LEGAL TECHNOLOGY INSIDER

Elite out of doldrums ?

PMS vendor Elite's recovery from its rocky experiences at the time of the original release of 3E seem complete, with the last few weeks seeing a slew of new orders and rollouts. Firstly Reading-based Boyes Turner selected Elite 3E to replace its legacy LexisNexis Axxia system. Then, Mourant de Feu & Jeune in Jersey (Channel Islands) went live with its 3E implementation. Mourants, who were the sixth 3E site to go live globally within a period of 60 days, previously ran a bespoke PMS based around Microsoft Dynamics Financials.

Finally top-50 firm Kennedys, which has nearly doubled in size over the past four years and now has eight UK and seven international offices, announced it was replacing its current Tikit Firmware PMS with Elite 3E. Although IT director Ian Lauwerys says he is excited about being able to use 3E's embedded workflow capabilities, the 3E implementation project will also include integration with Kennedys' Tikit-supplied custom case and matter management system.

All change at Bighand

Digital dictation vendor Bighand last week announced the appointment of Graham Gilbert as its new chairman. Gilbert was chairman & CEO of Computerland prior to its sale to Capita Group last year. Gilbert confirmed that after six years with the company, CEO David Fryer was "moving on ⇨

⇨ to pursue interests outside of Bighand" and said the company would shortly be appointing a new CEO.

Sword and Lewis Silkin ally on Sharepoint DMS

Systems integrator the Sword Group has entered into a collaborative agreement with Lewis Silkin LLP to acquire the IP to the firm's document management application, which has been developed on the Microsoft Sharepoint platform. The acquired application will be re-engineered, enhanced and baselined by Sword for the purposes of creating a commercial offering. This will be owned, supported and taken to market by Sword, with the first release scheduled for early Q3 2010. The application, with the working title of Excalibur, will be targeted at law firms and inhouse corporate legal departments.

"Lewis Silkin has invested two years in developing this application. Built by lawyers for lawyers, it is now the right time to partner with an experienced systems integrator in the legal sector, to take Excalibur to the next phase and productise the solution offering" said Lewis Silkin IT director Jan Durant. "We are proud of what has been achieved with Excalibur, and have selected Sword to drive the next phase of evolution and bring the solution to market because of their proven track record both with Microsoft Sharepoint and for their reputation for getting things done."

John Higgins, head of Sword's ECM business unit said "This presents a great opportunity. Taking Lewis Silkin's domain experience plus the innovative and expandable Sharepoint platform, Excalibur makes an attractive alternative to the legacy and incumbent document management systems in the legal market."

January's big deals

Mimecast continues its sweep through top 100
Mimecast continues to sweep all before it on the email management front, with recent wins including Eversheds, Hill Dickinson, Field Fisher Waterhouse, Davies Arnold Cooper, Biggart Baillie, Geldards and Challinors. Over half of the UK's top 100 firms now use Mimecast.

Kingsley Napley go with FWBS
Kingsley Naples has selected the Matter Centre system from FWBS to provide its new case and workflow management, document management, document assembly and CRM/marketing platform. The firm says it wanted a 360 degree view of its clients and matters using a unified interface to replace its existing LexisNexis software.
• It is rumoured that Kingsley Napley has selected Aderant Expert to replace its LexisNexis Axxia DNA practice management system.

Davis Arnold Cooper opts for Change-Pro
Davies Arnold Cooper has licensed Litera Corp's Change-Pro and Metadata document comparison and metadata cleansing systems. DAC's IT director David Hamiliton said it was "obvious to us that Litera has set a new standard" for this technology.

Isokon first for Court of Protection module
Rix & Kay in Uckfield has become the first firm to order Isokon's new Court of Protection module. In addition, Isokon's trust and probate software has secured new orders from Eaton Smith in Huddersfield plus Attwaters and Edwards Duthie, who are both in the East London/Essex region. Isokon now supplies trust and probate software to about 30% of firms with significant private client workloads.
www.isokon.com

Snow doesn't hamper chambers' practice
Barristers chambers Park Lane Plowden and Francis Taylor Building are singing the praises ⇨ of switching to IRIS Hosted Services for their chambers management software after the recent snow travel chaos. Both sets say despite staff and counsel being unable to get into chambers, they were able to continue operating as normal because they still had remote access to IT systems.

Jackson Barrett enjoy e-conveyancing success
Wilmslow based Jackson Barrett & Gass say that following their selection of Redbrick Solutions' ConveyanceLink e-conveyancing and online tracking technology, the firm was nominated and shortlisted for two Law Society Excellence awards and subsequently went on to win the Excellent in Marketing & Business development award.
www.redbricksolutions.co.uk

TFB win two competitive swapouts
TFB has won two competitive swapout deals. Irvings in Liverpool selected TFB's Partner for Windows case and practice management software to replace its old Axxia Artiion system after reviewing and rejecting the option to upgrade to LexisNexis DNA. And, Blakemores in Birmingham is swapping out its legacy IRIS Alphalaw PMS in favour of TFB Partner for Windows. Both firms also ordered TFB's Partner TaskCentre business process automation application, so KPI reports can be circulated to relevant staff members.

No change at Workshare

Following last week's surprise resignation of Alan Fraser as president & CEO of Workshare (our sources report he didn't even tell the board why he was quitting) the company's EMEA V-P Frank Boening told the Insider that Fraser's departure would have no impact on corporate strategy and users could be confident the reforms in policy he'd set in motion would continue. Scott Smull, who was headhunted by Fraser to be Workshare's chief financial officer & V-P of Operations, has been appointed interim CEO.

January's new wins

Two wins including AIM swapout for Linetime

Two more firms have selected new systems from Linetime. Thames Valley solicitors Mercers are replacing their IRIS AIM Evolution system with Linetime Liberate practice and case management software. And, William Graham Law in Cardiff has selected Linetime to provide case management software for its personal injury department. The firm has ordered the Liberate SE system along with Liberate B2C online case tracking.

Leicester City Council take Zylpha

Leicester City Council has implemented the Safedrop secure document delivery system from Zylpha and integrated it with its existing LexisNexis Solcase case management software. The system allows staff to deliver documents in all formats and sizes via an online repository rather than use post, DX or courier. The local authority already uses Zylpha's court bundling module in conjunction with Solcase.
www.zylpha.com

Lewis Silkin selects IntraLinks

Lewis Silkin LLP has selected IntraLinks as its sole supplier of extranet client extranet platforms. Jo Farmer, a partner in Lewis Silkin's Media, Brands & Technology Department said "We wanted a secure extranet in place to add value and create a space for all kinds of communication between Lewis Silkin and the client. We needed a partner with expertise and a proven track record in providing the highest levels of security and availability and IntraLinks came out top."

IBB and LG opt for Phoenix + Worksite

Phoenix Business Solutions has won Autonomy related projects from two firms. Middlesex based IBB Solicitors has selected Autonomy iManage Worksite via Phoenix, who will implement the DMS along with their own Phoenix Workspace Management product. As an Axxia user, IBB did review LexisNexis DNA but concluded Worksite could best deliver their document management requirements. In addition, LG (Lawrence Graham) has select Phoenix to deploy the Autonomy ⇨

⇨ Universal Search system. The firm is also taking the Phoenix Knowledge Assist product to help manage the LG internal knowledge bank.

SPS wins Williamsons deal

Somerset-based start-up Williamsons Solicitors has selected SOS Connect from Solicitors Own Software for its first practice, matter and case management system. The firm, which opened for business in December, is a spin-off from The Stokes Partnership and will focus on dispute resolution, employment and personal injury law.

Cognito Software notches up 6 more sites

Cognito Software ended the year signing up a further 6 firms, bringing its total for the year to over 30. The latest orders, all for Cognito's Legal Ledger accounts system, were placed by a legal aid firm in Liverpool, two small niche employment law firms, a general practice in Solihull, and a London IP and litigation practice.

Legal IT Show preview

We'll carry a full after-show report in the next issue but in the meantime here is a brief run-down of the new products, services and/or suppliers we know will be launching at the Legal IT Show 2010 in just under a fortnights' time...

Oyez on the right track
With records management creeping onto more and more law firms' agendas, this show sees **Oyez Professional Services (stand 53)** launch its new Oyez Track-IT web-based document tracking system. Instead of bar-codes, Track-IT uses UHF writable labels that do not require users to interact with a scanning device in order to monitor the movement of the tagged item. Tagged items are monitored by RFID readers within an organisation, which automatically update the database with the item's location. Items you want to track can be monitored through a web-based security system accessible from any internet enabled PC or Mac.

iPhone integration from Eclipse
Case management vendor **Eclipse Legal Systems (stand 44)** is unveiling a raft of enhancements to its Proclaim system, including integration with Microsoft Exchange and Outlook, to support common address books and remotely updated diaries; plus full integration with the iPhone.

All Bundled into one
The **Bundle Business (stand 33)** will demonstrate its approach to litigation support and preparing court bundles. The company offers a bespoke service delivered through dedicated website portals.

Even more logical
A new electronic forms website developed by **Evenlogic (stand 49)** (visit **www.myforms.org.uk**) employs cloud computing to allow registered users to complete a range of online legal and government PDF forms and to save working copies to a personal area on the web server. The user ⇨

⇨ or a colleague, can later retrieve the saved copies for further work. This approach means forms can be circulated, checked, updated, emailed, filed and printed prior to submission.

Fee earner desktop online
Iris Legal (stand 15) will be previewing its new web enabled Fee Earner Desktop, which allows users to also access the PMS from laptops or large screen mobile phones via the internet. IRIS is also showing its new Law Analytics business reporting module that aims to answer not only 'what?' but also 'why?' and 'what do we need to do?'

TAPIng out an SOS
Solicitors Own Software (stand 57) is showing the latest enhancements to its SOS Connect practice management system. They include auto filing and auto time recording of emails; TAPI integration so incoming phone calls automatically pull up the appropriate client/matter records; and additions to scripting. It is now possible to script Connect's built-in KPIs into a workflow so, for example, a key performance report can be displayed to a fee earner if WIP reaches a particular level.

Linetime users win prizes
Linetime (stand 54) Linetime will give the first public demonstrations of its recently announced Liberate BI business intelligence system (*see December Insider for first report*). Linetime will show its full range of software including DebtTimeSQL, as used by Largo who won Debt Collection Agency of the Year in the *Credit Today Awards*.

• The Legal IT Show takes place at the Islington Business Design Centre (nearest Tube Angel). Opening hours are 9:30am-5:00pm Wednesday 10th and 9:30-4:30pm Thursday 11th February. Along with the exhibition, the event includes a full programme of presentations, case studies, panel sessions, discussion groups and a keynote interview, with Insider editor Charles Christian grilling Thomas Eggar head of IT Neil Renfrew. For full programme visit **www.legalitshow.com**

Speech recognition to get more traction

The rise and rise of speech recognition continues, with announcements this month by both nFlow and SRC. nFlow announced that it will be previewing its new speech recognition solution (based on the Nuance Dragon NaturallySpeaking engine) at its annual user conference events in March. Further details have still to be disclosed but we understand nFlow's approach to speech recognition "will take a slightly different tack to Bighand and SRC and may raise a few eyebrows".

Adopting a different format this year, nFlow's annual conference is coming to the company's users and will be held at different locations around the UK, starting in Bristol (11 March), then on to London (16 March), Glasgow (17 March) and finally Birmingham (26 March). Along with speech recognition and digital dictation, the nFlow user conferences will also be looking at voice productivity software in the broader context of mobile working and cloud computing.

• Meanwhile, following a pilot project involving SRC and Nuance Dragon NaturallySpeaking, the law firm Hugh James is now planning to deploy speech recognition software across sections of its personal injury and employment departments, as well as to all trainee solicitors, comprising nearly 40 users in total. The firm's IT director Jon Howells said the pilot showed the system could "universally save time for every user" particularly for staff who spend a lot of time form filling and using email."

Howells added that "The brackground work and training SRC provided has been invaluable and made the difference between the success and failure of the project. In as little as a two hour training session, all the scepticism had been alleviated, with users achieving near perfect ⇨

⇨ accuracy levels, even for Welsh place names and words that we'd expected to be problematic." The system also allows users to place text directly into the firm's VisualFiles case management and IRIS Laserform electronic forms applications.
• Nuance has now launched a legal edition of its Dragon NaturallySpeaking 10 speech recognition software. Developed in conjunction with SRC, Dragon 10 offers seven specialised UK-English legal dictionaries including property law, personal injury and commercial litigation.

Voice technology news

Halliwells to switch from Winscribe to Bighand
Halliwells LLP this month announced it was switching from its current Winscribe digital dictation system and moving to a Bighand system. The firm will roll out the software to 700+ users later this spring.
• Hammonds LLP reports that since implementing Bighand digital dictation, it has improved its fee earner to secretary ratios from 3:1 to 4:1. Hammonds already uses Bighand across the UK and in its Brussels office and is now planning rollouts in Spain, France and Germany.

Winscribe recuits sales & marketing specialist
George Sugden, previously in a business development role at SRC, has joined Winscribe as its sales & marketing consultant in the UK. With new product launches scheduled for later this year, Sugden's brief includes ensuring the market understands the value Winscribe can deliver.

Mark Burns rejoins Philips Speech
Philips Speech Processing UK has appointed Mark Burns as its Sales Cluster Manager. Although for most of the past decade Burns has been working in the wider software market, prior to this he held various sales and marketing positions with Philips, both in the UK and the Vienna head office. Burns will be based at Philips' Colchester office.

Lexwiser in legal online workspace launch

Next week (Monday 1st February) sees the launch of a new qualified-lawyers-only online workspace. Called Lexwiser, it is designed to offer a confidential platform for the exchange of information between inhouse counsel and lawyers in private practice. Lexwiser is organised into a matrix of communities, divided by 10 areas of law and 14 industry sectors, to ensure only lawyers who share the same area of interest or specialism can work together. Each community comes complete with workflow tools and a database of expertise, with more applications planned for later this year. The service, which could be described as a legal version of LinkedIn or a non-proprietary version of Lexis Counsel Connect, had a soft launch in December when members of the UK's Commerce & Industry Group were invited to join.

Access to Lexwise is free to inhouse counsel, while private practice lawyers can choose from two annual prepay schemes. Lexwiser founder and director Erik Eck says the pricing policy "allows us to remain entirely independent. There are no giant law firms or legal publishing houses pushing their own agendas behind Lexwiser – and there never will be." He adds "We are able to offer a workspace totally free of advertising, sponsorships and spam. Everything you see on Lexwiser it totally dedicated to collaboration and not designed to sell you things you don't need."
www.lexwiser.com + http://corporate.lexwiser.com

EMEA news round-up

Two more wins for I.R.I.S. Nederlands
I.R.I.S. Nederland (formerly Morningstar Systems) has secured two more implementation orders for Autonomy iManage Worksite DMS projects. The latest deals are with the Dutch audit firm Bol Accountants and Dutch law firm Trip Advocaten.
• The I.R.I.S group is holding its annual user conference – IRISLink 2010 – at Dolce La ⇨

⇨ Hulpe in Brussels on Tuesday 9th February.

Brinkhof takes Epona CRM
Amsterdam law firm Brinkhof is to implement Epona's ContactManager CRM system. The Epona system now also offers integration with iPhones and Blackberrys.

News in brief

FWBS integrate with Land Registry
FWBS has implemented an integration with the Land Registry's Business Gateway portal at Conveyancing Direct, so users can now access Land Registry services directly from within the FWBS Matter Centre application.

Pilgrim release new legal aid module
Pilgrim Systems has released a series of LSC module enhancements to its LawSoft case and practice management software for firms carrying out legal aid work. LawSoft v9.0, due out later this year, will include further LSC enhancements.

People & Places

Hubbard One expands UK sales team

Tony Barrett, formerly with TimeKM, has joined Hubbard One as an additional account executive and will be working on the sales team alongside Chris Turk and Colin Gordon.

Jacqui de Gernier joins Aderant

Jacqui de Gernier, most recently responsible for new business sales & account management in the south of England for Pilgrim Systems, has joined the sales team at Aderant. Before joining Pilgrim in April 2007, she spent seven years with Tikit and before that was with TFB.

Sutton now heading IT at Howard Kennedy

Mat Sutton has been appointed head of IT at Howard Kennedy. Sutton joined the firm as technical development manager in 2003 and before that spent nearly seven years as technology manager with another London law firm.

Snow stopped forum rescheduled

The bad weather earlier this month resulted in a meeting of the Records Management Networking Forum being cancelled. It has now been rescheduled for Thursday 11th February at CMS Cameron McKenna, Mitre House, 160 Aldersgate Street London EC1 from 4:30pm - 6:30pm. For details email Chris Giles at **chris@legal-rm.com**

£10 million man says goodbye

After 13 years with Videss (now part of IRIS) and despite offers from other suppliers, Tom Bell has decided "to get out of the legal market altogether and hang up his boots because it's just no fun any more". Arguably the most successful salesman Videss ever employed, Bell brought in over £10 million during his time there, including the £1 million Blake Lapthorn contract. Prior to Videss, he worked for General Automation (now Civica), Avenue (now TFB) and ACE (now also IRIS).

Insider subscriptions

Published every month and available only on subscription, Legal Technology Insider is the UK and European legal IT industry newsletter, now read by an average monthly global audience of over 18,000 legal technology professionals.

• 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, 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 ☐ or Amex ☐ card

Cardholder Name:

....

Card No:..

Start Date: / Expiry Date: /

CVC 3 or 4 digit security code: / / /

News in brief

Open Text support via Knowhow Consulting
Open Text has formed a new partner agreement by which Knowhow Consulting will now provide 1st and 2nd line technical support for over 20 small-to-mid sized customers in the legal and IP sectors in the UK and Ireland for the eDocs DM and Collaboration products.
www.knowhowconsulting.co.uk

Web portal cuts calls by 75%
Newcastle-based Hay & Kilner reports that since implementing a Linetime Liberate B2C client web access portal, the number of phone calls coming in from clients, referrers and other parties wanting routine updates on the progress of their matters has decreased by 75% as they can now access this information online, as well as view documents and submit questions or new instructions.

InTechnology has New Year network offer
Between now and April, InTechnology is offering new customers for its 10Mb bandwidth network connection deal, a bundle of extra features including 10 SIP channels and 100Gb of data backup. For details email **legal.sales@intechnology.com**

First phase of Shoosmiths SAP project goes live
Shoosmiths report the firm's SAP implementation project is on schedule and that the firm has already gone live with its new SAP CRM system.

10 years ago today...

After we got over the surprise of discovering the Y2K *Millennium Bug* was a damp squib and that society had not reverted to a pre-industrial state, the big stories in January 2000 were that Richard Susskind had been awarded an OBE in the New Year Honours and that the then still independent Elite Information Group (now part of Thomson Reuters) and Solution 6 (who then owned CMS Open, now Aderant Expert) were in merger talks. For all the wrong reasons, the saga of these talks would become one of the year's high spots.

Insider contact details

Editor-in-Chief: Charles Christian
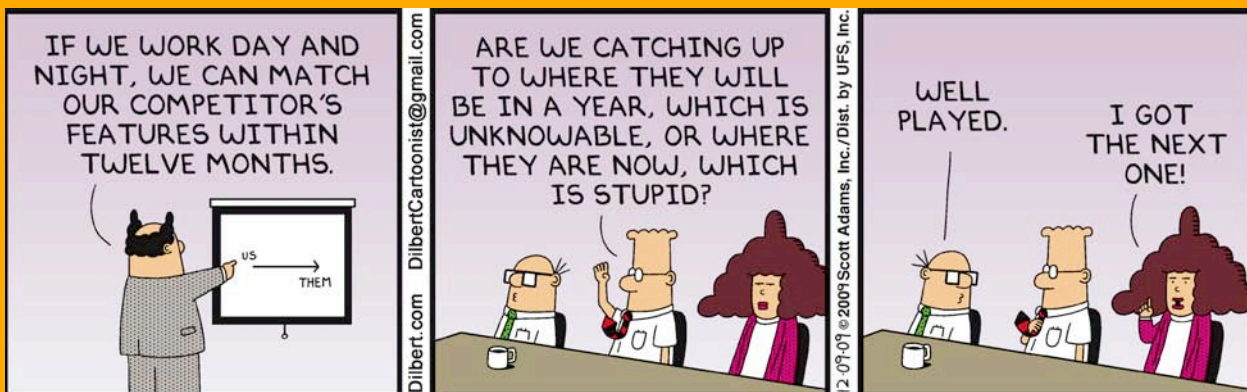Tel: 01986 788666 – Fax: 01986 788808
Email: **news@legaltechnology.com**
Twitter: **@ChristianUncut #legalit**
For editorial, advertising or any other information visit **www.legaltechnology.com**

Next issue...

The next Insider (No. 228) is published on Thursday 25th February 2010 (editorial deadline 12:00 noon, Friday 19th February). In the meantime keep up with the latest legal IT news from around the world by visiting our blog at **www.theorangerag.com**