

# TRILANTIC

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The logo for Citytech, featuring the word "Citytech" in white, bold, sans-serif font on a green rectangular background.

## Litigation support managers bond at NY Trilantic seminar

Litigation support is a big deal in the USA with rumours of around 5,000 vendors' currently stalking law firm staff.

Although this number of vendors must create pricing competition, it does seem to be wearing the law firm litigation support staff out.

Nigel Murray who founded Trilantic at the back-end of last year, chose to have representatives from Australia, UK, USA, Canada and ILTA on his litigation support panel. It turned out to be a lively seminar with interesting facts popping up.

In the USA one litigation support manager likened dealing with the vendors to 'herding cats' – a leaking beaker of vendors who needed constant attention.

Summation who are not popular in the UK for their revolving door policy and 'we mean it this time' relaunches are dominating one whole

side of Canada. The other side only uses FTI Ringtail. Like the UK, the FTI Ringtail side of Canada are not keen on the Summation operation. The problem in the UK has been an inconsistent message about their intentions to the market.

However in Australia Summation lead the field but there is still a hardcore law firm contingent who favour FTI Ringtail because of their beta testing through the courts. They definitely win brownie points for that push.

It is often said that Australia leads the way in technology, UK are second and USA third. This idea seems to have been justified at the Trilantic seminar. The

Australian panellist confirmed formal support networks are in operation mentioning a group called ALSM. The UK have the LIST Group and the USA and Canada have ILTA but it seemed nothing dedicated to litigation except for informal groups. ILTA did say they have a bunch of conference calls planned to help support their members. Concern was raised by one Canadian attendee who wondered how these groups could exist without sign off from partners. There were several answers. A Canadian vendor Karen Brookman said that their informal networks had strong charters published to help members abide by codes of conduct. One or two hiccups had been experienced by this group including the whole email cc list being forwarded to a head-hunter.

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The UK LIST Group said that they don't have sign off but no confidential material was ever discussed and any help needed was on a no name basis. Despite this some felt cases could be identified. Serena Cobley of Lovells said that the small elements of help she needed were technical and didn't involve any confidentiality issues. She also said that there was no pressure to reveal any information particularly if members felt uncomfortable. She cited a salary survey as an example and said people just chose not to participate.

Other interesting comments included:

- vendor iCONNECT developing six language capability to cover Europe.
- UK lit support managers frustration at US vendors inability to understand the UK court system. The inability for many vendors to grasp the problem that EU laws

forbid data transfer to the US making any attempt to use a US provider without a data centre in the UK impossible.

- The never ending problems of different laws across European countries that had one lit support manager having to travel to Germany to teach vendors how to use software to process German data.

- That the Sedona litigation conference held this year in the USA seems to be worth you looking at and attending.

So the message seems to be: take the initiative form your own lit support networks or join existing ones – it will help. If you are very clever, one of you will start an international charter for best practice and information on all the worldwide rules and regulations. A top tip for Trilantic perhaps?

<http://www.thesedonaconference.org/>

[www.listgroup.org](http://www.listgroup.org)

<http://www.alsm.com.au/>

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