solicitors accounts system that ran on a Triumph Adler visible records card minicomputer. Two years later he became the *Law Society Gazette's* first regular IT columnist. Then, in 1985, Christian was appointed editor of *Practice Today*, the world's first (albeit short-lived) magazine devoted to law office technology. Fax machines and CP/M were hot topics back then. In the intervening 30 years, he has sat through an estimated 2638 demos of legal software applications. This has led him to formulate *Christian's Two Laws of IT Presentation*s. The first is the quality of any demo is in inverse proportion to the size of the presenter's laptop. While the second law states that the more senior the person giving the demo, the less competent they will be both in terms of their knowledge of the product and their familiarity with the presentation system.

Legal Technology Insider

The Insider is the UK and European legal technology industry newsletter now read by over 7000 legal IT professionals. For editorial, advertising and any other information visit www.legaltechnology.com

Editor-in-Chief: Charles Christian
Tel: 01986 788666 – Fax: 01986 788808
Email: news@legaltechnology.com

Next issue...
The next issue of the Insider (No. 214) will be published on November 20, 2008. The editorial deadline is November 17. In the meantime keep up with the latest news by visiting our blog at www.theorangerag.com