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Daniel Pollick (CIO), DLA Piper
www.eclipselegal.co.uk/iti

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Open Text has a plan

Proving itself to be the come-back kid of the DMS world, Open Text has recently been previewing a raft of new roadmap and product announcements. The company's core document management system eDOCS DM will see v5.2.1 CU5 released at the end of this month with full support for 32-bit Windows 7. DM v5.3 will be released within 90 days of Microsoft Office 2010 (Q3 this year) and include support for Office, SQL Server 2008, 64-bit Windows 7 plus other enhancements, including a customisable Open Text DM ribbon. Finally, DM v5.4 is scheduled for early 2012 with enhancement requests currently being collected.

Open Text's alternative DMS LIM (Legal Information Management) platform is now in v2.0 with v3.0 scheduled for release later this year. This will support both Office and Sharepoint 2010 but Open Text's view is while Sharepoint continues to improve, it will never make an out-of-the-box legal DMS. This is because it lacks ethical walls, matter centricity and the metadata functionality 3rd parties – like Open Text – can add.

Next up, with v1.1 shipping now and full eDOCS DM integration available at the end of May, is Open Text Everywhere, a new mobility system that will ultimately deliver all Open Text applications over mobile devices – but with a strong focus on the Blackberry range. For users, it means they can search for and access documents and emails, as well as execute workflow approvals from a Blackberry.

Everywhere will also support Open Text's new Social Workplace product. ...*continued page 8*

Another PMS contender ?

Is the European legal PMS market about to see another would-be player try to muscle in? Maconomy, a provider of financial management, HR, BI, CRM, time capture and workflow systems for professional services organisations, including accountancy firms, has just sold its ERP solution into 130-user Accura, one of the largest law firms in Denmark. With 10 Norwegian firms now also using its software, the company describes the deal as emphasising Maconomy's 'increasing and dedicated commitment to law firms'. Maconomy UK managing director Neil Davidson added "Our strategy of delivering industry specific solutions to our clients is highly successful. The legal industry constitutes a vital part of our core market."

www.maconomy.co.uk

LexisNexis rebrands

After last month's UK management changes, Lexis Nexis has rebranded its legal software businesses, uniting its Practice & Productivity Management and Client Development teams and renaming them LexisNexis Enterprise Solutions. LNES now encompasses the Interaction, Redwood Analytics, Streamline, Visualfiles and Axxia DNA products.

Buyer sign of the times

Herbert Smith LLP is holding an invitation-only conference on 7th May to inform would-be suppliers of the projects the firm has planned for 2010/11. The half-day programme includes a presentation by George Kalorkoti on current ISD strategy, a session on corporate social responsibility and an opportunity to talk to project managers and team leaders.



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Another firm outsources with Integreon

South West-based law firm Foot Anstey has engaged Integreon to supply its library and information services on an outsourced basis. Business development director Richard Gardiner said the 40 partner/350 staff firm lacked the scale to justify the size and scope of the inhouse library and research team it envisioned, so turned to Integreon which late last year launched a shared library services offering for UK law firms.

Comment: If you are interested in outsourcing, do check out Rupert Kendrick's new book *Outsourcing IT: a governance guide*. Rather than wade through the details of technology and outsourcing contracts, he focuses on the top level management issues of how firms should approach the outsourcing process; how they should manage the relationship with outsourcers and, finally, how they should assess and manage the risks associated with outsourcing. The title says it all: this is about governance and some sections (particularly those dealing with due diligence and service level agreements) should be made mandatory reading for anyone considering outsourcing.

- *Outsourcing IT: a governance guide* by Rupert Kendrick (IT Governance Publishing, 2009, ISBN 978-1-84928-025-9, price £47.95).

www.itgovernance.co.uk

Getting ready for RTA

With the Ministry of Justice's new road traffic accident (RTA) rules for dealing with personal injury claims coming into effect at the end of this week (30 April), case management system vendors have been rolling out upgrades and enhancements to deal with the new regime. **Eclipse Legal Systems'** Proclaim case management software will now ➔

➔ support the faster *Application-to-Application* (A2A) method of communicating with the MoJ's new Personal Injury Portal (PIP). Rushton Hinchy Solicitors in St Helens has specifically selected Proclaim to replace its legacy software and be ready for PIP on the 30th April.


Meanwhile **LexisNexis UK** last week announced a new cross-platform A2A interface module to enable its users to work with the MoJ's PIP. Called PIP Broker, it is platform agnostic and will support all LexisNexis case management systems including Solcase, Visualfiles and Axxia DNA. Weightmans Solicitors, Clarke Willmott LLP and Horwich Farrelly were the beta test sites for PIP broker.

Finally, **DPS Software** has modified its DPS and Access case management systems so they can read data from completed or partially completed CNF forms in PDF format and create new client and matter records from it.

I want Candey

Candey LLP, a Lincoln's Inn-based boutique firm set up last year by former Tarlo Lyons partners Ashkhan Candey and Nigel McEwen, has selected the Virtual Practices solution from Solicitors Own Software to provide accounts, time recording and outsourced legal cashing. Another new, niche start-up, Temple Bright in Bristol (its founders include former Simmons & Simmons and Herbert Smith partners) has also selected SOS Virtual Practices. Both firms cite similar reasons for their choice: the ability when starting with a clean IT slate to avoid high internal overheads.

- Meanwhile the traditional side of the SOS business continues to thrive. Following an IT review, Massers Solicitors in Nottingham has dropped its legacy case management software in favour of SOS Connect (the firm already runs SOS accounts). And, following a series of mergers, Woodfines LLP in Bedford has also standardised on SOS Connect for case management work.



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April's new wins

Eclipse gets second top 3 win

Eclipse Legal Systems has signed up its second 'top 3' firm (it already has DLA Piper as a user) with Eversheds extending its rollout of Eclipse Proclaim case management software. Eversheds already runs Proclaim in its Cross-Rail and subrogated insurance recoveries teams and the latest deal – bringing the total number of users to 200 – is with the firm's Legal Systems Group litigation unit, which handles claims management, mortgage enforcement, recoveries and property work for banks and insurance companies. Eclipse has also integrated its software with Eversheds' Elite PMS to support matter inception and time recording.

Clifford Chance deploys Recommind

Clifford Chance has completed the deployment of Recommind's MindServer Search system across 23 UK and international offices, and is now rolling it out in six further offices, bringing the total user-base at the firm to over 6000. MindServer plays a key part in the firm's CC Search platform and is accessed via a firm-wide intranet. Recommind was selected following a competitive tender, a proof of concept and a pilot in Amsterdam where 97% of users said it offered 'significant improvements' over the firm's previous search systems.

BLP rolls out IntApp Wall Builder

Berwin Leighton Paisner has deployed IntApp's Wall Builder confidentiality management system. The web-based application allows BLP to create information barriers to centrally control, monitor and report on user access rights across DMS, CRM, accounts, portal, time entry and records management systems for conflict of interest, client mandate and regulatory compliance purposes.

Biggart Baillie sign up with GlobalExpense

Biggart Baillie is now using GlobalExpense's full end-to-end service for staff expenses management including VAT and income tax compliance. Biggart is the company's 8th UK law firm win.

Eversheds now running electronic tenders

Following its experience of a reverse auction, ➔

➔ when the firm saved 25% on the cost of facilities management (including building security and cleaning costs) for its UK offices, Eversheds has invested in a self-service e-sourcing platform from Wax Digital. This is an on-demand system that will allow Eversheds to run an unlimited number of electronic tender and auction 'events' annually.

www.waxdigital.com

Hughes Paddison upgrade with FWBS

Cheltenham law firm Hughes Paddison has upgraded from FWBS OMS to MatterCentre, and from Paragon accounts to Indigo PracticeCentre. The firm has used FWBS software since 1998.

ScanSafe win two law firm deals

ScanSafe (now part of Cisco) has had two more law firms implement its SaaS web security platform to protect their networks. The latest wins are SJ Berwin and Dundas & Wilson.

www.scansafe.com ...more new wins on page 4 ➔



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Evolution isn't happening

Did Charles Darwin get it wrong as the last month has seen two more swapouts from IRIS AIM Evolution sites? Carter Bells Solicitors in Kingston upon Thames is replacing Evolution with a Linetime Liberate practice and management system. And, HC Solicitors in Peterborough is dropping AIM in favour of a 100 user Pilgrim Lawsoft system that will be providing accounts, time capture, billing, case management, document management and CRM functionality.

More April wins

Phoenix iManage hat trick + Workspace duo

Phoenix Business Solutions has won three new contracts to deliver Autonomy iManage Worksite solutions. The deals were with Stewarts Law, patent and trademark attorneys Keltie and Channel Islands-based trust company Vistra.

- Phoenix has also secured new orders from Mills & Reeve and Withers for its own Workspace Assist product, which provides matter management functionality for Worksite users.

Ipswich wins Stephenson Harwood contract

Stephenson Harwood has selected the MOVEit DMZ system from Ipswitch Inc to manage and protect the transfer of sensitive data and files between the firm and its clients. The system, which also creates an audit trail of files moving in and out of the firm, was implemented by Handd Business Solutions.

www.ipswitchft.com + www.handd.co.uk

Hill Dickinson gets proactive with Proactis

Hill Dickinson is to implement a Proactis spend control and electronic approvals system. The system will be integrated with the firm's Aderant Expert PMS to manage procurement, disbursement and expense processes.

DDS - and then there were two

Six years ago, at the height of the digital dictation systems boom, the Insider identified over a dozen different DDS software products in the UK. Although there are still a number of smaller suppliers out there, as well as the likes of Philips who offer DD software along with their hardware, for the past few years there have only been three serious contenders in the market, namely Bighand, Winscribe and nFlow. And now there are just two, following the surprise announcement over Easter that Bighand had acquired nFlow. The deal value was disclosed however the majority of the consideration was satisfied from existing cash resources rather than new borrowings.

Bighand will be running a series of breakfast briefings around the UK in June to address user questions arising from the acquisition, as well as to introduce team members and demo new product developments but here is the story so far...

- Rob Lancashire, the former managing director of nFlow Software, becomes the managing director of the newly formed Bighand UK Legal & Professional Services Division. Jane Ashley and Craig Williams will remain as nFlow sales contacts. Bighand's former sales manager James Kippenberger has been promoted to managing director of the new UK Healthcare division. Jonathan Carter is leaving Bighand.

- Bighand will continue to support and evolve the nFlow DDS product – Rob Lancashire described this as “a critical provision in the deal.” Also, with additional support and development resources now available, both Bighand and nFlow users will benefit from an exchange of technology and features “with, longer term, a converged voice productivity product” emerging.

- Bighand is moving nFlow support staff to the London Bridge office to take advantage of the global support infrastructure.



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Winscribe push iPhone DDS envelope

Following the launch of v4.0 of Winscribe's digital dictation workflow software, the company has been quick to leverage the benefits of the new system for mobile users. For example, users of Blackberrys (running Blackberry OS v4.2.1 and above) now have access to more DDS functionality, previously only available on the Winscribe desktop, than ever before, including the ability to prioritise jobs in day/date order, select or change which secretaries receive their work, and set a series of confidentiality options.

However Winscribe is most proud of its new app for the iPhone (and iPod Touch if you have a headset & mike). Winscribe is keen to stress this app is not simply an off-the-shelf iPhone voice memo app that can email dictation files to a secretary handling transcription but a full integration with Winscribe v4.0, enabling users to manage the dictation and transcription process from anywhere. This includes: sending dictations, inserting/over-writing dictations from the device, workflow routing selection, dictation job listing and profiling, near realtime job progress monitoring, receiving and reviewing transcribed text, plus the ability to transmit additional supporting information along with voice files.

- The iPhone app supports English, French and German language options, 'shake to record', plus has scalable font sizes for easy reading and selectable audio quality. Existing Winscribe users can simply add the iPhone app as another input device in their mobility suite. Newcomers to digital dictation will be able to subscribe to Winscribe OnDemand accounts to sample the functionality of managed DDS from the cloud.

Voice technology news

Patent attorneys select SRC + Winscribe

Patent attorneys Kilburn & Stride LLP has selected SRC to replace the firm's tape based dictation system and deploy Winscribe DDS to more than

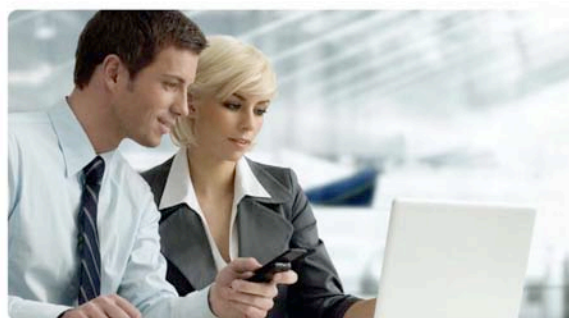
100 users across the firm's London and St Albans offices. By our count, six of the 10 largest patent attorney firms in the UK now run digital dictation and speech recognition systems supplied by SRC.

Winn Solicitors upgrade to Bighand

Winn Solicitors has upgraded its incumbent stand alone dictation system to Bighand digital dictation workflow software. The Bighand DDS is now being used by 120 users at Winn.

Philips paves way for speech recognition

Philips has just released the latest version of its SpeechExec Pro software which, as well as providing digital dictation workflow management, now also supports integration with the Dragon NaturallySpeaking speech recognition system from v10 onwards. SpeechExec Pro Dictate is available as a standalone software package or as part of dictation bundles with SpeechMike Air and Digital Pocket Memo 9500 and 9600 series.



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Litigation support news

Jonathan Maas now at Ernst & Young

Long-time stalwart of the UK litigation support and ediscovery scene Jonathan Maas has joined Ernst & Young as assistant director of the firm's Forensic Technology & Discovery Services team in London. Maas, who was previously with Simmons & Simmons and DLA Piper, was instrumental in getting the LiST Group think tank for London-based litigation support managers off the ground. He joins the team that has been set up at E&Y by Paul Walker and Sanjay Bhandari.

Legal Inc goes for forensic partnership

As part of its strategy to offer a complete end-to-end litigation support technology capability, Legal Inc has selected forensics specialist CY4OR as a preferred digital forensics collection partner.

LDM appoint new global head & general counsel

LDM Global has appointed Don MacFarlane (most recently with Curtis Mallet-Prevost Colt & Masle and before that an inhouse lawyer at BP) as its new head of global operations & general counsel. The appointment also means LDM's CEO Greg O'Reilly will be moving from London to Sydney to head up the company's expansion into the Asia Pacific market.

E-conveyancing news

Movewithus move into probate

Property specialist Movewithus has launched a new probate division targeting the estimated 15% of all UK property sales that are probate-related. The service aims to act for solicitors and estate agents looking to achieve a timely sale at the highest price possible and services include property management, maintenance and repair, and vacant property insurance.

www.movewithus.co.uk

New NLIS channel now live

Thames Water Property Insight (TWPI) is now operational as a National Land Information Service

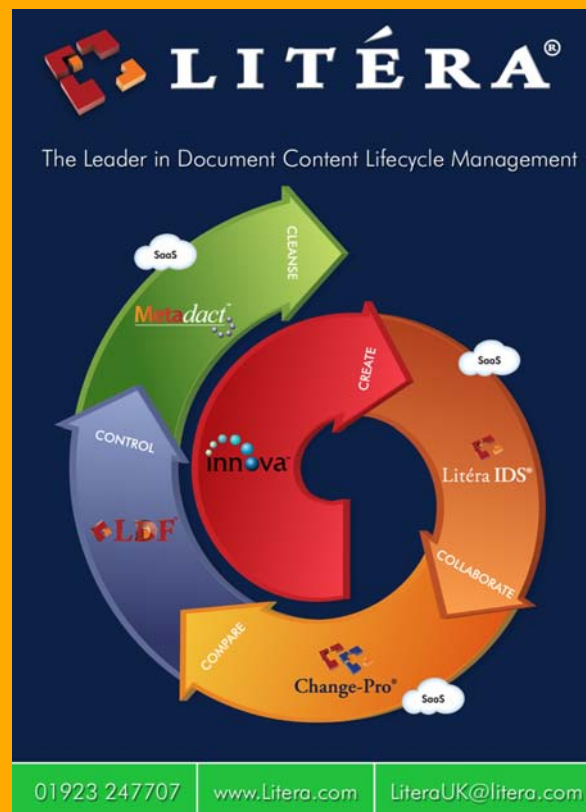
⇒ (NLIS) licensed channel, offering over 90 search products sourced directly from the Land Registry, local authorities, the Coal Authority, water companies and other providers of land and property information.

SDLT market shares and statistics

Last month's story about IRIS Laserform claiming a 99.2% success rate for SDLT e-submissions clearly rattled other players in the market. Archie Courage, the managing director of SDLT.co.uk, points out that electronic submissions account for 83.6% of all stamp duty returns. HMRC 'direct' has 84% of the e-submissions market and a 97.7% success rate. The remaining 16% is handled by around nine TPVs (3rd party vendors) with SDLT.co.uk claiming 60% of this (or 10% of total e-submissions) and a 95.8% success rate.

MDA Searchflow adds commercial property data

MDA Searchflow is combining Land Registry data with its own land referencing service and mapping tools to provide a complete 'joined up' approach to property information for conveyancers working on complex commercial property development projects.





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New apps for iPhones

Still a couple of weeks to go before the Apple iPad lands in the UK but in the meantime new legal apps for the iPhone continue to emerge: **Linetime** has launched Liberate K-Dash, which gives iPhone users access to the KPI statistics generated by the Liberate database. Users can decide on a mix of financial and performance related indicators to help monitor their practices remotely.

www.linetime.co.uk

iLegal Apps has launched an app called iLegal Legislation that lets iPhone users access the revised text of all UK, Northern Ireland, Scottish and Welsh legislation and Acts of the Parliament. The app is available through the iTunes Store, price £19.99 and is compatible with the Apple iPhone, iPod Touch and new iPad.

www.ilegalapps.com

Finally, at last week's Aderant Momentum user conference in Miami Beach, **APS (Advanced Productivity Software)** announced the launch of iDTE, a mobile version – designed exclusively for the iPhone – of the company's DTE Axiom time tracking system. APS say the key benefit of iDTE is it allows users to input fully validated data, rather than only allowing for 'scratch pad' entries.

www.aps-soft.com

New product launches

InstantON.it offers pay-as-you-go IT

InstantON.it is now offering a range of pay-as-you-go outsourced IT management and support services to the legal community in the London area. Users include Gepp & Sons, Cloisters Chambers and Simons Muirhead & Burton.

<http://instanton.it>

Certivox launches Web 2.0 info protection

Certivox, a London-based startup whose CEO is Brian Spector, previously with Workshare, has launched what it describes as a Web 2.0 security service to tackle the issues of data leak prevention, digital rights management, managed file transfer and metadata cleaning all in one. There is a ↗

↗ premium version as well as a free version. You can subscribe to both online. The company's website also has a useful video explaining how the service works. The CertiVox dashboard offers simple click-on or click-off choices regarding the options for sending, tracking, and controlling a 'package' of content, including 'legally-binding confirmation upon delivery', 'do not forward', 'do not print', 'kill switch' and 'burn after reading'.

www.certivox.com

Intralinks goes beyond firewall and language

Intralinks has extended the scope of its dealroom and extranet range by adding French, German, Spanish, Brazilian, Portuguese and Simplified Chinese language options. The company has also announced the availability of complementary integration technologies (including APIs, a client-side .NET/XML-based file messaging adapter and a Sharepoint connector) to enable organisations to more easily – but still securely – extend the reach of their applications beyond the firewall.

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Open Text has a plan *from front page* ⇨

Open Text Social Workplace is a social media platform that can provide law firms with all the functionality now expected from modern Web 2.0 technology, such as personal dashboards, blogs, wikis, communities, 'rich' user profiles, document collaboration, search facilities, instant messaging and a full Blackberry client (via Open Text Everywhere) but within the control of the enterprise rather than a patchwork quilt of 3rd party applications and public services.

This is a product you do need to see to fully grasp (imagine your own private Facebook or LinkedIn service, with Twitter lists, blogging and Wikipedia added in but also with secure communications and compliance/IT governance) so we have some links to a couple of explanatory videos available via www.theorangerag.com

Open Text is keen to stress this is not a social media 'here today, gone tomorrow' gimmick but a serious business tool that can be used as a collaborative work portal, including full version control of documents and Microsoft Office integration. From what the Insider has seen of the system, it clearly also has potential in the CRM and knowledge management fields.

One UK law firm is already using the system (v1.1 ships in May) and it has also been extensively trialled at Open Text. Along with clarifying that it does have a role to play within the legal sector (as well as cutting the number of applications currently used to achieve the same results) these trials have revealed that it can reduce email traffic between teams working on projects by around one-third, as well as removing the need to use 3rd party virtual dealrooms.

- The desktop version of Open Text Social Workplace runs on IE7+, Safari and Firefox browsers and a Sharepoint version will also be available later this year. While designed to run inside the firewall, it can be extended as an extranet to include clients and business partners.

And if you like social media, you may also like...

If you are interested in social media, you might also want to check out the KnowNet, a new community networking resource available free ⇨

⇨ of charge to law firms and vendors wishing to develop closer business relationships through online resources, including communities and discussion forums. Think of it as LinkedIn but without consultants trying to sell you services you don't want.

<http://theknowlist.socialgo.com>

Continuity for Blackberry

Mimecast has launched a continuity service for the Blackberry offering uninterrupted email access to Blackberry users in the event of a Microsoft Exchange outage, BlackBerry Enterprise Server failure or RIM infrastructure downtime. Until now firms have been limited in their continuity choices for the Blackberrys, relying on SaaS services requiring the availability of BlackBerry Enterprise Server or server replication solutions.



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EMEA news round-up

I.R.I.S. puts Bighand DDS into Dutch firm

European systems house I.R.I.S. has implemented a Bighand digital dictation system at 220 lawyer Dutch law firm CMS Derks Star Busmann.

South African legal first for Bighand

Bowman Gilfillan has become the first South African law firm to deploy Bighand's digital dictation workflow platform on an enterprise basis. The firm, which replaced Olympus and Frisbee standalone dictation systems, rolled out Bighand to 200 secretaries and lawyers at offices in Johannesburg and Cape Town. Implementation was handled by The Maynards Group.

Norwegian firm in Sharepoint swapout

Norwegian law firm Hjort (which has 85 staff, of whom 63 are lawyers and associates) has selected Autonomy iManage Worksite 8.5 to replace its legacy, inhouse-developed, Sharepoint-based document management system. Implementation is being handled by I.R.I.S. Nordics.

Two DocsCorp wins in Scandinavia

Gorrissen Federspiel Kierkegaard, which is based in Copenhagen, has purchased the entire DocsCorp pdfDocs suite for 300 users. And, Kluge in Norway has deployed pdfDocs Desktop to 150 users and CompareDocs to 30 users.

Probate systems ahoy!

Insider editor Charles Christian is updating his chapter on probate systems for next edition of *The Probate Practitioners Handbook*. If you are a provider of probate/trust accounts/IHT software and want to be included in the chapter's buyers guide, if you haven't already done so, please get in touch with him at probate@legaltechnology.com

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People & Places

Thorpe to head Frayman UK/EMEA sales

As part of its expansion plans for the UK/EMEA region, risk management system specialists Frayman Group has appointed Alison Thorpe as its first EMEA sales director. Thorpe, who has worked with Axxia, Aderant and LexisNexis in the past, will be based in the company's London office.

Chester University first for Quill

Quill Computers has become the first commercial organisation to benefit from the University of Chester's new *Work-Based Integrative Studies* initiative (which sees lectures delivered in the workplace rather than on campus) with several staff members being awarded certificates earlier this month after successfully completing higher education courses.

Charity corner

Finally, a couple more good causes to mention: **Sherry Bevan** of Intelliteach UK is taking part in June's *Race for Life 5k* in London to raise money for Cancer Research UK. And, as part of its corporate responsibility policy, **Iridium Technology** has made a donation to Birmingham Childrens Hospital. The hospital is treating Rafe Walker, son of LexisNexis sales manager Kieron Walker.

www.raceforlifesporsome.org/sherryb
www.rafesbrainproblems.moonfruit.com

35 years ago today...

In was in early 1975 that George E Pake, head of the Xerox Palo Alto Research Center, predicted that "over the next 20 years" businesses would become paperless offices. Last year the use of paper in UK businesses did fall by 9% but according to the National Association of Paper Merchants, this was almost entirely due to the recession. In fact since 2000, our business use of paper has fallen by a more modest average of 1% a year. Not bad, until you realise domestic paper consumption is increasing, thanks to so many bank statements and utility bills etc now being downloaded online and printed off at home.

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