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 UK & EMEA Legal IT News

## Tikit, TR and LexisNexis in software initiatives

Last month it was IRIS Legal that came out fighting with new product initiatives, this month Tikit, Thomson Reuters (see story on page 5) and Lexis Nexis Enterprise Solutions have all been tossing their respective hats into the legal IT arena.

The Tikit Group's big news was the simultaneous acquisition of two time recording software operations namely PensEra, the Canadian based developers of the TimeKM 'next generation' time recording system and the IP rights to the still widely used Carpe Diem system from Sage.

The good news, particularly for the 200 firms still running Carpe Diem, is this is not some covert end-of-life operation. Instead, not only is Tikit committed to continuing to support Carpe Diem but is also planning to release a new version within the next few weeks. In addition, TimeKM (being rebranded as Carpe Diem Enterprise) is now available to Carpe Diem users as a pain-free migration route, if and when they want to move to a more modern platform that can handle such things as 'found time' capture.

Tikit will be commencing a user group roadshow in the new year to explain the roadmap for both products (the original Carpe Diem has been rebranded as Carpe Diem Classic). However Tikit is already working on mobile interfaces for both products, to provide compatibility with Blackberry, iPhone and Android devices. The first of these, for the Blackberry, will be previewed at the Legal IT Show in London in March. ➔

➔ Meanwhile LexisNexis announced at its recent user conference that it is working on a new legal market-specific practice and financial management system based on Microsoft's new Dynamics AX platform. ...continued on page 2 ➔

## Thomson Snell embrace the cloud

Thomson Snell & Passmore has selected K-Cloud and Pilgrim Systems to provide its business critical applications. K-Cloud will provide the firm's entire IT infrastructure through fully managed data centres operated by 2e2. The SaaS deal includes the replacement of the firm's legacy IRIS AIM Evolution system with Pilgrim Systems LawSoft. K-Cloud will deliver a consolidated service incorporating LawSoft, Microsoft Office 2010, SharePoint, Exchange and Centurion's BreatheHR system. They will also accommodate the continued use of BigHand and Mimecast. In terms of support, K-Cloud will provide a 24/7 IT service desk and a single consistent SLA across both applications and infrastructure.

Commenting on the deal, the firm's head of IS David Bennett said "Like other mid-tier firms, we made a conscious decision to delay upgrading core components of our infrastructure. We knew we would need to upgrade Microsoft Office this year (from 2003 to 2010) but we recognised we could introduce real efficiencies if we took the opportunity to re-evaluate all the IT systems we used, including our practice management system.

"Moving to the Cloud has provided us with an opportunity to build an infrastructure based on best practice and the inclusion of the new PMS allows us to review all of the business processes used within the firm. The solution effectively allows us to take advantage of recent software and hardware advances without having to compromise implementation by incorporating them into the existing infrastructure."



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## Tikit and Lexis initiatives

↳ *continued from front page...* Scheduled for a 2012 launch in the UK, parts of Continental Europe and Australia, the new PMS is primarily targetted at existing LexisNexis mid-tier sized law firms who need an upgrade/migration route from older Lexis accounts packages, which in the UK means the Axxia Arista and Ariion products.

The company will also be pitching it at users of other LexisNexis products (such as the Visualfiles family of case management systems) who currently run a non-LexisNexis PMS. The company believes the new AX system (which has the potential to be a full-blown ERP, complete with payroll and HR functionality) could even give Elite 3E and Aderant Expert a run for their money in the larger law firms sector. To quote Microsoft Dynamics VP Doug Kennedy "We are confident this combination of LexisNexis domain expertise and Microsoft technology will challenge the status quo prevalent in the UK PMS market."

Of course it is easy sneer at the LexisNexis announcement and say 'it's all hype, it's two years off and will they make the deadlines anyway?' (In fact Lexis is confident of hitting its delivery targets and has already completed a proof-of-concept project with an earlier version of Dynamics.) But this is missing the bigger point that after a couple of years of undoubted confusion over its legal enterprise solutions division's consolidation strategy, it has now got its act together with a system that should stop the rot, in terms of firms swapping out legacy Axxia software because they could see no migration roadmap.

It is also worth noting that Lexis may be about to pull off what other companies have been talking about for years, namely creating an all new PMS but, instead of developing the whole system from scratch, are basing it on a standard Microsoft platform and then adding a 'legal wrapper'.

**Comment:** What is interesting about all these developments (IRIS last month; LexisNexis, Tikit and Thomson Reuters this month) is we seem to be seeing the emergence of a super-league among

↳ legal IT vendors, with just a handful of players emerging with the resources and installed user bases (don't forget Tikit has Freshfields as a PMS user as well as 600 small-to-mid tier firms on TFB) to be at the forefront of new software product development, while the rest of the supplier market will find it increasingly difficult to keep pace with changes in technology and customer requirements.

## IT acquisitions continue

Tikit and Thomson Reuters (*see page 5*) are not the only companies making acquisitions and changes of ownership in the legal IT world. The biggest deal has been the decision by MacDonald Dettweiller & Associates to sell its Information Products Division to TPG Capital for \$850 million. The deal includes all MDA's information product business units worldwide. Specific to the UK and Ireland, these include the NLIS and property search-related businesses MDA Hub, MDA Searchflow, xit2, Rochford Brady and Millar & Bryce. Despite its size, this deal looks like being 'business as usual' for everyone in the UK, with no changes planned for staff, management, products or services. Stuart Pearce, group managing director for MDA Information Products (UK&I) told the Insider that TPG was also fully supportive of plans to expand the business over the next five years.

The second deal saw CityDocs sell its Trilantic International majority-owned ediscovery services subsidiary to the US-based Huron Consulting Group for an undisclosed sum. Managing director Nigel Murray and existing Trilantic staff will transfer to Huron. Coming hard on the heels of last month's acquisition of Legal Inc by Grant Thornton, this deal pretty much consolidates the UK's independent litigation support sector out of existence.

• Marks Baughan & Co were exclusive financial advisors to CityDocs on the Trilantic sale.

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## November's wins, deals and rollouts

**Linetime triple** Linetime has announced a trio of new deals and rollouts. Michelmores LLP, with offices in Exeter and London, has selected Linetime's Debttime SQL as its new debt recovery software platform, as has Midlands-based Coltman Warner Cranston. In addition, employment and HR law specialists Blue Sky Law has selected Linetime Liberate Signature Edition for its new matter management system.

**Pannone check out Lexis** Pannone LLP has selected Lexis Check from LexisNexis to provide a one-click system for validating legal references and checking citations.

**Clearwell's Swiss please** Homburger, one of the largest law firms in Switzerland, has implemented Clearwell's E-Discovery Platform for ECA (early case assessment) plus the review and production of ESI (electronically stored information). The system is being used by the firm's White Collar Investigation team.

**P2 picked by three** Three North of England firms – Backhouse Jones, Glaisyers and North Yorkshire Law – have taken on the OneSupport managed IT services package from P2 Technologies.  
[www.p2tech.co.uk](http://www.p2tech.co.uk)

**Taylor Walton adopts new BI** Taylor Walton has selected QlikView from Informance as its new business intelligence solution. The system sits on top of the firm's SOS PMS and replaces monthly, paper-based Excel reports.  
[www.informance.co.uk](http://www.informance.co.uk)

**Migration saves £3k a month** Peters & Peters report that since switching to Orange as their mobile services provider, the firm is seeing a saving of £3000 a month on running a fleet of 50 Blackberry devices. All the phones have built-in UMA support, which boosts mobile coverage indoors by boosting patchy phone signals via a wifi network.

**Phoenix extends wings** Five more firms have selected Workspace Assist from Phoenix Business Solutions to support their Autonomy iManage operations. They are Wright Hassle in the UK, Australian firms Blake Dawson and Georgiou, the offshore firm Maples & Calder and UK patents agents Boulton Wade Tenant. Phoenix has also secured its fourth win in the Middle East with UAE firm Habib Al Mulla selecting them for a DMS project. Last month also saw Middle East firm TwoFour54 go live on iManage with Phoenix.

- Phoenix this month launched a new and fully redesigned version of its website. Visit it now and you could win an Apple iPad.

[www.phoenixbs.com](http://www.phoenixbs.com)

**PTUK get 4 sites** Professional Technology UK has installed its Quaestor and Seriatim accounts and case management software at Carr & Kaye in Bournemouth, Charles Harding & Co in Wembley, Christian Gottfried & Co in North London and Legal Maze in Kent.

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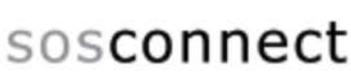
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## More deals & rollouts

**Upgrade in two days** London property lawyers Pemberton Greenish upgraded to Pilgrim Systems' new LawSoft 10 in just two days at the end of last month. The firm said a major attraction of the upgrade was the enhanced DMS functionality.

**Rollingsons gear up for LSA** London solicitors Rollingsons is preparing for a practice-wide rollout of Eclipse's Proclaim case management system. The first phase of the implementation will see it deployed to the property, family and personal injury litigation teams. Rollingsons is also taking the Proclaim A2A module for dealing with the MoJ's road traffic accident claims portal, as well as working with Eclipse on a bespoke workflow for insurance road traffic defence cases.

- Rollingsons also involves the first integration between Proclaim case management and Quill's Pinpoint outsourced legal cashing service.

**DNA gets another 1100 users** The LexisNexis DNA system has secured another 1100 users with healthcare specialist Hempson rolling it out to 200 users in four offices and Weightmans planning to rollout DNA to 900 users in five offices. Earlier this autumn, 400-user Brabners Chaffe Street also announced a migration to DNA.

**Wigster gets weaving** Wigster, which is being promoted as 'the UK's first genuine price comparison website for law firms' has selected managed service provider e-know.net as its preferred IT partner. As well as the delivery of a complete IT infrastructure, including managed desktops, networking and communications, e-know.net has also designed, developed and will be providing the Microsoft Dynamics CRM and Dynamics NAV engines that drive the Wigster site.

**SOS confirm deal** First leaked in the Insider back in September, Stafford-based Pickering & Butters has confirmed the selection of SOS Connect ➔

➔ from Solicitors Own Software to replace its IRIS AIM legacy software. The firm says its spent two years reducing a long list of five vendors to just two: SOS and IRIS.

**Comment:** Given IRIS has now reversed its end of life policy (which originally forced Pickering & Butters plus many other firms into the market) and LexisNexis now has a product strategy to replace its ageing Axxis PMS software (see *separate story*) it will be interesting to see if the steady stream of Axxia and IRIS swapouts we've had over the last couple of years now come to an end.

**Dairy picks Dolphin** The European dairy farms cooperative Royal FrieslandCampina has selected Contract Manager 2.0 from Dolphin Software for its contract management needs. The system, which runs on Sharepoint, will initially be rolled out in the company's procurement department, but will ultimately also be used in the legal and quality assurance departments, by a total of 600 users. Last year the cooperative had sales of 8.2 billion Euros.

**No.5 makes IRIS No.1** No.5 Chambers, the largest barristers' set in England & Wales with over 200 tenants, has upgraded from IRIS Meridian Law to Meridan Law Connected. The set's practice manager Martin Hulbert cited three reasons for the upgrade: centralised marketing (which will replace two discrete systems) email with diary integration for bookings management and fee note e-billing and chasing.

**Workshare say more win-backs** Workshare is reporting that among its latest signings are a growing number of 'win-backs' who had previously defected to rival products.

- Workshare is running its latest round of EMEA user group meetings over the next few weeks with sessions in London, Edinburgh, Paris, Amsterdam and Madrid. The events will include previews of the company's new PDF and Sharepoint products. The London event takes place on 8th December, for details visit [www.workshare.com](http://www.workshare.com)



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## News round-up

**eOrigin of the species** eOrigin Ltd is a new UK-based software solutions company that, according to managing director Nick Pollard “aims to seek out leading products and technologies from all over the globe and bring them into the UK and European markets”. eOrigin will be providing sales, IT services plus first and second line support. Products already in the eOrigin portfolio include US case management system Case Manager Pro, the Riskenomics risk and dependency modelling system, and Weave the People, which can probably best be described as a graphical CRM/social and event management application.

[www.eorigin.co.uk](http://www.eorigin.co.uk)

**TR buys Pangea3** Thomson Reuters last week acquired the New York and Mumbai-based LPO (legal process outsourcing) services company Pangea3. Thomson Reuters Legal’s president and CEO Peter Warwick described the acquisition as helping law firms and corporate legal departments be more responsive and cost-effective “as lawyers and general counsel adjust to the realities of the ‘new normal’ where efficiency, quality and responsiveness are paramount.” Morrison & Foerster is one of a number of US Am-Law 250 law firms that already use Pangea3.

## Speech recognition taking off ?

Two of the key players in the UK speech technology sector – Bighand and SRC – this month both report progress in the take-up and adoption of speech recognition.

**Bighand** say that over 80 law firms have now implemented Bighand’s integrated server-based speech recognition module. This allows authors to record dictation into a desktop or mobile device (such an iPhone or Blackberry) and send it direct to a Dragon NaturallySpeaking speech server for transcription. The text can then be returned to the author via email or sent to ➔

➔ an assistant for proofing. One early adopter is William Chetwood of Bentleys Stokes & Lowless who says the ‘text to email’ functionality allows him to produce emails “in a fraction of the time it would take me to type it on my Blackberry”. His firm are now rolling out the system to more lawyers who need to work out of hours, at weekends and away from the office.

Meanwhile **SRC** has a report on Purcell Solicitors who are running speech recognition in two modes: integrated with Winscribe digital dictation and as a stand-alone system. The stand-alone version is being used by fee earners who do not have secretarial support, while the integrated version is sent to secretaries for editing. The firm says the majority of fee earners are achieving a 90% accuracy, while one individual is now seeing a 99% accuracy rate.

- In a related development, SRC can now provide and support both Rekoop and IntApp integration for digital dictation users running Winscribe on Blackberrys.



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## All change at IRIS Legal

Following on from last month's announcement of the removal of all end-of-support dates for AIM, Videss, Mountain and Laserform products, IRIS Legal has announced a raft of other new product initiatives. In addition to Laserform v9.5 (*reported in last month's Insider*) these include:

- Increased investment in both the AlphaLaw and Opsis businesses, including the availability of new cloud/hosted services models for Opsis customers. There are also end-of-support dates for either Opsis or AlphaLaw users.
- Continued investment in the IRIS Law Enterprise system (this is the group's Progress-based practice and case management platform) and increased investment in the IRIS Law Business system (this is the group's Microsoft SQL-based case and PMS).
- The development for a 'new and significant' module for IRIS Law Business, namely IRIS Workflow. This is a BPM/process automation tool to develop best practice workflows. There will also be a series of easy to amend out-of-the-box workflows available from 2011.

IRIS add that "at a time of deep recession, when many software suppliers have significantly reduced their investment in R&D, IRIS has continued to invest significant amounts of time, money and resources into researching the marketplace and developing our products and services, to ensure customers remain competitive and at the forefront of technological innovation."

Although there have been some staff departures in recent weeks (including sales director Greg Adams, who is leaving the legal sector to take up a senior post with Vodafone corporate sales, and new business sales manager Al Newman, who is taking a London-based job with e-marketing software provider EmailVision) the group is currently taking on new staff. Recent new starters include Peter Gill, formerly of LexisNexis, who is heading up sales for the customer base, plus new AlphaLaw developers, testers for the QA teams, and, additional support, administration and marketing staff. IRIS Legal also has a recruitment drive on for its customer service operations, including the newly created customer advocacy role within the support structure.

## Perfect Pace revisited

OK, we got ourselves in a complete muddle last month with our LawPro story. Patrick Carmody's Perfect Software business has not been renamed LawPro Systems, following its recent reseller deal with Scottish-based Pace Professional. Instead, Perfect Software continues to develop and sell its PerfectBooks suite of accounts, legal aid and case management software for smaller (upto 4 fee earner) firms while LawPro Systems is a new company, with separate staff (although Patrick Carmody is also a director) set up to sell the LawPro practice and case management system into larger (up to 100 fee earner) firms. Hope that's clear. The LawPro Systems team also includes Ronnie Paton and Derek Bruce of Pace Professional as consultants, along with David Amies and Sarah Smithies (aka Worsfold) on sales.

[www.lawprosystems.co.uk](http://www.lawprosystems.co.uk)

[www.perfectsoftware.co.uk](http://www.perfectsoftware.co.uk)

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## Fresh on the radar

**Does your firm need a donut?** BHP Information Solutions has devised a new concept in business-to-business customised legal extranets for small-to-mid sized law firms it calls the Law Donut. (No relation to Richard Susskind's 'donut' model for law firm restructuring.) Backed up by a monthly business newsletter for commercial clients, the idea is participating firms can register prospects to have access to both the extranet and the newsletter and, over time, be cultivated as clients.

As such, this sounds not exactly ground breaking however BHP's chief executive Rory MccGwire told the Insider the combination of the Donut's commercial partners (which include Google, Royal Mail, Sage and Microsoft) plus the 'donuts' under development in other market sectors will eventually create a nationwide network of 1200 websites that will be able to cross refer and recommend individual law firm's services to a far wider audience than online directories etc can normally achieve.

MccGwire adds that one of the Donut's 'formidable' attributes is its search engine optimisation (SEO) "as every law firm takes a *skin* of the mother website, so the SEO is strengthened. In contrast, law firm websites that all have the same content (from a single external content supplier) are diluting each other's SEO. Current thinking is that Google only indexes and prioritises the first such website but not copycat websites."

Cynics – particularly those firms who have wasted good money on what MccGwire describes as "SEO cowboys and website builders" – will say we've heard this before about the black art of search engine optimisation however when we checked out some employment law terms, Law Donut was number 3 on Google's search rankings (and one place ahead of LawyerLocator). Andrew Jackson in Hull is one of the first firms to sign up for Law Donut – see *the link*

[www.lawdonut.co.uk](http://www.lawdonut.co.uk)

[www.bhpinfosolutions.co.uk](http://www.bhpinfosolutions.co.uk)

[www.andrewjackson.co.uk/legal-resources/legal-faqs](http://www.andrewjackson.co.uk/legal-resources/legal-faqs)

**Patent search made easy** Although probably better known for its LPO work in this market, ➔

CPA Global is also a leading provider of IP assets and patent portfolio management services, with in the region of a 40% market share. As part of its product development work, CPA identified a need for an advanced patents search engine that would allow IP rights owners and R&D departments to address and make informed decisions on such issues as whether to renew existing patents or pursue further research in a particular direction. CPA say most of the existing products in this area still use variants of the old (it can be traced back to 1968) BRS search engine technology.

The company's solution is CPA Global Discover, which was launched earlier this month. This is an online service, powered by Microsoft FAST Search Server and using Silverlight to deliver an enhanced user interface, that lets users access 80 million patent records from 95 countries, with 23 offering full text content. (The system can also provide English translations.)

In addition to the sheer volume of patent records within its reach, one ...*continued page 8*

**Document assembly**

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⇒ continued from page 7... of the key features of Discover is its powerful sorting and categorisation (including lemmatization) functionality, so users are not swamped with search returns but instead can focus on relevant results. There is also a powerful image browser allowing users to access and compare multiple patent drawings on one page. Moving on to the post-search analytics, once again the system provides a wide range of tools but one that stands out is the 'scoring' capability, so users can evaluate the strength of a specific patent in their portfolio, and again make informed decisions on its future.

[www.cpaglobal.com](http://www.cpaglobal.com)

## The document assembly challenge

Business Integrity has set up a low risk/low cost trial methodology both to show law firms the benefits of document assembly technology and counter some of the popular misconceptions about this type of software.

Business Integrity's marketing director Anatoly Soyfer told the Insider "The past two years has changed things. The economic crisis has been the catalyst for change in client attitudes towards fees and to law firm efficiency across the globe, while in the UK more change and competitive pressure is on its way as the Legal Services Act comes into effect.

"Document assembly technology is changing too. Early systems gave little thought to usability by lawyers and non technical support staff whereas these days they no longer require programmers to operate. Using plain language interfaces that copy the way lawyers and PSLs draft precedents and standard forms, complex legal documents can now be automated by lawyers more quickly than ever before."

For £3000, Business Integrity is offering a two day workshop covering document setup and training, followed by a 60 day trial, where fee earners can use the automated documents in real client transactions. For details call +44(0)207 490 0914 or email [sales@business-integrity.com](mailto:sales@business-integrity.com)

## Make a date for new DMS

Systems integrator Sword and London law firm Lewis Silkin will be launching their new Microsoft Sharepoint-based document management system on 13th January. *Full report in our January issue.*

## New product launches

**Intralinks goes corporate** SaaS intranets specialist Intralinks has launched an enterprise corporate legal management suite for general counsel and inhouse legal teams. Features include contract management, a searchable repository of legal documentation, regulatory filing (including deadlines and compliance), a collaboration module to help manage external law firms and alternative service providers, and a board of directors communication module for ⇒



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**IRIS support ProcureCo** IRIS Legal has launched IRIS Law for ProcureCo, which the company believes is the first software of its type to support barristers chambers preparing for the Bar's new ProcureCo scheme.

**ETSOS enhancement** The ETSOS online property services shop has enhanced its product offerings for conveyancers with a new property-specific quick quote service for search prices which also includes the average turnaround times to obtain search results.

[www.etsos.co.uk](http://www.etsos.co.uk)

## People & Places

**Charitable endeavours** MDA SearchFlow staff have raised £9000 for the Demelza Hospice Care for Children charity through a 53km sponsored canoe, cycle and run through the Brecon Beacons and the company has agreed to match this with a £9000 donation to the Kent Air Ambulance. Meanwhile, following an internal vote by staff, the IRIS Group has selected Macmillan Cancer Support as its first ever charity of the year and has set itself a target of fundraising £25,000 in 2011.

**Third birthday** Rob Ameerun from *Legal IT Professionals* in The Netherlands has been in touch to say it is now three years since the Legal IT Network (LinkedIn's first legal IT-specific group) was launched. Since then the group has grown from 17 members in month one to over 14,000 members today. If you are already on LinkedIn, follow this link to reach the subscribe page.

<http://litn.eu/joinnow>

**Eclipse board changes** Eclipse Legal Systems has restructured its board with the appointment of three new directors: Mick Thompson – technical director (was technical services manager), Dolores Evelyn – sales director (was sales manager) and Tracy Blencowe – business solutions director (was head of project services). Original board members

⇒ Russell Thomson (was sales director, now chief business executive) and company founder Steve Ough (was technical director, now chief software architect) remain directors but with new responsibilities. The ownership of Eclipse remains jointly held by Ough and Thomson.

**Nixon joins Knadel** Jensen Nixon, most recently the business development director at Channel Islands firm Viberts Trust & Law, has joined Jersey based business and technology consultancy Knadel as a management consultant.

- Obscure fact corner: Nixon's MBA supervisor at Nottingham Trent University was Insider editor Charles Christian.

**Bailey joins Aderant** Karen Bailey has joined Aderant as a product specialist for the EMEA region. She will be supporting Aderant's latest product initiatives, including the Expert ClearView business intelligence system and Expert Matter Planning matter modelling and management tool.

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## Cameron says “we’re still here”

Neil Cameron has been in touch to say the Neil Cameron Consulting Group is very much alive and active in the market but is constrained by NDAs from talking about most of its work. Three recent projects it can mention are: the PMS procurement and implementation project at Aldridge Brownlee – Clive Morris was the consultant, Pilgrim LawSoft the choice; the case management migration and implementation to LexisNexis DNA at Weightmans – Jill Bazalgette was the consultant; and the selection and implementation of a new PMS at Farrer & Co – Mike Fisher was the consultant and Aderant Expert the choice.

[www.neilcameronconsulting.com](http://www.neilcameronconsulting.com)

## 10 years ago today...

Given the current enthusiasm for outsourcing and the Cloud, it interesting to see our two top stories in November 2000 were the fact Hobson Audley had outsourced its IT to Tikit and that Martin Kaye Solicitors had embraced the Cloud (or ASP as we then called it) in conjunction with Axxia. We also reported the end of an era in the USA with Hale & Dorr – the last top 100 stronghold of WordPerfect and Unix – switching to Microsoft Word and Windows NT. Another era also fast coming to an end was the predominance of Lernhout & Hauspie in the speech technology market (the Belgian company owned both Dragon Dictate and Dictaphone) with the revelation of accounts irregularities resulting in a 95% fall in its share price. For L&H things would only get worse.

## Insider merger agreed

Legal Technology Insider Ltd, the publishers of this newsletter and The Orange Rag blog, are pleased to announce a merger with Jeremy Hill’s Innovators in Law (IIL) business. Charles Christian continues as publisher and editor-in-chief, while IIL is assuming responsibility for commercial management, including subscriptions and advertising. Along with allowing Christian to focus on content, longer term the merger will see the development of new products and publications.

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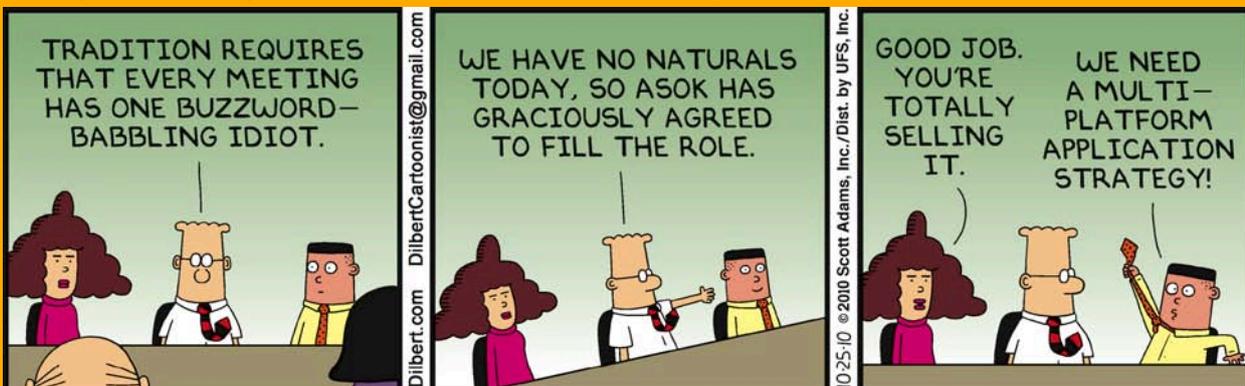
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**The next issue** (No. 237) will be published on Thursday 16 December 2010. To keep up with the latest news visit the [www.theorangerag.com](http://www.theorangerag.com) blog and Twitter [@ChristianUncut](https://twitter.com/ChristianUncut)



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