



### Richard Norman

#### Partner

richard.norman@dlapiper.com

#### Sheffield

T: +44 (0)114 283 3427

F: +44 (0)114 276 5246

M: +44 (0)7968 558851

Richard Norman has considerable experience in litigation and dispute resolution. He advises clients on the whole spectrum of commercial disputes and specialises in litigation, mediation and international arbitration. He works for clients across many industry sectors (including IT, telecoms, life sciences and manufacturing) on how to avoid, manage and resolve disputes.

Richard is the architect behind the highly successful market-leading WIN (What In-house lawyers Need) initiative across the global firm, which has won several prestigious industry awards such as the FT Award for Innovation in Client Service and the Legal Week Innovation Awards. WIN has over 8,000 members and has provided training to over 5000 clients.

Richard is experienced in managing the full range of commercial disputes on a global basis. In particular, he has handled a comprehensive range of IT&T disputes. He has acted on reported IT and telecommunications disputes in the High Court and the Court of Appeal, and been involved in several high profile mediations in the Commercial Court/the Technology & Construction Court. Richard has also been involved in several international arbitrations.

Richard's client base includes Arqiva, Atos, Adobe, CBRE, Lego, Tata Communications, Telenor and Verizon.

#### RELATED SERVICES

- Litigation, Arbitration and Investigations
- Intellectual Property and Technology

#### RELATED SECTORS

- Technology
- Life Sciences
- Industrials

#### RELATED SITES

- WIN: What In-house Lawyers Need

## EXPERIENCE

### Reported cases

- *Verizon Business v Primus Telecommunications Inc* (Court of Appeal/High Court)
- *Colt Technology Services v Seecomm Network Services Inc* (High Court/US Court)
- *Geo Networks v euNetworks* (Commercial Court, London)
- *R v Sheffield City Council ex parte Hague and Tesfayohannes* (High Court/Court of Appeal/House of Lords) – acting for Sheffield City Council in judicial review proceedings
- *Arnold Laver Limited v BCT Software Solutions Limited* (High Court/Court of Appeal)

## Key experience

- Acting for a Danish telecoms supplier against its New York customer in ICC Arbitration proceedings. The case involved allegations of fraud, duress and wrongful termination.
- Representing a major international telecoms supplier concerning loss of its confidential customer database. The case involved the successful application for interim mandatory injunction. Richard also worked with our Global Government Relations team handling national press interest.
- Acting for a global IT supplier regarding the provision of telecoms equipment in the Congo. Advice concerned injunction and a claim for substantial damages against directors/shareholders.
- Acting for a major UK IT supplier in respect of several disputes concerning the implementation of SAP software in the Technology and Construction Court.
- Acting for a leading telecommunications company in the Federal Court of New York and in the High Court of England regarding a dispute with a customer following suspension of service. The case concerned an application to dissolve a Temporary Restraining Order and separate proceedings in the UK.
- Acting for a major telecommunications company in respect of a large-scale commercial fraud committed using prepaid call cards and premium rate numbers across various international jurisdictions.

## CREDENTIALS

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### Professional Qualifications

- Solicitor of the Senior Courts of England and Wales

### Recognitions

Richard is recognised as a leading practitioner in the resolution of IT&T disputes in both the *Legal 500* and *Chambers*.

### Education

- University of Sheffield, LLB (First Class Honours), 1993
- Nottingham Law School, Distinction

## INSIGHTS

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Richard holds seminars to brief clients on telecommunication issues, including topics such as fraud, injunctions, termination of service and litigation prevention and prosecution. Richard assists P&A/D&B in the organisation of the International Telecommunications Risk Forum.

He has written several papers on IT&T issues and has had several articles published in *IT Law* and *Utility Week*.

### Publications

#### **WIN Wise: Liquidated damages for delay in tech disputes**

30 June 2020

The current COVID-19 pandemic is wreaking havoc on businesses and their operations across sectors and geographies. The unprecedented spread of the virus has had, and will continue to have, a profound impact upon both suppliers and customers in delivering technology projects on time and to budget.

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## WIN WISE: IT Projects and dispute avoidance

14 May 2020

Underestimated costs, unexpected delays and poor governance are just a few of the reasons why some IT projects fail. COVID-19 has now potentially created the perfect storm. This dispute-avoidance checklist highlights what parties can do during the lifetime of an IT project to minimise the risk of disputes.

## Navigating your business through technology disputes risks

9 April 2020

Novel coronavirus disease (COVID-19) has completely rocked the business world and changed the operations and responses of companies around the globe. Technology is business critical to every company and sector. Whether you are a supplier or a customer with ongoing tech contracts - our clients are already encountering numerous key issues.

## WIN

Richard is the firm's lead partner on our What In-House Lawyers Need (WIN) initiative. WIN provides in-house lawyers with resources and networking opportunities addressing the specific technical, commercial and personal aspects of working in-house. There's also an online community and resource centre – visit the website to find out more.

Richard and his team have also developed an innovative, unique and bespoke litigation managed service. Please contact him for details or [read more](#) (pdf).

**DLA PIPER'S MANAGED LITIGATION OFFERING**  
Eliminating the challenges of managing litigation

Disputes form a part of any organisation's wider business and the efficient management and resolution of these, in a manner which is aligned with the ethos of that business and within the confines of any governing legal regime, is an essential part of doing business today. When that business is carried out internationally, the co-ordination of disputes across multiple jurisdictions often, if a balance is struck in-house legal teams and their sometimes conflicting cross-border elements, becomes a critical aspect of the process, impacting significantly on outcome and cost.

With over 1400 specialist dispute resolution lawyers, complemented by an extended network of relationship firms, DLA Piper have one of the largest and most comprehensive dispute resolution practices in the world. Through our managed litigation service we can take care of all of your litigation needs wherever they arise. Our service reviews the problems and demands of co-ordinating several law firms and provides you with a single point of contact who will manage your litigation needs worldwide. The assurance that your litigation is handled in a consistent and cost-effective manner. DLA Piper protects you first, wherever they occur, we are best placed to assist.

**CLIENTS' PROBLEM**

- Complex multi-jurisdictional disputes
- Highly technical and complex disputes
- Large scale and high value disputes
- Disputes involving multiple parties
- Disputes involving multiple jurisdictions
- Disputes involving multiple languages
- Disputes involving multiple currencies
- Disputes involving multiple time zones
- Disputes involving multiple legal systems
- Disputes involving multiple regulatory regimes
- Disputes involving multiple industry sectors
- Disputes involving multiple stakeholder groups
- Disputes involving multiple communication channels
- Disputes involving multiple data sources
- Disputes involving multiple data formats
- Disputes involving multiple data standards
- Disputes involving multiple data protocols
- Disputes involving multiple data security measures
- Disputes involving multiple data privacy requirements
- Disputes involving multiple data governance frameworks
- Disputes involving multiple data ownership models
- Disputes involving multiple data sharing arrangements
- Disputes involving multiple data access controls
- Disputes involving multiple data retention policies
- Disputes involving multiple data deletion procedures
- Disputes involving multiple data backup and recovery processes
- Disputes involving multiple data disaster recovery plans
- Disputes involving multiple data business continuity strategies
- Disputes involving multiple data risk management frameworks
- Disputes involving multiple data compliance programs
- Disputes involving multiple data audit and reporting mechanisms
- Disputes involving multiple data monitoring and alerting systems
- Disputes involving multiple data incident response procedures
- Disputes involving multiple data breach notification requirements
- Disputes involving multiple data privacy impact assessments
- Disputes involving multiple data protection impact assessments
- Disputes involving multiple data security impact assessments
- Disputes involving multiple data availability impact assessments
- Disputes involving multiple data integrity impact assessments
- Disputes involving multiple data confidentiality impact assessments
- Disputes involving multiple data non-repudiation impact assessments
- Disputes involving multiple data authentication impact assessments
- Disputes involving multiple data authorization impact assessments
- Disputes involving multiple data accountability impact assessments
- Disputes involving multiple data transparency impact assessments
- Disputes involving multiple data fairness impact assessments
- Disputes involving multiple data lawfulness impact assessments
- Disputes involving multiple data necessity impact assessments
- Disputes involving multiple data proportionality impact assessments
- Disputes involving multiple data minimization impact assessments
- Disputes involving multiple data accuracy impact assessments
- Disputes involving multiple data up-to-date impact assessments
- Disputes involving multiple data relevance impact assessments
- Disputes involving multiple data reliability impact assessments
- Disputes involving multiple data robustness impact assessments
- Disputes involving multiple data resilience impact assessments
- Disputes involving multiple data recoverability impact assessments
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**DLA Piper's Managed Litigation Service**

**OUR SOLUTION**

- Single point of contact
- Consistent approach
- Cost-effective
- Efficient
- Transparent
- Proactive
- Responsive
- Collaborative
- Flexible
- Adaptability
- Scalability
- Global reach
- Local expertise
- Industry knowledge
- Technical expertise
- Commercial understanding
- Personalized service
- Proactive communication
- Regular updates
- Clear reporting
- Open communication
- Collaborative problem-solving
- Proactive risk management
- Proactive dispute resolution
- Proactive compliance
- Proactive governance
- Proactive risk mitigation
- Proactive data protection
- Proactive data security
- Proactive data availability
- Proactive data integrity
- Proactive data confidentiality
- Proactive data non-repudiation
- Proactive data authentication
- Proactive data authorization
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- Proactive data up-to-date
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- Proactive data robustness
- Proactive data resilience
- Proactive data recoverability

DLA Piper will work with you to ensure that your particular requirements are met whether they be managed under our management or specific reporting requirements. To discuss how we can tailor the service for your needs, please contact:

**Richard Manning**  
Partner, Litigation and Regulatory  
T +44 (0)14 255 2627  
M +44 (0)792 708 870  
richard.manning@dlapiper.com

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