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## Aderant upgrades Expert PMS

This week, the senior management of Aderant are in London to brief UK law firms on the latest version (release 7.5) of the Aderant Expert practice management system. The new features within 7.5 include a Vista compatible user interface; multi-book functionality to help firms with international offices adhere to local accounting and tax rules and still generate accurate financial reports on their global operations; and, support for LEDES XML v.2 e-billing standard. Release 7.5 is available from the end of this month while the next new version (7.6, scheduled for release early next year) will include next generation Microsoft-based workflow software.

- Lavan Legal, the largest independent law firm in Western Australia, has selected Aderant Expert as its new PMS.

## Irwin Mitchell in infrastructure overhaul

As part of a major infrastructure overhaul, Irwin Mitchell has selected Thomson Elite's 3E as its next generation financial and practice management system, along with Interwoven as its new DMS – the latter contract was secured by Tikit.

## New Insider CD with this issue

This issue of the Insider includes a free copy of our new archive CD. Sponsored by Axxia Systems, the CD contains PDF versions of every edition of the Insider from issue #1 in September 1995 through to issue #200 in July 2007.

## The great autumn people-go-round

The last few weeks have seen a major shake-up of people within the legal IT industry, including the departure of some very well known faces.

Mark Woodward who, along with Neil Ewin, was one of the architects of the Solicitec/Visualfiles case management software success story, has left the company, departing this August just over a year after Visualfiles was acquired by LexisNexis. A spokesperson said that having spent the past 12 months working on the integration of the Visualfiles business within LexisNexis, Woodward (under the terms of his earn-out deal with Lexis) had the opportunity to leave the company and decided to do so, so he could spend more time with his family.

Another recent Visualfiles departee Colin Kennedy, previously head of the Scottish business and, at the time of his resignation, the COO for the LexisNexis Visualfiles group, has resurfaced after six months' gardening leave as a director of Pilgrim Systems with responsibility for the case and matter management division.

By far the biggest shake-up took place within the CSG/IRIS Group of legal suppliers (AIM, Laserform, Mountain and Videss). While the individual brand names and products are retained, the CSG name vanishes, with the legal business unit now known as IRIS Legal Solutions. And, following the introduction of a cross-group senior management structure, replacing the business operating as separate companies, those leaving IRIS include Ian Knox, the managing director of Mountain, and ...*continued on page 2* ➔

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## News in brief

### Mills & Reeve roll out Redstone IP

Mills & Reeve has awarded Redstone Converged Solutions a contract worth £660k over five years to upgrade the firm's telecoms infrastructure. This includes the roll out of Cisco IP phone equipment and IPFX call management software.

[www.redstoneconverged.co.uk](http://www.redstoneconverged.co.uk)

### A&O pinpoint e-disclosure

PinPoint Global, the e-discovery services company set up by a number of former Diskcovery Australia executives, has won its first major UK order from Allen & Overy, who will be using PinPoint in conjunction with their FTI Ringtail litigation support system.

[www.pinpoint-global.co.uk](http://www.pinpoint-global.co.uk)

### DFA backup with Asigra

As part of its DR strategy, Northampton-based DFA Law has invested in Asigra online data backup and storage as a managed service. The service, called TouchPoint, is supplied by Smartways (01694 670500) and has a BMR (bare metal restore) feature that allows data to be restored to new PCs without having to manually reinstall the same operating system or configure hardware prior to use.

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

[www.touchpointbackup.co.uk](http://www.touchpointbackup.co.uk)

### New J-Link from Justis

Electronic publisher Justis has launched its new J-Link tool. This uses JustCite linking technology to scan web pages for legal references and link them to JustCite pages.

## Quote, unquote

"We don't have a practice development strategy. The managing partner doesn't like to look at the bigger picture" ...a law firm manager explains to a consultant why his services will not be necessary.

## The great people-go-round

➔ *continued from front page...* Mountain's long time sales director Steve Kendrick, plus Jim Chase, the former MD of AIM and recently the Operations Director of CS Legal. The new IRIS Legal management team now includes Philip Murray (originally technical director at Meridian Law and more recently with Mountain) as head of professional Services, Videss veteran Chris Rose as sales director solicitors, and, reflecting the group's niche markets, Nick Ozga as sales director for barristers and coroners systems, while Brian Welsh continues as the general manager for GB Systems Scotland.

Talking of AIM... Richard Bearpark, who was the chief executive of that company until it was acquired by the CS Group in May 2006, has just resurfaced as a non-exec director of AIM-listed Ultima Networks plc, the parent company of legal systems supplier Cognito Software. He will be working with Ultima finance director Robert Piper, who has been appointed managing director of Cognito.

Other changes include the departure of Charles Russell's long-time IT director Jon Gould to head up IT at Burges Salmon, and the appointment of Richard Baskin as vice president of product management at Recomind. Baskin previously headed e-discovery product management at Zantaz, now part of Autonomy.

## Amazon searches and zero tolerance for internal spam

Speaking at the recent *Nothing.But.The.Net* conference in Edinburgh, Peter Owen of Lights-on Consulting said when planning IT strategies, law firms needed to consider if technology will ease a lawyer's workload or actually increase it, as had been the experience with email. Owen suggests one way to tackle email and other law office tasks is to apply a '4D matrix' to in-boxes and to-do lists. You should either do it, delete it, defer it or delegate it although he also adds that when it comes to email, firms should display zero tolerance towards internal spam.

- Owen also said he would like to see knowledge management systems develop an Amazon-type interface, with users not only giving star ratings to particular documents they have referred to but also the system generating information along the lines of 'lawyers who looked at this document also looked at these documents'.

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## Interwoven killer app pulling in the crowds

Interwoven's recently announced Universal Search facility (see *Insider 201*) is proving to be the killer application its developers hoped and is pulling in the crowds, with over 50 firms now looking at the Google-like search system.

Meanwhile Interwoven's other products continue to attract interest. Trowers & Hamblins has bought the Worksite Email Management system via Phoenix Business Solutions. (Phoenix and Interwoven have also signed a technology agreement focussing on the Phoenix Worksite Assist range of utilities.) Davidson Chalmers in Scotland has selected Worksite as its DMS as part of an integration project with Visualfiles. After an extensive review of the options, including Sharepoint, Clarke Willmott has selected Worksite as its new DMS, as has accountancy firm PKF. And, as part of a broader electronic filing strategy, Taylor Wessing has implemented Interwoven's Records Management to provide a unified platform for handling electronic and physical (typically paper-based) records.

- We've been looking into the rumours that Interwoven may be in breach of US NASDAQ stock market rules for not filing its reports on time. As far as we can determine, this is because the company (along with half of corporate America) is conducting a voluntary investigation into share option grants and is precluded from filing accounts until the investigation is completed. Interwoven still hope to release their Q3 financial results on 25th October.

## DNA gaining critical mass

Notwithstanding the loss of Irwin Mitchell (see *front page*) Axxia's renaissance in the practice management arena continues, with Pannone LLP the most recent firm to order the supplier's DNA 'PMS meets BPM/workflow' system. Coming on top of this summer's announcement of wins at Olswang, Weightmans and Bevan Brittan (like Pannones, all top 50 firms), plus Mundays and Kingsley Napley also signing up for DNA, Axxia has already broken the 4000 barrier in terms of the number of end users in firms implementing or committed to DNA and is well on its way to hitting its target of 8000 users by the end of next year. Axxia is also enjoying success among local authorities with Tameside Metropolitan Borough Council, which is replacing an old Datix system, the latest signing.

## News in brief

### McGrigors select FloSuite

Glasgow-based McGrigors LLP, which as well as having offices across the UK now also has a presence in the Falkland Islands and Azerbaijan, is to roll out FloSuite's BPM software for both case management within its real estate department and to help automate some of its core internal business processes.

### IRIS wins English Law Society deal

The English Law Society is to overhaul its membership and associated business processes by replacing its existing, disparate databases with IRIS Group's (formerly CS Group) Integra CRM and membership management system.

### Wright Hassall partner with Saturn Legal

Wright Hassall LLP has selected Saturn Legal to provide assistance with its core financial systems, including key reporting, business processes re-engineering and systems consultancy for the firm's Elite practice management system.

### Visualfiles report busy autumn

Along with a steady stream of HIPs related business, LexisNexis Visualfiles has reported a busy Q3 for its other software product lines. The Skipton Building Society is rolling out the M2 matter management system to inhouse legal staff; Macdonalds in Edinburgh is implementing VisualFiles to replace its Pilgrim debt recovery system; and in Lincolnshire Chattertons is upgrading from SolCase to VisualFiles for conveyancing, as well as rolling out M2 practice wide.

### Charles Russell latest Mimecast win

Charles Russell has become the latest law firm to deploy an email management system from Mimecast to handle security, message quarantining, storage, retrieval and archiving.

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## Socialtext bringing Web 2.0 to UK

US-based Socialtext, a provider of wiki and Web 2.0 social media software, is now targeting the UK and European legal market, following the appointment of former Workshare sales executive Ross Hargreaves as EMEA sales director. Product marketing director Jeff Brainard says Socialtext (which already has systems running in a number of US law firms, including Morrison & Foerster, where it is used for a number of KM, CRM and client/matter projects) differentiates itself from other Web 2.0 players by being able to deliver 'enterprise-grade' wikis.

Other features include a 'wiki-wyg' (what you see is what you get) editor for wikis and the 'miki' which provides full browser functionality for users needing wireless access to a wiki via Blackberry and Windows Mobile devices. Brainard adds that Socialtext is currently the only wiki that can be integrated as web parts within a Microsoft Sharepoint environment.

- Ross Hargreaves can be reached on 020 3002 2855. Socialtext is offering a free 14 day trial of its wiki. To sign-up visit [www.socialtext.com/trial/1](http://www.socialtext.com/trial/1)

## E-discovery and lit support on the blog

The last week saw the publication of two new reports on e-discovery and litigation practice – the 2007 Fulbright & Jaworski *Litigation Trends Survey* and *e-Disclosure: the 21st Century Legal Challenge* by KPMG Forensic. A summary of their findings plus PDF copies of the full reports are available on the Insider's Orange Rag breaking news blog.

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

## What comes around goes around

Pace Professional Systems (0131 654 4028) has secured its 70th and 71st orders for its PacePro accounts and case management software. The orders were placed by Wright Crawford in Paisley for a 20 user system and AC Morrison Richards in Aberdeen for a 30 user site. Pace MD Ronnie Paton said Pace had carried out data conversions from a range of incumbent accounts packages, the most frequent are GB Systems conversions but Pace is about to handle an Axxia swap-out. In an example of 'what comes around, goes around' Pace has also handled conversions from an old system called Soroba. This ran on DEC Rainbow kit and was sold about 25 years ago by a company called Micro U-Legal – whose chief salesman was Ronnie Paton.

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

## News in brief

### Simplified network printing for Microsoft Word

Integrated Office Solutions (020 8249 6530) has launched its Interlalia Print Menus utility to simplify network printing from Microsoft Word, with a new interface that can handle multiple printers, locations, worktypes, finishes (hole punch, stapling etc), paper types and commands in plain English. For example, printers can be shown with a meaningful name, such as 'Litigation 1st Floor – Birmingham' rather than \\mh-bham\xerox555\_lt1.

[www.iosl.co.uk](http://www.iosl.co.uk)

### Proclaim 3 rolled out to acclaim

Proclaim v3, the latest version of the case management software from Eclipse Legal Systems, is now being rolled out free of charge to some 6000 users across the UK. According to sales director Russell Thomson, one of the most popular new features in v3 is the CRM functionality, which provides fee earners and marketing teams with a 'one view' approach to client and prospective client data.

### FWBS is latest DocsCorp partner

FWBS is the latest legal IT supplier to sign up as a reseller of DocsCorp's pdfDocs PDF integration software.

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[www.soslegal.co.uk](http://www.soslegal.co.uk)



## Insider poll: gadget or critical application ?

The Insider readers' poll is back. Once again the topic is the Blackberry but this time we are looking at it from the point of view of law firm disaster recovery and business continuity strategies. For example, the latest edition of the *Solicitors Code of Conduct* requires firms to have business continuity and DR plans in place for critical applications, so is the Blackberry just another gadget or a critical application? If your firm is running multiple applications via Blackberrys (and this autumn should see digital dictation becoming available on the device), what would happen if your BES (Blackberry Enterprise Server) crashed and how long could elapse before this became a business critical issue? The link to the full online survey form can be found at the top right of the Insider website and, as ever, all responses are anonymous. We will have a full report in the November issue of the Insider.

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

- The Insider, in conjunction with Avanquest, is hosting a roundtable lunch to discuss Blackberrys, disaster recovery and business critical technologies, on 6th November. We'll also carry a report on this event in the next issue.

## Next Insider Colour Supplement

The next issue of the Insider Colour Supplement webzine will be published on Monday 29th October. Feature articles currently scheduled include an analysis of the 'acorn theory' – namely does it make commercial sense for law firms to offer favourable rates for small clients now, in the hope they will one day become big clients.

[www.theinsidermag.net](http://www.theinsidermag.net)

## News in brief

### IRIS manage success

The IRIS Professional Services team (which combined the Videss managed service and AIM technical teams earlier this year) has been awarded a contract worth £160k by AIM-users Ashton Graham to redesign its IT infrastructure around a Microsoft cluster-based architecture. And Videss users Spratt Endicott are spending £220k with IRIS Managed Services on a fault tolerant IT framework that will include server virtualisation and replication, email and document archiving and centralised data backup.

## T3 coming to UK

American Lawyer Media's popular litigation practice conference *T3: Trial Tactics & Technology* travels from New York to UK for the first time. The event, which takes place at the New Connaught Rooms in Covent Garden, London, on Thursday 1st November, aims to provide a forum for American and British lawyers to discuss litigation, legal technology and data management issues. The event includes role playing sessions – the topic this year is EU and US data privacy laws – plus a mock trial session 'A day in the life of an e-discovery case'. Insider readers can qualify for a reduced delegate rate by quoting the registration code INSIDER. The full programme can be accessed via the Insider website's events page.

[www.legaltechnology.com/itdiary.htm](http://www.legaltechnology.com/itdiary.htm)

## International news

### CRM wins in The Netherlands

Epona Software Consultancy BV (previously known as Guide Consultancy Legal) has won an order from Dutch law firm Wessel Tideman & Sassen to install the ContactManager CRM system. Marcel Lang of Epona says his company anticipates two more Dutch firms to sign up for ContactManager in the near future.

[www.epona.nl](http://www.epona.nl)

### Document business busy at Timesoft

Timesoft has won orders from Loyens & Loeff to implement Workshare Professional and from Dutch firm Kienhuis Hoving to implement AIA Software's ITP (Intelligent Text Production) document assembly system.

### Morningstar moves

Morningstar Systems has moved its head office from Heerlen to Kruisstraat 1, 6231 LJ Meersen, The Netherlands. The new phone number is +31(0)43 408 6600.



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## People & Places

### Billbacker joins Elite

Lisa Oldfield has been appointed a regional sales manager for Thomson Elite's Asia Pacific division, where she will now share the territory with Lucas Garlepp. Oldfield was previously the sales director of cost recovery systems vendor Billback.

### Legal Inc relocate south

Litigation support specialist Legal Inc has moved from Gray's Inn Road to new offices south of the river at Unit 315-316, Great Guildford Business Square, 30 Great Guildford Street, London SE1 0HS. The phone number remains 08704 323027 and on 22nd November the company is hosting a charity photography sale.

### Intendance relocate north

Web design consultancy Intendance has relocated from Wandsworth to new offices north of the river at 28 Gray's Inn Road, London WC1X 8HR. The new switchboard number is 020 7242 7160.

### All change at Community Internet

Community Internet has rebranded as CI-Net and moved to new offices at Network House, Langford Locks, Kidlington, Oxon OX5 1GA. The phone number (01865 856000) remains unchanged.

[www.ci-net.com](http://www.ci-net.com)

### New home for ILTA

The International Legal Technology Association (ILTA) moves into its first bricks & mortar home – at 9701 Brodie Lane, Suite 200, Austin, Texas – on 9th November. If you are in the area you are invited to drop in – no, really.

[www.iltanet.org/openhouse.aspx](http://www.iltanet.org/openhouse.aspx)

## Fresh on the radar

This month we report on two products we saw at the recent Nothing But The Net event in Scotland.

### Hosted PMS for £99 a month

Justia, from Glasgow-based software house Solution Canvas (0845 890 3190) is a new hosted practice management system for small law firms supplied at the astonishingly low price of £99 per month, per firm, with no fixed or minimum period contract terms. Admittedly the system can currently only handle firms of about 20 users in size but £99 for a whole firm compares very favourably with some other hosted service providers who are charging closer to £99 per user per month. It is also worth pointing out that the Justia PMS handles not just accounts/cashiering but also workflows, matter and document management. Technology-wise, Justia is hosted on Microsoft's OfficeLive 'software as a service' portal, which means users also don't need to worry about security or data backup. It sounds an excellent deal for small firms, in fact the only disadvantage we can see is that inherently conservative solicitors will think Justia 'is too good to be true' and stay away.

[www.justia.co.uk](http://www.justia.co.uk)

### Law Cube aims to deliver business intelligence

If you liked the sound of the Partner Insight business intelligence system we looked at earlier this year (see *Insider 200*) then you are really going to like the Law Cube BI system from EJS UK (0141 946 0946). The system is built around Microsoft's ProClarity business intelligence engine and takes advantage of SQL Server 2005's support for OLAP (online analytical processing) data warehousing 'cubes' to provide law firm managers with a three dimensional picture of the information at their disposal. Rather more importantly, the affordable nature of the Microsoft technology underpinning the system means Law Cube has an entry-level server licence price of £12,500 and is delivered with most of analytics and reporting dashboards law firms need already pre-defined. Harper Macleod in Glasgow is now running Law Cube in conjunction with its Pilgrim Lawsoft PMS.

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


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## Outsource interest booming

The enthusiasm for UK-based outsourced digital dictation transcription services seems to be growing. DictateNow (0845 6017726) has just entered into a partnership agreement with DDS market leader Bighand, while outsourced transcription pioneer Voicepath has announced its latest integration, this time with Crescendo. As Voicepath can also offer integrations with Bighand, nFlow, V7 and Winscribe, the company estimates that 98% of law firms in the Insider Top 250 running digital dictation systems can now access Voicepath's services.

- If you want more choice, then a new transcription supplier to consider is Solscribe (0121 288 3071). Managing director Michael Rodden says the service's selling points include its usability and extensive reporting facilities that allow users to check live the volume of dictation sent to Solscribe, who has sent it, how much money has been spent on transcription, etc. Solscribe is already integrated with nFlow and the company can also provide bespoke implementations.

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

## Digital dictation news in brief

### Two new wins for Voice Technologies

DMD Law Solicitors in Edinburgh and Tilly Bailey & Irvine in the North-East have both become digital dictation systems customers of Voice Technologies (0141 847 5610). DMD have already gone live, while Tilly Bailey has selected Voice Technologies to support its Winscribe DDS.

[www.voicetechnologies.co.uk](http://www.voicetechnologies.co.uk)

### Speech recognition integrated with Winscribe

The latest version of the Winscribe DDS – version 3.7 – now offers full integration with Nuance Communications' Dragon NaturallySpeaking speech recognition software. To maximise flexibility, the integration offers users a choice of local and server-side speech-to-text conversion.

### New Olympus voice recorder helps visually impaired

Olympus has launched three new models (the DS-30, 40 and 50) in its digital voice recorder range. Although ↪

↪ not intended as an addition to its professional range of dictation recorders (such as the DS-2300), they have been designed in conjunction with the RNIB so their ergonomic features (distinct surfaces and a voice-guided menu) make them ideal for people with visual impairments. Dictation is saved in a WMA file format that can be replayed and transcribed on standard DSS player software.

### K&L Gates rollout Bighand in London

The London office of K&L Gates (the US based Kirkpatrick & Lockhart Preston Gates Ellis LLP, which includes the old Nicholson Graham & Jones practice) has rolled out Bighand 3 DDS to over 200 users, following an initial head-to-head pilot between Bighand and Winscribe. The firm's head of IS operations Andrew Collier said Bighand's handling of digital dictation over Citrix was a crunch factor as the firm was moving to a new IT infrastructure with remote access and Citrix forming a vital element. In the coming months the firm also plans to integrate DDS with its OpenText DMS.

### nFlow establishes Benelux arm

In response to market requests, nFlow has established a sister company (involving a direct investment with co-founders Juul Leijnse and Eugene Haarmans) called dFlow that will specialise in the provision of document management and digital dictation systems to law firms operating in the Benelux region of Europe.

- The UK accountancy practice PKF LLP has selected nFlow to roll out digital dictation to 335 users who had previously been using analogue tape. The firm's IT manager Scott Hussey said nFlow was selected because it felt that of the main DDS players, nFlow had "by far the best Citrix solution for us".



The grass is greener... [www.nflow.com](http://www.nflow.com)    nflow    Advanced Digital Dictation...

## Scottish Law Society going paperless

They may be much smaller than their English counterparts but the Law Society of Scotland consistently reveal themselves to be more innovative. At their recent *Beyond Nothing.But.The.Net* conference in Edinburgh, the Society's director of central services Gordon Brewster announced that the organisation was now planning to replace the traditional paper practice certificate with a dual purpose plastic card, that could also double as an ID card for solicitors making visits to police cells and prisons.

This year also saw the Society introduce the welcome innovation of not bombarding delegates with bulky folders containing copies of speakers' notes and presentations. Instead all the presentations were loaded onto the event website and delegates given a free (sponsored) USB memory stick on which to store any of the notes they wanted to keep.

What, does this mean conference speakers will no longer face the distraction of having the entire audience reading their notes rather than focus on their presentations? And, that entire forests will no longer be rendered into paper files that are never looked at again or (worse still) surreptitiously binned by delegates on the way home because they are too bulky or heavy to carry?

[www.nothingbutthenet.co.uk](http://www.nothingbutthenet.co.uk)

## Hi, Ho Silver Line(time)

This month sees Leeds-based Linetime celebrate its 25th year in business. The company was founded in 1982 by John Burrill, who is still actively involved with the company as chairman, following an MBO from Systime. In its day, Systime was a major player in the UK IT world.

- Linetime has also announced three new wins for its Liberate Express document and matter management system for ad-hoc (as distinct from heavily proceduralised) work types. The firms are niche IT/IP and commercial practice The Waterfront Partnership in London, HR boutique firm Quantrills and Manchester new start-up Blue Sky Law.

## Gossip central

- Which legal IT salesman said "Of course this is not a lifestyle business. I've seen my lifestyle and I don't like it."

## 10 years ago today...

The top stories in October 1997 included Theodore Goddard (now Addleshaw Goddard) selecting a new PMS from Norwel and the decision by Masons IT director Martin Telfer to move to Australia to join Mallesons. Telfer, who regularly chaired legal IT events in London during the 1990s, is now with Baker McKenzie.

## Gone watch fishing

The Insider's first encounter with Mark Woodward (*see front page*) was in his pre Solicitec/Visualfiles days. As a publicity stunt at one of the old Barbican SOLEX shows, his company were giving away a free Rolex – the catch was the watch lay at the bottom of a fish tank full of pirañas. Great idea except Mark had forgotten that one of the few things to frighten pirañas are lawyers. So, the venue doors opened at 9:30am and by 9:31 a lawyer had rolled up his shirt sleeves and pulled the watch from the water, while the pirañas covered in a corner of the tank.

## Legal Technology Insider

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The next issue of the Insider (No.203) will be published on 15th November 2007.

The deadline for editorial contributions is 12:00 noon on Friday 9th November.

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