

→ Electronic records management feature following the double country, Iron Mountain fire.

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Iron Mountain: The roof, the roof, the roof is on fire!



This story, in itself is not a great one. Fairly difficult to raise a pulse on, Iron Mountain is not responding to requests for interview and Allen & Overy are shrugging their shoulders as though a fly bothered them briefly. As their PR lady said "it all seems to have been a bit exaggerated as far as the effect on Allen & Overy business is concerned."

I suspect this is true. With the sponnies that an organisation like A&O have,

Allen & Overy are reported to have lost over 150,000 files. This was their 'official' response to the loss:

"We can confirm that there has been a fire at Iron Mountain storage which we use to store some hard copy files. The blaze affected the Twelvvetrees Crescent warehouse in Bow, off the A12.

This warehouse is one of several that we use for storage. Key files for current matters are stored in-house and for the past 2-3 years our virtual filing system has scanned and electronically recorded all paperwork. The fire is not hindering our normal business operations in anyway and clients should not be concerned."

Joe Greenan, Head of Document Services, Allen & Overy LLP

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The BBC reported: “A huge fire has ripped through a six-storey paper storage warehouse in east London.” About 100 firefighters and 20 fire engines were called to Twelvetrees Crescent in Bow Wednesday 12th July. The warehouse fire in Bow was the second major fire in London on that day. The next day, an Iron Mountain warehouse in Ottawa, Canada, was also hit by fire.

→why wouldn't they have their e-filing system sorted? (The big firms like Linklaters are reported to spend about £20 million a year on IT). For others though it may not be quite so cut and dried. What about the whole raft of organisations (like National Grid last week) who have only just upgraded to enterprise DM or others who aren't quite on top of their techno house-keeping or disaster recovery processes as they would like to be?

Talking to the legal DM vendors, they are pretty confident that this will kick start a surge in interest in their software. Why? There must be a whole heap of law firms who probably don't have “what if” approaches to IT and don't have comprehensive e-duplication filing nor official disaster recovery strategies. → Continued page 4 (skip one).

The recent changes in law society conflicts rules: firms need to manage more closely the documents and records (whether physical or electronic) they hold whether these document and records are for current or previous clients. Law firms must now ensure that client confidentiality (even if they are no longer a client) prevails over the duty of a solicitor to disclose information (to, for example a second client).



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Hummingbird's response to the Iron Mountain fire

"As the largest provider of records management software to the UK Legal market, many of our LegalKEY clients lost boxes in the recent fire at Iron Mountain's warehouse in Bow.

As soon as this story broke we were called by one of our affected clients who informed us that they had lost a considerable number of boxes. We decided it was prudent to call round the LegalKEY client base to ensure we were able to help a maximum number of firms in as short a period of time as possible.

Working with Iron Mountain's box data information we have been able to quantify our client firms' losses at the client, matter and fee earner level, along with the age of the destroyed files and the recorded activity since storage. This has enabled each firm to report their losses in an accurate and timely manner to the partnership. This information was made available within 24 hours of receiving the data from Iron Mountain. With LegalKEY Records Management software we had the expertise to analyse and extract the information.

Many firms use their practice management systems or bespoke Access databases to manage their physical records however this generally only deals with information at the box level without the ability to drill down to the file level as is available within LegalKEY. This means that although a firm may know which boxes they have lost, they would not necessarily know the contents of these boxes without cross referencing old paper files. The additional capability to link electronic copies to information held within the LegalKEY Records Management system allows firms to view electronic copies of the physical records (as Allen & Overy were able to do).

The LegalKEY records management system links with off site storage vendors, such as Iron Mountain, to automatically update the status and location of an individual file meaning that firms are able, at the click of the mouse, to see whether their files are onsite or offsite (and if so which location they are held at by the offsite storage vendor).

Following this fire, we are expecting to see a considerable uptake in our physical and electronic records management system as firms consider the financial and reputational consequences of not managing their paper and electronic records more diligently. Additionally, the recent changes in law society conflicts rules will also undoubtedly push firms into adopting more strict retention schedules across the information they hold.



BBC report: At one stage firefighters had to use water from a swimming pool at Hendon Police Training College to tackle the fire.

London Fire Brigade said it was "extraordinarily rare" to get two fires requiring 100 firefighters each, within the space of 24 hours.

→Like all things, the Iron Mountain fire serves as a timely pinch in the side to just dot the i's and cross the t's.

Speaking to Margaret Lang, Chief Executive of Intelligent Office UK who offer outsourced law firm management (and is also an independent consultant recommending DM software and scanning equipment) she says "the top ten law firms have the resources and where-with-all to apply huge amounts of investment." Continuing she said "they can also hire senior people in management roles to deal with back office procedures. In smaller firms, its usually the managing partner or department heads who may have to worry about this. They often want to sort it out but simply don't have the time. They look at problems after they happen."

The problem she says is the lack of a pro-active approach. She expands "lots invest heavily in practice management but simply can't work out how to optimize the IT investment. DM is another area that regularly lacks focused attention."

One constant problem she finds when speaking to lawyers or law firm management is that they feel the need to be experts in back office automation or think they should be. She argues that there is no reason why and says "they should be more open minded and see delegation as a strength not a weakness."

On the plus side Margaret says the risks →



Law firm management should see delegation of back office as a strength, but often they see it as a weakness

Margaret Lang, Chief Executive of Intelligent Office UK

→associated with legal advice are usually well considered and carefully managed and many take frequent advice from the Law Society as to policy or procedures to follow. But the risk in the back office – like losing files – is not given the same consideration.

She says “For example, scanning is considered too much of a headache or too expensive to tackle when firms could just focus on the key areas like ‘power of attorney’ documents which can’t be recreated. This would mean an instant boost to their disaster recovery status.”

As to why law firms should consider outsourcing back office functions to operations like hers, she says “We support 1,100 fee earners and can pass learned knowledge along to our clients. They benefit from this experience, whilst IT staff may be juggling disparate systems and have cultural problems getting new ideas accepted. We find partners are much more receptive to our outside intervention and it helps IT as well as the firm.”

Margaret also offers independent advice and recommends appropriate vendors for firms she works with. (Here is her email address in case you wish to contact her about this service Margaret.lang@intelligentofficeuk.com.)



Margaret Lang



Laserfiche (DM): disaster recovery and business continuity advice

Vice President of Vertical Marketing at Laserfiche, Hedy Aref talks about disaster recovery

Why should disaster recovery plans be an important part of the document management solutions?

AREF: Because clients rely heavily on information to function efficiently and are particularly sensitive to disruptions in access to that information. It doesn't matter if we're talking about government or the private sector. A serious fire, weather disaster or other event can interrupt services to constituents or prevent executives from making everyday business decisions. The issue has no boundaries.

How prepared are firms?

AREF: Many organizations are still vulnerable to business process interruptions. They haven't yet taken appropriate measures to protect the integrity of their information in either physical or electronic form. The majority of organizations don't yet have a disaster recovery plan or are still working to implement one.

What is an example of a Laserfiche user that is using Laserfiche as part of such a disaster preparedness/recovery plan?

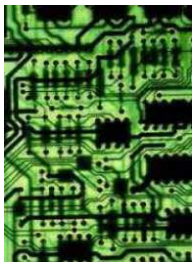
AREF: Laserfiche is playing a key role in the efforts of the Connecticut probate court system to protect its archives and operate more efficiently.

The courts are using Laserfiche plus back-up CDs as a medium for both safe off-site archiving and on-site reference work. Some of the larger courts scan the smaller courts' paper files and then store them off-site and provide a searchable CD for the smaller courts to use. If the physical paper records are ever destroyed, court officials have immediate access to their entire archives on their off-site backup CDs, eliminating costly downtime after an accident or disaster.

Editors note: Laserfiche are a US vendor that is bubbling under the likes of Interwoven and Hummingbird



Hedy Aref





Rx
Prescription
for Success!

How Healthy is Your Firm?

Susceptible to information management **gaps**? > Inadvertently **exposed clients** to risk? > Client **intake process** feeling run down?
> Experiencing weaknesses in **conflicts** searches? > Getting the recommended dose of **integration**? > Feeling the aches and pains
of **e-mail** management? > Recovering from **discovery** requests? > Striving to achieve true **matter-centricity**?

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Geoff Hornsby
Interwoven



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Interwoven post record results with new BlackBerry® module flying off the shelves

“The availability of Interwoven for BlackBerry is excellent news - we can now fully incorporate the Blackberry into our Interwoven environment,” said David Hamilton, director at Freshfields Bruckhaus Deringer. *“We have some 2000 BlackBerrys in use throughout the firm and, the device is certainly our lawyers’ favourite means of keeping on top of their work while away from the office. We are excited that our lawyers will now be able to use their BlackBerrys while still retaining all the benefits of the Interwoven system.”*

Geoff Hornsby who is head of sales for the UK operation of Interwoven is pretty happy this week. The sales figures just announced show a record of seventy three deals, which include the likes of Freshfields (see quote above from their IT director on the BlackBerry® module deal); Simmons & Simmons converting from OpenText (the proposed purchasers of Hummingbird) to a global licence for Interwoven and in this figure, twenty five completely new clients to the DM market. It was Interwoven’s best quarter across the UK and Europe.

A year ago, vendors considered legal a flooded market it seems the DM space has bounced back to life, assisted by growing concerns for safety of documents and new legislation from the Law Society.

New firms to sign up were Beachcroft Wansborough, Browne Jacobson (via Tikit), Marks & Clerk (via Tikit) and DeBrauw Blackstone & Westbroe (Dutch firm. Stephen Murphy/European Salesperson was responsible for this deal - Geoff looks after the UK.)

Much of the success has been attributed to the→





Interwoven shiny success story



Screen shots from BlackBerry®

→new BlackBerry® module which for the first time fully integrates and tracks and records the view and movement of files. Your lawyers really can be on the go and updating and working on files without headaches.

Geoff says “firm have been waiting patiently for this development, we expect to see it flying off the shelves. We have seen a pent up demand.”

Of the up and coming rival SharePoint® who just sealed a deal with in-house counsel at National Grid, Geoff is pragmatic. “We have a much more sophisticated system than the SharePoint® offering. However they will catch up. It is for us to keep one step ahead of them and develop further attractive and feature rich functionality for the legal profession.”

Interwoven fact sheet

Interwoven also just did a deal with BP to take 900 licences

Visualfiles have written some code that automates document flow into Interwoven

Smallest law firm customer is five fee earners

Now have 25 of the top 50 law firm customers□

800th law firm selects AlphaLAW

AlphaLAW announced in July their 800th law firm purchasing AlphaLAW-Esprit. A widely used integrated accounting, time recording, reporting and document production systems. Other milestones have included being rated first overall in The Law Society Software Solutions Guide 2005 and 2006. Kevin Draper, Sales Manager attributes the continued growth in AlphaLAW's customer base to a high level of service for customers. He says "We do whatever it takes to make our customers successful." Simon Meehan was also just appointed LSSA Chairman in the last week.

Reynolds Porter Chamberlain extends their investment in Hummingbird Solutions with RedDot Web content management system. "Reynolds Porter Chamberlain was looking for a solution that would enable easy authoring, editing and publishing of content to our intranet and corporate Web site," said Julie Berry, IT, Director at Reynolds Porter Chamberlain. "With a growing number of personnel contributing to these repositories and a large amount of 'live' information, simplicity and flexibility were key requirements. RedDot CMS with LiveServer provides this functionality, but also offers out-of-the-box integration with the Hummingbird Enterprise document management system." RedDot CMS enables any permitted user to manage and update templates, content, themes and

access rights without additional Webmaster resource. More than 1,700 organizations now use RedDot CMS to manage their online content.

In another Hummingbird deal - Nelsons Solicitors Selects Hummingbird Enterprise™ for Legal to streamline business processes and reduce physical files. Nelsons Solicitors has over 130 lawyers based in Nottingham, Leicester and Derby. "While many firms view the paperless office as the holy grail of efficiency and risk management, Nelsons took the view that a 'less paper office' was a more realistic, achievable scenario," said Tim Hastings, Chief Executive at Nelsons. "We approached the market looking for an enterprise content management solution with the focus on ease-of-use and legal domain expertise. The Hummingbird team impressed us with their professional approach."

Barnetts Solicitors, one of the top five, high-volume conveyancing practices in England and Wales, has announced a record-breaking year, underpinned by its use of the Proclaim® Case Management system. Barnetts' financial year 2005-6 saw the practice bank more than £5billion worth of mortgage transactions – more than double its average figure of £2billion in recent years.

Lifestyle

New bar in the City for you guys to go look up www.barprima.com



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More anon law firm feedback. The question: What do you think of all the legal vendor buyouts?

“Its always going to be a balance. You don't want too many players in the legal systems market as that results in small suppliers who find it difficult to develop a robust business model. One gust of ill wind in the market and a few of your suppliers get blown away is one of the many problems that result. On the other hand you don't want too few suppliers resulting in too little competition for our business and impetus to drive innovation.

*Ultimately in respect of Legal technologies we want two or three competing developers in the ERP space (SAP.. and the others!) and a similar number in each best of breed silo (Enterprise Content Management as we seem to be calling DM now, Knowledge Management, etc.). **We also want to be able to buy any of these technologies through two or three resellers.** In terms of the ERP space the business model is fine, we just need a few more players, both developers and resellers, to focus on the legal market to stimulate some competition to get the price down and get the legal process flows fully developed.*

*In the best of breed space, to create organisations of a large enough size to be able to weather a volatile market, **we need fewer and larger silo's.** E.g. merging ECM and KM into a single best of breed silo. Developers can then develop their product to encompass more than one silo (as Elite have done with 3E as far as I understand it.) Essentially they have developed 3E into so many different best of breed silos that in principle it could be considered an ERP system) or buyout/merge with other developers to achieve the same result. **For this reason I am all for the raft of recent buyout activity.** We still need a few more [relatively vendor independent] best of breed resellers though as Tikit seem to dominate with Phoenix far behind and Transam (in conjunction with a European outfit called Morning Star – I think) having only just entered the market and are therefore relatively unproven.*

If the number of developers primarily but also resellers looks like it is going to drop to too few then I would certainly be interested in supporting a pressure group.”