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New MD at IRIS a ‘listener’

This month saw Doug Hargrove formally join the IRIS Software Group as managing director of the Legal Services division. Insider editor Charles Christian had the opportunity to interview him and here are some of the highlights...

“Although I haven’t worked in legal before, I do have extensive experience of working in idiosyncratic markets, in particular in the retail sector working with *symbol groups* such as the Londis and Spar chains. These are all independent businesses but are governed by a holding group, so I am used to the concept of canvassing the views of many and dealing with situations where end-users and line management may be divorced from the people who hold the purse strings.

“The key thing is that I’m a listener rather than a speaker. I only act after I have canvassed the views of people – and in the case of IRIS, that also means their law firm customers. It is vital we deliver value to our customers, deliver benefits, rather than place so much emphasis on the features of our software and services.

“We need to ensure our own people fully understand our strategy because only then they will be able explain it and sell it to our customers.

“Along with listening to the issues on the ground with the customers, I also want to look at the way we handle account management. I believe we need to improve this to ensure we address not only real concerns but also perceived concerns.”

- You can read the full interview on the Orange Rag blog for 9th July www.theorangerag.com

Confused by .NET? Tough, Microsoft refuse to help

With a number of readers complaining of the confusing claims some vendors are making about the .NET compliance of their products (and the lack of .NET compliance of their competitors’ products) we asked Microsoft if they could offer any guidance. After a long delay they replied “we will need to politely decline on the opportunity to respond as Microsoft cannot make any claims or comparisons about the quality of third-party ISV .NET integration.” Perhaps the wording is unfortunate but the impression this gives is Microsoft puts a higher priority on keeping its ISVs happy than addressing the concerns of end users?

iPads on the march

Legal IT traditionalists may have rolled their eyes in despair at the launch of the Apple iPad earlier this summer but the device is gaining traction. While Eversheds’ announcement of a pilot (run in conjunction with Computacenter and Citrix) to test the viability of replacing all their fee earners’ laptops with iPads has rightly attracted a lot of attention, elsewhere iPads are quietly entering law firms through the back door. Last week we heard from support desks at three top 25 firms that had recently been contacted by partners who had bought iPads privately and were now wanting them configured to replace their laptops.

Meanwhile both Open Text and Autonomy iManage are offering DMS modules for the iPad. Aderant (see page 2) has the iPad on its development road map. And Watson Burton’s IT team has configured access to the Pilgrim LawSoft PMS running on an iPad, using the free Citrix download from the Apple App Store and configuring it for SSL/domain authentication.



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Aderant's plans coming together

Aderant's EMEA regional user conference in London in early July was interesting as it revealed just how far the company has been quietly pushing ahead with its product set development and expansion projects. Its StarLaw information management system was a particular eye-opener, offering not only document but also email and physical record management functionality in one consolidated application. In fact its smooth operation produced cheers of admiration from some of the delegates attending the demonstration.

Other aspects of StarLaw attracting interest included a 'quick profile' feature that allows users to file an email or document in two clicks, its support for unicode languages and its 'multi-centricity' so documents can be filed however users want them organised – not merely associated with client/matter files. This feature should be useful to HR, IT, marketing and business development teams.

StarLaw is 'cloud-enabled' so can support cloud-based servers and/or storage. There is also a Sharepoint version under development, along with a mobility suite that will support iPhone, Android, Blackberry and iPad versions – the latter will allow users to edit as well as review documents. And, the software has a comprehensive built-in ethical walls system. Add this to the records management element and, as some EMEA delegates noted, you have a system that cuts down on the number of 3rd party add-ons a firm needs to buy. Currently StarLaw is being implemented at two Open Text and one Autonomy iManage swap out sites.

Turning to other parts of the Aderant portfolio, full multibook/multicurrency accounting will be available in six months and the company's front office workflow automation software is now being used in earnest. For example, in the UK Hill Dickinson is using Aderant Workflow to replace its legacy Axxia case management software. ➡

➡ Mike Barry, Aderant's senior VP R&D, also previewed two upcoming product launches. The first is Total Recall, which will help fee earners track down 'found time' – in other words billable work that has fallen through normal time recording methods. This will include the ability to drag & drop job information and Aderant are also looking at making it available on a subscription pricing model. Barry predicts the market is moving into an 'app fabric' era where hybrid applications, that may be part on-premise and part SaaS/cloud, will become the norm rather than the either/or situation we have today.

The second new product is Eureka, which will help law firms prepare and make bids for AFA (alternative fee arrangement) work. Then, it can track assumptions against actuals (ie are we over budget) as the work progresses and even run a post-mortem analysis.

Aderant CEO Mike Kohlsdorf said now the company had a strong core platform in the Expert 'Golden Gate' release, it could move quickly to develop specific solutions to address administrative pain points within law firms. He added that all the main back office enhancements are being driven by user requests.

- The event attracted 90 delegates from 40 different law firms.

iManage brings in wins

After a dearth of stories about the iManage DMS platform, we've been doing our own digging and located a string of previously unannounced wins, including Muckle, Scottish firms Biggart Baillie and HBJ Gateley Wareing Scotland, plus two Open Text swap-outs: Irish law firm McCann Fitzgerald and Taylor Vinters. Taylor Vinters' IT director Steve Sumner is a former chair of the Hummingbird user group. Interestingly Muckle, Taylor Vinters, McCanns and the already reported Hill Dickinson order were all deals won by Autonomy partner Phoenix Business Solutions.



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July's wins & deals

FWBS in IRIS swap out Lincolnshire law firm Sills & Betteridge is replacing its IRIS Videss software with FWBS MatterCentre workflow and case management system plus Indigo Practice Centre accounts software.

Eversheds win for Intelliteach Legal specific outsourced service desk company Intelliteach has won its first UK deal, with Eversheds selecting it to assist on an Office 2007 upgrade. Intelliteach already provides service desk support for the London offices of 18 US-based law firms.

RendezVu with continuity Morgan Cole has implemented RendezVu business continuity from TheKnowList. The service provides a repository of contact information to ease communications with staff in the event of any business interruption.

SJ Berwin select Litéra SJ Berwin has selected Litéra Change-Pro for its document comparison and redlining requirements. The firm is also taking Litéra's MetaDact metadata cleansing system. The firm's IT director Simon Kosminsky said "We looked at Litéra for a long time. Our due diligence showed Litéra met our standards in terms of reliability, ease of use and support.

Bird & Bird backup Bird & Bird has switched from a tape-based backup system to a scalable disk-based solution, complete with data deduplication, provided by Exagrid Systems. The company won the deal in a competitive bid against five other vendors, including EMC-Data.
www.exagrid.com

Two more sets upgrade Two more barristers' sets – Blackfriars Chambers and XXIV Old Buildings – have upgraded to IRIS Meridian Law Connected chambers management system.

Tikit announce raft of wins Tikit has announced a raft of new business wins. Six firms have already purchased a total of 6000 seats of Tikit's recently launched FileNote digital cover sheet for iManage DMS users. The firms we can

mention are Taylor Wessing, Speechly Bircham and Bird & Bird. Martineau LLP has ordered Tikit's House Style Manager app. And, Danish firm Bech-Bruun has selected Tikit to implement LexisNexis Interaction CRM along with Tikit's eMarketing system.

Ashurst enter Virtual Age VMWare specialist Virtual Age has supplied Ashurst with a virtual solution encompassing DR, business continuity and high availability. Paolo Picone of Ashurst said the implementation (which included a virtual desktop infrastructure/VDI) generated an immediate Rol. Mishcon de Reya has also selected a VDI solution from Virtual Age.

www.virtualage.co.uk

Boutique rolls out TFB New Quadrant Partners, a private client boutique firm, has rolled out Partner for Windows from TikitTFB as its new case and practice management system. The project was managed by IT consultancy Pragmatise.

www.pragmatise.co.uk

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Word users going native

If feedback and enthusiastic delegate participation is anything to go by, then last week's Tikit *Word Excellence Day* was the most successful outing this event has had to-date. But what did we learn?

Jamie Bulmer of Microsoft introduced us to the concept of *folksonomy* within Sharepoint. This allows users to gather know-how informally and organically before it becomes part of a more formal taxonomy. **Charlotte Curtis** of Denton Wilde Sapte explained there were still "pain points" within Microsoft Word when it came to drafting and numbering legal documents, particularly with regards to formatting and automatic cross-referencing. This session also raised what proved to be one of the day's themes, namely should fee earners do their own typing – and if they do, they should be compelled to attend training courses so they can do it properly.

Next up, **Ben Mitchell** of Open Text predicted that all larger law firms would eventually use Sharepoint as either an interface to their DMS or as a repository. We then had two sessions (featuring **Clare Waller** of Waller Online and **Darshna Dave** of Clifford Chance, with **Sheila Quansah-Solomon** of A&O) which raised the key topic of the day, namely how more and more law firms were "going native" by using the technologies available within the Microsoft product set, rather than using 3rd party add-ons and utilities.

Darshna Dave explained how Clifford Chance had switched from Workshare Deltaview to Word's native Compare to handle redlining, primarily to cut back on the cost of licences. In her view, Word Compare was fine for most work but there were still some issues (particularly when comparing footnotes) that may compel firms to invest in 3rd party applications as a backup. "Microsoft," she said, "only ever listen to 75% of what we tell them." Despite having similar reservations, six other firms in the room also said they were considering going native for redlining.

⇒ The afternoon saw presentations by **Jon Bruce** of Rouse & Co (standing in at short notice for a speaker whose firm had inconveniently folded) on the firm's use of templates. And by **Beau Mersereau** of US firm Fish & Richardson (via a video link) on piloting an Office 2010 rollout. The latter said the firm's biggest implementation issues were not associated with Office 2010 but with rolling out Windows 7x64. He also that they initially tested both the 32-bit and 64-bit flavours of Office 2010 "but quickly discarded 64-bit when we realised that all our internal and external add-ins would have to be recompiled to support Office 2010x64." Mersereau added that along with the usual product champions and power users, the firm's Office pilot also included average users and even "the grumps" who hate change.

The other presentation in the afternoon was from **Thereas Lundquist** of Profiscience Partners, who made the radical but obvious point that there was little sense rolling out Office 2010 until you were certain your secretarial staff were proficient at producing documents using their current versions of Word. According to Lundquist, regular research in the US has found that the average legal secretary is only 64% efficient. Her suggestion was before rolling out 2010, firms should address their current skills crisis and bring staff up to an acceptable competency level.

The benefit of this approach, said Lundquist, was training on 2010 would subsequently take less time, as the focus could be on the most important changes, namely the new ribbon and interface, rather than trying to teach them everything they should already know.

In the discussions during this session, delegates revealed that while only one firm was planning a 2010 rollout this year, ten planned to migrate next year. Generally delegates agreed with Lundquist's concerns about secretarial proficiency, several making the point that in the current economic climate, firms were trying to do more with less and that in some City firms there were ratios of one secretary to every five, six or even in some instances, seven secretaries.

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First win for new Dutch Sharepoint DMS

Dutch firm Kennedy Van der Laan has become the first law firm to order the recently launched DMS4Legal document management system from Dutch systems house Epona. Commenting on the deal, managing partner Joost Linnemann said “We believe Microsoft SharePoint is the way forward for DMS in law firms. Although in many respects SharePoint 2010 still falls short in comparison to some of the enterprise DM systems used in larger law firms today, Epona’s DMS4Legal closes the gap and provides us with all the document management functionality we need.” The firm is swapping out its Open Text eDocs DM software.

Epona’s Jaap van Vliet says DMS4Legal functions the way lawyers want and is “the world’s first document and email management system for legal professionals powered by Sharepoint 2010” and can “compete with current industry leaders.”

Lexis client advisor role

LexisNexis Enterprise Solutions has appointed Nigel Williams to the new role of Client Advisor, responsible for the Practice & Productivity Management solutions range including Axxia DNA, Axxia Case Manager, Visualfiles and SolCase. The Client Advisor is a non-chargeable, non-sales oriented consultancy service that will provide support and collaboration to clients (law firms running LexisNexis software) on a range of topics including improving the value obtained from Axxia and Visualfiles software, sharing best practice approaches adopted across similar firms, developing training strategies and influencing the LexisNexis roadmap for future products. There has been a similar client advisor programme available to Interaction users for the past 18 months. For details email nigel.williams@lexisnexis.co.uk

Speech technology news

DDS rollout extended Browne Jacobson is extending its rollout of Winscribe DD to more fee earners, as well as rolling out Winscribe’s Blackberry dictation solution to 200 users. The deal is being handled by Winscribe partner SRC.

Yodal sounds right note The Insider has recently tested V7 Technology’s Yodal digital dictation Blackberry app. The interface is one of the cleanest and simplest to use we have seen and (unlike some similar apps) once a recording is complete, you can email the file to any location and transcribe it on the free to download Yodal Player application. You don’t need workflow software, nor do you need to be a V7 user. Perfect for firms wanting to dictate on Blackberrys without a major investment in DD software.

www.yodal.com

News in brief

ISO accreditation Denton Wilde Sapte has achieved ISO 27001 accreditation for the international standard for information security management. The standard requires evidence of ‘an overarching management approach’ to information security. Earlier this year the firm also obtained accreditation for the BS 25999 business continuity management standard.

Transatlantic alliance London-based Ascertus has formed a strategic alliance with iEnvision Technology of California to provide mutual support for their Autonomy iManage customers. Ascertus will support iEnvision sites in the UK and Europe, while iEnvision will support Ascertus customers in the US. The companies will supply local support, training, implementation and consultancy services for iManage, plus the KwikTag and DocMinder applications.



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Consultancy sector getting busier

One sign the market may be getting busier is the increasing activity within the legal IT consultancy sector. We start with **Consulting Stream**, whose director Peter Cocks reports that its legal market business continues to expand. The company, which had an MBO 18 months ago, has been working in the legal sector for four years with an emphasis on helping their clients deliver technology enabled change.

Currently Consulting Stream is talking to some top 50-sized firms about virtualisation and outsourcing projects. Cocks says a hot topic at the moment is ensuring firms understand that along with the benefits, outsourcing could expose them to "significant" new risks. Consulting Stream, says Cocks, can help "de-risk" outsourcing decisions being considered by law firms.

www.consultingstream.com

Next up is Chris Cann, a former partner and manager of regional law firm Martin Kaye – a decade ago the firm was one of the first in the UK to switch to cloud computing. Cann has now formed his own business – the **Cann Consultancy** – to provide law firms with management and technology consultancy on such issues as responding to the Legal Services Act, coping with the increasing regulatory and compliance burden, and leveraging IT systems and workflow.

www.cannconsultancy.co.uk

Another new (to us at least) consultancy is **Gideon Squared Solutions** (G2) who are offering a range of IT services to law firms, ranging from technology audits through to hosting, security, support and virtualisation facilities.

www.gideonsquared.co.uk

Meanwhile Mike Fisher of the **Neil Cameron Consulting Group** was involved with the procurement and project management of the Aderant Expert PMS implementation at Farrer & Co, which went live earlier this week. And, Ian Dinwiddie, currently the finance & business services director of Allen & Overy, has been named as the new president of Thomson Reuters' **Hidebrandt Baker Robbins** consultancy business.

New product launches

Triage to cut cost of pain Legal Inc has launched a *Triage* service aimed at corporates in early stages of disputes, to help either avoid litigation altogether or else position themselves as strongly as possible. Part of the service includes a technical review to facilitate complete data visibility and efficient early case assessment.

Baker Tilly's forensic toolbox Baker Tilly has launched a *Forensic Accounting Toolbox* to assist lawyers involved in personal injury work calculate the value of claims. This free desktop app features a range of calculators including an interactive Ogden table plus related statistics.

www.bakertilly.co.uk/forensictoolbox

New phone app for IP rights London law firm Silverman Sherliker has launched *Namesearch TM Legal*, an interactive app for the Blackberry and iPhone that provides instant legal advice on brands, trademarks, as well as request trademark clearance searches, Twitter feeds and blog links.

www.mobile-trademarks.co.uk

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The diagram illustrates a circular document lifecycle with five main stages: **CREATE** (red), **COLLABORATE** (orange), **COMPARE** (yellow), **CONTROL** (blue), and **CLEANSE** (green). Each stage is supported by various software solutions: **innova** and **Litéra IDS** for CREATE; **Change-Pro** for COLLABORATE; **LDF** for CONTROL; **Metafact** for CLEANSE; and **SooS** (Social Operating System) is integrated into all stages. The diagram is set against a dark blue background with a large stylized 'G' in the center.

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Probate: there's money in them estates

We recently had an interesting meeting with Gregory van Dyk Watson, of probate software specialists Isokon, on the topic of probate work. Watson said although it was often seen as a legal backwater, it forms a mainstay for many provincial firms, typically providing between 17-to-30% of gross fee income. Sometimes it can be more, as the two or three larger firms in a town will often handle 40-to-60% of all local probate work.

Given there are an average of 180,000 applications for a grant of probate each year, this might seem a lucrative market, with just 7500 solicitors (not firms) in England & Wales regularly doing probate work – and as few as 300 firms who handle probate in any real volume. However Watson warns that despite law firms usually offering a cheaper service, their old fashioned business methods and lack of marketing nous is seeing work being gobbled up by banks and the likes of the Co-operative Funeral Service.

More July wins & deals

Two more go with DocsCorp DocsCorp has signed up two more sites. Foot Anstey is deploying 100 seats of the company's CompareDocs software, while Hill Dickinson will be rolling out the entire pdfDocs suite (including PDF creation, redlining and metadata tools) to 1200 users and integrating it with the firm's iManage 8.5 DMS.

Niche firms among Select sign-ups Select Legal Systems reports it has signed up 18 new law firms over the past 12 months, bringing its total number of LawFusion software user sites to 90. The latest wins – both taking the company's LawFusion Direct hosted service – were niche start-ups The Bike Lawyer, which specialises in motorcycle accident claims, and Plane Legal, formed by ex-A&O lawyer Julia Salt which specialises in aircraft leasing contracts.

www.selectlegal.co.uk

Deloitte select ZyLAB Deloitte Netherlands has selected ZyLAB as the technology platform to help deliver ediscovery and production services to clients of Deloitte's Forensic & Disputes Services (FDS) division. The contract follows similar deals in the UK with Ernst & Young, PwC and KPMG.

Metis switch to EMIS Leeds-based Metis Law has selected Seneca from EMIS IT as its new case and practice management system. The deal came down to a two horse race between Seneca and a Cognito upgrade.

Moving to a paperless office As part of its moves towards creating a paperless office, Browne Jacobson has implemented a Canon eCopy system that allows staff to scan incoming post directly into the firm's Autonomy iManage DMS. Post is now stacked along with a barcode sheet identifying the recipient and then scanned in one batch using eCopy, with each item of mail saved as a unique PDF for ease of use.

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Fresh on the radar: BSCM

Courtney Park is probably best known in the legal market for his time as IT director with Rowe & Maw, later Mayer Brown. He has since moved on and is now director of IT at BSCM Operational Risk, a London risk management consultancy that works with a number of large banks providing risk reviews of their datacentre and trading floor operations. BSCM's main business is 'dependency modelling' to help organisations gain a clearer picture of their exposure to day-to-day IT risks for business continuity purposes.

By way of an example, BSCM director Glen O'Leary explains that while all banks have their backup UPS units, these can often be over-capacity and so prove to be of limited use. He says this is often the result of minor changes, such as staff being moved between departments and floors with the result some UPS are over subscribed while others are under-used. Having originally started with Visio and spreadsheets, BSCM has now developed a web-based application – called Riskenomics – to provide an interactive, graphical representation of IT dependencies, complete with traffic light displays to highlight potential risks.

BSCM is now looking to expand into other markets, including legal, where it believes there are similar needs. O'Leary says it is often the little things that cause problems, such as a router in the wrong place or a relocated server not backed up. The role of Riskenomics is therefore to proactively help to identify these risks and allow management to prioritise how they will deal with them. (And in some instances even help line management make pitches to a finance director for extra funding.)

BSCM is also keen to point out that the system is not restricted to IT but is relevant in any situation where there are inter-dependencies, such as staffing and outsourcing. "The objective," says O'Leary, "is to provide a global view of an organisation, to manage dependencies and to prevent you having to mop up after an event."

- Riskenomics is a web front end to a SQL database with Bing mapping and is available as a hosted, subscription service or as an internal system. There are also an increasing number of modules available, including business continuity,

compliance, outsourcing, office moves, mergers and to identify single points of failure.

www.riskenomics.com + www.bscman.com

News in brief

Record results Eclipse Legal Systems has reported record results for its 2009/10 trading year with turnover up 28% to £6.8million. The year also saw a total of 78 new customer wins for its Proclaim case management software.

Wins ICAEW accreditation Global Expense has become the first expenses management provider to win ICAEW (Institute of Chartered Accountants England & Wales) accreditation for its employee expenses management solution.

Online comparison service TikitTFB in conjunction with Workshare have announced ➔



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⇒ Document Compare Live – a SaaS redlining solution based on Workshare Compare Server technology. The service is available to Partner for Windows sites. Firms can have a free evaluation trial followed by monthly usage-based charging.

New intake upgrade The Frayman Group has announced Compliguard Flow2, the latest version of its risk management workflow platform. Out of the box templates include new business intake, lateral hires, and anti-money laundering.

People & Places

Phoenix go-round Briony Mackenzie, who used to look after marketing at Phoenix Business Solutions a few years ago, is now the client manager for virtualisation specialists Virtual Age. Meanwhile Yasmina Baileche, who took over from Briony at Phoenix, has left the company to work abroad and been replaced by Lauren Evans as the company's new marketing executive.

New chair for LSSA The UK's Legal Software Suppliers Association (LSSA) has named legal IT industry veteran Ian Wimbush, the CEO of Peapod LegalOffice, as its new chairman. Wimbush takes over from Dominic Cullis of EasyConvey, who has chaired LSSA for the past two years.

Copitrak keeps up with the Joneses Copitrak is keeping up the expansion of its account management team with the appointment of Hannah Jones as its first dedicated client services & training manager. Jones joins from Tikit, where she worked on online learning projects.

End of an era Paul Burgess and Simon Watts, lead developers with a combined 20 years of experience at Linklaters, are moving on to work in investment banking. While at Linklaters, they were responsible for a number of pioneering legal solutions including information barriers, a client

⇒ matter collaboration portal and the firm's Blue Flag World Bank online offering.

New chairman at Syscap Syscap, a leading provider of independent finance for law firms (including funding for IT projects) has appointed John Allbrook as its executive chairman. Allbrook spent five years as CEO of AIM listed Goindustry and before that was with GE Capital.

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News in brief

It's cheaper oop North Citing substantial financial savings, international law firm Maples & Calder has relocated its inhouse IT department from the Cayman Islands to Leeds in Yorkshire.

Win an ILTA scholarship Workshare is offering five scholarships to ILTA next month in Las Vegas including free hotel, entrance and up to \$1500 towards flights. This is open to anyone in legal IT and the winners will be selected by a random draw on 27th July. ILTA regional VP Janet Day said "This is an extraordinary event: to network, learn and meet with a wide range of your peers. Workshare is a loyal member of ILTA and in these tough times this gesture is very much appreciated." To enter email your contact details to ILTAScholarships@workshare.com

Winscribe £100k BPM offer To mark the launch of Winscribe BPM, the company's new business process management system, Winscribe is running a global draw in which one law firm could win a BPM makeover worth up to £100,000. To enter, visit the Winscribe website and click on the contest button within the showcase section on the homepage. To win, entrants need to explain why their firm should receive a BPM makeover.
www.winscribe.com

Update those diaries

For several years there have been complaints from both vendors and delegates that the annual Legal IT Show at the London Business Design Centre takes place too close in time to the LegalTech New York tradeshow – and some years the two events do overlap. This problem, along with the Legal IT Show sometimes being blighted by heavy snow, has now been resolved by organisers Informa moving the dates forward from early February to 1st & 2nd March. This would have meant a fresh date clash with the ARK Group's annual Lex conference however ARK has pushed forward its London event by a fortnight, with Lex 2011 now taking place on 16th & 17th March.

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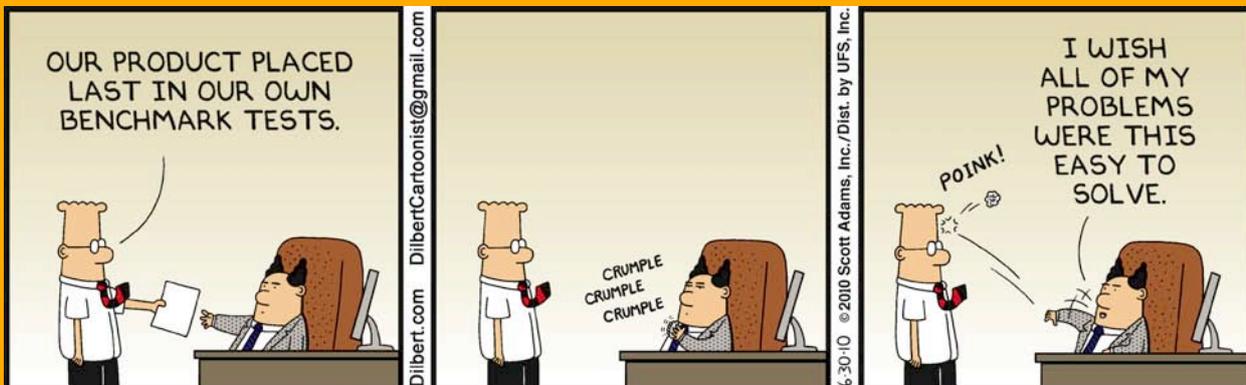
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