DMS for law firms: the state of the market in 2015

Not altogether surprisingly, the suggestion in last month’s issue of the Insider that perhaps the whole Microsoft SharePoint Matter Center-as-a-Legal DMS project may be little more than vaporware, raised a few hackles. In this issue we are therefore throwing it open to Team Microsoft to state their case. Along with Nishan DeSilva at Microsoft, we have a contribution from Epona’s Bart van Wanroij. To maintain a balance, we also have a catch-up from HP WorkSite and NetDocuments, who have both been very busy over the past few weeks. In addition we have Ray Zweifelhofer Worldox and we have news of a new entrant into the legal DMS market!

Nishan DeSilva, Legal & Corporate Affairs, Business & Technology Solutions, Microsoft:
I am happy to go on the record with you including with senior leaders from the Office 365 engineering team to inform your readership how serious we are about what we are doing in the legal vertical. We are very careful not to disclose information during our preview phase on what features we have in development and our go to market strategy.

CONTINUED ON PAGE 9

Have we a great new legal IT show!

When: Tuesday 12th May 2015
Where: Tobacco Dock, London

Inside Legal IT is the brainchild of Insider editor Charles Christian and Tavistock Media. The aim is to provide the Legal IT community with a forum to meet and explore current products and services. It will be a pure tradeshow with an audience drawn from a range of people from mid-tier and top tier firms from across the UK. The event will also have no conference element and is purely about giving vendors the opportunity to tell law firms their story. As a result attendees will not be distracted by conference sessions and simply be there to talk tech and see the latest solutions. To facilitate this, there will also be demo rooms available for presentations to be delivered in a quiet and confidential environment.

Exhibitors to date include Aderant, HighQ, Litéra, NetDocuments, Nikec Solutions, nQueue Billback, RAVN and Thomson Reuters Elite.

The show aims to have the atmosphere of larger US events, such as ILTA, which balance a sense of fun and with a professional selling environment. Exhibitors will be encouraged to make booths enjoyable places to spend time as well as show their solutions. In the evening there will be a free drinks reception and entertainment.

Further details to be announced shortly (follow Twitter hashtag #ilit15). In the meantime contact Philip Woolley on 020 3762 2294 or email philip.woolley@tavistockmedia.com
Bar Wars: the Sets strike back

Considering the English barristers chambers market is a classic niche, within a niche, within a niche, they are a remarkably fickle bunch with a revolving doors policy on market leadership.

In the beginning a company called SAS was the market leader. They were knocked off the top spot by ACE, who in turn were ousted by Meridian Law, who were subsequently acquired by Mountain, along with ACE. Then Mountain was bought by the Vin Murria group and, after several changes of corporate ownership, is now part Vista/Advanced Legal.

Meanwhile a new challenger – Bar Squared – has been creeping up on the market over the past seven years and this month claimed that its LEX Chambers Management system is now the market leader, in use in 60% (185) of sets of chambers. Recent wins, with sets switching from Meridian to Lex include Quadrant Chambers, Serle Court, 187 Fleet Street, Radcliffe Chambers, Pump Court Tax Chambers and 5 Kings Bench Walk.

That said, Advanced Legal still has a firm grasp on the remaining 40% of the market and its MLC hosted option is proving a popular solution for sets wanting to outsource their IT. For example, earlier this month Harcourt Chambers signed a three-year deal with Advanced Legal for MLC.

Lexis Draft: We are the Number #1

Staying with market leadership aspirations, after 12 months of huffing and puffing, the UK legal proof reading applications sector seems to be gaining some traction, with LexisNexis claiming that its Lexis Draft product is now the market leader. To-date Lexis Draft is in use in just over 25% of the UK’s Top 50 law firms (13 in all) with firms ranging from the Magic Circle and right through the Silver Circle although because of the “sensitivity” surrounding the technology, Lexis are currently unable to disclose any names.

LexisNexis UK head of Drafting Applications Julian Morgan said the tricky part of the marketing message was how to tell lawyers they make drafting errors, when their inevitable reaction is “Other firms make those mistakes but we never do!”

Once such reservations are overcome (usually by running a document a firm regards as “perfect” through the system to highlight errors) Morgan says Lexis Draft becomes a “no brainer” as lawyers are quick to spot it is not a challenge to their lawyering skills but merely a productivity tool to help with a time consuming clerical chore.

Prosperoware’s new Zone Mail is a complete email app that securely integrates with your firm’s DMS.

- File email and attachments to your firm’s DMS.
- Attach firm documents.
- File to multiple workspaces.
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Work smarter when you are away from the office.
Who’s in & who’s out: the latest wins, deals & rollouts

UK WINS  Legal sector cloud specialists Converge Technology Specialists (ConvergeTS) have kicked off 2015 announcing new contracts worth a total of £2.5 million from eight law firms. The biggest single deal – and the company’s first £1 million+ order – was with East of England-based Bridge McFarland, who are switching to a fully managed cloud service. The other deals were with Pannone Corporate, JS Miller, Curtis Law, Cyril Morris Arkwright, Snipelaw, Total Conveyancing Services and Storrar Cowdry. ConvergeTS founder Nigel Wright says although only 10% of UK firms currently use cloud/hosted services, by 2018 this is expected to rise to 90%.

Morrisons Solicitors LLP is replacing its legacy Lexis Axxia system with the Peppermint Legal Service Platform. Peppermint Technology is also supplying personal injury, conveyancing and debt recovery case management packs to the 135-user firm. And, 100+ user Debenhams Ottaway is swapping out its Advanced Legal Videss system and signed a 10 year contract with Peppermint.

Following its recent takeover of Nicholas Daykin & Co, Norwich-based Rogers & Norton is consolidating all its case and practice management on a Linetime Liberate platform.

Award-winning St Albans firm Sherrards Solicitors is rolling out a Proclaim Conveyancing case management system from Eclipse Legal Systems. Other recent Eclipse Proclaim wins include ODT Solicitors in Sussex and Aspire Law, the partnership between the spinal injury charity Aspire and law firm Moore Blatch. Aspire Law is an ABS operating a “social enterprise model” deducting no fees from compensation awards.

MTA Solicitors LLP has implemented Intapp Time. The firm is using the Intapp application’s passive time capture functionality to record work performed by fee earners within the firm’s Lexis Visualfiles case management system.

Edward Hands & Lewis has purchased a 100-user Partner for Windows (P4W) case and practice management system from Tikit, while Quindell Legal Services has just bought an additional 800 P4W licences – the ABS now has 1500 staff within its legal operations.

Sussex law firm Coole & Haddock has signed up for SOS Connect from Solicitors Own Software to support its ongoing organic growth.

Max Engel & Co in Northampton became the 350th law firm to sign up for the ALB case and practice management system from Advanced Legal. And, earlier this month, Frances Lindsay & Co also signed up for ALB. Advanced Legal managing director Doug Hargrove says the last 12 months have seen an increased rate of adoption.

WINS & DEALS CONTINUED ON PAGE 5
MATTER MANAGEMENT THAT DRIVES PERFORMANCE AND PROCESS CONTROL.

Today you need to know you’re managing matters as efficiently as possible. The Client & Matter Management solution from Thomson Reuters Elite™ ensures consistent, repeatable matter workflow processes that keep your teams performing according to best practices. The entire firm can work productively – and profitably – towards the same goal. You’ll even have the flexibility to tailor processes to practice groups and individual roles. As a result, your teams can produce profitable work that delivers on your firm’s standards and exceeds clients’ expectations.

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Pillsbury Winthrop Shaw Pittman has confirmed that it is in the final phase of swapping out HP Autonomy FileSite in favor of a cloud-based SaaS document management system from NetDocuments. Pillsbury CIO Martin Metz said the integration of NetDocuments with the firm’s existing Decisiv Email management system was another “exciting” part of the project. (As reported elsewhere, NetDocuments recently bought Decisiv Email from Recommind.)

Steptoe & Johnson is replacing its legacy, inhouse extranet with HighQ Collaborate. CIO Donald O Sternefeld said he’d used HighQ at other firms and “was certain it would be a great fit for Steptoe” as its new internal collaboration, client extranet and file sharing platform.

Panama-based law firm Galindo Arias & López (GALA) has selected Workshare to streamline its review process. Workshare’s Mexico-based partner Aptus Legal Systems implemented the system after GALA reviewed and rejected Box, Citrix and Google Drive. www.aptus-legal.com

In mobile timekeeping news, 350 attorney Kramer Levin Naftalis & Frankel has selected iTimeKeep from Bellefield Systems as its mobile time entry solution, while Stevens & Lee, with 220 lawyers and business consultants, has gone with Smart Time Mobile from Smart Time Apps.

Syngenta, one of the largest biotech and agribusiness companies in the world, has chosen Mitratech TeamConnect to handle its legal spend and matter management.

DocsCorp has gained more traction this month: Flick Gocke Schaumburg in Germany and Baker & McKenzie in Sweden have both opted for pdfDocs and compareDocs. A&L Goodbody in Ireland has purchased additional pdfDocs modules. And PLMJ in Portugal recently switched from Workshare to compareDocs and cleanDocs. Krogerus, also in Sweden, has added cleanDocs to its DocsCorp suite. Elsewhere in the Nordics, Norway’s Advokatfirmaet Hjort is rolling out pdfDocs and Dittmar & Indrenium in Finland is deploying both compareDocs and cleanDocs.

Six hundred-user Irish firm Matheson is to implement several DocAuto WorkSite utilities, including WorkSpace Manager, Watchdog and the Refiling Module.

Kammeradvokaten in Denmark has selected the Tikit T3 solution to add knowledge management functionality to its existing HP WorkSite DMS platform. The firm has also bought RAVN Connect to provide enterprise retrieval facilities to support the new KM system.
Business Intake

(But Much Better)

Efficiently taking on matters is critical to the practice of law. Today, several trends are putting new pressures on law firms to transform the way they evaluate and engage new business:

- **Clients** expect greater service (and want to pay less for it)
- **Lawyers** want to start work immediately (sometimes before conflicts are cleared or matter numbers are issued)
- **Firms** want to more carefully evaluate the clients and matters they accept (to avoid surprises or unpaid bills)
- **IT and Risk Teams** are eager to provide lawyers with easier tools, faster service and a pain-free experience

Thriving in this environment requires an innovative approach to intake and conflicts — one that allows firms to act quickly (while still rigorously evaluating new matters), delight lawyers (especially on mobile devices) and easily change processes over time (without outrageous delays or expense). In short, intake must evolve.

**Intapp Open** is the answer. Instead of offering complicated tools that require expensive, time consuming implementation projects (and ongoing consulting bills), Intapp offers a fresh approach, built specifically to address the diverse needs of firm management, lawyers, risk staff and IT stakeholders.

Over 100 firms (ranging in size from 70 to 4200 lawyers) have chosen intake and conflicts software from Intapp.

Whether as part of a strategic push to improve client analysis and firm profitability, a program to reduce risk, or an initiative to speed matter opening times and improve lawyer productivity (and satisfaction), Intapp Open has something to offer every firm.

Including yours.

Learn more at: www.Intapp.com/Open
WINS & DEALS CONTINUED FROM PAGE 5

UK WINS

Hempsons is the latest firm to switch from Equitrac to a Copitrak cost recovery and print management system. The system is being supplied by Nikec Solutions and will be integrated with the firm’s fleet of Canon MFDs.

SproutIT has been awarded the contract to supply Family Law in Partnership (FLiP) with IT services, including support, security and archiving.

Primary Opinion is to implement a bespoke content aggregation and distribution platform to support the marketing and business development activities of the SCG Legal global network of 148 law firms in 82 countries. Primary Opinion has its head office in London and is listed on the Australian Stock Exchange.

Osborne Clarke is now running three KEMP Technologies LoadMaster systems to optimise the performance of its Microsoft Exchange, HP WorkSite, SharePoint, BigHand, CRM and time recording systems.

Reynolds Porter Chamberlain has selected Intralinks VIA as its new secure extranet/client collaboration portal.

Hampshire-based Coffin Mew has awarded Taylor Made Computer Solutions what is described as a “six figure, three-year deal” to supply the firm with fully-hosted managed IT services. As part of the migration from inhouse to the cloud, TMCS designed the system to offer “watertight security” and the high levels of service required by the SRA.

United Utilities Water plc has selected Norwel Prescient+ software as its new case management platform. The deal includes the electronic migration of all the data stored on United’s incumbent Datix system.

LITIGATION & EDISCOVERY DEALS

AmLaw 100 firm Barnes & Thornburg has selected QDiscovery to provide on-demand ediscovery and litigation support data processing services to take pressure off the 600-lawyer, 12-office firm’s inhouse IT resources.

Jury research, trial presentation and litigation graphics specialists Magna Legal Services are described by their law firm customer Boies Schiller & Flexner as “playing a pivotal role” in a recent $525 million award (after a mandatory trebling of a $175 million jury verdict) against highway guardrail manufacturers Trinity Industries.

The case saw the highest award to-date in a US whistleblower case in which the federal government declined to join forces with the whistleblower. A jury previously found Trinity had defrauded the federal government by selling crash barriers that could malfunction. Once legal fees, interest and statutory penalties are included, the total judgment against Trinity is expected to be in the region of $1 billion.

www.primaryopinion.com

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www.kemptechnologies.com

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www.tmcs.co.uk

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LITIGATION & EDISCOVERY DEALS

AmLaw 200 firm Lathrop & Gage has signed a multi-year agreement with Iris Data Services for ediscovery managed services. Iris will provide its own Horizon product and host the kCura Relativity ediscovery platform on an infrastructure-as-a-service (IaaS) basis.

In another Relativity deal, kCura just announced that Minneapolis-based employee, whistleblower and consumer rights law firm Nichols Kaster licensed Relativity for inhouse use.
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DMS FOR LAW FIRMS: THE STATE OF THE MARKET - CONTINUED FROM FRONT PAGE

Please note, the early preview feedback you heard is exactly why we created a “technical preview program” after ILTA with over 100 customers to get user feedback on what features are key to legal customers. Thank you for highlighting the known areas we need to focus on to have a successful product.

Bart von Wanroij, Epona: We are also participating in the MatterCenter pilot and I can tell you MatterCenter is not vaporware. Microsoft makes relatively clear choices building Matter Center on an APP delivery model with Azure/Cloud based Matter site provisioning. The idea is to take the IT burden away from the SharePoint project and to facilitate easy installation of the DMS functions by end-users. Perhaps the quoted IT consultant is Socrates himself and 100 firms are wrong but I’m afraid he too will eventually have to drink the poison of the new cloud based delivery model with free apps.

- Doug Horton of Handshake Software, is also a supporter of Microsoft’s SharePoint initiatives but is currently under an NDA.

HP WorkSite: Far from resting on its laurels, HP has now embarked on Project White Rabbit, a three year development plan to create a next generation WorkSite DMS that will address the changing expectations of users, including interface, support for multiple devices and mobility. The project will also include work on the DMS back-end to make server-side components more efficient, in terms of caching and server-to-server proxies.

Probably the most interesting developments are the “Primera” project, to develop a lower cost, WorkSite “lite” version on the DMS for smaller firms and organisations, with as few as 50 users; and, support for the cloud. As far as the cloud goes, HP now offers a UK-located hosting facility however the company believes the real demand among law firms is for the hybrid cloud, giving them a flexible rather than all or nothing solution.

Globally, over 50 organisations are already running WorkSite in the cloud, including in the UK two law firms and three inhouse legal teams. In the UK, the systems house Ascertus has been heavily involved in cloud legal DMS projects. HP say their competitive wins during the last quarter included two more law firms dropping SharePoint DMS platforms in favour of WorkSite.

NetDocuments: NetDocuments has had a flying start to 2015, as along with its latest wins (with several more in the pipeline + see below) the company has also acquired the Decisiv email management system from Recomind. The acquisition, which includes the software development team, gives NetDocuments an enterprise-grade predictive email filing system (originally developed inhouse at Mallesons in Australia) that should overcome the “drag & drop” issues associated with most email filing within document management systems. Perhaps this is why Recomind co-founder Derek Schueren recently said “We see NetDocuments as the future of document management for law firms, period.”

This month NetDocuments also recruited Mark Craddock, one of the legal IT market’s leading sales management evangelists, as Director of Sales for EMEA. During his 10 years with FWBS, and later Elite, Craddock was instrumental in transforming the MatterSphere product into a market leading case, matter and document management system. CONTINUED ON PAGE 11
Time for Better Time Entry

With firms standardising on new mobile platforms (or opting for “Choose Your Own Device” policies), mobile time entry is now a “must have.”

Yet some firms are still using cumbersome mobile software tools that make basic time entry tasks like assigning client / matter numbers an onerous chore.

With a twenty-plus year history delivering time entry software, serving 500 firms, Intapp offers the most sophisticated time management software available, uniting the industry’s best automated capture, desktop entry and mobile time recording applications.

Available as an integrated suite or as individual components, Intapp Time offers unique features designed to delight lawyers, finance and firm management.

For example, only Intapp lets lawyers validate entries against e-billing guidelines and other compliance rules as they enter time (or when they release it), so they can fix errors instantly.

And only Intapp provides real-time desktop-to-mobile timer synchronisation — for easy tracking and entry, anywhere.

Enabling easy adoption and access, Intapp offers native apps for all major mobile platforms — iOS, Android, Windows Phone 8, and BlackBerry 10, with key capabilities like offline mode with full client matter data storage and validation.

Intapp Time has been chosen by 63% of the Global 200\(^\text{1}\) and 71% of firms with 150 or more lawyers\(^\text{2}\).

Learn more at: www.intapp.com/Time

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1 — Source: The Legal IT Insider (“The Orange Rag”) 2 — Source: International Legal Technology Association
DMS FOR LAW FIRMS: THE STATE OF THE MARKET - CONTINUED FROM PAGE 11

The Insider also learned yesterday that the inhouse legal team at Westfield, the UK-based shopping centres group, has selected NetDocuments to replace its old OpenText DMS. European general counsel Leon Shelley said “NetDocuments blows the door on our old system and can function as an extension of our law firms.” (Which include Ashurst and Freshfields.) Although the rest of Westfield runs on SharePoint, Shelley was insistent on the NetDocuments solution.

Ray Zwiefelhofer, president World Software Corporation (Worldox): With a benchmark of simple mobile apps, users now expect their DMS to perform functions with equal ease. We are working hard to take the “perceived” complexity out of profiling documents to further ensure maximum adherence throughout a firm. We’ve heard disconcerting facts over the year that other providers choose to deploy in a “DMS is Optional” method. We at Worldox believe this is the wrong approach. Documents are a firm’s currency and need to be secured and managed as such. Therefore many aspects of our new release focus on the executive or partner experience while maintaining advanced functionality for power users.

Cloud seems to be the buzzword of the moment but we still have thousands of customers who just don’t want to hand their content over to a hosted provider. We believe the coming years will bring a more efficient solution around a hybrid approach. Firms can benefit from cloud technology yet have the assurance that certain aspects of their solution will remain on-premise.

MetaJure Smart DMS: Finally, news of a new DMS. This is from MetaJure, a Seattle-based tech startup whose founders include a former Microsoft general counsel. Richard Kemp of Kemp IT Law, the first UK firm to go with MetaJure, says one of the biggest attractions is the system automatically collects, stores and indexes a firm’s data, removing the need to manually profile and tag documents. He adds that MetaJure is also far more efficient at capturing emails than traditional DMS systems.

WINS & DEALS CONTINUED FROM PAGE 7

APAC WINS

Australian law firm Arnold Bloch Leibler (ABL) has selected Aderant Expert to replace its legacy practice management system. The 125 fee earner firm will also be implementing Aderant Expert MatterWorks, Paperless Billings, Collections and Workflow.

Auckland-based insurance litigation firm Fortune Manning has selected BigHand as its new digital dictation platform, as part of a wider move from on-premise servers to an outsourced managed IT environment including virtualization, Citrix and the cloud. Operations manager Tanya Mayantseva said it also meant the firm can switch IT from the capital expenses budget to OPEX.

UK WINS

Media law firm Wiggin has selected DW Reporting to assist in the implementation of its next generation business intelligence (BI) platform based on Microsoft SSAS and SSRS technologies. The Insider understands the firm is to drop its existing Redwood Analytics BI system. DW commercial manager Jon Roscow told the Insider the consultancy is seeing BI finally breaking away from its finance department roots and becoming a cornerstone of broader law firm business management and business development.

Mishcon de Reya has used Purple Skies Consulting to manage its ISO 27001 certification. Purple Skies was formed early last year by Gillian Walton, who was previously with Berwin Leighton Paisner. www.purpleskiesconsulting.com

Your Conveyancer, Scotland’s only volume conveyancing service dedicated to the financial services and property sectors, is implementing Lexis Visualfiles 2014 from LexisNexis Enterprise Solutions as its new workflow and case management system. And, KPMG Luxembourg is to roll out the Lexis InterAction CRM system firm-wide to 250 users.

Following the recent merger, the Charles Russell side of Charles Russell Speechly is dropping Workshare and switching to DocsCorp solutions, including compareDocs and cleanDocs. Speechly Bircham were long-time DocsCorp users. After looking at HP Autonomy OCR for WorkSite, Hill Dickinson has purchased the rival DocsCorp contentCrawler instead. Other recent DocsCorp wins include Roythornes Solicitors, Fenwick Elliott, the largest construction and energy law firm in the UK and patent attorneys Abel & Imray.
January 2005 saw LexisNexis take its first steps into the enterprise software market, with the acquisition of Interface Software, the company behind the InterAction CRM system. InterAction remains part of Lexis although another of that month’s initiatives, which subsequently fell by the wayside, was the announcement that Lexis would resell Pilgrim LawSoft case management software.

Naturally, Tikit was up to something and this month, 10 years ago, the group bought the Solution 6 Network & Integration Services (NIS) division from MYOB for approximately £1 million in cash.

Elsewhere, we predicted that FWBS was a company to watch in 2005. It was and its MatterSphere system is now one of the jewels in the Thomson Reuters Elite software portfolio.

And, a survey of inhouse legal departments conducted by Ascertus found that only 4% enjoyed using law firm extranet portals!