



## Conference highlights fluidity of job roles

One of the surprising issues to come out of the Janders Dean *Legal Knowledge & Innovation Conference* in Sydney last month was the potential fluidity of job roles and descriptions in the legal IT and KM sector. While inevitably there was a focus on the mergers that have been and are taking place in the Australian market\* – and the impact this is having on jobs – it also became apparent that in the brave new world of 21st Century Global Legal Practice, the old job demarcation zones are breaking down.

Gilbert+Tobin is already heading in this direction with the appointment of Russell Wright as its new CIO/CKO, combining the management of the IT and knowledge management functions for the first time.

Then there is David Jabbari, who was speaking at the conference. Now COO of Clyde & Co, he was previously global head of knowledge management at Allen & Overy. Interestingly, Jabbari said there was a potential for greater synergy between KM and business development teams in law firms although both sides needed to recognise the bigger picture and that their roles were not all about PSLs managing precedent templates or PRs inviting prospects to seminars.

According to Jabbari, when it comes to high volume work, KM becomes the product, enshrined in case management and workflow systems. Jabbari cited UK law firm Keoghs as a good example of how this works in a commoditised legal practice, where the firm’s top KM expert has the job title of Head of Product Design. Closer to home, Anthony Bleasdale ➔

➔ has been doing similar things at Maurice Blackburn, where over the past couple of years KM has moved on from just precedents to becoming an integral part of the firm’s business processes, including automation within case and matter management applications.

### PUBLISHERS ON NOTICE ?

Traditional legal publishers also came in for criticism at the conference. Insider editor Charles Christian said the time had come for the *iTunesification* of legal content. “Why buy the whole textbook when you only want two chapters? Afterall, you no longer have to buy a whole album, just download the tracks you want.”

While Sam Dimond, the director of knowledge at Norton Rose, warned that global law firms must negotiate global deals and not let publishers try to play off local offices. By way of redressing the balance, Dimond also admitted that too much law firm KM content is little more than spam. “Publish or perish is the mindset, particularly at appraisal time,” with more needing to be done to curate content.

- In other comments to come out of the conference... David Jabbari said the Susskind *drift to the left model* of moving from bespoke to commoditised legal work is not inevitable for Big Law, adding that when it comes to general counsel “Nobody ever got fired for using Linklaters!” Stuart Barr of HighQ Solutions, quoting a Gartner report, reminded delegates that “Mobile phones have had the biggest impact on people’s habits since the automobile.” And Sam Dimond warned that 70% of mergers fail or destroy value.

- You can find a full record of the event and the comments it generated on Twitter by following the [#JDKMconf](#) hashtag.

## Eclipse in LexisNexis deal

Eclipse Computing Australia has won a deal from UK-based LexisNexis Enterprise Solutions to integrate its DMT data migration tool into the Lexis soon-to-launch Nimbus practice management system, running on Microsoft Dynamics AX2012.

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## Latest wins, deals swapouts and rollouts

It has been a good few weeks for **Thomson Reuters Elite** with two of its recently acquired businesses enjoying success in Australia. **Maurice Blackburn** has rolled out MatterSphere to more than 650 users across 28 offices to support its matter management operations. The firm, which says it outgrew its legacy CaseFlow software, looked at eight different solutions before selecting Mattersphere. The new system has been integrated with the firm's Elite 3E PMS and HP Autonomy iManage DMS.

The other two deals were with two Sydney-based mid-tier law firms **Eakin McCafferty Cox** and **Bartier Perry**. Both firms will be rolling out Elite's recently acquired mid-market practice management system. Although new to the Asia-Pacific region, the system is widely used in the UK where it is known as Pilgrim LawSoft. (*The Insider understands the product will be rebranded for the APAC market.*) Commenting on his firm's deal, Bartier Perry CEO **Luke Stevens** said they had looked at several systems, including Aderant Expert, before selecting the new Elite product.

Australian commercial law firm **Arnold Bloch Leibler** has selected IntApp Integration Builder from IntApp Inc to streamline its internal processes. CIO **David Leong** said Integration Builder offered an integrated, flexible solution that ensured data quality and efficiency."

**HWL Ebsworth** has chosen **Phoenix Business Solutions** for a combination of HP Autonomy iManage Worksite support projects, plus the company's Worksite HealthCheck and Phoenix Workspace Centre application.

Hot on the heels of the 1st October launch of **Herbert Smith Freehills** (now the world's 8th largest law firm and the largest fully integrated firm in the APAC region) the firm has selected the **kCura** Relativity ediscovery system to provide inhouse support for its Australian information logistics services. Relativity allows users to create and automate custom workflows, make use of text analytics capabilities, including computer-assisted review, and build custom applications to manage and search all types of case-related data and information.

**Slater & Gordon** reports that since switching to **Bighand** digital dictation last year, ➡

➡ the firm has not only been able to work more efficiently and reduce costs but also has much improved management information at its disposal.

According to NSW administration manager Jenny Williams "Bighand Analytics has given us the visibility to assess each office's administration requirements to better allocate resources. We can also measure typist success using the performance index – a metric that calculates secretarial performance using file length and transcription time – which has greatly increased efficiency and improved document turnaround time.

## Catalyst opens in Japan

Ediscovery specialist Catalyst Repository Systems is now offering its *tokenized* predictive coding services to the Japanese inhouse legal market. Catalyst says unlike most of its competitors, it can offer a multi-language review platform, cutting the cost of ediscovery as it is no longer necessary to hire Japanese speaking attorneys to conduct linear document review. [www.catalystsecure.com](http://www.catalystsecure.com)

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## Fresh on the Radar

**NOMOS LEASE MANAGEMENT** First up we look at New Zealand systems house Nomos, who have developed a commercial lease management application. Managing director (and commercial lawyer) Jonathan Mirkin took his inspiration from a partner at Wilkinson Adams, who was concerned that because traditional commercial lease files consist of multiple sets of information, often spread between different parties, important events such as rent reviews and lease renewals could be overlooked, with resulting loss of revenue. An added concern was that in an increasingly competitive and commoditised market, fees were being forced down, so if firms did spend hours on files, they would be unable to recover them.

Mirkin and his team's approach was to create a Cloud-based system that captures lease information from a firm and then creates a series of future lease events that trigger automated reminder emails, along with a full workflow lawyers can use to track and manage their work. The Nomos system is delivered as an SaaS solution, with firms charged per lease and per user. Mirkin says that while inhouse counsel and large law firms may have their own lease management systems, Nomos is the first commercially available product that also meets the need of small-to-mid-sized law firms.

[www.nomos.co.nz](http://www.nomos.co.nz)

**XTRALEX LEGAL DRAFTING** Next up is a series of legal drafting tools from Bondi, NSW-based XtraLex. These integrate with Microsoft Word (versions 2003, 2007 and 2010 at the moment) and are designed to allow users to work on extensive legal documents, including cutting and pasting clauses from the client or other side, without hitting the complications of using Word's native formatting and numbering facilities.

Derek Neve of XtraLex said the two priorities are lawyer productivity and work product quality, so you do not have a situation where it takes longer to reformat a document than it does to negotiate the drafting changes that necessitate those amendments, plus ensuring you do not have messy documents with inconsistent numbering and formatting.

XtraLex uses what it calls a *generic legal document model* that offers "a palette of ↪

↪ reformatting facilities".

These include the ability to convert entire documents from your inhouse style into whatever format your client requires, plus smart cut and paste for working with clauses imported from third-party documents, a generic style toolbar including numbering and bullet pointing, a modular clause library, intelligent module content, and a cross referencing and navigation function.

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

## Upcoming legal IT events

**BIG DATA SEMINAR** (30 October, Hilton Hotel, 488 George Street, Sydney, NSW) DocsCorp and Mimecast are holding a breakfast briefing (starts 8:00am) looking at how cloud-based email archiving can help tackle the growing problem of 'Big Data'. The session will also discuss Microsoft Exchange and Sharepoint integration.

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

**WINSCRIBE USER CONFERENCE** (30 October, The Establishment, Sydney, NSW + 7 November, Villa Marie Estate, Auckland, NZ) Winscribe is embarking on its 3rd Annual Global Winscribe Customer Conference Series, with separate events in Australia and New Zealand. Topics to be covered include speech recognition, mobile dictation and BPM.

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

## People & Places

**Russell Wright**, previously with **Freehills** between 2000 and 2010 and subsequently consulting, has been appointed the new CIO/CKO of **Gilbert +Tobin**. This is the first time the firm has combined the IT and knowledge management functions.

**RPC (Reynolds Porter Chamberlain)** has appointed **Jennifer Fennerty** as executive director for its Asia offices (currently Hong Kong and Singapore) Fennerty (who led business development in Mainland China for **Clifford Chance** and more recently served as Pan-Asia practice manager for a major US firm) will be responsible for all RPC's non-legal operations in Asia, including strategy, business planning, finance, HR and business development.

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## Law firms + government agencies - win prizes

One of the highlights of Chilli IQ's *Lawtech Summit* in Noosa in September was the annual *Lawtech Awards for Legal IT Excellence*. This year the award's judge was lawyer-turned management consultant Ashley Balls of the New Zealand-based Legal Best Practice consultancy. Balls also chaired a conference session on *Learning to love disruptive technologies*.

- The *Award for Innovation in Legal IT* went to **Brian Borskjaer** and his team at **Corrs Chambers Westgarth** for their litigation app for Apple iOS.
- The *Award for Best Practice in Knowledge Management* went to the **Western Australia Department of Public Prosecutions** for its Sharepoint-based court reporting intranet, which also allows annotated case transcripts to be imported into Sharepoint libraries.
- The *Award for Security & Risk Management* went to **Andrew Toshack** and his team at **Baker & McKenzie** for their project to mitigate the risk of sharing data in a virtual environment.
- The *Award for Legal IT Team of the Year (Small-to-Medium Firms)* went to **Thynne & McCartney** for their project to "convert the iPad from toy to tool" including providing lawyers working remotely with full access to all the applications and data they require.
- Finally, the *Award for Legal IT Team of the Year (Large Firms)* went to **Peter Campbell** and his team at **Sparke Helmore**, who were described by the firm's managing partner as being "an integral part of the firm's success".

## Life's a beach

According to *The Wall Street Journal*, Australia is poised to enjoy a high-tech boom and could become the next Silicon Valley – or 'Silicon Beach' as the *WSJ* puts it. In fact according to Google Australia "There's never been a better time to try a tech startup in Australia."

Factors cited to support the argument that Australia has reached a 'critical mass' in terms of expertise and investors include Singapore Telecommunications launching its SingTel Innov8 fund, as well as recent investments in tech startups by Macquarie Capital and Southern Cross Venture Partners. But what seems to have really impressed Google is Australia's adoption of smartphones, the country now has the second-highest penetration level in the world after Singapore.

## Asia Pacific Legal Technology Insider

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