New look Workshare gets user thumbs-up

The new management have been telling us all this year that the Workshare leopard could change its spots, learn the mistakes of the past and restore its relations with its customers – and they appear to have done it. The feedback coming out from the company's latest EMEA user group meeting earlier this month in London (there were about 80 delegates present) was all positive. It is probably best summed up in the words of one law firm IT director's tweet "Excellent Workshare user group, honesty about the past, release info in the short-term, strategy for the future. Worth the trip."

When we spoke to Workshare's EMEA V-P Frank Boening after the event, he admitted that "One thing we never did in the past was listen," before going on to say that "after nine months of internal re-organisation and re-invention, we are now moving away from the old Workshare." But what does the future hold for the 'new Workshare' ?

The next release on the horizon is Workshare Project SR3, which is already being alpha tested by two firms, with more user input sought for beta testing. Boening says SR3 is all about usability and addressing outstanding user issues, such as email performance. However the next big release will be SR4 (codenamed Himalaya) in the second half of next year. Although Workshare already has some ideas on the direction this release should take, as part of its new approach to development, it is ⇨

⇨ also seeking to recruit users to join a working party that will help shape this product.

Boening says along with integration with Microsoft Office 2010 features (such as co-authoring) SR4 will see Workshare moving into the document lifecycle management arena, via a Sharepoint portal, and starting to "consolidate the desktop." On this latter point, Boeing means instead of juggling multiple applications, users will have just one suite of document production tools covering such tasks as styles, templates and hygiene. Boening refused to be drawn on whether this desktop consolidation would be through inhouse technology and/or acquisition, preferring instead to gnomically comment that Workshare was "humbly bullish on the path to Himalaya".

• In other Workshare news... Karen Jacks of Bird & Bird was elected chair of the EMEA user group. And, Workshare is launching a Compare for Excel free add-on for registered users. Earlier this autumn Workshare launched a similar add-on for PowerPoint, which has now already been downloaded over 50,000 times.

December's big deals

LG go with DTE Axiom via Phoenix
Lawrence Graham is the latest firm to select the DTE Axiom time recording and capture system from European distributor Phoenix Business Solutions. LG's IT director said DTE Axiom would fit in well with both Blackberrys and the firm's soon to be rolled-out Windows 7/Office 2007 desktop environment.

Farrer & Co streamlines with LexisNexis
Farrer & Co has selected LexisNexis Streamline as its new business process management platform. The implementation project includes integrating Streamline with the firm's Aderant PMS, Open Text DMS and InterAction CRM systems.

Virtualisation will save Burges Salmon £30k pa

As part of its preparations to move into new offices next May, Burges Salmon has implemented a server virtualisation strategy in conjunction with Commercial IT Services. The firm estimates that by cutting its number of servers by 90%, it will save £30,000 a year on electricity costs, with further benefits including lower maintenance charges and a reduced server replacement budget. Burges Salmon has also adopted a 'dual system' approach to servers, with mirror image virtual servers (with one live and the other receiving data as it is produced) to provide extra resilience and business continuity.

• Commerical IT Services is holding its annual technology day on 3rd February. For details visit www.commercialevents.co.uk

Intelliteach opens for business in UK

Intelliteach, one of the world's largest legal sector-specific service desk operators, has opened its first office in London. The company already supplies service desk outsourcing (including complete outsourcing, after-hours and overflow support) to 18 large firms in the UK and now plans to expand its operations. As part of its strategy to have five full time staff up and running in London by the end of this month, Intelliteach has hired Sherry Bevan as its UK business manager. Bevan, who spent 10 years with McDermott Will & Emery (most recently as global customer services manager with responsibility for running training and 24/7 help-desk support for 2300 users) is also well known for her work with the UK Document Exellence Group and chairing Tikit Word Days.
www.intelliteach.co.uk

Capsoft buys HotDocs

Edinburgh-based Capsoft UK has acquired the HotDocs document assembly software business from LexisNexis – the financial terms of the deal were not disclosed. Through retention of its Automated Forms group, LexisNexis will continue to provide HotDocs-enabled precedents and forms in its LexisPSL, LexisONE, lexis.com, LexisLibrary and LexisNexis Total Practice Advantage products. Capsoft CEO Russell Shepherd, whose company has been a HotDocs distributor for 13 years, said this was "a natural progression... As an established distributor of HotDocs, we know the product inside and out and are well placed to invest in the development of both the software and the support offered to new and existing customers."

IntraLinks partners Tikit

IntraLinks, a provider of secure, SaaS/on-demand virtual data and dealrooms, has announced a strategic partnership with Tikit. Along with adding IntraLinks to its product portfolio, Tikit will develop a connector between Autonomy iManage and IntraLinks Exchanges, to provide an extranet that enables document sharing and collaboration, so that, in the words of Tikit CEO David Lumsden "law firms and their clients can securely collaborate beyond the firewall".

• In related news... Linklaters has selected IntraLinks as its preferred supplier of virtual data-rooms for both clients and fee earners. In addition, IntraLinks will provide training and 24/7/365 technical support in 140 languages to Linklaters' clients and staff using the IntraLinks platform. IntraLinks has also achieved SAS 70 Type II certification, the must-have auditing standard for protecting client data.
www.intralinks.com

December's new wins

Two more firms outsource library services
Two more firms – Beachcroft and TLT Solicitors – have outsourced their entire library services to Integreon. The firms follow Osborne Clarke, which outsourced its library services to Integreon at the start of this year and subsequently became the hub for Integreon's Bristol-based shared information centre. Under the latest deals, there will be no job losses and 11 library staff from Beachcroft and TLT will join Integreon.

Anderson Strathern select Interaction CRM
Anderson Strathern has selected the LexisNexis Interaction system as its new CRM platform. The firm previously ran an old Elite Apex system.

Mundays LLP outsource to Datashare
Cobham-based Mundays LLP has appointed Datashare Solutions to provide outsourced IT and network infrastructure services. Under the deal, which came into effect this month, Datashare has taken over the management of IT infrastructure, inhouse applications and the strategic management of all aspects of the firm's IT.

Davies Arnold Cooper selects Copitrak
Following a trial and product evaluation, Davies Arnold Cooper has selected Copitrak as its new cost recovery platform. The firm, which previously ran Equitrac, will be rolling out Copitrak's copy module embedded into eCopy for single sign-on, plus Copitrak Print for nearly 400 users.

Simmons & Simmons expect more VAT recovery
Simmons & Simmons has selected GlobalExpense to handle employee expense management. The firm says that along with cutting administration and improved management reporting, it hopes to increase VAT recovery.

RealVNC providing remote support at BLP
Berwin Leighton Paisner has deployed VNC Enterprise from RealVNC to help its London-based IT helpdesk team provide remote support to staff and lawyers working in the firm's overseas offices.
www.realvnc.com

Another Linetime win
Field Overell, based in Coventry & Leamington Spa, has invested in Linetime's Liberate accounts and Liberate SE case management systems. The move was prompted by the firm's expansion and recent incorporation of Richard Lemberger & Co.
• Another Linetime user – Clarion Solicitors in Leeds who run DebtimeSQL – report the system got their debt recovery teams off to an excellent start with a record total of commercial debts recovered in the first four months of business.

Immigration law specialist pick SOS
Immigration law specialist Davidson Morris has rolled out SOS Connect to provide its first case management system, as well as support for remote and team working. Longer term it will implement SOS accounts, time recording and billing.
• On the recommendation of its accountants, Wirral firm ACS Solicitors has swapped out its 2006-vintage Cognito system in favour of SOS Connect accounts and PMS software.

Seven benefits of online case tracking

DPS software recently asked its customer base what they saw as the main benefits of online case tracking systems/extranets and they came up with seven reasons why firms should use it...

• Provides clients and work providers with real time 24/7 updates on matter progress.
• Matter documents can be published online for simple distribution and sharing.
• Parties can see what the next action is and when it is likely to take place.
• Differentiates a firm from its competitors.
• Number of calls from clients and work providers chasing progress is reduced.
• Potential source of extra revenue – DPS users suggested an extra £5-to-£10 per matter.
• Improved customer care thanks to availability of a constant channel of communications.

New product launches

Edgebyte previews new .NET system
Edgebyte Computers, which is now in its 20th year of trading, previewed a new web-based version of its Lawbyte practice management system at its user group AGM last month. Called Lawbyte.Net, it has been under development for two years and completely re-written. It is designed for small-to-mid sized High Street practices and will run hosted or locally over any web browser.
www.edgebyte.com

Proclaim to offer SQL data warehousing
Eclipse Legal Systems says its upcoming Proclaim v3.2 release will include, as standard, a 'Microsoft SQL MI data warehouse' tool. Created entirely inhouse by Eclipse, this will allow user-defined information from Proclaim's Progress database ⇨

⇨ to be recreated, in realtime, in a Microsoft environment and accessed via MS Native or other methods, such as ODBC SQL connections. Eclipse say it essentially allows Proclaim case/matter information to be manipulated in a true SQL Server environment, whilst maintaining the integrity of the original data source.

Linetime adds business intelligence
Linetime has added a new product – Liberate BI – to its legal software portfolio. Liberate BI is a key performance and metrics business intelligence portal. Accessed via a web browser, in its standard form, Liberate BI provides analysis of data from within the Liberate case, debts and practice management systems. Additional gateways allow access to any JDBC/ODBC database, thereby extending the reach to multiple databases from within a single portal.
www.linetime.co.uk/upload_docs/businessintelligence_0.pdf

Microsystems and 3BView go server based
Microsystems is now offering a server-based metadata solution based on 3BView's 3BClean product. One US firm said the combination of Microsystems' DocXtools and 3BClean would "mitigate risk and ensure document quality."
www.microsystems.com + www.3bview.com

New white paper on PDF redaction
DocsCorp has published a free white paper on redaction from PDF documents. The paper explains that while redacting paper documents is a fairly simple process, redacting PDFs is more complicated because they are constructed in layers. Thus, redacting text with opaque objects is not foolproof as you are simply adding another layer, that could be peeled back. An added issue is how the PDF is generated (Word document converted to PDF or scanned document output as a PDF) as there may be more than one layer of information that needs to be redacted.
www.docscorp.com/public/downloadTrial/Redaction WhitepaperPDFT.cfm

SRC and Bighand push speech recognition

The push on from digital dictation to pure speech recognition continues. SRC, using Nuance Dragon NaturallySpeaking, has announced two new deals: at Powell Spences & Partners and at Windsor-based Appleby Shaw. In the case of the latter firm, fee earners who previously used tape-based dictation and self typing are now producing documents at speeds of over 100 words per minute using voice and, as a result, are now able to spend 15% more time on billable tasks. The application has also been integrated with IRIS Laserforms to handle electronic forms completion. Fee earners dictate into Dragon using Philips SpeechMike in the office and Olympus portable devices when on the road.

After its launch at the user conference last month, Bighand is also pushing ahead with its server-based speech recognition platform by running its *Big Challenge* promotion. This aims to show that the latest software no longer requires the lengthy training of earlier systems and will allow lawyers to achieve a 95% speech recognition accuracy rate after only 10 minutes training. To take up the *Big Challenge* email **enquiry@bighand.com**

• **Comment:** These are undoubtedly exciting times for the speech recognition industry. Nuance is reported to be working on the international roll-out of its dictation-with-server-based-speech-recognition for the Apple iPhone app it recently launched in the United States. We're also hearing reports that a legal sector system based on Microsoft's speech recognition engine is under development – and Microsoft's software is bundled in free with Windows.

However amid all this enthusiasm can we just add a few words of caution. We've all been here before. Ten years ago to be precise, when an ⇨

⇨ earlier generation of vendors were telling us speech recognition was the universal panacea that would allow law firms to sack all their secretaries. Let's not get carried away by the hype or the speech recognition bubble risks bursting once more – and we'll be having this same conversation all over again in another 10 years' time. The fact is the technology may be impressive (although a test of its recognition of live dictation, rather than a reading from newspapers, is more instructive) but we have yet to see any big law firms make major practice-wide commitments to SR. It's still all just small firms or small teams within larger organisations.

Digital dictation news

Gardner Leader goes digital with Philips
Gardner Leader LLP has replaced its old analogue tape dictation devices with a Philips SpeechExec Enterprise digital dictation workflow system. The installation, training and support was supplied by SpeechWrite Digital. This is SpeechWrite's 30th Philips Enterprise deal in the last 12 months. **www.philips.com/dictation** + **www.speechwrite.com**

Scottish firm implements nFlow for Citrix
Wright Johnson & Mackenzie LLP, which has offices in Glasgow and Edinburgh, has rolled out an nFlow digital dictation system to 80 users. The firm, which previously used analogue tape, say nFlow's expertise with Citrix environments was a key element in the selection process, as the spec included supporting a fee earner based in Stornoway in the Outer Hebrides.

Grundig offering trade-in bonus
Grundig Business Systems (GBS) is running an 'old for new' bonus scheme, offering customers £15 for every old analogue or digital dictation device they trade-in when buying new digital equipment from GBS. The scheme runs until 31 January. For details email **info@grundig-gbs.com**

Litigation support news

Recommind offering defensible automated review

Recommind claims the recently launched v4.0 release of its Axcelerate e-disclosure platform achieves the 'holy grail of document review' by becoming 'the first and only solution' to offer completely defensible automated review. By using what Recommind call their 'predictive coding; technology and random/non-linear sampling, users should get 'the precision and intuition of human judgment with the speed and cost effectiveness of computerised review'.

7Safe offering CaseLogistix in UK

Litigation support services supplier 7Safe, which has offices in London and Cambridge, is now providing a hosted version of Anacomp's CaseLogistix platform as part of its e-disclosure and litigation support services offering.
www.7safe.com + www.anacomp.com

ZyLab announce new collection solution

ZyLab has announced the availability of its new Legal Collection Module (part of its e-Discovery & Production system) for inhouse legal departments. The module offers a non-invasive collection of data on workstations, laptops, servers and removable storage devices, while simultaneously maintaining the chain of custody. ZyLab say it can lower collection costs, as well as reduce the risk of over-collection and spoliation.
www.zylab.co.uk

New e-bible publisher

Brighton-based Blue Edge is now promoting a new software package called Diskbuilder for law firms and other organisations wanting to create branded, searchable e-bibles on CDs, DVDs and USBs. The company's flagship legal customer is Hammonds LLP and Blue Edge say the software avoids all the complications of using HTML.
www.blue-edge.co.uk

Vital statistics: £86m

According to new research carried out by records management specialists Legal RM, UK law firms could be paying seven times as much as they should on the off-site storage of their records. A sample of 21 top-50 firms revealed that between them they are currently spending a total of £7.7 million a year on off-site document storage. This figure only relates to actual storage, 'ancillary costs' (such as charges for registration, collection and delivery) are extra.

Currently the firms have over 3 million boxes of deeds in storage and between them are registering 608,000 new files each year. However, while the average price per box is just £2.52 a year (in London prices average nearer £3.30) Chris Giles of Legal RM says the important metric is how many files and boxes firms are paying to store unnecessarily. For example, the survey also found only 61% of firms had document retention and destruction policies – and that less than half of them had actually implemented those policies. The next result was the average time each file was retained was 11.23 years, whereas according to Giles, at least 50% of those could be destroyed immediately, with a further 10% disposed of in each subsequent year.

Giles calculates that if you multiply what firms are spending each year over the lifetime of their documents' storage (in this sample £86 million) and compare what they could pay with proper lifecycle management (£12.8 million) there is an overspend – or wastage – of 85%.
• Legal RM is holding its next Records Management Networking Event on 14th January (between 4:30pm-6:30pm) at the London offices of CMS Cameron McKenna. The session will be looking at the pricing policies of off-site storage vendors, including their ancillary charges. For details email Chris Giles on chris@legal-rm.com

Car crash app for iPhone

Accident claims specialist Bott & Co has launched a free app for the iPhone 3.0. Called the *UK Car Incident Assistant*, it is designed help you record details of a road traffic accident. You are able to take photographs of the scene using the iPhone's camera and record your location using the iPhone's GPS. You can then submit your details via email to Bott & Co, who will review your claim and respond within 24 hours. The app also includes links to car hire operators, breakdown services and healthcare professionals. The app can be downloaded from the iTunes Store.

EMEA news round-up

Keyhouse still unlocking start-ups
Despite the recession, Keyhouse Computing in Ireland is still finding a demand for its 'law office start-up package' of SAM accounts and document management. Recent orders include Mark Cooney Solicitors, Freehill Solicitors and Trevor Dunne & Co. Keyhouse has also handled two new data conversion projects with Sheehan & Co in Galway swapping out IRIS AlphaLaw and Leman Solicitors in Dublin swapping out an old Lex system.

Morningstar wins new Norwegian site & rebrands
Morningstar Systems has been selected by Norwegian law firm Steenstrup Stordrange to implement its new iManage Worksite DMS.
• Following its acquisition by the European I.R.I.S. Group, Morningstar is going through a rebranding process. Its Scandinavian operations (including the Steenstrup Stordrange deal) are now badged as I.R.I.S. Nordics, while its core Benelux business will rebrand as I.R.I.S. Nederland from January.

French firm has Compellent reason to swap SANs
Paris-based law firm Cabinet Gide Loyrette Nouel has replaced its existing IBM SAN with a new storage infrastructure supplied by Compellent Technologies (and implemented by Compellent's French partner SCDAM). The firm says the old IBM system suffered breaks in service and was ⇨

⇨ unacceptably labour-intensive when it came to moving and updating data. The firm says another feature that attracted them to Compellent was the ability to move data to different disk 'tiers' depending on how often it is used. Data not accessed for some time is now automatically moved from faster disks to less powerful but also less expensive disks. This is another process the firm could not do with its IBM SAN.
www.compellent.com + **www.scdam.fr**

People & Places

Eclipse to sponsor new Claims Tech awards
Eclipse Legal Systems has become the headline sponsor for the inaugural Claims Technology Awards, taking place in Manchester on 6th May.
www.claimstechnologyawards.co.uk

Goodman joins TFB
Legal market veteran Andrew Goodman has joined TFB plc as the vendor's new Northern business development manager.

Case study: Millnet ramps up e-discovery with Nuix

UK-based litigation support services supplier Millnet Financial had been using a proprietary electronic discovery system the team had built themselves. Called DocBuster, it started life as a batch printing solution and eventually evolved to create load-files for Concordance and similar systems used by law firms and other end users of e-discovery data. But, as data loads grew in size, DocBuster began to require more and more system resources to process the relevant data. This was especially true with files such as Lotus Notes, Microsoft Exchange databases and forensic images. Running up to 20 Dell quad-core workstations, Millnet was able to process up to 20Gb of data in 24 hours – however this was no longer acceptable.

Millnet therefore decided to stop focusing on raw data and instead focus on processing from SQL databases, with the company evaluating a number of off-the-shelf products from both US and UK-based suppliers. During this evaluation, users found many of the products they looked at were inferior to their existing DocBuster system in terms of speed, file-type compatibility and other areas. It was at this point that a law firm customer brought Nuix to Millnet's attention. "Nuix came at data processing from a different angle," says Millnet managing director James Moeskops. "We could not find any other product that could compare with the processing speed of Nuix's software, in addition to its flexible pricing structure."

After trialling Nuix, Millnet was impressed by its ability to process almost any file type at a binary level (rather than through an API) which resulted in vast improvements in processing speed. Nuix is also double-byte Unicode compliant, meaning it can process data sets in almost any language ⇨

⇨ on Earth. Additionally, Millnet liked the fact Nuix included a desktop interface with its software, allowing users to review data before exporting it, which was something DocBuster had been unable to offer.

After negotiating an unlimited licensing deal with Nuix, Millnet staff underwent training and found that users generally only required around 15 minutes of training to be able to perform most tasks, while even advanced users required no more than a few hours training to learn nearly all the features of the new system.

Millnet can now process terabytes of data a day, as opposed to the weeks or months it would take in the past. This has led to noticeable cost and time savings for Millnet. Additionally, users have fewer support issues with Nuix than they did with previous products, providing additional time savings. Output from the Nuix system is typically delivered as a Ringtail, Introspect or Concordance load file to Millnet clients although other review formats are available.

A specific example of the benefits of Nuix is a recent case involving an organisation that had not stored its data centrally but was instead spread over dozens of laptops and servers. Millnet took forensic images of key laptops, the central server and the Microsoft Exchange database and ran them through Nuix's processing engine. The data was delivered as a Concordance load file. In effect the Nuix software was both the early case assessment and processing tool for the client.

In another recent case, Millnet was able to process over 15 million electronic documents and deliver the final data in a few weeks while opposing counsel took over six months to process only 400,000 documents on paper. Millnet estimates its customer in this case saved more than 40% on what the other side had to pay to its litigation support vendor.

People & Places

New sales manager at Solcara

Solcara has appointed Vic Sofras, whose track record includes senior sales roles as LexisNexis and EMC, as sales manager for the UK, Ireland and Channels Islands legal sector.

All change at Baker Robbins

The US-based legal IT consultancy Baker Robbins (now part of the Thomson Reuters group) is going through the biggest shake-up in its 25 year history, with co-founder David Baker retiring at the end of the month and the firm merging with another Thomson Reuters' business Hildebrandt to form the Hildebrandt Baker Robbins consultancy, with effect from 1st January.

Kantor heading up JPL's renewed legal IT push

Following internal reorganisations, Darren Kantor as been appointed sales director of the JPL Group and is now heading up the recruitment agency's renewed push into the legal IT jobs market. He can be reached at **darren.kantor@jplgroup.com**

Ex-Linklaters manager joins Pilgrim

Pilgrim Systems has recruited Michelle Abell to the company's product strategy team. Abell, a lawyer with a technology degree, spent eight years at Linklaters working on the firm's SAP implementation project, including documenting and helping to redesign the business processes that would maximise the benefits of the firm's multi-million pound investment in SAP.

Deeley working with Owen

Martin Deeley, who runs Open Technologies Consulting, is now working in collaboration with Peter Owen of the Lights-On legal IT consultancy. Before forming Open Technologies earlier this year, Deeley was the IT director at Martineau Johnson and, before that, the technical architect at Eversheds. **martin.deeley@open-technologies.co.uk**

Insider subscriptions

The Backpage

Vendors missing user conference opportunities ?

Attending the TFB User Association's national conference at The Lowry in Manchester this month, we were left thinking: why don't more vendors do this? Of course this combination of conference sessions, a mini-tradeshow and social events – including TFB's inaugural client awards ceremony – in a residential setting is something the likes of Elite and Aderant have been running for years but in the UK, TFB are very much the exception rather than the rule. Leaving aside the fact there is no finer way to get to understand your customers' problems better than sitting in a bar till 3:00am in the morning talking to them, one thing that struck us was how much the delegates appreciated the event. Perhaps that's because they were not the same 'usual suspects' from Top 100 firms who turn up at every industry-wide event?

• PS: great excitement in The Lowry at breakfast the morning after, with a genuine popstar – Mr Hudson – present. No, we hadn't heard of him either but he's climbing up the UK top-40 chart with N-Dubz and their single *Playing with Fire*.

Cream on your scone or scone on your cream ?

Still in the realms of user group events, we hear a hot topic during a tea break at Workshare's recent meeting was whether the cream should go on top of the jam on a scone – or the jam on top of the cream? Answers on a postcard...

Who eats more of their own dog food ?

After initial enthusiasm for our 'which legal IT vendor uses the most of their own software inhouse' challenge, we suspect most vendors do not (or dare not) use their own software. Of the vendors who did respond, we felt FWBS used the broadest portfolio, with Eclipse Legal Systems, EMIS-IT and TFB as joint equal runners-up. Also a special mention to Bighand and nFlow for their adventurous use of their respective voice technologies – we particularly like nFlow's 'voice productivity mantra' that 'the voice is quicker than the keyboard for mobile people'. A can of *Pedigree Chum* is on its way to FWBS.

Insider contact details
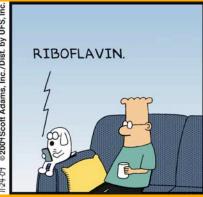
Next issue...

The next Insider (No. 227) is published on Thursday 28th January 2010 (editorial deadline 12:00 noon, Friday 22nd January). In the meantime keep up with the latest legal IT news from around the world by visiting our blog at **www.theorangerag.com**