



## Clifford Chance to shift IT jobs to India

As part of a cost-cutting exercise expected to save £30 million over the next four years, Clifford Chance plans to move 300 support staff jobs from the UK to a new office in Delhi. The firm has begun consultations with staff to identify which jobs can be moved and, while the initial focus will be on finance and IT posts, a spokesman for the firm said the criteria will be 'does this job need to be done in this office?'. The firm, which began outsourcing document production work to third-party supplier Integreon in India last year, admits the latest moves will result in redundancies at the London office.

- At a recent conference the IT director of one large firm said that while IT could in theory be outsourced, she felt that as long as partners retained their 'I want my PC fixing and I want it fixing now' mentality, it would remain difficult to replace inhouse IT staff with outsourced support operating on service level agreements.

## The Insider website

For the latest legal IT news, job vacancies, events information, cases studies and buyers guides visit the Insider website.

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

# Laserform enter KM market

Laserform, now part of the CS Group, has just announced what is potentially its most exciting new product launch for several years. Called LitPro and developed in association with Oxford University Press, this is a range of 38 litigation checklists in an interactive, digital format.

The checklists cover everything from pre-action to trial, complete with chronological to-do lists and references to the Civil Procedure Rules, relevant practice directions, case law and fees. But, where LitPro comes into its own is each checklist has tick boxes and comments sections, so progress on the file to be noted, plus fields available for local know-how to be added, and full integration with Laserform's electronic forms series, so users can be certain they are completing the right form at the right time. Add in the facility for supervisors to monitor progress and make their own comments and endorsements on checklists, and you have a system that is both a training aid and a best practice framework. In other words, pretty much everything that non-top 100 firms have been wanting for years in terms of a practical knowledge management system.

## The first of the autumn's PMS deals come in

After the summer slow-down, we are now starting to receive details of the first of the autumn's new practice management systems deals. Chronologically first off the blocks was TFB who are to put their Partner for Windows system in at Fisher Jones Greenwood. The firm, which previously ran an old Stukeley system, has three offices in the Colchester area and the system will have 105 users. Prices have not been released for this software-only deal but we suspect there won't be any change from £100k. TFB have also won orders from Now Legal LLP in Fareham and Goldinghams LLP in Stroud. Next up was Videss, now part of the CS Group, who won an order worth £120k from McMillans Williams in Croydon for a case and practice management system. We have also heard that both Taylor Wessing and Boodle Hatfield (respectively on JHC and Axxia) have selected Aderant Expert as their new PMS. Wessings came down to a three horse race between Aderant, Thomson Elite and Intalec/SAP.

**Get into step with Elite 3E**

Read the full story at [www.thomsoneliteneews.com](http://www.thomsoneliteneews.com)

**THOMSON**  
—★—  
**ELITE**

Contact: Alison Sharp  
International Marketing Manager  
Thomson Elite  
Tel: +44 (0) 207 369 7360  
Email: [elite.enquiries@thomson.com](mailto:elite.enquiries@thomson.com)

## News in brief

### Speechly moves to Billback

Speechly Bircham has selected Billback to replace its current Equitrac and nQueue costs recovery systems.

### Norton Rose sign up for BT continuity

Norton Rose has picked BT Global Services to provide a total business continuity and disaster recovery solution. The deal, worth £5 million over the next 10 years, will see Norton Rose use BT to provide data storage and remote data centre facilities, including related security and high speed network links. BT will provide dedicated data centre facilities within the London M25 ring, managed by BT and accessible only by approved Norton Rose personnel.

### Linetime launch pay-as-you-go option

Linetime has launched a 'pay as you go' option for firms wanting to run its Debttime SQL debt recovery software. Users will only pay up front for installation and training and then be billed quarterly in arrears, on a sliding scale, based on the number on new debt files opened. Linetime is looking to roll out transaction based software licensing into other areas of its product portfolio.

### Fuel for Freshfields email best practice

Compliance training specialists Fuel has devised an email best practice online course for Freshfields Bruckhaus Deringer to ensure the firm never experiences problems caused by inappropriate or careless email usage. Or, as partner James Wood put it: "People need to stop and think before they press send".

[www.fuel-europe.com](http://www.fuel-europe.com)

### Manx firm picks EMIS

In its biggest win to-date, EMIS IT has been selected by 90 user Isle of Man firm Dickinson Cruickshank to supply its entire front and back office system infrastructure.

## New suppliers enter criminal defence arena

At a time when some suppliers are wondering if they should leave the criminal defence systems market, it is heartening (amazing is probably a better word) to find two suppliers that have just joined it. They are Understanding & Learning (01422 882566) which began life as a general business consultancy and software supplier but moved into legal IT after the managing director's wife – the senior partner of Brimble & Co in Halifax – asked if they could devise a better solution to those being offered by existing LSC suppliers. And Livingstone Brown IT (0141 778 9657), an offshoot of one of the largest legal aid firms in Scotland.

Understanding & Learning's solution – called CrimeWorks – has the modest brief of automating legal aid billing while simultaneously cutting unnecessary administration and providing sufficient data to allow practitioners to analyse the effectiveness of their business. The company says the first implementations of the system suggest CrimeWorks can reduce the time spent on billing by up to 75% and reduce admin costs by 25%. Livingstone Brown's system is Ceartas, a file and case management application with extensive accounts and billing facilities for both privately funded and legal aid work. Ceartas, which is already in use in a number of firms including Livingstone Brown, was originally sold by Pace Professional Systems. Crimeworks has an entry-level price of £1995 for a single user licence while Ceartas costs from £1500 per user, including induction and training.

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

## And then there were 70

The Insider has published its latest buyers guide listing of UK & Irish vendors of legal accounts, practice management and case/matter/workflow management systems, complete with contact details and web links. In total there are currently 70 companies serving the market and, even after excluding specialist vendors – such as those selling to the Bar and inhouse legal sectors – this still equates to about one supplier for every 175 law firms. So how do the smaller ones make a living? The guide, which is updated on an ongoing basis, is available free of charge as a spreadsheet on the Insider website – just click on 'buyers guides' in the know-how resources section.

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

Specialists in Legal IT since 1981

e: [enquiry@softdesign-services.com](mailto:enquiry@softdesign-services.com) w: [www.softdesign-services.com](http://www.softdesign-services.com) t: 020 8293 3123

softdesign  
services

## White label deal could be worth £8 million

Conveyancing case management software specialist ConveyanceLink has signed a distribution deal with legal IT vendor Opsis that the two companies believe will generate £8 million in combined additional turnover over the next five years. The deal will see Opsis selling a 'white label' version of ConveyanceLink's 'pay-as-you-convey' software to users of the Opsis Millennium legal accounts system. Opsis users will still have the option of using the supplier's conventional case management software.

Sales & marketing director Malcolm York said ConveyanceLink is currently installing about 12 new systems a month but sees white labelling as the next phase in its growth, working with suppliers who don't want to reinvent the wheel writing their own pay-as-you-go products. York expects to be able to announce two more white label deals in the near future, as well as a new product launch.

In related developments, ConveyanceLink has recruited two new staff: Gary Wootton, who will be looking after the North West region and Manisha Desai, who will focus on the South West. The company also signed up 13 more user firms during August and September including Harland & Co, one of the oldest law firms in York.

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

## Lockyer to SRC's new consultancy division

Dictation industry veteran Paul Lockyer has joined SRC to head its document creation consultancy group, as the company broadens its operations from digital dictation and speech recognition to encompass other document production and management technologies.

According to Lockyer typical focus areas will include: reviewing the true cost of firm-wide document creation, maximising RoI; and evaluating how new and complementary technologies could increase efficiency. "We are receiving a lot of interest for these services from large and medium size firms. A major firm already working with SRC," says Lockyer, "has identified potential additional savings of between £350k and £500k as a result of the consultancy process, savings many more firms have the potential to achieve."

## News in brief

### AIM picks up more users

AIM, now part of the CS Group, has won new orders for its Evolution system from Jacobs & Co, BJ Law, Sharman Law and Bevan Kidwell. In addition a number of existing users have upgraded to the latest version of Evolution. These include Nelsons in Nottingham who have switched from TeamFlo to Evolution for some of their case management needs.

### Barlow Robbins in IT overhaul

To coincide with the firm's move to new offices, systems integrators Transam have completed an extensive IT upgrade project for Barlow Robbins in Guildford. The project included moving to Exchange 2003, installation of clustered servers, shared storage, Citrix and a centralised tape backup system. Simon Gadd, previously with Teksys and Resolution Systems, has joined Transam to help develop the company's legal client base.

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

### Legal hot spot in Birmingham

Browne Jacobson has installed a wireless 'hot spot' in its Birmingham office, covering the reception area and meeting rooms, for the benefit of clients who need to access the internet from wi-fi laptops. For security reasons there is no link to the firm's own communications network. The service itself is outsourced and managed by TeleGeneration (01785 717420).

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

### Phoenix becomes Solcara partner

KM systems supplier Solcara has appointed Phoenix Business Solutions (020 680 4450) as its premier partner for the legal sector within the UK, Channel Isles and Ireland. Phoenix will also play an key role in Solcara's plans to move forward with new Microsoft technologies such as Sharepoint.

AlphaLAW software sets the standard by which all other legal software suppliers are judged.

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

Tel: 01252 391975

Practice Management – Case Management – Legal Accounting – Reporting – Fee Earner Desktop – Legal Aid – Debt Recovery

**AlphaLaw**<sup>®</sup>

## People & Places

### **New UK sales director at Aderant**

Thane Jensen, previously with business intelligence software suppliers IntelliQ and before that Peoplesoft, has joined Aderant as UK sales director.

### **nQueue appoints UK ops director**

Costs recovery systems supplier nQueue has appointed Christina White as UK operations director, with responsibility for pre-sales consultancy and subsequent system configuration and implementation. White has previously worked with both vendors and law firms.

### **New business developer for Tikit**

Christopher Young has joined Tikit to help develop the group's business consulting practice, with particular emphasis on change management so customers get the maximum benefit from investments in IT. Young previously handled business development for Simmons & Simmons.

### **SC@MS typo**

Gremlins crept into the last issue, the correct phone number for Solicitors Case Management Systems is 0845 838 2245.

### **Hemming joins LexisNexis**

LexisNexis Butterworths has appointed Ann Hemming as emerging products specialist. Hemming, previously director for KM and training at Hugh James, will be responsible for the development of new e-learning solutions within LexisNexis.

## Quote, unquote

"How do you tell a room full of millionaires they are not running their business properly?" ...a speaker at a recent conference points out one of the problems encountered when trying to persuade law firm partners to adopt more modern management methods.

## Tricostar in DDS move

Tricostar, one of the leading suppliers of legal IT systems to the public and corporate sectors, has formed a partnership with BigHand that will see the company offering digital dictation as part of its Tricostar Legal case management system. Local authorities already running BigHand DDS include Cambridgeshire and Essex county councils, and Swansea and Leicester city council. Tricostar (01992 442800) is also offering LinkPoint to enhance two-way integration between Lotus Notes Mail and Novell GroupWise with Tricostar Legal and Sage CRM.

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

## Digital dictation news in brief

### **Now nFlow supports Olympus USB mike**

DDS developer nFlow is now supporting the new Olympus DR range of USB dictation handsets. nFlow say customer feedback has been very positive and they already have a number of implementations where Olympus has been selected in preference to other USB mikes. In other news: Bolton firm Fieldings Porter has rolled out nFlow DDS. The implementation was part of a major upgrade to Citrix handled by Mountain Software, who already provide the firm with practice management software and are nFlow business partners.

### **More Rol benefits reported**


Cardiff firm Martyn Prowel reports that since installing BigHand digital dictation two years ago, it has cut the cost of using temps by 80% and, in its litigation department, improved fee earner-to-secretary ratios from 1:1 to just over 2:1. In other BigHand news: Eversheds has completed the roll out the BigHand3 to over 2500 users, in what is to-date the largest installation of digital dictation technology in the legal sector. BigHand has moved to new offices at 27 Union Street, London SE12 1SD. The new switchboard number is 020 7940 5900.

### **New MD for Grundig**

Roland Hollstein has succeeded Jürgen Rilling as managing director of Grundig Business Systems.

### **More wins for SpeechWrite**

Recent Grundig-based DDS wins secured by SpeechWrite include Graham & Graham in Cornwall and Brown & Pajak on Oxfordshire.



Tel: +44 (0) 20 7038 9621 [www.aderant.com](http://www.aderant.com)

MONITOR results in real-time with executive and timekeeper dashboards

## Legal IT spending on the rise says ILTA

The US-based International Legal Technology Association (ILTA) has published its annual technology survey for 2006 and one of the key findings is that legal IT spending is on the rise. Compared with 2005, when only 44% of firms taking part in the survey said their capital budgets had increased, this year 53% reported an increase, 31% said their budgets stayed the same and only 15% said they had decreased, compared with nearly 20% last year. ILTA found a similar story with operating budgets, with 57% reporting an increase, compared with 50% last year and just 37% in 2004.

The survey also found that the march of the PDAs continues unabated, with them now being used by 58% of lawyers – although interestingly there has only been a marginal decrease in laptop usage by (or perhaps more accurately laptop purchase on behalf of) lawyers. Blackberrys remain the most popular device, used by 77% of firms, followed by Palm-type devices (49%) and Windows Mobile/Pocket PC (34%). Incidentally, while 47% of firms now support multiple PDA platforms only 30% require passwords to be used on all PDAs. The survey also reveals that the most widely adopted replacement strategy for PDAs, used by 55% of firms, is “as they break”.

Other findings included: that in 2 years the number of firms supplying 18” + LCD displays for desktop PCs has increased from 5% to 20%; 61% of firms now provide wireless connectivity in their conference rooms for the benefit of visitors; 26% are using VMWare virtual server technology; and, while only 16% currently work in a matter centric interface (as distinct from the traditional application centric desktop) 37% are working on matter centric projects.

- The ILTA survey is based on responses from just under 500 law firms – 90% were in the US.

## LSSA to lobby LSC

In an attempt to get the Legal Services Commission to understand that changes to legal aid funding regulations should allow sufficient time for IT companies to rewrite the systems firms use, the Legal Software Suppliers Association is to make a formal representation to the Carter committee, which is currently going through a consultation process.

## Nothing but the net continues to deliver

The Law Society of Scotland’s annual *nothing.but.the.net* IT conference and exhibition had its seventh outing in Glasgow last week, attracting nearly 200 delegates, as well as 26 exhibitors. The conference programme, covering everything from the future of legal practice to VoIP, the WEEE directive and the new Scottish civil and criminal court systems’ initiatives on the use of IT in courtrooms, also provided delegates with a range of formats including conventional presentations, court technology demonstrations, debates and a series of roundtable sessions.

As well as being one of the Scottish Law Society’s best attended events, this year’s NBTN was also the venue for the Society’s first foray into podcasting. Regular podcasts will now become part of the Society’s portfolio of high tech CPD training options for solicitors, which already includes online and DVD courses.

Explaining the move, the Society’s director of IT Gordon Brewster said “It’s all part of making CPD more accessible. While it’s important to attend seminars and conferences, the technology now available offers huge benefits for busy solicitors trying to maintain a better work/life balance.” The first podcast features a panel discussing some of the issues raised at NBTN. The podcast is available for download now from the Scottish Law Society’s website.

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

- Following the adoption of the PDF file format for electronic document submission to Scottish Courts, with commendable initiative the Law Society of Scotland has negotiated with Adobe for its members to receive a 40% reduction in the retail price of Acrobat Professional.



**Complete your cases faster and more profitably**

Eclipse Legal Systems 01274 704100 [info@eclipselegal.co.uk](mailto:info@eclipselegal.co.uk) [www.eclipselegal.co.uk](http://www.eclipselegal.co.uk)



ECLIPSE

## International news

### Dutch firm says 'yes' to All-for-X

Timesoft (+31 348 484 700) has signed up Smithuijsen in Haarlem for its All for X integrated solution for lawyers. All for X consists of Hummingbird for document and knowledge management plus Aderant Expert for PMS. The Smithuijsen deal brings the total number of Timesoft Aderant installations in Benelux to 25. Timesoft has also signed a beta test agreement with Kienhuis in The Netherlands to integrate PMS and DMS into Sharepoint, as well as winning a contract from LoyensLoeff to implement Hummingbird DM.

[www.timesoft.nl](http://www.timesoft.nl)

### New website covering APAC IT market

AusLegal is a new website set up to provide information on the Australian and Asia Pacific legal IT markets. According to Chris McLean, who runs the site, "A number of us who work in law firms down here have been complaining there is no source for local legal IT information so AusLegal is an attempt to remedy this." McLean said the Insider was his inspiration for the project.

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

## Insider featured jobs

### Business Analysts + Support Staff

#### FWBS, Towcester, Northants

Due to continued growth and success worldwide FWBS Ltd, a Microsoft Gold Partner based in Northamptonshire, are recruiting for the following roles:

- Project Coordinators
- Business Analysts
- Customer Care Technicians

Interested? Please email your CV and covering letter to [vacancies@fwbs.net](mailto:vacancies@fwbs.net)

## This is the way to network

This year's By Legal For Legal at the end of September, may have been the biggest yet in terms of delegate numbers, with the heads of IT (or equivalent) from over 60 top-200 firms attending, but it lost none of its character and remains an object lesson on how a legal IT networking event should be run. In fact there seemed to be an even greater degree of openness and willingness to talk and discuss issues of mutual interest than in previous years.

The formal agenda (governed by Chatham House rules which really does work in terms of getting people to open up and say what they think) included panel sessions on best of breed versus integrated enterprise solutions, outsourcing and the future of law firm IT departments. Unlike many events, where the content of conference sessions is forgotten the moment the presenter switches off the PowerPoint, delegates continued to discuss these subjects informally, in many instances far into the early hours of the morning. Other topics encountered during the social and networking side of the programme included the implications of Clementi for larger firms and that old favourite: how do you convince partners that unless they change their business management methods, they will never realise the full benefit of investments in technology.

Yes, there were representatives of IT vendors present, as well as a smattering of consultants, but they were very much kept in the background. The result was By Legal remained true to its original brief of being an event where the interests of delegates come first and are not hijacked by the commercial interests of the sponsors or organisers – and we all know what those events can be like. Final verdict, the best By Legal For Legal yet, with a winning formula of being fun and informative. And if you get an invitation to attend next year, do not turn it down. As far as the UK is concerned, this is undoubtedly the best legal IT conference on the calendar.

## Fastest ever remortgage?

Paisley law firm Walker Laird has completed what it believes to be the fastest ever remortgage transaction. The mortgage offer was made at 12:33pm on Wednesday 6th September and completion took place less than 48 hours later at 9:42 on the Friday morning. Walker Laird use case management software supplied by Lonelypixel.

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



WARNING: DOCUMENTS CAN SERIOUSLY DAMAGE YOUR BUSINESS

pdfDocs software protects your business  
E: [sales@docscorp.com](mailto:sales@docscorp.com) [www.docscorp.com](http://www.docscorp.com)

- tampering
- compliance
- metadata
- fidelity

## Fresh on the radar

### SC@MS version 7 out now

Solicitors Case Management Systems (0845 838 2245) has just released version 7.0 of its software suite. The release, which is available as a free upgrade to existing users, includes improved integration with SDLT forms, and better search and browse functions. The Insider will be carrying a review of the system in the November edition.

[www.scams-law.com](http://www.scams-law.com)

### Aspective launch Dynamics CRM for professionals

Microsoft specialist Aspective (01784 410420) this week launched Aspective Client Management for Professional Services, a new CRM system based on the Microsoft Dynamics CRM platform. Although not specifically designed for lawyers, Aspective say it addresses the billing, contact management and reporting requirements of maintaining strong client relationships and 'resolves the pain points associated with traditional CRM systems that typically revolve around sales and marketing activities'.

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

### New PDF forms product fill gap

DocsCorp, developers of the pdfDocs software suite, have released their pdfDocs formFiller application. Company president Dean Sappey says when it comes to PDF forms, there are currently few choices. Adobe Reader lets you fill in forms but does not allow you to save or edit them, whereas Acrobat Professional does but it is expensive to deploy across an organisation. pdfDocs formFiller is therefore being pitched as a cost-effective, out of the box forms solution.

For example, forms can be edited on and offline, routed to others for completion and saved to a network or to a document or records management system. Forms can be saved as is or 'flattened' to ensure the data associated with the form is not lost, edited or changed in any way. They can also be encrypted with a password or signed using a digital signature handler. They also integrate with Hummingbird and Interwoven document management systems, allowing users to quickly load any document from the DMS environment into formFiller. Once data is entered into the form, it can be profiled back into the DMS where others can access it and add or amend information in the form.

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

## Online news in brief

### More sites - and people - for Conscious

Two more law firm websites, developed by web and intranet specialists Conscious Solutions (0117 903 1129) have gone live. The sites were developed for DMH Stallard and Veale Wasbrough. In addition Sarah Trude, previously the sales manager at Opsis, has joined the Conscious team.

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

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

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

### BLP selects Globus as content manager

Berwin Leighton Paisner has chosen GlobusMedia's Contentworkz content management system to streamline its web publishing operations. Contentworkz will replace BLP's five year old legacy system that required a basic understanding of HTML from all those involved in web publishing. The firm has also purchased Emailworkz from GlobusMedia to create targeted email campaigns.

[www.globusmedia.com/contentworkz/](http://www.globusmedia.com/contentworkz/)

### Deals Register moves online

Newcastle-under-Lyme solicitors Knight & Sons has launched an online version of its Deals Register magazine containing information on companies for sale. The site already carries over 500 entries and users have the option to sign up for an email service to alert them of new deals.

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

## What they say about the Insider...

According to a survey conducted earlier this year on behalf of the International Legal Technology Association (ILTA), the Insider is now the only non-US based publication regularly read by American law firms for legal IT news and now equals the *American Bar Association Journal* in terms of its popularity.



Many IT managers and IT directors tell us that they are constantly trying to get more from their existing software systems.

01908 255956 [www.mbrit-legal.com](http://www.mbrit-legal.com)

## Virtualisation helps firm open in Sydney

When Kennedys decided to open a new office in Sydney, the firm's 23-strong IT team faced a challenging timetable that required them to deliver a working IT infrastructure to a new office on the other side of the globe within two months. The firm did not have the resources available to deploy technical staff in Sydney for the duration of the project – and the IT team knew from previous overseas projects that building the new infrastructure in the UK and shipping hardware to Sydney would not meet the required time-scales nor the project's budgetary constraints.

Following a successful small-scale deployment of a VMWare server, the firm's IT director Ian Lauwerys opted for a strategy to exploit 'server virtualisation technology' so the IT team could build, configure and test the complete Sydney infrastructure in the UK – and then ship it to Sydney in a matter of days on backup tape for installation by a local IT supplier on a mirror VMWare system. Kennedys, who worked with VMWare specialists Intercept IT (020 7743 0100) in the UK and Nexon Asia Pacific in Sydney, reckon a traditional approach to the project would have cost them 30-to-50% more.

[www.intercept-it.com](http://www.intercept-it.com)

## Buzzword corner: fashion surfers

According to Cornell University, a fashion surfer is a management consultant who jumps from trendy fad to trendy fad as they fall in and out of favour. Total quality management, business process re-engineering or knowledge management anyone? Cornell suggest that new 'management fashions' now take less than three years to peak, after which you can expect to see your consultants hopping onto some new bandwagon.

## Product review: TFB's new Digital Dashboard

TFB has become the latest supplier to offer a KPI (key performance indicators) reporting tool – called the Partner for Windows Digital Dashboard – but is there anything to make it stand out from similar systems?

One differentiator is Digital Dashboard can generate KPI reports from not only primarily financial-oriented practice management information but also case and matter management data. So, for example, fee earners and secretaries can use Dashboard to monitor their tasks and active matters lists, while more senior managers can use it in a risk management capacity to ensure milestones and deadlines are not overlooked. The information has links to drill-downs so you can get behind the data to identify specific matters, clients, fee earners or transactions where there may be issues to examine in greater detail.

We think most users will find the top and bottom 10 reports – 'my top 10 billing case types', 'my bottom 10 billing clients' etc – make for fascinating, if sometimes not a little worrying reading. Digital Dashboard can be also be configured so it is the first thing users see when they log into Partner for Windows, thereby providing an immediate snapshot of current performance and removing the need for managers to keep reminding staff when they are not hitting their targets.

We also like the way it is relatively easy to reorganise the shape and layout of reports (something other systems often fall down on) to suit users personal preferences and overall desktop requirements. But, probably the key differentiator – one we have not seen before – is Digital Dashboard is available free of charge as a no strings upgrade. Yes, you have to be on a maintenance contract and running at least version 2.27 of Partner for Windows on a Microsoft 2000 platform (Digital Dashboard is a .NET application) but that is all. No hidden extras nor usage fees although some training may be required. Interestingly, TFB has eschewed the usual one-size-fits-all approach suppliers often take with upgrades by making it entirely optional. If you don't think you need the Digital Dashboard system – well at least not yet – you don't have to use it. But, if you do want it, then download the software, register your licence and TFB will ensure you are supplied with updates, which in the near future is likely to include additional (it already comes bundled with a suite of 30) reports.

**PANGEA**  
SYSTEMS

**Software License Compliance Best Practice**

**FREE** half day briefings  
at The Law Society Regional Offices

For full  
details visit  
[www.pangeasystems.co.uk](http://www.pangeasystems.co.uk)  
or call 0870 111 8202



# Insider poll: what we did on our holidays

This summer we asked readers what they did during the holiday season. We're glad to report that over 74% of readers participating in the survey said taking time off for a vacation to relax and pursue leisure interests. And we were highly impressed that 68% of you did not take a laptop or Blackberry with you on holiday, which is a far higher proportion of refuseniks than we expected. That still leaves 32% who spent the summer trying to keep the sand out of their disk drives and looking for wi-fi hotspots but there again 22% of you also spent some of the summer visiting international conferences and exhibitions, such as ILTA.

So what else did you do? Just over 43% said they used the quiet summer period to catch-up on IT housekeeping projects and upgrades; 48% said they planned their new projects and initiatives for the coming 12 months; and an admirable 62% said they spent time thinking about the meaning of life and what their next career move should be.

Following reports that one US attorney has 27,893 messages in his in-box, for our next readers poll we are prying into the secrets of your email. Are you a 'hoarder' who keeps everything or a 'deleter' who tries to file, reply-to or delete messages as they come in. The survey form is on the Insider website and all responses are anonymous. [www.legaltechnology.com](http://www.legaltechnology.com)

## News in brief

**Clarke Willmott becomes UK's first Redwood site**  
Clarke Willmott is to become the first UK law firm to run business intelligence software from Redwood Analytics. The firm has selected Redwood's budgeting module which uses recent historical data on billings, collections, write offs and key financial indicators to model a range of 'what if ?' scenarios for income, staffing and other resource issues. The implementation is being handled by Tikit.

**Teksys wins Leeds infrastructure deal**  
Teksys has won a contract to help Shulmans Solicitors in Leeds upgrade its IT infrastructure. The project will include installing Windows 2003, Microsoft Exchange 2003 and, on the advice of consultant Peter Owen of Lights-on, the purchase of a NetApp FAS270 networked storage system to store both documents and emails.

# Insider subscriptions

Legal Technology Insider is published every month and available only on subscription. UK rates: one year @ £130 for 11 issues or two years at £220 for 22 issues. Rest of World: £150 pa or £250 for two years. Payment in £Sterling.

To subscribe or apply for a FREE TRIAL subscription, copy, complete & return this form to Legal Technology Insider, Oak Lodge, Darrow Green Road, Denton, Harleston, Norfolk IP20 0AY, UK

✂-----  
Name.....  
Firm/Organisation.....  
.....  
Address.....  
.....  
.....  
..... Post/Zip code.....

Tick boxes or complete as appropriate:  
• Three free issues trial subscription   
  
• I enclose my cheque for £.....  
(payable to Legal Technology Insider) for one year  or two years  subscription.  
Send receipt  Please invoice me   
Purchase Order No:.....

• Please charge my  
Visa  MasterCard  Amex   
Cardholder's Name  
.....  
Card No:.....  
Start Date: / / Expiry Date: / /  
CVC 3 or 4 digit security code: / / /  
Card billing address postcode:.....

ISSN 1740-5033 © Legal Technology Insider 2005  
All rights reserved. Published by Legal Technology Insider Ltd. No part of this publication may be reproduced without consent. While every effort is made to ensure the accuracy of information, no guarantee is expressed or implied and the Publisher does not accept liability for any loss or damage that may arise from errors or omissions. All brand names and trademarks are acknowledged. **Privacy policy:** we do not sell or disclose the names, addresses or contact details of our subscribers to anyone... ever!

Innovation. Implementation. Service. Success... Celebrate these at  
**LEGAL TECHNOLOGY AWARDS**  
**The Legal Technology Awards 2007** in association with *Legal Technology Journal*  
Awards Gala Dinner, 25 January 2007, InterContinental Hotel, Park Lane  
Nominations period now open. Please visit [www.legaltechnologyawards.com](http://www.legaltechnologyawards.com)

## Broken HIPs leaves us squirming

We've sat (and snoozed) through a lot of abysmal presentations in our time but few have been quite so painful as watching a representative from the Department of Communities & Housing trying to explain, at a recent seminar organised by a legal IT supplier, why home information packs (HIPs) were still a good thing, despite the government's earlier U-turn on mandatory home condition reports. The answer, to almost every question raised by the audience, was either "we don't know" or "that has not been decided yet". Most bizarrely, the man from the ministry could not explain why the government was spending £4 million funding a dry run of HIPs from November when the dry run would not include the one element of HIPs – energy performance certificates – that will be mandatory from next year. Perhaps if we could have seen his PowerPoint presentation all would have been clearer but he brought it on a floppy disk and seemed surprised to learn modern PCs no longer had floppy drives.

## Football crazy

Following on from the success of their recent 7-a-side soccer match against Visualfiles (actually it was a 2-all draw but as it was played on the Visualfiles home pitch at Headingley in Leeds, Eclipse are claiming a moral victory) Eclipse Legal Systems would like to hear from any other legal IT suppliers in the M62 corridor who'd be willing to take them on. AIM, EMIS, Linetime, Norwel, Select and Videss that means you. If you are interested contact Darren Gower at [darren@eclipselegal.co.uk](mailto:darren@eclipselegal.co.uk) to schedule a fixture.

## All in a good cause

Well it might not be as exotic as the Great Wall of China but this summer saw the IT department of Ricksons raise over £5000 for charity when they successfully completed the Vanco Adventure Challenge in the Lake District. This involved the team having to canoe, bike, climb Skiddaw and the Old Man of Coniston and complete an 85 km hike within 24 hours. Ricksons completed it in just over 22 hours on what proved to be one of the hottest weekends of the summer. The money was raised by sponsorship and 'bacon butty' mornings at the office. And in case you are wondering what a bacon butty morning is, the IT staff made and sold bacon sandwiches to colleagues.

## 10 years ago today...

In the autumn of 1996, one of the Insider's front pages focussed on the growing number of vendors planning to introduce practice management systems based on the still novel (as distinct from Novell) Microsoft Windows NT and SQL Server platform – at the time the only major suppliers on NT were Admiral (RIP) and Pilgrim. There was also great excitement that modem suppliers were hoping to increase datacoms speeds from 33.6 kbps to 56 kbps by the summer of 1997 although upload speeds would still be at the slower rate.

## It's yesterday once more

This month the Authors Licensing & Collecting Society sends out its annual royalty cheques to writers for 'secondary uses' of their works, in other words photocopying. Insider editor Charles Christian says he is a little puzzled to learn that over the past 12 months his most widely copied works were *Year 2000 Compliance*, published in 1999, and his 1985 book *Computers for Lawyers*. Does this mean non-Y2K compliant 8-bit computing is poised to make a comeback?

## Legal Technology Insider

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

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

Each issue of the Insider is now read by an average of 6500 legal IT professionals. For editorial, subscription, advertising and any other enquiries contact Legal Technology Insider, Oak Lodge, Darrow Green Road, Denton, Harleston, Norfolk, IP20 0AY, UK

Publisher & Editor: Charles Christian  
Tel: 01986 788666 – Fax: 01986 788808  
Email: [news@legaltechnology.com](mailto:news@legaltechnology.com)

The next issue of the Insider (No.192) will be published on 9th November 2006.

INTERWOVEN

**Interwoven WorkSite Mobile for Blackberry Solution is here!**

For more information: please contact Adam Wiles. e-mail: [awiles@interwoven.com](mailto:awiles@interwoven.com)