

WORKING PAPER

Primer: Support Technologies for Human Rights Lawyers

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About the Authors

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Introduction

Paper, pens and manila folders. A phone. Microsoft Word (with track changes) and email. Perhaps a spreadsheet for tracking billable time, and shared folders on a server to store documents... this is probably how you work if you're a human rights lawyer. While we don't hear much about technology use outside of this common scenario we do hear about common challenges: being overwhelmed with cases that can last years, working in multiple languages across different jurisdictions with different processes, enduring pressure and surveillance from the states and corporations who you litigate against. We also know you're short of resource and access to technical expertise. This document looks at the place that technologies may have in helping you meeting these challenges. In this primer, we'll look at three classes of technologies which may be helpful:

- **Case and practice management tools**, for managing the day-to-day flow of information around a case, such as the exchange of documents, task management and dates.
- **E-Discovery tools** for digitising, organising and reviewing collections of documents, data or other material that could be evidence in a case.
- **Investigation and case building tools**, for organising and analysing the facts of a case or group of cases, providing visual overviews on maps, network charts and timelines.

For each, we'll look at four aspects:

- **The basics of what these tools do:** there is a large commercial market for litigation support technologies which is not well known the human rights field. We'll describe what you should expect from these tools.
- **What the market offers:** We'll pick out and give a "snapshot" of tools which we think are typical of the market, and which you can try out yourself for free.
- **What they cost:** some tools have a one-off payment, and others require an ongoing multi-year commitment. We'll expose the initial and ongoing costs involved in getting going with these tools.
- **Whether there is "civic tech" available in this class:** There are also specialised non-profit support organisations ("civic tech" organisations) who have created tools aimed at human rights lawyers. We'll take a look at some of those too.

By the end, we think that you will have gained a good understanding of the problems these products target, a framework for looking at the range of technologies and seeing how they fit into to your work, and a good understanding of the costs involved. Hopefully, you will have tried a few of the products too.

A. Case and practice management tools

1. What do they do?

Case and practice management tools make the day-to-day work of dealing with cases easier. You should expect that a typical system to do the following:

- It pulls together all the documents, work product, communications, schedules, “to dos” and client information about a legal matter into one place.
- It enables an organisation to define and insist on how certain routine tasks should be done, such as the steps required to take on a new client.
- It supplements and works with common office productivity software like email, word processors, calendaring software and instant messaging.
- It has time capture features that help lawyers or case workers record how long tasks take, and accounting tools to track spending on a matter and if necessary bill a client.

These tools intend to reduce the amount of time it take people who work on cases to create and find case information, and ensure that resource is spent effectively and (in the commercial field) billable time isn't lost. These tools commonly have a further layer of features which help managers see an overview of an operation, including its overall active caseload and financial status. The commercially available tools in this area fall into three broad groups, framed around the number of users and the complexity of working process in an organisation:

- *Solo practitioners or small private law firms* (1-20 persons): cloud-based tools such as Clio, Firm Central, MyCase and RocketMatter and are prominent examples of this class.
- *Small to mid-size private practice or public sector legal departments* (10-100 persons): for use at an organisation's premises, rather than as an online service, proprietary software such as LexisNexis VisualFiles, IKEN and Civica Legal are examples of this class.
- *Large private and public sector service delivery organisations* (upwards of a 100 persons): for this user group, case management seems to be better constructed from enterprise process, content management and collaboration platforms such as Nuxeo, OpenText and Alfresco.

2. Snapshot: Clio

[Clio](#) is an online practice management system aimed at solo legal practitioners and small law firms. The system can be used free for 30 days, after which there is a per user month charge of USD \$49 for each lawyer. The system offers fairly easy to use case creation, tasking and calendaring, contact management, document management

and timekeeping/accounting functions. Clio is currently only available in English. There are three features which are useful and interesting. First, Clio can automatically backup all data to an external site controlled by the user. Second, groups of users can be set up to control who sees a specific case and its documents, tasks and so on. Third, Clio's "email drop" is an email address which if included in correspondence - for example with a client - captures those emails into the relevant case file in Clio.

If an organisation has an existing case management system, Clio does have data import features. However, the company's offer of free data migration suggests this is probably a token gesture and the process is more difficult to do with much accuracy. Clio integrates with popular cloud-based document storage and creation services like Box.com and Google Drive. It has a small built-in "marketplace" where third-party applications can be installed onto a user's Clio account, such as integration with Microsoft Outlook.

Clio is proprietary software, which means the software itself and the day-to-day development process are done in private. The platform itself has been regularly updated since 2008, with bug fixes and improvements appearing on the live platform around 4 times monthly. Clio also has an Application Program Interface (API). This means third parties can write software which uses Clio, for example mobile phone apps. The business behind Clio is Vancouver-based Themis Solutions, who started this service in 2008. Clio's profitability and sustainability isn't known but in 2012, they secured a USD 6 million venture capital investment from German-based Acton Capital Partners. Clio's user-base is "in the 1000s", according to the company.

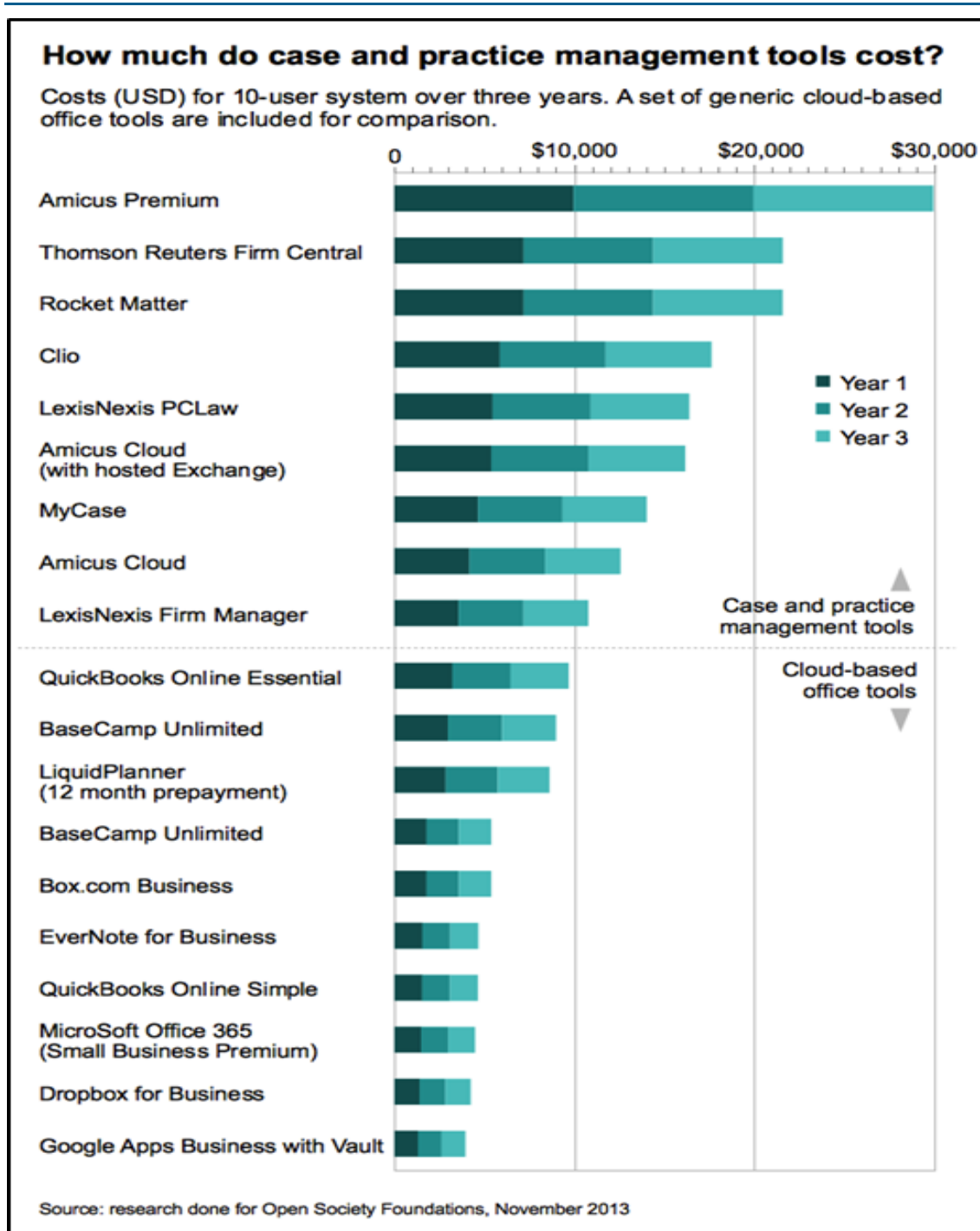
Similar tools: [Clio](#), [Lexis Firm Manager](#), [MyCase](#), [RocketMatter](#) and [Amicus Attorney](#).

Boxout 1: Pros and cons of cloud-based services

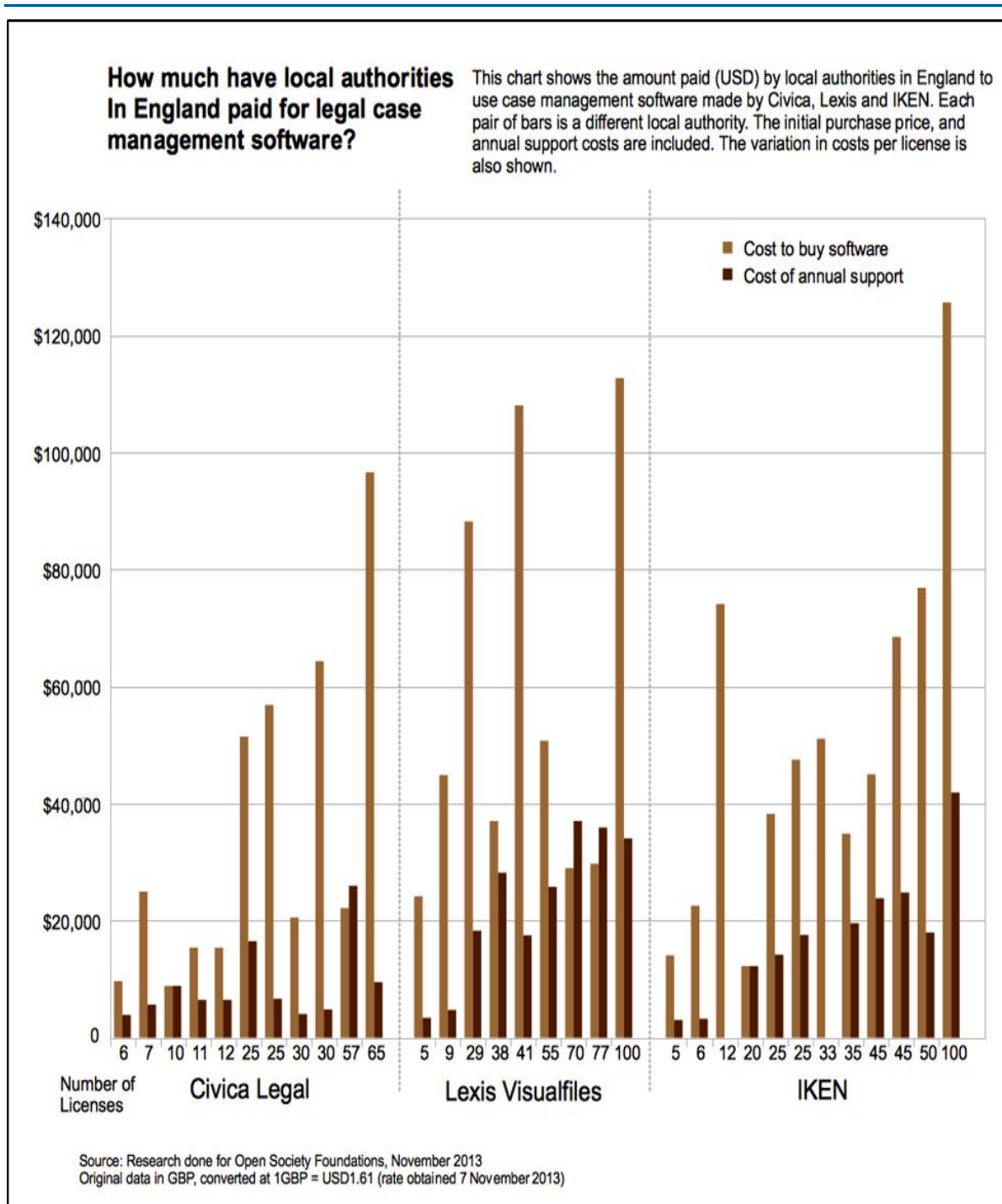
Services accessed over the internet - "in the cloud" - can be magnitudes cheaper than those for which you must provide the underlying software and hardware yourself (see the below box on "Total cost of ownership"). Further, these services are usually fully functional from both computers and mobiles, a useful offering for lawyers working on the move and in different locations. Sharing hardware infrastructure with other customers of your provider saves greatly on costs. However, it does mean that your data is stored on the same hard drive as other customers, is under a company's control, subject to their choices, and dependent on continuance of service or access. For example, when you sign up to the [Terms of Service for Clio](#) (profiled below) you accept that the service is provided "as is". This means that if the system goes wrong, they lose your data or someone tampers with it, there is little you can do. Whilst some services specify which data centre your data is kept in, and in which legal jurisdiction, many do not and there is no guarantee that your data isn't hosted in countries with weak data protection and privacy laws.

3. Cost and licensing data for case and practice management tools

The costs and licensing models for tools aimed at solo practitioners and small law firms are transparent, and data is easy to discover. To the left is an overview of their costs. We have included, for comparison, the costs of common cloud-based office productivity tools such as Google Docs, Box.com and Dropbox. The raw dataset for these tools is [here](#).



Data about the cost of software aimed at small to medium law firms and public sector legal departments is not routinely made public by either the seller or buyer. However, data pulled together from freedom of information requests to 418 local authorities in England and Wales gives insight into the amounts that these tools cost to purchase and maintain annually. The chart overleaf show a small part of this data concerning the costs of three prominent tools currently in use in legal departments in local authorities.



This is the cost of the product alone, not taking into account additional technology infrastructure costs required to run the software on premises. The raw dataset for these tools is [here](#).

Pricing for [Nuxeo](#), a process and content management system, is structured differently. Nuxeo Platform, the base tool, is free for use and can be installed on an organisation's network. It can have an unlimited number of users. However, the company charges for a tool (Nuxeo Studio) to customise the tool for your needs. Nuxeo Studio allows you to design forms, workflows and interactions. Each set of customisations is called a "project": the first project is charged at US \$12,789 annually. Each subsequent project is US \$ 6,731 annually.

4. Civic tech options: HURIDOCS CaseBox

Traditionally, the human rights sector has created *documentation and reporting* systems, such as the [Martus Human Rights Bulletin System](#) and [OpenEvSys](#). These tools provide storage and information organisation features (such as forms, and categories), but do little to assist lawyers with the *process* of managing and tracking a case. This is one of the problems [CaseBox](#) has been designed to remedy. It's a web-based case management tool created by Human Rights Information and Documentation Systems, International (HURIDOCS), a Geneva-based NGO which specialises in support to human rights groups. CaseBox was initially developed for organisations which take cases to the European Court on Human Rights. Apart from billing and accounting, CaseBox has most of the core features found in commercial practice and case management products. These include the ability to organise different sorts of document and material about a matter in a case folder, site-wide full text search, tasking and calendaring features.

The features that set CaseBox apart are threefold: first, fine-grain permissioning for every piece of information in the system. This enables control over who can see what material. Second, rich forms for capturing and categorising structured information about a case. This is a capability aimed at the documentation role that human rights groups traditionally undertake. Third, the platform is fully internationalised, meaning all its functions can be used in different languages, at the same time. None of the commercial tools offer this.

At the time of writing, CaseBox is best considered a business process management tool: it is designed to support the many workflows and idiosyncratic ways of structuring information which exist in the human rights field. CaseBox is free and open source software, and incorporates numerous other proven open source technologies (including Apache Solr and LibreOffice). HURIDOCS plans to offer CaseBox as a cloud-based service, and is still designing its pricing structure. They currently offer consulting and system develop services to customise CaseBox as needed for different NGOs. To wrap up, the current version of CaseBox is highly polished but still lacks the general ease of use of the commercial tools. It is not yet a tool you can set up and manage without technical assistance. However, with direct

help from HURIDOCS in getting set up and running, it is a viable case management tool.

B. “E-Discovery” tools

1. What do they do?

E-Discovery tools help lawyers organise and analyse substantial volumes of digital material which may be evidence in a legal matter. You should expect a typical system to do following:

- Takes in anything digital (emails, documents, databases, social media) and automatically organises it. For example, a common testing dataset is the [500,000 emails \(including file attachments\)](#) from the investigation into fraud in the Enron corporation, published online following its collapse in 2001.
- Makes the material searchable and filterable by its metadata (for example, its creator or creation date) and by its substance (like names, places and dates).
- Hosts a review process where lawyers use the system to organise and determine the relevance of documents for the case at hand, redact parts of documents, and ensure confidential or privileged material remains so.
- Provides assistance to reviewers such as automated deduplication of documents. Advanced systems provide “predictive coding”: to save time, lawyers can train the system to make automatic assessments about the relevance and privilege of material in the database.
- Keeps a record of everything done to a document during review, to show the material has not been tampered with.
- Enables the sharing and production of relevant documents, for example to opposing counsel.

E-Discovery comes from the civil litigation context, where there are often extraordinary quantities of potentially relevant evidence that needs to be assessed. However, E-Discovery technologies are relevant to investigations of any sort involving large amounts of digital material. A key reason for their existence is to cut down the costs involved in having lawyers - the highest cost in any litigation - review and prepare documents.

2. Snapshot: Disco E-Discovery platform

[Disco](#) is a web-based E-Discovery tool developed by Camara & Sibley, a US law firm. It has recently spun out as a startup business. Disco is currently the only modern E-Discovery tool which can be [tried without cost](#) through an internet browser. Collections of documents of any size and mix can be uploaded to the Disco system, which then performs Optical Character Recognition (OCR) on documents to make them searchable. It also weeds out duplicates and reconstructs email threads. After

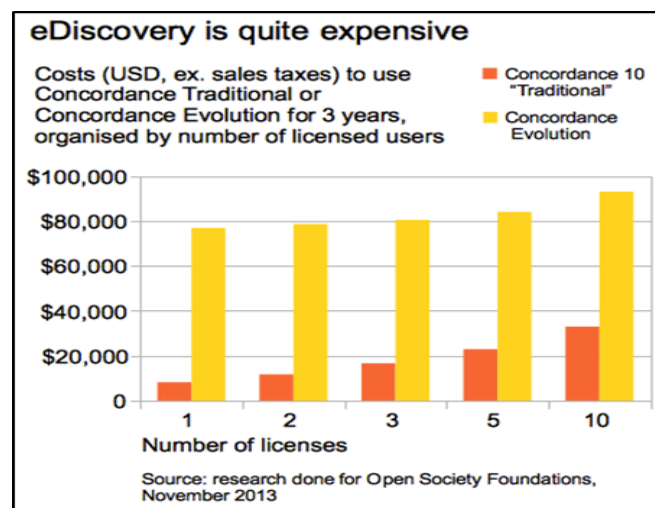
this processing, the documents can be searched and categorised. The search features are solid and quick, and all the different aspects of a document’s metadata (type, date, author and others) as well as its full content are searchable. A set of categories can be defined and applied to documents as the reviewer works through an “assignment”, which is a collection of documents for review. Any parts of a document can be redacted during review, before being exported (in discovery language, “produced”) as a single document or a collection.

Disco is marketed by its creators as a radical departure from other tools on the E-Discovery market, in terms of its ethos, technologies, terms of use and pricing. Whilst the tool itself is proprietary, the technology underlying Disco is open source (RavenDB for data storage, and Apache Lucene for search). Disco do not charge a software purchase or ongoing license cost, instead charging between US\$ 20-30 per month per gigabyte (GB) of data stored in the system. To translate that into something meaningful, one specialised E-Discovery company [estimates that their usual case size](#) is around 120 GB of data, involving between 600,000 and 1,000,000 documents. Using those figures, the cost of working with this data in Disco would be between US \$2,400-\$3,600 each month. The key advantages Disco believe they have are ease of startup, zero upfront cost, and a comparatively low ongoing monthly charge. Disco can be accessed directly through the company, or bundled in with other legal document services providers. Disco is hosted on servers in Codera data centres in the US, Netherlands and UK.

Similar tools: [LexisNexis Concordance](#) family of tools, [FTI Ringtail](#), [AccessData Summation](#) and [KCura Relativity](#).

3. Cost and licensing data for E-Discovery tools

The chart below shows pricing information for [LexisNexis Concordance](#) 10 “Traditional” and a sister product [Concordance Evolution](#).



We were walked around both products by salespeople and were unable to trial out the software ourselves: this makes an assessment of the tools more difficult. Evolution is a recent release, designed for cases where there are over 1,000,000 documents, and it build on a more modern technology setup which LexisNexis claim is quicker and easier to deploy for multiple users. Evolution's licensing model is different too: the software is US \$25,000 annually, with annual per-user licenses around US \$600. However, the difference in costing between the two similar products from the same vendor is striking. The raw dataset for this chart is online [here](#).

AccessData, a digital forensics company, offers the [Summation](#) E-Discovery tool. The tool is not available to trial and the list price of Summation is not published. Our discussions with company representatives put the ball-park figure to get running with the tool for a 10 person operation covering hundreds of cases at easily US \$250,000 for three years. This does not including annual maintenance or additional data processing costs. Contrast this with the pricing model of Disco, profiled above, where there is no product licence cost but a charge of between US \$20 and US \$30 monthly per gigabyte of data hosted in the system.

Boxout 2: Total costs of ownership

On top of the purchase or licensing expense of a product or service come a number of other direct and indirect costs. For example, software that is run in your own premises assumes you have the required **tech infrastructure** in place. For example, after purchasing LexisNexis Concordance Evolution for 10 users (profiled above), you'll then require a local network and powerful server to run the tool effectively. If this is not already in place, the costs can be high. While most tools for small groups can run on a reasonably priced workstation, the hardware costs for a high spec server designed for small enterprises (like a Fujitsu RX200 S8) with an accompanying disc storage device (like a Fujitsu Eternus DX60 S2, with over 1TB of storage) would easily total USD 40,000. Underlying software costs also mount up. For example, for a single license of Microsoft Server 2012 costs over USD 800 - depending on how the network and servers are set up, multiple licenses would be have to be purchased. Other software, such as VMware - required to run Concordance Evolution - are also costly. And all this is before **installation costs** and **ongoing maintenance costs**. There is also an **onboarding** cost: preparing the organisation's data for use in a new tool, training and supporting staff, resigning working processes, and tweaking the new service to better fit the organisation's needs.

Despite these potentially large costs, for those organisations which truly need it, a well designed workflow can provide an invaluable and incomparable benefit that cannot be achieved any other way.

4. Civic tech options: DocumentCloud and Overview

The civic tech field has not explicitly produced an E-Discovery package. The nearest equivalents are [DocumentCloud](#) and [Overview](#), two free and open source tools aimed at helping investigative journalists make sense of big public document collections. DocumentCloud processes document collections, so they can be searched, annotated and shared publicly. Investigative Reporters and Editors, the US-based organisation which now hosts the DocumentCloud project, will give free accounts to journalists who report on primary source documents. Overview is visual analysis tool for any document collection, including those stored in DocumentCloud. Its key capability is the use of language analysis technologies to group to discover and organise a collection the *topic* of each document. Overview can be used for free on a platform hosted by Associated Press.

All these tools are free and open source, but not released as *download-and-use-right-now* tools for non-technical users: running them privately requires ongoing technical support and your own web hosting environment.

C. Investigation and case building tools

1. What do they do?

Case building tools aim to help lawyers organise, analyse and present factual information about the *substance* of the case. A typical system should be able to:

- Take in and organise a small to mid-size set of dataset, document collection or online resource.
- Allow the outline of a specific fact, relate it to others facts, to the people, places, times involved, and to the source information for that fact.
- Show different views of the case, for example a chronology or timeline, a map, or a network diagram of the various persons of interest.

2. Snapshot: LexisNexis CaseMap and Paterva Maltego

[LexisNexis CaseMap](#) is a desktop tool which enables a lawyer or investigator to lay out the detailed facts of a case in a form resembling a spreadsheet. A trial copy can be downloaded and used free for 30 days on a computer running Windows. Each fact of a case can be described in great detail, augmented with links to documents, people involved such as witness and other facts, and an assessment given of the importance of each fact to the the party to litigation. This flexible tool is designed for detailed work which requires tight control over evidence, and the need to establish and analyse the different relationships that exist in a case. It has a number of additional features - unlocked for a fee - including the ability to show a case as a timeline. Currently, CaseMap is used in a number of international war crimes tribunals including the [Office of the Co-Prosecutors](#) (OCP) at the Extraordinary Chambers in the Courts of Cambodia (the Cambodia war crimes tribunal), and by both the

[prosecution and defence offices](#) at the International Criminal Court.

CaseMap is long-established tool with few direct competitors. The tool is now owned by LexisNexis, the major player in the field of litigation support tools, who has offerings in all three categories of technology discussed in this document. LexisNexis claim that the tool has over 700,000 active licenses in the US.

A different sort of case building tool is [Paterva's Maltego](#), a data mining and network analysis tool designed for security and intelligence work. It comes the IT and corporate world and is designed to help organisations model the environment that they work in, discover and monitor threats to it. People, places, digital and physical assets (like servers and devices, or buildings) can be mapped out, connected together and shown as network graphs. Maltego then pulls in “open source intelligence” from the internet. It’s far less “document centric” than CaseMap. Whilst the user can define a starting point - such as a list of names, website, telephone numbers or businesses - Maltego then makes many different web-searches to examine their connections.

For example, it can look for data which exposes relationships between people, locations and the digital accounts associated with them. By connecting with Paterva’s servers, which are free but public, you can access a library of automatic tools to help augment and refine the information you have have with that published online. A standout feature of Maltego is the ability to work in collaboratively in real time on graphs, a huge asset for distributed teams. As the public footprint of both victims and perpetrators of human rights abuses, corruption and environmental degradation extends into the digital public space, tools like Maltego could become increasingly important in keeping on top of ongoing investigations.

Similar tools: [IBM i2 Analyst’s Notebook](#) and [Thomson Reuters Case Notebook](#)

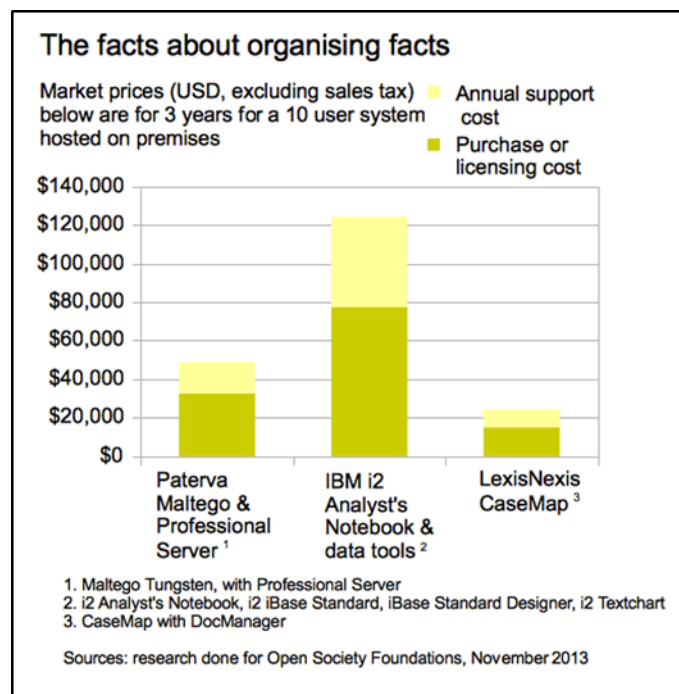
3. Cost and licensing data for investigation and case building tools

Below are the total costs for 10 users for three years’ use of Paterva’s Maltego, IBM i2 Analyst Notebook and LexisNexis’s CaseMap products.

The packages included in the data are generous: for example, for IBM i2 we have included server software which significantly expands the standalone tool’s capability. The data do not include the costs of the additional software and hardware required to run these products on a network in-house. The raw dataset is online [here](#).

The licensing systems are similar for all three products: the software itself is purchased on a per user basis, with a recurrent annual maintenance fee. Paterva has a “freemium” business model, which means their tool can be used for free, but for private and serious use it must be purchased. The initial cost of their server software (USD \$25,000) is over 30 times the initial cost of a single client (USD \$760). IBM i2

has a portfolio strategy. There are at least 14 different products in the i2 line, each purchased separately. Finally, LexisNexis CaseMap, emerges as a comparably economic option, though its functionality is more limited and specific. IBM i2 have a program to push i2 into use in non-governmental organisations, granting the software to some organisations for free. LexisNexis offer a significant purchase discount for non-profits, which in combination with upfront pre-payments and bulk license purchases can reduce the cost by 50%. Other vendors may offer discounts if you can make a clear and smart case for why the tool is indispensable to your work, but unaffordable.



4. Civic tech options: Visual Investigative Scenarios (VIS)

There are very few civic technology products developed to support investigations. A promising, but early stage tool is [Visual Investigative Scenarios \(VIS\)](#). This is an online tool for organising and presenting information about complex events, networks and transaction flows. It is still being developed, and is currently available for testing. VIS has been created by the Organised Crime and Corruption Reporting Project ([OCCRP](#)), a coalition of Central and Eastern European investigative journalism organisations. In brief, it is a database for storing and linking together data about persons, organisations and their economic and organisational infrastructure. These data can be shown and built up in different visual ways: networks (or “metros”), maps and timelines. OCCRP wanted a tool that was far cheaper and easier to use than i2 Analyst’s Notebook, and which could also be used to publish professional-looking interactive visualisations of criminal networks. The tool is not designed for the sort of free-form discovery that Maltego offers, but will be able

to import information from the OCCRP’s Investigative Dashboard, a treasure trove of databases of company and person information.

Currently, the tool is free to use - you can sign up online and give it a try. In 2014 OCCRP are planning to start a commercial version of VIS aimed at newsrooms who need private workspaces for collaboration on investigations. The pricing and terms of service for VIS are yet to be decided upon by OCCRP. For developers, the source code for VIS will be released under a free and open source license. At the time of writing, VIS is definitely a tool to watch.

Conclusions

In this primer we’ve laid out the range of products created to address common information challenges in litigation. What can we conclude about them?

- There is not much overlap between the three classes of technologies: they are designed to do different things. Don’t expect a case management system to do the fine grain factual analysis required in trial preparation. A tool for discovery and content analysis won’t be much use in scheduling or task tracking.
- Some of the tools have an extraordinary price tag. However, there are affordable options in each of the three classes of technologies: case management, discovery and case building. However, the challenge is making the case for their use in any given working context, set against the skills available in-house, existing technical infrastructure, the effectiveness of existing processes and the financial constraints on the organisations.
- The case management tools profiled here assume a level of structure and workflow that is common in commercial firms, but is less so in the under-resourced and often volunteer-driven human rights sector. When considering whether these tools are good investments, it’s important to have an understanding of whether your organisational structure and workflow can be captured within the tool’s set of assumptions and limitations.
- With the exception of the IBM i2 suite, most commercial tools have very limited out-of-the-box support for different languages, and little commercial interest in developing these capabilities. The civic tech options are far more likely to support a variety of languages and have accessible processes for adding new ones.
- A critical function that is barely covered by these toolsets is aggregated case analysis, tracking and monitoring. Being able to look at caseloads, track their overall progress, and categorise them in many different ways is critical function of most human rights organisations. Whilst some of the high-end

case management tools, and certainly the business process management tools, could be shaped to do this, the low-end cloud-based case and practice management tools will not. HURIDOCS is currently developing these functions for CaseBox.

- Flexible tools aimed at enterprises and large organisations are very expensive and marketed to maximise their sales. Commercial providers will have limited experience of the challenges specific to human rights organisations, and will not see the sector as particularly profitable. However, through social responsibility programmes they may have discount programs which are worth exploring, and individual staff who are keen to work on projects for social good. Civic tech providers have more understanding of the mission and working approach of rights groups, but may be less polished on service and product delivery: ultimately, however, their affinity and values-based approach may be a better fit for rights groups.
- That said, whilst the civic tech products usually come without charge the costs of implementing these offerings yourself will be either in paying the group who created it to host and customize it, or in bringing a technologist in-house to do it. These costs may be equivalent to those offered in the market for comparable services.

Our intention in writing this primer is to give you a useful framework for understanding the available technologies and the inspiration to try out a few of the tools. Considering the range of tools, their complexity and costs, and the potential upheaval in working routine that implementing them may create, we would not be surprised if many readers of this primer are more convinced than ever that paper, pen and manila folders are working just fine. However, for those readers who are keenly feeling the limitations of this approach, we hope that we've passed on sufficient information to sharpen your plans to bring technologies into your work.

Resources, datasets and further reading

Further reading about products and services

- [Litigation Support Software Comparison Chart](#), Legal Technology Resource Centre, American Bar Association, June 2013.
- [The Forrester Wave: Dynamic Case Management, Q1, 2011](#), Forrester Research, January 2011.
- [Gartner Magic Quadrant for E-Discovery software](#), Gartner Research, June 2013.

Further reading about IT project management and digital security

- [ICT Management](#), LASA, 2007. This excellent, short guide is written for non-governmental organisations to help decide which technologies are most useful to them, how to budget for them, and how to get them into use.
- [Me and My Shadow](#), Tactical Technology Collective, 2012. This engaging website helps you see the sort of information that is revealed about you and your work when you use technologies, the resulting risks and the steps you can take to reduce them.
- [Cloud basics for nonprofits and libraries](#), TechSoup, 2012. This brief article by TechSoup gives a good description and appraisal of the ups and downs of using services that are provided over the Internet. A related worthwhile read is TechSoup's summary of the results of its 2013 [cloud computing survey of US-based NGOS](#).
- [Cloud Computing](#), Electronic Privacy and Information Centre (EPIC), 2012. EPIC briefing on cloud computing is detailed and contains plenty of practical examples of how privacy and data security are affected.

Product and service purchase, licensing and support cost datasets

- [Case and practice management tools - purchase, licensing and support costs](#) for 22 modern practice, case management systems and cloud-based office services.
- [Legal case management systems in local government \(England and Wales\) - purchase, licensing and annual support costs](#) for 418 local authorities, compiled from data obtained through freedom of information requests already published on the internet.
- [E-Discovery tools - purchase, licensing and support costs](#) for LexisNexis Concordance and Concordance Evolution.

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- [Investigation and case building tools - purchase, licensing and support costs](#) for Paterva Maltego, IBM i2 Analyst's Notebook and LexisNexis CaseMap

Each spreadsheet has a number of worksheets, and can be downloaded in different formats.

Lists of products and services

The market in technologies for use in legal organisations is quite large. The below datasets give a good indication of the range of products that are available:

- [Survey of technology use in UK top 200 law firms, September 2013, Legal Tech Insider](#). This dataset shows which software tools and platforms the UK's biggest law firms use in 15 technical areas including case workflow, document management and automation, and contact relationship management.
- [Top Legal Case Management Software Products, Capterra, scraped on 17 September 2013](#). This dataset contains the names, descriptions, functionality and creators of 148 legal case management software products. We have processed it a little to add in product websites, and worksheets with an overview of the features found in these tools.

Civic technology contact points

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