



# Shoosmiths roll out Bighand 3

Shoosmiths has become the first major firm to roll out Bighand3, the latest version of Bighand's digital dictation workflow system. Shoosmiths will be rolling out the system – which, it is claimed, puts Bighand well ahead of its competitors in the DDS market in terms of features and performance – to 300 users. The Insider also understands that version 3's features have helped Bighand win all four of the RFIs from top 25-sized firms that have been doing the rounds in recent months. Tughans, one of the largest firms in Northern Ireland, has also rolled out Bighand3 to 70 staff in its Belfast, Derry and Lurgan offices.

## Podcasting first claim

Fisher Jones Greenwood in Colchester is staking its claim to be the first UK firm to offer clients and the public audio podcasts on the latest legal developments. The podcasts are free – all you need is a PC, mobile phone, iPod or similar capable of playing back MP3 files. You can also subscribe to an RSS feed to get notification of new podcasts as they become available. Current topics include podcasts on employment and immigration law.  
[www.i-legal.info](http://www.i-legal.info)

## E-discoverers wanted

Looking for a career change in the New Year? If you have the right skills, there are currently some lucrative opportunities arising in the world of e-disclosure and e-discovery. LexisNexis Butterworths is advertising for an e-disclosure sales consultant on £60k basic plus commission and benefits, while litigation support bureau Trilantic is offering £30-£40k for an e-discovery technical consultant. Full details on the Insider website.

LexisNexis Butterworths has also confirmed that its legal IT initiative – code-named Law Office of the Future (see last Insider) – will shortly launch under the name LexisNexis Partner Point.

## What a difference 2 years makes

What a difference two years can make. The last time it held a European conference, back in 2003 in Barcelona, Hummingbird was at a low point with many users reporting bad experiences with DM-5. Since then the company has turned itself and its products around, with the result that last month's European summit in London was not only one of the best attended user events the Insider has ever seen but also one of the most enthusiastic.

In an exclusive interview, Hummingbird president & CEO Barry Litwin told the Insider the company's renaissance could partly be attributed to a policy of having software development guided by extensive research and feedback from users. As an example, Litwin cited the company's new Blackberry client, where feedback revealed that although many options were technically feasible, all users actually wanted was to be able to automatically profile and check-in email messages and attachments directly into the appropriate DMS folder.

## Newsire relaunch next month

Legal Technology Insider is relaunching its email newswire next month. Called Legal Technology Update, the monthly ezine (another joint venture between the Insider and Legalease) will carry a mixture of breaking news and the management information. The first issue will be published on 10th January and to register for your free subscription email [update@legaltechnology.com](mailto:update@legaltechnology.com)



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## News in brief

### **Sports specialist signs with Laserform**

Manchester sports law specialist George Davies have bought two products from Laserform: the HRnet human resources management system and Laserform's latest LFM 9 electronic forms software. The firm's managing partner Helen Lusby said "Our people are the cornerstone of our business and we believe it is essential to make sure we use the latest technology available to assist with all our HR decision making."

### **Cardiff firm goes with AIM InSight**

Cardiff commercial firm M&A Solicitors has invested in AIM's latest Evolution InSight integrated practice and case management software. The launch of AIM's new DocuMail module means staff will now be able to run the InSight system, including email management, from within Microsoft Office applications.

### **Axxia launches Desktop addition**

Axxia Systems has added a time charging manager module to its Desktop fee earner suite, which should enable easy calculation of posted time in light of increasingly complex charging structures. The module will allow users to create different charge rate profiles, as well as instantly revalue posted time when new charging rules are applied. The addition is expected to reduce administration time as well as payment queries, allowing greater flexibility and therefore profitability.

### **Eclipse put competitors in shade**

Eclipse Legal Systems say that despite the fluctuations the personal injury claims market has suffered in recent times, the company is seeing a resurgence in demand for its PI case management software. The latest signings include a 25 user system for PI and industrial disease specialist Lampkin & Co on Deeside, TJ Legal in Manchester, Greene Wood & McLean in London, Aegis Legal in Altrincham and Buchanan Adams, also in Manchester.

## Canadians buy into UK e-conveyancing sector

The Vancouver-based RemoteLaw Online Systems Corporation has invested £3 million in the UK conveyancing case management systems supplier Easy Convey. Easy Convey plans to use the funds for additional recruitment – including six new sales staff – customer management, product development and marketing.

As part of the deal, RemoteLaw's CFO Martin Johnson has joined the board of Easy Convey. Commenting on the move, Easy Convey's managing director Dominic Cullis said "Canada is probably two or three years ahead of the UK in terms of e-conveyancing, which means RemoteLaw can offer us a peek into the future, whilst also giving us the benefit of hindsight." RemoteLaw was responsible for developing British Columbia's first web-based conveyancing software system. In other news, Easy Convey will be rolling out version 5.0 of its CASA e-conveyancing software in the New Year and has appointed Adam Mangan as its new national sales manager.

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

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

## Merrill to buy Wordwave Inc

The US Merrill Corporation, which is probably better known in the UK as the supplier of the e-Capture electronic discovery system for litigation support projects, is to acquire the Wordwave court reporting and transcription services company for an undisclosed sum. The deal is expected to be completed later this month.

## Managing Partner mag sold

Yet further upheavals in the legal publishing world, with the sale last month of the Ark Group, the publishers of Managing Partner magazine. Ark, who are equally well known in the legal sector for their Lex Connect and knowledge management conferences, have been bought by the Wilmington Group plc, a quoted company that over the past decade has built up a portfolio of business and professional titles and information services, including Waterlows, Bond Solon, CLT and the Solicitors Journal.

Wilmington has acquired 85% of Ark's shares for an initial consideration of £5.35 million in cash, with an option to acquire the remainder. Ark's turnover for the year to 28 February 2005 was £6.3 million, with pre-tax profits of £748k. After the sale of their shares, Henry Anson and managing director Nick Hussey have left the Ark Group.

## TFB in Blackberry JV

TFB and mobile comms specialist MoboTel have announced a joint venture that will allow users of TFB's Partner for Windows case and practice management system to access contact and matter information, as well as time record, while on the move via a Blackberry device. The new system, which has been jointly developed by TFB and MoboTel, will be available from February and offer all the standard Blackberry functionality, including mobile phone, email and SMS texting. MoboTel will also be offering special airtime deals to TFB users.

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

## Don't blame all outsourcers

The last Insider's item on whether time was running out for outsourcing, prompted SoftDesign Services (020 8293 3123) to point out that not all outsourcers have 'hidden costs'. According to sales manager Julian Purser "we believe in being honest and upfront with our customers, delivering a high level of service, centred around their needs not ours!" SoftDesign's marketing manager Holly Cracknell says the legal sector will be hearing a lot more about SoftDesign's expansion plans for managed IT services in the New Year. In the meantime, the company has appointed Dermott Lydon as operations manager.

[www.softdesign-services.com](http://www.softdesign-services.com)

## JGR go with Executive Office

London commercial practice Jeffrey Green Russell has selected Aderant's Expert Executive Office Budgeting system to automate its budgeting process and, in the words of managing partner Clive Whitfield Jones, help the firm "move away from a spreadsheet-based approach to business planning".

In other Aderant news... The Insider has learned that Aderant declined to participate in the final tender process for the recent DLA Piper contract (see last Insider) because it felt the firm had already decided its main options were either a full-blown ERP solution or an expansion of the Elite PMS being used by the US side of the firm. And, congratulations to Simon Price, one of the industry's more affable characters, who has been nominated for personality of the year in the Legal Technology Awards. Voting closes on 12th January.

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

## Changes for Bar IT

Users of the Formation Software (0116 225 2000) InQuisita Law package barristers chambers administration system, can now enjoy an additional invoicing functionality. First developed for Essex Court Chambers but now available as an integral part of the IQL system, the new invoicing element has been designed to complement the rolling fee note system, so chambers can supply additional invoicing data tailored to meet the specific requirements instructing solicitors.

In other IQL news... Regency Chambers, which is based in Peterborough and Cambridge, has become the latest set to implement an IQL system. And, Formation Software has created an IQL user group that will meet on a quarterly basis. Founder members include Exchange Chambers head of IT Michael Knibb Head, Christopher Berry, the senior clerk at 11 Stone Buildings and Vince Plant, representing Fountain Court. Formation's Inquisita system is now effectively the only alternative to the Mountain Meridian system in the barristers software market.

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

## 5 wins in a month

Linetime seems to have bucked the trend, reported in last month's Insider that most High Street systems suppliers can nowadays count themselves lucky if they get just 10 new orders a year, by picking up five new sites in just one month. The biggest win was Canter Levin & Berg of Liverpool, who placed an order for a 200 user Liberate practice management system after meeting Linetime at a Law Society financial management seminar. The other wins were Dickinson Wood in Doncaster, who also ordered case management, Sharpe Pritchard in London, LG Williams & Pritchard (no relation) in Cardiff and Doncaster start-up firm Glyn Jones & Co.

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## People & Places

### Say hello...

This month we say hello to **Ian Lauwerys**, who has just been appointed IT director at **Kennedys**, where he will be responsible for the firm's 25-strong IT support team. Lauwerys, who has spent the last couple of years as an independent IT consultant, was previously the IT director of Russell Jones & Walker. Hello also to **James Rowe**, who has joined the soon-to-be-renamed software supplier **MSS** as regional accounts manager; to **Andrew Leonard**, who has been appointed the marketing manager for the European operations of **nSynergy** – the company has also relocated to 80 Fleet Street, London EC4Y 1DH (020 7060 1310); and to **Simon Eappariello** (aka Fonzie) who has joined **Lightspeed Systems Europe** to manage their consultancy and technical support teams. He was previously the IT systems manager at Richards Butler.

### Goodbye

After eight years working with the InterAction CRM product, including nearly five years with what is now **LexisNexis Interface Software**, most recently as European business development manager, **Sarah Worsfold** is moving on. She says she has "a few irons in the fire" and we wish her well. Also moving on at the end of this month is **Timeslice** marketing manager **Mark Oliver**, who is quitting the legal IT world to focus on running pubs.

### And hello again

And it is deja vu time, with Eliza Hedegaard rejoining Tikit from Cryoserver, this time with responsibility for email archiving systems now Tikit has become a distributor for Cryoserver's email archiving compliance system.

## The Insider Jobsboard

Looking for legal IT staff? The Insider Jobs Board has the best choice available in the UK. Post your vacancies free of charge by emailing [jobs@legaltechnology.com](mailto:jobs@legaltechnology.com)

## New supplier creating waves

While many of the smaller digital dictation suppliers seem to have fallen off the radar in recent months, one company whose name is cropping up more and more in tenders is Birmingham-based SpeechWrite Digital (0121 236 2626). Set up by former Dictaphone UK sales manager Andrew Davies, the company is now a supplier of Grundig hardware and Dictaphone software, including the latter's Enterprise Express system, however the company can also supply most other makes of DDS recorder. Davies says the typical user is a small-to-mid sized firm, with 20-to-60 users, that needs some workflow functionality on top of standard digital dictation facilities but not a full server system. SpeechWrite currently has about 30 law firm sites. [www.speechwrite.com](http://www.speechwrite.com)

## Digital dictation news in brief

### South-West firm rolls out Nflow

WBW Solicitors, in the South-West of England, has begun rolling out Nflow DDS to 60 users across its five offices. A later phase in the project will also see the DDS software being used by mobile and home/office users.

### Outsourcing helps keep legal aid firm in practice

According to Chris Wilson, a partner with London legal aid practice Hereward & Foster, the firm's recent decision to outsource its dictation transcription to Voicepath "not only allows us to keep our costs under control but it is also solving several problems we had as a firm. Tight margins and recruitment problems meant a lot of our fee earners had to do their own wordprocessing, which wasn't a good use of their time." The firm, which has also outsourced its legal cashier service, selected Voicepath for two main reasons: because it was a UK-based service, so they could expect a good standard of English, and because Voicepath transcriptionists are experienced legal secretaries.

### Winscribe integration with new SpeechMikes

Version 3.6 of the Winscribe DDS can now be fully integrated with Philip's latest generation of SpeechMikes, including the Pro Plus range which have four extra programmable function buttons. Winscribe say the main benefit to lawyers is they can minimise the dictation module appearing on screen, so they can then see and refer to any other documents on the display.

### DPS dictation now available on web and Citrix

DPS Software's TeamTalk digital dictation system is now also available as a product that can be delivered over the internet or on a Citrix thin client basis.

## Project Eagle's wings get plucked

For an insight into the weird and wonderful ways that governments squander taxpayers' money on half-baked IT projects, the saga of Project EAGLE takes some beating.

It began as a joint venture three years ago between the Legal Services Commission and two West Midlands Citizens Advice Bureaux to create a web-based system that would help non-legally qualified advisers give clients advice on employment law. Some £650,000 later, the team had created what has been described as a 'highly acclaimed' prototype version of EAGLE (Electronic Advice Guide for Legal Enquiries) that could also handle the administrative side of enquiries 'in less than half the time normally taken'. So far so good but, just as the champagne was being opened, the LSC announced that the project was being mothballed until more funding could be found to create a full production version of the system.

Apparently one of the problems is that although EAGLE highlighted the potential benefits of such a system, there are already other organisations developing similar systems, so LSC funding has been diverted to projects with a higher priority. Among the rival systems is TIGER (Tailored Interactive Guidance on Employment Rights) which has been developed by the DTi and the advice service ACAS. Perhaps the real lesson here is government departments should spend less time dreaming up catchy acronyms for their projects and more time talking to each other?

[www.projecteagle.org.uk](http://www.projecteagle.org.uk)

## Poll: we want Blackberrys

For last month's poll, we asked readers which technology they had found the most useful over the past 12 months: digital dictation or mobile email devices such as the Blackberry? The results were the most clear-cut we have to-date, with 60% opting for the Blackberry and only 40% voting in favour of digital dictation. Perhaps the gold rush days of the digital dictation boom are coming to a close?

This month we ask what has priority in your 2006 IT budgets: Microsoft .NET, email & online security or upgrades to/new legal software applications. You can complete the readers poll via the Insider website.

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

## News in brief

### New chair for Axxia user group

Jill Wiseman, the IT manager at Porter Dodson has succeeded Farrer & Co's Andrew Mills-Baker as the chair of Axxia Systems' national user group. Wiseman was one of the first people to test Axxia's Arista system when it was launched back in the early 1990s.

### Australia/HotDocs - 351 not out

Home Wilkinson Lowry has become the 351st Australian law firm to sign up for Capsoft's HotDocs document assembly software. The 190 user firm has taken an unlimited site licence for the product.

### UTBMS seeking views on LEDES

After its recent general meeting in Washington DC, the UTBMS (uniform task based management system) working party has begun holding exploratory meetings with the legal industry's other main e-billing standards organisation – the LEDES Oversight Committee. As a result of these meetings, there are now plans to merge the two groups, with a goal of finalising relations by February 2006. If you have a view on this subject, email Brad Blickstein immediately at [brad@blicksteingroup.com](mailto:brad@blicksteingroup.com)

### Calvis to resell PDF creation software

Calvis, the PISCES and real estate systems integrator, has become a reseller for the Australian DocsCorp's pdfDocs range of PDF document creation and processing software. The basic pdfDocs system, which can be integrated with third party DMS and CRM software, allows users to create tamper-proof PDFs from any application. However Calvis will also be reselling the new pdfDocs OCR Server application which enables any document image from a scanner, fax or DMS to be converted into a fully text-searchable PDF or Word document.

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

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## Online news in brief

### Lawfinder now free to browse

Infolaw has opened up its entire Lawfinder database, which provides links to over 100,000 UK legal documents, to free to browse access. Full search access and use of the Lawfinder web feeds remain available only to subscribers.

[www.infolaw.co.uk/lawfinder](http://www.infolaw.co.uk/lawfinder)

### High speed access from LOL

Legal market specialist ISP Lawyers Online has launched a service offering high speed broadband with download speeds of up to 24Mb and uploads of up to 1.3Mb for firms who find conventional broadband cannot cope with their network traffic.

Prices start at £30 a month.

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

### New online fraud prevention service

Data Validation Services has launched an online insurance fraud prevention service – the DVS Register – targeted at personal injury work. This is a subscription based clearing house providing access to data that will help PI practitioners authenticate the identity of claimants and identify bogus claims. A free CD is available containing a presentation of the DVS service, for a copy call 0151 235 8549.

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

## Buzzword corner: splog

What do you get when spammers create bogus blogs to promote their shady products, services and scams? Answer: a splog. In fact according to one legit blogger organisation, we are witnessing a 'spamalanche' with up to 13,000 bogus blogs being launched each weekend.

## Insider web searches

Don't forget you can search the entire Insider website archive. Of the 620 searches recorded last week, the most frequently searched phrases were 'Axxia,' 'Baker Robbins' and 'Lightspeed Systems'.

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

## Bevan Brittan source new comms network

Bevan Brittan has awarded Bailey Teswaine (0800 028 2229) a contract to provide a fully integrated communications network that will link the firm's London, Birmingham and Bristol offices, as well as provide a platform to support hot-desking, flexible employee working and all calls, to 700 extensions, transferred nationwide through a single virtual office.

The solution Bailey Teswaine is providing includes a Mitel 3300 telephony system, a data backbone provided by Hewlett Packard's ProCure Networking division and Mitel 5235 handsets, which have touch-screen facilities and can also convert email and fax messages into voicemail. Work at the London and Birmingham offices is already completed and the project in Bristol is being timed to coincide with the firm's move next year to new head office premises.

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

## The move saga - goodbye BT

After the piece in our last issue about the Great Insider Relocation Saga, we had a number of readers ask if they could have the dead horse. Although they included a marketing consultant who wanted to leave the head in the bed of one of the partners at Speechly Bircham, the most frequent request was from other people who were also having problems with their BT broadband connection.

Sadly the horse has moved on to a new career in canine catering. So what of our own experiences with BT? We left off last time with BT still trying to provide us with a 2Mb download service. This was subsequently modified to 1Mb and finally to 512Kb link but still they could not provide a reliable – as in on more times than it was off - service. However in one of those brief happy moments when we did have internet access, we were able to surf for alternative providers and came across LinkSuffolk (07798 745332) who are a wireless internet service provider (WISP) operating within rural East Anglia.

Basically, if you are within a 10 mile line of sight radius of any of their three telecommunications towers, they can put you online. Sounds too good to be true? We contacted them and within 48 hours they had carried out a survey, installed a dish on our roof, provided a new router and were providing us with a 24/7 2Mb download and upload link. It may cost a bit more than BT's service but it works.

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

# New legal graphics tool

Gavel & Gown (01905 798087), who are best known in the UK as distributors of the Amicus Attorney and PCLaw systems, have diversified into the litigation support market after picking up an exclusive distribution agreement for the SmartDraw Legal Solution. This is a graphics package that has been specially developed for the legal market – and is backed up by a library of templates and drag & drop symbols – to simplify the creation of charts and diagrams for use in contentious and non-contentious legal work.

Potential applications include accident reconstructions, estate planning diagrams, organisational charts, medical diagrams and event timelines/flowcharts. This is an interesting diversification for Gavel & Gown and one that the right firms could find very useful. There are plenty of examples on the website and finished diagrams can be cut and paste into applications such as Word and PowerPoint.

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

# Litigation support news

## LDM offering ‘OCR on steroids’

The lit support bureau LDM (020 7613 1160) has added the Synthetix linguistic pattern search tool to its product range, for firms who need to quickly locate evidence buried within large volumes of electronic documents. LDM co-founder Chris O’Reilly said the best way to visualise linguistic pattern searching is as “OCR on steroids”. LDM, which celebrates its 10th anniversary in January, is currently involved on e-discovery projects in Germany, Singapore and Sydney, as well as in the UK. O’Reilly said the message seems to be finally sinking in that traditional document review methods are no longer appropriate with digital data. He cited one recent project where a firm had five people reviewing a 640Gb file and after six months were still only half way through, whereas when e-disclosure technology was used the whole project, including a metadata review, was finished in five weeks.

## Norton Rose selects Datalex

Norton Rose has selected Datalex (020 7324 6150) to provide litigation support services, including imaging and coding work, to complement the activities of the firm’s own litigation support facility. Norton Rose already runs the FTI Ringtail Casebook system.

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

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## Last minute flurry of activity in KM sector

After a relatively quiet year for knowledge management systems, 2005 has ended with a flurry of activity. Withers has purchased Tikit's web services module to customise the interface to the firm's KM software – Tikit's KnowHow System (KHS). The web services module will allow the firm to create customised front-ends to KHS to meet the needs of different departments, such as corporate, family and litigation. In a second Tikit KM deal, Mill & Reeve has purchased Tikit's SmartMonitor to provide reports and usage statistics on which of the firm's know-how documents are most frequently used and by whom.

In the US, Shearman & Sterling has selected Recommind's MindServer Legal to power the firm's internal search functions. The system will be used by some 1000 lawyers in 19 offices on four continents. The Insider has also learned that Eversheds, which recently placed a major order with Hummingbird for a DMS, has turned to Interwoven to supply the firm's new website content management system.

## Back from a Chinese walkabout

Alan Richardson of Norwel has returned from his latest charity fundraising long distance walk – which took him 120 kilometres and some 167,000 steps along a section of the Great Wall of China. He survived, despite a staple diet of Pak Choi (in effect stewed cabbage) and having to make a return flight across central Asia via Aeroflot. You can find photos and a full commentary on the web.

[www.norwel.co.uk/china.htm](http://www.norwel.co.uk/china.htm)

## Biographies with a difference

We are used to seeing potted staff biographies in vendor newsletters but those appearing in Knews, published by the New Zealand KM consultancy Know Where were a little out of the ordinary. For example Mark Thomas (Capricorn) is frightened of sea snakes and Komodo dragons. Kaye Lally (Pisces), whose hobbies include Scottish country dancing, says the best advice she's ever received is 'You're a long time looking at the lid'. And Anna Palmer (Cancer) – biggest fear New Zealand drivers – lists her hobbies as yoga, drum & bass and taxidermy!

[www.knowwhere.co.nz](http://www.knowwhere.co.nz)

## 10 years ago today...

Stories in the Insider in December 1995 included: should Windows 3.1 users upgrade to the then brand new Windows 95 system or wait until Windows NT became available? It was also decision time for members of the Lawyers PCW Club – was Amstrad's latest proprietary PCW computer a good buy or should they say goodbye and opt for standard PCs? And, staff at Rowe & Maw faced their own dilemma, namely should they go in costume when they attended the firm's Christmas thrash, which was being held at a Star Trek exhibition at the Kensington Science Museum. Beam me up Santa.

## Carols for lawyers

What to buy the lawyer who has everything? How about a copy of the new CD *You Don't Wanna Cross Santa* composed, performed and produced by US litigation attorney Lawrence Savell. Described as a collection of 'humorous lawyer holiday rock 'n' roll songs', it contains such tracks as *Bill Those Hours*, a parody of *Jingle Bells*. You can find more details on the LawTunes website

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

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