



ECLIPSE

**Winner - Integrated System of the Year  
Legal Technology Awards 2008**

www.eclipselegal.co.uk

info@eclipselegal.co.uk

01274 704100



**LEGAL  
TECHNOLOGY  
INSIDER**

## All change places for firms and vendors

There's a lot of movement taking place in law firm and supplier senior management. At Osborne Clarke, which has just announced a £50 million, 7 year outsourcing deal with Integreon, among the 75 staff moving from the firm to Integreon (under the TUPE deal) are chief operating officer Chris Bull, who joins Integreon as European COO with immediate effect, plus the firm's infrastructure & IT head Nathan Hayes and head of information services Eleanor Windsor. At LexisNexis, Aamir Yusuf, the head of development for the practice & productivity management business (aka the old Axxia and Visualfiles operations) has resigned and will join the IRIS Group once he's cleared his 3 month notice period. Meanwhile the LexisNexis team has been joined by Peter Dye and Matt Gregg as, respectively, commercial director (corporate & public sector) and head of professional services.

## February's big launch: Eclipse DMS

A long standing grumble among many firms is while they need more than they have at the moment to deal with document management, they cannot justify the investment in a full-blown DMS. Eclipse Legal Systems is hoping to gain ground here with the launch of enhanced document management functionality in its Proclaim software. The enhancements comprise: an EDS (economic document send) tool to manage document generation (by email, fax or hard copy) on a per-client or per-document basis in line with SLAs and client preferences; and a GKS global search tool. The latter offers keyword searching within Proclaim and across a firm's entire network. Results can be saved within a precedent or knowledge bank for subsequent use.

## February's big deals

### Mills & Reeve select Recommind

Mills & Reeve has become the latest UK firm to select Recommind's Mindserver enterprise search system to power its knowledge management platform.

### Blackadders have a cunning workflow

The private client department at Dundee-based Blackadders has implemented a new Executry/Probate BPM/workflow system from FloSuite. The firm says the system, which handles both testate and intestate matters, has already generated efficiency gains of around 50% in the processing of executries.

### Two more sign up for Litera

Two more UK law firms – Thomas Eggar and Freshfields Brickhaus Deringer – have selected the Litera Corp's Change-Pro 'total document comparison' software. The Litera system is claimed to be the only product that can compare all aspects of a document, including embedded objects (Excel, Visio), and inserted images (jpeg, tiff, bmp, gif etc) as well as offer redlining in Word, Excel, Powerpoint and PDF.  
[www.litera.com](http://www.litera.com)

### Plan-Net wins Simmons contract

In the latest phase of its Programme Vanilla technology refresh, Simmons & Simmons has selected niche IT support provider Plan-Net to supply a global service desk.

### Wedlake Bell refreshes comms with NEC


Wedlake Bell has gone live with a new open standard, SIP based communications infrastructure from NEC Philips Unified Solutions. The project includes an email upgrade to Microsoft Exchange 2007.



**Explore Your Options  
For Higher Profits**



www.aderant.com/explore



Sophisticated **Search, Review** and **Analysis** Made Simple  
 MindServer™ Legal - Deciaiv™ Email - Accelerate™ eDiscovery - Insite™ Legal Hold

For more information, contact: Simon Price, +44 20 7785 7242

## New product launches

### ClearPeople's new Sharepoint products

ClearPeople has launched two Sharepoint desktop tools – CorpCast and PeoplePoint – for the legal market. CorpCast provides a way to notify users in real-time of any changes to Sharepoint lists and PeoplePoint allows access to Sharepoint personal profiles direct from the desktop.  
[www.clearpeople.com/SharePointDesktopTools](http://www.clearpeople.com/SharePointDesktopTools)

### MDA Searchflow launch HIP locator

MDA Searchflow has announced plans for a free online 'HIP locator' to provide conveyancers with a single point to locate home information packs and order any refreshed or additional online searches necessary to progress a transaction. The HIP locator service will be available free of charge to conveyancers who log in or register with MDA Searchflow to request a search, and also for estate agents and HIP companies to participate and lodge HIPs.  
[www.searchflow.co.uk](http://www.searchflow.co.uk)

### Giving an easy start to managed services

e-know.net has launched an 'easyStart' option for law firms concerned about the financial aspects of switching to managed services in a recession. Managing director Nigel Redwood said that while the ongoing monthly pay-as-you-use pricing model was attractive, even the relatively small upfront capital outlay migration projects demand (to cover consultancy and implementation) was a deterrent. e-know.net has therefore introduced easyStart to eliminate these outlays by offering discounts on hardware, a 20% cut in consultancy rates and the ability to roll consultancy fees into a standard contract amortised over 36 months.  
[www.e-know.net](http://www.e-know.net)

## Harper Macleod BI project on track thanks to Acuo

Back in September we reported on the fallout surrounding the collapse of Glasgow software house EJS and fate of its Law Cube business intelligence system, which had been installed at Harper Macleod. Since then, Acuo Consulting (0141 204 2678) has acquired the IP rights to the system from the liquidators and moved in to Harper Macleod. According to Acuo managing director Forbes Hamilton, the original Law Cube product was "not fit for purpose" with data refreshes taking at least 2 hours to run, the system often failing "due to coding errors" and requiring a separate server to handle the processing.

Since then, Acuo has redesigned the product – now called Law3 – "from the ground up" to provide greater analysis capabilities and faster processing. The new version, which runs on the firm's Pilgrim Lawsoft PMS platform, has now reduced reporting times from over 2 hours to between 7- to-12 minutes. Based on the results from Harper Macleod, Acuo estimate Law3 can pay for itself in six weeks – the payback coming from increased billings through better fee earner focus on billable work.

In other Law3 news, Acuo has changed its pricing model to a licence fee of £2500 per month for the first year, followed by £625 per month thereafter. Acuo is also taking legal action against Decision Solutions, another EJS offshoot, alleging Decision Solutions' own new BI product Legal-i uses core code associated with the old Law Cube product. Back in October, Vickilynn Clark of Decision Solutions told us she planned an immediate rebuttal to Acuo's allegations.

[www.acuo-consulting.com](http://www.acuo-consulting.com)

## Microsystems extends UK hours

Microsystems has extended its email-based Document Emergency Room (DocER) support hours for UK customers. The service – which can turn around repairs (such as problems with formatting, numbering and version migrations) to Word and PDF documents in two hours – is now available from 9:00am to 2:00am.

**LOOKING FOR A WORKSHARE ALTERNATIVE?**

See the difference



E: [info@docscorp.com](mailto:info@docscorp.com)  
[www.docscorp.com/comparedocs](http://www.docscorp.com/comparedocs)



**Still paying to keep everything forever?**

You should be talking to The Content Experts™

[www.opentext.com/legal](http://www.opentext.com/legal) [info.uk@opentext.com](mailto:info.uk@opentext.com) +44 (0)1494 679 747

Open Text is a publicly traded company on both NASDAQ (OTEX) and the TSX(OTC). Copyright © 2009 Open Text Corporation.

**OPEN TEXT**  
The Content Experts™

## Workshare end-of-lifing DeltaView redliner

With the formal end-of-life for Workshare's market leading redliner product DeltaView now just over a month away on 31st March, the company says over 75% of existing DeltaView customers have already demonstrated their faith in the company by migrating to the Workshare Professional product.

Workshare currently has over 500 organisations signed up as beta sites for Workshare Professional service release 2.0. New features of sr2.0 include the ability to run document comparisons on embedded Excel tables, metadata cleaning for Blackberrys and more centrally managed, server-end processing, including support for SOA (server oriented architecture) via Sharepoint portals.

- In a related development... Workshare and document recognition specialist ABBYY are to work together to integrate ABBYY's OCR technology into Workshare Professional. Workshare CEO Alan Fraser said the reason for the partnership was "Our customers are demanding document comparison and recognition solutions to support a full range of PDF files and documents."

[www.abbyy.com](http://www.abbyy.com)

## New wins

### Three more firms connect with SOS

Three more firms have ordered the SOS Connect practice and case management system. The firms are 6 partner Toller Beattie LLP in Barnstable, plus Heaney Watson in Liverpool and Cooke Young Keidan in central London.

- JBS Solicitors, a new start-up, has become the latest firm to sign up for the SOS Virtual Practices SaaS and outsourced legal cashing service

### And three more wins for TFB

TFB has also announced three more firms taking up its Partner for Windows case and practice management software. They are AJA Solicitors in north London, Long & Humphrey on the Isle of Man and Caroline Coats Solicitors in Southampton. The latter firm is replacing its ➔

➔ incumbent IRIS Opsis system in favour of TFB's conveyancing software and is also installing TFB's Digital Dashboard desktop reporting application.

### Eversheds unified with Azzurri

Eversheds has completed the implementation of a new LAN and IP telephony unified communications infrastructure at its head office. The system was designed and deployed by Azzurri Communications.

[www.azzurricommunications.com](http://www.azzurricommunications.com)

### All systems Geo for Taylor Wessing

Fibre networks provider Geo has signed a long term contract with Taylor Wessing to supply a dedicated fibre optic network linking the firm's New Street Square EC4 offices and with its central London datacentre. The network will be routed through the City's Victorian sewers.

[www.geo-uk.net](http://www.geo-uk.net)

### Customer service pays off

East Anglian law firm Kenneth Bush Solicitors is upgrading its hardware and software to run the latest Liberate version of Linetime's accounts and case management software, along with Linetime's B2C web access portal. The firm has been running Linetime software since 1990, managing partner Jonathan Eales commenting "Robust and functional software is important but the ongoing support and commitment of your software supplier is just as vital."

### Rouse & Co decide to Track-It!



Rouse & Co has selected Numara Software's Track-It! help desk system to provide the firm's 15 global offices with a centralised platform for dealing with help desk calls and meeting SLS targets.

[www.numarasoftware.co.uk](http://www.numarasoftware.co.uk)

**175 fully qualified UK based legal secretaries  
available when you need one.**

The No 1 onshore outsourcing company working seven days a week

**Dictate  
NOW**  
Outsourcing  
0845 601 7726

	<p><b>DocsCorp Seminars - More than a Workshare Alternative!</b></p> <table border="0" style="margin: auto;"> <tr> <td style="text-align: center; padding: 0 10px;">27<sup>th</sup> February London</td> <td style="text-align: center; padding: 0 10px;">3<sup>rd</sup> March Birmingham</td> <td style="text-align: center; padding: 0 10px;">4<sup>th</sup> March Jersey</td> </tr> </table> <p>To register contact Yasmina Balleche on +44 (0) 20 7680 4466</p>	27 <sup>th</sup> February London	3 <sup>rd</sup> March Birmingham	4 <sup>th</sup> March Jersey	
27 <sup>th</sup> February London	3 <sup>rd</sup> March Birmingham	4 <sup>th</sup> March Jersey			

## New product launches

### Restyling the Tikit way

Tikit has launched an addition to its TMS template management suite. Called ReStyler, it has been developed in conjunction with the UK Document Excellence Group to provide a new toolbar within Word, that allows users to convert documents into legal industry standard formats (following UKDEG's standard style names initiative). Because the system can automatically map styles using a firm's existing templates, it is also possible to change the formatting of a document into a firm's house style in a matter of minutes. Other features include the ability to convert batches of documents when rebranding or making house style changes and fixing documents containing a mixture of automatic and manually applied numbering.

### Veriphy increases data check options

Data provider Veriphy (0845 0948931) has extended the range of identity and security checking services it offers. Along with its anti-money laundering checking service (soon to be extended to the Republic of Ireland) it can now also offer driving licence checks, as well as property valuation and property reinstatement values. All services are offered on the same pay-per-use basis.

[www.veriphy.co.uk](http://www.veriphy.co.uk)

### Secure FTP access from TFB

TFB plc has launched a new FTP service for transferring data between the company and customers. Called Serv-U, it supports FTP and HTTP protocols, including option SSL secure encryption and offers an alternative to transferring files and data via encrypted CDs or USB drives.

## Readers' poll: Too much information ?

Apart from helping free Stephen Fry from a jammed lift (although a mobile phone or even pressing the alarm button would presumably have achieved the same objective) what is the purpose of Twitter? Then there are other Web 2.0 channels such as LinkedIn, which was recently given new and improved links into the Interaction CRM. And, to be honest, we've never been entirely convinced there is a sound business case for SMS/text and instant (IM) messaging – apart from sending clandestine messages to lovers and/or insider trading partners.

For this month's Readers' Poll we are therefore asking whether there is a serious business use for these technologies and is their usage increasing or decreasing. You can find the survey link on top right of the Insider website and, as ever, all responses are confidential.

[www.legaltechnology.com](http://www.legaltechnology.com)

## New wins

### Busy month for Phoenix

Phoenix Business Solutions has enjoyed a busy month, winning orders to supply the DocsCorp pdfDocs suite to four more firms: Hammonds, Peter Carter Ruck, Veale Wasbrough and Mason Hayes + Curran in Ireland. Veale Wasbrough has also selected Phoenix to implement its new Interwoven Worksite DMS, while another four firms have bought Phoenix's own Workspace Assist application for Interwoven workspace management. The four are Bird & Bird, Herbert Smith, Ashurst and Mason Hayes.

### Capsticks buy Whitehill One via Saturn27

In a run-off with a Tikit/Metastorm solution, Capsticks Solicitors has selected Saturn27 to implement a Whitehill One BPI system. (Whitehill is now part of the Oracle group.) The deal includes Saturn27 implementing Whitehill with the firm's Elite PMS and LexisNexis Visualfiles case management systems. In other news... CMS Cameron McKenna is using Saturn27 to help set up new Whitehill billing templates for its Moscow operation; and, Saturn27 has released v2.0 of its i-balance system, which helps maintain the integrity of Elite databases.

**Over 25% of the Top 100 Legal Firms use the InTechnology LANnet network.**

InTechnology has a market leading range of managed data and IP voice services that are seamlessly integrated and delivered over our unique next generation IP network.

[www.intechnology.com](http://www.intechnology.com)

**inTechnology**



“ Document creation solutions that drive cost and risk out of your business. ”

Digital dictation | Speech recognition | Data leak prevention

[www.src.co.uk](http://www.src.co.uk)

## Is speech recognition making a comeback ?

Nineteen years after Dragon launched its first speech recognition system (it ran on DOS and cost £6000), SRC has announced details of a speech recognition system (SRS) deployment within the legal department of the London Borough of Lambeth. The SRS is being integrated with the department's existing Winscribe digital dictation workflow software, with the objective of further improving document turnaround times by allowing fee earners to transfer drafted text and voice files to secretaries for correction and completion. SRC's CEO Chris Hart says Lambeth is not a one-off and that the company is currently working with 10 law firms that have deployed or are looking to deploy speech recognition, either as a stand-alone solution or integrated with the Winscribe DDS.

In a related development, SRC is holding a half-day (starts 9:30 for 10:00am) seminar at the Law Society in London, on 1st April, on the subject of speech recognition for larger firms. Speakers include Insider editor Charles Christian, as well as staff from Nuance and SRC. There will be demos of the latest version of Dragon SRS software, as well as SRC's new Legal Edition Vocabulary, however the emphasis of the event will be looking at ways speech recognition can provide cost savings and improve document creation efficiencies. Admission is free but it is essential to reserve a place. Call 020 7471 0100 or visit [www.src.co.uk/morewithless.html](http://www.src.co.uk/morewithless.html)

## Digital dictation news in brief

### Top 250 Howells goes live with Bighand

Top 250 firm Howells has gone live with Bighand digital dictation after rolling it out to 140 users across its Sheffield and Rotherham sites. As a result of the implementation, Howells will now also provide administrative support, via terminal services, to two local community legal advice centres, in line with the recent announcement of legal aid 'route maps'. Although the firm had been considering a switch to digital, plans were brought forward after much of Howells' tape dictation equipment was damaged by ↪

↪ flooding in late 2007.

- Guernsey-based law firm A O Hall has also gone live with a Bighand DDS. Along with replacing legacy tape, the firm has opted for Bighand's Blackberry Edition so lawyers who frequently travel abroad can now also take advantage of the new dictation and transcription system.

### City firm deploys nFlow v5.0

Another top 250 practice – City firm Devonshires – has replaced its mixture of tape and digital dictation with nFlow's v5.0, second generation, Microsoft .NET DDS. The system will initially be used by 120 users across the firm's social housing, projects/PFI/PPP, employment, property, corporate finance and litigation (including fraud) departments. The firm has also installed nFlow's Blackberry application.

### Voicepath awarded new ISO 9001:2008

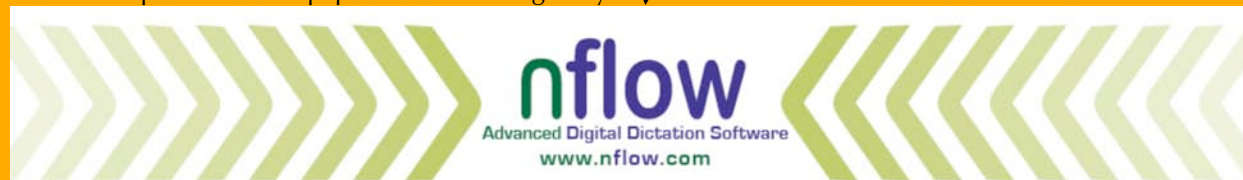
Outsourced transcription specialist Voicepath has become one of the companies in the legal IT sector to be certified for the new ISO 9001:2008 quality standard. The new standard was introduced in November last year.

[www.voicepath.com](http://www.voicepath.com)

### Outsourcing in a recession makes sense

Outsourced transcription specialist DictateNow say that outsourcing makes more sense than ever in a recession. Among the reasons they give to outsource are: cost – on average 40% cheaper than employing secretaries and temps; low start up costs and no monthly commitments; and a 24/7 service, with 98% of dictations returned typed in under 45 minutes. The latest firm to sign up with DictateNow is London legal aid practice Hereward & Foster. DictateNow works with Bighand, Winscribe, nFlow and V7 platforms.

[www.dictatenow.com](http://www.dictatenow.com)



## People & Places

### New face at Interaction

Gina Connell has joined LexisNexis Interaction as the third member of the CRM supplier's new client advisor team. Connell was previously senior manager BD & CRM at Field Fisher Waterhouse, where she looked after that firm's Pivotal system, and before that at Salans.

### Sharp moves from Elite to Hubbard One

Elite's UK marketing & communications manager Alison Sharp has moved over to Hubbard One, another part of the Thomson Reuters empire, to take on the newly created full-time UK and European marketing manager's role.

### Bishop joins DocsCorp from Axxia

Kevin Bishop has joined DocsCorp EMEA as the company's new channel & business development manager. Bishop has over 15 years' account management experience in the IT sector, including the last 5 years at what is now LexisNexis Axxia.

### MDA appoint Hinton head of biz strategy

MDA, the company behind a lot of the UK's NLIS, property search, HIPs and e-conveyancing businesses, has appointed Richard Hinton as head of business strategy for the company's information products group. Before joining MDA, Hinton held a number of senior roles at what is now LexisNexis Visualfiles.

### FTI appoint four London directors

FTI Consulting Inc has appointed four new senior managing directors, who will be working out of the London office. The four are: Liam Holder, previously a senior partner at EC Harris LP, and Paul Doxey, ex Navigant and Arthur Andersen on the forensic and litigation consulting team, plus Martin Kellett and Nick Crossfield, who were both previously at Kroll Talbot Hughes, on the corporate finance team.

## Thought Leader #1: What's in store for legal marketing technology ?

by Chris Turk, managing account director, Hubbard One

The last decade saw the arrival of a range of technologies for law firm marketing departments: e-commerce, wireless devices, email marketing, RSS feeds, blogs and user generated content, to mention a few. Some tools, such as email marketing, have moved quickly from being purely experimental to becoming a fundamental part of a law firm's marketing portfolio. Currently, over 90% of firms with more than 50 lawyers run baseline email marketing campaigns yet, as a differentiator, this no longer provides firms with a cutting edge. This is what keeps firms looking ahead for the next big thing: the killer technology that will provide clear competitive advantage.

Before projecting what 2009 might bring, let's review how legal marketing technology progressed in 2008. At the end of 2007, the first awakenings of Web 2.0 were being felt. New ways of sharing information were emerging on social networking sites and law firm marketers were starting to think about how to transfer this to a business-to-business environment. Our prediction was firms would experiment with video and those not quite ready to take this step would try audio services, such as podcasts, as an entry into the world of Web 2.0. In addition, reinvigorated by the success of Google, site search was ripe to re-emerge as a powerful new tool for helping website visitors access information quickly and accurately.

Both audio and site search proved their worth last year and are no longer an afterthought when it comes to website implementation, with around 85% of inhouse lawyers using the web to research topics that affect their business. Video, whilst not yet embraced universally, proved a differentiating technology in 2008. A 2008 Hubbard One survey of general counsel showed 45% of respondents felt it would be helpful for law firms to offer video interviews of clients describing matters relevant to them and 20% said they would download podcasts from firm websites.

So what does 2009 hold? We believe that three key trends will emerge and flourish next year: search engine optimisation, meaningful globalisation and the ongoing acceptance of new social networking tools.

Website indexing is no longer the cumbersome manual process it once was. Google represents over 70% of ➔

Enhance your Legal Case Management Solution

Outside In® Technology

www.outsideinsdk.com  
marcus.bullingham@oracle.com

ORACLE

⇒ all searches globally and has instilled new confidence and expectation that search will be available on websites and be highly accurate at locating information. Law firm websites today no longer consist purely of brochureware. They are rich sources of information, containing blogs, multimedia presentations and online legal services – all of which are extremely valuable to visitors keen to learn more about a firm. Visitors, many of whom will arrive at a site with a specific topic in mind, expect an easy route to their information. Site search tools that can unearth content and categorise it according to its medium (article, podcast or video presentation) will become expected as the norm by an increasingly time-poor audience.

A range of other search engine marketing strategies will be employed, including ‘paid for’ search terms to guarantee high listing on search engine sites. Paid for terms are likely to be used as part of a focused optimisation program where the firm uses specific search terms to drive traffic to a practice area or other targeted content. Firms will be less inclined to spend money on broad, generic descriptors, but will instead use search to drive traffic interested in a specific service the firm is aiming for market-leadership in, or to promote a high-performing lawyer with an impressive track record.

Eight years ago a globalised website meant an English language website would have a link to a PDF brochure in a language relevant to an office’s geographic location. Four years ago we began to see firms replicating website content in the language of the region they operated in. In 2009 we will see a third wave of website globalisation emerge. This will involve firms providing specific information to an audience targeted in a geographic region, talking directly about the capabilities the firm possesses in a particular area of law. Firms will want the flexibility to not only market their services in the UK but also in the other countries they operate in. They will want the ability to upload content such as publications, awards, articles, and other material contextually relevant to that country, and then initiate online marketing campaigns to draw audiences to that content.

The dramatic rise of social networking sites, such as Facebook and LinkedIn, will see law firms working hard to leverage such sites’ ability to bring together communities of interest. Some firms are already using social networking sites to invigorate their recruitment efforts and to reach out to people interested in topics they have specific ⇒

⇒ expertise in. Creating ‘favourite’ pages, posting photos of events the firm has held, and listing ‘fans’ of the firm – are all means by which a firm can reach out to its audience, providing them with a rich tapestry of information about the firm that speaks far louder than a website brochure.

## EMEA news in brief

### Two major wins for Recommind

Recommind has announced details of two new wins in Continental Europe. The first was from the German federal antitrust agency – the Bundeskartellamt – which will be deploying Recommind’s Axcelerate e-discovery software to help organise and sort terabytes of data in the early phases of investigating allegations of antitrust law violations. The second order, for the company’s MindServer search system, was placed by Polish lawyers Wardynski & Partners and will be rolled out to 250 staff in the firm’s Warsaw, Poznan, Wroclaw and Brussels offices.

### Tikit Spain – zero to 40 in five years

Five years after entering the Spanish IT market in 2004, the Tikit Group is reporting that it has 40 active client engagements on its books with Spanish law firms. Tikit Spain director Carlos Garcia Egocheaga said it was particularly gratifying to build long term relationships with firms, with the result they were now getting repeat and multi-project business.

### Interwoven: on the march across Europe

After a short ceasefire, the DMS war has broken out again between Open Text and Interwoven. In the latest bout of “bashing the bird” Interwoven reports that not only did it swap-out, worldwide, 49 former Hummingbird/Open Text sites last year, but is also making big inroads into the Continental market. There, 40 of Europe’s 100 largest law firms now use Worksite, including 75% of the top 20.



**Visualfiles & SolCase**

Seamless Integration  
& Enhancements

Call 0207 863 3189

your IT system integration specialists

www.saturn27.com

**saturn**

The Partner of Choice

27



For 25 years **COPITRAK** have supplied quality cost recovery/management solutions. We **LISTEN TO** our customers' requirements to develop, implement and support them. We are in the business of saving **YOUR BUSINESS** money.

Call us on 0207 621 2350 to find out more or visit us at [www.copittrak-europe.com](http://www.copittrak-europe.com)



## Blackberry news

### Continuous Blackberry availability event

The Neverfail Group, in conjunction with O<sub>2</sub> is holding a free breakfast briefing (8:30 – 10:00am) at the Law Society, Chancery Lane, London, on Wednesday 11th March. The topic is high availability and disaster recovery solutions for the Blackberry Enterprise Server environment and aimed at firms who need to keep their mobile workers connected 24/7. For details email [shoyle@neverfailgroup.com](mailto:shoyle@neverfailgroup.com)

### Keep your Blackberry metadata clean

3BView has launched 3BCleanMobile, a document metadata cleaner for mobile devices including PDAs and Blackberrys. This is a centrally-managed server-based system and is currently available on a free trial – for details email [info@3bview.com](mailto:info@3bview.com)

### Converting SMS text to email

Cortado has launched a free utility that lets Blackberry users to read and reply to text messages as emails, both on their Blackberrys and on PCs. Called SMS2Desk, it is available as a free web download – the site also gives details of Blackberry model compatibility.

[www.cortado.com/sms2desk](http://www.cortado.com/sms2desk)

## Fresh on the radar

We are hearing more and more about a DMS consultancy called Tiger Eye Consulting (01932 847623) who can help firms get more out of their Interwoven Worksite platforms. Tiger Eye are also now working with other software vendors on DMS integration projects. Law firms they have worked with include Schilling, Davidson Chalmers and Thomas Eggar.

[www.tigereyeconsulting.com](http://www.tigereyeconsulting.com)

## Thought Leader #2: Sharepoint as a legal DMS – are we there yet ?

by Bart van Wanroij, senior consultant, Epona

If you're in the process of selecting a DMS, chances are Sharepoint may come up in the discussion. Already popular among large corporations as an intranet, extranet and collaboration platform, Sharepoint is now also being considered as an at-hand DMS alternative. But its readiness for the specific demands of the legal sector has yet to be proven. But why?

Microsoft Office Sharepoint Server (MOSS) 2007 was built for collaboration. Users can not only build project sites limited to collaborators authorised on a matter but also upload and retrieve documents and generate versioning reports as well. Accessible via the web, MOSS is usually installed on Windows Sharepoint Services (WSS) 3.0, the latest version of WSS. This adds additional features, such as item level access control, versioning and workflows. The appeal for a DMS based on a Sharepoint platform lies in these proven capabilities – and possibly the availability of a free WSS licence with Windows Server.

But evaluating your business needs at selection is key if you don't want the new system to become a hurdle to the way you work. For example, there are storage limitations – migrations to Sharepoint are limited by size and so can be tedious. Furthermore, the search tool provided in WSS 3.0 allows only basic searches, contains no filters, and only displays smaller files with no previews.

However the core capability that cannot be ignored is the lack of an email management email tool. Where other industry-savvy vendors have caught up, Sharepoint still requires users to save and upload emails individually, or forward messages to Sharepoint or Exchange email addresses assigned by the Sharepoint document library. Emails are then saved as MSG files, stripped of all original message information, including the internet message ID. This is a major drawback for compliance and in matters of litigation where authenticity is critical. Whether turning to custom developments or third-party vendor add-ins, additional tools are a necessity for a successful Sharepoint DMS implementation. ➔



**DOCAUTO**

Manage Your

WorkSite • Content • Security

(800) DOCAUTO • [www.docauto.com](http://www.docauto.com)

**WorkSpace Manager**

For WorkSite

The Industry Standard For Full  
MCC Management

Trusted by Hundreds of Firms Worldwide







⇒ Finally, there is what we've termed the Ghostbusters effect. If something goes wrong, who are you going to call? As the use of the Sharepoint DMS expands to accommodate differing department needs, the more complicated it is to identify the vendor responsible for a problem. So although this is hardly a pitfall of Sharepoint itself, it is something to keep on the evaluation criteria when integrating too much into a platform.

Commercial legal DMS vendors, such as Interwoven, have already compensated for these requirements. Most law firms with the technical and financial means use industry standard solutions for this reason. However corporate legal departments face corporate systems auditing policies, some of which are based on Sharepoint technologies. Realistically, WSS being available free is a strong argument in the current economic environment. For some firms that itself is a decision factor. As for the original question posed above... for the most part, we're not quite there yet, but with the right project team and add-ins, Sharepoint can offer a solution which for some may be better than none.

- Epona is publishing a *Sharepoint vs. Worksite as a DMS for the Legal Sector* whitepaper – see [www.epona.eu](http://www.epona.eu)

### Online news in brief

#### Weightmans launches disease resource

Weightmans has launched an online reference resource for claims handlers, risk/insurance managers and health & safety officials who deal with eight of the most prevalent occupational diseases (including silicosis, white-fingers and asbestos related claims) in a professional context. Access is available for an introductory price of £150. [www.disease-i.com](http://www.disease-i.com)

#### Comeback! We've never been away

Last month's news story asking if online legal services were making a comeback prompted Norwich lawyer Tessa Shepperson to comment that her landlord law site has never been away – and has been consistently online since 2001. The site now also offers D-I-Y training kits on specific areas of landlord and tenant law, delivered by Moodle open source course management software. [www.landlordlaw.co.uk](http://www.landlordlaw.co.uk)

### Insider subscriptions

Legal Technology Insider is published every month and available only on subscription. UK rates: one year @ £145 for 11 issues or two years at £240 for 22 issues. Rest of World: £165 pa or £280 for two years. Payment in £Sterling.

To subscribe or apply for a FREE TRIAL subscription, copy, complete & return this form to Legal Technology Insider, Oak Lodge, Darrow Green Road, Denton, Harleston, Norfolk IP20 0AY, UK

✂-----  
 Name.....  
 Firm/Organisation.....  
 Address.....  
 Post/Zip code.....  
 Tick boxes or complete as appropriate:  
 • Three free issues trial subscription   
 • I enclose my cheque for £.....  
 (payable to Legal Technology Insider) for one year  or two years  subscription.  
 Send receipt  Please invoice me   
 Purchase Order No:.....  
 • Please charge my  
 Visa  MasterCard  Amex   
 Cardholder's Name  
 .....  
 Card No:.....  
 Start Date: / / Expiry Date: / /  
 CVC 3 or 4 digit security code: / / /  
 Card billing address postcode:.....

ISSN 1740-5033 © Legal Technology Insider 2009  
All rights reserved. Published by Legal Technology Insider Ltd. No part of this publication may be reproduced without consent. While every effort is made to ensure the accuracy of information, no guarantee is expressed or implied and the Publisher does not accept liability for any loss or damage that may arise from errors or omissions. All brand names and trademarks are acknowledged. **Privacy policy:** we do not sell or disclose the names, addresses or contact details of our subscribers to anyone... ever!

**MARKS | BAUGHAN & CO.**  
**Investment Banking for Legal Technology**

Contact:  
 John Jacobs  
 +44 203 201 5900  
 jjacobs@marbau.com  
 www.marbau.com



The ONLY Case Management INSIDE MS Outlook™

The Law Society recommended provider



www.dpssoftware.co.uk

## The Backpage

### Marathon man

What better way to celebrate your 50th birthday than running 26.2 miles in the London Marathon on April 26th? This is what David Thorpe (now Aderant's EMEA general manager) plans to do, with the intention of raising money for the NSPCC children's charity. To make matters worse, the Thorpedo is still nursing an injured achilles tendon from an old running injury and – as part of his training – has been dry since the start of this year. You can support his cause by visiting [www.justgiving.com/old\\_david\\_thorpe](http://www.justgiving.com/old_david_thorpe)

### Who you going to call?

With so many legal IT suppliers changing hands in recent months (and several more looking for buyers), who do you turn to when you want advice on the legal aspects of the deal. In the case of the recent IRIS acquisition of AlphaLaw, it was the business services team at Penningtons (headed by partner Charles Brooks) who acted for John and Simon Meehan, the shareholders of AlphaLaw. CMS Cameron McKenna acted for IRIS.

### E-discovery meets academia

By coincidence this month, two stories with the common theme of e-discovery meets academia. The first is the University of Glamorgan has teamed up with US computer forensics and e-discovery company AccessData to offer what are believed to be the world's first accredited computer forensics courses. The courses, running from September 2009 and available to undergraduates and postgrads, are intended to provident students with hands-on, practical experience of computer forensic technology to accompany their theoretical study of the subject.

The second story involves Dr Jan Scholtes, the CEO of ZyLab, who has just been appointed Extraordinary Chair of Text Mining for the Department of Knowledge Engineering at the University of Maastricht in the Netherlands. Scholtes has been working on a permutation of Moore's Law, namely that as computing power doubles every 18 months, so there is an increasing information overload, requiring more advanced search technologies to manage, locate and retrieve specific items of data.

## 25 years ago today...

We don't usually dwell in depth on corporate anniversaries but the background information supplied by DPS Software – which this month celebrates 25 years in business (it was originally called Micro Computer Services) was so intriguing we couldn't resist. So, along with the formation of MCS, 1984 also saw: the launch of the Apple Macintosh; the start of a 12-month long coalminers strike; the space shuttle *Discovery* take off on its maiden voyage; Archbishop Desmond Tutu win the Nobel peace prize; the release of Prince's album *Purple Rain* and the premiere of the Arnold Schwarzenegger movie *The Terminator*.

## Vital statistics: 15%

According to one legal software vendor, if they are lucky they will only suffer a 15% fall in recurring income as a result of customers cancelling support and maintenance contracts this year.

## 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](http://www.legaltechnology.com)


### Editor-in-Chief: Charles Christian

Tel: 01986 788666 – Fax: 01986 788808


Email: [news@legaltechnology.com](mailto:news@legaltechnology.com)

### Next issue...

The next issue of the Insider (No. 218) will be published on March 26, 2009. The editorial deadline is March 20. In the meantime keep up with the latest news by visiting our blog at [www.theorangerag.com](http://www.theorangerag.com)



Interwoven  
**UniversalSearch**  
Professional Services Edition



Adapting the simplicity and power of Internet search to the complex information needs of professional services firms.

For more information, please contact Adam Wiles. Email: [awiles@interwoven.com](mailto:awiles@interwoven.com)