Keeping your firm ahead of the technology curve in 2016
A word from our User Group Chairs
What will be your firm’s technology focus in 2016?

With technology becoming more and more of a key focus for law firms in 2016, your firm needs to be ahead of the latest trends. So, we asked our User Group Chairs to shed some light on the topic and tell us what they are planning on focusing on, from a technology perspective, in 2016:

Jane Pritchard, User Group Chair and South East & London Regional Chair.
TV Edwards Solicitors

“As great advocates of Cloud and remote desktop working, TV Edwards IT plan for 2016 continues to focus on development and automation of case management processes to improve transparency, efficiency, and productivity whilst aiding compliance. The challenges for the current plan include continuous improvements to business resilience for our cloud computing needs, improving security for all data including safeguarding against targeted email phishing attacks, upgrading and expanding our Mimecast services as well as general access to our platform. We will continue to develop and trial new methods of data capture for inception of new client cases for a mobile platform and in doing so collaborate with other P4W users to develop mutually beneficial enhancements. Working with Conscious we are developing a responsive and restyled website. Billing reporting development is a permanent enhancement project, working with our TVE client’s, to deliver enhanced management information through P4W.”

Michael Goddard, Northern Regional Chair.
Beaumont Legal

“We are looking into Mimecast and Office 365, but in addition to this, mission critical backups in the cloud. I think there is a lot more thought into online services in the legal sector.

When looking at new software for the business we are now considering the software as a service more. As we all know the compliance can restrict this in basic terms of where the data is located, is it secure when it leaves the site, secure where it resides and who else has access to it in a data centre, can you get that data back, how long will it take and at what cost?

Many DR plans have kicked in due to the floods over Christmas – this has proved that plans have been successful and people have continued to work BAU. When tested DR plans can show shortfalls and it may well be the case that a form of online service could fulfil that need. It does now feel that, although still higher, cloud service costs are more in line with previous on premise costs. With more emphasis on business continuity, client care, and ensuring there is a person at the end of a phone with an IT system to use, online services are slowly becoming the preferred option.”
“We looked at all the areas Michael has mentioned (such as Cloud based DR support) and some more such as Carpe Diem, voice recognition, phone integration, remote working set ups, under use of Tikit products, web connect and CRM issues, separating internal staff, guest and work wi fi systems for security. I could go on...”

### Dates for your diary:
#### Regional User Groups #RUG16

**Manchester**
**Date:** Thursday 9th June 2016 at 9.30am
**Location:** Macdonald Manchester Hotel, London Road, Piccadilly, Manchester M1 2PG

**London**
**Date:** Thursday 23rd June 2016 at 9.30am
**Location:** BT Tower, Maple Street, London

**Scotland**
**Date:** Tuesday 19th July 2016
**Location:** Wilson & Duffus, 7 Golden Square, Aberdeen AB10 1EP

### National User Group Conference #NUG16
**Date:** 17th – 18th November 2016
**Location:** BT Centre, 81 Newgate Street, London EC1A 4AJ
**Dinner and Hotel Location:** Mondrian, 20 Upper Ground, London SE1 9PD

### User Group Membership
£225 for the year.

### What do you get?
Become a member and your firm is entitled to send delegates for free to your chosen Regional User Group. You will also receive a discount (over 40%) on each National User Group Conference ticket as part of your membership.

[Sign up or renew your User Group membership before 1st April 2016 and only pay £190 for the year!](mailto:lucy.barclay@tikit.com)

Email Lucy in our Marketing Department to sign up [lucy.barclay@tikit.com](mailto:lucy.barclay@tikit.com)
Unlocking the benefits of practice and case management tools

Executive summary

The outlook for the legal sector in 2016 is heavily focussed on technological advancement yet many firms are underusing systems they already have in-house. An audit of law firms outside the UK Top 100 has revealed that most are not making full use of the features of their existing practice and case management solutions that could help them improve efficiency and maintain competitiveness in a fast moving marketplace.

Advances in technology have meant that a lot of traditional jobs have been automated to help increase productivity and efficiency. The legal sector is no different. Yet with 52% of firms fearful of integrating emerging technologies the pace of change in the sector is slow.

When questioned on their top five priorities for 2016, 94% of firms put improving their use of technology at the top of their list. A Neochange and Capensys survey found that ‘firms with the highest rate of technology adoption billed 25% more in the last year’ – increasingly, higher levels of technology adoption to streamline operations are a must to maintain firms’ competitive advantage.

This white paper presents the findings of research revealing the extent of the underuse of practice and case management software and provides some recommendations for law firms to get the best from their solutions.

The usage survey

Tikit, provider of the Partner for Windows (P4W) practice and case management solution to the legal market, surveyed circa 600 Partner for Windows clients in October 2015 to find out which features of their P4W practice and case management solutions they were using – and, more importantly, not using. As expected, some core business modules are widely used, but many features are under-utilised. In some cases this may because a particular module is not right for the business.

However many modules are underused simply because the firm does not know they even exist or because it has not taken the opportunity to deploy them. Whilst this survey was carried out amongst firms using the P4W solution, the findings are broadly applicable to all law firms using practice and case management solutions.

Getting the most out of practice and case management software is crucial to streamlining firms’ operations. The survey revealed the full extent of the under-utilisation of functionality in a number of areas.

Time saving

There are many features in practice and case management solutions that are designed to streamline a firm’s efficiency. As time saving and efficiency are so closely linked to a firm’s profitability, using technology to speed up repetitive processes should be a key focus in 2016.

The survey revealed that time saving functionality is under-utilised by many firms. Only 35% have tuned into the benefits of integrated dictation features to save time, with just 32% using the automated archiving feature.
Compliance

Compliance is process heavy and time consuming with 33% of law firms citing it as their main concern. Anti-money laundering (AML) rules are one of the biggest compliance issues. Yet the usage survey revealed that only 25% of firms are using electronic identity verification features that could help with the identity and authentication aspects of compliance. Instead of streamlining the processes of identification, mitigating the risk associated with taking on new clients, firms are wasting time and increasing risk by checking identity documents manually when effective solutions can offer a one-click identity check.

Compliance Officers for Legal Practice (COLPs) and for Finance and Administration (COFAs) play a key part in ensuring compliance and managing risk in most firms. Firms need an easy to use monitoring system to help COLPs and COFAs do their job. Just over half of firms said they were using the compliance modules provided as part of their system. Presumably in the remaining firms this critical data is being stored on separate spreadsheets or different systems. Yet one of the key benefits of an integrated system is that these features are built in.

Case management

With 64% of firms making innovations in their case management systems in 2016, it is a great time to assess how technology is working for your firm. Core case management usage rates are high – 97% of respondents are keeping track of their business using reporting features that provide management information and KPI stats. 85% of firms are already using time recording features built into their document production systems and 57% are automatically converting documents to PDF before sending them out. Tools that require some element of customisation, such as automated billing tools that work best when tailored to each organisation, see lower usage (12%). Yet time invested in deploying these bespoke tools will result in massive improvements in productivity that are too often not being realised.
Legal Aid

Public funding from the Legal Aid Agency helps over two million people deal with their legal problems every year and many firms rely on this stream of income. Yet legal aid is an area that is constantly changing.

The changes to legal aid funding are perhaps most high profile. The UK Government has undertaken hefty cuts to the legal aid system with another £220m planned each year by 2018. And in late January 2016, “Justice Secretary Michael Gove said he had decided not to go ahead with the plan, which was drawn up by his predecessor Chris Grayling”. 8

In a joint statement made by the Criminal Law Solicitors’ Association (CLSA) and the London Criminal Courts Solicitors’ Association (LCCSA), “The lord chancellor indicated that the suspension was a reflection of the negotiations and goodwill established over the summer, which he would like to see continue as a consequence of his proposal.” This may have created a temporary stoppage on deeper funding cuts, but what is evident is that legal practices must still continue to find way for greater efficiencies and sustainability.

Not all firms do legal aid work, but those who do can see real benefits from using practice and case management solutions tailored to their areas of work. Almost half (49%) of law firms carrying out civil legal aid work are using functionality tailored to civil legal aid but only a quarter (24%) of law firms carrying out CDS and Crown Court legal aid work have switched on to the benefits of using features tailored to their sector.

Maximising value

It is important to implement a platform that is intuitive for your firm and has all the features you need. It is equally vital to get a proper understanding of everything your solution can do for you. Investment in training pays dividends – our tailored training is bespoke to your firm’s requirements and delivered on-site. It adds real value to investment in practice and case management software.

Regardless of the solution your firm is using, it is more than likely that you are not using it to its maximum potential and extracting full value from it. A one-time investment in maximising your solution will more than be repaid in efficiencies and savings. In today’s
In a competitive environment, it is imperative to ensure that every fee-earner is aware of the functionality available to improve business processes and make technology work to keep your firm ahead of the pack.

**About us**

Tikit is one of the world’s largest and most established providers of technology solutions, and services to legal and professional service firms, and is part of BT group.

Tikit’s client list totals more than 1,450 firms, including 90 of the UK’s top 100 law firms and over 600 mid-market firms. Tikit is a complete technology partner offering a broad portfolio that includes software solutions and IT outsourcing as well as communications, networks and hosting offerings. Tikit develops its own best-of-breed software and has long-standing relationships with other top providers. We then match expertise with a reputation for excellent customer service.

If you have any questions about any specific functionality within P4W, please email:

✉ enquiries@tikit.com

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1. [http://www.ksbc.co.uk/knowledge/technology-is-always-changing/](http://www.ksbc.co.uk/knowledge/technology-is-always-changing/)
4. [http://www.ltc4.org/page-1798539/1535456](http://www.ltc4.org/page-1798539/1535456)
Office 365?
The New Risks of a SaaS Monoculture
By Orlando Scott-Cowley, Cyber Security Strategist, Mimecast

Services like Microsoft’s Office 365 or Google for Work are examples of productivity suites that are revolutionising our entire IT infrastructure, shifting budget and strategy into the cloud.

Yet on their own, single cloud services represent a greater exposure to risk as we flatten all our protections, services and applications into a single cloud vendor. As a law firm, when you do that you’re essentially being asked to accept that risk by Microsoft or Google - you shouldn’t.

Managing the risks presented by a single cloud vendor strategy is essential.

An excellent example of this can be seen with our email security infrastructure. Historically we’ve adopted a defence in depth strategy for email security, ensuring we have layers of technology each providing a different security service. Each layer was built up over time to solve a specific problem for the business. Anti-spam, anti-virus, malware detection, anti-phishing, email encryption, disclaimer management, data loss prevention and other security gateways all applied protection to our inbound and outbound email.

Risks of a SaaS monoculture

In the case of Office 365 this flattening would be Exchange Online Protection (or EOP). We’re essentially subscribing to the idea of a SaaS monoculture when we migrate to Office 365. From a security perspective that monoculture presents us with many new risks to address. A few years ago, if I were a consultant in your business and suggested the same single vendor strategy, you would have politely shown me the door.

Previously your security stack presented a well mitigated set-up, with overlapping technologies from different vendors to ensure protection for services like email. As a result of the ‘belt and braces’ approach we’re all familiar with, your security was comprised of many environments running on many code-bases, attackers had to circumnavigate all of these ‘locks’ and pick them one at a time, in series, in order to compromise your users. You managed risk well.

By contrast, the reliance on a single vendor security strategy in the cloud and subscribing to a SaaS monoculture presents attackers with a single environment running on a single code-base from a single vendor. Our many locks have been swiftly dumbed-down to become a single lock to pick. And when that lock is picked (or brute forced) all the tenants on that service could be affected. You become one of many interesting targets co-located on a significant cloud service, rather than a small target in a sea of small uninteresting single IP ranges.

One lock to pick

So how do you solve this problem, how do you ensure that single lock isn’t easy to pick, or at least you overlay other controls to protect your users? Defence in depth has been given a bad rap recently; it sounds a lot like the 90s called, wanting its security strategy back as we learn how to deal with new threats and problems. But in a cloud-only world we can still apply some of the thinking that drives defence in depth as a way to helping us protect our cloud productivity suites like Office 365.
From an email security perspective we need to replace all the solutions, or layers, we once had on the LAN or from a variety of cloud providers and ensure we can map that technology one to one into our single cloud vendor. If we can’t, then applying an additional cloud security overlay, from a specialist cloud security vendor that works with Office 365 is vital. We need to ensure we reinstate the defence in depth we’re leaving behind as we migrate to Office 365 or Google for Work, and we’re protecting their single locks with more security, more technology and more protection than the default.

Default is a single cloud vendor strategy, a single lock to pick and the acceptance of risk. Default as we know is a weakness. Reducing those risks removes the default and protects you on your journey into this cloud productivity revolution.

www.mimecast.com

“Subscribing to a SaaS monoculture presents attackers with a single environment running on a single code-base from a single vendor.”

Webinar
Risk or Reward? Or Both?
Date: 15th March 2016
Time: 13.00pm
www.tikit.com/events/partner-webinar/
Staying Ahead of the Wave: Implementing New Technologies into Law Firms

Staying ahead of the technology wave is vital for any successful business but finding relevant functionality in a deluge of technology hype is no easy matter for solicitors.

There are many reasons why ideas don’t get off the starting block and many of these are associated with avoiding risk. Implementing new products and procedures can affect every area of a business and the potential for failure is not always clear in advance.

One effective approach is to view technology from a single perspective, with the specific benefits for a legal practice in mind. For example: Can a technology alleviate risk and allow a solicitor more time to concentrate on matters of pure legal judgment? Or would implementation simply create new areas of risk?

Taking a logical prospective allows decision makers to overcome inbuilt risk aversion that can actually work against firms. Many technologies have now moved way beyond the cutting edges; services that were once expensive and slow to deploy are now available in the Cloud and charged monthly as ‘software as a solution’. Speech recognition is a very good example of this.

Once known as a problematic technology, speech recognition is now being used every day by major firms throughout the UK. Improved technologies have overcome the difficulties of high entry costs, work intensive implementations and nagging performance issues. Transcription by voice command now delivers an increase in efficiency, significant reduction in administration costs and employees whose time is spent on fee-earning activities. All of these advantages can be delivered quickly and efficiently for one low monthly fee.

Often the answer emerges from details anchored in a user’s experience of day-to-day process. With vast sums already invested globally we are likely to see only incremental changes to underlying data transport standards. Smart implementations of interfaces and workflows plugging into these standards can yield significant gains.

Oyez spotted one such opportunity in Companies House mortgage charge e-submissions. By offering an application that allows collaborating users to store, and then quality-check a submission before committing to send it, a significant area of risk (solo working on a time-expired portal) was eliminated. What may seem a simple process enhancement actually arises from in-depth analysis of many requirements: user concerns, risk concerns, change management, and technical implications. Once the submission process was redefined with the user at its heart, the new web interface followed.
The trend to ‘perfection of niche’ and ‘growth by theme’ shows a new layering of technologies, with concepts that previously were seen as ‘desirable’ taking centre stage and offering dexterous companies launch pads for expansion.

The OyezForms range of workflow systems is a further example of relevant, collaborative development. Assembled to templates built directly from customer input, these workflows offer users a much more efficient way to compile, insert and share the information required for the completion of complex legal forms. Users now have the ability to prepare complicated, multifaceted forms such as the FormE or the LP1F (PA) / LP1H (HW) quickly and in a much more efficient manner.

The best firms know that there is nothing to be gained by ignoring new ideas and sticking to the status quo. As the old business maxim says;

“If you do what you have always done, you will get what you have always gotten’ and that’s probably even more relevant for law firms now, than for almost any other type of business

Webinar
OyezForms Offers Simple, Economical Way to Improve Efficiencies & Risk Management

Date: 16th March 2016
Time: 11.00am
Give the people what they want

From the moment somebody - anybody - clicks on a website, a timer starts in their head. That timer is set to roughly one minute. As soon as this timer begins, the visitor says to the website: “impress me.” The website then has one minute to do just that. If the website is really successful, the company behind the website will step up to the next round (also known as the customer service round.)

However, if the website does not impress the visitor within this time, the visitor will chuck the company behind it in the metaphorical bin and move on to the next search result. You may think that one-minute is not enough time to fully understand a company’s products and services and even their values perhaps, but actually, it is.

Try it for yourself: imagine yourself as a client. Open your browser, look at any law firm website and see how long it takes you to form an opinion about that firm. Go on, have a go. How long did you last? Did you spend longer just to prove me wrong?

The underlying message here is that people want to know how your business will benefit them as soon as they click on your website, and your main goal is to keep them from clicking away from it. To make one minute become two, and then two become five. To do this, your website should try to answer the questions that visitors would have been on the verge of asking, had you not answered them already.

Questions such as:

Where can I find you? How much will a divorce cost? Why am I choosing you over the law firm down the road?

This rule doesn’t just exist for prospects, either. Having a website that acts as a main port of call for clients enhances their experience and therefore their overall satisfaction. To keep people on your website longer, you’ve got to provide incentive. You’ve got to give the people what they want.

Say, for example, someone is browsing around your site, in need of a conveyancing solicitor to assist them in buying a house. Let’s say it’s their first time, and they aren’t sure about the costs. Who’s going to tell them?

You, that’s who! Rather than allowing them to stray away from your site and research the costs, you should be making it easy for them to find out. An example of this would be by having a conveyancing calculator on your website, so they can enter their information into the system and get a quote generated in seconds. Will they call you after getting a quote? Possibly, but either way, once they’ve entered their details they get sent straight to your
email inbox. That means when you want to follow it up, you already know what they want before asking. Simple for them, simple for you.

Lisa Gevelber, VP of Marketing at Google, says that rather than focusing on reach and frequency, brands should focus on intent and immediacy, as it’s these things that drive engagement. Not only giving the people what they want, but also when they want it.

Once they have their quote, why not help them out more by providing further resources? In this instance, it could be a link to Homecheck, the free online guide to environmental, social and property risks in their area. Were it a divorce calculator, you may want to provide links to divorce support groups or local family law courts. The principle is the same: once you’ve already assisted your prospects by answering their questions, calculating prices and even supplying further information, there’s possibly less chance that they will go looking for another law firm to help them out.

But that’s not all. There are quick fixes such as adding directions to your office as well as information on parking that will save time for your prospective client. You’re essentially laying out everything they will need before finally contacting you to arrange a meeting.

And what about your existing clients? Well, there’s more you could be doing for them too. An example of this would be giving them the opportunity to pay you through your website. It works quite simply: a client visits your website and clicks on a ‘make payment’ link which takes them to a secure form that collects payment information. The website then contacts the Credit Card Gateway and instructs it to collect the amount of money that your client has agreed to in the form and provides both parties with a payment reference. It’s a quick and yet safe way of completing a transaction, and another way of simplifying things for your client.

But other than these solutions that you know will increase your value, one question still remains: how will you know what else your clients really want? The above suggestions will undoubtedly increase their satisfaction. But what else could you be doing to make their lives easier? There’s only one way to find out: by asking!

I’m not suggesting you set up a ‘feedback meeting’ where you awkwardly quiz your client on your strengths and weaknesses. Not exactly. Instead, you can use a tool like LawLeague, a legal-centric survey you can send to your clients in order to receive direct and honest feedback. The survey comes with the option of editable questions and appears professional as well as being straightforward: you direct the client to an online survey via email, they take a couple of minutes to complete it, you get the results. This process, which in total takes approximately five minutes, can give you valuable insight into how you could improve and most importantly, what your clients want.

It’s these steps you should be taking in order to ensure your website can answer the questions that will undoubtedly be asked. Because if you don’t answer them, another law firm website will. We all know that it’s great to have a website which looks good, but it’s time to think of how it can do good. Because if it does good, then you look good. And that’s just very good.
Mobility should be a tool for your organization, not a BYOD nuisance—and only HP can put the pieces of mobility together from devices to apps to infrastructure to make it a business mobility tool. With true business mobility, retailers can enhance their customers’ experience and close sales. Today, HP is enabling high-performance, business-grade mobile computing and printing that are secure and manageable, work across Windows or Android environments, supported by a full complement of accessories and services to untether workflows, get work done anywhere, and interact with customers in a whole new way.

“Mobility has enabled companies to not only streamline their operations, but also engage more effectively with customers and tap into new sources of revenue.”

2015 Accenture CIO Mobility Study
Introducing the Elite x2 1012

Mobility and style without compromise.
Strikingly thin and elegant, the Elite X2 1012 is a 2 in 1 for the mobile workforce and executives who want no compromises when it comes to enterprise-class power, durability, connectivity and productivity on the go, in a stylish design.

Designed for users, loved by IT.
Stunning IT friendly design. Elite x2 1012 incorporates Elite global enterprise-class security and manageability features, enterprise-class durability, on-site serviceability, 20 global SKU availability and support across 180 countries.

Accessories built for how you work.
At your desk or on the road, meet the specific needs of your work day with accessories made to boost efficiency, including optional enterprise docking solutions, 3 advanced keyboards, 3 and an optional executive pen.

Mobility is changing

The Workforce is:
• Increasingly global and multicultural
• Influenced by the entry of digital natives
• Increasing mobility of work
• Increasing time shifting of work and play

The Workplace is:
• Increasingly made up of contract and flexible work arrangements
• Increasing use of adaptable workspaces
• Increasing use of sensors
• Increasing storage and access in clouds

The Work style is:
• Blurring the line between professional and personal lives
• Mobile
• Collaborative & social
• Adopting flexible contexts
Mid-Market Support: 2015 in numbers

6 YEARS CONTINUOUS
ISO 9001 ACCREDITATION

1 hour 7 minutes
AVERAGE RESPONSE

600+
CLIENTS SUPPORTED

CUSTOMER SURVEY
96.9%
“EXCELLENT/GOOD”

AVERAGE AGE IN SUPPORT
32.3

107 YEARS COMBINED EXPERIENCE

NUMBER OF PEOPLE
16
FAREHAM SUPPORT

SUCCESS RATE IN RETURNING PLACEMENT STUDENTS
100%

45 DAYS TRAINING TAKEN

24 VOLUNTEERING DAYS

5 + 3
5 NEW STARTERS
3 INTERNAL PROMOTIONS

@TikitP4W
Mid-Market Support

What we’ve done

Remote connection - Tikit use a product called GoToAssist which allows the support analyst to connect to most PCs or servers as long as the SSL port on the network is not blocked. Once connection has been made, the support analyst is able to view and control the user’s machine. This is used to allow us to quickly and efficiently resolve issues directly on our client’s data. After connection has completed the software automatically uninstalls itself. By mutual arrangement we can connect via other means such as RDP (Remote Desktop Protocol).

Server Watch - Tikit provide a service for monitoring servers which allows various aspects of the server to be checked and warn if issues occur. Where a warning does occur the Support team contact the customer to resolve the issue, often before the client is even aware that there is an issue. Areas that Server Watch covers are: disk space, backup, monitored services, anti-virus update, server connection to network and performance monitoring. It can also monitor web pages and identify if a page goes off line.

New wireless headsets have been supplied to all Support Analysts to allow for clearer audio communication, pairing functionality for conferencing and support for Skype and other online medium.

Each analyst has dual widescreen monitors on their desks which provides optimal viewing. This is especially useful when we have gained remote connection as it allows us to troubleshoot without having to switch windows.

What we would like to do

Re-design, modernise and update our Client Portal www.p4w.co.uk

Looking into the possibilities of having a ‘web chat’ option for quick fire questions and guidance

Social media interaction e.g. logging calls via Twitter

Refresh the support call logging system to enable us to have more dynamic call tracking and allow us to spot trends much quicker