Is that email really necessary ?

With law firms and inhouse legal departments currently wondering how to tackle the twin menaces of mobile working and social media, the cloud-based email security company Mimecast has just published a report – *The Shape of Email* – on the current state of business communications.

According to the survey results, nearly two-out-of-three (61%) of incoming emails in the average business inbox can be considered non-essential. Of these, 11% is personal, non-work related, 7% is spam (this is in addition to the junk mail caught in corporate spam filters) and 63% comprises internal, employee-to-employee communications. Of the remaining 39% of messages, 25% of email is considered 'essential' for work purposes and the final 14% is rated as being of 'critical importance'.

The survey also suggests that organisations where staff have smaller inbox sizes are more likely to have higher levels of essential or critical emails because they have sifted out the less essential.

Turning to social media, LinkedIn is the most widely used in the workplace, in 55% of businesses, followed by Facebook (47%). But only one-in-three organisations believe the use of social media has genuinely decreased reliance on email and this 'benefit' is more than undermined by the fact 59% say social media has actually increased security issues, such as the risk of information leaks.

In terms of security generally, while 40% of respondents said their main concerns relate to mobile email and remote access to email by ⇨ web clients etc, there is still far more concern (55%) about traditional email security issues including hacking and viruses.

• *The Shape of Email* is based on a survey of 500 respondents in the US, UK and South Africa. For details visit **www.mimecast.com/shapeofemail**

Strong judicial presence at Chilli ediscovery event

The Chilli IQ **6th Information Management & E-Discovery Summit**, which opens in one weeks' time at the Swissotel in Sydney (19th & 20th June), will have a strong judicial presence.

Confirmed speakers include Justice Bergin, the Chief Judge in Equity of the Supreme Court of New South Wales, who will be covering the recent *Supreme Court Practice Note SC EQ11* on disclosure. Justice McDougall, Judge of the Supreme Court of NSW, will be looking at ediscovery from a judicial perspective. And there will also be a session on computer assisted review and predictive coding, which will be discussing Judge Peck's order in the recent US case of *Da Silva Moore -v- Publicis*.

Other speakers include Browning Marean of DLA Piper US on *Meeting the Challenges of Legal Holds*. And there will also be sessions on how to manage outsourcing and hosted ediscovery, as well as the importance of and how to deal with social media.

Chilli IQ has a dedicated website for the event at **http://ediscoverysummit.com.au** In addition there is a preview of the event by New Zealand ediscovery consultant Andrew King on **www.legaltechnology.com** – see 6th June posting.

• In other Chilli IQ events news... *Asia Pacific Legal Technology Insider* editor Charles Christian has been confirmed as a speaker at Chilli's **7th Lawtech Summit & Awards**. This year the event takes place at the Outrigger Little Hastings Resort & Spa, at Noosa, Queensland. **http://lawtechsummit.com.au/**

May's wins, deals swapouts and rollouts

Sydney-based **Carroll & O'Dea** has gone live on an **Aderant Expert** practice and financial management system. Aderant CEO Chris Giglio said "Carroll O'Dea is another successful implementation in the Asia Pacific region for us, where we are in the process of taking a number of firms live over the next few weeks."

Derek Giles of **Swerdlove** reports that the consultancy has made it into the Australian law firms Big Six, with global 100 practice **Clayton Utz** becoming the latest firm to sign up for the **Chrome River Expense** SaaS expense management service. The firm was previously a **Concur** user.

Winscribe and their resellers **2Go** have secured a trio of new legal sector orders. The wins are with two law firms – Queensland-based **Macrossans Lawyers** (part of the **Hunt & Hunt Legal Group**) with 40 users and Brisbane firm **King & Company Solicitors** with 40 users – and the Sydney-based **NSW Crown Solicitor's Office** with over 300 users.

Corrs Chambers Westgarth has chosed **Bighand** to replace its legacy dictation system. The Bighand implementation will include digital dictation, voice workflow, server-based speech recognition and secure smartphone dictation functionality as well as integration with the firm's **Open Text eDOCS** document management system. The firm's COO Jon Kenton said "After a 12 month analysis of different vendors, we felt confident Bighand would deliver the same standards as we deliver to our clients."

Caseflow reports that its new Acumen Plus case and matter management system for the mid-tier legal market is receiving a positive response. The company's CEO Brian Smith said "It can be challenging to introduce a dramatically new style of interface for a long-standing product to a conservative market but we've delighted to see that Acumen Plus is being well received by both existing and new customers."

Smith said the trifecta of delighting clients whilst controlling costs and creating a satisfying working environment can be a hard nut to crack. But added that the existing customer base was not only upgrading to the new technology but also increasing their overall usage of the product, moving from departmental use to firmwide.

⇨ Smith said the key to success has been the ability to use Acumen as a seamless element within Microsoft Outlook and Word. Firms recently placing orders for Acumen Plus include **Holding Redlich**, **Thomson Lawyers** and **Russell Kennedy**.

AusLSA online carbon monitoring solution

The Australian Legal Sector Alliance (AusLSA), an industry-led association working to promote sustainable practices within the legal sector, has partnered with Greenstone Carbon Management to provide a free online portal for its members to measure and report on environmental impact. The portal uses a tool called Acco2unt to process data on electricity, paper, waste and business travel and then calculate the associated environmental footprint, thereby making it easier to monitor and benchmark carbon emissions performance.
www.legalsectoralliance.com.au
www.greenstonecarbon.com

Christian UnCut : HP Autonomy - what next for DMS ?

Given all the alarms and excursions following the recent announcements of the departure of Mike Lynch, the founder & CEO of Autonomy, and 27,000 job losses at the HP Autonomy group, there has been some manic speculation (and more than a little stirring by competitors) as to what this means for the legal sector generally and the iManage Worksite document management business in particular.

Our sources suggest that while there is inevitably sadness that so many people have lost their jobs within the HP group, the atmosphere at the iManage head offices on Wacker Drive, in Chicago, is one of relief and elation. Here then are my eight reasons why iManage – and its Worksite DMS-using law firm customers – can be cheerful...

(1) It was always expected that Mike Lynch would depart with his £800 million (AU$ 1250 million) after a suitable (about a year in his case) transitional period.
(2) It was widely recognised that the HP Autonomy group was in the throes of a major restructuring. Staff are braced for further upheavals over the next 12 months.
(3) While he was still running the Autonomy business for HP, Lynch was primarily concerned with hitting targets and this meant keeping costs down. But this also meant limits on R&D budgets. (This has been a constant complaint by staff since iManage was first acquired by Autonomy in 2009.)
(4) There are no staff cutbacks in the iManage team. In fact Dan Carmel, who was a VP with the DMS business in its independent and later Interwoven days, has rejoined the company.
(5) Because the iManage DMS business is part of the most profitable division of Autonomy (the Protect division which also includes the ediscovery product line) the business has been green-lighted for more resources and expansion.

⇨ **(6)** The restructuring at HP Autonomy means 'Big Data' products, such as the IDOL search engine, have now been decoupled from the DMS business. This should mean law firms wanting a universal search platform will no longer be forced down the IDOL route.
(7) Despite the hype, Microsoft Sharepoint has so far failed to mount a credible challenge to any of the 'traditional' DMS products (such as WorkSite) in the legal market.
(8) Despite the distractions within Autonomy iManage over the past couple of years, no rival vendor has been able to substantially leverage this to their advantage.
• In related news, last month Phoenix Business Solutions won the *Autonomy Protect Partner of the Year* for its work with the iManage DMS in the EMEA region.

Thomson Reuters launch Westlaw for NZ market

Thomson Reuters has launched *Westlaw NZ*, a new online legal information research service for the New Zealand legal community. Based on the established Westlaw technology platform, the service builds on the experiences of Thomson Reuters' similar services for the UK, US, India, Brazil and Middle East (*Westlaw Gulf*) markets.

The new service is a successor to the *Brookers Online* platform and will also include the FindCase case law product, which currently has over 50,000 searchable judgments from New Zealand's superior courts. Additional features include the ability for users to set-up alerts for new content and create and customise folders to organise, store and retrieve information.
www.westlaw.thomsonreuters.co.nz

Cloud computing a legal rather than IT issue?

Speakers at last week's *3rd MIG Cloud Computing Executive Roundtable* in Hong Kong raised the suggestion that the key factors in determining the success or failure of cloud implementation projects were legal rather than technical issues.

Wayne Moy, IT director for marketing organisation DDB Group, said he looked to the cloud to cut down on costly hardware and software duplication at his company. "We calculated that return on investment would be high and we could get big savings from putting our email in the cloud but when we moved there were lots of problems. Sales staff would say 'we can do all of these things' but when it came to it they either couldn't or there were side effects. You really have to look at the fine print on what they can offer and ask can they actually provide this?"

He said IT managers should get the legal department involved or hire a team with experience of IT projects, to ensure assurances were kept once the deal was signed. "Besides IT related agreements like SLAs, legal items such as who owns the data, country legislative jurisdiction and non-disclosure needs to be addressed in the contract."

Geofrey Master, Mayer Brown's Asia head of the business and technology sourcing practice, said implementation contracts were one of the commonest weakest links in cloud projects. "Cloud is exciting but frequently it's not a case of comparing apples to apples. It's important to peel back any mystery and get back to basics. There's a service provider and a service recipient. You need to go through the same analysis you always do."

Most of the IT directors speaking at the event said their journey to the cloud had begun with baby steps, usually by virtualising some ⇨

⇨ part of their inhouse servers but people and processes were highlighted as typical obstacles.

"A big cultural change has to happen especially among your developer community," said Dev Kohol, executive director of enterprise infrastructure at Morgan Stanley. "They don't understand when you move to a service-oriented delivery model you become more restricted. You can't just call up the local sys admin or database guy and ask them to add this or that feature."

Comment: Cloud computing technology may have matured to the point where it is now just another part of the IT infrastructure but the potential legal and contractual complications are only starting to be recognised. We know several law firms have already migrated back out of the cloud and taken their infrastructure inhouse again because of legal concerns and their dissatisfaction with the quality of service they have been receiving.

Asia Pacific Legal Technology Insider

Asia Pacific Legal Technology Insider is available free of charge as a PDF. To subscribe email subs@legaltechnology.com and include the words 'APAC Insider Subs' in the subject line.

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The next issue (No.5) will be published on Thursday 26 July. To keep up with the latest legal IT news visit the www.theorangerag.com blog or follow @ChristianUncut on Twitter.