

legal*i* insider

THE JUNE ORANGE RAG

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EDITOR'S COMMENT

Hi and welcome to the June Orange Rag newsletter, in a month where we've been overrun with legaltech news and legaltech conferences. Newswise, Herbert Smith Freehills has hired two IT directors covering UK, US, EMEA, Asia and Australia and it's fantastic to see that both are women, as female legal IT director numbers remain notoriously low. Linklaters has gone live on the iManage Cloud; is in the process of rolling out Copilot; and has hired a new head of AI. Ashurst has rolled out Harvey globally. And we take a look at some of the big lawsuits issued this month, as well as disputes that are under the radar.

You've either been conference mad and wondering how to get any work done in June, or pushing back on going to conferences: surely the protagonists need a hashtag for the anti-conference rebellion?

On the subject of hashtags, it's a fun fact that one of the legaltech investors we mention in this month's Orange Rag is famed as having invented the hashtag. Chris Messina is co-founder of the Ride Home AI Fund, which is one of the investors in US gen AI startup Casemark, which has raised \$1.7m in seed funding.

Each month I have an internal debate as to whether to include fundraising and M&A activity in our 'Wins and Deals' section, but this month I have given it its own section, and there are no less than 10 different deals for you to look at.

As always please contact me with your thoughts and views and don't forget to send press releases to newsroom@legaltechnology.com

Caroline Hill

Editor-in-Chief, Legal IT Insider



TOP STORIES

HSF APPOINTS TWO NEW IT DIRECTORS FOR UK, US, EMEA, ASIA AND AUSTRALIA

Herbert Smith Freehills has made two IT director hires and we're pleased to report that they are both women. Nina Grattrick has taken over as IT director for the UK, US and EMEA. Grattrick was previously global technology services delivery director at Bryan Cave Leighton Paisner, and before that global head of IT services and information governance at Watson Farley & Williams. She has worked in various roles in the legal sector since 2002.

Leigh Arteaga has started a role as IT director for Asia and Australia at HSF. She was previously general manager IT service management for business banking technology at Commonwealth Bank. Arteaga is based in Sydney. This is a return to HSF for Arteaga, who before joining Commonwealth Bank was global head of IT services and operations at the UK and Australia-headquartered firm.

The appointments have been made by David Turner, who took over as chief technology officer on 1 February. Turner is also based in Sydney.

Speaking to Legal IT Insider, Turner said: "Both Nina and Leigh are strong in their delivery but that gender balance is also important. You want and need that diverse perspective." He added: "We are modernising the culture, mindset, skills and attitude of the team."

As we reported in April, Turner, has taken over from outgoing UK-based CTO Haig Tyler. Turner was previously director of IT for Asia and Australia and had a global infrastructure role. His work at HSF previously included leading the infrastructure side of a global managed services arrangement with Epiq, which supports the disputes practice.

TOP STORIES

LINKLATERS GOES LIVE ON IMANAGE CLOUD, IS TO ROLL OUT COPILOT, AND APPOINTS AI HEAD

Linklaters has gone live on the iManage Cloud across Asia, Europe, the US and then UK, in what chief information officer Bruna Pellicci described as a seamless process with help from Morae Global and Encore Technologies. After going live on the new system, Pellicci, speaking at iManage ConnectLive London in June, said: “It was so quiet, I thought ‘no-one is using it.’ Threat Manager shows where people are using it, and it lit up. It just went really well. It’s easy to use and now people have DMS on their mobile. The fact that we left a system that everyone loved to zero complaints is unbelievable.”

It emerged in June that Linklaters is rolling out Copilot, and Pellicci said: “We’re looking at how can we harness that and what do we do around knowhow. We’re looking forward to working with iManage in the AI world.”

Linklaters has also hired a UK-based AI head. Tom Checkiewicz has joined as head of generative AI technology. He was previously director of AI infrastructure and autoML research at pharma giant GSK, before founding a business in July 2023 to help enterprises experiment with gen AI.

You can read that story, including a rundown of ConnectLive, in full [here](#)

TOP STORIES

ASHURST LAUNCHES GLOBAL HARVEY PARTNERSHIP FOLLOWING FIRMWIDE TRIAL

Top UK law firm Ashurst has onboarded its first generative AI solution for client work as it partners with Harvey, providing access to the generative AI solution to all of its 4,000 + lawyers and business services staff around the world.

While Ashurst is officially new to the gen AI table, in a world where being the first currently matters, the firm points out that it is the only global law firm so far to roll-out Harvey across all offices globally from day one. The selection follows an extensive global trial and pilot of Harvey, involving over 525 users, drawn from across 23 offices worldwide, running over 4,000 queries in the pilot phase.

The announcement notably follows Ashurst's respected VoxPopulAI report, which pulled back the curtain on the qualitative and quantitative data from Ashurst's evaluation of the use of GenAI in the legal sector. The firm now reveals that findings in this anonymised report were based, in part, on the positive outcome of Ashurst's proof of concept with Harvey. We recently spoke to the innovation head of a large global law firm that is using the report to scientifically benchmark their own generative AI trials.

Harvey is a legal AI platform that leverages domain-specific models trained by and for lawyers and other professional service providers. Ashurst says it will work with Harvey to support many aspects of client work including document review, due diligence, drafting and market research. Other firms using Harvey include Allen & Overy, Macfarlanes and CMS.

"GenAI is here to stay, and this is another step Ashurst is proudly taking to ensure its people and clients can leverage the full potential of this new technology", said Tara Waters, Ashurst's chief digital officer, who led the generative AI trials. "As a firm we are committed to not only demystify but harness the value of AI to best support our people, and our clients, and enhance our ability to deliver best-in-class service. Our partnership with Harvey is a significant step towards this, empowering our people with the digital, data and technology capabilities that will help us to achieve our 2027 Strategy."

Ruth Ward, global director of knowledge & expertise at Ashurst, added: "By leveraging the unique insights gained from our GenAI trials around the digital literacy and development needs of our people, we have been able to develop a platform of tailored training materials and educational resources. This has allowed us to implement this new capability at a global level from day one. However, the work doesn't end just because we've launched the partnership – there will be ongoing training, learning sessions and regular reviews. We're ensuring our people are at the heart of all our digital advancements."

TOP STORIES

LITIGATION AND DISPUTES UPDATES

June has been quite the month for litigation, with Kirkland & Ellis facing a lawsuit stemming from its 2023 MOVEit data breach and Adobe hit with a US Government lawsuit alleging it uses hidden termination fees to entrap subscribers. Both deny the claims and this month we took a look at those claims. We also here, for the first time, highlight ongoing behind the scenes trade creditor pre-action disputes at UK private equity-owned law firm Fletchers, which recently announced a big refinancing deal. As noted below, this isn't a 'legal tech' story, but Fletchers is an interesting, progressive, and highly acquisitive firm worth watching. It too denies any liability.

FLETCHERS SOLICITORS NOTES £10M TRADE CREDITOR DISPUTES IN NEWLY FILED 2023 ACCOUNTS

Private equity-owned UK top 100 personal injury and medical negligence law firm Fletchers Solicitors has noted in its 2023 accounts that a total of £10m owed by trade creditors is subject to legal disputes when it comes to amounts falling due to the firm. The amounts are split between creditors due within one year and after more than one year, as per UK accounting rules.

Fletchers notes that the legal disputes are currently at pre-action stage. "For reason of accounting prudence, rather than legal judgment and without accepting any liability, the directors have decided to maintain the prior year's liability," the accounts, filed in May 2024, say. A spokesperson for the firm said it couldn't comment because this is a confidential matter.

The accounts first came to our attention because Fletchers Group, which was acquired by Sun Capital in 2021, in June announced a re-financing deal with Pemberton, a leading European asset manager specialising in private debt, backed by Legal & General. Pemberton is providing a long-term loan which Fletchers said it will use to settle current bank, vendor and acquisition loans. The accounts show that Fletchers took three loan facilities out during Covid, two of which were part of the Government's business interruption loan scheme. Bank loans outstanding in 2023 amounted to £11.4m.

The accounts noted that FY23 was a strong year for Fletchers Solicitors with revenues up by 26% to £43m.

Chief financial officer Alex Lynch said the deal with Pemberton will support Fletchers in driving growth. She said: "Our sights are set firmly on reaching our medium-term target of achieving £150m in revenue with a team of 1,500 colleagues, and this new agreement, signed with Pemberton, is an important step in that direction."

While this is not a 'legal tech' story per se, Pemberton is interesting because it is one of the few private equity backed law firms with extremely ambitious growth plans.

Lynch said: "When Sun European affiliates invested in Fletchers in October 2021, we had approximately 450 people and revenue of £34m. Now, with Blume, Cycle SOS, Minton Morill and SIL in the Group portfolio, we will hire our 1,000th colleague and break £100m in revenues by the end of this financial year."

Blume, which used to be called MMA Digital, is a specialist digital marketing agency or lead generator that Fletchers bought for £31.95m in November 2022. Fletchers also acquired law firms Minton Morrill and Smith Jones in 2022. In February this year it acquired Cycle SOS and Serious Injury Law (SIL).

As we first revealed last year, Fletchers is teaming up with the University of Liverpool on an AI research project in the medical negligence space and hired Noah Milton as AI project director and Quentin Debard as head of data science. You can read that article on the front page of the Orange Rag [here](#).

KIRKLAND & ELLIS FACES ACTION FOR MOVEIT DATA BREACH

As we first wrote earlier in June, a proposed class action has been filed against US law firm Kirkland & Ellis and others, alleging that they did not do enough to safeguard personal information accessed as a result of the 2023 hack of Progress Software's MOVEit Transfer file management software.

The case, brought in the US District of Massachusetts by Judith Wilson on behalf of herself and others, says that Kirkland acted for Trilogy Home Healthcare, which transferred files to Kirkland using the MOVEit tool used by the firm. According to the claim, between 27 and 31 May, ransomware group c10p hacked into MOVEit and obtained the files, giving the impacted companies until 14 June to contact them to negotiate payment. The claim alleges that Kirkland did not notify Trilogy of the breach until October 26 and that Trilogy did not notify its affected consumers until March 2024. According to the claim, the personal information included contact information, data of birth, social security and other government issued ID, financial account information, health information, and health insurance information.

The plaintiff is claiming for compensation as a result of the fear and stress suffered, as well as the potential repercussions of her information no longer being private. The proposed class includes "at least 4,700 members who are geographically dispersed."

The class action claims negligence in not identifying vulnerabilities in the system and preventing the breach; violation of HIPAA Privacy and Security Rules and the FTCA; breach of contract; breach of and covenants of good faith and fair dealing; invasion of privacy; and unjust enrichment from, the claim alleges, saving costs that should have been spent on data security measures to secure the plaintiff's PII.

The plaintiffs are claiming injunctive relief, saying that the defendants have not made an announcement that they have changed their data or security practices or remedied the vulnerabilities.

The plaintiffs are seeking an injunction requiring that the defendants disclose to them the full nature of the data breach and provide lifetime funds for credit monitoring and identify theft insurance.

Kirkland & Ellis declined to comment.

ADOBE FACES US FEDERAL GOVERNMENT LAWSUIT ALLEGING IT HIDES TERMINATION FEES TO “TRAP” SUBSCRIBERS

Also earlier in June, we wrote that the US Department of Justice on 17 June filed a lawsuit against Adobe alleging that it has for years harmed consumers by enrolling them in a default subscription plan without disclosing a year-long commitment and hefty early termination fee (ETF).

The Government, acting on a referral from US consumer watchdog the Federal Trade Commission, alleges that Adobe only discloses the ETF, which can run into hundreds of dollars, when subscribers attempt to cancel their ‘annual, paid monthly’ (APM) plan. This turns the ETF, they say, “into a powerful retention tool by trapping consumers in subscriptions they no longer want.”

According to the complaint, which also goes after two named senior executives accused of overseeing the ETF, Adobe “hides material terms of its APM plan in fine print behind optional textboxes and hyperlinks, providing disclosures that are designed to go unnoticed and that most consumers never see.”

While this claim – which Adobe refutes – is not necessarily directly relevant to the enterprise business community, it has the potential to be long running and disruptive. You can read the lawsuit [in full here](#)

Adobe’s general counsel and chief trust officer Dana Rao said in a statement: “Subscription services are convenient, flexible and cost effective to allow users to choose the plan that best fits their needs, timeline and budget. Our priority is to always ensure our customers have a positive experience. We are transparent with the terms and conditions of our subscription agreements and have a simple cancellation process. We will refute the FTC’s claims in court.”

The timing of the lawsuit was unfortunate as Adobe also on 17 June unveiled major innovations in Adobe Acrobat, with customers now able to create and edit images in PDFs using text prompts, powered by Adobe Firefly.

New features in Acrobat AI Assistant, a conversational engine integrated into Reader and Acrobat workflows, will allow customers to ask questions, get insights and create content from information across groups of PDFs – and other document types – including Microsoft Word, Microsoft PowerPoint, and text files. Adobe also announced enhanced meeting transcript capabilities in AI Assistant.

Abhigyan Modi, senior vice president of Adobe Document Cloud, said: “With generative AI we can advance the category again with image creation and insights across a new range of document types, empowering every customer with a deeper understanding and ability to transform information into compelling content – with the ease and speed of a simple prompt.”

TOP STORIES

STANFORD SAYS LEADING AI LEGAL RESEARCH TOOLS ARE HIGHLY PRONE TO HALLUCINATION

One of the biggest and potentially long running legal tech stories in June was the claim from Stanford University, stemming from an in-depth research paper, that generative AI legal research tools such as Westlaw and Lexis+AI hallucinate between 17% and 33% of the time.

While the publishing giants say that the use of retrieval augmented generation means that hallucination is rare, the paper, [Hallucination-Free? Assessing the Reliability of Leading AI Legal Research Tools](#), claims that these “bold proclamations” are not accompanied by empirical evidence.

“Our findings, summarized in Figure 1, reveal a more nuanced reality than the one presented by these providers: while RAG appears to improve the performance of language models in answering legal queries, the hallucination problem persists at significant levels,” the paper claims.

The paper claims that Westlaw is accurate only 42% of the time. It says Lexis+ AI is accurate 65% of the time. You can read that study in full [here](#).

Thomson Reuters has pushed back on the research, and in a blog post from head of Westlaw product management, Mike Dahn, says that their own research showed accuracy rates of 90%. One reason for the discrepancy, Dahn says, is that the Stanford research asked questions you rarely or never see in AI-assisted research. Dahn also said that customers are advised to use the tool to accelerate research, not replace it. You can read that post [here](#).

LexisNexis has issued a media statement saying that its own data analysis suggests a significantly lower rate of hallucination, saying: “The Stanford study introduces new hallucination definition criteria, including any element of an answer that researchers deemed inaccurate, or citation references determined to be non-supportive of an answer. In our view, these measures more accurately define answer and citation quality rather than hallucination. We continue to focus on continuous improvement in these areas.”

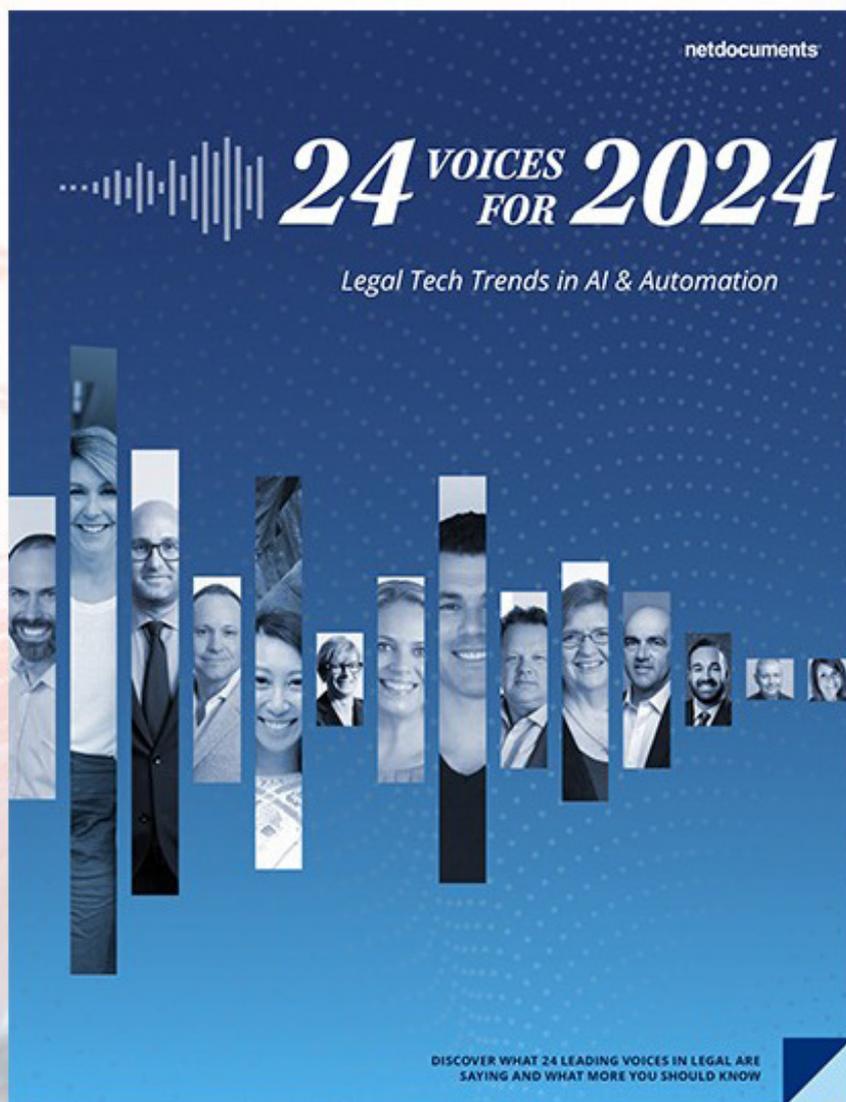
Lexis says it has extensive programs and system measures in place to improve the accuracy of responses over time, including the validation of citing authority references to mitigate hallucination risks.

LexisNexis focuses on AI answer quality through an enhanced LexisNexis proprietary Retrieval Augmented Generation 2.0 (RAG 2.0) platform. At this stage of large language model evolution, Lexis says that RAG and fine-tuning are the best methods available to ensure answer quality, saying: “Our proprietary RAG infrastructure allows us to ensure that Lexis+ AI responses are grounded in an extensive repository of current, exclusive legal content which ensures the highest-quality answer with the most up-to-date validated citation references. We are seeing week over week improvements in answer and citation quality due to ongoing RAG technology development.”

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WINS AND DEALS

UK AND EMEA

Ascertus Limited on 4 June announced a new strategic partnership with data privacy and information governance specialists ActiveNav to help solve the data management challenges that corporate enterprises and professional services firms are facing. ActiveNav helps organisations to identify where their data is and bring it into one searchable location so you can see what duplicates you have and what data held is out of its retention period and needs to be disposed of.

Ascertus, which provides document and email management solutions to law firms and corporate departments in the UK, Europe, and the Middle East, is ActiveNav's first UK implementation partner in the legal sector.

Roy Russell, CEO of Ascertus, said: "Unstructured data is a rapidly growing business risk many enterprises severely underestimate today. We are delighted that ActiveNav has chosen us as their implementation partner in the UK. Together we can truly deliver value to our customers."

Microsoft Dynamics 365-based ERP and CRM provider sa.global is collaborating with new legal industry Microsoft partner AEVELON in a bid to accelerate adoption across EMEA.

AEVELON was launched this year by legal industry veterans Eric-Jan van Alten, Jaap van Vliet; Ernst Osnabrugge and Pim Thomassen. Van Alten owned Timesoft before its acquisition by Aderant in 2015 and has been in a familiar face in legal software for 25 years.

Sa.global's ERP, meanwhile, was borne out of LexisOne, which was built by LexisNexis and sold to sa.global in 2019.

Van Alten said: "It was never the right time for LexisOne but now it is and a lot of it has to do with how Microsoft has been developing their products. The icing on the cake is Copilot and Fabric, which ties everything together. If you combine that with the domain expertise we have at AEVELON, which is 25 years of delivering practice management to law firms, we think that's a no-brainer."

Since the LexisOne days, sa.global, which is headquartered in Belgium, says it has rebuilt the product 'from the ground up.' Built on Dynamics 365, Microsoft 365, Power Platform, and Azure, sa.global is focusing heavily this year on building IP around Copilot and speaking to firms about their Copilot strategy. It has partnered with vendors including document management system provider iManage and other partnerships are in the works. That is being led by head of partner, ISV & product enablement, Natalie Blackhurst, who told Legal IT Insider: "A lot of our conversations are around getting law firms comfortable with change and how quickly they can adapt to change as well. So this is where working with people like Eric and the team at AEVELON, who can guide that and give that comfort blanket, is a really big thing for us."

Cloud-based document bundling software provider Bundledocs has reached a significant milestone, now counting over 100 of the UK's Top 200 law firms as customers, based on Legal IT Insider's UK Top 200.

Founded in 2019, Bundledocs says it has over 1,500 customers in 34 countries worldwide. Its software enables document preparation and PDF editing, with automated document bundling and built in collaboration functionality.

Brian Kenneally, co-founder and CEO, said: "Bundledocs isn't just another piece of software for our clients. It has been designed to seamlessly integrate with the legal firm's ecosystem and tools like document management software, to create a scalable, secure, and reliable virtual workspace. Our goal is to make lawyers' lives easier, and we're thrilled to see so many top-calibre law firms make the change to Bundledocs."

The company has recently made several new appointments, including hiring Miles Osborne as global director of customer success in the tail end of last year. Osborne was previously at Tikit and then Advanced, which acquired Tikit. Joshua Davies – also previously at Tikit – last month joined the customer support team.

And there's interesting news in the alternative legal services space, after fast-growing UK mid-market accountancy practice Sumer on 13 June announced the launch of Sumer Law. Sumer is private equity backed and has built a £130m practice in 16 months. It was set up by former KPMG partner Warren Mead in February 2023.

Sumer Law will provide legal services to Sumer's SME client base, initially focusing on corporate, commercial, and employment advice. It will complement established services including audit, tax, outsourced finance, corporate finance, and insolvency.

James Kearns, Head of Legal Services, has been appointed as divisional chief to spearhead Sumer Law's launch and future growth. His expertise includes share sales, equity investments, corporate reconstruction, shareholder agreements, EMI option schemes, and wider commercial contracts.

Warren Mead, chief executive officer of Sumer, said: "We've identified that many of our clients would prefer to go to a one-stop shop for business services. We're now able to offer this through Sumer Law, providing instant access to joined-up legal and financial guidance, regardless of location."

Accountancy firms are not new to providing legal services in the UK; the Big Four accountants all have legal arms and have done so for around a decade.



WINS AND DEALS

NORTH AMERICA

Respected global investment firm KKR on 30 May announced that it has acquired a majority stake in contract lifecycle management vendor Agiloft.

Existing investor FTV Capital and new investor JMI Equity, both growth equity firms, also participated in the round. Agiloft said that the investment will help it to expand and grow its market share, as well as innovate product solutions.

Eric Laughlin, CEO of Agiloft, said: “I am enormously proud and humbled by what we have been able to accomplish at Agiloft. While the business has grown significantly, we have always focused on and maintained our number one differentiator: customer satisfaction and retention, which is predicated on our uniquely agile solution, reliable implementation success, and human-centric approach to contracting.

“This new investment from KKR and JMI Equity and continued support from FTV Capital serve as a testament to the calibre of our team’s ability to provide and deliver differentiated world-class products and services to our customers.”

Jimmy Miele, director of tech growth at KKR said: “We are deeply impressed by Eric’s leadership and the rest of the Agiloft team, and we look forward to working together to capture additional opportunities in the market.”

iManage and vLex have entered a new partnership which will see a number of integrations enhancing the workflows and knowledge resources for their customers.

The partnership creates an integration between iManage’s document management system and vLex’s legal research platform, which will enable users to ask questions of both public case materials and their previous matters. It will also enable the automatic loading of state and federal litigation filings from vLex Docket Alarm into the correct client and matter folders in iManage. This will help lawyers to access and share court filings from within the matter file in iManage. The court filings will be searchable in iManage by judge names, courts, jurisdiction, and other relevant search criteria.

The new integrations will be available this summer, at no additional cost to organizations subscribed to the relevant services from iManage and vLex.

“We are proud to announce this collaboration, which will empower iManage customers by giving them trusted and specialist domain intelligence, at the point at which they need it – be that in iManage Work, Insight+ or Vincent AI,” said Neil Araujo, CEO, iManage. “This partnership enhances the value of both vLex and iManage, making them even more powerful for legal professionals.”

US-headquartered practice management system vendor Aderant on 12 June announced a new partnership with UK-headquartered legal tech vendor BigHand, which provides strategic financial data insights including pricing and business intelligence solutions globally.

While Aderant has historically competed with BigHand with its BI solution Aderant Spotlight, this partnership is said to allow Aderant to focus on its AWS-hosted practice management system Sierra and new AI cloud platform Stridyn.

This is the first time that BigHand and Aderant have officially partnered, and BigHand is the first partner to join the Aderant technology partner program at gold level. While Aderant has long had a services partner programme, this technology programme in itself is a new initiative.

Rob Stote, chief product officer at BigHand said: “Aderant is aware of our progress and plans for our BI and Pricing solutions: surfacing strategic financial data in an AI-enabled data and insights platform. With Aderant’s focus on Sierra and Stridyn, we believe the partnership gives our mutual customers the best technology and experience. The two organizations have always worked closely together but this formal partnership will enable a more proactive approach across all areas from development & integrations right through to our client-facing teams.”

Helm360, a full-service IT company specializing in solutions for law firms, in June announced a partnership with Intapp that will see Helm360 support Intapp’s customers with implementation, data migration, automated testing and application-managed services. This includes working with the Intapp Intake, Conflicts, Terms and Walls products. While this formal partnership was just announced, Helm360 has worked with Intapp on other projects before now. It comes as Helm360 and rival consultancy Harbor, both Elite partners, strive to provide customers with end-to-end services that are not specific to one vendor.

Bim Dave, executive vice president at Helm360, said: “Our proven track record in helping law firms leverage technology aligns seamlessly with Intapp’s solutions. Together, we’ll bring groundbreaking innovations to the legal sector.”

Founded in 2002, Intapp serves more than 2,450 clients worldwide, including 96 of the Am Law 100 legal firms, 14 of the top 20 global accounting firms, and more than 1,650 private capital and investment firms.

US managed IT and project services Cornerstone.IT, has achieved International Organization for Standardization (ISO) 27001 certification.

ISO 27001, an internationally recognized standard for information security management systems, validates Cornerstone.IT’s adherence to stringent processes and policies. This certification, coupled with adherence to NIST 800 171 standards, assures clients of the highest level of data integrity and confidentiality.

“Securing a full scope ISO 27001 certification was a team effort, reflecting our values of integrity and commitment,” says Cornerstone’s CEO and co-founder, Jim Moreo. “We chose the more challenging path of full scope certification to provide our clients with peace of mind. Every process at our company meets ISO standards.”



WINS AND DEALS

APAC

Australian-founded legal practice management vendor Smokeball in June announced an exclusive partnership with the State Bar of Texas to provide all State Bar of Texas members with free access to Smokeball Bill, Smokeball's trust accounting and billing software solution for law firms.

The tool will help solo and small firm practitioners to manage their client trust accounts.

Solo and small law firms play critical roles in every local community, but many struggle to handle trust accounting and billing compliantly. According to the 2023 State of U.S. Small Law Firms Report, software for case management, legal research and e-billing/invoicing are some of the biggest technology needs for law practices.

"Equipping all Texas attorneys with this innovative software will empower them to efficiently manage their trust accounting compliantly and spend more time practicing law," said Trey Apffel, executive director of the State Bar of Texas. "This offering supports all Texans, allowing them to benefit from the power of technology."

This is Smokeball's first product partnership of its kind with a state bar association.

Longstanding Elite customer Macpherson Kelley has selected Elite 3E Cloud in what is described as the final piece of its cloud journey. Founded in 1905, Macpherson Kelley is a full-service commercial law firm with around 250 professionals across offices in Brisbane, Dandenong, Melbourne, and Sydney.

A 3E on-prem customer since 2010, the firm began its cloud journey in earnest in 2019, with the arrival of CIO Andrew Mitchell, although it had selected cloud DMS NetDocuments in 2017. Speaking to Legal IT Insider in May 2019, Mitchell said: "I'm taking my team and the business on a massive change journey, including finalising our strategy and roadmap to move our entire technology stack to the cloud and preferably all SaaS." Prior to joining Macpherson Kelley, Mitchell was CIO and operations manager at Xenith IP. He has also held roles as CIO and director of national operations at Griffith Hack; CIO at leading law firm Gilbert + Tobin; and director of technology & innovation at Lander & Rogers.

"The move to the cloud version of 3E, and being a 100% cloud-based organization, will enable us to be more agile as the firm grows and enable us to focus on more business enabling initiatives versus operational activities," said Mitchell. "We have used 3E for years, and it was the obvious choice to provide a robust, open, cloud-based platform while keeping most of our existing customizations. Making the transition to 3E in the cloud also won't require a substantial change management program, given our familiarity with the platform, which is a huge bonus."

MOVERS AND SHAKERS

UK AND EMEA



Accountancy and business advisory firm BDO LLP has named Andrew Radford as its new national head of professional services.

Radford takes over the role from Nick Carter-Pegg, who will remain a partner within BDO's professional services team.

Since joining BDO in 2004, Radford has worked with a variety of global and domestic professional services as well as a large number of private equity backed businesses and those listed on the main market and AIM.

Carter-Pegg said: "Andrew is a natural successor to me and has proven his abilities across the last 15 years of working with a huge range of businesses in the sector. Firms are increasingly requiring more complex and technical advice and I look forward to seeing Andrew continue to develop and shape the team and its capabilities to deliver the highest quality work for the businesses we work with."



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Nina Gratrick has taken over as IT director at Herbert Smith Freehills for the UK, US and EMEA.

Gratrick was previously global technology services delivery director at Bryan Cave Leighton Paisner, and before that global head of IT services and information governance at Watson Farley & Williams. She has worked in various roles in the legal sector since 2002.

Gratrick's appointment follows the news that former UK-based chief technology officer Haig Tyler was to retire, replaced by Sydney-based CTO David Turner.

Gratrick this year hosted an ILTA Connect: Women In Legal Tech event encouraging women to raise their profile, with some great tips coming from that session.



Swedish legal AI assistant Leya in June officially entered the UK market with the appointment of Jakub Makowski as head of UK. Makowski joins Leya from Robin AI and has previously worked

at several legal tech companies, including BRYTER, Legl, and CrowdJustice.

Leya's gen AI-powered workspace helps to automate repetitive tasks and converts data into, for example, tables, that can then form part of an automated workflow. Integrating with existing documents and legal data from over 15 jurisdictions, the platform provides access to public sources and private data in one place.

Earlier this year, Leya closed a \$10.5 million funding round led by Benchmark, with participation from Hummingbird, SV Angel, and Y Combinator.

Makowski's appointment is intended to accelerate Leya's growth. "Jakub's legal background and experience at Robin AI make him an excellent fit for our team. He understands what UK lawyers need and will help us grow in this new market," said Max Junestrand, CEO at Leya.



The Barrister Group (TBG) has appointed Emily Foges as chief operating officer as it continues its mission to modernise the Bar.

Foges' previous roles include CEO of Luminance and lead partner for legal managed services at Deloitte.

TBG, which owns Clerksroom, last year became the first chambers to accept private equity funding, taking a minority investment from LDC, which is part of Lloyds Banking Group. The TBG model uses AI to match barristers to the cases most suited to them.

Foges said: "What I find fascinating is that The Barrister Group is not only using legal tech successfully but has been doing so for more than 20 years.

"The word 'disruptor' can be over-used, but TBG has really earned the title. The potential to build something really special on that strong foundation is huge.

"It's early days but an exciting time. We have ambitious plans to scale up both in terms of the number of barristers and the instructions they are able to take, while at the same time making sure that we maximise tech to make sure we're as efficient as we can possibly be."



Konexo has enhanced its legal technology and consulting offering for clients with the appointment of Jessica Burdon as principal technology consultant.

Burdon, who joins Konexo from PwC, brings more than a decade of legal technology and consultancy experience. She has spearheaded major digital transformation, contract lifecycle management, process mapping, generative AI and change management projects.

Her role at Konexo will involve consulting on and implementing the most effective AI and technology solutions to solve client issues by working closely with clients' legal, procurement, risk and compliance and finance departments.

Having qualified as a lawyer in Australia, Burdon gained six years of experience in private practice at Freshfields Bruckhaus Deringer in London and New York, before moving into technology and consulting. Following a period at Ashurst, Jessica returned to Freshfields Bruckhaus Deringer to launch the firm's innovation and technology offering.

Burdon said: "It is clear that Konexo has a unique proposition within the market through its close collaboration with Eversheds Sutherland and the notable talent in its team. Being able to work where consultancy, technology and law are realising their potential was a real appeal for me and I'm very much looking forward to getting started."

Her arrival follows recent appointments made by Konexo including Sophie Espinasse as head of client learning, Erin Gavin as a director in the financial crime team and Karen Briggs as a strategic adviser.



Logpoint has appointed Mikkel Drucker as its new chief executive officer. The appointment is said to mark the next stage in Logpoint's journey to

becoming a European cybersecurity powerhouse.

Drucker joins Logpoint after three years as CEO at Netigate, where he sold the company to GRO Capital. He has held senior positions at Tacton, Atea, Trustpilot and Nokia, as well as co-founding and selling a company called Lindrucker.

"We're excited to have Mikkel on board," said Jim Pflaging, chairman of the board at Logpoint. "His experience with scaling businesses and overseeing organizational transformation to drive financial growth and his understanding of improving company offerings to accelerate market traction will be instrumental in enhancing Logpoint's growth journey."



Vishala Panday has taken on the role of head of compliance and business services at Afriwise, in Johannesburg,

South Africa. Afriwise is a legal intelligence platform for corporate lawyers and compliance professionals.

Reporting to the CEO, Panday is responsible for the strategic development of compliance solutions for a vast array of clients across Africa.

Prior to her appointment at Afriwise, Panday spent the last ten years at Barloworld Equipment, where she built an ethics and compliance function from scratch and rolled out an anti-corruption programme for all of the company's African jurisdictions.

MOVERS AND SHAKERS

NORTH AMERICA



US eDiscovery company Repario Data has hired Eric Kelly as general counsel. Kelly was previously vice president, corporate counsel and secretary at UnitedLex.

Dave Deppe, CEO of Repario, said: “Eric’s appointment is a strategic move for us. His background in navigating complex legal landscapes, especially concerning emerging data trends and international regulations, will not only enhance our capabilities but also provide our clients with more robust and cutting-edge eDiscovery solutions.”



Weightmans’ cybersecurity arm CyXcel has made two new hires to lead its North American expansion. Melissa Sokolowski joins as vice president of digital forensics & incident response and Bryan Marlatt as chief regional officer for North America.

Sokolowski will oversee CyXcel’s Digital Forensic and Response team, handling large-scale, complex post-incident investigations.

She joins after holding posts at AON as vice president of digital forensics & incident response, director at Tracepoint, and as senior director at Ankura.

Marlatt will be responsible for coordinating and facilitating the management and expansion of CyXcel’s new North America operations. Prior to CyXcel, he delivered international consulting services as part of KPMG’s Cybersecurity team. He has also led local and international cybersecurity teams as director of compliance at McKesson, chief information security officer (CISO) at AmeriSave and global director of cybersecurity at Avanos Medical.

CyXcel’s co-founder and CEO, Edward Lewis, said: “We are delighted to have Bryan and Melissa join our business. Their cross-industry experience is first-rate as is their knowledge of the U.S. cybersecurity sector. They will bring clear strategic insights to client priorities and deep technical knowledge allowing our clients to be confident that CyXcel will continue delivering unique and exceptional service.”



Clio has further expanded its leadership team with the appointments of Nicholas Anderson as senior vice president of customer success and Chris Stock as vice president of legal content and migrations.

Anderson will oversee all post sales functions, including onboarding, migrations, support, customer success, customer education, and professional services. Before joining Clio, he led customer success at ServiceTitan, and he has held leadership positions at Cornerstone and McKinsey.

Stock, who has held strategic advisor roles at a number of companies including Clio, leads the end-to-end management of Clio's product suite alongside its engineering, product, and go-to-market teams.

These new additions follow the appointments earlier this year of Harsha Chandra Shekar as vice president of business development.



Contract lifecycle leader Icertis has appointed Anand Subbaraman as chief operating officer and Jay Lee as chief marketing officer.

“Contracts are more than static documents to be managed through a lifecycle – creation, negotiation, signature, expiry/renewal – contracts are the blueprint of how a business intends to execute,” said Samir Bodas, CEO and co-founder of Icertis. “By transforming contracts into active objects that are referenced in real-time by the systems that manage finance, sales, and procurement, Icertis created a new category of software - contract intelligence. Now trusted by a third of the Fortune 100, Icertis is entering a new phase that calls for strong leaders, like Anand and Jay, with the experience necessary to ensure we execute to our full potential as we gain market share and extend our leadership position by transforming commerce at the world's largest enterprises.”

A 25-year software veteran, Subbaraman joins Icertis from BrowserStack, where, as president, he was responsible for strategy, product management, operations, and marketing. He also previously held leadership roles at Finastra and Oracle.

Lee joins Icertis from Avalara, where, as chief marketing officer, he helped the business grow at rates of over 30 percent year over year. Prior to Avalara, Lee held leadership roles at GE Capital, American Express, and PayPal.

MOVERS AND SHAKERS

APAC



Leigh Arteaga has started a role as IT director for Asia and Australia at Herbert Smith Freehills. She was previously general manager IT service management for business banking technology at Commonwealth Bank.

Arteaga is based in Sydney and will be working closely with chief technology officer David Turner, who is also based in Sydney and hired Arteaga and Nina Gratrack, who has just been appointed as IT director for the UK, EMEA and US.



Jacob Flax has been appointed as MD and country head of Axiom Australia. He joins Axiom from Gerson Lehrman Group (GLG) Australia, where he served as senior vice president of Australia business operations.

“Jacob brings a wealth of client partnership and leadership experience in Australia, across each of the unique Australian markets, and a genuine belief in the importance of world-class client service,” said David Pierce, chief commercial officer at Axiom. “He’s absolutely the right person to lead our business on the continent, and I’m thrilled to welcome him to the global Axiom leadership team.”

TALKINGTECH PODCAST

NORTON ROSE FULBRIGHT'S HEAD OF LEGAL OPS TALKS IN-HOUSE TRANSFORMATION



Stephanie Hamon is head of Legal Operations Consulting at Norton Rose Fulbright, helping corporate legal teams to – whether we all like the expression or not – do ‘more with less.’ Legal IT Insider’s editor Caroline Hill chatted with Hamon about how she and her team help general counsel and legal operations heads to set and deliver new strategies, including, often, getting more out of their existing tech stack.

As Hamon knows well from her time as managing director and head of external engagement for legal in Barclays, in-house teams are a cost centre and often come fairly far down the pecking order when it comes to new technology. Hamon said: “One thing that remains a constant is that they have a limited budget and need to select the right tool. They are further down the pecking order when it comes to technology because organisations tend to prioritise tools for revenue generating teams. That said, there is a big trend around doing more with their existing tech stack. When reality confronts you and you don’t have the luxury of a tool that meets 100% of your requirements, repurposing a tool that meets 80% of your requirements can be a good enough solution.”

Inevitably Microsoft features very highly in those conversations and Hamon and her team are also helping in-house teams to look at how they are, could or should be using generative AI. We talk about whether generative AI will change the ways that law firms and in-house legal teams interact, and whether there is potential for real change.

TALKINGTECH PODCAST

CHARTING CHANGE IN LEGAL PODCAST, EPISODE 25 – LISTEN HERE!

In this episode of Charting Change in Legal, Ari Kaplan, a globally-renowned legal industry analyst, and Legal IT Insider's editor-in-chief Caroline Hill, discuss the importance of putting people first in your transformation journey, and the various ways in which that need can manifest itself [Listen Here.](#)



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TALKINGTECH WEBINARS

WEBINAR: IS IT TIME TO RETURN TO THE OFFICE?

In the wake of the Covid pandemic, it was widely assumed that working from home and hybrid working were here to stay for good. However, the more time passes, the less that appears to be the case. With law firms looking to increase productivity and visibility, many firms are insisting on a return to the office at least three days a week, including making it a condition of financial incentives such as bonuses.

In Advanced's latest Legal Sector Trends Report, when asked the question of whether they are planning to ask staff to come to the office more, leaders of firms were split fifty-fifty, which begs the question: is it time for lawyers to return to the office, or not?

In this live webinar, we will look at topics including:

Where do you stand on more office days and why?

Are lawyers more productive in the office?

What's the bigger challenge: productivity or talent retention? Does this shift affect that and in what direction?

Is it potentially a scapegoat for other performance and people management processes ignored by the legal profession?

Our speakers will include Hamzah Hafesji, group product manager for performance and talent at Advanced.

We look forward to having you attend the event!

[REGISTER YOUR FREE PLACE HERE](#)

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Caroline Hill
Editor-in-Chief
Legal IT Insider



Hamzah Hafesji
Group Product Manager
For Performance & Talent
Advanced

PRODUCT RELEASES

NORTH AMERICA



New York-headquartered AI contract and negotiation platform Draftwise on 13 June announced a new offering, Markup by Draftwise, which uses Anthropic's Claude 3 Opus – Anthropic's most intelligent large language model, released in March this year. DraftWise has worked closely with some of the most respected firms in the industry on the new product, including Orrick Herrington & Sutcliffe, Gunderson Dettmer, Katten Muchin Rosenman, Womble Bond

Dickinson, and Mishcon de Reya, among others. Orrick and Mishcon co-hosted an event with Draftwise at LegalTechTalk in London on 14 June.

Markup provides recommendations based on deal history and the language used by a firm. Key features include contract autopilot, which generates the first round of markups based entirely on how a lawyer previously executed redlines. Automated issue list generation is based on deal history and allows lawyers to create curated playbooks based on their best past work and/or each client's preferred language to ensure consistency across contract draft cycles. Draftwise's legal AI assistant answers user questions about negotiation history and recommends revisions of clauses.

"Our goal is to align the greatest tech capabilities with the problems and workflows related to contracts. Integrating Anthropic's Claude 3 Opus is just one example of putting the best tool to a task," said James Ding, co-founder of DraftWise.

DraftWise says it will leverage Anthropic with a zero data retention policy, meaning Anthropic will not hold onto or train its models on DraftWise customer data.

Draftwise in March this year announced a \$20 million Series A fundraising and has made a number of key hires.



US online data privacy and compliance software provider LOKKER on 4 June released Consent Verification, which gives businesses a simple way to check whether their consent banners (informing users what cookies they use and why) are properly configured and working correctly. LOKKER says that its recent research found that more than 90% are not. This is particularly important as many new state and federal privacy laws now require the ability for consumers to either opt in or opt out of their data being shared with third parties and trackers on their websites.

LOKKER's research found that while 67% of companies have a consent banner, most consent management tools are not designed to address real-time changes in the ad tech ecosystem. As a result, oftentimes they are not blocking what the companies may think, potentially putting them at risk of a privacy violation.

Specifically, LOKKER's research found that over 90% of websites load cookies and trackers before any interaction is taken with the consent banner.

"The underlying problem is stopping unauthorized data collection on websites. Consent management is just one tool in that process, but few consent management tools stay up to date with near daily changes that occur to the ad tech and third parties utilized on most websites. The result is that businesses often are out of compliance," said Ian Cohen, CEO of LOKKER. "There's no way to track and defend against this without more advanced tools. Consent Verification helps organizations identify issues before they lead to larger issues."



ProSearch in June announced the addition of Intelligent Voice for processing audio and video files included in discovery data collections.

Driven by a mobile workforce, Microsoft, Google, and Zoom are among the contributors to the growth in audio and video files increasingly requiring processing and review as part of discovery matters.

The ability to accurately and efficiently index and search spoken words included in complex data collections is critical to a successful review process. ProSearch will use Intelligent Voice to convert audio and video voice data into indexed, searchable text for more intuitive and efficient attorney review.

"As a tech-enabled service provider, our experts vet the market's leading tools for every stage of the discovery life cycle. With audio and video content growing at rates upwards of 20% annually, having the best available options for processing these data files is essential to meet the needs of every matter," says Dan Kinney of ProSearch. "In Intelligent Voice we've found a partner that delivers one of the industry's leading tools for transcribing and analyzing this increasingly common data."



eBrevia has launched an AI-powered contract drafting and analysis platform, eBrevia DraftPro, following the recent buyout/ buy back by co-founders Adam Nguyen and Jacob Mundt.

DraftPro is able to create, negotiate, manage, execute and analyse agreements across an enterprise.

Nguyen and Mundt bought back eBrevia from Donnelley Financial Solutions in December to regain full control of strategy and operations.

“In buying back eBrevia, especially at this inflection point in the evolution of artificial intelligence, we are investing in a vision where AI liberates professionals from the shackles of mundane tasks and where human intellect is unleashed to tackle challenges that truly matter,” said Nguyen, who is CEO of the company. “We see substantial opportunities for innovation and will take advantage of the advances in collaborative intelligence not only to revitalize our company but also expand our offerings and reaffirm our commitment to the success of our clients.”



Legal Tech Talent Network, an executive recruiting firm for the legal industry, in June announced the launch of its contract staffing division. This new offering will support organizations across the US in finding interim professionals for a variety of positions for short-term projects or long-term engagements.

The new division enables the company to cater to diverse staffing needs for organizations in the legal industry such as law firms, corporations and service providers looking for talent in areas such as document management systems, knowledge management, eDiscovery, document review and digital forensics. Contractors are available for projects that can be full-time, part-time or project-based, with durations tailored to the specific requirements of each organization. Individuals available include software consultants, document review attorneys, eDiscovery project engineers, forensic examiners, project managers, software administrators, paralegals, trainers and more.

“I am thrilled to introduce contract staffing for our clients nationwide,” states David Netzer, founder and president of Legal Tech Talent Network. “This new service provides flexibility to place the right talent within organizations as needed for a variety of projects, without the necessity of incurring the cost and commitment of a permanent hire.” Netzer, who has been successfully placing professionals in key roles for more than two decades, emphasizes, “This expansion is a natural progression in our mission to ensure our clients have access to the best professionals for their immediate and evolving needs.”



Filevine in June announced the launch of Docs by Filevine, a standalone document management system (DMS) built on AWS that Filevine says challenges incumbents like iManage and NetDocuments.

Filevine, which is headquartered in Salt Lake City, Utah, said: “For years, law firms have been held hostage by the high costs and restrictive practices of some DMS providers. These DMS providers charge exorbitant fees for limited storage and functionality, while locking firms into closed ecosystems that hinder innovation. Filevine is shattering this status quo.”

“Law firms deserve better,” said Ryan Anderson, CEO and co-founder of Filevine. “Docs by Filevine offers unlimited storage, robust security, and powerful features like AI-powered OCR and e-signatures, all at a fraction of the cost of competitors.”

Utah law firm Strong & Hanni Law Firm, PC has switched from NetDocuments to Filevine.

PRODUCT RELEASES

UK AND EMEA



Springbok AI on 11 June announced the general launch of SpringLaw, a LLM-agnostic no-code solution that enables law firms and legal professionals to get started with generative AI; configure tools to their specific workflows; and build out practice toolkits. Early customers include Charles Russell Speechlys, where director of innovation Joe Cohen is continuing to work with Springbok, having joined from Dentons in November last year.

SpringLaw consists of three modules: new Wizards functionality; Chat functionality that was previously called Springbok GPT; and Tables.

Firms with technological resources such as legal engineers and data scientists can configure and create custom tools directly via SpringLaw Wizards. Configurators provide “context” in the form of documents and “directions” in the form of background prompts, enabling practices to create and share templated document generators, assistants, and workflow automations. Alternatively, firms and GCs can partner with Springbok AI for its concierge service.

Speaking to Legal IT Insider, Springbok’s senior account executive Edward Stevens said: “The option you have as an organisation is either you use the Wizards with your own teams, so some firms have legal engineers and big teams that can really start to leverage that information they already have in-house and turn these into custom tools. The other way is we do it in collaboration with teams, so they can come to us and say, ‘We need this tool built for us. How do we actually produce that?’ And we’re able to produce them really quickly now. We do workshops with firms where we can spend a morning with a practice area. And at the end of that time period, we’ve built probably three or four mini assistants and tools that the practice can start to work with and that are really unique to them. This isn’t a generic thing but takes account of the ways they like to work.”



London-headquartered AI legal assistant Robin AI on 13 June announced a new product line, Robin AI Reports, which automates a key piece of the M&A due diligence process.

The new offering generates reports on contracts, cutting the time and cost of manual work in due diligence around M&A, IPOs, and other asset management including real estate and debt financing.

The product was launched on-stage at London’s LegalTechTalk Conference.

Reports can be run across hundreds of contracts at once, with users able to build a list of ‘red flag’ issues where contracts deviate from their preferred positions.

Robin AI Reports was developed with partners including the University of Cambridge’s Investment Management, who have been using the product since April. We’re told that a task that used to take 3 hours to complete by Cambridge Investment Management’s senior in-house lawyers now takes 30 minutes on average — a roughly 85% time saving.

Robin AI partners with AWS and Anthropic. Amazon Bedrock allows Robin AI to leverage Anthropic’s Claude 3 generative AI model alongside Robin’s own models. A copy of Claude 3 exists inside Robin AI’s cloud environment, meaning user data never leaves Robin’s cloud.

“With Robin AI Reports, M&A, IPO, and other asset transactions no longer have to grind to a halt for weeks for due diligence,” said James Clough, CTO and co-founder of Robin AI, at the LegalTech Talk conference in London.

“We’re helping businesses close deals faster and are proud to be the first in our industry to do this.”

“We have found the reports to be incredibly helpful, saving our team many hours and enabling us to conduct legal reviews in a more accurate way,” said Sam Sturge, director of private assets at University of Cambridge Investment Management.

Founded in 2019 by Richard Robinson, a lawyer at Clifford Chance, and James Clough, a machine learning research scientist at Imperial College, Robin AI now has 140 full-time employees and over 100 customers.

It raised \$26M in Series B funding in January and recently appointed Scott Casey as CFO.



On 13 June, [LexisNexis Legal & Professional](#) announced that Lexis+ AI is now generally available for UK customers. This follows the commercial launches of Lexis+ AI in both the USA and Australia.

Lexis+ AI combines generative AI with proprietary search technology. It is grounded in Lexis’ content repository, including primary, secondary, analytical content and expansive Practical Guidance modules.

It has been developed with input from global law firms such as Macfarlanes, Eversheds Sutherland (International), Pinsent Masons and CMS UK. Legal IT Insider’s editor Caroline Hill spoke to Eleanor Windsor, a partner and director of knowledge management at Irwin Mitchell and you can listen to that podcast [here](#).

Lexis+ AI features include:

- **Conversational search** simplifies complex and time-consuming legal research by enabling users to conversationally interact with Lexis+ AI, explore new insights, and ask for adjusted and refined output.

- **Document drafting** produces contract clauses and client communications from a simple user prompt.
- **Summarisation** quickly delivers case summaries
- **Document upload** capabilities enable users to rapidly analyse, summarise and extract key insights from legal documents.

“This is a pivotal moment in the history of the UK legal industry. We are delighted to deliver a generative AI solution that will safely and securely enable our customers’ success,” said Gerry Duffy, managing director of LexisNexis UK. “We have had unprecedented levels of interest in Lexis+ AI from our market and as of today, many of our customers will be enjoying the competitive advantage of having access to our rich and authoritative content combined with our leading AI technology”.

Lexis+AI has been the subject of recent tests by Stanford University, where researchers found that it correctly answered 65% of their questions and hallucinated 17% of the time.

LexisNexis, which outperformed rival Thomson Reuters in Stanford University’s initial tests, has issued a media statement saying that its own data analysis suggests a significantly lower rate of hallucination.



Lexsoft Systems in June announced the availability of a new, ready-to-deploy, light-touch version of its T3 GenAI knowledge management (KM) solution for small and growing law firms.

Leveraging generative AI technology, this new T3 GenAI business service makes basic, best-practice KM capability accessible to law firms of up to 100 users for whom the cost of a fully-fledged KM department can potentially be a limitation.

The solution automates the capture, collation, and classification of a firm’s knowledge via a simple, streamlined process. Lawyers trigger the knowledge capture process from within the iManage Work document and email management system, by sending the documents or knowledge into the iManage Insight+ knowledge search and management solution. Harnessing generative AI capability, T3 automatically classifies the content into the appropriate taxonomies within Insight+, ready for review and approval of inclusion by the dedicated Knowledge Assistant.

“Our new solution democratizes generative AI capability for legal knowledge management,” said Carlos García-Egocheaga, CEO of Lexsoft Systems. “Smaller firms can now benefit from a structured, basic approach to knowledge management – a capability that has so far been limited to larger firms with dedicated KM resources. The only investment firms need to initiate a best practice approach to knowledge management is to designate an Assistant. We’re empowering smaller legal teams to leverage their collective expertise efficiently, and in doing so helping to level the playing field for the adoption of KM and generative AI technology.”

Law firms require a Microsoft OpenAI tenant to deploy this solution.

LITI LAUNCHES 2024 LEGAL PMS SOFTWARE REPORT

This extensive and in-depth report, written by industry expert Neil Cameron, will take a look at the practice management systems and enterprise resource planning systems available in the legal technology market globally.

Free to download, the report includes a recap and analysis of the history and development of PMS systems, as well as an up-to-date, lengthy comparison table, which includes the various vendor and software characteristics and range of functionality. The report also includes in-depth profiles of a number of vendors and their software.

To read the PMS report in full, [sign up here](#) (The report will be emailed to you first when released)

For further details please contact cordie@legaltechnology.com

LITI LAUNCHES 2024 LEGAL PMS SOFTWARE REPORT

Register to receive Legal IT Insider's Generative AI Report, out soon!

Generative AI is the biggest technological development since the creation of the internet and will transform the way that law firms and corporate legal teams deliver their work product. It is also massively over-hyped, and buyers are struggling to avoid putting technology before real use cases. In this report we will look at how legal technology vendors are rising to the challenge of providing tools that leverage generative AI to create efficiencies. How can the end user be assured that the new innovations can be trusted?

To read the Gen Ai report in full, [sign up here](#) (The report will be emailed to you first when released)

For further details please contact cordie@legaltechnology.com



FUNDING AND M&A

NORTH AMERICA

CaseMark AI, which specialises in generative AI legal workflows, on 4 June announced that it has secured \$1.7m seed funding led by Gradient Ventures, Google's AI-focused seed fund.

The platform is modular, web-based, and automates tasks such as document summarization, research, and legal analysis. It integrates into existing legal workflows such as deposition summaries or discovery responses. The CaseMark Workflow API enables access to all of CaseMark's AI-powered workflows via a white-label integration for legal tech companies and litigation support firms. A built-in chat tool allows legal professionals to query their case content in a secure environment.

The funding will accelerate product development and team expansion.

Additional participation in the round came from Rex Salisbury's Cambrian, Ride Home AI Fund and Alumni Ventures. The funding will drive the company's mission to help legal professionals benefit from the efficiency and productivity of generative AI.

"We're the AI easy button that won't get attorneys in trouble," said Scott Kveton, CEO of CaseMark. "Hours spent summarizing take minutes now. That time saved can be reclaimed to work on legal strategy."

"For generative AI to succeed in legal workflows, it needs to perform reliably and cost efficiently. With CaseMark's LLM-agnostic architecture and mixture-of-experts approach, they can deliver best-in-class results at a fraction of the cost of their well-funded competitors," said Chris Messina, a co-founder of the Ride Home AI Fund who has worked at Google and Uber and is a previous AI startup founder. Interestingly, Messina is famed as having invented the hashtag.

FirmPilot announced on 10 June that it has closed \$7M in funding to help services-based SMBs increase revenues with AI-driven digital marketing.

Blumberg Capital led FirmPilot's latest Series A round, with participation from new and existing investors Valor Ventures, SaaS Ventures, FJ Labs, and Connexa Capital.

"A personal Injury firm without marketing-muscle will cease to grow and exist. AI is here and it is essential to law firms, especially in the area of marketing," said John Romano, partner at Romano Law Group and respected law industry lecturer and author. "Our work with FirmPilot has demonstrated 'wow-level' results."

FirmPilot analyses customers' competitive landscapes and market trends online to identify tactics that have the best probability of ranking them above competitors in Google search results, ads, and social media. The engine is built on proprietary technology learning from a database of more than 3,000+ legal cases.

Utah-founded startup Hona has raised \$9.5m Series A funding led by Costanoa Ventures. The Series A comes just under a year after Hona raised \$2.1m seed funding from startup accelerator Y Combinator.

Hona is a communication portal that integrates with law firms' case management systems to automatically update clients and create transparency. It was founded by Manny Griffiths after issues he faced communicating with personal injury lawyers after his wife had a car accident. His fellow co-founders are software engineer Joshua Christensen and business development specialist Matt McClellan.

Launched in February 2022, we're told that Hona saw its revenue grow by 400% in 2023. The startup now works with over 500 law firms.

Canadian legaltech company Alexi on 10 June announced an US\$11m Series A fundraise led by Ohio venture capital firm Drive Capital. This brings Alexi's total funding to over \$20m. Chris Olsen, a partner at Drive Capital, will join the company's board of directors.

Alexi's AI platform can be used to generate research memos and identify relevant legal issues or arguments, and it leverages an AI assistant 'Alexi Chat' for routine litigation tasks such as helping to draft correspondence to clients. Founded in 2017 Mark Doble and Sam Bhasin, its clients include Canadian-UK law firm Gowling WLG.

This latest raise comes less than a year after Alexi's release of their Instant Memos, Arguments and Chat capabilities. We're told that the funding will support hiring across engineering, product development, brand and design, legal, and business development teams. It will also enable Alexi to meet increasing demand from law firms to incorporate an array of AI-powered litigation tools into their businesses and accelerate upcoming releases across North America and other jurisdictions.

"We evaluate over 6,000 companies a year, most of which position themselves as an 'AI company.' Alexi is one of the very few examples, however, of using AI to solve a business problem," said Olsen. "Lawyers who use Alexi run more successful law practices. It is only a matter of time until attorneys all over the world are using Alexi to be better lawyers."

Utah-headquartered contract lifecycle management vendor Sirion has acquired Eigen Technologies, which was founded in London but moved its global headquarters to New York in 2021. The deal combines Sirion's contract intelligence with Eigen's document AI and intelligent document processing platforms. Sirion says that the addition of Eigen's AI technology will elevate its contract intelligence to full document intelligence, meaning that Sirion's customers will be able to pull insights from all business documents, from contracts to invoices to purchase orders and engineering reports.

Ajay Agrawal, founder & CEO of Sirion, said: "We have been at the forefront of teaching computers how to read contracts the way lawyers do. This combination of Sirion with the Document AI and IDP platform built by Dr. Lewis Liu and his Eigen team creates the world's largest labelled contract dataset and allows us to extract valuable insights from a wide range of commercial documents adjacent to contract – such as invoices, purchase orders and performance reports – and drive deeper value realization for the business."

Eigen's AI researchers and engineers will form the core of Sirion's new AI Research Centre in London.

"Unstructured data, specifically billions of documents and contracts that sit in enterprises, is one of the biggest problems that face businesses today" said Dr Lewis Z. Liu, founder & CEO of Eigen Technologies. "By combining Eigen's best in class document AI and AI governance with Sirion's category leading CLM and document workflow capabilities, we are creating an unstoppable natural leader in the contract and document AI world."

Texas-headquartered legal, compliance and risk management software provider Mitrtech has acquired document automation vendor HotDocs from SaaS legal practice management system provider CARET.

HotDocs – which started out life as CAPS but was rebranded as HotDocs in 1993 – was one of the pioneers of legal document automation. It was acquired in 2017 by AbacusNext, which merged with Caret Legal and rebranded at CARET in February 2023.

CARET says that it will retain the exclusive legal practice management integration with HotDocs.

"When you think of the brand that's most trusted for streamlining the complexity of document production, you think of HotDocs," said Mitrtech's CEO Mike Williams.

"These capabilities — alongside Mitrtech's premier matter management platform, TeamConnect, and leading-edge workflow automation [TAP] — will deliver the market's most comprehensive enterprise legal management capabilities to clients and partners around the world. It's something that customers have been asking for, and a unique combination of functionality that we'll be the first to provide."

This may seem a strange time to divest HotDocs but CARET said that it will make way for it to accelerate its investment in its AI capabilities.

CARET's CEO, Keri Gohman said: "Technology has always been the great enabler, allowing organizations to punch well above their weight. That has never been more evident than it is today as firms look for solutions to better compete in a marketplace undergoing a significant transformation."

Gohman said the company had established HotDocs as the category leader for simplifying complex document creation for large enterprises, and that Mitrtech would be the ideal home for it to achieve its next phase of growth.



FUNDING AND M&A

UK AND EMEA

LexisNexis Legal & Professional on 3 June announced it has agreed to acquire Belgian-founded contract drafting startup Henschman. Henschman, which was founded in 2020 by Jorn Vanysacker, Gilles Mattelin and Wouter Van Respaille, now has 170+ legal and corporate customers globally including Deloitte, Freeths, Cuatrecasas, and Cirio. Last year it reported growth of 1300% over the past year and a half.

By acquiring Henschman, LexisNexis says it will deliver personalized generative AI solutions to customers around the world. Henschman core product functionality will be available to existing and new customers. Speaking to Legal IT Insider about the acquisition, Vanysacker said that everyone from Henschman is joining LexisNexis and it will be business as usual for customers.

Vanysacker said: “This is a strategic acquisition for LexisNexis. We regularly got the request to access third party precedents while LexisNexis were told by customers that they would love to access data from their own repositories. This is super complimentary and as our conversation progressed over the past year it became clear that our vision was completely aligned.”

LexisNexis has immediate plans to utilize Henschman’s technology with its proprietary Retrieval Augmented Generation 2.0 (RAG 2.0) platform in its flagship Lexis+ AI solution. Henschman’s capabilities will also be added to Lexis Create, the Microsoft 365 add-in solution that enables point-of-workflow integration for generative AI drafting in Microsoft Word, Outlook, Teams and Copilot.

Henschman interacts with the DMS of a law firm or corporation, indexing the organization’s precedent documents at the clause level, making the data available for contract insights and drafting. Its technology works with legal-specific DMS providers and general enterprise content management systems and is language agnostic. Henschman’s technology incorporates security and conflict settings that mirror document permissions within the DMS, preserving firm confidentiality and privacy requirements. These benefits are available to customers in days, not months, from deployment of the technology. Vanysacker said that Henschman solves the problem that most law firms face in that the DMS can be a sprawling mass of data. “That’s what we’re solving for,” he said. “Say you prompt something specific from a contract type we will look into your database and then give it to the generative AI (which can be any gen AI, like Copilot) to prompt accurate input.”

Mike Walsh, CEO of LexisNexis Legal & Professional said: “We’re continuously engaging with customers to determine where AI can deliver the most value. Now, we’ll be able to address one of our legal customers’ top requests – to have searchable internal firm data, combined with our current drafting and AI offerings, allowing legal professionals to rapidly extract language and insights, and generate higher quality work using both internal data and LexisNexis solutions together.”

French generative AI startup and OpenAI competitor Mistral has raised £510m (€600m) Series B. According to reports out on 11 June, the one-year-old company is now valued at £4.9bn (€5.8bn).

The deal, which was forecast by the Wall Street Journal as far back as early May, was led by existing backer General Catalyst. While the Financial Times and others reported that Microsoft, which in February invested €15m in Mistral, did not participate in this round, it was reported in February that its investment would convert into equity. Microsoft has a multi-year partnership with Mistral and is making Mistral's premium models available to customers in the Azure AI Studio and Azure Machine Learning model catalogue.

Mistral in December last year, advised by Orrick, raised €385m Series A to bolster its team and infrastructure. It was, at that time, valued at \$2bn.

Arthur Mensch, co-founder and CEO of Mistral AI, said: "This new round puts us in a unique position to push the frontier of AI and bring state-of-the-art technology to everyone's hands. It guarantees the company's continued independence, which remains fully under the founders' control."

Mistral, which has a partnership with gen AI provider Harvey, was founded by Mensch, Guillaume Lample and Timothée Lacroix. Many of its models are open source, meaning they are freely available for anyone to access, use and modify. Mistral, despite its closed-source model partnership with Microsoft, has vowed to maintain that model.

The round included participation from Lightspeed as well as Andreessen Horowitz, Belfius, Bertelsmann Investment, BNP Paribas, BpiFrance through its Digital Venture fund, Cisco, Eurazeo, Headline, Hanwha Asset Management's venture fund, IBM, Korelya Capital, Latitude, Millennium New Horizons, NVIDIA, Samsung venture investment Corporation, Sanabil Investments, Salesforce Venture, ServiceNow, Sofina, and SV Angel..

Swiss-founded legal tech startup DeepJudge has raised \$10.7m in an oversubscribed seed funding round led by New York private equity firm Coatue. Additionally, the company on 18 June announced the availability of DeepJudgeKnowledge Assistant, a generative AI interface for law firms and legal departments to access their document knowledge base.

Founded by AI researchers and former Google search engineers Paulina Grnarova, Yannic Kilcher, and Kevin Roth, DeepJudge enables organisations to retrieve relevant content from across the enterprise, including document management systems and the Microsoft 365 ecosystem. It integrates with Copilot, extending its permissions-aware retrieval system across a firm's internal data.

DeepJudge's knowledge search is powered by the company's proprietary Colinear Technology, which blends the capabilities of semantic and keyword search. It uses a proprietary large language model to understand the content within each document regardless of document type and enables legal professionals to search in their own words.

Its new Knowledge Assistant uses Retrieval-Augmented Generation (RAG) technology to surface the most relevant, up-to-date information, with answers that are grounded in an organisation's institutional knowledge.

"Over time, law firms generate millions of documents, forming a vast reservoir of intellectual output. Yet, when tackling new tasks, lawyers often have to start from scratch, struggle to locate colleagues with relevant expertise, or spend hours crafting complex Boolean queries," said Paulina Grnarova, CEO of DeepJudge.

“This is where DeepJudge steps in. Our mission is to connect legal professionals with their entire collective knowledge in an intuitive manner, turning it into a powerful competitive advantage. AI-powered search not only boosts productivity, but also unlocks entirely new possibilities for firms and legal departments, such as spotting risks and opportunities from across their client base. It can make legal teams instantly smarter about advising clients on industry trends.”

The funding will be used to develop the product and scale the commercial team. DeepJudge has already been growing. In February it announced that Tony Ensinger, previously head of sales at Casetext (acquired by Thomson Reuters), joined as their SVP of sales and product strategy. Additionally, Steve Obenski, former senior leader at Kira Systems (acquired by Litera), has joined DeepJudge as an interim chief strategy officer to help spearhead the US expansion. The company’s advisors include Jan Puzicha, one of the founders of Recomind (acquired by OpenText).



FUNDING AND M&A

APAC

Fast-growing Australian verification software company Atticus has closed a £5.6m (AUS \$10.84m) minority investment from Skip Capital and Blackbird Ventures.

Developed as a faster, easier way to fact-check critical documents including IPO prospectuses, ESG statements and annual reports, Atticus counts 12 of the UK’s top 20 law firms as clients including Slaughter and May, Linklaters, Pinsent Masons, Travers Smith, Ashurst and Herbert Smith Freehills, as well as companies such as National Grid, Aston Martin and Kingfisher. It has been bootstrapped to date and is already profitable.

Atticus was founded in 2017 in Melbourne Australia by former corporate lawyer Saul Wakerman and software engineers Misha Wakerman and Mitchell Brunton. In 2022 it hired general manager Patrick Skinner from BRYTER in the UK, followed by the UK hires in 2023 of Sam Spivack and James Quaille from BRYTER.

Skinner, who was previously at BRYTER, said: “Over the past four years Atticus has been used as a key tool to corroborate information on some of the UK’s biggest transactions and listings and is now the go to verification product for a range of listed companies on the London Stock Exchange. We’re excited to be a pillar of the UK’s capital markets industry for many years to come.”

TALKINGTECH PRODUCT WALKTHROUGH

THOMSON REUTERS COCOUNSEL

In this product walk through, Valerie McConnell, senior director of customer success at Thomson Reuters, gives Legal IT Insider a demonstration of the functionality currently available within generative AI research platform CoCounsel. McConnell talks us through some of the eight CoCounsel use cases or 'skills', including the AI Search Database, where you can search the likes of contractual precedents, brief banks, or docket records. One use case is to search the contracts to identify trends, such as 'what is the typical period of a non-compete clause.' McConnell says: "This is an example of the types of questions you can ask where other AI would struggle." CoCounsel will leverage its training to undertake a higher-level analysis, and you can use it to evaluate potential risk and liability for clients.

CoCounsel can also evaluate witness statements, including searching by the likes of tone and demeanor. Is the witness frustrated or angry? "This is the kind of stuff litigators look for," says McConnell. "Is the witness testifying beyond the scope of their knowledge?" AI can go through a 400-page transcript and provide you with information that might otherwise be difficult and very time consuming to search for. As shown in this demo, CoCounsel can review a contract in a different language within one search and return the response in English, with an explanation of the reasoning.

In conversation with Legal IT Insider's editor Caroline Hill, McConnell talks through key questions around the importance of retrieval augmented generation and security, as well as how you protect against bias.

Vendor product demonstrations are part of Legal IT Insider's commercial suite of offerings. If you would like further information please contact helen@legaltechnology.com.

Product Walk Through:

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INSIGHTS

LEGAL TECH INSIGHTS: EPIQ'S LEGAL SOLUTIONS PRESIDENT TALKS AI STRATEGY, DATA, OUTCOMES, AND RED FLAGS



Legal IT Insider's editor Caroline Hill sat down with Roger Pilc, president of Epiq's Legal Solutions Business, to talk about Epiq's AI strategy; the work it is doing with corporates and law firms around the likes of Copilot implementation; and how organisations can be assured of good outcomes when working with technology, including generative AI.

Roger, what's your role at Epiq?

I'm the president of Epiq Global Legal Solutions, a \$600 million business unit within Epiq. I spent 15 years of my career in the software and tech industry focusing on data, analytics, and AI, including in the e-commerce space and I kind of landed in the legal industry five years ago. I have spent a lot of time in professional services, consulting and managed services and those three areas were a perfect combination of what we do in Legal Solutions. We like to think of ourselves as the world's largest alternative legal service provider (ALSP), but we really think of it as a third-generation alternative legal service provider. For us, it's a combination of people, process, technology, and AI, all in the context of what we call Legal Service Management. Transformation is about outcomes, we're not really looking at it from the perspective of neat tech, it's about delivering services better, and for us, AI is a very powerful enabler to that end.

What is Epiq's AI Strategy?

We created a framework four years ago called Legal Service Management, which is essentially to help every sub-component of the legal department deliver their services better. For us, AI is a powerful enabler to that end. Our AI strategy and service has four layers to it and the first is consulting. We have a large consulting practice with around 75 consultants that can consult with both corporate legal departments and law firms around AI. That has grown a lot as you can imagine and we have folks that are fantastic with analytics, data, data science, building models, and so on.

You're doing a lot of work around Copilot, tell us about that.

Yes, multiple corporations are implementing Copilot, of course, but one client told me recently that she is terrified, and she is right to be because of the data that Copilot has access to if you don't carefully put in the guard rails. We have multiple corporations that we've started to engage with and many handfults in the pipeline where we are helping to put in place the data guard rails to facilitate the safe and productive use of Copilot. It's a fantastic tool but corporates need to have their data house in order. It's like an iceberg and the AI is the iceberg above the water in some respects, but the hard work is getting the data organised, which is the iceberg below the water.

What does "getting your data house in order" really mean?

For us it means getting the data house in order from a safety and security standpoint. When clients have been implementing Microsoft Purview and other such capabilities, they often want to put data guardrails in place to discover and classify the type of data that might get exposed to Copilot. So, let's exclude anything to do with PII. Let's exclude anything to do with financial information that shouldn't be exposed, or health information. So, first is putting classifications in place and that has to be done at tremendous scale; some of our clients are the world's largest banks, or the largest pharma companies or law firms, so that classification has to have a high degree of automation to it. The second is the indexing of information, because AI is only as good as the underlying data, and how the data is organized, and how the prompts relate to the data. The last thing is the quality of the data. Getting the data to be of higher quality is key for data science and AI to work.

How can law firms or corporates be confident of achieving good outcomes?

What law firms and corporations really want is the combination of a foundational large language model AI capability, such as Azure, complemented by their own data so they get better results. A law firm or a corporation user can have a natural language conversational search, which is a lot easier than prior methods, and the synthesis of that content and knowledge management and powerful large language model is what creates a great outcome. That's why the combination of getting one's data house in order and the tremendous power of these new large language model means that 1+1=3.

What tech stack do you rely on?

As a solution provider, we use best-of-breed technologies such as Microsoft Azure, Amazon Web Service, or large language models like Titan, Mistral AI, Anthropic, or Llama. What we heard at CLOC was that clients see so much complexity they want someone to bring it together and make it simpler. Our Epiq Service Cloud and Legal Services Management wraps all the complicated best-of-breed third-party technologies with our proprietary technologies to help clients get to the outcomes that they desire. We recently announced we're expanding on our abilities with AWS to add more features to our Epiq Discovery software including translation, a transcription digital assistant chatbot, upgraded search capabilities, and text summarization. We also use Amazon Bedrock to harness large language models to create and launch new services quickly. We've launched 22 new services in the past five years.

What use cases are clients using Epiq's AI services for?

On the corporate side, clients want to know how to use AI for litigation, that's about 60 percent of the consulting work we do. It's increasingly used for early case assessment, deposition prep, case strategy, or trial preparation. We use the Epiq Service Cloud and AI for the things I mentioned earlier, search capabilities for translation, for transcription, for identity identification, Copilot readiness. Beyond AI for litigation, we leverage AI for contract review.

Increasingly, they want LLMs as a complement to their CLMs. And the other two things we're doing with corporates are related to regulatory and compliance. On the law firm side, one use case they really care about is using LLMs to complement knowledge management systems to have easier and more powerful conversational search with their knowledge management.

The thing we're really, really excited about is the legal operations function. We created something called Metrics that Matter that helps legal ops professionals understand all the key performance metrics in legal operations. And with AI, we'll be able to have a conversational, natural language search for legal ops professionals to basically ask any question about what's happening in the legal function and be able to receive the answer through generative AI.

What are the biggest red flags you're seeing in the use of generative AI?

The main thing that comes to mind is there's a lot of experimentation, but there isn't much in use. The biggest red flag relates to the point of having generative AI technology get access to data it shouldn't have access to. And I think an increasing number of corporates and law firms are taking a breath and saying, "I need to make sure the data guardrails are in place so that generative AI technology is not accessing health information or financial information or private information that it shouldn't."

What's the 'so what' of generative AI technology?

I'm a firm believer in focusing on outcomes, which is getting things done quicker and better quality, and technology is just the means to the end. Technology is nice, but it must be implemented successfully. Developers need to stay anchored on the users, and the AI needs to get embedded in apps or workflows users already use. You have to have a UX design lens that workflow users are already comfortable with. The big CLOC takeaway was that legal ops jobs are more complicated, and users don't have time for all these disparate AI tools; they want a unified solution in their current workflow that gets them to an outcome quickly.

If you wish to be our next thought leader (we don't charge for any written editorial content) please contact caroline@legaltechnology.com



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