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US & Global Legal IT News

Fast times at Thomson Reuters high

The last few days have seen a frenetic burst of acquisitions activity at Thomson Reuters – and this is on top of last month's purchase of the Whitehill business from Oracle Legal Services.

The key deal has been the acquisition of the assets of eBillingHub, one of the major players in the ebilling and electronic invoicing sector. eBillingHub (best understood as a SaaS data exchange that automatically configures client coders and billing rules with third-party ebilling systems) now joins Elite as part of the Business of Law unit at Thomson Reuters. Elite 3E, Enterprise and ProLaw users now have a complete set of tools to manage a relationship with a client from creation of a matter through to billing. Elite say they will continue to work with all other time/billing and ebilling vendors 'to ensure eBillingHub remains the industry standard for this data exchange'.

The second deal, which is probably more relevant to the UK/European legal market, was Thomson Reuters' acquisition of the Solcara search and knowledge management business. Solcara has a strategic partnership with Reconnind.

And then there was Hildebrandt Baker Robbins... This is an interesting development which sees the consultancy business, that Thomson Reuters has spent the past four years assembling, now being split in three and partially spun off. What might be termed the 'pure consultancy' side becomes an ↗

↗ independent technology and operations consultancy, called HBR Consulting and headed by a team of current practice group leaders, including Chris Petrini-Poli. Meanwhile, Thomson Reuters has retained three elements of the old consultancy: the Peer Monitor key performance analysis and Hildebrandt Institute information services, which will now form a new legal market research and business analysis unit, and the Engage project management and budgeting software application, which now becomes part of the Elite business unit.

Comment: A TR insider described spinning off HBR Consulting as "the end of an experiment". The truth is the consultancy was always hindered by a perceived lack of independence, as in *would a consultant ever say buy Aderant not Elite?* On the other hand, the Engage product is a potential killer legal app in the brave new world of alternative fee arrangements. Incidentally, consultancy founder Brad Hildebrandt is remaining with Thomson Reuters.

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Social media on the radar

With one recent report suggesting only 4% of Americans under the age of 50 are *not* on Facebook, two new surveys have highlighted the growing importance of social media in the legal world.

At the latest Legal Marketing Association (LMA) annual conference, Hubbard One (part of Thomson Reuters) polled delegates on what they saw as key emerging trends and where they would be investing in technology. A massive 59% of respondents cited social media as one of the main areas of investment to support marketing and business development initiatives, second only to investments in websites (64%). By contrast, email marketing technology was only cited by 47%, while CRM trailed in with just a 14% showing.

The second survey – *Trends in Ediscovery: Cloud & Collection* – was conducted by Clearwell Systems and found that cloud and social media issues will be twice as relevant in ediscovery applications by the end of 2011 as they were at the end of last year. When asked what types of social media would be most relevant for ediscovery, 79% said Facebook, followed by Twitter (64%) and LinkedIn (55%).

- In a related development, NextPoint announced its Cloud Preservation product has expanded its support for social media archiving and now includes an API to collect, search and export LinkedIn data.

July's wins and rollouts

Betting on Clearwell Betfair, one of the world's largest international online sports betting providers, has selected the Clearwell E-Discovery Platform ➡

for inhouse ediscovery projects, including the pre-processing, processing, analysis and review of ESI.

Nissan to drive Datacert Nissan International, the European arm of Nissan Motor, has selected the Datacert Passport system to provide a common platform for its geographically dispersed inhouse legal department, which currently has offices in 11 European countries. As part of the project, Nissan will integrate its document management system with Passport, as well as upgrade its current Datacert matter management application.

- And congratulations to Datacert for winning the *People's Choice 'Stevie' Award* with its Passport system at last month's *2011 American Business Awards* in the *Favorite New Server Software Product* category.

DLA Piper gets into e-procurement The US arm of DLA Piper has selected the Proactis eProcurement system to help automate the management of its purchasing process. The system, which is currently being implemented in the firm's Baltimore office prior to a wider rollout, can automate requisitions and purchase orders for goods and services, while ensuring they comply with authorization policies.

Integreon change at top

Robert 'Bob' Gogel last week took over as CEO of legal process outsourcing services provider Integreon, replacing Liam Brown who has headed the company since 2001. Brown, who has overseen the growth of the company from a start-up to a business with an annual revenue in excess of \$100 million, will remain on the board as a director.

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New product launches and alliances

This is the 'droid you are looking for Speech technology specialist Winscribe has released Winscribe Digital Dictation for Android, the newest addition to its portfolio of mobility applications. Winscribe digital dictation is already available on the Blackberry and Apple iOS platforms. The new Android app also supports barcode scanning to support workflow automation.

Trial Solutions & Enlaw Trial Solutions, the provider of the OnDemand ediscovery review platform, has formed a technology partnership with Enlaw Document Technologies, a provider of litigation support services out of New York City. www.trialsolutions.net + www.enlawdoc.com

EnCase Forensic v7 here Guidance Software has released version 7 of its EnCase Forensic system. New features include: unified search, simple email review and integrated smartphone acquisition. www.guidancesoftware.com

Orion streamlines ebilling Orion Law Management Systems is now shipping a new ebilling delivery system, including customizable email templates, automated PDF creation and integration with Outlook. The app is available as a free upgrade to users on support contracts. www.orionlaw.com

Keno Kozie & Microsystems Keno Kozie and Microsystems this week announced plans to bring a joint product – K2docXsentials – to the small and mid-sized law firms market. It is aimed at sites ⇨

⇨ with 100 users or less and is a plug-&-play subset of the well-known DocXtools system. www.kenokozie.com + www.microsystems.com

Sharepoint news

Sharepoint DMS workshop Next Thursday (14 July) the Sword Group is holding a Microsoft Sharepoint legal DMS knowledge sharing workshop in New York City (runs 11:30am to 1:00pm) with presentations by Anthony DeCerce of TDC Consulting, eSentio Technologies and Sword Sharepoint 2010-based document management systems early-adopter Fenwick & West. For details email Terry Coyne at terry.coyne@sword-ecm.com

Epona makes US hire Epona USA, the North American arm of the Dutch Microsoft Sharepoint document management systems developer Epona Legal, has hired Keith Vallely as US director of sales. Vallely, who will be responsible for direct sales as well as partner channel development, was previously with GDSI and DocAuto. www.eponausa.com

A Sharepoint alternative? HyperOffice have been in touch to say 'please check us out' if readers are interested in a web-based, out-of-the-box 'Sharepoint alternative'. HyperOffice say their eponymous system "is a great solution for smaller legal firms because they get robust and intuitive collaboration tools without the hassle of installing and managing SharePoint." HyperOffice describe it as an integrated DMS, project management, workspaces, wikis, forums and email management platform that supports syncing with mobile devices. www.hyperoffice.com



An insider's view into doing business in the legal technology space



Accelerate™ eDiscovery Results with Predictive Coding™
Case study at: www.recommind.com/accelerate

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Chrome River + 2

Chrome River Technologies has formed alliances with two legal sector vendors. The first is with ALP Consulting & Development to provide customized data exchange services to support the import and export of data between Chrome River and customer inhouse financial systems, including Elite. The second is with IntApp, who have announced the availability of new application integration rule templates to help accelerate the implementation and internal adoption of Chrome River in law firms.

www.chromeriver.com

Litigation & ediscovery news

Enterprise security practice launch Intelligent Discovery Solutions (iDS) has launched a new enterprise security practice to help its clients evaluate and address the confidentiality, integrity and availability of their critical information assets. iDS co-founder and managing director Neal Lawson said "For every case of computer hacking you read about in the news, there are dozens of security breaches that don't make the headlines. These expose businesses to risk and loss every day. We recognized a need to help our corporate and law firm clients protect their information assets to mitigate risk, prevent loss and, for many, comply with state and federal regulations." The new practice is being headed by Michael Tyk.

www.idiscoverysolutions.com

Encase 4.2 launch Guidance Software has released v4.2 of its EnCase eDiscovery system. New features include support for Microsoft Office 365, improved workflows and a check-the-box collection and processing wizard to help quickly specify what electronically stored information (ESI) should be collected and/or processed.

www.guidancesoftware.com

New hires, people & places

LitWorks, the training subsidiary of Document Technologies Inc, has appointed **Danielle Marbury** as its new national training and development manager. Ms Marbury most recently worked in litigation support training and support roles at WilmerHale. **Anthony Pitre** has joined **Iris Data Services** as their new director of computer forensics, where he will head the company's forensic collections operations. Pitre started his career in forensic investigation as a New York City Police detective working in their computer investigations unit. He subsequently became a member of the New York State Governor's cyber crime task force.



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Predictive coding war breaks out

One of the quirkier news stories of the past month has been the 'Predictive Coding War' that's broken out among ediscovery systems vendors, following Recommind's announcement (see *last month's issue of this newsletter*) that the US Patent Office had granted it a patent covering "systems and methods for iterative computer-assisted document analysis and review." Recommind say an immediate consequence of the patent grant is other ediscovery vendors will either have to licence Recommind's technology if they want to claim they can offer 'predictive coding' or else withdraw their current marketing campaigns and call it something else.

Not surprisingly, this development has not been well received by other players in the ediscovery industry. In particular Equivio accused Recommind of trying to confuse the market by spreading the FUD factor (fear, uncertainty and doubt) because its patent only covers one specific aspect of computer-expedited document review. According to Equivio it is therefore perfectly legitimate for vendors using other techniques for predictive coding to describe their systems as offering 'predictive coding'.

According to research produced by the eDiscovery Institute, besides Recommind there are at least 10 other vendors (including Equivio, FTI, Kroll Ontrack and Xerox) currently marketing ↗

↗ rival predictive coding systems. There is an excellent analysis of the story to be found on Chris Dale's ediscovery blog for 19th June.

<http://chrisdale.wordpress.com>

CRM vendor wins - again

Congratulations to Atlanta-based Client Profiles which has been named *Microsoft Dynamics Professional Services Partner of the Year* for the third year in a row, for its work with its CRM4Legal system. Last year Client Profiles was also named *Microsoft Independent Software Vendor of the Year*.

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