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Citytech



DECEMBER 13, 2006

www.j-p-c.tv EDITION No. 47



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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.

Tikit and TFB partner with Corebridge



Double whammy as they sign with UK vendor TFB and re-seller and consultant Tikit

When I interviewed Jenny Peart, Marketing Manager from Corebridge I thought she said Callbridge, which might be a better name. Essentially this company ties up data and telephones so that calls coming in automate record finding, saving your lawyers/ attorneys that "can I call you back in five" scenario as they scabble for relevant documents.

If Tikit and TFB have signed Corebridge then this app' is coming to a desk near you (UK) very soon. Best to be prepared.

You may be thinking "oh, seen all that before" type of thing and I do

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remember there was a rash of telephony type people swilling around in the market a few years ago (many of whom have since disappeared). This seems to be in the same general ball park but is more developed. Rather than just allowing dialling from your computer it actually brings up documents across various different software applications.

As we all know Tikit are quite sniffy about who they partner with. It is an acceptance badge to have Tikit signed up already.

So what is it? Well its software that integrates with Microsoft Outlook and Lotus Notes. At its heart the app' has a meta directory which gathers basic contact information. This is synchronised with multiple databases and directories.

Which means when calls arrive key data is found before the phone rings and launched for the person answering the call. If there is a bad debt it can re-route

callers to accounts. (Only for the very brave that one I would say). Both Jenny Peart, Marketing Manager at Corebridge and Sarah Cox in the same role at TFB confirm that individual rules for each firm can be set up.

Corebridge say very bravely that their technology will have as much impact as email. Also that implementation times are three to five days on a single site.

TFB who offer case and practice management software called 'Partner for Windows' Launched their partner programme about six months ago and since then have been 'ironing out creases' and lurching law firm purchasers in the UK to promote the product.

Jenny Peart gives us her take on the software "if you are sitting in your office it will auto-launch applications. Law firm clients using it can see who is phoning but will it also bring up relevant casefiles. And it also tells you if your clients are on 'stop'. You can automatically route callers accounts payable. Essentially

you set up the rules you want to achieve your aims."

One message that Jenny says repeatedly is that "it doesn't change the way anyone works. Jenny continues "It slots in between apps and telephones which links through TAPI- enabled technology. It doesn't change systems, it just enhances them." (See later note from Microsoft on what TAPI enabled means). Continuing Jenny says "the Corebridge server sits in the middle and acts as an interface between the two. In our view it just makes people faster." Then adds "Its not data management, it just flags it up, but if you pull up five apps and start to see disparate data you will obviously be able to correct this."

Jenny continues "What we are hearing more, about is convergence. Corebridge does not only doesn't change anything but all the systems

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Francis Zadan. CEO Corebridge

you put in place for particular reasons will work better. “

So down to the tacky question of cost. After a bit of thinking Jenny says “You can come on board for as little as £50 per user. We have a matrix of cost breakdown which is published on our brochures.”

Corebridge the company – the low down.

Jenny says “The CEO Dr Francis Zadan, had the foresight back in 2003 and realised the potential to work more effectively. He is a major shareholder.”

Corebridge have fifty employees

Background of Jenny Peart, Marketing Manager from Corebridge: Been with Corebridge for six months. Her main experience is in product management and product marketing but she also did

consulting for Centrica (energy company) and Intuit (business and financial management software). Jennifer also has some twelve or thirteen years of telecoms and ISP experience.

Main areas of Corebridge business currently are: Recruitment, finance and investment banking. Legal is a new push with TFB and Tikit as core partners.

Main benefits of using Corebridge: Can log all time spent on emails for time and billing. Can see correspondence on email, phone, mobile, pda, CRM and case management. In terms of contact lists you can, click on telephone numbers and the software dials it.

Clients so far: Investment bank in Hong Kong. Further announcements due out shortly.□

www.corebridge.com



Introduction to TAPI and USB Handsets

In future releases of Windows 2000 operating systems, Microsoft is planning to provide built-in support for USB-connected handset devices. Support will initially be targeted for USB composite devices that implement audio functionality compliant with the USB Device Class Definition for Audio Devices, Version 1.0, plus a human interface compliant with the USB Device Class Definition for Human Interface Devices (HID), Version 1.0 and Version 1.1.

Such devices will be supported by enhanced TAPI functionality and by TAPI-enabled applications such as future versions of Microsoft NetMeeting conferencing software.

NOTE: All features are in a planning stage only, and Microsoft has not committed to delivering these features in any form in any particular release of any product.

Windows 2000 includes TAPI 3.0, a set of services and APIs for building telephony applications. TAPI 3.0 allows applications to make use of telephony infrastructure for both call control and media streaming in a device-

independent, language-neutral manner. In addition, TAPI 3.0 includes native support for IP telephony protocols.

To encourage the development of USB telephony devices and to facilitate adoption of PC-based IP telephony, Microsoft is planning to add support for USB-connected handsets to Windows. The purpose of these devices is to improve the user experience for PC-based telephony by presenting the user with a familiar audio streaming and call control interface. Experience has shown that many users prefer a phoneset-like interface for making telephone calls because of the familiarity, simplicity, privacy, and protection from echo that such an interface can provide.

Optionally, a phone keypad on the device can provide familiar dialing capabilities. Devices without a phone keypad are also useful; dialing can be accomplished using voice recognition, TAPI 3.0 directory integration, or the numeric keypad on a PC keyboard.

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COPITRAK have their CANON MEAP application ready to go. Following co-operation with Canon Europe, Copittrak's eCclipse cost recovery / cost management app' is now available as an embedded solution on any MEAP enabled Canon MFP. www.copittrak.com/

Bill Kirby (Professional Choice Consultancy) and Mike Blackburn have a new business development service for law firms. The plan is to assess strengths and weaknesses within a law firm; benchmark against other law firms then give direction/set of objectives for firms to improve. billkirby@professionalchoiceconsultancy.com

CaseLogistix® and NetEvidence Partner. Nashville-based CaseLogistix, Inc., a provider of evidence and litigation management software for the legal community, and NetEvidence, Inc., a computer forensic investigation and consulting firm also based in Nashville, today finalized a strategic alliance. As part of the deal, CaseLogistix will be offering electronic data discovery and forensic services via NetEvidence's offerings, and NetEvidence will utilize the popular CaseLogistix evidence management software to store and manage its work product and that of their clients. NetEvidence provides certified computer forensic investigation services, litigation support services, data recovery services, security consulting, and expert testimony to corporations and law firms. NetEvidence assists clients with all facets of technology issues including recovering and reconstructing essential data, conducting electronic investigations, preserving evidence, and serving as expert witnesses. CaseLogistix provides a complete system for electronic document organization, annotation, discovery management, and

publication. The software, available as a desktop version or in an application service provider hosted environment, allows legal teams to quickly collect, review, and produce any amount of digital evidence using an interface similar to that of Microsoft Outlook. The Microsoft SQL Server database backend provides unlimited flexibility and scalability based on the complexity of a given case.

"We are looking forward to using CaseLogistix and promoting it to our clients since it is truly simple to use but covers all the bases when it comes to evidence management software," said Stan Wilson, President, NetEvidence, Inc. "This partnership provides our clients with real value as it now gives them more options spanning the entire litigation lifecycle," stated Roe Frazer, CEO of CaseLogistix. The demand for forensic services, especially those provided by highly skilled and experienced professionals, is soaring — NetEvidence is the ideal partner to deliver these to our clients."

For more information about CaseLogistix, go to www.caselogistix.com. Find additional NetEvidence details at www.netevidence.com.



Read the article on this link

<http://www.pcpro.co.uk/news/98491/toshiba-rewrites-printer-rules-with-reusable-paper.html>

Reprintable paper arrives

One of the law firms sent me a link to this article to fuel the fire on the old paper debate. Will we ever give it up or will it remain our friend through thick and thin?

The law firm person commented

"We've been saying for some years that with the rise of electronic information that paper is dead. The announcement by Toshiba of reusable paper may well lead to one of us checking our pulse for a premature diagnosis.

Potentially, if it really works properly and takes off it could cause no end of ructions from a legal perspective. Imagine the scenario "You can't prove that I wrote the blackmail note because I've printed over it" You can't prove that you made manuscript notes on the contract that made it watertight because its been overprinted"

"No, we don't keep any records,

the company policy is that we overprint our documents after 6 months"

Reading the article on the PC Pro site it seems this is akin to a prototype: nice idea but can it really work?

The jury is out and even Toshiba after negative press have gone for a low key launch and are phasing it into countries rather than going for a global launch.

One imagines it's a 'green' idea but as our law firm commentator pointed out, it rather changes the direction of the paper/or not paper debate.

Interestingly, all the multi function peripheral manufacturers (photocopiers to you and me) and cost recovery people are going the 'paper will never end' route. They believe everyone has been saying it for so long that the desire to print will remain and is set for serious growth.



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.

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→**FloSuite Announces £2m R&D programme to deliver next generation of BPM solutions.** The programme will encompass development of case management capabilities within FloSuite's core BPM platform, and extended support for new features included within Microsoft's latest Windows Vista operating system and Office 2007 application suite. These advances will provide the next generation of FloSuite BPM solutions, which will enable professional services organisations to manage various types of case-based workloads more easily within a BPM-driven framework – with the added ability to work within Microsoft Office 2007 interfaces. By building deeper integration capabilities with Vista and Office 2007 interfaces, business users and managers will have extended options to launch and interact with FloSuite processes from within their everyday Microsoft Office working environment – including applications like Outlook, Word, Excel and SharePoint. This latest round of investment comes only months after the completion of a two-

year project to re-develop and enhance FloSuite's existing Microsoft Visio-based application design, .NET Web Client and existing Outlook and SharePoint user interface options. Russell Wood, VP Sales, FloSuite, said: "These interfaces and applications – whether file opening, case management, support, HR or any other – can be composite solutions that take advantage of existing systems and data where appropriate." The latest FloSuite R&D programme is aimed at simplifying the deployment of complex process-centric applications, removing the need for bespoke development or embedding business rules in various back end systems. FloSuite is a Microsoft Gold Partner based in the UK, with clients in the UK, Europe and North America.

http://www.flosuite.com/pdf/products/flosuite_overview.pdf



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Citytech website update: who referred to Citytechmag.com last week?

The biggest referrers of traffic last week were:

www.morepartnerincome.com
<http://technology.findlaw.com/>
www.3kites.com
commonsold.typepad.com
axxia.networkjabber.com
www.denniskennedy.com

Last week country rankings were 1. USA. 2. UK 3. China.

Googalists last week were searching for phrases that included: 'Axxia management buyout', 'Axxia case management buy-out', 'Wolter Kluwer juris electronic', 'Metastorm unicode', 'Citytech magazine and fulbright', 'Interwoven HP buyout,' 'best worksite Hummingbird', 'Axxia case manager software costs', 'ABA Tech show 2007 John Ryan', 'Kaye Sycamore', 'Lexis nexis legal software costs,' 'Lexis Concordance' and 'Barry Hawley Green.'

The Global tech leaders list is the most referred to document on the site followed by the National Grid article – edition 33. Other referrers of traffic are

<http://www.lawbizblog.com/cat-technology.html>

<http://stlouisinside.com/blogs/aggregated/archive/tags/citytech/default.aspx>

www.practicesource.com

Let there be light

In the mother of all publicity stunts, Ogier Guernsey who just got a new office, decided to highlight the move with lights which must have had a few Martians closing their curtains with the dazzle. The spotlights were provided by Fineline, a lighting company based in Bristol. Diablo Searchlights, as they are called are converted World War II searchlights upgraded with 4kw Xenon lamps. Eds note: If you want to know Ogiers new address then ask them to put the lights back on. William Simpson is, managing partner at the Guernsey office.

Its Vintage Darling!

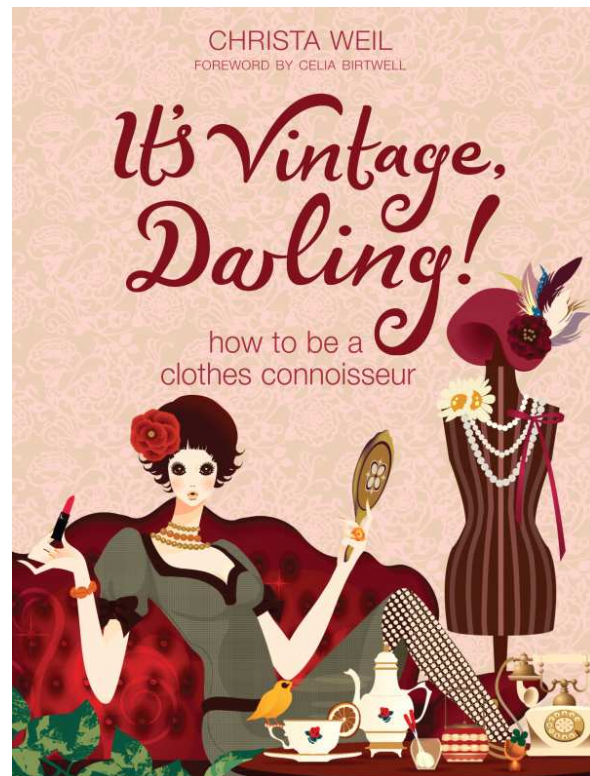
This is more a reference book than a bit of jolly frippery. With expert tips on how to dress like a 1940's film actress and the likes of Lulu Guinness giving advice, its not something you should speed-read to tick a box.

Much of the advice is about 'how to look your best;' disguising imperfections and hints from stars on becoming a gorgeous goddess.

Information includes "Why socks disappear in the laundry: - the spin dryer opens up a space/time continuum through which the sock is transported to distant galaxies or Elvis has them."

Designers a plenty are peppered throughout the book telling us tales of their life and stories about clothes. And there are step by step pointers on how to buy vintage clothes and repair them.

It's a great one for the Christmas holidays where you are pigged out, lolling about in your Christmas jumpers and considering whether it would be illegal to eat one more chocolate caramel.



Its Vintage Darling
Hodder & Stoughton
www.madaboutbooks.com
£14.99

Sake at Sumosan, London

With the perpetual newness of restaurants: new openings, new dishes, new hot spots, its sometimes easy to forget a favourite.

Sumosan is an elegant space in the heart of the Mayfair restaurant scene, where getting bookings anywhere is a Herculean task and drop-in's are nearly always refused.

Sumosan is smug. It has a larger amount of covers than most of its jostling restaurant sisters, so can usually accommodate you, even if busy.

What is worth reminding you about, is the food. I tested a seaweed salad and a duck breast atop a billowy cloud of risotto. The risotto rice sneered at the usual cheesy, white offering of other food establishments. Instead it presented firm, nutty grains sitting in a duck jus. A delicate and sparingly placed liquid that quite made you want to throw caution to the wind. I toyed with bringing the dish to my lips to drink like a thirsty horse at a well.



Sake is a speciality at Sumosan. A great favourite of mine, I couldn't imagine a better day than one that included Sumosan and slurping sake.

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Open Monday to Friday
12pm-2.45pm and 6pm – 11.45pm

Authentic and contemporary Japanese dishes

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