

AMERICAN LEGAL TECHNOLOGY INSIDER

Time recording survey detects leakage

Smart WebParts has just published the results of a survey into lawyers' time recording practices it conducted earlier this year in conjunction with the Adam Smith Esq consultancy. The headline – and most worrying – findings are:

- The average *leakage* (lawyers and other time keepers failing to report all billable time) ranges from \$20,000 to \$40,000 per person, per year.
- The *overhead* cost of keeping time is heavy, with a mean 3.1 hours per month per individual devoted to filling out timesheets. As the mean billing rate of respondents was \$438 per hour, this indicates an imputed cost of \$16,294 per person, per year.

Other findings included that among all respondents 60% reported *reconstructive* time keeping practice, entering their time at the end of the day or days later by looking at emails, phone logs and appointments; 38% said they enter time contemporaneously; and less than 2% said they worked with an assistant to prepare time records.

In terms of frequency, 54% said they prepared timesheets daily. One-third (34%) said they prepared timesheets between once and twice a week. The remainder (21%) said they did it between once and twice a month. However the survey also found that only one-third of firms requested daily timesheets, 44% between once and twice a week, and the remaining 22% less frequently.

While the previous figures are relatively commendable, what about the accuracy of these timesheets? Nearly half (47%) of all respondents said their timesheets are “accurate over time, it all evens out.” Another 18% said their timesheets ➡

➡ are “somewhat accurate, I guess a little inaccurate.” And 2% said their timesheets are “not very accurate, I guess a lot inaccurate.” Then there were the final one-third who claimed their timesheets are “100% accurate by day.”

Disconnect between legal and IT getting worse

With large US companies facing an average of 500 lawsuits at any one time, the need for collaboration between corporate legal and IT departments is greater than ever, particularly when it comes to ediscovery projects. However new research commissioned by Recommind suggests that the disconnect between legal and IT has deteriorated over the past 12 months.

For example, in 2009, 67% of respondents in the Recommind survey described the relationship between the two departments as “good” but in 2010 that number had fallen to 54%. In 2009, 37% of respondents said IT and legal were working more closely together than the year before but that number dropped to 27% in 2010. And, in 2009, 40% of respondents said their IT department considered ediscovery to be a high priority whereas in 2010 that had fallen to 26%. Further evidence of a disconnect is found in two other sets of findings:

- 72% of respondents said their IT and legal teams met once a quarter or less; 52% once a year or less and 23% never met at all.
- The primary goal of IT departments handling ediscovery is “executing as quickly as possible” (35%), while the goal of the legal is “complying with federal regulations and court orders” (61%).



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Adkins returns to private consulting

After 13 years with the University of Florida Levin College of Law's Legal Technology Institute, well-known independent legal IT consultant Andrew Adkins is returning to private consulting. The new consultancy firm, which includes the old Adkins Consulting Group, will be known as the Legal Technology Institute. Adkins says that when he first started out in consultancy "Wordperfect 5.1 and DOS 3.3 ruled the legal world and the internet, as we now know it today, did not exist."

www.lticonsult.com

Rebrand and new CEO

In preparation for the next phase in its growth, Practice Technologies has officially changed its name to RealPractice, has moved its HQ to Orange County in California, and has hired Carey Ransom as its new CEO. Prior to this appointment, Ransom has held senior management positions in both software and internet businesses.

www.realpractice.com

Win a BPM makeover

To mark the launch of Winscribe BPM, Winscribe's new business process management solution, the company is running a global draw for a business process makeover worth up to \$150,000 for one law firm. To enter, visit the Winscribe website www.winscribe.com and click on the contest button within the showcase section on the homepage. For a chance to win, visitors need to provide their contact details and some words on ➡

➡ why their firm should receive the business process makeover. All visitors who register will be placed into a separate prize draw to win an iPad. Product manager Ryan Bavery says "this is the biggest prize opportunity Winscribe has ever offered and the buzz being generated is really exciting."

New road-map announced

After holding user group meetings in the US and in Europe, the Tikit Group has announced its product roadmap for its eMarketing Suite, an add-on app for the LexisNexis Interaction CRM system. The key new feature is benchmarking, which allows users to measure performance – anonymously – with peers to see how the response they get to email marketing campaigns compares with the industry average.

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July's new deals

Two more choose Worldox

Toronto law firm Cavalluzzo Hayes Shilton McIntyre & Cornish and Colorado lawyers Hoskin Farina & Kampf have both installed Worldox as their new document and email management platforms. Worldox say the Cavalluzzo was an unusual project as the firm runs Novell servers, GroupWise email and Corel Wordperfect. The Hoskin Farina implementation was handled by DCNC of Denver.

SaaS provider NetDocuments wins update

NetDocuments has added two more firms to its tally of law firms adopting a cloud-based SaaS (software as a service) alternative to the traditional onsite document management system. The latest wins are 45-office Jackson Lewis, where NetDocuments' training partner EncoreTech is also working on the project; and 400 attorney Nelson Mullins Riley & Scarborough, which is swapping out a legacy DMS it has been using for the last 15 years. Other recent wins are Miles & Stockbridge, Nelson Mullins, Kutak Rock, Parsons Behle & Latimer, Lewis Brisbois Bisgaard & Smith, Dorsey & Whitney, Broad & Cassel and Milbank Tweed Hadley McCloy. NetDocuments now has over 90,000 users in 144 countries.

www.netdocuments.com

Benesch pick Calvis Blackberry solution

Ohio-based law firm Benesch has deployed the Interaction for Blackberry application from Calvis, which allows users access to LexisNexis Interaction CRM data while out of the office.

www.calvis.com/partners/interaction/default.aspx

IntApp Wall Builder for Haynes & Boone

Risk management software specialist IntApp has installed its Wall Builder at Haynes & Boone, a 550 attorney corporate law firm. Wall Builder will manage the firm's internal confidentiality controls, enforce ethical screens and track compliance.

OrangeLT service one of largest SEC cases ever

Orange Legal Technologies is currently providing document and hosting services for joint defense counsel Parsons Behle & Latimer in the US v. Robert Allen Stanford case. The case looks like becoming one of the largest SEC cases ever, with OrangeLT having already imported 2.0 terabytes of data, equaling in excess of 2.5 million documents.

New product launches

New release for Litera Innova

Litera has released v6.0 of its Innova document assembly and automation system. This is the first new release of Innova since Litera acquired its original developers SoftWise in December 2009. New features include support for Windows 7 and Office 2010, Microsoft Active Directory integration and out-of-the-box pleading modules for a further 19 states, making a total of 25 states now supported.

CompuLaw launch Vision Web Portal 4.0

CompuLaw has leased v4.0 of its Vision Web Portal for monitoring critical case deadlines and related calendaring information. New features include support for ethical walls, to restrict access where there may be conflicts of interest. Users can also access the portal via Sharepoint 2007 by using the CompuLaw Collaborate web part component.



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New product launches

CaseCentral unleashes Batch TIFF on demand

CaseCentral has released v4.1 of its private cloud-based CaseCentral ediscovery platform. The majority of the upgrades are designed to give users (either law firms or corporations) more self-service and convenience capabilities. These include Batch TIFF on demand, so users can convert large groups of native files to images without incurring conversion charges.

Business Integrity updates Contract Express

Business Integrity has released v3.6 of its Contract Express contract management and automation software. Among over 150 changes and upgrades are deep-links to documents, a white-label capability so firms can use their own logos and a 'test' button for one-click publishing.

New hires

Reuters name Schiff president

Thomson Reuters has appointed Mark Schiff as president of Hubbard One. Schiff was previously VP of Product Marketing for Thomson Reuters Legal, where he was responsible for the WestlawNext launch. In his new role, his brief includes XMLAW, the Monitor Suite, ContactNet and Hubbard One's website and business development operations.

IRIS hire new director

Ediscovery solutions provider Iris Data Services has hired Brandon Mack as director of legal services. Based at the Kansas headquarters, Mack will oversee the Iris attorney document review service.

Typo Alert: Rich Molesky joins InterLegis

Rich Molesky has joined InterLegis, not InterLegal, as erroneously reported in the last issue. Apologies.

Green show's new date

Green Legal Matters has announced new dates for its first annual conference and symposium, which will now take place in New Orleans on 13-15 October, 2010. The conference theme is Green Cities, Business and Beyond and the conference keynote speakers and panelists include Steve Harmon of Cisco legal services and Legal OnRamp CEO Paul Lippe.

www.greenlegalmatters.com

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Euro duo open in the US

Two long-established continental European systems integrators – Epona and Timesoft – have formed a joint venture to operate in the United States. Called Accola, the company is based in Atlanta, GA, and will focus on Aderant Expert PMS implementation projects in small-to-mid-size firms plus Epona’s own ContactManager CRM system.

www.accola.com

Open Text social network used a G-20 summit

Open Text’s recently launched social networking software – Social Workplace – was used during last month’s G-20 Toronto Summit of world leaders. The system does everything you would expect from modern Web 2.0 social media technology but from within a platform that is controlled by the law firm or organization running it. Imagine your own private Facebook or LinkedIn service, with Twitter lists, blogging and Wikipedia thrown in, in a ➔

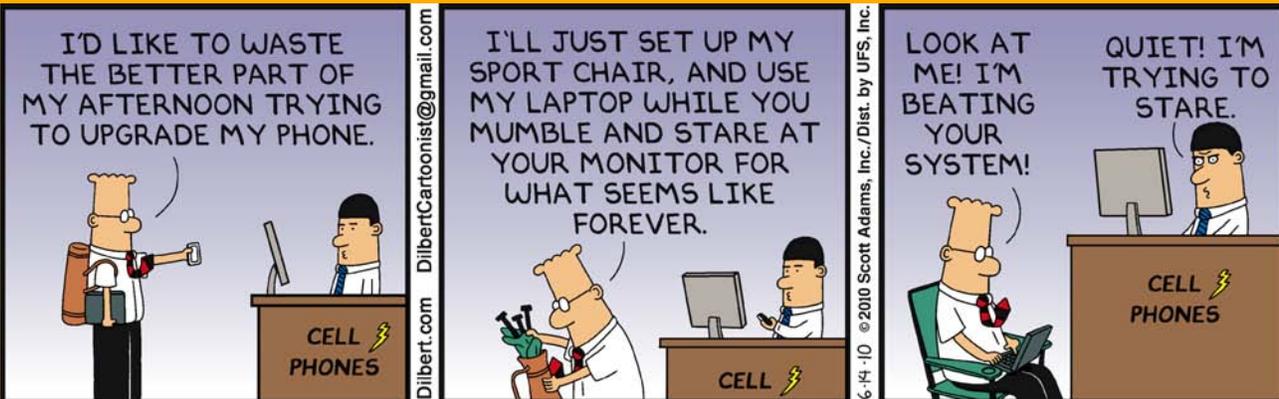
➔ secure communications environment that also addresses IT governance and compliance issues and is provided by one vendor rather than a patchwork quilt of 3rd party open-source suppliers. By using Open Text’s Everywhere mobility solution, the Social Workplace system also supports a full Blackberry client.

Unify and Daegis merge

Two major players in the information governance and ediscovery sector – Unify and Daegis – are merging their operations. Unify is to pay approx \$38 million in cash, seller financing and stock for Daegis. For the 12 months ended 30 April 2010, Daegis generated approximately \$23m in revenue and \$6.5m in adjusted EBITDA.

Next issue...

The next issue of ALTi (No.25) will be published on Thursday 5 August. Keep up with the latest legal IT news by visiting our blog www.theorangerag.com and Twitter @ChristianUncut



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