

# Alternative Legal IT Conference

Thursday 17<sup>th</sup> September

## 9.30 Registration and Coffee

### 10.00 Chairman's opening remarks

*Dominic Beehan, Brodies (tbc)*

### 10.10 Panel session: Success stories in challenging times: How law firms have responded to the economic downturn

Topics under discussion will include:

Tactics for driving efficiencies through case management  
Emerging trends in the legal sector

*Siddhartha Mankad, Director of Operations and IT, Boodle Hatfield*  
*Matthew Cleverdon, Director of IT, Wright Hassall (tbc)*

## 11.10 Morning Coffee

### 11.30 How can IT contribute to a firm's marketing needs

- What are the needs?
- What IT is already available within the firm and is it sufficient?
- When should we consider to invest in a dedicated CRM system?

*Bill Kirby Inpractice UK*  
*Kevin Gooseman, Cobbetts*

### 12.10 Rule 5, clients and commercial reality demand business continuity and DR: what steps should the medium size firm be taking?

- What are the basic SLAs – web, e-mail, applications?
- Options to achieve continuity and DR
- How can this be planned for and budgeted?

*Allan Green, Brabners Chaffe Street*

## 12.40 Questions and discussion

## 12.50 Networking lunch

### 2.00 I run a law firm - should I be managing my own IT

- What are the managed service options – all or part
- What is the benefit of hosted IT
- Does it cost? Is there an ROI?

*Angela McMahon, Mishcon de Reya*

**2.40 Afternoon tea**

**3.00 Hosted roundtable discussions**

**A. How Lean and 6 Sigma Processes can improve profitability and Customer Service and Make IT Projects more likely to succeed**

The Kaizen Approach

The Do's and Don'ts of IT projects

Where can business process review help

*Ed Clements, Team Integra??*

**B. What is the Legal Services Act and the Current Commercial Reality doing to Law Firms and How can IT help?**

The new business pressures. What are the current needs of the middle tier firm

What can IT do to help the managing partner?

*Anthony Hughes of Horwich Farrelly*

**C. Technology solutions to ensure compliance with the latest money laundering regulations**

*Speaker tbc*

**D. Getting Better ROI from Digital Dictation and Voice Recognition**

Uptake within the firm

Working practice changes

Enterprise wide benefits

*Speaker tbc*

**E. Billing Systems**

*Speaker tbc*

**17.00 Chair's closing remarks and conference adjourns**

**19.00 Drinks and networking dinner**

**Friday 18<sup>th</sup> September**

**9.30 Crunch time clinic: your opportunity to identify tailored technology solutions**

Delegates will be invited to submit issues of particular interest or concern to be discussed informally in break-out groups. Join other like-minded professionals for a coffee and an opportunity to debate how technology can be employed to maximise profitability and produce cost savings.

**11.00 The Benefits of Installing an HR System**

Sickness and holiday management

Recruitment

On line appraisals  
Training needs and CPD management

*Tracey Connor, Langleys*

### **11.45 Document retention and data protection**

*Speaker tbc*

### **12.30 Working lunch**

### **2.00 E-learning**

*Speaker tbc*

### **2.30 What About My Practice Management System?**

Can I get more from it? Am I seeing an ROI

The impact of Market Place Supplier Consolidation

What criteria should I use in selecting something new?

Survey review – Proposed pre attendance questionnaire for delegates (as attached)

*Charles Christian of Legal Technology Insider Oh no I'm not !*

### **3.15 Afternoon Tea**

### **3.30 The Relationships Between IT Management and The Practice**

Recognition, responsibility, backing and accountability

IT education for the practice

Prioritisation of work for maximum benefit

The IT strategy and budget approval

4.00 Conference close