

THE SOLE PROVIDER PLAYBOOK: RESEARCH METHODOLOGY

The step-by-step process outlined here was developed by a diverse team comprising experienced librarians who have themselves evaluated and/or implemented the sole provider decision, former vendor representatives, and change management experts.

Several tools were utilized in obtaining data for this report. To capture the full-market view of the sole provider trend, Feit Consulting collected and analyzed data from midsize and large law firms, with greater emphasis on large law.

This report has been a collaborative effort with subscribers' concerns steering our research. The *Playbook* is an ever-evolving tool as we learn more, and the market dynamics change. We will update our subscribers with any pertinent changes or corrections as discovered.

Market Research Approaches

Via the combination of methods described below, Feit Consulting was able to collect data on roughly 98% of the large law firm market. Data was collected through the following methods:

- *Phone Interviews:* Conducted from March 2016 through November 2016, with 105 firms. These interviews focused on the firm's current legal information purchasing strategy and sentiments toward vendors.
- *Surveys:* Four surveys were conducted from March 2016 through December 2016 that provided the data shared in this report. Surveys and respondents are as follows:
 - Associate Westlaw/Lexis Preference Survey, 238 firms responding.
 - Westlaw/Lexis Sentiment Survey, 127 firms responding.
 - Sole Provider Surveys (Customer Experience Survey & Concerns Survey), 116 firms responding.
- *Sole Provider Playbook Module:* 13 dual provider firms participated in the Module, allowing Feit Consulting to capture and investigate further more specific details related to concerns, questions, and hurdles associated with the sole provider option.

Accuracy

Feit Consulting has taken additional steps to ensure accuracy through random verification checks and auditing surveys. In the verification, Feit Consulting followed up with firms who had previously been interviewed or surveyed. Any discrepancy was reviewed, corrected or excluded. The legal information market is in a state of constant flux. With new contracts being negotiated monthly, data will change continually over time. Allowing for these changes in contracts and other inconsistencies in survey results, the data provided in this report, as it relates to firms that have chosen a sole provider, is as accurate as possible.

Confidentiality of Clients

To protect the confidentiality of all our clients, data has only been included using the methods described above. No data was utilized directly from any specific Feit Consulting engagement, although clients of Feit Consulting were offered the opportunity to participate in surveys or interviews.