The big story of the last month has been the news that the Law Society of England & Wales has endorsed Eclipse Legal Systems as the one and only supplier “best suited to our members needs with its fully featured and easily deployable practice management solution.”

When the Law Society first floated its “endorsed supplier” project last year, it created a furore among both legal IT vendors and Law Society members, who felt the concept of a “one-size-fits-all” PMS solution for law firms was ludicrous. The industry body – the Legal Software Suppliers Association (LSSA) – lobbied heavily against it and eventually sent a collective letter announcing they were boycotting the scheme.

This puts Eclipse in an interesting position for although they are an LSSA member they refused to sign the boycott letter. We await the next LSSA committee meeting with interest as several of its members are saying Eclipse should now be expelled for breaking ranks.

As for the Law Society’s claim that Eclipse was only selected following a “rigorous assessment process,” an FoI request to the Law Society has revealed that just six vendors (which equates to about 20% of the total number of PMS suppliers in the UK) were considered for endorsement.

EXHIBITOR NEWS
Three more legal IT vendors – the Tikit group, digital dictation market leader BigHand and econveyancing specialist SDLT – have now signed up as exhibitors at the event. For further details contact Philip Woolley on +44(0)20 3762 2294 or email philip.woolley@tavistockmedia.com

YOUR INVITATION
I am delighted to invite you to attend our inaugural Inside Legal IT exhibition to be held at Tobacco Dock, Tower Bridge on 12th May 2015. www.tavistockmedia.com/events/inside-legal-it

Attendance at the event is absolutely FREE to delegates and promises to be highly entertaining as well as informative. We are expecting 35-to-40 key vendors to attend to showcase their products and solutions. Take this opportunity to learn what is on the market, what it does and what will work for you in the space of one day.

You will be joined by up to 450 like-minded professionals and will be able to catch up with old friends and colleagues. The event has been structured to maximise the amount of interaction between attendees. There will be no plenary presentations, no “death by Powerpoint” nor breakout sessions just unlimited opportunities to network with your peers to find out who is doing what and why.

It won’t be all work and no play! Tea, coffee and lunch will be provided and in the evening there will be complimentary drinks in the Quayside bar. I hope that you are able to join us for what will be a most useful and memorable day.

...Charles Christian, Editor

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Susskind report says eBay-style ODR is fix for civil courts

A new report by a working party of the independent Civil Justice Council, chaired by Professor Richard Susskind, suggests an Online Dispute Resolution (ODR) system should be developed in England and Wales to increase access to justice and streamline the court process. The report calls for a dedicated state-run ‘Online Court’ to operate alongside traditional courts and invites the support of all political parties.

Susskind says “This report is not suggesting improvements to the existing system. It is calling for a radical and fundamental change in the way that our court system deals with low value civil claims. ODR is not science-fiction. There are examples from around the world that clearly demonstrate its current value and future potential, not least to litigants in person.

“One on our model, an internet-based court would see judges deciding cases online, interacting electronically with parties. However, our suggested online court has a three tier structure and we expect most disputes to be resolved at the first two stages without a judge becoming involved.”

COMMENT: Glossing over the fact it’s election year in the UK and “More Money for Courts” is not a vote winner, two big issues are: the eBay ODR system the Susskind report applauds is widely criticised for being unable to deal with deliberate fraud. And, on past performance, any major IT project that involves the Ministry of Justice (MoJ) is bound to run over budget, behind schedule and still be scrapped for being unfit for purpose.
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UK & EMEA WINS
In the wake of last month’s story about the legal proofreading software market, LexisNexis UK has announced Berwin Leighton Paisner (BLP) is one of the 13 top 50 UK law firms running its Lexis Draft application. The system is already being used by almost 1000 BLP lawyers and support staff.

McMillan Williams Solicitors, which has offices across London and the South-East, is set to implement Thomson Reuters Elite 3E and MatterSphere as its new financial, matter and project management platform.

In a novel variation of the usual theme, criminal defence practice Gurney Harden Solicitors has selected the MLC chambers management system from Advanced Legal to support its newly appointed inhouse barrister. Among the other 18 firms to sign up with Advanced over the past three months is London commercial firm Clifford Harris & Co.

Home Counties firm Parrott & Coales is investing a “six figure sum” with Tikit on the provision of a Tikit Partner for Windows case and practice management system plus Tikit Connect CRM and WebShare client extranet portal to replace its legacy Advanced Legal Vides software. And RPC has selected Tikit to implement its new Cisco wireless network, which will be able to support 500+ devices.

Keystone Law has selected NetDocuments to provide a cloud-based document and email management platform. IT director Maurice Tunney said NetDocuments “with the most secure, scalable and flexible approach to document management, was by far the best choice.”

Wollen Michelmore has installed the Hoowla Conveyancing Calculator module to speed the production of conveyancing quotes, and the Dawsons estate agency group in Wales is implementing a Hoowla solicitors panel management system.

WINS & DEALS CONTINUED ON PAGE 7

newly merged Norwich law firm Spire Solicitors LLP in just one week, its fastest ever deployment.

Boutique firm GQ Employment Law is the latest practice to select the PeppDirect preconfigured legal system from Peppermint Technology. GQ has no internal IT resource.

The Cheshire-based Personal Injury Practice (PIP) is swapping out its incumbent software in favour of a Proclaim case management system from Eclipse Legal Systems.

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Legal IT Insider (280) February 2015
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
NORTH AMERICAN WINS  

We are starting to see the BI (business intelligence) sector become increasingly competitive with more players piling into the market, trying to win business from each other – and from the established practice management vendors who can already offer customers their own BI solutions.

One newcomer that says it is already making inroads is Iridium Technology, whose Iridium BI suite has been bought by 24 legal and professional service firms over the past 12 months. Law firm customers whose names can be mentioned are Baker Donelson Bearman Caldwell & Berkowitz in North America, Kingsley Napley in the UK and Johnson Winter Slattery in Australia.

No reports of any new SharePoint-based DMS deals (no surprises there then) however there have been developments on the broader Microsoft SharePoint within law firms front, with Handshake Software continuing to evangelise the platform and counter the Share-What’s-the-Point sentiment.

Sherman & Howard LLC and Denver-based Brownstein Hyatt Farber Schreck LLP are among the latest firms to sign up for Handshake products to support SharePoint-based portals, extranets and enterprise search. In addition, Foley Hoag LLP is one of the early adopters for Handshake’s new Expertise Locator, an add-on to the popular SP Bridge system for KM and search applications.

South Carolina’s McNair Law Firm has selected the new pdfDocs E-Learning module from DocsCorp, while Kramer Levin Naftalis & Frankel in New York, Cortland Global in California and The Chase Law Group in Maryland are all daring to compare with compareDocs. Seattle firm Carney Badley Spellman and Norton Rose Fulbright Canada are running metadata security with cleanDocs. California’s Yoka & Smith and Utah’s Workman Nydegger are making all their documents searchable with contentCrawler. And Moses & Singer in New York has just implemented pdfDocs and compareDocs.

Turning to ediscovery, Thompson Coburn, which has offices across the United States, has signed a multi-year deal with Iris Data Services that includes Arc and Horizon, two managed services to provide customers with access to a Relativity environment and ediscovery processing without having to purchase servers and licenses.

Cincinnati-based 450 attorney Frost Brown Todd has designated QDiscovery LLC as its sole provider of ediscovery and litigation support services, supplied on a subscription pricing model.

Finally, both Bernstein Shur and Murnane Brandt have turned to Unidesk to provide managed VDI (virtual desktop infrastructure) and VMware platforms. There is a comprehensive case study here http://www.unidesk.com/customers/vdi-success-story-bernstein-shur-law-firm

WINS & DEALS CONTINUE ON PAGE 9
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NetDocuments gearing up in APAC

NetDocuments just announced that it is opening a datacenter infrastructure and offices in Australia, as global demand for the cloud-based document and email management service continues to rise. With customers already in the region, including Cooper Grace Ward, Lavan Legal and a recent top 10 Australian law firm*, NetDocuments is responding with an investment in datacenters, offices, and a supporting team in Sydney. (*NetDocuments have not disclosed the name but Insider sources say it is Corrs Chambers Westgarth.)

“After the acquisition of Decisiv Email and amidst such incredible global growth, we felt the timing couldn’t be better to bolster our presence in the APAC region,” Matt Duncan, NetDocuments CEO, said. “Our investment will enhance our ability to reach and service the growing customer base. The APAC region presents an incredible opportunity and we knew we had the critical mass to make the investment in the region and bring key people onboard.”

• Paul Wyatt last week joined NetDocuments to lead sales and business development across the Australian and Asia Pacific regions. Wyatt is a strategic hire for NetDocuments, as the company recently acquired the Decisiv Email technology and Sydney-based team from Recommind, where Paul was formerly leading email and search solutions across the APAC region.

COMMENT: Paul Wyatt, who we first encountered about 20 years ago working for Linetime in the UK, is a classic example of the Vanishing Legal IT Poms in Oz trend, where Brits move to Australia to work for vendors or law firms on short term projects (Wyatt originally went out to Australia to head up sales for Visualfiles) but then never return home. Could the better lifestyle, climate and work-life balance available in Australia, compared with Leeds or Swindon, have something to do with this?

WINS & DEALS CONTINUED FROM PAGE 7

AUSTRALIAN WINS  The latest firms to invest in DocsCorp products, including pdfDocs, are national firms HWL Ebsworth Lawyers and Johnson Winter & Slattery, plus Clewett Lawyers, Cardinal Law in Perth and Adelaide-based patent and trademark attorneys Madderns.

ALL ABOUT VOICE  Still in Australia, Cooper Grace Ward has selected BigHand as its digital dictation platform. BigHand is replacing the firm’s incumbent digital dictation system and providing additional mobile functionality. Also Miranda, NSW-based WMD Law has described its migration from analogue tape to BigHand digital dictation as a way of “overcoming the tyranny of distance.”

Meanwhile in the UK, Manchester-based Berg Legal has extended its long standing relationship with BigHand by upgrading its software to include speech recognition.

Recently merged Dumfries & Galloway lawyers Gillespie Gifford & Brown LLP have moved from analogue to a digital dictation platform supplied by Voice Technologies and running on Olympus 7000 kit.

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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
WINS & DEALS CONTINUED FROM PAGE 9

UK & EMEA WINS

Osborne Clarke has chosen legal process automation specialists Zylpha to provide development and support services for its LexisNexis Visualfiles case management system.

Offshore law firm Mourant Ozannes and Beeston Shenton in Staffs have purchased the eLearning Module for pdfDocs4. Patent and trademark attorneys EIP have purchased cleanDocs & compareDocs. In other DocsCorp wins Hamlins LLP has purchased contentCrawler through Phoenix Business Solutions, to enable them to find imaged based documents, including PDFs in their WorkSite DMS and criminal lawyers Sheaman Bowen & Co has purchased pdfDocs.

Nabarro has implemented Kutana Kappris as a major desktop refresh which saw the firm upgrade from Windows XP and Office 2003 to Windows 7 and Office 2010. Kappris was rolled out to 850 users over two weekends.

Birmingham property lawyers John Wilson & Co are to implement Lawyer Checker to help tackle the growing problem of bogus conveyancers.

Taylor Vinters has upgraded its DPS Software case management system, which was used for plot sales work, to the new Outlook Office version, which offers full integration with the firm’s HP WorkSite DMS.

TWM Solicitors has used the Availability Suite from Veeam Software to guarantee the 24/7 availability of IT services to the firm’s 180 users, following a switch to a fully virtual infrastructure. Along with backup, recovery and replication capabilities, Veeam also offers a secure ‘virtual lab’ facility, so the firm can test product updates before implementing them. TWM head of IT Alan Barrett says virtualisation is saving the firm £15k a year on energy costs alone. www.veeam.com

Downie & Gadban say switching to the Quill Pinpoint outsourced cashiering service (the firm already used Quill software) saved the day when the firm’s inhouse cashier departed in circumstances of gross misconduct and left the accounts in “complete disarray”.

Kennedys has signed a three-year contract with managed services specialist ANS to “commoditise its core IT” so IT director Mike Gilpin and his team can focus on business solutions rather than delivering infrastructure.

Through ANS, Kennedys is implementing a new IT infrastructure based on FlexPod, a scalable platform built with Cisco UCS, NetApp storage and VMware virtualisation. www.ans.co.uk

The States of Guernsey has entered into a five year contract with Phoenix Business Solutions for its new Workspace Control matter lifecycle management system, managed support service, WorkSite DMS and the DocsCorp suite. The Norwegian law firm Elden has selected Phoenix to implement WorkSite plus Phoenix MatterView, which will be integrated with the firm’s Deltek Marconomy ERP platform.

And recently merged Charles Russell Speechlys has selected Phoenix to swap-out its OpenText eDocs system in favour of implementing the HP WorkSite document and email management solution. The combined firm will also use Phoenix Workspace Control to fully automate and integrate the firm’s Elite PMS. Phoenix US and APAC wins have been held over till next month.
Is Predictive Coding’s 15 minutes of fame over?

In a recent blog post – headed *Is predictive coding’s 15 minutes over?* – reviewing LegalTech New York, Drew Lewis, the VP of Innovation & GC for Atlanta-based ediscovery services vendor Paragon, said he “couldn’t help but feel predictive coding was not getting the attention it usually does at this show. Sure there were some sessions that dealt with the topic – albeit under some different names – but outside of the illuminati that remains obsessed with keeping the dialogue going, it seemed that most people weren’t really that interested in the topic. In fact, quite a few vendors flat out said they weren’t really doing that anymore or simply abandoned the phrase.”

Coming from a former senior exec at Recommind, a company that pioneered the concept of predictive coding and even took a patent out on the technology, the post has caused a stir in ediscovery circles.

Roe Frazer, the CEO and co-founder of Cicayda, commented “Companies are selling predictive coding, and at a high, premium cost. Companies are spending tons of money buying speaker platforms and putting their people on the dais touting predictive coding. Many companies even are claiming they have predictive coding when all they have is another company’s advanced linguistics analytics, NOT predictive coding (in fact, that is the usual scenario).

“Judges are writing opinions on predictive coding as if it is some panacea. Now you have a former Recommind guy saying what he said. All I know is that I have been saying for three years that predictive coding is ineffective, inefficient, impractical, and utterly useless after the initial review – all of these thoughts are being validated.”

From Predictable Coding to Predictable Pricing

Talking of ediscovery controversies, pricing remains another pain point and LDM Global (which has just opened a new data centre in Sydney) has announced a new simplified and “predictable pricing” model.

LDM CEO & founder Chris O’Reilly said the company had noticed that legal counsel and the courts are frustrated with unpredictable ballooning ediscovery budgets and the complex pricing structure that “plagues” the litigation support industry.

“We have been listening to our clients, and they are crying out for predictability in their annual ediscovery budgets. They are tired of being chipped away at by vendors with per GB, per doc, per hour, per license fees and any other creative price unit you can think up. The current industry price model is just too complex,” added O’Reilly.

LDM Global is now offering its customers the opportunity to elect for this new fixed, predictable pricing plan at the same or improved price point as the standard, line-item pricing, but without the risk of unforeseen cost growth. The new pricing model is available for customers and projects of all sizes and is fully scalable to meet each unique case need. [www.ldmglobal.com](http://www.ldmglobal.com)