AMERICAN LEGAL TECHNOLOGY INSIDER
US & Global Legal IT News

LegalTech NY – a new 'new normal' for IT vendors ?

We've been hearing for the past couple of years that we are on the verge of seeing the emergence of a 'new normal' in terms of the delivery of legal services and the relationship between law firms and corporate counsel but the evidence of this month's excellent LegalTech event in New York suggests we could also soon be seeing a 'new normal' within the legal technology vendor community. This will be good news for many law firms but unfortunately could also be bad news for some vendors.

Let's start with some general impressions of the show… It was busy – and not just with solos collecting their CLE points. Among the mainstream vendors, the response was pretty much unanimous that law firm IT departments once more had budgets to spend and were back in the market looking for new systems, upgrades and technology refreshes. That's the good news. The bad news is the technologies they were looking for were not necessarily the technologies vendors had on display.

Hot technologies at LegalTech included anything to do with cloud computing, Saas (software as a service), and outsourcing. Plus, and this was a big plus, Microsoft. Sharepoint was inevitably on ⇨

many firms' agenda as an alternative DMS platform, along with Windows 7 and Office 2010 upgrades but there was also considerable interest in the concept of using standard Microsoft products, such as Dynamics CRM and Dynamics AX, as the basis for marketing, practice and financial management systems, with vendors then adding a legal 'skin' to these products.

There was also a distinct feeling that the legal technology market had reached some kind of tipping point and that the systems everyone has been using for the past 15 years (rich client Windows and HTML) were about to go the same way as green-screen Unix and WordPerfect on DOS and be replaced with a newer, more interactive and user-friendly technologies. A number of people I spoke to made the point that whereas it used to be the office that had state of the art technology, now most people had more advanced technology at home or on their mobile phones and iPads (which, incidentally, were everywhere at the Hilton).

Microsoft calls this 'the consumerization of IT' and believes it will be one of the challenges facing vendors in the coming months as they struggle to ensure their legacy systems keep pace with the increasingly sophisticated demands of Generation X and Y users.

To quote Microsoft again, 'the new computing model is that there is no one computing model.' The days when attorneys did their work sitting in front of a desktop PC in an office are over, with mobility and flexibility now the new paradigm. It is also worth noting that many law firm IT directors are now reaching retirement age, so along with a generational change in technology, we are also seeing a generational change in legal IT management. This was nowhere better highlighted than in one panel session where an older IT director said he thought cloud …*continued on back page* ⇨

February's wins, deals and rollouts

Wall Street firm migrates Wall Street law firm Cahill Gordon & Reindel LLP has selected Aderant Expert as its new practice management platform. Currently a user of Aderant's Javelan system, the firm plans to migrate all lawyers and staff in its New York, Washington DC and London offices to Expert during 2011.

Downey Brand selects Open Text Sacramento's largest law firm Downey Brand LLP has selected Open Text's eDOCS DM 5.3 as its document and email management platform. The system is being implemented by Matrix Logic.

Ohio Bar and HotDocs The Ohio State Bar Association has chosen HotDocs to provide the document assembly and automation technology to support its new *OhioDocs* library of legal document templates. Bar association members will be able to access and generate documents from a library of thousands of templates in the areas of family law, probate, real estate and general practice.
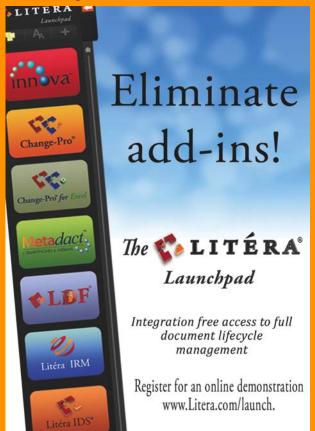
Fried Frank tackles ethical walls Fried Frank LLP is now using the web-based Wall Builder system from IntApp Inc to manage internal confidentiality policies, information access restrictions and track compliance across the firm. The IntApp implementation has been integrated with Autonomy iManage DMS and Open Text LegalKey.

MGC claims $250k saving McAngus Goudelock & Courie LLC says since rolling out Bighand voice productivity and workflow technology, the firm has been able to take on 35 new timekeepers at the expense of only two additional support staff. The firm's COO Leah Beckham says this translates into a year-on-year cost saving of $250,000. The cost savings align with the firm's proactive approach ⇨

⇨ to the Association of Corporate Counsel's *Value Challenge* to 'use technology to the mutual benefit of both organizations, so firms can greatly improve the value of what they do, reduce their costs to corporate clients and still maintain strong profitability.'

Trio of kCura wins The Environmental & Natural Resources Division (ENRD) of the US Department of Justice has purchased licenses for the Relativity ediscovery review and Method legal hold management systems from kCura. Also, the kCura Relativity platform has just been deployed both by Greensfelder Hemker & Gale and Baker & Daniels.

Helpdesk outsourced New York City law firm Kasowitz Benson Torres & Friedman has enhanced its helpdesk operations by outsourcing out-of-hours level 1 support to Intelliteach, so users now have 24/7 coverage.

Client Profiles buy Saga

Client Profiles has acquired New York-based Saga Inc, the developers of the Saga Practice Manager system, for a undisclosed sum. The acquisition adds another 440 legal sector customers to the Client Profiles user base. Saga's software was named 'Best Case Management Software' by the *New York Law Journal* in 2010.

• Client Profiles has also launched the Profiles Legal Suite, the next generation of its case and financial management software, which is already in use with over 1800 law firms. New features include deeper Outlook/Exchange integration and the ability to split time transactions across related matters.

Susskind joins Integreon

The globally reknowned legal practice visionary Professor Richard Susskind has been named as the independent chairman of Integreon's client advisory board. The new board will provide Integreon's law firm and corporate legal customers with an opportunity to share ideas about legal service trends and specify future requirements for Integreon's outsourcing services.

Vendor association launch

One of the most positive stories to come out of LegalTech NY was the announcement of the creation of the Legal Service Providers Association (LSPA) which aims to provide legal IT and related service vendors with access to training, educational programs, supplier discounts (with organizations such as UPS, Dell and Staples) and other resources the vendors could not obtain alone. LSPA founding directors Greg Bayless and Jerry Correia said that ⇨

⇨ with 90% of US legal service providers being companies with turnovers of $50 million or less, there was scope for linking together through the LSPA to leverage their combined purchasing power. **www.legalspa.org**

DocAuto down under

Autonomy iManage specialist DocAuto has ramped up its overseas operations with the appointment of three new channel partners. They are ServTouch in Singapore, ACP Solutions in Melbourne and Trinogy Systems in Sydney, Australia.

The LegalTech launches

With so many system launches over the LegalTech week, including significant new products announcements from Autonomy (in the ediscovery and cloud sectors) Recommind (ediscovery and search) and Workshare (Sharepoint), plus a number of innovative iPad app releases to report on, rather than try to compress all this information into a small space in this issue, we will be running a LegalTech new product round-up in our March issue. (*We'll also be catching up with all the other news*.)

LegalTech after dark

No round-up of LegalTech New York would be complete without a look at the lighter side of the event. Our award for *Best After-Show Party* goes to **Recommind** for their reception on Tuesday night at the *Top of the Rock* – an iconic cocktail party in an iconic location, even if the view was marred by a snow storm. And, the *Best Vendor Marketing Stunt* award goes to **RealPractice** who had corporate photographer Joshua Zuckerman on their booth taking free headshots of delegates they could then use on MyRealPractice websites and social media sites, such as Twitter and Facebook.

The 2011 show also gave us a new word *Stormzilla* to describe the blizzards sweeping the United States. Although this did cause the premature departure of some delegates, it didn't actually hit NYC. We also experienced some of the slowest email communications ever encountered within an event venue, the record was five hours for an email to reach its destination. The New York Hilton's less-than express elevators with talking, animated ⇨

⇨ advertising probably did one vendor more harm than good. Another vendor told us they received so many complaints at their booth the year they advertised in the elevators that they switched off the ads after the first day. And we also heard our favourite Apple joke: 'The iPad is an iPhone for people with poor eyesight'. But, we'll still be coming back again in 2012.

New hires, people & places

Workshare has appointed **John Safa** as vice president engineering. Immediately prior to joining Workshare, Safa was Development Director at SDL PLC, a software solutions company offering multilingual translation software and translation services. **Wilson Legal Solutions** has hired **Joan Swain** as vice president of professional services. Swain's career includes working as an auditor with Deloitte Touche and as director of professional services with Thomson Reuters Elite. Thomson Reuters has named **Chris Petrini-Poli** as chief operating officer of **Hildebrandt Baker Robbins**, Also promoted is **Nick Quil**, who replaces Petrini-Poli as head of the Global Strategic Sourcing & Business Process practice. Both Petrini-Poli and Quil have been with Hildebrandt Baker Robbins since 2006. **Bryan Roberts**, whose experience in the legal tech market includes senior roles with Aderant and LexisNexis, has joined the **Frayman Group** as UK managing director. **Document Technologies Inc** has promoted senior consultant **Jeffrey Jacobs** to associate general counsel. **Chuck Pindell**, previously with Lex on Demand, has joined **iCONECT Development LLC** as director of sales. He will also liaise with ICONECT's global network of legal service providers.

⇨ **LegalTech NY** *continued from front page...*

computing was still 10 years away from widescale adoption within the legal sector, only to have other members of the panel say 6 months was a more likely timescale. For the record, something like 90% of Microsoft's software development projects currently have a cloud element.

In terms of the new systems, although there were plenty of product launches, most of them fell into the category of 'point upgrades'. In fact we would say there was only one truly innovative new product at LTNY and that was an integrated time and billing, case and matter management, calendars, contacts and messaging 'social practice management' system called MyCase. Imagine a law firm IT system that has the look and feel of Facebook and you have MyCase. It also has one of the simplest to use client extranet portal interfaces I've ever encountered. The system has only recently come out of beta but already has over 200 attorneys using it and the company is now ramping up for a major commercial push. But, a word of warning: this is a system you will either 'get' or not get, in the sense it is a product for Generation X and Generation Y lawyers and clients.
www.mycaseinc.com   ⇨

⇨ And then there were the litigation support and ediscovery vendors, comprising 43% (102 out of 247) of all exhibitors. Once again, many interesting products out there but among delegates there seemed to be a sense of frustration at the lack of differentiation between vendors, with almost all of them (from Autonomy to the smallest players) all making similar claims about the depth and scope of the products and services they could supply.

American Legal Technology Insider

American Legal Technology Insider is available free of charge as a PDF. To subscribe email **altisubs@legaltechnology.com**

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The next issue (No.32) will be published on Thursday 3 March. Keep up with legal IT news by visiting our blog **www.theorangerag.com** and Twitter **@ChristianUncut #OrangeRag**
ISSN 1758-5023 © American Legal Technology Insider 2011