LEGAL TECHNOLOGY INSIDER

Now it's Axxia versus the Rest of the World ?

For the last couple of years, the IRIS Legal group has been the whipping boy of the UK legal IT world however vendors now seem to have another target in their sights, namely LexisNexis Axxia. In fact according to one vendor at this year's *Legal IT Show*, almost all the ITTs they have received over the past three months have come from Axxia sites. But, is Axxia's position really this dire?

Earlier this month Pilgrim announced that London law firm Kerman & Co had selected Pilgrim's LawSoft system to replace its legacy Axxia PMS. (The firm also took the opportunity to replace its iManage system with LawSoft's DMS module.) And, Lodders LLP, which has offices across the West Midlands, announced it had selected SOS Connect from Solicitors Own Software to replace its legacy Axxia software. According to SOS, the initial shortlist was SOS, Pilgrim and Axxia DNA.

However a few days later LexisNexis bounced back with the news that Russell-Cooke LLP was upgrading to Axxia DNA for practice management as well as workflow and document management. This was followed by the announcement that Aberdein Considine in Scotland had selected Axxia DNA to replace its legacy SOS accounts system – and was also to become the showcase reference site for Axxia DNA in Scotland. Interestingly, we're hearing that LexisNexis is now playing its Visualfiles card, targeting law firms ⇨

⇨ with Visualfiles/Solicitec case management who also run SOS accounts software, purchased back in happier days when the two companies regularly worked together on sales proposals.

Another IRIS acquisition

If anyone thought the IRIS Legal juggernaut had run out of steam, think again as earlier this month IRIS acquired Shaw's Forms on Disk, a niche provider of electronic forms serving around 800 customers in legal and local government sectors. IRIS CEO Martin Leuw said the deal would allow the group, which already owns the Laserforms business, to extend its electronic forms business into the local authorities market. The terms of the acquisition were not disclosed and Shaw's will continue to operate from its base in Kent 'to ensure that it's business as usual for customers'.

Hello, we're back again

Two well-known faces in the UK legal IT industry are back. Last week IntApp, a provider of risk management, time capture and integration systems, announced the appointment of Kaye Sycamore as UK managing director. Sycamore has held many senior posts within the market, including with Elite. Dan Tacone, IntApp's newly appointed president, is another former senior executive at Elite. And, earlier in the month Harry Townsend (also ex-Elite) came out of retirement to join the cloud/SaaS expense reporting service Chrome River Technologies as UK regional sales manager. By coincidence, Sycamore has also worked with Chrome River, which was set up by Elite co-founder Alan Rich, along with two other former senior Elite execs Dave Terry and Anne Becknell. Harry Townsend can be contacted at harry.townsend@chromeriver.com

LPO provider raises $50m

Integreon, one of the main players in the global legal process, support and research outsourcing market – and probably best known in the UK for last year's outsourcing deal with Osborne Clarke – has raised an additional $50 million in capital from private equity group Actis, in return for a 'substantial minority stake' in the company. Integreon's original investor Ayala Corporation will continue to hold a majority stake in the company. Marks Baughan & Co. served as financial advisors to Integreon.

Xerox to bring litigation support services to UK?

At the recent Xerox European legal sector vertical market day in Uxbridge, Mario Jarmasz, from the XRCE research centre in Grenoble, gave a broad hint that the company's Xerox Litigation Services, including its CategoriX e-discovery platform, would "soon" be offered in the UK and Europe. Currently the service, which is based on the $174 million acquisition of US e-discovery services provider Amici LLC in 2006, is only available in North America.

Jarmasz's presentation also covered the use of "multi-touch table" technology. This is a cross between a giant A3-sized Apple iPhone and Microsoft's *Surface* technology (that or something out of the Tom Cruise movie *Minority Report*) that allows users to shuffle and sort virtual documents on screen, in the same way as if they were dealing with hard-copy documents on a physical desktop. Jarmasz added that Xerox is "looking to own more of the desktop".

• In other Xerox news, the company reports that two years on from Clifford Chance contracting ⇨

⇨ to use Xerox managed print services, the firm has seen a 30% reduction in the number of copier and printer devices in use, as well as print volumes fall by 20%. The increased use of duplex double-sided printing has been one factor contributing to the reduction in paper usage.

E-conveyancing first

Conveyancing Direct (part of the Connells Group) believes it is the first law firm in England & Wales to successfully submit a live electronic mortgage deed directly from its case management system using HM Land Registry's Business Gateway. Project manager Marcus Sullivan said the Skipton Building Society re-mortgage, completed on 5th February, represented the culmination of several months of implementation and testing in partnership with the firm's software vendor FWBS. Sullivan added "This represents the start of a revolution that will transform conveyancng practice in the UK. It produces some fantastic savings in terms of data entry and ensures quality as it removes the risk of entry errors. Furthermore the e-CSF integration streamlines the re-mortgage process so it is a purely electronic transaction. Our case handlers can create an electronic mortgage deed with two clicks."
www.conveyancingdirect.net

New BI consultancy

Tom Jones, most recently with Aderant as the company's long-time business intelligence product champion, has set up his own BI consultancy. Called Iridium Technology, the new venture has already signed up three UK law firms as members of the Expert Analytics Initiative, a coalition using Iridium as a shared resource to support their Aderant Expert BI implementations.
www.iridium-technology.com

February's new wins

Northern Ireland win for Eclipse Proclaim
County Down-based Jonathan McKeown Solicitors has selected a 50-user Eclipse Proclaim case management system to support the firm's growing personal injury practice. Eclipse is customising the system to comply with Northern Ireland claims procedures.

Abacus can count on SOS
Manchester city centre and Stockton Heath firm Abacus Solicitors is now using SOS Connect from Solicitors Own Software to handle case and practice management. One of the drivers for the timing of the selection of the case management system was to be ready to comply with the proposed new Ministry of Justice rules for low value personal injury claims in road traffic accidents. Abacus is also taking advantage of the SOS subscription pricing model, which is based on per user, per month.

Two more wins for Autonomy iManage
Autonomy iManage has notched up two more wins. The largest is with Hammonds LLP who are swapping out their legacy EMC Documentum DM in favour of iManage Worksite, iManage Universal Search and the recently announced iManage Workflow manager for process automation. The firm's CIO Russell Firth said iManage's ability to provide an end-to-end platform was a key factor in the selection proccess.
• The second deal involves Dutch top 50 firm Poelmann van den Broek, who will be using I.R.I.S. Nederland (formerly Morningstar Systems) to implement Autonomy iManage Worksite.

Thompsons go live with GlobalExpense
Thompsons Solicitors has become the seventh UK law firm to go live with the employee expenses management system from GlobalExpense. The implementation took less than a month from the first data received, including training.

TimeKM adds Wedlake Bell to customer list
Wedlake Bell is the latest UK firm to select the TimeKM time tracking system from Pensera.

MBM Commercial selects Pilgrim SaaS
Edinburgh-based MBM Commercial (the firm split from Murray Beith Murray in 2005 to focus on corporate clients) has selected Pilgrim's Lawsoft SaaS (software as a service) option to provide its new accounts and practice management platform. Along with a per-user, per-month pricing model, rather than a front-loaded capital expenditure, the firm cited not having to worry about managing servers and upgrades, plus effectively having an automatic disaster recovery solution as the benefits of SaaS.

Virtual law firm gets virtual service
Virtual law firm Scott-Moncrieff Harbour & Sinclair has become the first legal practice to pick K-Cloud's SaaS solution, comprising Microsoft Exchange and Outlook for email, contact and calendar management, along with IRIS Legal's case and practice management software. The K-Cloud service sits within 2e2's cloud platform.
www.k-cloud.com + **www.2e2.com**

Document assemblers move in opposite ways

It had been a quiet time in the UK document assembly industry for several years but then, in early November 2009, Capsoft UK bought the HotDocs business from LexisNexis – and now we have two further suppliers announcing new initiatives – but with both companies apparently heading in totally different directions.

Business Integrity (best known for its DealBuilder document assembly and automation system) has launched a new cloud computing solution called ContractExpress. This is aimed at smaller firms and departmental document assembly projects that traditionally lack the development resources and budgets associated with full-scale DealBuilder implementations. Simmons & Simmons is the first firm to sign up for the new service although Richard Newton of Business Integrity says "there will be more launch clients to come" over the following weeks.
www.contractexpress.com

Then, at this month's *Legal IT Show* in London we caught up with Richard and Grahame Cohen from Epoq Legal/Epoq Services. Although the company still produces its Rapidocs document assembly software (first launched in spring 2008 and now up to v4.1) along with its ELE (Epoq Legal Engine) online content management system, the Cohen brothers firmly believe technology is only half the picture. "To sell only a document assembly engine is an uphill battle. You need the templates and the content – deep content," says Richard Cohen. "Developing content is a huge endeavour if it is to be of real utility in a document assembly system. Each document is a software product in its own right that has to be designed, built, tested and maintained. For example, our general employment agreement (available as part of Epoq's DirectLaw SaaS online document assembly plus legal ⇨

⇨ content, web and workflow tools package) took over 90 man-days of R&D to complete," adds Cohen. "It is all very well selling a law firm a nicely packaged document assembly tool but if they don't have the time, ability and resources to create and maintain the templates, the system will just sit on the shelf after purchase." Epoq, who also operate in the United States, point out there are 460,000 law firms in the US but 450,000 of them are sole practitioners. "How do you reach this market with document assembly unless you have a complete ready-to-go package?"

Since the latest version of DirectLaw was launched in the UK last November, over 100 law firms have signed up for the service. However Cohen says it is interesting to note that while most of their new customers fall into their target audience of smaller firms, a satisfying number of mid-sized firms have also taken the service, confirming his view that in practice most law firms struggle with the content side of document assembly.
www.epoq.co.uk

Insider featured job

StarLaw DMS sales role at Aderant
Aderant is recruiting for a UK sales executive to join the team selling document management, email management and records management software to prospective and existing customers within the legal space. Applicants should have the ability to sell consultatively by listening to customer needs and shaping a shared vision for the proper solution, along with three plus years of successful software/technology sales. Competitive compensation packages with significant earnings opportunities are available to strong performers who meet and exceed the sales quota. To apply please go to **www.aderant.iapplicants.com** and click on submit resume. For more information please email **sarah.wilkins@aderant.com**

SaaS holiday planner attracts legal users

Since switching from a freeware model and launching its paid-for-only service in December, a growing number of law firms have signed up for the WhosOff staff leave and holiday planning service. This provides a web-based alternative to wall-planners and other traditional paper-based methods. User firms currently include Atkins Law in Exeter, Hardmans Solicitors in Deal and Cullen Kilshaw in Peebles on the Scottish Borders. Delivered on a SaaS basis, the service uses encryption to protect customer data. Other features include WhosOff feeds for Outlook, Google and iCal calendars plus the ability (at an extra cost) to 'brand' the service with a firm's own logo. WhosOff have also produced a novel online price/RoI calculator to highlight the service's low cost and green benefits. For example, a firm with 67 staff would pay just £47.00 (+VAT) a month (or 70p per person) and in the process save around 8000 pieces of paper – or one whole tree – each year, compared with manual methods.
www.whosoff.com

Voice technology news

1000 licences in six months
SRC has signed up another large Blackberry order with a top 100 UK firm (*full details to follow*). SRC say they have now rolled out over 1000 Blackberry dictation licences over the past six months and are seeing growing interest in Winscribe's mobile dictation solution. The latest Winscribe v4.0 release supports the touch screen Blackberry Storm plus RIM OS 4.7 and above.
• Winscribe will be running a series of speech recognition-related webinars in conjunction with Nuance from next month.

nFlow wins another Scottish site
Mellicks Solicitors has become the latest Scottish legal practice to implement nFlow's v.5.0 digital dictation system as a replacement for analogue ⇨

⇨ tape. Along with the well-known inefficiences associated with tape, the firm was also conscious many manufacturers were ceasing production of traditional dictation hardware and tapes.

DiCarlo joins SRC
SRC has appointed Joe DiCarlo as legal account manager, until September last year he was a sales consultant with Bighand. SRC commercial director Colin Howman said "Joe has an impressive track record in this market. SRC is now well positioned as an alternative provider of document creation solutions."

New CEO at Bighand
Following last month's departure of David Fryer, Bighand has appointed Jon Ardron as its new CEO. Ardron's track record includes group CIO and managing director e-business at Thomas Cook and five years with BGL heading up expansion of the group's internet and voice technology business.

FeedWatch adds social media to Interaction

FellSoft, a new software company set up by Simon Ellison-Bunce – one of the people who helped design and develop Tikit's eMarketing Solution for Interaction, has launched its first application. Called FeedWatch, it provides integration between any number of RSS feeds and associated contacts within the LexisNexis Interaction CRM. It can be used to monitor corporate press releases, Google News searches, blogs, Twitter, changes to Wikipedia articles etc and then bring the items to the attention of interested fee-earners using Interaction's Watch List functionality.
www.fellsoft.com

CRM & marketing news

Conscious say 'please BOGOF'
Legal online marketing specialists Conscious Solutions is offering an Intranet Dashboard deal with 'buy one, get one free' (BOGOF) on licence fees. The latest iD3 version of the software was released late last year and is available on a per user per month pricing model. Full details of iD3, including its new content management module and enterprise search can be found at
www.intranetdashboard.com

• In other Conscious news... the company has announced details of its annual conference, scheduled to take place at Coombe Abbey Hotel on 13th & 14th May. The theme of the conference is the impact of the Legal Services Act on online marketing. And, the company's website now showcases its latest legal sector website projects including Blakemores, Mayo Wynne Baxter, JCP Solicitors and Healys.
www.conscious.co.uk

More new recruits for Hubbard One
Hubbard One's London office has recruited two more staff: Ian McClure, ex-CMS Cameron McKenna who joins as a client partner, and ➡

➡ Michael Williams, ex-Recommind, who joins as technical architect.

CRM4Legal gets new European head
Jeroen Kersten, one of the team who led the 2008 management buyout at Timesoft, has now been appointed Europe business development manager for Client Profiles. Kersten's responsibilities include the US-based company's CRM4Legal CRM system. JKersten@CRM4Legal.com

Vuture and Interaction in partnership deal
LexisNexis and the Vuture Group have signed a multi-region distribution deal (covering the UK, EMEA, the Pacific and Latin America) that will see Lexis Interaction CRM customers gaining access to Vuture's Vx suite on online marketing tools, including email marketing and microsites.
www.vuturegroup.com

Calvis becomes RIM ISV partner
Following the development of its Interaction for Blackberry app, Calvis has now signed up with RIM to become a Blackberry alliance partner. Calvis is already a LexisNexis solution partner.

New product launches

Linetime and e-know.net in SaaS link-up

Linetime has linked up with managed services specialist e-know.net to initially offer customers Linetime's Liberate PMS, case management and debt recovery systems on a SaaS basis. Moving forward, Linetime users will also have the option to outsource some or all of their IT infrastructure via e-know.net's managed desktop solution, which includes Microsoft Office and Exchange/Outlook.

Solcara launches Solsearch v3.0

Solcara has launched v3.0 of its Solsearch system, featuring enhancements to the administrative and user interfaces, including the ability to create collections of materials from all searchable resources and to bookmark content from resources and retrieve it later with a single click.

• As part of its OneSearch project, Stephenson Harwood has implemented Solsearch so users can conduct concurrent searches across multiple online resources via a Microsoft Outlook interface.
www.solcarasolsearch.com

DocsCorp upgrades formFiller product

DocsCorp has announce v2.1 of its pdfDocs formFiller software. Features of the new release include the ability to save data to online PDF forms and a new integration with Microsoft Internet Explorer providing a 'launch bar' within Explorer to the pdfDocs products suite.
www.docscorp.com

MDA SearchFlow adds Flood Checker tool

MDA SearchFlow, in conjunction with Landmark Information Group, has launched a flood checker service providing a property-specific assessment of flood risk based on geography, geology and insurability. According to the Environment Agency around 2 million properties are currently located in flood risk areas in England & Wales.
www.searchflow.co.uk

Insider subscriptions

News in brief

Taylor Vinters 'blown away' by Citrix solution

Taylor Vinters' IT director Steve Sumner says he was "totally blown away" by RES Software's Wisdom and PowerFuse products when they were implemented. The firm needed utilities to manage its Windows and Citrix environments and, by selecting the RES products, is now able to manage both platforms, including local and remote users, from within a single management interface.
www.ressoftware.com

Phoenix release Workspace Assist v4.0

Phoenix Business Solutions has released v4.0 of its popular Workspace Assist application for users of iManage Worksite. New features include the ability for fee earners and partners to control workspace creation (including folders and sets) based on templates in existing matter workspaces. This can also be driven from metadata presented to Workspace Assist from a firm's billing system as a matter evolves.

Hounslow integrates Zylpha with Visualfiles

The legal department at the London Borough of Hounslow has implemented Zylpha's court bundling system for its child care and litigation teams. The council estimates the system saves up to 75% of case worker time when rendering PDF court bundles with their LexisNexis Visualfiles case management software.

10 years ago today...

In February 2000, the big news stories included: an outbreak of virtual dealroom/extranet launches by Magic Circle firms – this was in the days when firms still spent millions developing bespoke systems; Tony Williams departure from Clifford Chance to head Arthur Andersen's new global legal practice; and, both Axxia and Solicitec (all now parts of LexisNexis) reporting that the recent Legal IT Show was the busiest event they had attended since the mid-1990s, when Windows systems appeared first on the legal IT scene.

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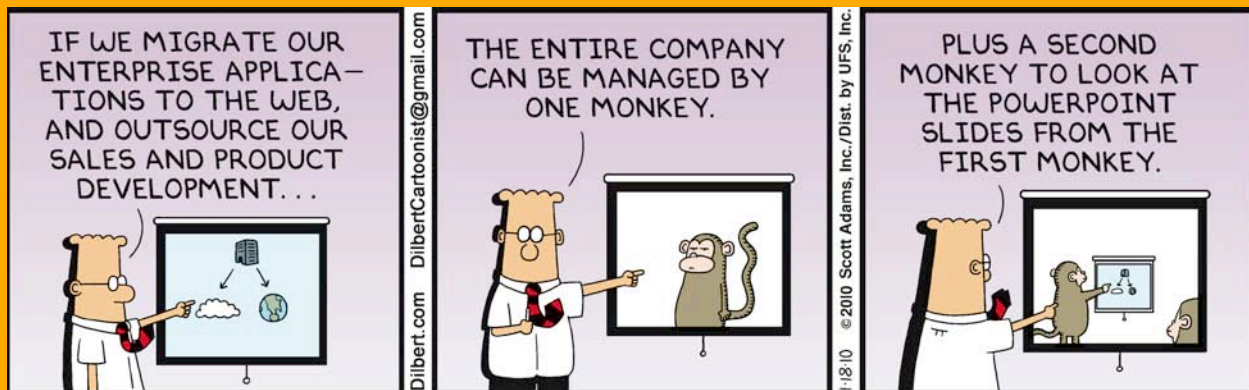Email: **news@legaltechnology.com**
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Next issue...

The next Insider (No. 229) is published on Thursday 25th March 2010 (editorial deadline 12:00 noon, Friday 19th March). In the meantime keep up with the latest legal IT news from around the world by visiting our blog at
www.theorangerag.com