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Sword unsheaths its Sharepoint DMS

After years of rumour (largely spread by competitors) Sword this month finally, and formally, launched its Excalibur Microsoft Sharepoint-based document management system. As previously reported, Sword acquired the IP rights from London law firm Lewis Silkin (the terms were disclosed) to the Sharepoint 2007 DMS developed by an inhouse team led by head of IT Jan Durant and IT manager Carol Skinner.

Sword has now migrated the system to Sharepoint 2010 but in the meantime the Insider last week was given a demonstration of the Lewis Silkin system (already being referred to as the *JesusDMS* on Twitter) which has now been rolled out to the entire firm, including the Oxford office.

Jan Durant said the bottom-line starting point was the new system could have no less functionality than the firm's existing Open Text DM5 and from there on it was a matter of pushing the envelope in terms of functionality and the end user experience.

Initial user feedback has been that the new system is far more intuitive than DM5, with a consequent slashing in training times. Also, because the new DMS resides within the firm's Sharepoint intranet, all documents are stored within a single repository rather than requiring a separate DMS database. The intranet element also has another important knock-on effect in that through standard Sharepoint filtering, the DMS →

→ becomes a know-how repository. In fact Lewis Silkin has divided its document repository into four categories: Legal, Precedents, Know-how and Administration. The last of these created when the DMS development team discovered that 40% of its documents were not client/matter related and could only be filed in DM5 by a fudge.

Comment: Apart from Lewis Silkin, will there be any takers for the new system? Given that, when Lewis Silkin first began the Sharepoint project, Open Text was seen as the sick man of the legal DMS world, it is interesting to see it is Autonomy iManage sites that are currently showing the most interest in a Sharepoint DMS option.

Sword will not disclose the details but we understand they are in 'active discussions' with a '500-to-1000 user' iManage site. And, Epona Legal, which has developed its own rival Sharepoint DMS, says it has four firms ready to swapout iManage. (Epona is also interested in talking to potential resellers, email Marcel Lang at marcel.lang@epona.com) Here on the Insider, we stick with our earlier prediction that 2011 will be the tipping point year when the legal market starts to shift away from 'proprietary' DMS products towards Sharepoint.

- Meanwhile, and it may only be a fluke that it coincides with the arrival of Sharepoint, but the last few weeks have seen a shake-up among UK document management vendor personnel with the departure of Ben Mitchell from Open Text to take up the new role of VP of sales EMEA at DocsCorp, and Simon Black's move from Autonomy iManage to IBM's ECM division. In addition Karen Hogan, who previously has worked for Vivisimo and PC Docs/Hummingbird (now Open Text) has joined the London office of Recommind as regional sales manager for information access products.

- Tony Decerce, who spoke at the recent Lewis Silkin launch on how Sharepoint as a DMS "is going to cause a sea change in the legal world" is an independent consultant who has been advising Clifford Chance, among others, on their Sharepoint DM initiative. www.tdcge.com



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What Billback and nQueue did next ...

First of all there was a company called Recount Expense Management who had an innovative cost recovery system called Billback. In the United States, Billback was for a time sold into the legal market exclusively by Elite, leading some people to think Billback was part of Elite. It wasn't but in 2005 the Australian business services group Espreon acquired Recount and the Billback system. Three years later in 2008, Espreon itself was acquired by another Australian company, Reckon, and in the ensuing reorganisation, the Billback system became part of Reckon's APS accounts technology subsidiary, where it was sold into the legal and accountancy professional services industries.

Meanwhile over in the USA, another costs recovery company – nQueue – was carving out a niche for itself in the legal market and in July 2009 it merged with the North American operations of Reckon's Billback Systems division to form nQueue Billback LLC. (nQueue Billback remains an independent company although Reckon do have a shareholding in the business.)

Now, in the latest development, nQueue has acquired an interest in Reckon's Billback operations in the UK to form a new entity called nQueue Billback Ltd, which began trading at the start of this year with a focus on the UK and European legal services markets. The new venture has already got off to a flying start with the appointment of Stewart Hadley (arguably the most experienced player in the UK and European cost recovery systems market whose surname is not Child) as vice president of EMEA for nQueue Billback Ltd.

Comment: We're hearing rumours that nQueue Billback LLC, which closed 2010 with the best quarter in its corporate history, is in negotiations to acquire another legal systems provider.

News in brief

Pilgrim + Kestrel Pilgrim Systems and Kestrel Business Solutions have formed a strategic alliance that will see Kestrel deliver LawSoft related services to Pilgrim sites. Kestrel will be involved in new business implementations as well as delivering services to existing users wanting to extract added value from LawSoft.

www.kestrel-bs.com

Fellsoft + Manzama CRM integration specialist Fellsoft has announced a partnership with US software company Manzama, the developers of a 'listening platform' that aggregates and analyses blogs and social media for relevant information that can then be integrated with a law firm's Lexis Nexis Interaction CRM system.

www.fellsoft.com

Back on the radar The Glasgow-based legal software supplier Axiom fell off our radar a couple of years ago but Denovo Business Intelligence is now filling the gap and supporting 350 law firms across the UK, including all the original Axiom sites. Denovo (0141 331 5290) also offer an SaaS and outsourced cashroom service.

www.denovobi.com

Buzzword corner: BYOC

Is BYOC = *Buy Your Own Computer* the watchword for law firms this year? In an interview on *BBC Business News*, SNR Denton's IS director Neil Pamment said the firm is encouraging staff to buy their own laptops so they can access desktops remotely from home or on the move, while simultaneously enjoying the functionality of consumer devices not present on work computers. SNR Denton's strategy includes Citrix access and only holding data in the firm's data centre.

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January's wins, deals and rollouts

Goodman Derrick outsource Tikit has won a contract from Goodman Derrick LLP to provide the firm with IT support and strategic consultation as part of a fully managed service. Tikit is providing 1st, 2nd and 3rd line support for Autonomy iManage and Workshare coupled with network infrastructure support and call handling, as well as overall consultancy and strategic management of IT for the firm.

Fentons swap out Axxia Top 200 law firm and claimant personal injury practice Fentons Solicitors LLP has selected a Proclaim practice management system from Eclipse Legal Systems to handle its accounts and case management. The Proclaim software will initially be rolled out to 200 users and Eclipse is also carrying out a data conversion from the firm's legacy Axxia system.

Bond Pearce select FWBS Bond Pearce LLP has selected the MatterCentre system from FWBS as its new case, matter and task management platform. The firm, which is an Axxia site, says it selected FWBS after an extensive review of the market.

Knowsley knows Civica Knowsley Council on Merseyside has selected a Civica Legal case management system to help it "deliver more with less" in the wake of last year's government spending review savings targets. The local authority's legal team is using the system to handle document and case management, as well as case bundling, debt recovery work and LEXCEL quality standard compliance.

Copitrak competitive win Cost recovery specialist Copitrak Systems has won Pannone LLP as a new customer, with the firm opting to swap out its existing Billback system and replace it with a Copitrak solution based around 60 eClipse terminals and new Canon MFDs. The firm's IT director David Griffiths said "We were keen to ➔

➔ make a real step-change in the quality and functionality of our print environment in a bid to maximise operational efficiencies and financial savings, while making life simpler and easier for staff. Existing systems and support were compromising performance so we opted for a root and branch reform, with a major upgrade of both hardware and software.

Eye on team performance Matthew Arnold & Baldwin has implemented P2 Technologies' SmartEye law firm performance information system to provide both managers and individuals with real-time monitoring of key performance metrics. MAB's director of business operations Nick Mercer said "Before using SmartEye, employees had to run individual reports to see if they were reaching their targets. These were instantly out of date and took up time when individuals could be doing something more productive. SmartEye has eliminated these issues and we use the software across the firm."



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Here come the apps . . .

Although we're still encountering law firm IT directors putting their fingers in their ears, screwing their eyes tight shut and hoping the Apple iPad and iPhone will go away and everyone will suddenly start using Windows 7 Mobile (yes, and Sony Betamax tape is also set to make a comeback) out in the real world, more and more law firms and legal services organisations are developing and deploying Apple apps. Here's a round-up of the latest releases...

Pannone apps range Pannone LLP has launched a range of five iPhone and iPad apps comprising Personal Injury (information to make all types of PI claims from industrial disease to accidents at work and abroad), Family (financial aspects of divorce, prenup agreements, cohabitation rights, Child Support Agency), Employment (calculators for redundancy payments, maternity leave, holiday allowances/pay for part-time and casual workers), Road Traffic (guidance on totting up penalty points, avoiding disqualification on exceptional hardship grounds, sentencing calculator) and Regulatory (health & safety checklist, Bribery Act compliance toolkit, how to respond to a raid by regulators).

The apps were developed by Pannone's inhouse IT team and built from the ground up in a pure iOS environment rather than ported from other platforms. Further apps are planned for later this year for Apple and other mobile platforms.

Claims evidence Manchester law firm Croftons has launched an accident app for the iPhone that lets users gather evidence to support a claim by utilising the onboard camera, voice recorder and text notepad to capture information from multiple parties (such as other motorists in a road accident), along with GPS location information to pinpoint the scene of an incident, and then collates it for submission to a lawyer in a single

➔ email report. The app, which was developed for Croftons by 3 Sheep Ltd with support from a government backed innovation scheme, is available free of charge from Apple's iTunes store.

www.croftoninjuryclaims.co.uk/theaccidentapp
www.3sheep.co.uk

Robo-Barrister The 36 Bedford Row set of barristers chambers has launched *Robo-Barrister: the Work Rights App* for the iPhone and Android platforms. The app, which provides free employment law guidance on such topics as unfair dismissal, redundancy and harassment or discrimination in the workplace, takes users through a questionnaire to help identify whether or not there are grounds for a claim.

www.workrightsapp.com

Collyer Bristow go Win 7

Collyer Bristow LLP has just completed a firm-wide rollout of Windows 7 on new hardware, replacing Windows XP. The firm's head of IT Glenn Hagon told the Insider "Our desktop hardware was ageing, under-performing and costing a small fortune in maintenance. We initially thought the best strategy would be to implement a VDI solution. But after performing detailed proof of concepts using thin clients with all the main virtualisation software vendors, we found that none of them currently met our requirements.

"As time was of the essence, we took the decision to roll out Intel Core i5-based desktops with Windows 7 in a fraction of the time – and at a fraction of the cost – of VDI. They also perform far better! We've stuck with Office 2003 for the initial deployment but we've purchased Office 2010, which we're hoping to push out across the firm within the next few months, depending on how hindered we are with integration issues. We're still evaluating whether to deploy Office using application virtualisation."



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Speech technology news

Saving temp costs Yorkshire law firm Morrish Solicitors reports that since rolling out Bighand's server-based speech recognition module, it has removed the need to hire temporary staff to cover absences, while simultaneously increasing productivity without compromising work quality standards.

IT manager Jaime Lockwood commented "Like many firms that had previously tried and failed with client-side speech recognition, we were sceptical about the productivity benefits the new server-based transcription technology could deliver. Our evaluation delivered impressive results: one partner improved their accuracy from 62% to 95% after the first round of corrections and another achieved 97% accuracy.

"In terms of our Rol, the cost of a speech recognition licence is roughly equivalent to one week's temporary cover. We currently have one member of staff on maternity leave and rather than replacing her with a temp, much of the mundane work is now processed via speech recognition, with the more detailed tasks allocated to other members of the team via our Bighand workflow system. Speech recognition is now being used to produce internal documents, such as file and attendance notes, and fee earners are also using the technology to produce their emails."

Winscribe users going mobile SRC has announced details of two more organisations that have rolled out the Winscribe digital dictation mobility suite. Patent and trademark attorneys Boulton Wade Tennant have deployed Winscribe to both Blackberry and iPhone users, while Gorvins Solicitors are just using the Blackberry version. IT manager Chris Walker said the firm looked at different systems but felt the Winscribe solution was the easiest to use and most feature rich. He said the decision was driven by the need to improve the productivity of fee earners working outside the office, adding that the new system was "transforming the way fee earners work."

- Another SRC + Winscribe digital dictation ➔

➔ customer (the Whipps Cross University Hospital NHS trust in London) says since switching to digital dictation, its medical secretaries now spend a third less time typing, freeing them up for other patient/administration work.

More wins & rollouts

McGrigors cut downtime Maindec has secured a contract from top 50 law firm McGrigors to maintain and support its entire HP server estate and associated storage infrastructure on a 24/7, 365 days a year basis with a 4 hour SLA.

www.maindec.co.uk

New HR for Derby NorthgateArinso will provide the Derbyshire Probation Trust with a web-based HR and payroll service on a five year contract.

www.northgatearinso.co.uk



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Latest legal IT research

Never on a Tuesday Intelliteach, the legal market specific outsourced service desk company, has published a free report aggregating law firm support and service desk statistics. Called the *User Support Guru Guide*, it provides benchmark data relating to the most supported legal applications as well as helpdesk staffing and service quality ratios pre and post software conversions. The data is based on over 600,000 helpdesk tickets collected and analyzed from January to September 2010 across a variety of law firm sizes, locations and hardware/software configurations.

Highlights of the guide include:

- *Top ticket categories* Over 50% of 600,000 helpdesk tickets logged are specific to versions of Microsoft Office (the largest number relate to Outlook, followed by Word) and 14% relate to document management systems.
- *Conversion & upgrade impact on helpdesk* Conversions cause a significant increase in volume and add additional strain to existing resources, systems and service quality. Based on researched data, ticket volumes increased by 42% during firmwide upgrades. Also, the 'average time in queue' metric increased from 10 seconds to 81 seconds during conversions. (Helpdesks normally try to answer 90% of calls within 20 seconds.)
- *Tickets by weekday* Tuesday sees the highest call volume (20.29%), followed by Wednesday and Thursday whereas Friday (16.99%) has the lowest. www.intelliteach.com/guru

Clueless on Twitter Legal website and social media specialist Intendance has published the results of a survey on the use of Twitter by the UK's 50 largest law firms. The survey found that while 33 firms (66%) had a Twitter presence, account ownership (as in whether it was a 'corporate' branded tweet or merely the personal views of an individual lawyer) was unclear in 35% of those tweeting firms. That said, Intendance feel personal accounts tend to be more engaging and therefore of greater value. The survey also found that out of 48 Twitter accounts, 19 had zero tweets although one of these firms, Hammonds, still managed to attract 10 followers. ➔

• Intendance's top UK law firm tweeters are:

1. Allen & Overy
2. DLA Piper
3. Eversheds
4. Withers
5. Clifford Chance
6. DLA Piper Real Estate
7. Shoosmiths
8. Olswang
9. Taylor Wessing

Intendance say the reason Allen & Overy gets the highest rating for its Twitter presence is the combination of strong, consistent branding (with hyperlinks to the firm's website, bespoke corporate typeface etc as distinct from a standard Twitter background) and specific accounts for specific purposes. Along with the main corporate Twitter feed, there are separate CSR and jobs tweets.

• For a free PDF copy of the report visit www.intendance.com/2010/09/24/intendance-twitter-report/

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New product launches

Going with the Flo In two week's time, on 10th February, Flosuite is running a free seminar at Microsoft's London offices that will include the launch of FloCase, the company's new, generic, pre-built case management application. The event will also feature the release of FloSuite v7, the latest version of the company's rapid application development framework for configuration of BPM, case and matter management solutions. For more details or to book a place, visit www.flosuite.com/seminar

CCBC submissions eclipsed Eclipse Legal Systems is claiming a first in enabling its users to utilise a more efficient debt recovery claim process. The Northampton County Court Bulk Centre has recently updated its systems to accept CCBC claim submissions via email and Eclipse has now developed an upload solution for users of its Proclaim debt recovery case management software to automate this process. Walsall law firm Lane & Co has worked in tandem with Eclipse in developing the Proclaim upload system and became the very first organisation to successfully submit CCBC claims via the new email channel. John Pitt, head of Lane's commercial collections department said "The new email submission technology means we can upload volume claims much quicker than the alternative process of modem link or floppy disk."

Carpe Diem goes mobile Tikit has announced the release of Carpe Diem Mobile (CD Mobile) the latest version of its time recording software. CD Mobile is scheduled for general availability on 15th February and will be showcased at the *LegalTech* event in New York next week (and we think at the *Legal IT Show* in London in early March). CD Mobile provides integration with Carpe Diem Classic and Carpe Diem Enterprise (formerly TimeKM) on Blackberrys and includes

support for the new Torch device as well as a new management module that provides full reporting/inquiry of time inventory via a calendar view (including drill down capability) directly on the mobile device.

Tikit's David Lumsden said that following the release of Carpe Diem Classic 2010 in December last year, bringing Carpe Diem up to date with relation to the latest Microsoft operating systems and server platforms, the release of Carpe Diem Mobile is another sign of Tikit's commitment to providing existing Carpe Diem Classic and Carpe Diem Enterprise clients with a continuing enhancement programme. Tikit plans to use the CD Mobile release, along with law firm feedback, to further address the mobile time capture market in 2011, including support for other mobile platforms such as the iPhone, iPad and Android devices.

New wins & rollouts

Communications demand Telecoms specialist Total reports a busy few months in the legal sector with demand primarily for Blackberry, fixed line, MPLS network and data connectivity projects, with recent wins including Bell Wright & Co, Dyne Drewett LLP, Rowberry Morris, Wiggin LLP, WBW Solicitors and Harley & Worstenholme. www.total-ltd.co.uk

Chambers merge with IRIS Linenhall Chambers, created this month by the merger of the Nicholas Street and 1 Stanley Place sets, has engaged IRIS Technical Services to handle the infrastructure, server replacement and database amalgamation work.

- Manchester set Central Chambers has migrated to an IRIS Hosted platform. Senior clerk Neil Vickers said it was the combination of a flexible but predictable pricing structure and disaster recovery that prompted the decision.



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Beyond the valley of the consultants

Although the UK legal consultancy scene gives a good impression of being dominated by the Neil Cameron Consulting Group and Peter Owen with Lights-on Consulting, with the two struggling for supremacy like Holmes and Moriarty on top of the Reichenbach Falls, the rest of the sector is currently going through a period of expansion.

Earlier this month the Inpractice UK consultancy announced a change at its Managed Services Consultancy (MSC) joint venture with Professional Choice Consultancy (PCC). Bill Kirby of PCC told the Insider that over the last couple of years he and Allan Carton of Inpractice had seen their work “develop into two separate streams of business that were not as complementary as envisaged at the outset”. While the two consultancies will continue to collaborate on joint projects, Bill Kirby has now taken over MSC and will own and manage it independently of Inpractice.

Meanwhile Inpractice UK has made what Allan Carton promises will be the first of a series of new appointments this year with the recruitment of Damian Griffiths (ex-Eversheds and Addleshaw Goddard) as a senior IT consultant. In addition, Inpractice has formed a new mergers team in response to market consolidation and the impending implementation of the Legal Services Act. The team (which includes Allan Carton, IT specialists Andrew Simmans and Richard Blasdale, as well as HR consultant Rita Maguire) will advise its clients on all aspects of mergers, from high level strategy to the practicalities of consolidating databases.

Then there is the new kid on the block Chris Cann, the former head of IT and finance at Martin Kaye Solicitors, who is now heading up his own IT, management, risk and compliance consultancy. Cann has just launched his Cann-Do case management consultancy package for law firms offering a range of services from strategic consultancy, through to RFIs, ITTs, partner workshops and on to hands-on projects including

➔ train-the-trainer and workflow/template authoring.

Cann says “The ultimate aim of this whole service wrap is to help firms rapidly reap advantage from their case management and legal process systems in terms of improved efficiency, productivity, risk management, compliance, customer satisfaction and profitability. Having witnessed the huge positive impact it had on Martin Kaye, I’m keen to take what I know and apply it to legal businesses looking to make similar strides. Where I hope my offering differs is that I’m not just intending to advise clients on how to do things and then sit back. I want to get hands-on, work at the coalface and make things happen.”

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Litigation support news

iConect's German connection US litigation support vendor iCONNECT Development has expanded its European presence with the appointment of Germany-based IKB Data GmbH (a subsidiary of IKB Deutsche Industriebank) as an authorised legal service provider for the ingestion and review phases of litigation and ediscovery.

www.ikb-data.de

Legastat go 24/7 One of London's longest standing litigation support and document services providers Legastat has opened a new production facility in Cursitor Street, a short hop over Chancery Lane from its famous Carey Street shop. The new 24/7 facility not only provides an increased production capacity for Legastat's traditional print, scan and copy services but also houses their growing electronic document disclosure (EDD) practice. To deal with increased EDD demand from small and medium-sized firms as well as the traditional large litigation players, Legastat have signed a partnership deal with Thomson Reuters which allows them to offer the CaseLogistix document review platform as both a hosted and on-premise offering. They have also recruited litigation support specialist Diarmuid O'Donoghue to head up this area and oversee their expansion.

www.legastat.co.uk

LDM add 5 LDM Global has added two new professional services and three technology specialists to its staff. LDM say the expansion follows the growing demand for its ediscovery services, reflected in last year's 167% increase in turnover.

H7b1 selects Equivio Swiss-based litigation support specialists H7b1 has entered into a strategic partnership with Equivio and will now be using Equivio technology to identify duplicates, near-dupes, capture email threads and assess document search relevance in the ediscovery process.

www.h7b1.com

People & Places

The Italian job Graham Irwin of Irwin Associates is relocating from Hertford to Umbria in two weeks time. He will continue to sell and support the Virgo Accounts package for small law firms.

www.irwinassociates.eu

TikitTFB on the move As of next Monday, TikitTFB moves two miles down the road in Hampshire to new offices at 1590 Parkway, Solent Business Park, Fareham PO15 7AG. The phone number – 01489 609000 – remains unchanged.

Sales move Paul Darby is moving from DocsCorp to join Phoenix Business Solutions as a pre-sales consultant, Natasha Murray becomes an assistant intern in marketing, and Antony Wells won the Account Manager of the Year category at the recent *KnowList Awards* in London.



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Vinasty watch update

Last month's story about arch-legal IT vendor consolidator (CSG/IRIS and all that) Vin Murria's possible return to the sector certainly set the proverbial cat among the pigeons. Since then, opinion has divided into two camps. One says she can never return to this market and besides is too busy with her consolidation projects in the healthcare sector. The other says she has unfinished business and, like Arnold Schwarzenegger in *The Terminator*, will be back. Although we initially subscribed to the former view, we are now swayed by the latter having last week met the chairman of an IT vendor who was invited to dinner by Vin Murria to discuss her acquisition of his company just 24 hours after her non-competition clause had expired.

iManage strong in Europe

Autonomy's iManage platform is continuing to enjoy success across Continental Europe with latest deals including Wolf Theiss, Italian firm Bonelli Erede Pappalardo, German lawyers P+P Pollath and Hekkelman in The Netherlands all investing in document and email management. In addition Plesner in Denmark and Swiss Nieder Kraft & Fray have expanded their implementations with the addition of Worksite Mobility modules.

10 years ago today ...

January 2001 had an interesting start with Russell Shepherd of Capsoft UK threatening to sue *Legal Week* magazine over alleged "serious inaccuracies" in a story relating to the departure of three managers. The dotcom bust claimed another scalp with Law.com/UK closing its London office just two months after its formal launch party. The short-lived venture saw at least 12 people lose their jobs and Law.com's backers lose £1.5million of their investment. And Baker & McKenzie reported that one of its payroll clerks in the US had embezzled \$13million over the previous 11 years. The firm said it hoped to recoup some of the money by auctioning off the fraudster's assets, which included a collection of 400 Barbie dolls.

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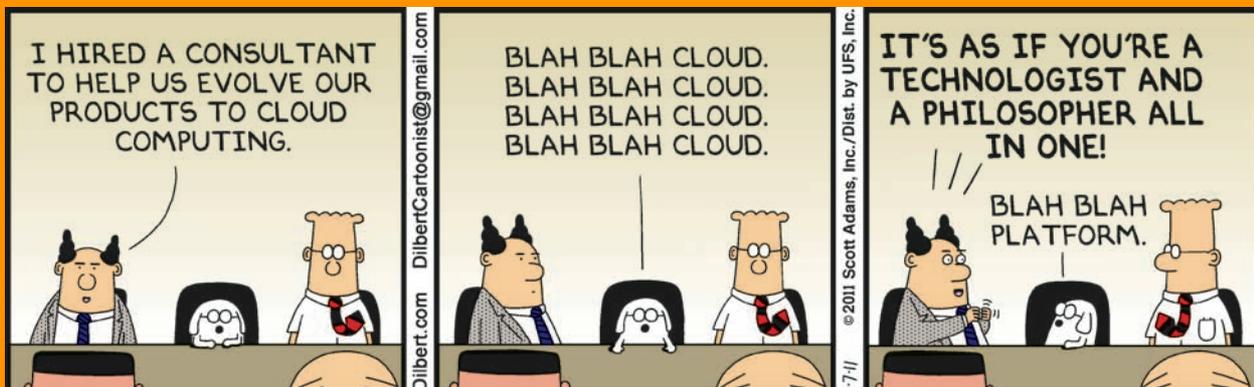
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