LEGAL TECHNOLOGY INSIDER

LexisNexis unveils new strategy for IT business

Although by our reckoning this is the fourth change of corporate strategy since the acquisition of Visualfiles in 2006, LexisNexis has now unveiled a new organisational structure for its UK-based legal software businesses – and it is a structure that should remove some of the confusion that has grown up in the buyer market over the past couple of years.

Under the old regime, the Redwood Analytics and Interaction CRM businesses were still separate from the Practice & Productivity Management Solutions division, comprising the old Visualfiles and Axxia product ranges. Under the new structure, all four product families have been brought together within one legal software group. But, in addition, the products are now split into three divisions, segmented by functionality and target market.

The first of these are the best of breed products – Visualfiles Streamline, Interaction and Redwood – which are targeted at top tier/large law firms. Then comes the fully integrated case and PMS platform – Axxia DNA – which is targeted at mid tier/mid-size large law firms. Finally, there will be a managed services division targeting small firms and sole practitioners. Full details of this will not be available until later this year but it is expected to be based on a hosted/SaaS version of Axxia DNA. To the outside observer, this new structure makes a lot of sense and should remove the confusion between the apparently rival ⇨

⇨ Axxia and Visualfiles case management platforms. Arguably the only surprising part of the new structure has been the decision to take sales to central/local government and corporate inhouse legal departments away from the legal software group and put it with the LexisNexis public sector sales team.

Inevitably these changes have had staffing implications, the most significant being the departure earlier this month of long-time Interaction UK head honcho Daniel Von Weihe. Tim Cheadle now takes over as general manager of the entire group. On the positive side (and a sign of confidence in the business) LexisNexis is now recruiting legal IT sales staff. These include Kieron Walker, a recent lateral hire from Aderant.

Why custom XML is not coming to a PC near you

Buried among the Christmas/New Year holidays and bad weather was the news that Microsoft had lost an appeal against a patent-infringement ruling in favour of a Toronto-based software company called i4i Inc. Along with having to pay a costs and damages award of around $290 million, the most important consequence for Microsoft is that from 11th January this year it became subject to a permanent injunction against selling custom-XML within its Word application.

The injunction only applies to post 11 January sales and Microsoft has already stripped custom-XML from Word 2007 – although it does mean some firms may now be running Word 2007 in both custom-XML and custom-XMLess flavours. (Don't worry, there is a patch available to remove custom-XML support from Word 2007.) But what about the longer term implications? With custom-XML expected to play a big part in the upcoming Word 2010 release, Microsoft is now re-writing parts of

LexisNexis user drain continues

Another month and another raft of announcements of LexisNexis Axxia and Visualfiles swap-outs. In chronological order, the first to go in March was Enoch Evans Solicitors, which has selected Pilgrim Systems' LawSoft product as its new platform for financial, practice, case, matter, document and marketing management. Possibly no surprise that Enoch Evans is dropping its Miles 33 PMS (not a Lexis product) but the firm was also one of the longest standing users of Visualfiles SolCase case management so (and we quote) 'the decision to move to a new system was not taken lightly'.

Next to go was Battens in the West Country which has also selected Pilgrim Lawsoft, this time to replace its Axxia Arista practice and Visualfiles Solcase case management systems. The Lexis swapout here was a foregone conclusion as during the last decade, a previous management team at Battens even tried to develop its own PMS based on Microsoft Dynamics/Great Plains. This was briefly offered commercially by Intervolve under the Exemplar brand name however, following management changes, Battens halted implementation and went back to running Axxia.

Finally, after 'realising change would be necessary, whether or not the firm chose to follow the LexisNexis product roadmap', Henmans LLP has opted for a unified technology platform and selected SOS Connect from Solicitors Own Software to replace its legacy Axxia Arista PMS and Visualfiles Solcase systems.

All change for events

ICBI, part of the Informa Group who run the annual *New Legal IT Forum*, has announced it will no longer be running its *By Legal for Legal* event, which had been provisionally scheduled for ➡

➡ 13-to-15 May this year. Instead some of the more "quirky" aspects of *By Legal* – including the 'Vendors Have Got Talent' session and the 'Witchie Awards' will be merged with the Forum, which this year takes place 13-to-15 October at the Marriott St Pierre near Chepstow.

On a brighter note, Tikit has announced its next *Word Day* will take place on 10th June in London. LexisNexis is holding its second annual *Alternative Legal IT Conference* at The Belfry in the West Midlands on 21st & 22nd September. And, following the success of this month's LEX conference, the ARK Group is already planning for *LEX 2011* on 2nd & 3rd March.

Finally, we hear that following the cancellation of *By Legal for Legal*, so as not to deny the legal IT community a good ~~party~~ networking event, Workshare (along with Abbyy, Tikit, Scalable Communications, Ricoh and others) are organising Legally High on 12th May. Held on the top two floors of the Gherkin in the City of London, the theme is 'retro in the metro' and strictly by invitation only.

Why custom XML is not coming

➡ *continued from front page...* this product to remove the custom-XML, which is in turn casting doubts on the original June launch date for Office 2010. And, it's not just Microsoft that has been hit. In the legal IT market probably the biggest casualty is Microsystems, which at the end of January had to announce it was discontinuing development of both its older D3 system and its recently launched Legal Templates Plus product.

But, every XML dark cloud has its silver lining. Business Integrity has already announced a 'transition programme' with its ContractExpress Word-based template authoring system being promoted as 'the natural way forward for users of Microsystems' sunsetting D3 product'. And, Tikit is keen for people to know that its own House Style Manager suite, including the Tikit ReStyler and Tikit Template Manager products do not use any custom-XML components.

March's new wins

Two regional wins for Hubbard One
Flint Bishop LLP is swapping out its legacy Elite Apex software in favour of Hubbard One's Contact Manager Communicator CRM system. And, Dickinson Dees has chosen Hubbard One to revamp its entire web presence.

Offshore deal for Exari
The Walkers Group, which includes the offshore law firm Walkers, has selected Exari as its document assembly/automation platform.

Philips to manage legal spend with CT TyMetrix
Royal Philips Electronics has selected the CT TyMetrix 360 system (available in UK/Europe via the Wolters Kluwer Legal Technology Group) as its legal spend management system. CT TyMetrix 360 is a web-based hosted solution designed to help corporate legal departments control costs and improve litigation performance in their dealings with outside law firms. Philips currently has around 250 inhouse lawyers and instructs over 100 law firms globally.

Hill Dickinson deploys Calvis Blackberry app
Hill Dickinson has deployed the Interaction for Blackberry application from Calvis, so users can access information stored on the firm's CRM system while they are out of the office.

Taylor Wessing select DTE Axiom
Tylor Wessing has selected DTE Axiom Desktop and InHand for Blackberry time recording and time capture for firm-wide deployment in the UK.
• Phoenix is now shipping the latest release of DTE Axiom in the UK. New features include an enhanced calendar view, the ability to split entries across different clients/matters and support for multi-currency expenses.

DocsCorp announces law firm + council wins
DocsCorp has announced a raft of new law firm wins for its pdfDocs Desktop and compareDocs software. These include Mills & Reeve, Brabners Chaffe Street, Kingsley Napley, Sintons and boutique firm Curtis Davis Garrard. DocsCorp ⇨

⇨ has also moved into double figures with the number of local authorities using its pdfDocs Court Bundling module, which was developed in conjunction with LexisNexis. A total of 13 councils now use the software, the latest signings being Norfolk County Council and the London Borough of Sutton. Bury MBC, who implemented Court Bundling last year, say the system had paid for itself in four months and is now saving an average of £1250 a month.
• DocsCorp partner Phoenix Business Solutions has also sold compareDocs to Pinsent Masons (1800 users) and Taylor Wessing (650 users).

Ward Hadaway cuts rebuild times with Kace
Ward Hadaway is now using the Dell Kace systems deployment appliance to meet its imaging and system build requirements. Using Kace, the firm says it has cut the time required to rebuild machines from over two hours to just 15 minutes and to roll out new laptop images to 20 minutes.
www.kace.com

More March wins

LG get business continuity for Blackberry
Lawrence Graham (LG) is to implement Protel's Livenumber telephony business continuity system. Along with scheduling changes for routing DDI (direct dialling inwards) numbers from a PC, Protel and LG have worked together on the development of a Livenumber app for Blackberrys, so individuals can set up and control personal, group and department DDIs from mobile devices.
www.proteluk.net

IRIS hosted solution "best decision we made"
Carmen Dowd, former head of the Special Crime Division at the Crown Prosecution Service (she was involved in the cash-for-honours inquiry) and now a consultant with Cheshire conveyancing start-up SE Law Limited, says selecting the IRIS Law Business Hosted solution, rather than going for the traditional option of implementing an inhouse system, "was the best business decision we made". She added that "with the luxury of starting with a clean slate" she wanted to avoid the situation she had seen in large organisations that "spend a lot of time, energy and expense employing IT staff to patch over the cracks in their systems." SE Law are running IRIS accounts, practice management and conveyancing systems.
• IRIS Legal has signed up the 500th user of its web community portal since the service was launched four months ago. The portal aims to carry everything legal IT users should want, including user guides, SLAs, white papers and FAQs. Registered users can access the portal at
http://legalportal.iris.co.uk/Default.aspx

Denton Wilde Sapte extend network with GEO
Denton Wilde Sapte has chosen Geo to supply a dedicated one gigabit fibre network link between its Fleet Place London head office and its new Milton Keynes offices. Geo's London fibre network is run through the existing tunnels of the Victorian era system, while its national fibre is located alongside the gas network. Both methods aim to minimise possible service disruption as a result of physical damage from surface maintenance.
www.geo-uk.net

Cloud based speech recognition causes stir

This month nFlow has been touring the UK with its voice productivity technology series of user conferences. Along with looking at the latest developments in digital dictation, mobile working with Blackberrys, cloud computing and DaaS (dictation-as-a-service), transcription outsourcing and recorder devices, the sessions also looked at nFlow's novel approach to speech recognition.

Based on the Nuance Dragon engine, this product is still under development (a beta version is scheduled for a June release) with nFlow gathering feedback from users on such issues as how they would like the actual transcribed text to be delivered to them (for example: phrase by phrase or in a slab of text). nFlow is also developing a cloud-based approach to speech recognition (I suppose we will have to call it SRaaS) so firms can take advantage of speech recognition but without the upfront commitment to a capital investment in server hardware to ➡

➡ run a recognition engine. Instead, pricing would be based on a monthly rental and/or a per-minute rate for recognition.

Insider editor Charles Christian attended the London event and took part in a live and totally unscripted demonstration of speech recognition. After a two minute enrolment/training session with the software, rather than the usual reading from a newspaper approach, Christian gave an extemporaneous dictation. Despite him rambling on at length about 'Carlin Sunday', pea shooter ammunition and chocolate Easter egg beanfeasts, the system still managed a 95% accuracy rate on its first pass.

Voice technology news

Speech recognition at tipping point ?

Irwin Mitchell reports that its SRC supplied and supported, Winscribe-based digital dictation platform is now used by more than 1450 users and handles 40,000 dictations every month. Since its implementation, the DDS has processed a total of over 3.5 million dictations. The firm is now piloting a speech recognition pilot in its personal injury department. Director of operations Richard Hodkinson said the firm had "looked at speech recognition year on year. Having used the system myself, I can say the tipping point may have finally arrived where (speech recognition) becomes part of a credible IT agenda".

Nabarro rolls out Bighand for Blackberry to 460

Top 30 law firm Nabarro has completed a rollout of a Bighand for Blackberry system to 460 lawyers. We believe this is one of the largest deployments of a Blackberry digital dictation application globally. Nabarro IT director Andrew Powell said the Bighand project was part of a firm-wide refresh of mobile devices that is expected to reduce costs by up to 40%.

New account manager at Winscribe

Deepak Sodhi, who has worked with both Lexis Nexis and Bighand, has joined Winscribe UK as a senior account manager. He will be based out of the company's Pangbourne offices. ➡

Edinburgh firm goes with DaaS

Edinburgh law firm Franks Macadam Brown has implemented the nFlowLive.com dictation-as-a-service (DaaS) solution from nFlow to replace its analogue tape-based dictation platform. Partner Clive Franks said while "digital dictation is a requisite in the legal business, for our growing firm, adopting the hosted model makes economic sense. Not only is it more cost effective but it also offers the potential to scale its scope in line with future business needs." The nFlow DaaS system was implemented at the firm within 24 hours.

LOASys piloting 'pay as you speak'

LOASys/LegalDocs UK is piloting a new 'pay as you speak' voice-driven document production system with six law firms. Combining digital dictation and speech recognition with document assembly, according to LegalDocs' Terry Elwell an 'InSourcing' approach to document production should be a substantially cheaper alternative to traditional dictation outsoucing.

Metadata has nowhere to hide say Workshare

Using the advertising slogan 'metadata has nowhere to hide,' Workshare has announced the v5.2 SR3 versions of its Workshare Protect and Professional protect products. Along with some tweaks to performance speeds and the user interface, the main changes are upgrades to metadata removal and (on the Professional product only) document comparison capabilities, including improved advanced table comparisons, comparison of Word drawing tools and easier user customisation with the Quick Access Toolbar.

On the metadata removal/security front, email addresses and distribution lists are resolved faster, reboots are quicker and less memory is utilised, there is improved error message handling, and dynamic discovery offers faster alert windows and realtime discovery. When either of the updated products are coupled with the new Workshare Protect Server product (this has also just been announced and is arguably the most significant of all the new launches) metadata cleaning moves into a network environment and can protect information being managed by Blackberry, iPhone and other mobile devices. Workshare Protect Server also cleans attachments sent with Outlook Web access and Lotus iNotes, cleans metadata from all email layers, and is platform independent supporting Windows and Macs. Workshare Protect and Professional are available on free trial and can be downloaded from www.workshare.com

• Also available on free trial are Workshare Compare for Excel and Workshare Compare Basic for Excel (although the latter is for home/small offices and only identifies changes to entered values) for organisations needing to review changes to spreadsheets, Excel workbooks, pivot tables, formulae or even line-by-line comparisons of macros and VB code. Workshare also have a compare product for Microsoft Powerpoint.

New product launches

Solcara in search alliance with LexisNexis
Solcara and LexisNexis UK have announced a product collaboration that will see Solcara's SolSearch integrated search system being offered to law firms to conduct bespoke federated searches of legal, tax and regulatory content from a variety of sources including Lexis Library and Lexis PSL.

Eclipse unveiling Proclaim v3.2 in May
Eclipse Legal Systems will be showcasing the latest v3.2 release of its Proclaim practice and case management software at a user conference at the Leeds Royal Armouries on 13th May. New features include closer outlook integration, global document searching, improved reporting and management information, new billing routines and a matter management interface to support non standard work areas.

UNIFIED hosting kCura e-disclosure platfom
Outsourced support services specialist UNIFIED has become a UK hosting partner for the kCura Relativity web-based analysis, review and EDRM production platform for e-discovery/e-disclosure projects. UNIFIED's CEO is UK litigation support industry veteran Paul Mankoo.
www.unif-id.com

Legal Cats move into Broken Wharf
Following the recent acquisition of litigation and legal document services provider LDSI by the Cats Solutions Group, the combined business has relocated to Broken Wharf House, London EC4, and rebranded as Cats Legal. Along with its own inhouse developed LiveReview v3.0 document review suite, Cats Legal plans to expand its portfolio of e-discovery tools. The first stage has been partnering with Digital Reef, whose platform can handle e-discovery projects from the early case assessment stage onwards.
www.cats-solutions.co.uk + www.digitalreefinc.com

News in brief

Hobs Legal partnership with CaseLogistix

Hobs Legal Docs has extended its relationship with CaseLogistix to include hosting the product. Hobs managing director Terry Harrison said further services in the ESI processing and early case assesment arena were planned.

Three go live with Tikit TFB

Three more firms and almost 400 users (all ex-IRIS sites: Rowlands, Blakemores and Morgans) have gone live with Tikit TFB Partner for Windows.

E-conveyancing news

Land Data invites license applications

Land Data, the NLIS (National Land Information Service) regulator is inviting organisations to apply for channel licenses to provide conveyancing and property related information services. Companies have until the end of May to apply, with the new channel roles taking effect in September 2010. An NLIS chanel license fee costs £35,000 for 9 years with no recurring annual payments.
www.land-data.org.uk

IRIS reports 99.2% e-SDLT success rate

Latest HMRC Government Gateway data shows that for February 2010, IRIS Laserform's SDLT e-Submissions v1.1.2 software scored a 99.2% success rate. The IRIS system outperformed the overall average of all other third-party suppliers who, for the same period, scored a 87.9% pass rate. The marginal failure rate for the IRIS e-SDLT system was attributable to human error, such as users entering incorrect credentials on forms or submitting returns in duplicate, which is often the case where the HMRC gateway is intermittent.

MDA SearchFlow shows ebbing HIPs support

New research conducted by MDA SearchFlow found continuing dissatisfaction with Home Information Packs, with 81% of respondents reporting their overall impression of HIPs was poor and a majority saying HIPs had had a negative ⇨

⇨ effect on the conveyancing process, on relationships with agents/panels, on overall profits, and on the volume of instructions received. For these reasons, 50% of respondents claimed their business would benefit if HIPs were scrapped and only 6% believed they would suffer. In a similar vein, most of those surveyed were lukewarm about pre-sale packs, with only 44% saying they were a "good idea".

In addition to reservations about HIPs in their current form, the survey also found little enthusiasm for 'Exchange-Ready HIPs'. When asked if exchange-ready HIPs would be suitable for exchange without further diligence for the buyer, 95% said no, adding that they would continue to scrutinise it and follow standard processes. For a typical caseload, 50% of those surveyed reported they currently receive property search information electronically, 39% receive a combination of electronic and postal results, and 11% receive it by post only. 64% of respondents would choose electronic as their preferred format.

EMEA news round-up

I.R.I.S. wins in Switzerland and Norway
The I.R.I.S. group has won two further Autonomy iManage document management deals within the European legal market. The Swiss law firm Lenz & Staehelin has selected I.R.I.S. Nederland to implement its Worksite DMS, while Norwegian law firm CLP will be using I.R.I.S. Nordics.

Mimecast partners with Irish telco
Mimecast has entered into a partner agreement with Telefónica O2 Ireland, that will see the Irish telco reselling Mimecast's cloud-based email management services to law firms in the Republic.

Boekel to implement Worksite with Epona
Amsterdam-based Boekel de Nerée has selected Epona to supply and implement its new iManage Worksite DMS.

Autonomy iManage on way to Dutch clean-sweep
Autonomy iManage says it's on its way to enjoying a clean sweep of DMS deals among larger Dutch law firms with recent iManage Worksite wins at Boekel De Nerée, Poelnan van den Broek, Trip Advocaten and Van Benthem & Keulen. Existing Dutch iManage sites include Houthoff Buruma, De Brauw Blackstone Westbroek, NauthDutilh, CMS Derks Star Busmann, Stibbe and Van Doorne. According to the Insider's records, the majority of these deals were secured and implemented by I.R.I.S. Nederland/Morningstar Systems and Epona.

People & Places

New senior V-P for Mimecast
Mimecast has appointed Jonathan Gale as senior vice president of product management. Gale, who will be based out of London, joins Mimecast from MessageLabs where he spent eight years working in senior management positions.

LDM recruits from Toshiba
LDM Global's head of sales Steve Couling, who joined the litigation support services company ⇨ from Toshiba UK's B2B PC division last year, has been appointed to LDM's board of directors, where he will be responsible for global sales and international business development.

And Legal Inc recruits fom LDM
Meanwhile Legal Inc has appointed Seb Scott as a client executive. Scott has worked in the litigation support industry for over 10 years, initially with Oyez Legal Technologies and latterly with LDM.

Latest online resources

Two new online resources to check out: Sword ECM's principal Sharepoint consultant Ano Nel has launched a Sharepoint social networking site at **http://spoint.me** And Simon Ellison-Bunce of FellSoft has produced a white paper on the presence of UK law firms on Wikipedia **www.fellsoft.com/uk-law-firms-on-wikipedia.aspx**

Springtime for charities

Spring is in the air and our readers' thoughts turn to running, walking and/or cycling to raise funds for charitable causes. Please support them.

Inevitably the big funraising event is the London Marathon – now the *Virgin London Marathon* – on 25th April. Having run 14 half marathons in the past two years, **Andy Rudall** of Wragge & Co is taking part in the VLM to raise money for Help for Heroes.
www.justgiving.com/AndyDoesLondon

For the second year running **David Bason** of Shoosmiths will be running the London Marathon to raise money for Shelter.
www.justgiving.com/DaveBason

The Insider's long-time web designer **Guy Stephens** is running on behalf of the Juvenile Diabetes Research Foundation. Guy says it's his second marathon but he overlooked the fact the last one was in 2000 and he is now 10 years older, heavier and slower.
www.justgiving.com/guystephens

After spending the last nine months recovering from the 2009 marathon, **David Thorpe** of Aderant is going to be running again this year, once again to raise funds for the NSPCC. The race takes place on David's 51st birthday.
http://original.justgiving.com/i_said_never_again

We've also got **Andrew Haslam** of Allvision Computing and **Ann Hemming** of Tikit who, along with **Kevin Connell** and others, will be walking 40km on 15th May to raise money for the Heart of Kent Hospice in memory of Jackie, Kelvin McGregor-Alcorn's partner, who died in January.
www.justgiving.com/40katgoodwood

Finally, **Mark Harding** of KnowHow Consulting and his brother John are taking part in the *Cycle to the Sea* London-to-Brighton 54 miles bike ride on 20th June to raise funds for the British Heart Foundation. Training is however currently stalled following the theft of Mark's bike.
http://original.justgiving.com/hardingscyclingtothesea

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The Backpage

10 years ago today...

Party at the Palace

Making a change from the usual vendor location for birthday parties – a knees-up in a wine bar – earlier this month the UK-based digital dictation outsourcing business DictateNow celebrated its sixth anniversary with a reception for customers and friends at the House of Commons. As neither house was sitting, DictateNow's host Keith Vaz MP gave us a behind the scenes tour of the Palace of Westminster, including the Commons chamber.

Beaten by bean-counters

At the start of the month virtual dealroom specialists IntraLinks organised and sponsored the *IntraLinks Advisor Cup 2010* – a five-aside football tournament for members of the banking and legal community. A total of 16 teams, representing some of the UK's leading M&A law firms and advisors took part. In the final, Grant Thornton beat Clifford Chance in a closely fought game.

Nice place to work, to work here nice

The *Sunday Times* published its annual list of the UK's 100 best places to work. For the 7th year running Pannone was rated the best law firm. Here are the top firms (+ position overall) 1: Pannone (18), 2: Lewis Silkin (33), 3: Mishcon de Reya (48), 4: Mills & Reeve (72), 5: Brabners Chaffe Street (83), 6: Freeth Cartwright (94), 7: Cripps Harries Hall (97).

In March 2000 the headline story was Dibb Lupton Alsop IT head Daniel Pollick (now Global CIO DLA Piper) ripping into legal IT vendors at the annual *Information Systems for Lawyers* conference at the Marriott. Pollick said the majority of suppliers were "woeful" with too many companies having a "doubtful record" on the delivery and realisable benefits of their products. Pollick added that lawyers' own ignorance of IT meant firms were "blown along by more technology crazes than Toys 'R' Us".

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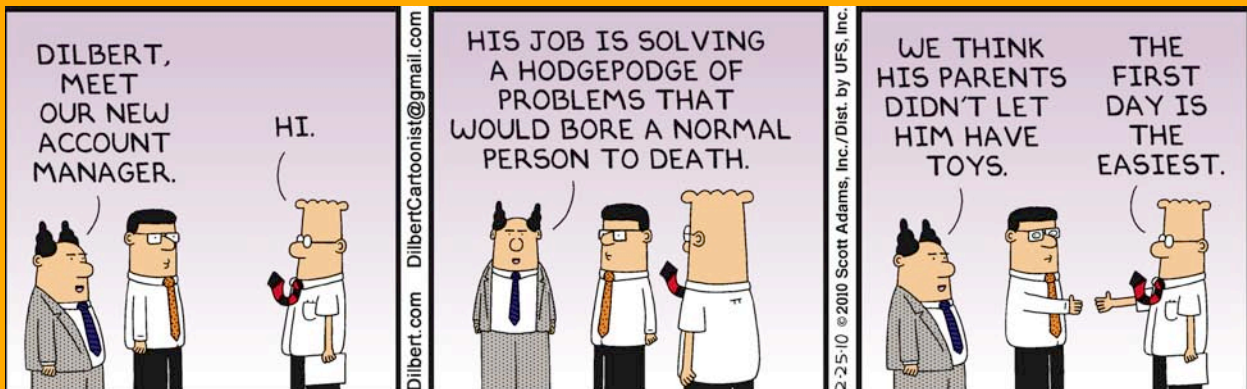Email: news@legaltechnology.com
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Next issue...

The next Insider (No. 230) will be published on Thursday 29th April 2010 (editorial deadline 12:00 noon, Friday 23rd April). In the meantime keep up with the latest legal IT news from around the world by visiting our blog at
www.theorangerag.com