

# legal*i* insider

## Top stories in this issue...

- ▶ Freshfields selects DW Reporting pricing tool p2
- ▶ kCura: UK war with hosting partners? p2
- ▶ ITS launches 'rapid 3E' service with CSN p5
- ▶ All the latest wins & deals p7
- ▶ Top web stories in May p10
- ▶ RBRO says goodbye to head of AsiaPac p12

## ▶ Litera: Patent claims against DocsCorp dismissed

Litera Technologies' legal action against DocsCorp for alleged patent infringement has ended with all claims being dismissed 'with prejudice', meaning that Litera cannot pursue any further claim over the patents in dispute.

The claim, which was brought in March 2015 alleging that some of DocsCorp's products infringed Litera's patents relating to document comparison and removing metadata from documents, saw DocsCorp turn to an insurance policy that covers it for litigation.

Litera has become known in the legal technology world for its aggressive stance on patents after action including a long running patents claim against Workshare, settled in September 2014, which culminated in Workshare agreeing to license Litera's patents 7,895,276 and 8,060,575. That dispute related to patents over scrubbing metadata at the server – Workshare's Protect Server product.

Patents for core technology provide a recognised mechanism to exclude competitors from making, using or selling patented technology. However, inter-vendor patent litigation is still not widely practiced in the clubby legal technology market and in the UK, buyers typically still take a dim view of it.

Jan DeCerce former IT director and COO of Lewis Silkin and now information technology consultant at DeCerce Consulting said: "When I was an IT director I put in DocsCorp – being fully aware of an impending law suit. I believed then that Litera trying to stifle competition by threatening law suits was a poor move so went ahead with DocsCorp. But my key issue with the whole thing is that I really don't like seeing vendors sue each other because the money they spend on lawyers could be far better spent on product development."

Without insurance, the outcome for DocsCorp could have been very different: litigation, particularly in the US, is notoriously expensive and a vendor's ability to defend a claim is often limited to the depth of their pockets.

*LITERA CONTINUES ON P.3*

## ▶ CMS rolls out Enterprise after three-way merger

CMS in May rolled out Thomson Reuters Elite's sunsetted practice management system Elite Enterprise across the firm, following a three-way merger with Nabarro and Olswang, which are both Elite 3E clients.


The move, said by CMS to be driven by its need to achieve merger within a six-month period, saw the combined suite of Enterprise applications released to the finance and business support functions on 15th May and to the wider business on 22nd May.

Elite announced in 2016 that Q2 of 2016 would see the last packaged enhancement release for the Enterprise platform. Bug fixes will end 31 December 2022. Elite will continue to provide phone and portal support for all versions of Enterprise as customers plan their progression.

A spokesperson for CMS said: "Elite will confirm that whilst future development of Elite Enterprise has ceased, Elite Enterprise will be supported for later versions until 2023."


One key factor in the decision is that CMS' workflow is heavily integrated with legal process outsourcer Integreon, which can be expected to complicate any roll out of 3E.

*CMS ROLLS OUT ENTERPRISE CONTINUES ON P.5*



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## ► Freshfields selects DW Reporting pricing tool

Freshfields Bruckhaus Deringer has selected DW Reporting's pricing and cost management tool Evaluate, we can reveal, after a pitch saw the London-headquartered company see off seven competitive pricing solutions, with Freshfields becoming by far its biggest client to date.

Evaluate was launched 18 months ago as an extension of DW Reporting's business intelligence and data analytics offering.

Searchable against any aspect of a client or matter, the web-based application extracts time and rate structures from earlier deals, enabling lawyers, who are still notorious for their 'back of a fag packet' estimates, to give more accurate quotes and monitor progress.

Practice management system agnostic, at Freshfields Evaluate will integrate with Thomson Reuters Elite 3E.

Speaking to Legal IT Insider, DW Reporting's founder and global managing director Dan Wales said: "When it's time to engage either at inception or during an introductory conversation and the client asks how much it will cost, Evaluate will tell you who charged how much and at what phase, based on current information in the practice management system and historical data. It will say 'you're quoting £10m but did you know you've run the last 10 similar deals at £15m and you're going to lose money?'" Evaluate also enables firms to monitor the level of seniority of fee-earners engaged in certain tasks in the past, in order to work out if costs savings can be made by more appropriate staffing.

DW Reporting has in the last 12 months signed up 10 firms to Evaluate, which tracks the matter as its progresses to ensure that fee-earners are adhering to financial targets and caps.

The move by Freshfields, which at 2,200 lawyers globally is significantly larger than DW Reporting's next largest client to date, can be expected to be a game changer for the company, which was founded in 2013. Wales said: "For a firm like Freshfields to put their trust in us is incredible."

Evaluate competes with the likes of Prosperware's Umbria Pricing, Budget, Business Intelligence & Analytics. It is part of a stable that includes Quantum Enterprise BI and Assign Managed Reporting services, with over 70 clients globally.

## ► kCura: UK war with hosting partners?

kCura's recent decision to bring the UK launch of its SaaS eDiscovery platform RelativityOne forward to the summer of 2017 is not intended to create a war with its local hosting partners but, according to at least one senior figure in the industry, that is precisely the effect it will have.

The eDiscovery leader announced at its London Relativity Fest at the end of April that RelativityOne will be available in an Azure data centre in the UK in 2018, but it has since expedited that and the cloud solution will be available in a matter of months.

Behind the scenes, kCura has been growing its London team, including in March hiring Duncan Morley from Millnet, which was acquired by Advanced Discovery in January. In the last 12 months, kCura has added six new people to the London team across support, customer success, solutions, and sales.

The move is a natural progression for the Chicago headquartered company, not least because the UK is its second largest market outside of the US and that London is home to its EMEA office.

However, it will undoubtedly put pressure on the sophisticated network of UK hosting partners that kCura has built up to deliver its until now on premise eDiscovery solution.

To date partners that provide data hosting have had to buy, install and maintain their own infrastructure – charging a premium to companies that need eDiscovery services as a result.

Going forward the hardware and software are all available within RelativityOne, prompting one adviser to say shortly after Relativity Fest: "kCura doesn't see this as a war with its hosting partners but it is. The small ones exist on hosting but kCura is hosting its own data centres and I expect it will be able to do it more cheaply and pass on those savings."

Asked if kCura is entering into competition with its partners, vice president of international, Steve Couling said unequivocally: "No, we're not. e-Discovery is a complex industry, and software and services will always go hand-in-hand."

He adds: "With RelativityOne, our partners can take better advantage of the expanding e-discovery services market by focusing on their differentiators – their core capabilities and services – rather than Relativity upgrades, or setting up and managing infrastructure. Additionally, we'll also continue to support the on-premises version of Relativity, and we see having the choice to leverage a hybrid offering of RelativityOne and the on-premises product as a major benefit for end users. We're actually developing new functionality that facilitates the hybrid approach, such as a unified workspace portal, where end users can log in, see all of their Relativity workspaces, and access any of them, whether they're on-prem or in the cloud."

KCURA CONTINUES ON P.3

KCURA CONTINUED FROM P.2

One of the first to become a designated RelativityOne certified partner by kCura is JND eDiscovery, a subsidiary of JND Legal Administration, which was announced on 11 May prompting Couling to say: "Many of our partners see the benefit and flexibility that a hybrid or cloud solution can provide, and in the U.S. we already have partners offering the platform, such as JND, who announced it just last week."

At Millnet, one of only two Orange level Relativity hosting partners in Europe, which was acquired by Advanced Discovery in January 2016, UK managing director Julia Chain said: "We have years of experience of how data needs to be collected and what makes sense in the context of your investigation. We've built defensible tools on top of the Relativity platform - tools that are not available as part of the Relativity offering, which is a wonderful enabler. And there are potential privacy issues that will require sophisticated analysis and always require expert vendors."

It is likely that the commoditised portion of Millnet's eDiscovery work will be impacted, and that goes for all of kCura's hosting partners. But Chain adds: "You can download a basic will off the internet but if you need something more complex then you will ask a lawyer for help. We will always offer commoditised work but our focus is becoming more on providing a managed, end-to-end service where the client no longer simply buys so many gigabytes of data to process but asks for a more sophisticated approach. We help clients take a more strategic approach to managing data in litigation or a regulatory investigation and data mapping is a key area of focus - we are now providing far more pre-emptive advice helping clients get their data ready so when GDPR comes into force or a Dawn Raid or investigation hits clients are ready - they know exactly where and how their data is stored: it saves a huge amount of time and cost in the long run."

One senior eDiscovery adviser says: "The most overused term in the next 12 months will be 'managed services', as companies like Millnet say they have solid project management skills and that Relativity is important but that they are not making their living on hosting and processing fees."

But he added: "Some of the smaller companies that do make their money from those margins are doing to find life difficult."

The eDiscovery market is already under pressure from increasingly demanding clients who want either highly specialist eDiscovery services or a truly global capability – or both - sparking a wave of consolidation and flux over the past 18 months. The latest is Altep, a best in service Orange Relativity hosting partner, which at the end of May was acquired by Advanced Discovery.

Whether it means to or not, the launch of RelativityOne in the UK may well accelerate that trend.

## ► Litera: Patent claims against DocsCorp dismissed

LITERA CONTINUED FROM FRONT COVER

In an email sent to clients and seen by Legal IT Insider, DocsCorp founder and CEO Dean Sappey said: "DocsCorp's development plans to improve its products and invest in new technologies were, and are, unaffected by this suit. Some of you may be concerned that this has diverted our revenues from software development to paying for the defense of the law suit. I can happily report that DocsCorp has spent no money at all on these procedures – we understand the value of insurance. Rather, we have significantly increased our spend on software development throughout the period of this action."

Litera's president Paul Domnick, who declined to comment on the action against DocsCorp said: "Litera prides itself on innovation and has always been willing to license patents to companies who have interest. Advancing technology is not stifled by protecting intellectual property, in fact innovation is what raises the bar for all of us." DocsCorp declined to comment.



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## ► CMS rolls out Enterprise after three-way merger

*CMS ROLLS OUT ENTERPRISE CONTINUED FROM FRONT COVER*

The spokesperson added: "In addition, as part of the combination planning – we have agreed a "Best of Breed" program that may result in a migration of the combined entity onto a new instance of 3E that has been specifically designed and constructed to be suitable for use by a global law firm.

"This is a planned and strategic approach, we have one of the best and virtualized support structures around the existing systems and their integrations that allows us to instantly jump to supporting the entire new firm from locations including India, Romania, Edinburgh, Sheffield and Manila in the best interests of our clients and fee earners."

The approach by CMS was decided and endorsed by the three firms, Elite and Opes Consulting, which is an Elite 3E and Enterprise partner. The spokesperson said: "One final point to note is that we could not have moved to 3E in six months and neither Olswang nor Nabarro's 3E was fit for all three firms without risk to client records."

The move is a blow to Elite, which is investing in significant resource to help law firms convert from Enterprise to 3E. But one IT director who was recently involved in a major merger said: "It doesn't surprise me at all. It will give the merger time to bed in before they start a complex practice management system roll out."

## ► ITS launches 'rapid 3E' service with CSN

A new partnership that says it can roll out Thomson Reuters Elite 3E at a 40% cost saving to law firms has been formed by Information Technology Services (ITS) and creative-syndications.net (CSN), with the pair's first engagement of a 900-user firm running on time and to budget.

The partnership, which will leverage CSN's extensive experience of Elite and ITS' contact base, has been brokered by ITS director Justin Edwards and CSN director Sean Mollison. It comes as a number of firms are looking to move off Elite Enterprise, which is in the process of being sunsetted.

CSN is an umbrella name for syndicate teams that work in London, South Africa and Beirut within the same cloud-based infrastructure and collectively cover all project resource requirements, applications and development work.

Together with ITS it promises full life cycle design and rapid deployment of 3E, largely thanks to CSN's 'phase zero' consultation model and the ability to avoid coordinating multiple different suppliers. Mollison says: "Normally people negotiate, sign the contract, and a couple of days later introduce a project manager. Our team is already involved by the time you sign the contract and there are already multiple streams underway to get your contract away within a couple of weeks of contract signature."

The work done during phase zero comes at a stage when a law firm will typically have decided on 3E but are yet to negotiate on price. Mollison said: "What your average law firm wants to do in between signing and buying is use that time to negotiate; they play brinkmanship, then sign, then do the customisation, which may not come in for months.

"We say we do all that before you sign. Yes, clients say they are giving away a trump card but the point is that the amount of money you save from doing brinkmanship is not necessarily going to be a lot and the real value you save is doing the preparatory work."

He adds: "A lot of clients have another solution to help with new business intake whereas our team builds it into 3E using the platform – but you need someone who really knows the system."

For ITS, which placed Mollison at Elite in 2005, the move is a progression from its managed services desk model, as it continues to focus on breaking the mould for IT recruitment. As well as introducing CSN to its clients it will be instrumental in building the right teams in return for a percentage of the project fee. Edwards says: "We have tons of clients who are looking into an Elite team and who are worried about a squeeze on resources. Resources are going up in price and I thought 'how can we do something better than just recruit people?' Twenty years ago, ITS formed to supply tech staff to law firms, then managed teams and we've led the way. This is the next level.

"My clients are worried about not having any room to manoeuvre. Sean offers cheaper resources thanks to being offshore but he overpays his staff. This is a no-brainer."



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## ► What's hot & what's not: wins & deals

**ELITE v ADERANT** In a major loss to Thomson Reuters Elite, leading AmLaw 100 firm **Cleary Gottlieb Steen & Hamilton** has selected **Aderant Expert** over its current Elite Enterprise practice management system. The top 25 global law firm, which is a longstanding Elite client, becomes one of Aderant's largest client wins in terms of revenue. Leading Midwest firm **Frost Brown Todd** has also expanded its relationship with Aderant. According to the firm's CFO Jacob Morvay "Aderant's product development recognizes long-term trends in the legal industry and consistently develops solutions to meet these needs."

In North America, four more firms have made the decision to migrate from **Thomson Reuters Elite Enterprise** to **Elite 3E** after a competitive pitch that in each case included Aderant, as Elite continues its battle to retain and convert customers from the sunsetted practice management system. The firms are: **Michael Best & Friedrich LLP**, Chicago insurance law firm **Clausen Miller PC**, **Smith Amundsen LLC** in the Midwest, and Vancouver-based **Alexander Holburn Beaudin + Lang LLP**.

In the UK, Elite has scored to competitive swapouts. **Brabners** in the NorthWest becomes the 50th EMEA law firm to select Elite 3E as its enterprise and financial management platform, swapping out its legacy Lexis Axxia system. And, **Barlow Robbins**, has selected multiple elements of the Elite Enterprise Business Management Solution, including 3E, MatterSphere, and Business Development Premier to replace its legacy Advanced Legal system.

**COMMENT:** As one of our readers pointed out on the Insider website... Aderant is now selling Expert to global firms although the historic criticism was it wouldn't scale up. And Elite is now selling 3E to national and regional firms, despite the historic criticism it wouldn't scale down. Confused?

**PLANET IMANAGE** A lot of news emerging this month relating to the **iManage Work** DMS platform: Having announced its decision to move its circa 1500 users to the iManage Cloud earlier this year, AmLaw top 50 firm **Baker Botts** has now gone live, with the implementation taking exactly 90 days.

Danish commercial law firm **Lundgrens** has selected **Ascertus Limited** as its vendor of choice for support and maintenance of the iManage Work system.

In an example of how the iManage Cloud is opening up iManage Work to far smaller law firms than has been its traditional client base, specialist London firm **Darwin Law**, which opened in September 2014, has selected **Tiger Eye** to complete its document management system implementation,

delivered via the iManage Cloud. Elsewhere, **Tiger Eye** (hear them roar) has won two significant iManage maintenance and support deals in the wake of Tikit's announcement it is no longer providing software support to iManage customers. The deals are with commercial law firms **Devonshires Solicitors** and **Memery Crystal**.

**Thomson Snell & Passmore LLP** has gone live with its iManage Work-based information and data management solution implemented by **Phoenix Business Solutions**.

**Tikit** have been employed by **Browne Jacobson** and **Addleshaw Goddard** for iManage projects.

**UK & EMEA Luminance** is in the spotlight with a series of AI/machine learning deals including Iberian giant **Uría Menéndez** which is using Luminance's technology to improve the efficiency of its contract review process on multilingual projects. **Santiago Gomez**, IT Director at Uría said "We have done a lot of research on different AI technologies, AI vendors, and also at universities where the basic AI research is taking place. We believe that, at this stage, Luminance is one of the very few companies in this market that has a clear idea of what AI can do for legal and has a product to demonstrate it."

In other Luminance deals: asset manager **Arcadis** is the first deployment of Luminance tech beyond the legal sector and is being used to improve its legal document review and management processes for private equity and sovereign wealth fund clients. And Spanish independent firm **Pérez-Llorca** has also signed up for the Luminance machine learning-backed contract review tool and will be using it for M&A due diligence.

**RAVN** Systems has also had a good month with its AI, KM and machine learning products. The Danish **Djøf** organization, a professional union body for lawyers, law students as well as business economics, social science graduates and students, which has a database of tens of thousands of employment contracts, needed an innovative way of locating them in addition to specific data within these contracts. RAVN ACE will help Djøf to automatically search, compare and contrast as well as extract specific information from their contracts, providing an instant understanding of key terms, further improving and streamlining their service to their members.

In other deals... **Simonsen Vogt Wiig**, a leading commercial firm headquartered in Norway, has selected RAVN Extract to improve efficiencies and consistency of review for due diligence matters. **Homburger**, one of the largest Swiss law firms, has selected RAVN Connect Enterprise as part of a wider project to further transform the overall search and research experience for the firm. And **Uría Menéndez** is collaborating with RAVN Systems to enhance RAVN Extract by creating a Spanish due diligence robot.

WINS & DEALS CONTINUES ON P.9



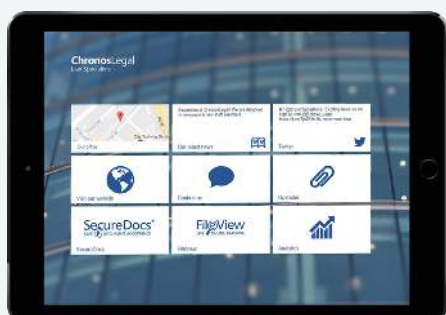
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WINS & DEALS CONTINUED FROM P.7

**Osborne Clarke** has become one of the first firms to implement the new **Intapp Open** experience management system, which is billed as being able to help law firms engage with clients in terms of understanding their big picture objectives, improving their business development and ability to cross-sell.

In a "six figure deal" Scottish solicitor and estate agent firm **Drummond Miller** has selected the Proclaim practice management system from **Eclipse Legal Systems**, in a win that will see the practice management system vendor adapt its workflows to accommodate legislative requirements in Scottish law. To cater for the variety of work areas within the practice, preconfigured case management modules will be rolled out firmwide for the conveyancing, private client, medical negligence, family law and probate teams. New Liverpool-based personal injury claims start-up **HEDS Law** has also selected the Proclaim case and practice management system from Eclipse Legal Systems, as has boutique conveyancing services firm **K & K Solicitors**.

**Langley's Solicitors LLP** has selected **Converge TS** to work with them on a major transformation project to transform their IT service environment in support of the ongoing implementation of **LexisNexis Visualfiles** across the firm.

**NetDocuments** user **Keystone Law** has rolled out NetDocuments' new file synchronisation service ndSync, which became publicly available in March and allows users to map matter-content, folders, and documents within NetDocuments to a Windows PC, Mac or mobile device, enabling them to work on documents offline.

Danish law firm **Bech-Bruun** has selected **Phoenix Business Solutions'** MatterView information management solution to provide its 500+ strong legal team with access to all critical client information on a matter through a single, centralised interface. Phoenix has also won a new order from Danish firm **Plesner Advokatpartnerselskab**.

**Marriott Harrison LLP** has signed up for the **Tikit P4W** practice management system to work with its existing TikitConnect CRM and **NetDocuments** DMS solutions.

**Wavex Technology** has been chosen by barristers set **Doughty Street Chambers** as its sole IT services provider. The set previously operated using a traditional on premise infrastructure but decided to reconsider its IT strategy after a personnel change. Wavex won the deal in a competitive tender process that involving three other suppliers.

Travel law specialist **Travlaw LLP** has signed up for a **Linetime Liberate** software solution including CRM, practice and case management. Financial claims specialist **Stanton Fisher Lawyers** has also gone with Linetime Liberate for practice and case management.

Dutch law firm **Lexence**, has swapped out applications from WorkShare and Nuance and replaced them with **DocsCorp** solutions. Their purchase includes all desktop applications: pdfDocs, compareDocs, and cleanDocs. Other recent DocsCorp wins include **Watson Farley & Williams**, **Freeths LLP**, and **CMS Cameron McKenna Nabarro Olswang**. **Teacher Stern LLP** added pdfDocs Pro to work alongside

their existing compareDocs licences via DocsCorp partner **Trinogy Systems**. **Wilson** in Salisbury purchased pdfDocs Enterprise through **Phoenix Business Solutions**. And, Finnish firm **Roschier** selected cleanDocs as its firm-wide metadata cleaning solution.

**NORTH AMERICA** **IBM** has chosen the **Anaqua** IP management platform to help manage its global patent and trademark portfolio, as has semiconductor business Analog Devices Inc.

AmLaw 200 firm **Dickinson Wright PLLC** is working with legal sector IT consultancy **InOutsource** on the implementation of **Intapp Open** for both Intake and Conflicts.

**Tucker Ellis** and nationwide commercial law firm **Fox Rothschild** selected compareDocs from **DocsCorp** as their document comparison tool. **Parker Straus LLP** is uncovering hidden files using contentCrawler, while **Scopelitis, Garvin Light Hanson & Feary, Sturgill Turner Barker & Moloney**, and Toronto-based **Blaney McMurtry** are using pdfDocs to create, edit, and convert PDFs.

**Handshake Software** this week announced a raft of law firm wins including nine of the AmLaw 100, including **Nelson Mullins Riley & Scarborough, Husch Blackwell, Baker & Hostetler, Wilson Sonsini Goodrich & Rosati**, and **Bryan Cave** signing up for recent licenses of Handshake's Portal, Handshake Universal Search and Expertise Locator products. Mid-market firm wins include **Maslon, Varnum, Barley Snyder**, and **Berger Singerman**.



## Milan InfoGov Beyond Walls

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## Top Stories from the web in May

### Charles Russell Speechlys: Bringing the mountain to Muhammed

Charles Russell Speechlys at the start of May hosted an IT Innovation Roadshow, dedicating the eighth and much of the seventh floor of its 5 Fleet Place office to IT vendors in a bid to help its staff engage with technology, help prioritise the rollout of new tech, and select the hardware for its move to an entirely agile desktop.

Vendors including Microsoft, iManage, Phoenix Business Solutions, Philips, HP, Handshake Software, Canon, Nikec Solutions, Plantronics, Mobilicity and HighQ gave demonstrations of existing and new tech to fee-earners and support staff, who attended by department throughout the day and were asked to give instant feedback in order to help global IT director Robert Cohen decide which upgrades and rollouts to prioritise.

Speaking to Legal IT Insider at the event Cohen, who conceived of and ran the innovative roadshow, working in conjunction with PTS Consulting, said: "It's about giving the business a voice and getting them involved."

Charles Russell Speechlys looks set in June to launch an agile desktop underpinned by Microsoft Windows 10, Office 365/Office 2016 and iManage Work 10. For the past three months Cohen and his team have been running a pilot with Office 365 and Cohen said: "All our backend is in Microsoft. Law firms should be looking at what the clients are doing and not mimicking each other. We want to get back to using Microsoft as standard."

### Alexa to tell fee-earners what's on the clock

Also at the start of May, Thomson Reuters Elite's launched Workspace Assistant, which is a new way for lawyers to access and perform time management functions via Workspace using Amazon Echo or other Alexa enabled devices. Workspace is a platform that provides users with access to Elite solutions from desktop browsers and mobile devices.

Users can now open timers for their matters with a voice command, start and stop timers as they work, post time to their files, and question Alexa over how much time has been entered over a week.

Fee-earners who have an Amazon Echo won't have to stop what they're doing to record their time, and the idea is that time recording will become much faster and more fluid.

It is still early days for the new technology, which will be showcased at Elite's US Vantage conference in June. Elite has been running some promotions where it gives away Amazon Echos but as yet no law firms have signed up.

### Cleary selects Aderant – Elite out

Leading AmLaw 100 firm Cleary Gottlieb Steen & Hamilton has selected Aderant over its current Elite Enterprise practice management system.

The top 25 global law firm, which is a longstanding Elite client, becomes one of Aderant's largest client wins in terms of revenue. It joins clients Skadden, Arps, Slate, Meagher & Flom, which in 2016 saw its revenue grow to \$2.5bn compared with \$1.27bn at Cleary, according to The American Lawyer figures.

In early 2016, Aderant was successful in a competitive pitch at top 30 global law firm Davis Polk, which swapped out its bespoke PMS for Aderant.

Aderant's other known top 30 U.S. customers are Greenberg Traurig; Gibson Dunn & Crutcher; and Mayer Brown. Its latest wins also include AmLaw 200 firm Frost Brown Todd.

### Baker Botts goes live in 90 days on iManage Cloud

Having at the start of 2017 announced its decision to move its circa 1,500 users to the iManage Cloud, Am Law top 50 firm Baker Botts has now gone live.

"Taking advantage of the cloud is key to increasing our agility as an organisation and rapidly delivering the latest innovations to our stakeholders," said Rick Boulin, chief information officer at Baker Botts. "Our implementation of iManage Cloud, managed by iManage professional services, was quick and straightforward. We went from implementation to going live in exactly 90 days."

Baker Botts deployed iManage Cloud to all 15 of its worldwide offices and the IT department has removed over 20 servers from their server bank, reducing the amount of time and effort that needs to be dedicated towards routine tasks like datacenter maintenance.

### Derek Southall launches digital advisory company Hyperscale

GowlingWLG's innovation and digital head Derek Southall and legal tech stalwart has left the partnership to launch Hyperscale Group, through which he will advise in-house legal teams and software companies on their innovation and digital strategies but will continue to work with GowlingWLG three days a week.

Southall, who left the GowlingWLG partnership at the end of April, became head of innovation and digital in May 2016, having previously been head of strategic development at the international firm. He has been responsible for driving the firm's digital strategy including focusing on cognitive computing and AI, knowledge management, input to business information systems strategy and supporting client delivery, new delivery models, client consultancy and strategies in relation to market changes.

The new arrangement will see him continue in that role three days a week through Hyperscale, giving him the freedom to take on independent projects.

TOP STORIES FROM THE WEB CONTINUES ON P.11

## Top Stories from the web in May

TOP STORIES FROM THE WEB CONTINUED FROM P.10

### LawAdvisor to launch in the UK and take on Janders Dean investment

Australian legal tech startup LawAdvisor is set to launch in the UK and has secured the financial backing and support from legal management consultancy Janders Dean, taking total investment in the fledgling company to over \$AUS1m.

The Melbourne-headquartered company, which to date has helped consumers to identify and more easily pursue their legal claims, including connecting them directly to lawyers, has also now launched a corporate offering to help in-house legal teams select and manage their panel law firms.

LawAdvisor, which launched in 2015 and in 2016 received investment from Google Maps co-founder Lars Rasmussen, is helping to match the often unmet legal needs of consumers with the surplus of legal advisers in the market. It currently has 1500 lawyers signed up to its platform and founder and CEO Brennan Ong, who is a qualified lawyer and developer, says: "A lot of people don't know how to take the first step and for many problems wouldn't go to a solicitor. LawAdvisor makes it easier for them to get an answer and a high percentage then go on to take the next step. Protecting your legal rights is a real thing and many people don't realise that."

Consumers can interview lawyers on the site about the work they can do and how much it will cost, and lawyers run the case through LawAdvisor.

### Uria signs up with Luminance for contract review

Slaughter and May's Spanish best friend Uría Menéndez has signed up with AI-backed contract review provider Luminance.

The Iberian giant is using Luminance's technology, which is language agnostic, to improve the efficiency of its contract review process on multilingual projects.

Santiago Gomez, IT Director at Uría said: "We have done a lot of research on different AI technologies (legal and non-legal specific), AI vendors, and also at universities where the basic AI research is taking place. We believe that, at this stage, Luminance is one of the very few companies in this market that has a clear idea of what AI can do for legal and has a product to demonstrate it."

Emily Foges, CEO of Luminance, said: "Uría Menéndez has chosen to partner with Luminance as they recognise that our technology is transforming how lawyers work and will add enormous value to their practise."

### Accelerating change at Mishcon: MDR LAB announces tech startup lineup

Following a lengthy selection process culminating in a one-day pitch in late April, Mishcon de Reya has chosen the six early-stage to growth startups that will participate in its new

technology incubator MDR LAB for the next ten weeks and in which the top 40 firm may ultimately invest.

Out of 19 companies that took part in the final pitch, Mishcon, in conjunction with innovation investors L Marks, has selected US litigation management software provider Everchron; satellite imagery startup Orbital Witness; US automated timekeeping provider Ping; mobile communication privacy scaleup SaltDNA; AI contract management platform Surukam; and cloud-based contract automation provider Synergist. MDR LAB has also entered into partnership with SeedLegals, which is an automated legal platform for startups, enabling them to create legal documents and shrink funding round timeframes.

The MDR LAB selection process, which was led by Mishcon's chief strategy officer and director of MDR LAB, Nick West, saw Mishcon identify companies that range from concept stage to revenue generating with which it has synergies and there is a clear mutual benefit to working together. West said: "The companies we've selected play in the same spaces that we're in. We're not going to talk to a company focussed on derivatives because we don't do that work."

### Exclusive: Radiant co-founders join PwC in major "new law" hire

Since the last issue (albeit at the very end of April, not in May for the observant sticklers among you) we published an exclusive news story that is still getting a serious number of hits on the web, detailing the major double hire by PwC of two of Radiant Law's co-founders, Andrew Giverin and Jason McQuillen. The pair have joined the Big Four accountant to build out its "new law" capability, after a difference of opinion over direction at Radiant last year led to the departure of three members of its senior team.

Giverin and McQuillen started at PwC's Embankment Place office on 19 April and sit within the legal function, which as of 1 October moved from being a separate arm to becoming subsumed within the body of the accounting giant, now a fully-fledged multi-disciplinary partnership.

The pair are partners within the technology and sourcing team headed by Juan Crosby, who joined in October 2015 from CMS Cameron McKenna.

Giverin was formerly head of sales at Radiant and McQuillen head of the boutique's managed legal services team, with both having previously worked for Barlow Lyde & Gilbert, which in 2011 merged with Clyde & Co. At PwC, they will be developing a tech-enabled, end-to-end managed legal service, helping large in-house legal teams to manage their volume contract work.

Giverin told Legal IT Insider: "PwC already has significant capability in terms of driving forward technology-enabled solutions to help large in-house teams work in a smarter way. We're here to help develop that, drawing on the pioneering work we did at Radiant Law."



## ► RBRO says goodbye to head of Asia Pac

RBRO Solutions has parted ways with Alan McCombe, who was brought in to the Canadian-headquartered software company as general manager in 2011 to start its Asia Pacific arm, based in Melbourne.

McCombe's departure, which follows that of senior technical consultant Lee Huggett and account manager Adam Wiles in RBRO's London office, leaves one person on the ground in both the UK and Melbourne.

Speaking to Legal IT Insider about McCombe's departure, co-founder and CEO Howard Russell said that RBRO, which on 22 May launched a global channel partner program, was focussing heavily on the partner model, commenting: "In Australia and Indonesia we have always had a very channel focussed model. We're working with great people and we're confident in them and the value of our products in Australia. What you are seeing is us refocusing on the channels and their ability to deliver to our customers."

He added: "We're still committed to boots on the ground in Australia and clients are taking advantage of our 24/7 support services."

In the UK, the departure of Huggett for iManage and Wiles for HighQ prompted clients to worry that RBRO is exiting the UK, however Russell said last month: "We are already planning for our growth in the UK. We expect and believe the UK market can support a good robust team. Our goal is to ensure that no balls are dropped in interim, which is why we have a team in Toronto supporting Dan and we have people coming over from Toronto to support him."

## ► Movers & Shakers

**GLOBAL** **Dan Dosen** has returned to **iManage** to run the document management system vendor's cloud operations globally, as iManage looks to build its cloud team. Dosen most recently worked at Microsystems, where he was VP of strategy & business development. However, he was among the first recruited to form a new sales engineering group in 2007 by iManage (at the same time part of Interwoven), leaving in September 2010, after Interwoven was acquired by Autonomy. Tikit senior business consultant **Paul Bower** has also joined iManage as a global account director to help iManage expand its customer care for global firms such as Dentons and Norton Rose Fulbright.

Bower was with Tikit from 2014 and before that with law firms Irwin Mitchell and DLA Piper.

**Catherine Ostheimer** has joined **Neota Logic** as Senior VP Marketing & Communications. Ostheimer will work out of the company's world headquarters in midtown Manhattan and lead marketing and communications for North America, Asia and UK/Europe. She most recently served as VP of marketing at Epiq DTI.

**Jason Marty** has taken over as **Baker McKenzie** global COO from Craig Courter, who is said by the firm to be looking for new opportunities outside of the firm. Marty,

who joined Bakers in 2001, has for the last three years been responsible for the launch and the operation of Baker's Global Services Centre in Belfast, Northern Ireland, and co-leads the firm's global innovation programme.

Marty will take up the role on 1 July and will be based in Chicago. In March, Bakers appointed **James Richards** as executive director in Belfast, taking over from Marty.

**UK & EMEA** **Peppermint Technology** has appointed leading legal CRM expert **Russell Bell** as Senior Implementation Consultant. Russell joins from LexisNexis where he was a lead Application Consultant for InterAction. Says Russell "CRM is not a bolt on piece of software that just manages contacts or helps with marketing and new business opportunities – it is a fundamental shift in how a law firm does business. It has to be integral to every part of the law firm to deliver business value and competitive advantage. The only way that can happen is using a single tech platform with one source of data – anything else just falls short."

In a major double hire by **PwC**, two Radiant Law co-founders, **Andrew Giverin** and **Jason McQuillen**, have joined the Big Four accountant to build out its "new law" capability, after a difference of opinion over direction at Radiant last year led to the departure of three members of its senior team. Giverin and McQuillen started at PwC's Embankment Place office on 19 April and sit within the legal function.

MOVERS & SHAKERS CONTINUES ON P.13

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## MOVERS & SHAKERS CONTINUED FROM P.12

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**GowlingWLG** innovation and digital head **Derek Southall** and legal tech stalwart has left the partnership to launch **Hyperscale Group**, through which he will advise inhouse legal teams and software companies on their innovation and digital strategies but will continue to work with GowlingWLG three days a week.

Search tech specialist **Nalanda Technology** is spearheading its entry into the legal sector with the appointment of two professional services business development managers: **Neil Derbyshire**, who joins from accounting software company Intuit where he was senior channel business development manager, and Gordon Lindsay, most recently at UK IT services company Risual.

**EDISCOVERY** As part of the expansion of its London operations, **kCura** has hired **Duncan Morley** from Millnet, which was acquired by Advanced Discovery in January, as its enterprise account manager. Morley is a veteran of the UK ediscovery scene, having joined Millnet from Consilio, and before that he was with Kroll Ontrack.

Following the unexpected resignation and departure of former CEO **Eddie Sheehy** in January, **Nuix** has filled the top spot by promoting its COO and head of Asia Pacific operations **Rod Vawdrey**, effective 1 May. Vawdrey joined Nuix in 2015 from Fujitsu, where he was corporate senior VP & president of international business.

**FRONTEO USA Inc** has appointed **Michael Novelly** as CFO. Novelly most recently served as CFO of Gracenote, a global entertainment data and technology company.

**Veritext** has expanded into the St. Louis, Missouri, market, appointing **Mary Gaal** as manager. **Bob Gore** has also joined the company subsequent to Veritext's acquisition of **Gore Perry Reporting & Video**, a St. Louis court reporting business founded in 1927.

**ONE Discovery** has added **Lana Schell** as the company's VP of commercial strategy, a newly created role. Schell joins ONE Discovery from Content Analyst Company, acquired by kCura, where she served as director of channel partner programs.

**NORTH AMERICA Wolters Kluwer Governance Risk & Compliance**, which provides solutions to legal and financial professionals, has appointed **Jonah Paransky** to the role of Executive VP & General Manager of its ELM Solutions business. Paransky has held several senior leadership roles with LexisNexis and was most recently the CEO of SkyTouch Technology.

DMS developer **MetaJure** has appointed attorney **Elise Fandrich** as the company's new Director of Customer Success. Fandrich will focus on helping lawyers discover new ways to access firm knowledge quickly and efficiently using MetaJure. Said MetaJure CEO **Rob Arnold** "Today's clients not only expect lawyers to be smart, but they demand more value from each hour of legal services delivered."

## ► Osborne Clarke rolls out Intapp Open Experience











Osborne Clarke rolled out Intapp Open Experience to around a quarter of the business in May. The new product, which Osborne Clarke IT director Nathan Hayes says needs an entirely new legal tech category devoted to, helps law firms to improve their business development and ability to cross-sell.

Not business intake and not CRM, Intapp Open Experience captures information on current matters and projects and makes it searchable, avoiding the need for extensive data entry. Osborne Clarke has set a trigger so that when any matter worth over £25k reaches 75% of fees the process swings into action, by which time, at least in theory, all information should be known by fee-earners.

Hayes said: "There is a whole missing section for what law firms need to deliver great client service and that is what Intapp is looking to build out."

Osborne Clarke is using the application to inform credentials presentations and pitches, and plans to also roll out the system to lawyers, so they can provide clients and prospects with a better understanding of the firm's broader capabilities and experience, and cross-sell additional services.

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## ► London Legal Walk – the biggest legal walk in town

What do you get if 12,000 legal professionals take to the streets of London? No, it's not a joke, although answers are welcome 'on a postcard' to [caroline.hill@liti.co.uk](mailto:caroline.hill@liti.co.uk) if you're feeling particularly witty. Instead, 22 May saw a raft of walkers including a five-strong team from Tikit walk to raise money for and awareness of The London Legal Support Trust, which funds law centres and pro bono agencies in and around London.

The Trust achieves this by holding large fundraising events, most notably the London Legal Walk, and then delivering the funds raised to the agencies where they are most needed through grant rounds.

The success of the walk in 2016 was record breaking, with lawyers raising more than £730,000. This year the

goal is to improve on that – it's not too late so visit the official London Legal Walk website and donate: <http://www.londonlegalsupporttrust.org.uk>

## ► Date for your diary

A big thanks to the International Legal Technology Association for co-hosting our Dirty Martini drinks on 18 May, and thank you to all of you who came along. The drinks were to promote the [\*ILTA Insight Europe\*](#) conference on 16 November and launch our strategic partnership with NextUp - it was good to see plenty of NextUppers at the drinks. We are hosting a one-day NextUp conference on 26 September 2017 at Tanner Warehouse and places are limited so register well in advance on [registrations@liti.co.uk](mailto:registrations@liti.co.uk) and CIOs, don't forget to tell your next in command.

# legal*i* insider

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