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Second summer of speech recognition ?

At Tikit's recent Word Day event, Bighand gave a demonstration of speech recognition integrated with its digital dictation workflow system that was so impressive it prompted a spontaneous round of applause from the audience of IT managers, trainers and directors. Of course it's true the latest iteration of the market leading Dragon NaturallySpeaking 10 speech recognition software from Nuance is streets ahead of what we've seen in the past. And, it seems pretty likely all the major DDS vendors will be offering some form of desktop and/or server based speech recognition with the next releases of their digital dictation systems. But, does this mean the long awaited (and some people have been waiting for nearly 15 years) surge in speech recognition use is just around the corner?

The answer unfortunately is 'not unless the price is right' for the cost of speech recognition remains a stumbling block, with a single user Pro version of Dragon 10 costing around £550 and even volume server ...*continued on page 2*

June's big launch: ContractExpress

Business Integrity has launched ContractExpress for Microsoft Sharepoint, a new system designed to help organisations 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'. The National Grid is one of the first organisations to have deployed the new system.

www.business-integrity.com

June's big deals

Aderant adds 2 more UK sites

Aderant last week announced that UK top 30 firm Hill Dickinson LLP had selected Aderant Expert to replace its legacy Axxia practice management system. The firm will implement Aderant across its four UK locations as well as its international offices in Greece and Singapore. "We needed a truly global, next-generation business management system that could help us take our firm to the next level," said Hill Dickinson director of IT & Operations Keith Feeny. "After examining many of the options on the market, we believe that Aderant Expert is the right solution we will need over the coming decade."

- Aderant's second win this month was at Hill Hofstetter LLP, which was formed in January this year when the former Birmingham office of Reed Smith (the firm are Elite users) split from its parent.

Firms sign up for Open Text email filing

Open Text reports a 'slew of new wins' for its Email Filing (eDOCS Edition) product, including Travers Smith, Farrer & Co, Shoosmiths, Lovells, McCann FitzGerald and Dundas & Wilson. Open Text Email Filing can be implemented in less than a week and the system offers different modules including auto and bulk filers, as well as an 'intelligent' filing assistant.

SOS wins AIM/Peapod swap-out

As part of a major IT restructuring, 32-user Windeatts Solicitors in South Devon has selected SOS Connect to replace its legacy AIM system in Totnes and the Peapod system at its Kingsbridge office.

- To consolidate their separate branch systems, long-time SOS users Heppenstalls have upgraded to SOS Connect.



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DPS roll out new products

DPS Software has rolled out three new add-ons for users of its accounts and case management software. The three are... A disbursement control module for criminal practitioners to automatically complete expenses claims and add them to the appropriate CDS claim forms. A reports scheduler, to ensure specified activity within a firm can be regularly monitored without having to individually chase fee earners and department heads for progress updates. And, an AGFS billing module, so solicitors who have been granted rights of advocacy can have their legal aid bills produced quickly and easily within the DPS solicitors accounts system. One of the first firms to implement the AGFS billing module was Wood Green, London-based criminal practice Stuart Miller & Co.

www.dpssoftware.co.uk

Speech recognition

continued from front page... licences averaging around £350 a seat. We asked some law firm IT directors for their views on pricing and their response was even £350 a seat was still about £260 more than they'd be prepared to pay in the current economic climate. Along with the recession, an added factor here is that in comparison with digital dictation software (where there are currently some excellent bargains to be had when deals go out to competitive tender) speech recognition is unattractively expensive. It remains to be seen if Nuance will revise its pricing to appeal to a broader market but in the meantime there is growing interest in Microsoft. It already offers Windows speech recognition free as part of Vista and further enhancements are expected with the upcoming Windows 7 release.

Elite say now we go global

With the white knuckle ride of the Allen & Overy implementation now safely under its belt, Elite's UK/EMEA senior director for client services Patrick Hurley told the Insider the company could afford to look ahead as a global supplier of global practice management systems. This includes not only a new focus on product functionality but also on the operational structure of the company, to get away from the old Americas and the 'rest of the world' attitude the company had in the past. Reflecting this, Elite will be holding a mini user conference in London this autumn (date still to be finalised) for UK firms unable to attend this month's annual user conference in San Diego.

- In other Elite news, DLA Piper this month went live with its rollout of Elite Enterprise across its Central and Eastern European offices. And, despite the fact Microsoft has now end-of-lifed its FRx reporting system, Elite will continue to support users until May 2010.

PISCES launch new HIP workgroup

PISCES has launched a new workgroup – called HIP v2.0 – to address the issues that will arise from the new HIP regulations. These mean HIP providers will have to incorporate a Property Information Questionnaire, an EPC (or predicted energy assessment) and sustainability information for new homes within the Home Information Packs they deliver to estate agents. To participate in the new HIP v2.0 workgroup, you need to be a member of PISCES. For more information call Monika Horner on 0191 230 8094 or register via the website.

www.pisces.co.uk

Management changes at Tikit

The last month saw Tikit make two senior management appointments. Former Thomson Elite international vice president (and before that Keystone Solutions founder) Kaye Sycamore, has been appointed Tikit director of sales & marketing. TFB managing director (TFB is now part of the Tikit group) Simon Hill has been appointed director of professional services.



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Leuw takes the helm at IRIS Legal

More senior management changes at IRIS Legal, where Tony Bromfield resigned as managing director, just over six months after taking over the hot seat from Arlene Adams. IRIS Group chief executive Martin Leuw has taken on the interim management role as MD until a successor is found. IRIS has also recruited Greg Adams, previously with Borland Software, as its new Legal Division sales director. Martin Leuw has also issued a statement to legal market users, stressing that the division is successful, generating total revenues of £22.2 million in the year to 30th April 2009, with pre-tax profits of £3 million. He adds that during this period, the legal division attracted 282 new customers (148 Laserforms, the other 134 case/PMS) and is now investing 'in excess of 16% of revenues' in R&D.

On the product front, Leuw admits that 12 months ago there were stability problems with the IRIS Law Business product (ILB – based on the Mountain system) but says these have been resolved and additional functionality is being added to ILB 'to bridge the gap' with the IRIS Law Enterprise product (ILE – based on the Videss system). The next developments with ILE – the post 1.9 roadmap – will be disclosed at the ILUA user conference in October.

- You can find the full statement on the Orange Rag blog for 18th June at www.theorangerag.com
- In other IRIS Legal news, the company has also acquired the support contracts of AM Systems, who were the reseller for AlphaLaw software in Northern Ireland.

Harding joins Knowhow Consulting

Mark Harding, most recently with Solcara and before that Bighand, has joined Tony Foy's Knowhow Consulting as the company's new head of sales & marketing. Harding says the consultancy, which has moved on from just KM to include broader DMS and information management work, is currently involved in pilot projects using DocsCorp PDF tools, Open Text, Microsoft Sharepoint and Wertheim Global Solutions (developers of specialist utilities for Open Text) with a number of law firms and patent attorneys.

www.knowhowconsulting.co.uk + www.wertheimglobal.com

June's new wins

Eversheds select eBillingHub

Eversheds LLP has selected eBillingHub to support its electronic billing activities. The firm will run the system in conjunction with its Elite PMS.

Manches is latest Microsystems win

Manches LLP has become the latest firm to purchase Microsystems software for its document production environment.

100 use Lees go with Proclaim

Lees Solicitors LLP, which employs 100+ staff across its offices on Merseyside, has selected Proclaim from Eclipse Legal Systems as its new accounts, case and practice management systems platform.

Three new TFB wins

TFB has three new wins for its Partner for Windows software with: debt recovery specialist Jennings Law, Bayleys Law in Manchester, which is swapping out SOS, and Crellins Carter in Surrey, which is replacing a custom system. Crellins is also installing email and PDF management.

Two more firms deploy DTE Axiom

Two more law firms – Bond Pearce and Stephenson Harwood – have completed firm-wide deployments of DTE Axiom time recording systems supplied by Phoenix Business Solutions and integrated with the firms' Elite and Aderant systems.

Farrer & Co in three year telcoms deal

After using telecoms consultancy Source 8 in the selection, Farrer & Co has awarded SperiTel a three year contract to migrate all voice calls to a SIP (session initiation protocol) platform, which is expected to save around 55% on call charges.

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European news

Dijkstra Voermans buy Epona CRM

Mid-size Dutch firm Dijkstra Voermans has selected Epona's ContactManager software as its new CRM system. Epona, who are planning to launch the system into the UK later this year, say the selection process came down to a run-off between Epona and CRM4Legal.

www.epona.com

Norwegian firms select iManage

Two Norwegian law firms – Schjodt, one of the largest in the country, and BA-HR, have selected Autonomy iManage Worksite as their new DMS platforms. The systems are being implemented by Morningstar Systems (a subsidiary of the European I.R.I.S Group) with a firm-wide rollout scheduled for early 2010.

www.morningstarsystems.nl

- Remaining with I.R.I.S, the company has launched new versions of its scanning software. This includes IRIS Capture Pro 9, with modules capable of automatically scanning, sorting, indexing, capturing data from and archiving all kinds of documents including invoices and forms.

www.irislink.com

Austrian e-gov agency picks Open Text

Austria's Federal Computing Centre, which supports the Ministry of Justice and has become the platform for the country's e-government initiatives, has standardised on Open Text's ECM Suite to handle content management. The AFCC (officially known as the Bundesrechenzentrum GmbH) now handles 30 million documents annually and the Open Text system, running in conjunction with the agency's SAP applications, manages more than 5 terabytes of information.

Law Society bids guide goodbye

Following reports first published on the Insider's Orange Rag blog at the beginning of April, Peter Garner of the English Law Society finally confirmed last Friday that the current 2009 edition of the Society's *Software Solutions Guide* would be the last for the foreseeable future. Garner writes "As you are all well aware the planning for the *Software Solutions Guide* is normally in full swing by this point in the year. I know there have been rumours about the potential of not running the Guide for 2010 but this is the first formal word on the situation. I'm sorry to have to inform you that there will not be a *Software Solutions Guide* for 2010. The economic slow down along side the considerable reduction in the number of vendors eligible to enter the Guide means that the Guide is no longer viable in its current guise. I hope it will be possible to re-work the Guide as a whole, broaden its remit and freshen its approach in order to deliver an ongoing service to the legal profession. However this is not a possibility for 2009/10 as I'm yet to identify what and how."

IRIS users association launched

Following the amalgamation of the AIM Computer Users Association and the Videss User Group, last week saw the formal launch of the IRIS Legal Users Association. ILUA is an independent, voluntary, self-funding organisation and is also opening its doors to users of other IRIS Legal software systems. The first chairman is Steve Williams of Ashton Morton Slack, a former ACUA chair, and non-practising solicitor Peter Wetherman will be ILUA's secretary. For details email secretary@ilua.co.uk or visit www.ilua.co.uk

June's new wins

e-know.net celebrates virtual engagement

Managed service provider e-know.net has signed up family law specialists Woolley & Co – which describes itself as a virtual law firm – as a new customer. The firm went live earlier this month with e-know.net delivering Microsoft Office 2007 and Exchange, Adobe Acrobat IRIS Laserform electronic forms, Sage Accounts and SmartStamp plus SOS Business and SOS Family on a fully hosted basis.



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www.src.co.uk

Digital dictation news

Dictation now available in the Cloud

We've heard of Software as a Service (SaaS) but next month nFlow goes live with its new Cloud-based Dictation as a Service (DaaS) solution. Called nFlowLive.com, this is a rich-client/service oriented architecture application that also includes secure data backup, disaster recovery and free online training. It will be available through a range of pricing options, from per-minute dictation-based fees through to yearly contracts. It will also support integration with 3rd party PMS, case and document management systems and hardware from all the major vendors, including Philips and Olympus.

SRC claim largest UK Blackberry rollout

SRC last week announced that over the past three months it has rolled out the Winscribe Blackberry digital dictation module to more than 450 users. This figure includes a 200-user rollout to one top 50 firm, which is believed to be the largest single UK legal rollout to-date. Firms using Winscribe Blackberry from SRC now include Beachcroft, Blaser Mills, Farleys, Field Fisher Waterhouse, Forsters, Hugh James, Hill Hofstetter, Macfarlanes and Pannone.

New Winscribe DDS webinar with Charles Christian

Winscribe is hosting a live webinar in 10 days' time on the topic of the efficiency benefits to be gained from building digital dictation and workflows into the document creation process. The webinar, which will feature Insider editor Charles Christian as guest speaker and facilitator, will also include a preview of Winscribe's new version 4 DDS software. The webinar takes place 12:30-1:30pm on Monday 6 July. To register email events@winscribe.com

Hunters track down DDS solution

Hunters Solicitors, which has offices in London and Northampton, has deployed nFlow's v5 all new Microsoft .NET based digital dictation system to 74 users. The firm's IT manager Theresa Fryer said nFlow was selected over the competition for its suitability in a thin client environment, including its support for server-based administration, so updates and upgrades can be rolled out centrally within minutes without any need for client-side configuration. ➔

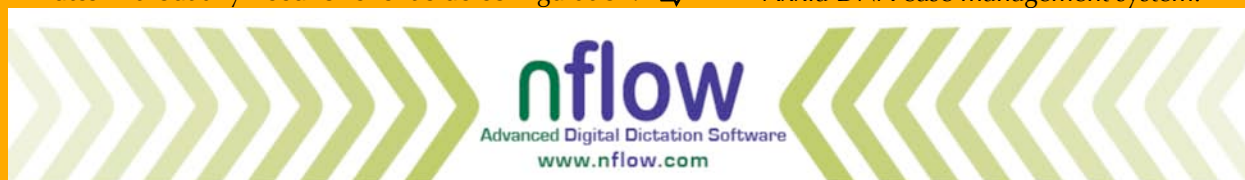
➔ The implementation also includes a web upload portal that allows fee earners to remotely upload dictations into the nFlow workflow from any PC without the need for drivers or installed software.

Firm launches Euro document centre

Munich-based firm Norr Stiefenhofer Lutz, which now has offices across Germany, Central and Eastern Europe (including Moscow) as well as in New York, has deployed Philips SpeechExec Enterprise digital dictation system as a key element of its new Document Centre. Launched in April this year, the Document Centre provides a centralised document processing resource to support the firm's 300 fee earners and multi-site operations. A growing number of lawyers at the firm are now also using Philips SpeechExec for Blackberry option to support mobile and out-of-office dictation.

Southwark roll out DDS over Citrix

The Legal Services Team at the London Borough of Southwark – one of the largest inhouse legal departments in the London local government sector – has rolled out Winscribe digital dictation, supplied and implemented by SRC, to 80 users. Because the authority delivers its IT services across a farm of 50 Citrix servers, one of the determining factors was Citrix support. The authority's IT manager Brendon Beggs said compared with the competition, SRC/Winscribe “demonstrated a superior Citrix solution” and understanding of thin client environments. Winscribe also rated higher with its Blackberry functionality, which Beggs described as “better thought out and clearer,” while SRC “offered a better approach” to integration with legal team's Axxia DNA case management system.



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People & Places

A consultancy formerly known as Prince

Legal sector outsourcing and offshoring specialist Prince OMC has renamed itself OMC Partners. Ian Prince of OMC said changes in the outsourcing world plus the consultancy's own expansion "meant it was time to rethink how we presented ourselves to the world."

- In a related development, OMC has appointed David Ellis as a new partner in the firm. Ellis, who was previously at Cap Gemini and an associate partner at PwC, has 10 years' experience of the outsourcing and offshoring industry. OMC partner Jack Diggles said they were expanding the team in response to the growing interest they were seeing from both law firms and inhouse counsel.

www.omc-partners.com

Jeff Hodges leaving DataCert

After nearly 10 years with DataCert, most recently as VP Market Leadership but probably best known in Europe for his time setting up EMEA operations, Jeff Hodges is leaving DataCert "to pursue some new opportunities and professional interests that have been presented to me". He resigned on June 1st but will remain to facilitate the transition until June 30th. Hodges adds "Though I have not yet made my final decision, I plan on staying within the legal community and expect to see many of you in the marketplace."

CCL Forensic move home

Security investigation specialists CCL Forensics has moved from its Payton House, Stratford address to new premises as Unit 36, Cygnet Court, Timothys Bridge Road, Stratford-upon-Avon CV37 9NW.

www.ccl-forensics.com

Case Study #1 DAC wanting to select future-proof storage and DR

Davies Arnold Cooper's existing fibre channel SAN provided basic backup, file, print and failover but it was only protecting specific parts of their environment, and was proving to be costly, restrictive to upgrade and having an impact on day-to-day business due to performance issues and restrictions. DAC's head of IT Stuart Cowell wanted to invest in a more robust and cost effective solution that would ensure the firm's systems were fully protected with increased operational availability, combined with the flexibility to grow in the future but without the worry of large financial outlay.

The main project objectives were to find an intelligent failover solution that would guarantee the integrity of the data stored on it, protect the data from loss should the platform suffer any sort of outage (from either system failure or natural disaster) and provide minimal disruption to service in the event of any disaster. "We required a virtualised, replicated disaster recovery solution that would support our business critical applications. We wanted an intuitive and easy to use solution that would allow us to cost effectively upgrade as our capacity increased, whilst ensuring that we were able to operate and access our data at all times" said Cowell. "The investment made by the firm needed to ensure we future proofed our storage and virtualisation environment allowing us to continue to reduce our physical server load and virtualise our core business systems."

To assist with the project DAC used storage experts Skye Consult. Following a review of current systems, Skye recommended a combination of VMware High Availability technologies (such as VMotion, DRS and HA) coupled with Dell EqualLogic PS Series of iSCSI storage arrays, which leverage existing IP based LANs and WANs without requiring any add-on software or staff training. The PS Series' auto-replication capability provides point-in-time periodic replication to remote sites. This method, easy to set up and operate, delivers multiple restore points and application-consistent snapshots and clones that can be restored in minutes. Skye also recommended creating a storage stack for DAC's environment with a mixture of ➔

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⇒ SAS and SATA technologies at their live site, and a large capacity SATA array situated at the DR site. At the live site a Dell EqualLogic PS5000XV array was implemented, with 16x146GB 15k SAS drives, the fastest array available, giving DAC maximum performance for their business critical transactional data.

In addition to the PS5000XV a further Dell PS5000X was added to the solution with 16x400GB 10k SAS drives, giving DAC a second tier of fast, high capacity disk, set to run at optimum performance. Finally, at the live site a Dell EqualLogic PS5000E SATA array was added. This SATA array will handle DAC's archive and backup data. It has also increased the solutions future scalability, offering double the amount of storage of the SAS arrays combined.

By using the VMotion for storage feature of VMware ESX 3.5, Skye quickly migrated the VMFS volumes from the existing fibre channel solution to the new EqualLogic SAN, by utilising the fast data transfer capabilities of both technologies ensured minimal disturbance to the existing infrastructure" With the SAS & SATA storage stack now running at the live site, a further PS5000E array was added at DAC's remote DR site. Dell EqualLogic's inclusive out-of-the-box auto replication software allows the arrays at each site to be mirrored, eliminating single point failure and providing complete protection of DAC's critical data. The project also gives DAC inclusive software licences for replication, thin provisioning and snap-shooting.

"It was a primary driver for us that the solution we invested in was able to grow dynamically without impacting our ability to work. With the Dell EqualLogic, we are now able to add additional capacity on the fly, if we choose to, in the middle of the working day, without any impact on our ability to conduct our business. The PS Series from Dell EqualLogic stood out as a clear choice due to its intuitive GUI, and its low total cost of ownership. The money we saved by moving away from fibre channel has allowed us to free up budget for other pressing projects. Following our review of different technologies and suppliers, Skye stood out as a unique player in the storage market and were the first to raise our awareness of the capabilities of Dell EqualLogic and the iSCSI environment," adds Cowell.

www.skye-consult.com

More Bar chambers opt for hosted solutions

Long-time Meridian Law users Godolphin Chambers in Cornwall have switched over to Meridian Law Hosted services, as an alternative to the set managing its IT operations internally. Senior clerk Andrea Hellings said along with reducing the pressure on an already stretched clerking team, migrating to a hosted solution gave the set access to services they'd previously lacked including remote working, better support services, the latest version of Microsoft Office and improved security.

- Stuart Hall, senior clerk at Northampton Chambers, says since migrating from Meridian Law LAN to Meridian Law Hosted last year, it has become easier to adhere to the Bar Council's BarMark practice management quality standard as "all our internal IT related issues are directed straight through to the IRIS technical team, who guarantee quality assurance as they work on tight SLAs."

www.iris.co.uk/meridianlaw

Travelex get legal focus

Although the name Travelex is probably most widely associated with airport bureau-de-change operations, the company also has a commercial arm offering a range of international payments processing services that help businesses, including over 500 law firms, handle international payment both more efficiently and considerably cheaper than traditional banks with their charges and slow turnaround times. As part of a strategy to increase its profile in the legal sector, Travelex has appointed Graeme Ventris (07884 313847) as its new legal sector business development manager.

www.travelexbusiness.com/uk

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New product launches

Laserform launch new IHT400 system

IRIS Laserform has launched its new IHT400 Full system for probate practitioners. The system comprises all 25 of the recently introduced HMRC IHT400s, including schedules, linked together as a single 'intelligent' form for automatic data population and calculation. An information sheet is available on the Laserform website.

www.iris.co.uk/laserform

Getting more bangs for your bucks

Following a project with Scottish law firm Aberdeen Considine (that optimised the firm's network performance so instead of having to upgrade, they were only using 60% of their available bandwidth) InTechnology, in conjunction with WAN optimisation specialists DBAM, has launched a free 'intelligent network traffic management' (INTM) audit service to offer similar benefits to other firms. According to InTechnology's legal sector manager Mark Halpin "there's always the risk that certain applications may monopolise or poach bandwidth from others, inflicting unwelcome degradation on other parts of the network. Simply throwing more resources at a problem rarely works, particularly when you can't even be sure that it will fix the underlying issue. You have to act on facts and the audit is there to provide the facts." Halpin can be reached at mark.halpin@intechology.com

• InTechnology has published a new guide for law firms considering migrating to IP telephony. Called *Top 10 Tips for a Smooth Migration*, it can be downloaded free of charge from this address:

www.intechology.co.uk/MainPage.aspx?ID=365

Case Study #2 Eversheds cut costs and waste with printroom revamp

The sheer scale of Eversheds' printroom operations creates challenges when it comes to managing the cost. A project led by the firm's head of mobility & office IT Paul Carris found the incumbent print infrastructure was made up of devices from a range of suppliers. "Virtually every office," says Carris, "had developed its facilities independently, which meant that there was no central strategy to enable individual offices to learn from best practice, no pooled purchasing power and it was also difficult to identify how many and what type of devices were being used." The huge array of suppliers also meant there was no enterprise-wide consistency in terms of service level agreements. A decision was therefore taken to address these problems by selecting a single strategic print partner to supply the print infrastructure for all of Eversheds' UK offices.

Carris led his team through an extensive tender process to find a suitable supplier. Ricoh, Canon and Pitney Bowes all tendered before Ricoh's proposal, developed in conjunction with Equitrac, was selected. "From a technological perspective, the breadth of Ricoh's hardware offering and its partnership with Equitrac meant it was ideally placed to support our strategy. We needed to know the most appropriate device would be used to produce each print job and that we would have full visibility of the associated costs. Ricoh was also the only supplier to offer to put its staff in our offices at all times. This dramatically reduces the number of problems we encounter and the time machines are out of service, compared with traditional support agreements," said Carris.

Another factor was Ricoh's environmental credentials. Eversheds has gone to great lengths to improve its 'green' capabilities and is now recycling 70% of its total waste and has reduced energy usage by 10% in line with its sustainability strategy – so it was imperative the successful supplier would uphold the same environmental values. Ricoh's ISO14001 and Carbon Trust accreditations were seen as a key indicator of its long-term green activities and, as Eversheds is working towards the ISO standard, this helped to cement the deal. Ricoh also offered ➔

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⇒ advice on how Eversheds could reduce paper wastage, by introducing duplex as standard, testing A5 printing and encouraging staff to ‘think before they print’.

Adopting the new print infrastructure has enabled the firm to improve its operations and services in a number of ways. The integration of Equitrac software with Ricoh’s hardware means the firm gains a clearer picture of its print systems and costs, as well as to more accurately attribute rechargeable costs to clients in each of its business areas.

Ricoh has also helped address subsequent business requirements as they emerge. For example, it was involved in supporting Carris and his team through Eversheds’ recent re-location to Wood Street, London. And, there are already several projects in the pipeline. As part of Eversheds’ environmental commitment, Carris and his team are looking at how to cut the volume of paper consumed and are developing plans to create a paperless office, facilitated by Ricoh’s scan-to-file functionality.

“Eversheds is committed to increasing the level of mobility and security of the documents it prints – to the benefit of both staff and our clients alike,” adds Carris. “Follow-you-printing will allow staff to send a job to print in one office and securely unlock the job when they arrive at another of our locations. Not only will this mean they don’t have to physically carry documents from one place to another, it will also increase the security of those documents by taking them out of transit. Ricoh’s support and expertise has been outstanding. We have already reduced print costs by 10% per annum which is fantastic.”

Elliott takes on role at Legastat

Josef Elliott, the managing director of records management specialists Oyster IMS, has taken a non-executive director position with Legastat Ltd, the print, copy and scan bureau based behind the Law Courts in Carey Street. His brief is to raise Legastat’s profile in the lit support, e-discovery and document management fields. The first moves have been to sign partnership deals with US-based Encore Discovery for hosted litigation support and Irish firm Softco for software-as-a-service (SaaS) document management.

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The Backpage

Dodging tacks in the name of charity

Congratulations to Fiona Hamilton, the professional services manager at IRIS Meridian Law's Fleet Street office, who last month completed in the *Etape Caledonia* cycling event across the hills and lakes of Perthshire. Not only did she complete the 81 mile course for the second year running, knocking about an hour off her 2008 time and raising £425 for Macmillan Cancer Support in the process, but she also had to contend with sabotage when part of the course was littered with tyre puncturing tacks spread by protesters complaining the road had been closed without their consent. Fortunately for Fiona, she was able to avoid the tacks – though the event was halted for a couple of hours so the course could be made safe again.

The Insider reboots next month

Starting with next month's issue of the Insider (July), we are moving to new print and distribution processes, which will mean that, for the first time, advertisements in the print edition will be able to be reproduced in full colour. We will also no longer be producing the HTML edition as most of our subscribers now prefer the PDF version.

Insider editor parting the fringe again

If you caught Insider editor Charles Christian doing his surprise stand-up performance at the recent Tikit Word Day in London and want to hear more, then make a date for the Buxton Fringe Festival in July. Starting a three day run on Sunday 12th, Christian is performing his new one man storytelling show *The Boy with the Bomb beneath his Bed* at the Underground Venues beneath the Old Hall Hotel in Buxton town centre. Don't worry, each show only lasts for 60 minutes!

www.undergroundvenues.co.uk

3Kites is three

Congratulations to Paul Longhurst, Melanie Farquharson and Tony Pullman of the 3Kites consultancy which this month celebrates its third birthday. Longhurst says during this time, 3Kites worked for more than 20 organisations, including winning four new customers in the last quarter.

www.3kites.com

It was 10 years ago today...

Stories reported in the June 1999 Insider included news that... Microsoft was launching Office 2000 in the UK. This was the first version to include XML and had a list price of £420 for the Pro edition. The launch prompted US IT analysts Forrester Research to predict XML would "take off over the next three years" and replace PDF as the portable file format standard for documents. Solicitec, now part of the Lexis empire, reported its trading year to June 1999 was its best ever with a turnover of £5million and pre-tax profits up 200% to £750k. And, exhibitors who had attended that month's SOLEX show at the Barbican were complaining it was the most poorly attended event in recent years. "A complete disaster" and "leads down by 60%" were just some of the comments. The event's new owners lmark said the problems were largely inherited from the show's former owners Truemist.

Legal Technology Insider

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Next issue...

The next issue of the Insider (No. 222) will be published on July 23, 2009. The editorial deadline is July 17. In the meantime keep up with the latest news by visiting our blog at www.theorangerag.com



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