

# AMERICAN LEGAL TECHNOLOGY INSIDER

## iManage now available on Apple iPhone

Reflecting the growing interest in the Apple iPhone as a serious business device, this week's Apple World Developers Conference in San Francisco, saw Autonomy announce that its iManage WorkSite document management system is now available on the iPhone. The integration will allow WorkSite users to access and manage their emails and matter related content. Akin Gump CIO Lorey Arthur Hoffman said the integration between iManage and iPhone "will enable us to leverage the popular convergence happening with smartphones and PDA devices to help our lawyers increase productivity and improve their ability to serve clients."

- The iPhone integration for iManage Worksite is available now as an optional add-on.

[www.autonomy.com/iPhoneDemo](http://www.autonomy.com/iPhoneDemo)

## A&O go live on Elite 3E

London-based international law firm Allen & Overy last week announced it had gone live with its implementation of the Elite 3E PMS product. This has probably been the most closely watched and controversial implementation in Elite's entire history – and certainly the delays at A&O have dampened the wider market's enthusiasm for 3E. However with 3E now live in a firm with 31 offices in 22 countries and more than 5000 staff, hopefully these concerns will now fade. Ironically, the A&O implementation is also good news for its arch-rival Aderant, as the scale of the A&O project helps nail the ➔

➔ suggestion larger law firms are outgrowing products from 'traditional' legal accounts, time, billing and practice management systems vendors – such as Elite and Aderant – and that the future lies with ERP-style solutions from the likes of SAP.

## Anacomp raise \$7.5m

Litigation support and e-discovery systems provider Anacomp has secured \$7.5 million in new financing from Silicon Valley-based Bridge Bank National Association, the principal operating subsidiary of NASDAQ-listed Bridge Capital Holdings. The credit facility will fund Anacomp's efforts to accelerate various strategic initiatives, including expanding its presence in the e-discovery market.

## Iowa firm live in 6 months

Iowa law firm Nyemaster Goode West Hansell & O'Brien has implemented an Aderant Expert financial and practice management software suite and gone live in six months, rolling out the application to the firm's 93 attorneys in three offices in Des Moines, Ames and Cedar Rapids. The firm selected Aderant Expert in October 2008 to replace its existing legacy practice management system (we understand this was an Elite Prolaw system) which it had outgrown. Nyemaster Goode kicked off implementation in mid-October 2008 and by January 2009 had finished converting all the data from its legacy system. The firm completed two months of testing and customization and began transacting on Aderant Expert in early April.



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## Coticchia returns to consulting

Greg Coticchia, a man best known for taking eBillingHub from nine customers to 100 – and from \$155k to \$2 million – in two years, has left the company after a disagreement on strategy with the operating owners. He has now returned to consultancy in a venture called Entra, which aims to assist businesses with sales growth in the legal market. The consultancy also plans to publish reports on the state of the market, evaluate new legal IT offerings and assist corporates on e-billing solution selection.

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

## Consultancy saves 30%

Washington DC-based Gilbert Oshinsky LLP report that since using legal support services consultancy Mattern & Associates to develop a benchmarking pricing analysis and an RFP process, as well as negotiate final contracts with vendors, the firm is now saving 20-30% annually on support services and equipment.

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

## Recommind launch risk monitoring center

Recommind this month launched a Risk Monitoring Center (RMC) as a free resource to help enterprises minimize the risks posed by corporate data being exposed in e-discovery, records management and compliance scenarios. RMC is intended to become a collection point for information risk-related data, alerts, war stories and guides.

## New wins

### Microsystems adds three more customers

Document creation specialist Microsystems has recently sold its software into three more law firms. They are Manches LLP in the UK, Ogilvy Renault, which is based in Toronto, and Selman Breitman LLP in Los Angeles.

### Ontario Government selects Open Text

The Ministry of Government Services, representing the Government of Ontario, has signed a 10 year contract for document and information management solutions from Open Text. Along with traditional records and document management systems, the deal also encompasses social media, including wikis and blogs.


### DocAuto wins new OutiM Server customers

DocAuto, which specializes in software add-ons for the Autonomy iManage Worksite platform has signed up two new customers for its OutiM Server product. The firms are Drinker Biddle & Reath LLP and Stoel Rives LLP. OutiM Server's most recent release (v3.0) lets Microsoft Exchange users automatically copy, flag or move emails, contacts, appointments, tasks and other content directly into the appropriate iManage filing locations.

### DuPage County selects new e-warrants system

The DuPage County Circuit Court in Illinois (just outside the Chicago metro area) has awarded DigitalBridge a contract to supply the court with its eWarrants electronic warrants system. Following a pilot of the technology, DuPage County – which last year issued 15,000 bench warrants and 6000 search warrants – hopes to speed-up the production of warrants, reduce current backlogs and save taxpayers money. According to DigitalBridge data from another e-warrants implementation, it should take as little as 20 minutes to produce a warrant, with costs down from \$260 to \$25 per warrant.

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



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## Reed Smith deploys Concep for e-marketing

Reed Smith has just deployed Concep Global's Campaigner email marketing and digital communications system. The firm's director of branding & communications Mike Scherpereel said Campaigner was selected because "We need a way to capture client attention and cut through competing channels and cluttered in-boxes. We have to deliver the right message to the right person at the right time, in a consistent, compelling and user-friendly format." Because Campaigner is a web based SaaS solution, Reed Smith has been able to rapidly deploy it at its 23 global offices.

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

## New product launches

### Contracts now express on Sharepoint

Business Integrity has launched ContractExpress for Microsoft Sharepoint, a new system designed to help organizations create and manage (including end of life archiving) business contracts. Business Integrity claim this is a 'legally safe' self-service contract creation system that 'enables business users, rather than lawyers or contract managers, to generate legal agreements in minutes rather than days or weeks'. National Grid, an electricity and gas network operator in the US and UK, is one of the first organizations to have signed up for the system.

[www.business-integrity.com](http://www.business-integrity.com)

### Muratec announces Doculex integration

Muratec America this month announced that its multifunction devices (MFPs) can now scan documents and automatically index them into the Doculex Archive Studio content management application.

[www.muratec.com](http://www.muratec.com) + [www.doculex.com](http://www.doculex.com)

## New hires

### New general manager for Microsoft verticals

Earlier this week Microsoft announced that Fred Bentfield had joined the company as general manager of its US distribution & services group, which includes Microsoft's professional services vertical, which includes law firms. Bentfield is an ex-IBM sales VP and most recently with Integrys.

### Microsystems appoints new VP of sales

Microsystems has appointed Steve Brescia as its new vice president of sales, with responsibility for global sales strategy. Brescia most recently headed sales and business development at Intrinsic.

### New president at Exari

Terry Lee has been promoted to president of Exari. Previously he had served as VP of worldwide sales & business development since joining Exari in 2008.

### Joe White becomes new president of FCS

Joe White, the former executive VP of Attenex/FTI Consulting, has joined Forensics Consulting Solutions as president, with responsibility for the marketing, client development, professional services and business development divisions at FCS.

### Anacomp expands e-discovery with new hire

Anacomp has expanded its range of electronic discovery services through the hire of litigation technology veteran Charles 'Chuck' Kellner as VP of e-discovery consulting.

### Campbell to head DTI Washington office

Darrin Campbell has joined Document Technologies Inc as managing partner for DTI's Washington DC operations.

### Wave Software hires Katie Kunsman

Wave Software has hired Katie Kunsman as director of business development for US-based small and midsize law firms and Canadian law firms.

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## Leveraging e-billing and matter management

• **Thought leader by Bill Sowinski, director of Decision Support Services, CT TyMetrix**

Electronic billing (e-billing) and matter management systems are now commonplace within corporate legal departments. Enormous quantities of legal matter and financial information are electronically captured within those systems. That information is easily combined using widely available business intelligence tools to create management reports that allow corporate law department managers to evaluate and compare costs and outcome performance across law firms. Business intelligence tools allow legal department managers and lawyers, rather than SQL or IT experts, to create intuitive law firm analytics in minutes, presenting both risk and opportunity to law firms.

Law firms compete for business based upon the quality and cost of their work product as well as the level of service provided to their clients. Using business intelligence tools, many corporate legal departments now have or are quickly developing automated reports that compare quality, cost and service across law firms to assist in their assignment of matters to counsel. A growing number of e-billing and matter management vendors are including comparative law firm analytics as an integrated part of their product offerings. Law firms need to leverage the power of business intelligence information by securing from their clients the information generated about them, as well as by generating their own internal metrics.

From the corporate legal perspective, business intelligence tools make law firm performance transparent and easy to evaluate across firms. As a matter of course, corporate law departments compare law firm performance somewhat differently depending upon whether the file ↪

↪ handling being compared involves common, lower risk matters or uncommon, complex, high risk matters. Relative law firm performance on common, lower risk matters is generally evaluated by comparing average cost, matter outcome, budget compliance and length of time open across files and law firms. Relative law firm performance on uncommon, complex, higher risk matters is not as frequently evaluated by comparing outcome and average per unit cost but by comparing outcome versus expected outcome results and by examining the internal efficiencies demonstrated by the law firm while handling the matter. This information can and should be obtained from the client by its law firms and also should be captured internally by law firms for marketing and management purposes.

To generate the performance information, the client's business intelligence tool will generate a simple file with data elements including File Name, Law Firm, Time Keepers (Names of Law Firm Personnel), Time Keeper Level (Law Firm Partner, Associate, etc), File Type or Sub-Type, File Severity, Projected Result, Actual Result, Hours Billed, Fees, Expenses, Budget Amount, Performance to Budget, Matter Status (Closed), Matter Duration (Age), and Effective Hourly Rate.

These elements will then be automatically combined, counted and arranged in a variety of pre-formatted reports to show relative performance for common and complex matters. For the complex, unique matters, additional reports will incorporate Task Code information as defined in the Uniform Task Based Management System (UTBMS) and will focus on fees, breaking them out by types of tasks performed, their cost, hourly rates, number of billers, billing increment entries (eg number of 0.1 hour billed per timekeeper) and the like so as to evaluate the appropriateness and frequency of tasks, their related costs and the appropriateness of the resources applied. A final analysis on expenses, using the UTBMS expense codes will also be performed. ...**concluded on page 5** ↪



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➡ *continued from page 5...* Forward looking law firms, with the encouragement from their clients will embrace the power of business intelligence information and deploy two basic strategies. First, law firms should request performance information generated about them by and from their clients. Second, law firms should internally generate performance metrics to avoid client related problems and to enhance the marketing of their abilities.

Requesting performance related information from the client will demonstrate the alignment of the firm with the client's objectives. Securing that information will allow the firm to modify any practices that might be generating nascent displeasure as well as identify the client's priorities. Understanding a client's metrics and priorities provides obvious opportunities and advantages.

Law firms should also harness the available technology to generate their own internal metrics to replicate client evaluation information, improve internal performance and market any distinguishing capabilities. Business intelligence tools allow law firm managing attorneys to directly create and modify their own analytical hierarchies to evaluate receivables, receipts, billing tendencies and file inventory at matter type, resource and resource level segments. Internal comparative analytics and return on investment analytics by resource and matter types can be easily developed.

Law firms can also capture credible cost and outcome results at an internal resource level for marketing purposes to demonstrate capabilities in specialized and niche areas of practice. Demonstrating actual favorable outcomes resulting from the application of highly prized skills will provide the comfort level sought by prospective clients, resulting in the securing of referrals.

Within the past few years, matter management, e-billing and business intelligence tools have ➡

➡ become common place within corporate legal departments. Business intelligence tools enable managing attorneys to quickly and easily generate their own information, including law firm comparative information. Those managers are expected to base matter referrals on that comparative information. Law firms need to appreciate the growing use of such data, work with clients to understand how their performance is evaluated and then leverage business intelligence capabilities within their firms to improve their performance and effectively display valued capabilities.

## Litigation support news

### **Iris Data Services releases new version of Unify**

Iris Data Services has released v2.x of its Unify document review platform. New features include a distributed enterprise search engine offering targeted indexing, so users can pre-index customer data.

- Iris Data Services has also revamped its website.

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

### **SuperiorGlacier opens Chicago office**

Litigation support services provider SuperiorGlacier has opened a new full service office in Chicago, at 70 West Madison. (Phone: 312-214-3339).

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

### **Document Technologies announces partnership**

Document Technologies and Legal Solutions have announced a strategic partnership that will see them provide turnkey and vertically integrated solutions, including discovery processing and attorney review.

[www.dtiglobal.com](http://www.dtiglobal.com) + [www.lsidiscovery.com](http://www.lsidiscovery.com)

### **LDM Global revamps website**

Litigation support services provider LDM Global has launched a new website to reflect its growing international e-discovery business.

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



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## New product launches

### New version of CT TyMetrix 360 for AFAs

CT TyMetrix has released the latest version (v10) of its TyMetrix 360 system. The key innovation is end to end support for the creation, administration, tracking and measuring of alternative fee arrangements (AFAs). The new AFA module is the result of in-depth research among users. Included in the module are the most commonly used and requested AFA templates, including blended hourly rates, deal-based billings, fee caps, hourly rate discounts, hourly rate volume discounts, matter-based rates and task-based billing caps. Other new features include a law firm matter analysis and tracking web page, plus invoice status rollback.

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

### Exari launch SalesAccelerator - and online

In our second document automation software story this month, the Exari Group has launched Sales Accelerator, another software application intended to shorten sales cycles by allowing sales staff to create customized agreements without waiting for their legal department. Staff can create documents including NDAs, proposals, Rol calculators, service agreements and sales contracts however all documents are generated from templates approved by legal departments, so they automatically conform to a company's legal requirements.

- In a related development, the SalesAccelerator system is now also available on the Salesforce.com online CRM system.

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

### Kazeon roll out 4th generation e-discovery

Kazeon Systems has launched what it describes as its 4th generation solution for corporates, legal service providers and law firms needing to deal with inhouse e-discovery, internal investigations, audits, legal hold and retention management, and GRC. The software maintains a modular architecture providing three best-of-breed products (Analysis & Review, Collection & Culling and Legal Hold Management) within a single, integrated underlying software platform to ensure a smooth workflow while eliminating hidden costs that exist in a multi-vendor or disparate product strategy. ➔

➔ In addition, Kazeon has developed an entirely new distributed, collaborative legal application – the eDiscovery Case Manager – to manage legal cases from ‘womb-to-tomb’ and geared toward legal counsel and litigation support staff.

According to Brian Babineau of the Enterprise Strategy Group “With its new application, Kazeon takes a case-based approach enabling attorneys and litigation support specialists to transform electronic discovery processes thus resulting in significant cost savings. By offering a modular solution that addresses multiple aspects of the e-discovery process, Kazeon lets customers automate once-manual tasks in a secure and defensible manner.”

- Other features of the latest software include two new connectors to provide visibility into Microsoft Sharepoint and Lotus Domino repositories.

## American Legal Technology Insider

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## The Backpage

### Microsoft certification from top to bottom

Congratulations to the Payne Consulting Group, which has just achieved company-wide Microsoft certification with every member of staff, from the receptionist to CEO Donna Payne, certified in one or more areas of Microsoft product expertise.

Along with adding efficiency and credibility to the corporate mix, Payne adds “Ideally anyone picking up the phone or answering email should be able to support customers and prospects. Having 100% of your staff Microsoft certified help to reduce ‘bouncing’ when a customer has to be transferred or put on hold two or three times before getting an answer. That certainly doesn’t happen here, due in part to the certifications attained.”

As a result of going through this process, Payne Consulting has now become a ‘certiport’ testing centre for Microsoft certification exams in the downtown Seattle area.

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

### Buzzword Corner: CaaS

Legal tech has always been a great place to find new acronyms and buzzwords, so here’s a new one to add to the lexicon: CaaS. Pronounced ‘cars’, this stands for Computing as a Service, which is a rather long winded way of saying cloud computing.

### We shall tweet no more

Well, we have tried it for two months but have come to the conclusion that Twitter is a pointless waste of time and energy, with 99% of incoming tweets crass beyond belief. Perhaps this explains ➔

➔ why Twitter’s growth flattened to a mere 1% in May – and why 60% of new Twitter users fail to return the following month.

### International discovery group launched

This month saw the launch of a new not-for-profit organization called International Law Discovery & Disclosure (ILDD). ILDD, which is open to membership by law firms, accountancy practices, corporations, government and law enforcement agencies, as well as legal systems vendors, aims to provide a forum in which to discuss issues, share information and promote best practices in the emerging (and frequently converging) areas of international compliance, electronic discovery, records management and risk mitigation.

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

### InOutsource a finalist in green awards

InOutsource, a provider of records retention and information management consultancy for law firms, was shortlisted in last week’s green leadership awards run by New Jersey business journal *NJBIZ*. InOutsource earned its nomination, in the green education category, for the campaign it launched at ILTA, in August last year, which aimed to introduce law firms to more environmentally friendly records management practices. At ILTA, InOutsource also raised funds for the Nature Conservancy’s *Plant a Billion Trees* campaign.

### Next issue..

The next issue of ALTi will be published on Thursday July 9th, 2009. The editorial deadline is July 7th – 6:00pm EST. Meanwhile, keep up with latest news on our blog at [www.theorangerag.com](http://www.theorangerag.com)

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