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www.eclipselegal.co.uk/Iti

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ECLIPSE



## Eclipse wins top 30 site

Hill Dickinson has selected Eclipse Proclaim case management software for the firm's expanding personal injury team, with the system initially being rolled out to 50 users. Although this is only Eclipse's second 'top 30' win (the other is DLA Piper) the Insider understands another very large firm has also ordered Proclaim. Hill Dickinson director of IT & Operations Keith Feeny said the firm's injury claims sector had "been enjoying extremely strong growth in recent times" and the Proclaim solution "ticks the right boxes for us".

## SOS clean up the West

Solicitors Own Software (SOS) is continuing its run of success in the west, picking up new orders and upgrades across the South-West of England and into Wales. Long-time SOS back office users Dolmans in Cardiff is rolling SOS Connect case management to 80 users, including its sports law and B4Legal claims management departments. Sisman Nichols in Bristol, SOS users since 1996, have upgraded and gone live on the latest SOS Connect case and practice management software.

Humphries Kirk, one of the largest firms in Dorset, has selected SOS Connect to replace its legacy IRIS AIM software. The 150-seat order was placed after the firm reviewed systems from five vendors before drawing up a shortlist of SOS and IRIS. And, as part of a half-million-pound IT and ↪

↪ telecommunications refresh, Everys Solicitors, which has 63 lawyers in offices across the West Country, has selected SOS Connect to replace its legacy IRIS Videss software. Commenting on the move, Everys managing partner James Griffin said "When we learnt the upgrade to the new IRIS Videss solution offered us no cost advantage from buying new, there was an incentive to reassess other software suppliers." Implementation at Everys is planned for September and includes the installation of fully integrated digital dictation.

## Shoosmiths go with SAP

UK law firm Shoosmiths last week announced it had selected SAP and SAP's partner TCS to supply the replacement for its current Elite PMS. (This is a 1997 Elite-for-Windows 2.5D + Informix system.) TCS (part of the Tata group) will implement the core SAP ERP along with their Legal Management Solution (LMS) which will provide legal specific capability. The new system will run on a SAP NetWeaver platform. Insider sources suggest the final shortlist came down to SAP/TCS and Elite 3E.

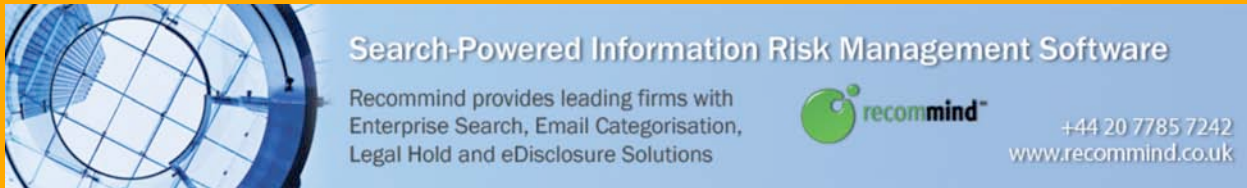
Commenting on the deal, Shoosmiths' IS director David Bason said "Our existing systems are no longer flexible enough to support the increasing demands for change. We needed a platform that provided the maximum opportunity for system rationalisation and offered native integration between components. SAP and TCS were the right choice for us as the technology provides us with fully integrated end-to-end processes, provides one version of the truth, allows us to get the right information to the right person at the right time and has the ability to enable us to become an agile and responsive business. Despite the downturn, businesses understand the need to invest in the right technology whatever their size or industry where there are clear and significant benefits."



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## Saturn 27 has near death experience

The recession has claimed another victim, this time the consultancy and systems house Saturn27 which last week called in administrators to assist in re-organising its UK business. Established in 2004, the company has undergone considerable growth over the last couple of years but this growth, according to the official statement, "burdened the company with certain operational overheads which, in the current difficult trading conditions, have had to be reviewed".

Following a management buyout, backed by new investors, Saturn27 plans to concentrate on independent technology consulting services for the legal market. As part of the re-organisation, the company will cease sales of 3rd party products and focus on pure service delivery. Saturn27 intends to continue working with existing software vendors and contracts with existing customers will continue to be resourced.

- The separate North American business of Saturn27 NA LLC, based in Boston, is unaffected by this change.

## The Know List spreading

According to Daniel Brown, CEO of The Know List, which is scheduled to distribute the first edition of its new legal technology services directory at the end of this month, "publications are only half the story". Brown says other projects include "building an online community that provides useful resources for law firms and suppliers alike... innovation mixed with a fresh approach to what has been done before." One of the first examples of this fresh approach is a new service called RendezVu. Brown describes this ➔

➔ as an "in the cloud" repository for key information needed during a crisis. It is designed to be a collaborative resource for a law firm's crisis management team when normal systems are unavailable and has three principle elements: a key contact directory, procedure documentation and a message board. The service will be offered to Know List members free of charge and carry law firm specific branding.

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

## Exigent win offshore bid

Legal processing outsourcing services supplier Exigent and Pinsent Masons have launched a litigation support service that will be provided from Exigent's LPO centre in Cape Town. Exigent will provide a data review and e-disclosure capability for Pinsent Masons' litigators, as well as work with the firm's local lawyers who, in turn, will supervise larger project teams as needed.

- It is predicted the global LPO market could be worth \$4 billion by 2013, with most of the UK's top 50 firms rumoured to be considering LPOs.

[www.exigent-global.com](http://www.exigent-global.com)

## Probate trio launched

News of not one but three new probate software launches/upgrades. **Peapod Legal Office** has launched an updated version of its ProbateOffice system, which now includes the IHT400 suite of forms. **Flosuite** is shipping its Probate/Executry case management system for the English and Scottish markets – workflows and processes can be easily amended in Microsoft Vision. And, market newcomer **Pennik Ltd** has launched a new probate system called Pro-File.

[www.peapod-legal.co.uk](http://www.peapod-legal.co.uk)

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

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## July's wins & deals

### BLM select Flosuite for case management

After reviewing the market, Berrymans Lace Mawer has selected Flosuite to provide the firm with a practice-wide platform for matter and case management.

### DWF expands Visualfiles case management

DWF has selected LexisNexis Visualfiles as its practice-wide case management system, which will be integrated with the firm's Elite 3E PMS, InterAction CRM and Autonomy iManage DMS. DWF has been using Visualfiles in its insurance business for some years however the latest deal involves a site-wide licence that will see Visualfiles software deployed on 900 desktops. In addition, DWF has secured preferential access to all new Visualfiles products (presumably the new Streamline product) over the period of the deal.

### New service – new win

Clarion Solicitors in Leeds is implementing a Liberate DebtimeSQL case management system from Linetime in its recently launched specialist debt recovery service.

### Interaction win 8 more CRM deals

LexisNexis Interaction has secured eight more deals for its CRM software since the start of the year, including Watson Farley Williams and DWF.

### DocsCorp is the Wright choice

Wright Hassall has selected the pdfDocs Solutions Suite and Metadata Assistant from DocsCorp to assist in the creation and management of the firm's document production operations. IT director Matthew Cleverdon said the seamless integration with the firm's iManage DMS was a key factor.

### Copitrak goes into Nabarro

After going out to tender and running 'under the bonnet' trials with competing products, Nabarro has selected Copitrak as its new cost recovery ↪

↪ platform. The firm, which previously ran Equitrac, will initially implement Copitrak's copy, print, secure print, scan and editor modules, followed by print room, phone and Blackberry.

### Duo go live with Axxia DNA

Irish law firm DFMG Solicitors and UK firm Burley & Geach have gone live on LexisNexis Axxia DNA as their practice management platforms. DFMG has implemented DNA as a document, time recording and billing management system, while Burley & Geach will also be using DNA for workflow-based conveyancing case management.

- The Insider is also hearing rumours that a UK top 100 firm has also ordered Axxia DNA.

### New start-up chambers select IRIS Meridian Law

The first new set of barristers chambers to open in Birmingham in over 10 years – 43 Temple Row – has selected IRIS Meridian Law as its new chambers management system.

- Duncan MacPherson of 1 Essex Court chambers has become the 1000th user of the IRIS Meridan Law Hosted service.

### Norton Rose add Solcara to KM mix

Norton Rose has deployed Solcara's SolSearch product to extend the reach of its Navigator search and knowledge management system.

### Sloan Plumb Wood come out of the cloud

Peterborough-based Sloan Plumb Wood has replaced its legacy hosted PMS with an inhouse implementation of TFB's Partner for Windows.

### Ashurst select Avocent Landesk

Out of a shortlist of eight vendors, Ashurst has selected Avocent's Landesk as its new IT service and helpdesk management system.

### Trademark attorneys select iManage + Phoenix

Phoenix Business Solutions is to implement the new iManage email and document management system at trademark attorneys Venner Shipley.

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## Tikit Word day - don't fear the ribbon

One of the main themes to come out of last month's Tikit Word Excellence day is that the move to Microsoft Office 2007 need not be the big deal many people have made out. In their presentation, Darren Collier and Graham Haldane of Lawrence Graham (LG) made the point that once users got over the initial shock of the familiar Word toolbar being replaced by the new 'ribbon', it became just another software training project.

In the case of LG (who have been running Office 2007 on XP in a beta test mode for 12 months and are on target to complete the rollout in November) the key to their "don't fear the ribbon" campaign was to raise user awareness and acceptance through internal advertising (including video vignettes and desk-drop quick guides) plus the selection of project champions from all levels of the firm and the provision of pre-implementation machines for staff to 'play' with. Given the firm's secretaries are already Office 2003 qualified, initial training takes the form of short, sharp 15 minute 'quick win' courses. These are being followed, post-application, by more detailed training on desktop features and the broader Office 2007 environment. In addition, there are 'how to' videos on the firm's intranet, supported by floor walking and clinics.

There was a similar upbeat message from IT trainer Joanna Kennedy, who is working on the rollout of Office 2007 at Lewis Silkin. Here the project is being run in tandem with the firm's inhouse development of a new Microsoft Sharepoint-based document management system, so to-date it is effectively a live 'alpha-pilot' within just one department. Along with increasing awareness and seeking quick wins, Kennedy's team has also been working with small (3 person) focus groups →

→ and taster sessions. Echoing the experience at LG, Kennedy said the big issue was the "missing menu toolbar" but added that once users realised the ribbon was effectively the same thing but merely displayed differently "they were loving Word 2007" and did not want to go back to 2003.

It does now appear all last year's FUD and hype, about the migration to Office 2007 being worse than the original move from Wordperfect to Word, was unwarranted. Ironically the latest research by Sherry Bevan and the UK Document Excellence Group suggests that with so many firms putting 2007 rollouts on hold for the duration of the recession, the UK legal market may have missed the upgrade boat and firms will instead skip 2007 and move directly from 2003 to Office 2010. UKDEG's new website is at:

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

## Survey: cost recovery policies uncovered

Most firms recover certain costs from clients, such as for photocopying, but partners are often nervous about upsetting clients by what may seem penny-pinching measures. This can lead to inconsistent policies on cost recovery across departments, and even between different partners within the same department. To try to understand these issues better and analyse trends around cost recovery, the Insider and NewField IT, an independent print and document management consultancy, have created a new online survey that can be accessed at

[www.newfieldit.com/surveys/legal/index.html](http://www.newfieldit.com/surveys/legal/index.html)

- Everyone completing the survey will receive a free report providing a detailed analysis of the results. **Note:** no published data will identify individuals or firms. A summary of the results will also be published in a future issue of the Insider.

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## Digital dictation news

### PI firm upgrades to nFlow DDS

Blackpool personal injury claims firm Snipelaw Solicitors has replaced its Dictaphone system with an nFlow DDS. The firm said the clincher was nFlow's use of a non-proprietary audio file format, so there were no restrictions on the firm's choice of outsourced transcription agency.

### MacRoberts switch to Bighand

MacRoberts has selected Bighand to replace its incumbent Winscribe DDS and is now in the process of rolling out the Bighand software to 300 users in Edinburgh and Glasgow. The firm will also be offering a mobile dictation facility to around 100 Blackberry users. Staying in Scotland, Simpson & Marwick (which last year decided to replace its Welgo/Winscribe DDS with Bighand) has completed its Bighand rollout to 175 users across seven offices.

- Bighand this week launched a 30 day free trial of its Blackberry mobile dictation package. The offer includes Blackberry hardware loaded with Bighand's dictation software, plus access to an outsourced transcription service with no limits on the volume of dictation submitted. To register, visit [www.bighand.com/blackberry](http://www.bighand.com/blackberry)

### OutSec now supporting Blackberry and iPhone

Online transcription and typing support service OutSec has extended its FileManager software so it can now handle the submission of dictation files directly from Blackberrys and Apple iPhones. The iPhone version requires a digital sound file recording application that can be downloaded from the iTunes Store.

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

### Philips updates its Blackberry option

Philips has released v1.5 of its SpeechExec application for Blackberrys. New features include buffering to handle file transfer in poor reception areas and support for microSD memory cards.

## New product launches

### IOS launch Smart range

Integrated Office Solutions has launched its IOS Smart range for Microsoft Word with two new products. These are Smart Reformat, which allows users to 'deep clean' and reformat without creating unstable documents and Smart Find & Replace for dealing with multiple text strings in a single step. Each module costs £499.00

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

### E-Know.net prunes pricing

To encourage more firms to consider IT managed services and outsourcing, E-Know.net has introduced a concurrent pricing model to reflect actual usage, as an alternative to per-seat pricing.

[www.e-know.net](http://www.e-know.net)

### IQ helps mine hidden relationships

LexisNexis has launched Interaction IQ, a new tool that mines multiple communication touch points within a law firm or corporation to identify new or under-utilised relationships. For firms already running Interaction CRM, the new IQ technology analyses relationship patterns based on the frequency and timing of contacts across multiple platforms including email, phone call activities, calendar listings and event schedules.

### Phoenix to release Workspace Manage v3

From the end of August, Phoenix Business Solutions will be shipping v3 of its iManage Worksite utility Workspace Assist. New features include workspace migration between DMS servers and support for information barriers.

- Phoenix and APS have announced the release (on 1st August) of v3 of the DTE Axiom time capture system. New features including the ability to capture and query tasks, including Outlook calendar items. Phoenix has also been awarded with an extended three year European distributorship of DTE Axiom by APS.

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



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## News in brief

### Tikit help in Speechly Bircham merger

Tikit has worked with Speechly Bircham to help meet a four week deadline to absorb over 100 new partners and staff, as well as create a standardised firm-wide operating environment following the merger with Campbell Hooper. The project included creating a centralised desktop management capability, rolling out Citrix and converting documents to Speechly Bircham's house style. Tikit provided out of hours support during the move and floor walkers were present at go-live to ensure the transition went smoothly.

### Legal Inc scans new horizons

In a move that triples its processing capacity, litigation support consultancy Legal Inc has upgraded its premium scanning service. Legal Inc director Lisa Burton said the company's focus was to handle higher volumes "while still maintaining the same high values and standards".

### Zylab becomes Fujitsu partner

Document imaging specialists Zylab UK has become an authorised Fujitsu channel partner.

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

### International IT procurement made easy

New York-based management consultancy Kraft & Kennedy and UK-based AK IT Solutions have formed a partnership to assist law firms procure hardware and software on an international basis. The move follows their recent work helping Mayer Brown in a major IT consolidation project.

[www.kraftkennedy.com](http://www.kraftkennedy.com) + [www.akon-line.com](http://www.akon-line.com)

### TFB to continue sponsoring Law Soc awards

TFB plc is to continue its sponsorship of the *Excellence in Innovation* category at this year's Law Society Excellence Awards. The awards ceremony will be held in London in October.

<http://services.lawsociety.org.uk/events/awards/excellence>

## Email security – PGP at Browne Jacobson

Faced with a demand by a major client for a secure email messaging platform over and above password protected PDFs, Browne Jacobson has deployed PGP's Universal Gateway email system. This can be used to communicate with select clients, who also use PGP, via gateway to gateway encryption. However it also allows the firm to exchange secure messages on an ad-hoc basis with individual recipients without the need for encryption software to be installed on their systems. The firm's IT director Peter Birley says around 12,500 secure emails go through the PGP server every day without any discernible impact on performance. The PGP server has also been integrated with the firm's Microsoft Exchange system and, in the words of Birley "Once you've got it set up, it just works. It fits nicely into our workflows. It's not at all intrusive."

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

### College of Law opts for Webroot

The College of Law also faced email security issues, primarily because most of the people behind its 2500 computer screens were students using Hotmail and Gmail. With existing anti-spam and virus systems "proving unworkable" and device-based systems "equally difficult to manage or having issues we were unwilling to live with," the College's IT director Nick Galt eventually settled on a managed email service. This was Webroot's Email Security SaaS which, according to Galt, was the only system flexible enough to meet the College's needs, because "students quite legitimately need to view things with profanities and other elements most organisations will seek to block". In the first four months since going live, Webroot handled just over 800,000 legitimate emails and blocked 6.5 million spam messages.

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

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## E-conveyancing news

### NLIS cuts some charges by 50%

The National Land Information Service (NLIS) Hub has announced it is cutting its local authority combined LLC1 and CON29R service provider charge to NLIS channels by more than 50%, with effect from October this year.

### DPS report online SDLT submissions growing

DPS Software report that despite the recession in the property market, users of the company's DPS OneOffice Conveyancing software had increased their number of online SDLT submissions by 51% during the 12 months ending March 2009.

### MDA SearchFlow launch Groundwise

MDA SearchFlow has launched a new search service called Groundwise that aims to provide the most comprehensive single view of utility services available on the market today. Based on a database of 150 separate service providers, Groundwise users will be able to make one quick search to identify all the utilities and services providers that are on, under, above and around the property in question to obtain exact details of where their equipment is located.

### Land Registry updates channel partners

The Land Registry Portal has now processed and registered the first mortgage to be signed electronically. The mortgage – or electronic charge in standard form (E-CSF) – was in favour of the Coventry Building Society and is part of the Land Registry's programme of introducing more new electronic services. To find out more about either e-CSF or other Land Registry projects email [channel.partners@landregistry.gsi.gov.uk](mailto:channel.partners@landregistry.gsi.gov.uk)

- The Business Gateway Pilot became available in a pilot production environment in early June and is scheduled for commercial release in September. One unresolved issue is the need for a unique ID for each user rather than for each organisation.

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Hosted Services  
Digital Dictation



## The Backpage

### LinkedIn blinking out?

As opinions circulate about the respective merits of different Web 2.0 social networking sites (according to schoolboy Matthew Robinson – aged 15 – who helped produce a report *How Teenagers Consume Media* while on a week's work experience with Morgan Stanley, Twitter is strictly for adults and most teenagers think tweeting is 'pointless') opinion now seems to suggest LinkedIn may be about to fall from favour. Or, as the head of IT at one global law firm recently put it (on Twitter as it happens) it is disappointing "to see LinkedIn turning into a market place for recruitment agents and services sellers."

### Running around the City

Four members of the IRIS Group – including Paul Billings, Jordan Manley and Fiona Hamilton from the barristers software arm IRIS Meridian Law, took part in last week's Standard Chartered 5k Great City Race around the major landmarks in the City of London. The IRIS team are running to raise money for the charity Seeing is Believing.

### Soli who?

Our thanks to those readers of the blog who were able to identify the suppliers of a solicitors accounts system called SoliAcc. Here is the URL... [www.bdgassoc.com/soliacc.htm](http://www.bdgassoc.com/soliacc.htm)

### Vital statistics – just the fax Neil

Although fax is widely regarded as old technology, it still has a useful role to play in most law firms and, as such, can be a suitable candidate for upgrading and automation. Thomas Eggar, where Neil Renfrew is now head of IT, is the latest firm to go down this route and has replaced its fleet of 20 stand-alone fax machines with Captaris (now part of Open Text) RightFax software, that can offer desktop faxing from within Microsoft Outlook. (The system was supplied and implemented by ➔

➔ Avanquest.) What particularly caught our eye were the statistics accompanying the Thomas Eggar story on the time it takes to send an average lengthy legal fax (988 seconds) compared with desktop faxing (55 seconds).

### Weightmans partner wins Asian business award

Congratulations to Weightmans partner and head of litigation operations Bavita Rai for winning the professional category at this year's Lloyds TSB Jewel Awards, which recognise the business and commercial achievements of the British Asian community. Ms Rai won her award for 'bringing a fresh approach to claims handling and IT-led solutions' within the firm. Prior to Weightmans, Rai was head of the RAC Solicitors Practice.

### It was 10 years ago today...

The market may have been winding down for the summer but big stories in July 1999 included Blake Dawson in Australia ordering the Keystone (now part of Aderant) PMS and Masons becoming the second UK law firm to go live on Keystone. It was also at this time that iManage (now part of Autonomy) first began to regularly outsell DOCS Open (now part of Open Text) in the document management systems stakes.

## Legal Technology Insider

Editor-in-Chief: Charles Christian

Tel: 01986 788666 – Fax: 01986 788808

Email: [news@legaltechnology.com](mailto:news@legaltechnology.com)

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### Next issue...

The next issue of the Insider (No. 223) will be published on September 24, 2009. The editorial deadline is September 18. In the meantime keep up with the latest news by visiting our blog at [www.theorangerag.com](http://www.theorangerag.com)



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