

→ www.pandora.com now listen to the radio and meet people with the same taste

Citytech



INTERWOVEN

MAY 8, 2007

BERWIN LEIGHTON PAISNER EDITION NO. 60



Editor:

Karen Jones
Tel: +44 (0)20 7935 5527
Email:
kjones@citytechmag.com

Accounts and subscription enquiries:

Andrew Jackson
Tel: +44 (0)1737 355054
ajackson@jonespartnersconsulting.co.uk

Design:

Nick Hayes
Megaphonic
nicholas.hayes@megaphonic.co.uk

www.j-p-c.tv

www.citytechmag.com

www.citywealthmag.com

Address:

Citytech
40 Devonshire Place
London W1G 6JX, UK
Office: +44 (0)20 7935 5527
Cell: + 44 (0) 771 8588 133

Company wide subscription available at £500 + vat / \$1000 per year.

Citytech is published Weekly (no issues over holiday periods). Roughly 46 issues.

Publishers statement:
2,000 IT directors and their staff plus vendors read Citytech each week globally.

The big interview:

Janet Day
IT Director

Berwin Leighton Paisner



*berwin leighton paisner

Janet Day goes together with
Berwin Leighton Paisner as
cheese does with pickle but she
spent a substantial portion of her

© Copyright applies: no photocopying (Copyright Licensing Agency Ltd and Publishers Licensing Agency licences do not apply.) for licensed photocopying, please call +44 (0)20 7935 5527



Introducing Elite[®] 3E

The new software solution that enables professional service firms to manage their business at the optimal level.

For more information:
Call: +44 (0) 20 7369 7360
Visit: more3E.com
Email: elite.enquiries@thomson.com



career, over twenty years at Allen & Overy running a large support group at the firm. She says of her move from support to technology that she wasn't quite sure she planned to end up as an IT Director, however her role involved managing documents which meant she was the first person the management team called when the topic was being discussed.

As document expertise became more important to law firms, she naturally gravitated to the IT role and two decades passed happily until she understandably grew



Panoramic shot of the Berwin Leighton Paisner building

restless. She decided to depart the safety of a large law firm to set up a consultancy and so set up in practice with the finance director from Allen & Overy at the time. "I'd been with the firm so long I thought I should see if there was a real world out there." She says.

The plan of the new consultancy was to help small to medium sized law firms with their technology.

In essence to offer magic circle, top tier technology advice to firms who could only dream of affording such expertise. The consultancy went from strength to strength listing many well know law firms and "many not" as clients for more than six years.

Working on one of these consultancy projects with Berwin Leighton Paisner in 1996 she spent more than a year at the firm before management tackled her to ask if she would stay. It took some

Continued page 4../



RECOGNIZED AS LEGAL PROOF BY:

Los Angeles County Bar Assoc.
District of Columbia Bar
Cleveland Bar Assoc.
Colorado Bar Assoc.
Boston Bar Assoc.
Utah State Bar



Clark County Bar Assoc. (Las Vegas)
King County Bar Assoc. (Seattle)
Puerto Rico Bar Assoc.
Cincinnati Bar Assoc.
Denver Bar Assoc.
and more...

**ENJOY THE PROTECTION THAT
LARGE CORPORATIONS AND LAW OFFICES HAVE!**

Registered E-mail[®]
an RPost[®] service

PROOF OF SENDING. PROOF OF DELIVERY. PROOF OF CONTENT.



THE POWER OF PROOF™

LEGAL PROOF™ FOR YOUR INTERNET E-MAIL

www.rpost.com



Janet Day

persuading but in 1997 she agreed and took the IT Director role at the firm.

The first thing she says she did was get to get PC's on to everyone's desks. "They were around, but email was only just starting as a means of communication." She explains wryly that most of the tech' industry was caught up with questioning the security of email without understanding the force that was about to hit.

Of Berwin Leighton Paisner, she says there was some work to do. "They were relatively tech-immature." Which she

says was one of the main reasons for bringing her expertise in house. "They had got behind the pace of other law firms and wanted to pull ahead again."


After putting PC's on desks she said the second grand project was an internal marketing one. "We did an awful lot of awareness raising. It was so that partners understood what technology could do for them." She also set about "professionalising the tech team" because she says she was conscious that lawyers had historically ranked support teams as less important than themselves. "Lawyers can

be understandably elitist sometimes." She says. "I spent time training staff and made sure they all undertook formal training like MSc and MCP exams to bring them on a par with the fee earners."

I ask why she thinks education is so important. She comments. "I think you need to know how to do your job properly and if you don't give staff the educational armoury they need then you are ensuring they won't do their jobs as well as they could. I think it's very important to make investment in people."



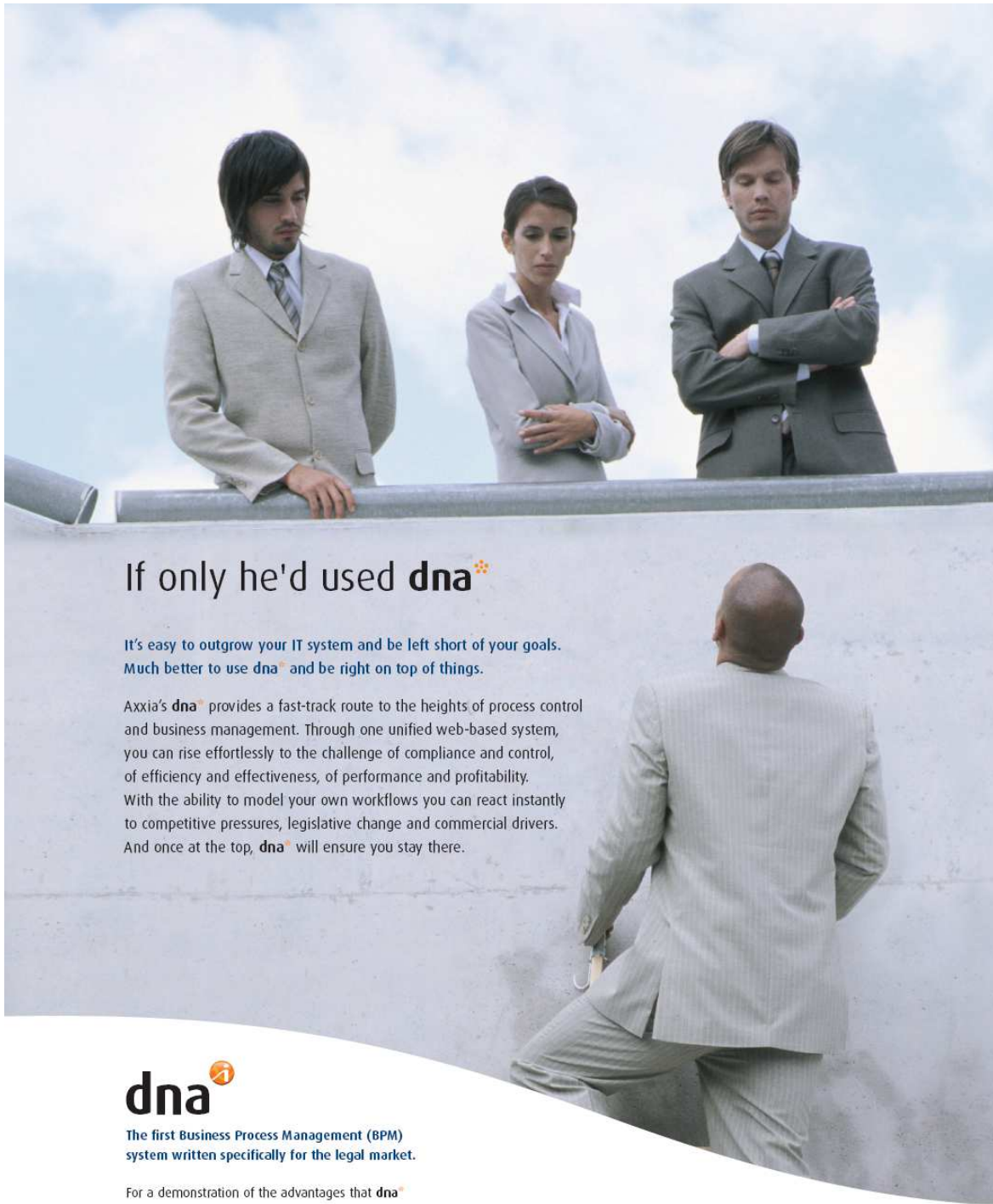
*berwin leighton paisner



She explains why. "No law firm would dream of sending lawyers out untrained, unable to communicate and without all the answers so why do this with your technology staff? It's a no brainer but often education and training gets sidelined when I think it should be a mainstream activity."

Of their internal technology, Janet says. "We have a traditional IT environment: servers doing a standard job and we run applications on the desktops. We have Elite for practice management, Interwoven for document management, Microsoft 2003 and Interface InterAction.

As Janet is arguably one of the most impressive users of Interface InterAction within law firms, I ask for more information on her work with the application. "We've made a big deal out of it and spent a lot of time training staff so they understand how to use it and what they can and



If only he'd used **dna**[®]

It's easy to outgrow your IT system and be left short of your goals.
Much better to use **dna**[®] and be right on top of things.

Axxia's **dna**[®] provides a fast-track route to the heights of process control and business management. Through one unified web-based system, you can rise effortlessly to the challenge of compliance and control, of efficiency and effectiveness, of performance and profitability. With the ability to model your own workflows you can react instantly to competitive pressures, legislative change and commercial drivers. And once at the top, **dna**[®] will ensure you stay there.

dna[®]

The first Business Process Management (BPM)
system written specifically for the legal market.

For a demonstration of the advantages that **dna**[®]
can give you call Heidi Cranfield on:
+44 (0)118 960 2602

or visit: www.axxia.com/dna

the advantage is in your **dna**[®]

axxia systems limited
info@axxia.com www.axxia.com
axxia[®]
interact. inform. inspire.



*berwin leighton paisner

can't find in it. We've made it clear what answers lie within." She says she spent considerable time on this because she believes CRM is important not just for law firms but anyone doing business. "You need to have the best quality information possible: I really don't know how you can do business properly without it." Janet worked hard to make sure the information was exactly what the staff needed and says. "We didn't stick with straightforward vanilla options."

A recent surprise for modest Janet was the revelation that Interface InterAction is now the second most used software in the firm, above internet explorer. She explains "We auto logged users and suspected that Outlook would come first and the second one I thought, would be

internet explorer: it was pleasing to see usage so high although I suppose it was logical because it helps with internal information." I ask why she wanted to review usage. She explains. "It was for a number of reasons. We wanted to make sure the investments we had made were the right investments. Also so we can think about what we are using heavily and making sure this software is optimised."

She adds an interesting remark. "It backed up our decision to spend time getting the data right and moulding it to how we wanted it to work." I ask if this means she sometimes worries about her decisions. She is frank. "Endlessly!" Then explains further. "I worry that things aren't working how they should and aren't adding value. I



Citytech is a weekly newsletter published by JPC. It reaches 2,000 IT director and vendor desktops each week and costs £500 +vat/\$1,000 per year for vendors. It is free for law firms.

Capital Capture

Litigation Support Bureau

Churchill House,
142-146 Old Street,
London
EC1V 9BW

Phone:
+44 (0)20 7314 7700
Fax:
+44 (0)20 7314 7777

Email:
information@capitalcapture.com

Website:
www.capitalcapture.com

suspect this is part of being committed to your work: you do worry in order to get it right." She confesses that she does exude impatience when things aren't right but says this draws from a genuine desire for users to get benefits from the implementations then says: "I do have sleepless nights about decisions I've made and things I could have done differently."

The Berwin Leighton Paisner IT team has thirty six full time members who serve four offices in Paris, Singapore, Brussels and London, looking after twelve hundred staff. Janet comments. "I think it's in proportion but it may be lighter than other

firms of our size. I don't have set plans to travel to each office regularly but do visit them fairly frequently."

Her longest implementation was a system change over from Office 2000 to 2003. "We changed all the back end servers and DM which was Hummingbird but has now changed to Interwoven." The gravitation was undertaken in record time, to be precise, one weekend. She comments. "We reasoned that whatever we did it was going to be disruptive but our main focus was minimum disruption and confusion for fee earners. In essence we knew we had to change Office and



Janet Day

knew we were going to walk away from Hummingbird because the direction it was going in wasn't right for us. We sat down and just thought about what method would get us out of a potentially difficult situation and one weekend of hard work was the conclusion: so the whole tech team agreed to come in to get the job done - obviously after some groundwork and prep'. We started work on Friday night and pretty much worked straight thought until Sunday." Janet adds. "We thought it would just be complicated trading documents if staff were using different systems. I didn't want to create problems."

She agrees the move was extraordinary and says. "We did it all ourselves but took the decision to also bring in a hundred secretaries on the Sunday to test and

Citytech website update. Who is looking for what?

Top traffic referring to the site this week from

www.morepartnerincome.com

www.axxia.com

Linklatersblogg.se

Probono.net

Eclipse Legal

How many click through's for banners?

Axxia 667

RPost 521

Thomson Elite 540

Interwoven 84

What are people searching for?

Holland & Knight litigation technology

List top environmentally friendly aware corporations

Linklaters disaster recovery

Jonathan Maas, legal

Lexis Nexis

Weaknesses of ProBono

Gwen Curtis

Anglo American club

Mike Jones, Casemap

ProVision

Mark O Brian AIM Legal

Clifford Chance Global IT

OpenText sales manager

Russell Lewin

Iron Mountain Fire

Clementi reforms and law firms

Hummingbird employees sue OpenText

Zafar Kahn

Metastorm new business pod

Dave Glynn, CIO, media

Rawlinson Butler news

Zantaz, Steve King

Marty Mills, CaseLogistix

Visualfiles, Mark Woodward



learn the new system as well as to iron out the bugs." In retrospect she says this prove a solid decision: "afterwards they felt they had ownership and were pleased to help others find documents on the system." She adds. "We try and keep users heavily involved. I think you have to harness support staff when implementing technology. To work as an IT island is not sensible."

And on the legal or not legal systems debate? "I think we are pretty good at making anything work, but I would prefer to use legally orientated software. I am intolerant of systems going down and spend time testing everything we do before going live." I ask what this means in practice. She says: "Everything we roll out has been running in the IT department for some time, for instance we were running Office 2003 for a year before it went out to the firm at large. It meant we knew what

would go wrong and what users would and wouldn't like."

Despite being a consultant, she says she rarely hires them herself. "We do believe in using our own skills to gather knowledge."

Finishing the interview she explains her view on the Windows mobile versus Blackberry debate: "We have the usual mixture of mobile devices including Microsoft Active Sync. There are a number of reasons why we've gone this route but mainly it's because I think Microsoft will dominate the mobile working space in years to come. I would prefer to be in early than last through the gate."



Andrew Whelan, Ermitage Group
Steve Meiklejohn, Ogier
Mark Allerston, ARC
Mark Le Tissier, Trident Trust
Matthew Gambles, Ermitage Group
Keith Bayman
Edward Bayman, Pentera Trust
Tim Knight, ABN AMRO
Gavin St Pier, Walbrook
Jonathan Speck, Mourant
Andrew Young, Lawrence Graham
Nick Jacob, Lawence Graham
Caroline Garnham, Lawrence Graham
Anthony Thompson, Lawrence Graham
Alex Ruffel, Lawrence Graham
Rose Raby, Lawrence Graham
Rajiv Patel, Lawrence Graham
Nick Rucker, Lawrence Graham
Doug Byblow, Lawrence Graham
Sue Laing, Boodle Hatfield
Richard Moyse, Boodle Hatfield
Fiona Graham, Boodle Hatfield
Warren Whitaker, Day Pitney
Chantelle Thorley, Haymarket (press)
Andrew Dietz (press)
Richard Williams, Investec Trust
Tony Pitcher, RBC
Paul Patterson, RBC
Mark Evans, RBC
Pauline Gale, RBC
Pamela Woodburn, RBC
Liz Le Poidevin, RBC
Phil Le Vesconte, RBC
Darrell King, RBC
Gail McCourt, RBC
Paul Aubert, RBC
John Riches, Withers
Suzanne Reisman
Justin Dillingham, Buzzacott Livingstone
Leonie Kerswill, PwC
Edward Reed, Macfarlanes
Chris Sly, Payne Hicks Beach
Catriona Syed, Charles Russell
Heather Tibbo, Newton
Nick Humbert, Billionaire500 (press)
Derek Gregory, Billionaire500 (press)
Patrick Hope Faulkner
Lottie Cole, London Library
Rebecca Jaques, Future Properties
Sophie Sharpe, Pure International
Kourosh Aynehchi, EFG
Dirk Oppelaar, Maitland Group
Jacques Leubar, Clariden Leu
Fleur Howard, Astrolabe
Dymna Holland
Gay Exton
Michael Igwe, MI & Associates
Louise Stoten Payne Hicks Beach
John Elder, Mellon

Harry Wulfohn, Stenham Advisors Plc
Paul Stibbard, Baker & McKenzie
James Penny, Barclays
Toby Birch, Julius Baer
Penny Lovell, FF&P
Wilson Cotton, Smith & Williamson
Andrew Pitt, UBS
Emma Pitt
Armando Rosselli, UBS
Alice Palmer, Payne Hicks Beach
Lesley Lintott, Penningtons
Chris Lintott, Penningtons
Arabella Saker, Allen & Overy
Simon Mabe, Smith & Williamson
Lewis Watts, SG Hambros
Eric Barnett, SG Hambros
Anthony Yadgaroff
Mrs Anthony Yadgaroff
Paula Higgleton, Deloitte
Tony Cohen, Deloitte
Russell Bussey, Alliance Bernstein
Robert Brodrick, Trowers & Hamlin
Ceri Gardner, Allen & Overy
Stuart Davies, Deloitte
Joe Field, Withers Bergman
Paul Knox, JP Morgan
John Rhodes, Macfarlanes
Martyn Gowar, Lawrence Graham
Andrew Wheeler
John Wood, Herbert Smith
Roderick Balfour, Virtus Trust
Josh Rubenstein, Katten Muchin Rosenman
Nick Ring, Northern Trust
Lucille Knapp, Northern Trust
Matthew O'Keefe, Ansbacher
Simon Rees, Ansbacher
Lorraine Wheeler, Ansbacher
Tim Joyce, Ansbacher
Nader Goodarzi, Ansbacher
Owen Clutton, Macfarlanes
Jeremy Trent, HW Fisher
Julia Ramsden, Baker & McKenzie
Bethan Jones, Charles Russell
Brian Clarke, Key Trust
Mrs Brian Clarke
John Perkins, Key Trust
Mrs John Perkins
Brian Kenyon, BNP Paribas
Miles Le Cornu, BNP Paribas
Jonathan Burt, Baker & McKenzie
Paul Chapman
Guy Paterson, Unigestion
Clare Maurice, Allen & Overy
Phil Norman, Ogier
Phil Le Cornu, Ogier
Karen Proper, Ogier
Simon Fraser, Ogier
Astrid Owen, Withers Worldwide
Lara Crompton, Withers Worldwide

Lucy Johnson, Withers Worldwide
Samantha Morgan, Withers Worldwide
Samantha Bradley, Withers Worldwide
Daniel Martineau, Close Trustees, Switzerland
Stella Mitchell Voisin, Close Trustees,
Charlie Macfarlane, Cheviot
James Mann, Cheviot
David Malpas, Cheviot
Bernadette Duffey, Cheviot
Joe Moynihan, AIB
Mrs. Sunita Arora
Robert Williams, AIB
Ishu Suchdev
Tony Crowe, AIB
Mrs. Veena Suchdev
Manoj Tailor
CB Patel
Robbie Henneberry
Surinder Arora
James Anderson, Tru-est
Paul Jaffa, Myddleton Communications

There are a few complimentary seats available for IT staff and tech vendors. If you would like to attend please email me today. The event is black tie at London Zoo this Thursday starting at 7pm with Bollywood Grooves and Papa CJ as entertainment.

Email kjones@j-p-c.tv