

2019 Legal Information Vendor Market Survey

Summary Results

Feit
CONSULTING

MARKET
TRENDS
SERIES



2019 Market Survey Summary
Methodology/Background

The Feit Consulting 2019 Market Survey was conducted from November to December 2018. The intended audience was U.S. Law firms with >50 attorneys. We had 132 qualified total responses. Of those, 34 were AmLaw 200 law firms. For the purposes of this report, we removed 6 firms with fewer than 50 attorneys and 2 Canadian firms. In total, we included 124 responses in this summary.

The survey question is shown in italics with each response. Respondent comments, as you will see, are unedited. We have removed only references to the law firm names, to keep the results anonymous.

This survey will help inform our upcoming white paper *Optimizing Legal Information Pricing 2019 Update*. Understanding the penetration and value of products to consumers will also inform our forecast and guidance in future pricing. In this paper, we'll provide our guidance for many of the major products currently in play, including Westlaw, Lexis, Bloomberg/BNA, and Wolters Kluwer. Additionally, we'll discuss and provide guidance on the following peripheral products sold by Westlaw and Lexis:

Westlaw Products	Lexis Products
<i>Practical Law</i>	<i>Law360</i>
<i>Library Maintenance Agreement (LMA)</i>	<i>Courtlink</i>
<i>Alert Management Center</i>	<i>Lex Machina</i>
<i>LegalEdCenter</i>	<i>Securities Mosaic</i>
<i>Monitor Suite</i>	<i>Intelligize</i>
<i>West KM</i>	<i>Lexis Practice Advisor</i>
<i>Westlaw Edge</i>	<i>Lexis Search Advantage (LSA)</i>

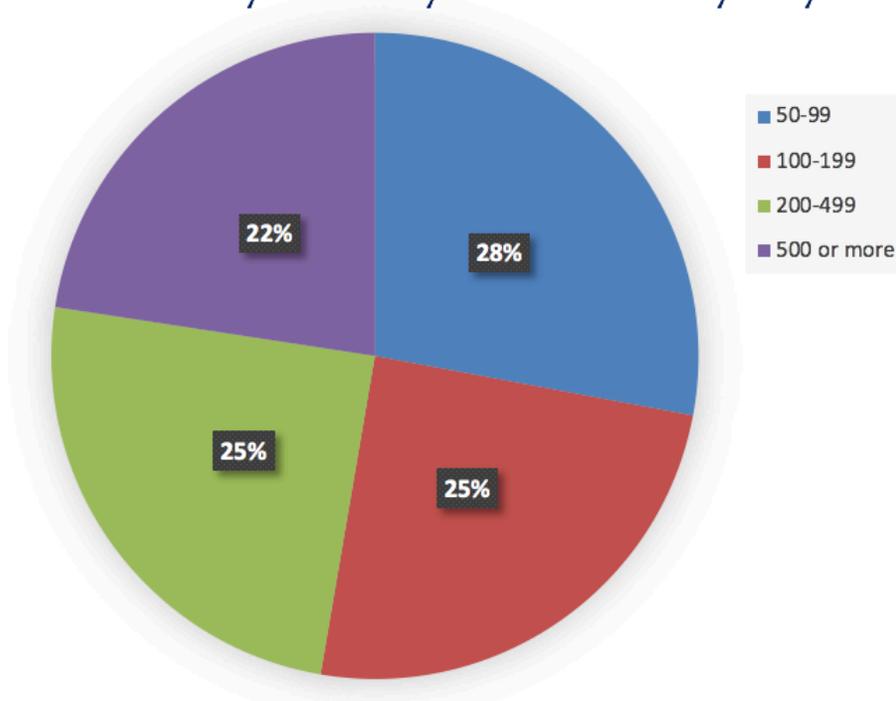
We invite you to learn more by purchasing our *Optimizing Legal Information Pricing 2019 Update*:
<https://www.feitconsulting.com/optimizing-legal-information-pricing-wp/>



Which of the following titles most closely matches your current position?

<i>Firm Position</i>	<i>Percent of Responses</i>
C-Suite	
<i>Executive Director</i>	4%
<i>Chief Operating Officer</i>	7%
<i>Chief Financial Officer</i>	4%
<i>Chief Information Officer</i>	7%
<i>Managing Partner</i>	1%
Total	23%
Firm Management	
<i>Director/Manager of IT</i>	9%
<i>Director/Manager of Legal Information</i>	19%
<i>Office Administrator</i>	2%
<i>Knowledge Management</i>	10%
Total	40%
Legal Research	
<i>Librarian (Many titles given)</i>	37%
Total	37%

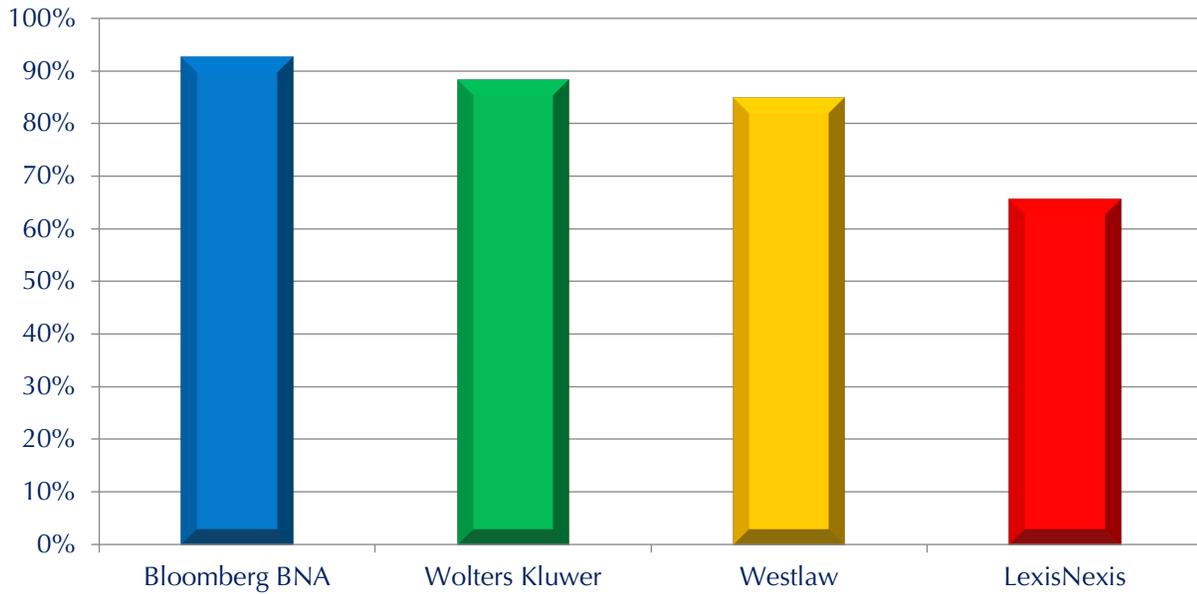
How many attorneys are currently at your firm?



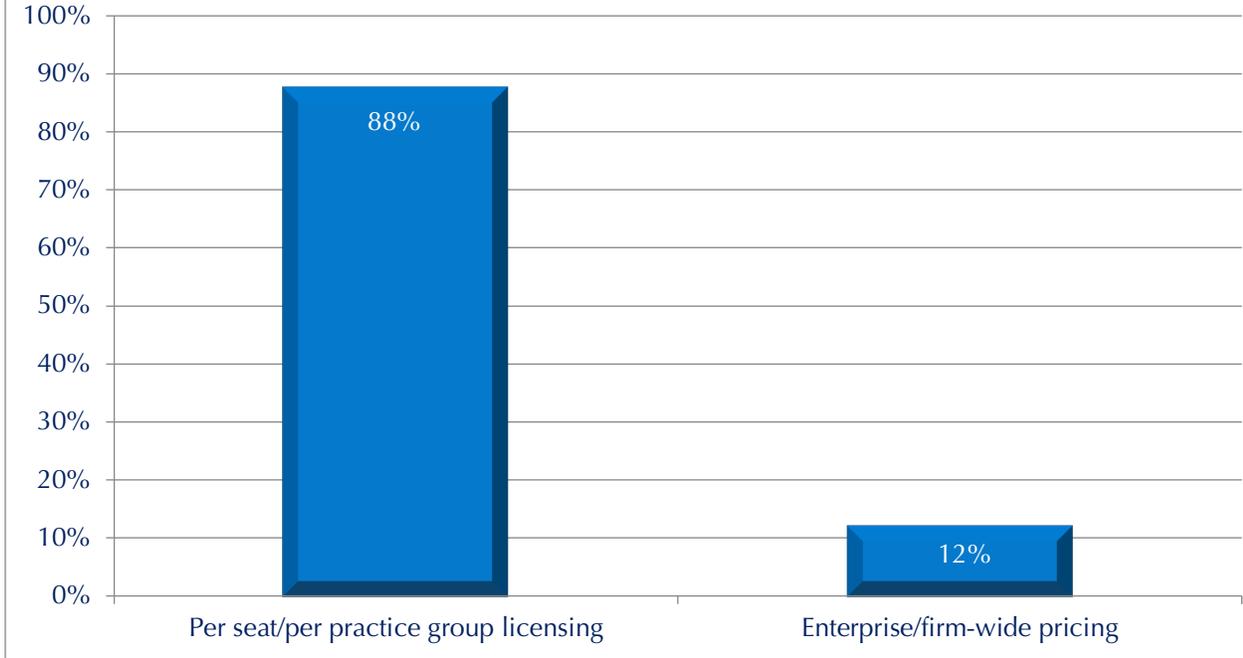
<i>Answer Choices</i>	<i>Responses</i>	<i>Firms</i>
50-99	28%	35
100-199	25%	31
200-499	25%	31
500 or more	23%	28

Which legal information vendor(s) is your firm using?

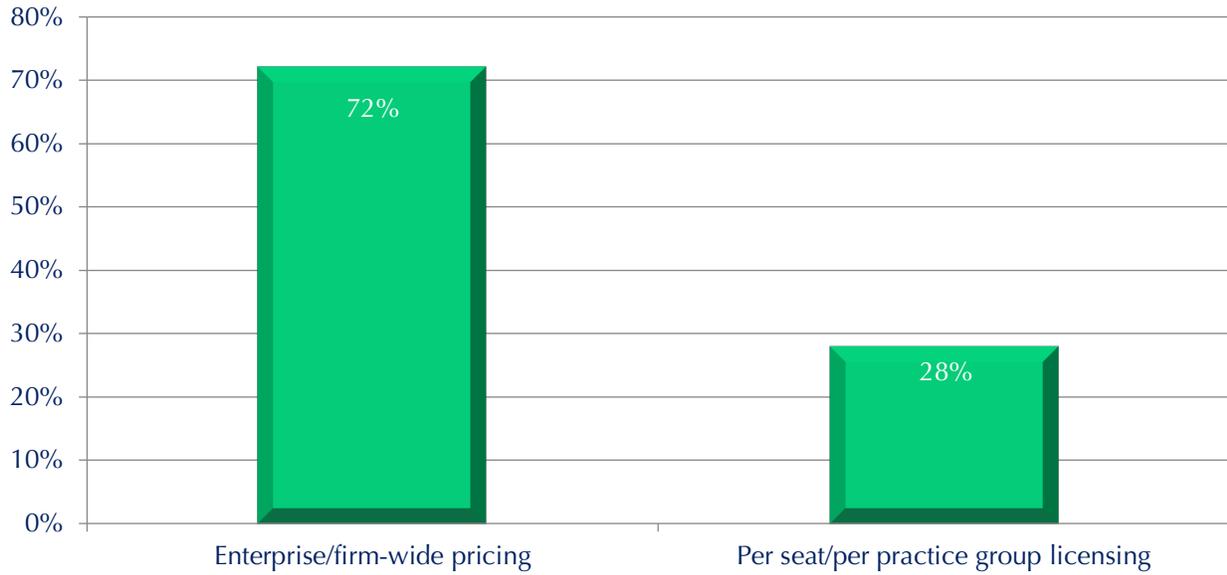
* Note: Westlaw and Lexis offer only a Firm-wide option. Bloomberg BNA and Wolters Kluwer may be per seat.



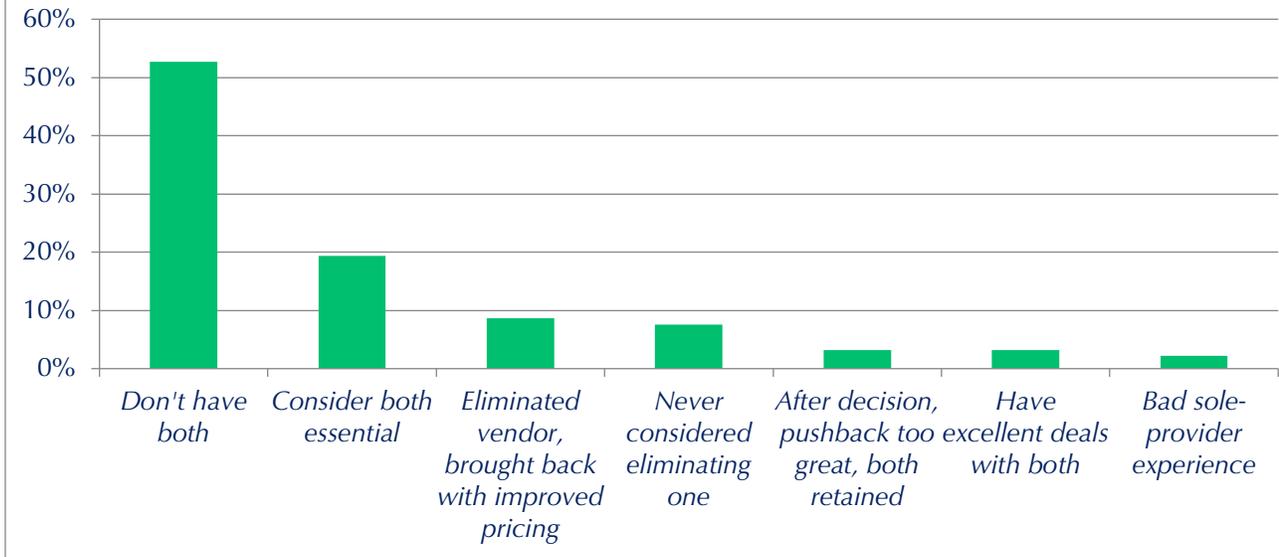
If you have Bloomberg BNA, which pricing arrangement does your firm have with the vendor?



If you have Wolters Kluwer, which pricing arrangement does your firm have with the vendor?



If you have Westlaw and Lexis, why does your firm have both?



Verbatim Comments:

- too much push back to eliminate...Amlaw firm needs both
- Just flipped to Lexis from WL after 12 years
- Under review. It has never been a Lexis versus Westlaw question for us. It has always been (and should be) a Lexis v. Westlaw v. Bloomberg v. WK v. others
- Our Lexis arrangement is in a single non-US office, so effectively we are sole-provider (Lexis.com vs Westlaw.com).
- WE RECENTLY SWITCHED FROM WESTLAW TO LEXIS. WE CAN'T AFFORD BOTH SERVICES
- We eliminated one in the past because of exorbitant costs, and then we were able to bring back that product with only the specific content we need at a price we could agree on. We are concerned that at renewal time the price may jump back up again.
- recently switched to Lexis
- We are about to eliminate one.
- We currently have both, but Lexis will be going away at the end of the contract.
- Most users tied to Westlaw; Medical info and Public Records from Lexis are very helpful to our practice.
- Unique content and features

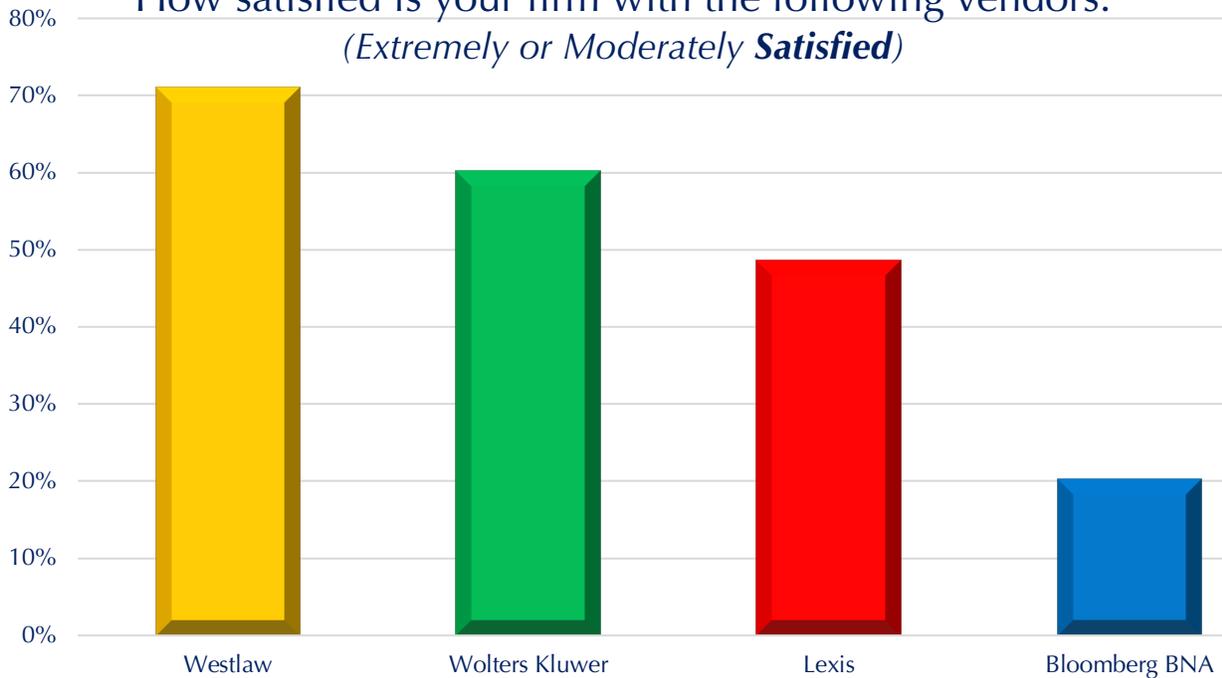
If you have Westlaw and Lexis, why does your firm have both?

- Had to bring Lexis back due to loss of content such as Law360 and Matthew Bender
- We have a wide and deep Lexis agreement, and a VERY small and narrow Westlaw agreement due to the absorption of a small firm with an unbreakable contract.
- We are Westlaw preferred, but do subscribe to some of the Lexis patent tools.
- We are eliminating Westlaw and going single source with Lexis effective January 1, 2019.
- Too expensive to maintain both; our attorneys prefer Westlaw
- As we continue to reduce our print subscriptions, it is essential to have both, especially in the secondary treatise area (i.e. our patent attorneys need Chisum on Patents etc.).
- Our contracts were signed before I started at the firm. Our Westlaw contract is far more substantial.

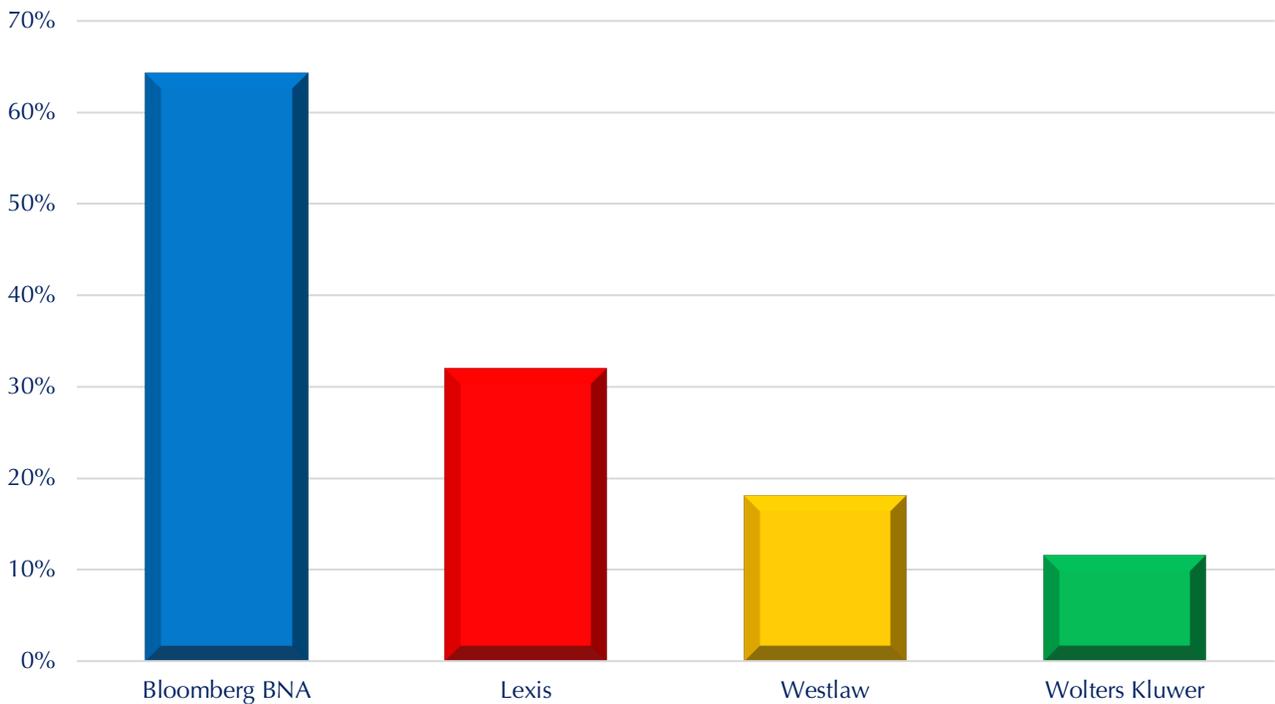
If you have both Westlaw and Lexis, was there a point in the past 5 years that your firm had only one provider?



How satisfied is your firm with the following vendors:
(Extremely or Moderately **Satisfied**)



How satisfied is your firm with the following vendors:
(Extremely or Moderately **Dissatisfied**)



What three words or phrases would you use to describe Lexis?

- ancillary, flexible, good value
- pushy, not honest about pricing, great content
- accommodating, adequate, good value
- great to work with, great customer account managers, support, pricing
- Great, easy to navigate
- We have a great account manager.
- inexpensive; poor customer service; behind the times
- Difficult to negotiate with.
- Easy to work with, responsive, reasonable
- Losing market share.
- Responsive reps, difficult invoicing
- Tougher to navigate than Westlaw, but if you are good at research you can find the answers in either database Cost effective Offer some great tools and products
- Responsive, conscientious, bully
- unrelenting sales pressure multiple add-ons not as good as Westlaw for legal research
- Challenged by turnover, selling mindset, slow to integrate acquisitions
- affordable, increasing market share, improves existing products without charging a premium
- REASONABLY PRICED, BUT NOT AS PREFERABLE TO WESTLAW
- bureaucratic, self-congratulatory, un-agile
- under-valued; good rep; tone-deaf management
- competitive aggressive adequate
- not much contact
- No longer customer oriented
- Easy to work with. Customer oriented. Knowledgeable
- Difficult to navigate
- Great public records, cheap, unreliable
- Suitable, pricey and slow to respond.
- not interested in having good client relationships
- Good content in regard to our practice areas.
- Improving in customer relations as well as content
- Account liaison unreachable, lack of customer service, straightforward (when reachable)
- Selfish unwilling to work with you power hungry
- Poor back-end operations; spotty customer service; smart acquisitions and improving product development and strategy
- "Great public records"
- Not intuitive.
- Great news and legal news content
- Ridiculous. Had to get it back only because we weren't able to subscribe to ancillary products and get Matthew Bender. Horrible way to treat customers.
- Willing to structure pricing plan, good customer support from assigned relationship team; great content
- Poor search algorithm and therefore results.
- Comprehensive content; Ability to work with firms to create auto-authenticated eLibraries; Law360

What three words or phrases would you use to describe Lexis?

- difficult and unbalanced toward its treatment of its customers. Basically, if you're not invested in their online platform, they treat you like a leper.
- not as high quality information as Westlaw
- Forced to get base product before you can add on; still paying duplicate \$ for news such as Law360; not flexible
- difficult, confusing, slow
- "Reasonable pricing" "Lagging behind on technology" "Difficult negotiations"
- Great customer service, reliable and timely content, easy to teach and learn
- Bad customer service, disorganized, bad usability
- Easy and cost effective
- strong arm renewal tactics
- Shoot themselves in the foot all the time
- expensive; useful resources; good news
- persistent, relentless, condescending
- Addresses our firm's needs, listens to what we want, very competitive pricing and great to work with.
- Not so great. Difficult to work with
- Great to have, good customer service, essential for certain secondary treatises
- Flexible
- disinterested inaccessible passé
- Ridiculous; non-communicative; overpriced
- affordable slow clunky
- horrible customer service, constantly waiting on an update
- Hate Advance but decent CUI
- easy to work with user friendly expensive
- Fairly easy to work with. Vendor reps are spread thin.
- Vendor reps are great, but tech wise there seem to be many glitches in using their products. Lots of calls from users saying things like I can't get into the e-library, I can't use the case pull, I can't access Wall Street Journal, etc.
- Easy to work with, great news content, innovative
- content reliable; necessary sources
- No consistent customer service representatives.
- Excellent individual and librarian relations rep Regular problems with billing Regular problems with user management (passwords, etc)
- I like our rep. We've had a few access issues, to certain databases/materials, this year that I do not recall happening in past years.
- poor customer service, lack of pro-active information, lazy account management
- annoying billing issues
- Cheaper than Westlaw. Good ancillary products, duplicative core product.
- customer service focused quality products but amateur display and integration of products
- Bad business model
- neutral to work with
- customer service nosedive, out of touch, inward focusing

What three words or phrases would you use to describe Westlaw?

- popular product, switch reps too often
- essential, expensive, good content
- ridiculous, arrogant "out of touch"
- Inflexible; marketing department is less than principled at times; some products e.g. Monitor Suite are not being updated/improved.
- Very easy to work with.
- Integrated workflow solutions; Usable interface; Availability for in-person training
- efficient, quality, expensive
- too expensive, just got them back for Litigators
- Impossible to work with.
- reasonably priced; poor customer service; better search results
- Bureaucratic, Inflexible, Monopolistic
- Expensive
- Excellent customer service.
- Responsive reps, helpful UI
- friendly to navigate liked Westlaw Classic better than WestEdge customer service 24/7, an attorney on the other end, and are full of knowledge, can't be beat
- Reactive, siloed, arrogant
- user friendly interface superior legal research easy to work with
- Flexible, responsive, attentive
- overpriced, overrated, charge a premium to add features that others in the market already had in their platforms
- SEEMS TO BE THE FAVORITE FOR ALL ATTORNEYS. APPARENTLY BECAUSE OF THE KEY WORDS AND INDEXING
- well-intentioned, slippery, greedy
- Arrogant; expensive; Out of touch
- east to work with
- aggressive unrealistic inflexible
- great & easy
- Easy to work with Motivated Great product
- Satisfactory overall
- Arrogant. Happy we kicked them out. Clueless about economy
- easy to navigate
- Expensive, aggressive, innovative
- Fabulous, easy to work with, excellent client service.
- predictable, lovely people
- Easy to use.
- Have reached diminishing returns
- Very responsive, easy to work with, not pushy with sales
- Fairly easy to work with

What three words or phrases would you use to describe Westlaw?

- full of themselves greedy pushy
- Great customer service; quality products; high prices and general failure to fully understand constraints on historical spend
- Great Comfortable Accurate
- Fairly easy to work with
- Excellent treatise collection; headnotes
- Easy to work with...have great team I work with. I feel they are looking out for our Firm's best interest while keeping in line with their company's needs.
- Expensive, excellent customer service, limited transparency
- Costs too much
- Great. We have a working relationship that moves toward mutual benefit. They show consideration toward their customers.
- Service is good; but Account Managers seem overloaded Price increases are too high
- Forcing upgrade to Westlaw Edge, but not necessarily needed. No flexibility to obtain best of breed AI products - ie Casetext
- responsive, helpful, local
- "Slightly overpriced" "Excellent technology with content integration" "No pressure negotiation"
- too expensive, not responsive enough, not intuitive
- Responsive, easy to work with, good products
- good product very expensive
- good service good training good content
- more flexible
- Great Difficult to work with
- expensive; useful resources; primary law
- attentive, responsive, proactive
- unrealistic, doesn't care about our Firm's needs, keeps promoting the same old tired interface
- best for litigators
- Easy to Work with.
- good product, customer service could be better
- Excellent to work with
- Essential, great customer service, innovative
- Inflexible
- monopolistic expansive inflexible
- Easy to work with; upfront with pricing; expensive
- overpriced entitled difficult
- quality products, great customer services, reliable, comprehensive
- Expensive but responsive
- very expensive difficult to negotiate with unyielding
- Fairly easy to work with. Concerned about the Thomson Reuters layoffs.
- Difficult to work with Arrogant Not willing to negotiate
- Innovative, costly, responsive

What three words or phrases would you use to describe Westlaw?

- improved client service; research standard but self-satisfied
- Strives to create a good working relationship with the firm.
- Great Easy to work with Overpriced
- Easy to use, skyhigh pricing, exhausting
- Quality Product Great Reps Necessity for our practice
- Easy to Work with Acct Rep
- difficult, inflexible
- easy to work with Practical Law and Edge pricing obscene
- Challenging to renew at reasonable terms, but possible to achieve. Requires hardball tactics. Frustratingly indispensable.
- price gouging quality products arrogant and lacking in customer focus
- Great products Good account managers
- easy to work with
- in tune with market, aggressive, a bit behind the times technologically

What three words or phrases would you use to describe Wolters Kluwer?

- easy to work with, good value, needs more users
- easy to work with, don't oversell
- average
- Easy to work with, ok content,
- Top notch & pleasant support.
- Unfriendly user interface; Extremely high pricing; Lack of workflow solutions
- easy to work with, lots of support, pricing seems high
- Very good platform.
- Great and easy to work with
- flexible; reasonably priced; good source materials
- Responsive, Over eager, Helpful
- Secondary sources, specialty information
- Easy to work worth, responsive, reasonable
- Easy to work with. Very responsive.
- user friendly cost effective I like that products that we use, don't incur extra charges for us or the client
- Friendly, reliable, "the tortoise"
- cold calling sales over function
- Ambitious, improvement-oriented
- affordable, need more equivalent treatises to BNA books to compete, responsive
- okay, not bad, isn't awful
- Limited relevance; Minor vendor; Expendable
- Fills voids in certain areas.
- not as easy
- Friendly Invoicing / account mess Hit or miss
- Satisfactory overall
- Easy to work with. Reasonable pricing. Good but not great products.
- Unethical, aggressive, hard to work with
- Excellent, accommodating, quick to reply.
- lots of employee turnover
- Good tax content.
- meh
- Okay to work with, doesn't always respect my needs, constantly selling materials I stated I don't want
- Easy to work with
- easy to work with willing to listen
- Quality products; increasingly innovative strategy; quality reps, but they're under-resourced;
- Confusing
- So-so.
- Loose-leaf reporters

What three words or phrases would you use to describe Wolters Kluwer?

- They are fine. Pushy on making annual goals and plans. Once again, I hate that we can't negotiate better contracts based on what are needs are vs. what is in a library or content group. A whole library is as much as trying to just subscribe to one product out of that content group. Frustrating.
- Pricing relatively fair, high representative turnover, disappointed with RBSource
- Disorganized billing.
- Good. They work with us, and they have shown great patience and alternatives to Bloomberg products.
- easy to work with
- Pleasant but have not negotiated contracts recently
- communicative, listening, patient
- "Reasonable pricing" "Good technology" "Firmwide access a plus"
- reasonable pricing, good content, not great customer service
- Easy to work with, not great usability, good service
- confusing pricing good content good trainers
- straightforward
- Good content, poor user interface
- easy to work with; good resources; confusing interface
- responsive, attentive, easy to work with
- Cheetah better platform
- Easy to work with. Useful for tax practitioner needs only. Good value for cost.
- We only have Energy topic for FERC work (do not have a larger legal product); decent product, good trainers
- easy to work with
- Great service, excellent practice specific online resources, essential as downsize WK print subscriptions
- Easy to work with
- tax-oriented trying frustrating
- Easy to work with; upfront; flexible
- great reliable affordable
- clunky, getting better
- Easy to work with
- easy to work with user friendly
- Fairly easy to work with. They initiate contact often.
- Easy to work with Responsive Helpful
- Good content, moderate functionality, inflexible contract options
- content great; good service; quiet but stalwart
- Affordable.
- Used to be easy to work with
- As time has gone on, I find my rep being more flexible on coming to a mutually agreeable arrangement.
- Fair pricing, good product but users forget it's there, need better pr
- Responsive Willing to work with firm

What three words or phrases would you use to describe Wolters Kluwer?

- Loose-leaf reporters
- Easy to work with Tax Acct Rep
- easy to work with
- Reasonable renewal increases. Solid vendor/client relationships. Decent value.
- Reasonable Easy to work with great sales force quality products
- Easy to Work With
- easy to work with
- poor cousin of Wexis and BLaw, destined for acquisition, good info bad marketing execution

What three words or phrases would you use to describe Bloomberg BNA?

- important tax content, terrible pricing, tone deaf negotiations
- bad pricing policy
- ok, not large relationship
- Innovative; pricey, new contents are included over the life of the contract at no additional cost
- Horrific to work with.
- Aggressive sales tactics and inconsistent information; Extremely high pricing; Lack of state specific coverage for small states
- Good, specific, reliable
- Hard to really understand pricing, not transparent
- Difficult to work with
- inflexible; good source materials; needs fairer pricing
- Unresponsive, Poor communication, Klunky
- Frustrating business model, dishonest
- I think they've surpassed by a mile the arrogance usually associated with Westlaw; greedy, unrealistic, extraordinarily difficult.
- Gaining market share.
- last I looked, too pricey offer very nice products good reliable name
- Slow, arrogant, salesy
- difficult to deal with minimum seat requirement expensive
- Tumultuous pricing, not transparent, bureaucratic
- poor communicators, convoluted pricing, poor ongoing support
- disorganized, excessively-bundled, customer-unfriendly
- Direct; Consistent; Valued
- easy to work with, expensive
- Interesting, Possibilities, challenging
- not as easy
- Gatekeeper Secretive Absent
- Satisfactory overall
- Confusing pricing. No longer customer oriented. Clueless sales reps.
- easy to work with
- Inconsistent, hard to work with, great analytical content
- Awful, slow to respond, extremely pricey.
- bait and switch
- Easy to use. Good content.
- NOT even satisfactory
- Easy to work with (account manager and rep, NOT Pricing), innovative (client reps), always upselling (BAD)
- High learning curve
- easy to work with wanting to learn willing to listen
- Extremely difficult to work with from a support and contract negotiation perspective; opaque pricing and billing; completely overvalue their offerings and place in the market

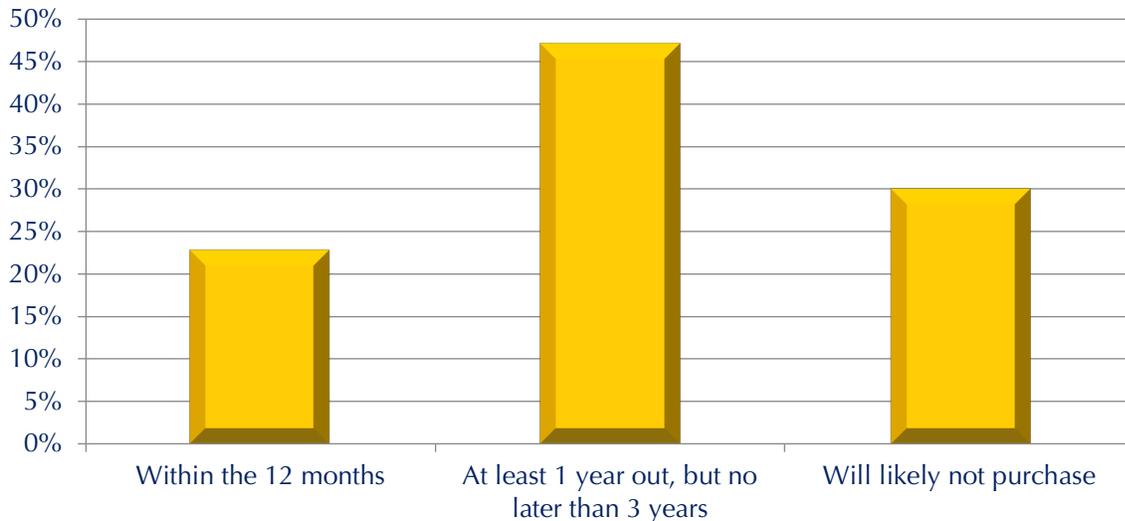
What three words or phrases would you use to describe Bloomberg BNA?

- Frustrating and confusing
- Strong reporters
- Emerging
- OK, but not a huge fan. Dealing with them next year on contract negotiations and I have a feeling it's not going to be pretty. Reducing is never an easy conversation.
- Difficult, extremely poor communication, migration to practice centers not handled well
- Not very knowledgeable of legal space.
- difficult at best. With the changes in their pricing we have had regular confrontation and chosen to cancel many of their products.
- Frustrating High costs
- Constantly changing offerings; no flexibility for individual newsletter subscriptions - i.e. Daily Labor Report
- noncommunicative, difficult, resistant
- Overpriced "Mediocre technology" "Inflexible content bundling"
- ridiculously expensive, not flexible, not intuitive
- Borderline unethical, condescending, cutthroat
- Pricey confusing pricing good trainers
- shortsighted
- Confused
- really expensive (especially for mid-sized firms); lack of communication; lack of transition assistance
- sometimes challenging, responsive, persistent
- hard to find information
- Becoming too expensive. Not necessarily a replacement for WEXIS. Not thrilled with direction.
- We only have Environment & Energy topic (do not have BLaw); Good content, administrative interface should be better
- Becoming harder to work with
- Great service, excellent practice specific online resources, essential as downsize BNA print subscriptions
- Out of touch
- 'difficult to work with' scheming clueless
- Dodgy and dishonest; not forthcoming with information; overpriced
- predatory misguided sneaky
- unpredictable, expensive, lacking
- Nothing but upselling
- very expensive not very user friendly good
- Very easy to work with. Responsive.
- Challenging Hard to get answers Confusing
- Confused pricing, moderate functionality, good content
- content great; confusing billing, content system
- Horrible. Difficult to work with.

What three words or phrases would you use to describe Bloomberg BNA?

- Pushy. They do not work with you very well to come to an agreeable arrangement or compromise.
- Great Easy to work with The database is not intuitive
- Used car sales reps, "got to have it" for some content, feels like we're walking a plank
- Portfolios are a great product Slow response time Difficult pricing structure
- Very frustrating to work with
- rigid
- constant subscription changes resulting in enormous price increases annoying
- Infuriating. Unreasonable. Duplicitous. Tone-deaf.
- burden of platform changes rest with customer salesforce doesn't know what is for sale price gouging quality products but losing some functionality available in print when going online
- Bad business model
- easy to work with
- expensive, still finance focused rather than legal focused, all-inclusive model should be industry standard

If your firm has Westlaw, what are the chances you'll purchase Westlaw Edge in the following periods:



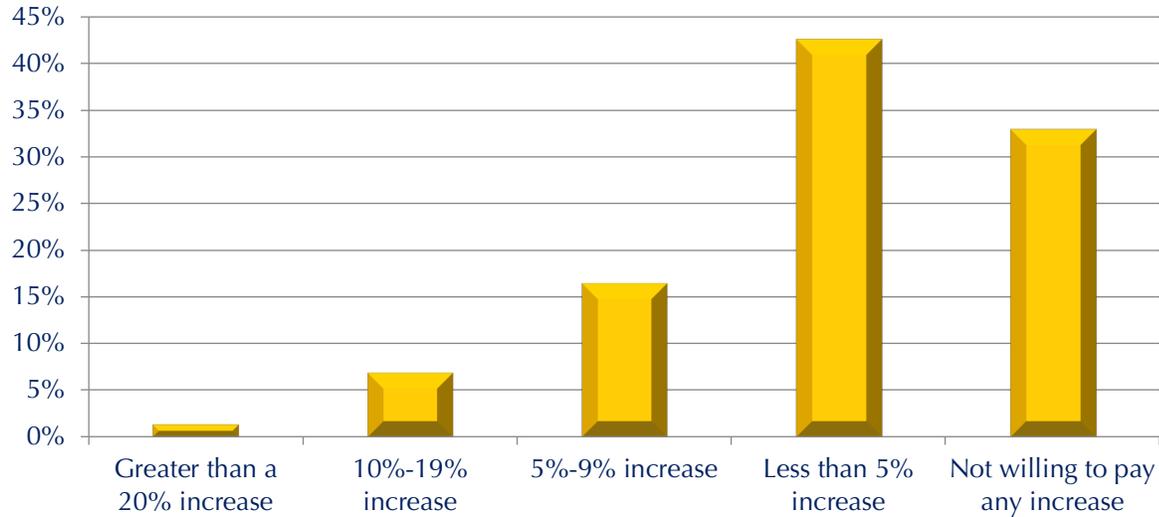
Verbatim comments:

- Need to test Westlaw Edge first
- Cost is a factor
- we have it
- Not impressed and way too expensive
- Unknown at this time
- None of the above. It remains to be seen. Could be after three years - uncertain at this time.
- We have only Thomson Reuter's word about how great this product is. It's better to wait until any bugs are worked out. Thomson Reuters did not let customers who were renewing contracts know that they were about to abandon their platform and put their resources into a new one.
- Too costly and no willingness to work with us on price
- I have tried WESTLAW EDGE and I like it.
- we eliminated them last year
- Our license for Westlaw expires in 2023. We'll evaluate then.
- not certain; additional testing warranted
- Westlaw will eventually drop support for Next--we need time to get our users used to new product
- KM is looking to purchase at the moment
- Just purchased.
- Not sure needed but I don't think we will have a choice; hence my selection
- Undecided

What are the chances you'll purchase Westlaw Edge? comments

- Westlaw Edge is being packaged as a new product; it is simply an upgrade similar to those that have been included in our contracted annual price increases. Not worth a 14% increase. May have to make a critical decision when contract expires in two years.
- Have trial now. Not happy that it is an additional charge. Should be included in our current contract.
- They are being too pushy, again, for a new platform and who knew they'd change within five years of WestlawNext? Not thrilled.
- Largely dependent on what type of deal we can get; find it annoying that such enhancements are add-on costs (same happened with WestlawNext).
- Likely will purchase it but really no idea when
- That may change depending on new developments
- We have a contract in place until 2020 so for sure not before then.
- They keep trying to incentivize us to move to Edge but I can't seem to justify the cost or move.
- Would love to put off until contract is up for renewal in 2 years. Would be even better if we could finally get rid of them.
- resisting purchase; not sure of content to value
- Already purchased
- Waiting for contract renewal to determine pricing
- Or when they sunset the current platform
- Will depend on the pricing
- it will depend upon pricing
- No rush, but haven't closed the door on the possibility. Will depend entirely on pricing, attorney demand.
- Should be a free upgrade and would be with most any other vendor.

From what you know now about Westlaw Edge, at what price increase would you be likely to purchase it?



Verbatim comments:

- West charges too much, I'm curious if we'll renew with them
- We don't have a percent like this in mind.
- Appreciate their efforts to remain relevant, but firms should not have to cover the entirety of their R&D costs.
- Quoted 20% increase to us cost too much
- This should be included in our normal contracted annual increase.
- Westlaw is always expensive, especially considering that we also have Practical Law.
- At this point working hard to maintain current pricing levels; might consider a modest increase if something else thrown in.
- We have a small portion of Westlaw users and our firm has a narrow niche so the move wouldn't really benefit us much.
- My budget can't absorb more than a 5% increase.
- In reality we will of course have to pay some increase, but we will fight to keep it as low as possible.
- I feel they are basically improvements which should be included at no additional cost

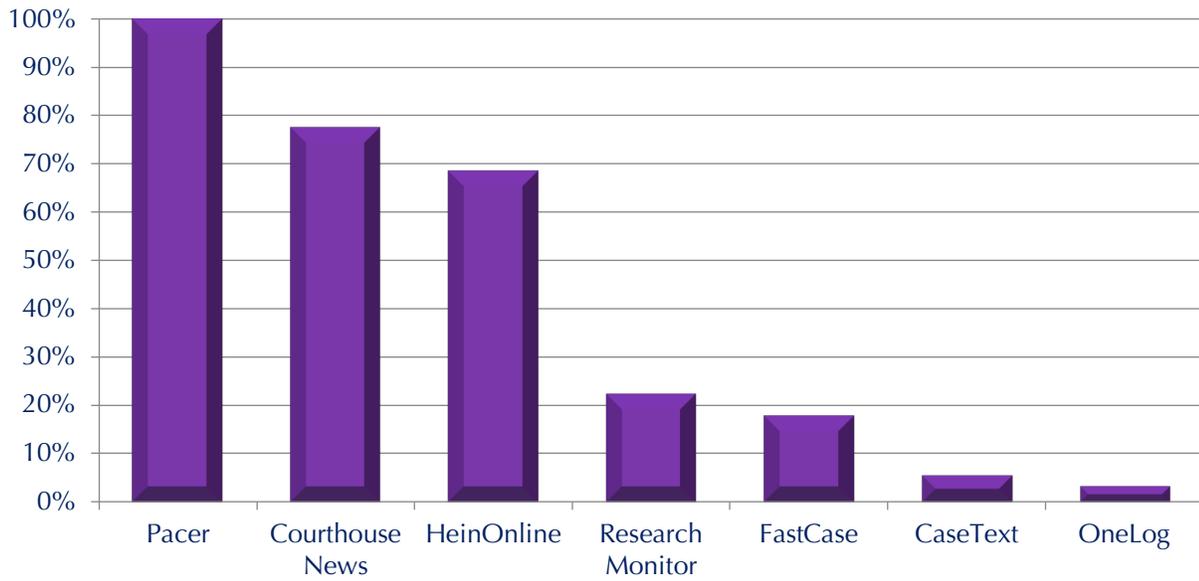
Rate the products your firm uses from Westlaw.

Westlaw Product	Very important, indispensable	Somewhat important	Average importance	Not important, ancillary	Percent of Firms with this Product
<i>Practical Law</i>	57%	29%	12%	1%	77%
<i>Library Maintenance Agreement (LMA)</i>	19%	30%	32%	19%	65%
<i>Drafting Assistant</i>	24%	39%	15%	22%	48%
<i>Alert Management Center</i>	37%	24%	24%	16%	43%
<i>LegalEdCenter</i>	34%	28%	16%	22%	36%
<i>Monitor Suite</i>	28%	38%	31%	3%	36%
<i>Contract Express</i>	7%	47%	40%	7%	17%
<i>West KM</i>	33%	33%	27%	7%	17%
<i>Westlaw Edge</i>	36%	18%	18%	27%	13%

Rate the products your firm uses from Lexis.

Lexis Product	Very important, indispensable	Somewhat important	Average importance	Not important, ancillary	Percent of Firms with this Product
<i>Law360</i>	71%	19%	9%	1%	88%
<i>Courtlink</i>	30%	21%	25%	25%	65%
<i>ALM</i>	45%	30%	20%	5%	64%
<i>WSJ/NYTimes</i>	46%	29%	17%	8%	60%
<i>Lex Machina</i>	19%	26%	35%	19%	35%
<i>Securities Mosaic</i>	26%	30%	37%	7%	32%
<i>Intelligize</i>	59%	30%	4%	7%	31%
<i>Lexis Practice Advisor</i>	21%	25%	17%	38%	27%
<i>Newsdesk</i>	35%	30%	25%	10%	23%
<i>Total Patent</i>	37%	37%	16%	11%	22%
<i>Patent Optimizer</i>	24%	59%	18%	0%	20%
<i>Ravel</i>	13%	13%	38%	38%	19%
<i>Lexis Search Advantage (LSA)</i>	23%	31%	0%	46%	15%
<i>AtVantage</i>	14%	29%	29%	29%	8%

What other legal information products does your firm currently have?



Would you consider Bloomberg BNA a replacement for either or both Westlaw and/or Lexis?

<i>Response</i>	<i>Percent of Responses</i>
<i>No, it is not a replacement for either</i>	<i>84%</i>
<i>No, it is not a replacement for Westlaw</i>	<i>13%</i>
<i>No, it is not a replacement for Lexis</i>	<i>2%</i>
<i>Yes, it is a replacement for Lexis</i>	<i>1%</i>
<i>Yes, it is a replacement for Westlaw</i>	<i>0%</i>
<i>Yes, it is a replacement for both</i>	<i>0%</i>

Verbatim comments:

- Needs to strengthen litigation and secondary content.
- While it is not a replacement for either at this time, it has growing relevance and is considered a replacement for Monitor Suite.
- The BBNA citator is not accepted by the courts.
- We are conducting a trial right now to determine if it can replace Westlaw
- Bloomberg is not ready to replace either product yet.
- Our attorneys will not go for a Westlaw replacement. Have tried.
- BBNA is about 5-7 years away from legit consideration but only if they address litigation shortcomings
- The interface alone turns off most of our users, they would not switch to BNA only it would be a riot
- I would be willing to replace Lexis with BLAW but don't know if we could get rid of our Bender materials.
- Doesn't have all the resources a Lexis or Westlaw has
- We rely on each of the "big 3" for different sources. No one platform can replace either of the others at this time.

Would you consider Wolters Kluwer to be a replacement for Bloomberg BNA?

<i>Answer Choices</i>	<i>Responses</i>
<i>Yes, it is a replacement for Bloomberg BNA</i>	4%
<i>Yes, in certain content sets/practice areas</i>	35%
<i>No, it is not a replacement for Bloomberg BNA</i>	61%

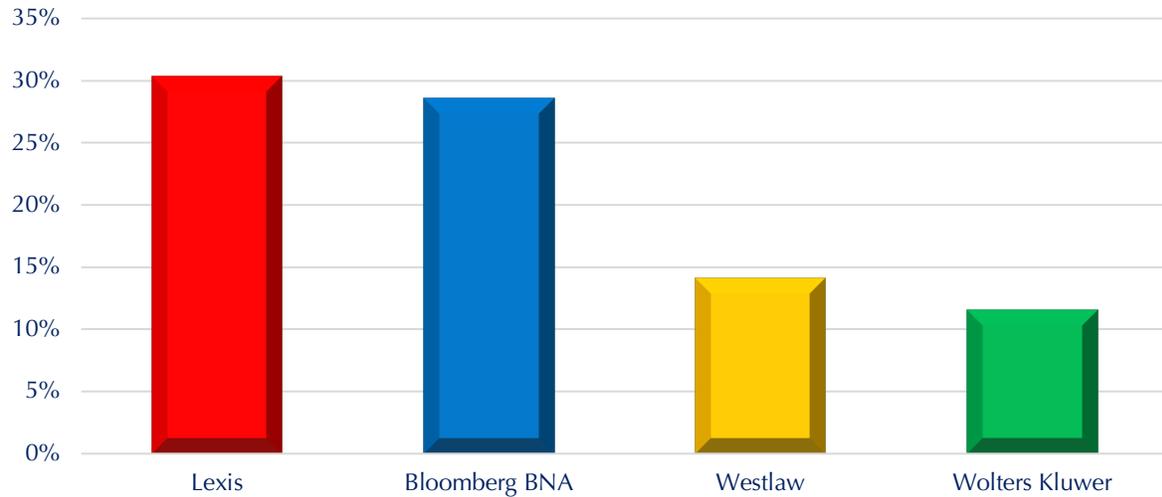
Verbatim comments:

- Labor & Employment, Healthcare, IP
- Labor, Employment, Health
- We have switched to the Healthcare
- We have gotten rid of all our Bloomberg BNA subscriptions, except Tax (bc of the Tax Management Portfolios). We use it only for docket searching.
- Possibly. Dependent upon pricing
- Labor & Employment
- It doesn't have the BNA portfolios, which is the main reason we need Bloomberg BNA.
- Tax, Health Care and Labor
- Depends on which Bloomberg Practice Center you are replacing
- Securities, Health
- We rely heavily on BNA tax portfolios
- Corporate, securities, tax
- Don't know enough info about this
- Trying to move Labor over to WK but they say it isn't a replacement... I still think it is.
- Tax only. Our tax practitioners rarely used BBNA when we went online, but still maintained grandfathered price for print portfolios. We'll see what happens in 2019.
- Tax and possibly Securities
- healthcare; privacy
- Possibly for employment or tax, we've used it to replace BNA labor product but it's not getting much use
- I wish it was - BLAW is more robust than WK and their platform is slightly better designed.
- Possibly in Privacy, Tax, Labor & Employment? But so far our Tax group in particular insists on both.
- Tax, Pensions, Securities
- WK does not yet replace the BNA portfolios.
- For everything but the portfolios
- Tax, Labor, Healthcare
- Not very familiar with WK

What pricing changes do you expect when negotiating your next online contract(s)?

	Bloomberg BNA	Westlaw	Lexis	Wolters Kluwer
<i>Pricing to increase more than 25%</i>	11%	3%	7%	0%
<i>Pricing to increase more than 10%</i>	23%	14%	7%	5%
<i>Subtotal - Pricing to increase >10%</i>	33%	17%	14%	5%
<i>Pricing to increase 3-9%</i>	52%	63%	50%	67%
<i>Pricing to stay relatively flat</i>	11%	15%	32%	27%
<i>Pricing to decline 3-9%</i>	5%	3%	2%	0%
<i>Pricing to decline more than 10%</i>	0%	0%	2%	0%
<i>Pricing to decline more than 25%</i>	0%	2%	0%	2%

*How likely is it that you will consider eliminating the following vendors:
(Extremely or Moderately Likely)*



Retention Reasons: Most Complete Content

Vendor	Percent Responses
Westlaw	71%
Lexis	62%
Wolters Kluwer	57%
Bloomberg BNA	52%

Retention Reasons: Functionality

Vendor	Percent Responses
Westlaw	60%
Bloomberg BNA	34%
Lexis	32%
Wolters Kluwer	30%

Retention Reasons: Interface

Vendor	Percent Responses
Westlaw	56%
Wolters Kluwer	24%
Bloomberg BNA	17%
Lexis	15%

Retention Reasons: Account Management

Vendor	Percent Responses
Westlaw	36%
Wolters Kluwer	10%
Bloomberg BNA	9%
Lexis	6%

Retention Reasons: Most Popular

Vendor	Percent Responses
Westlaw	71%
Bloomberg BNA	24%
Lexis	21%
Wolters Kluwer	16%

Retention Reasons: Pricing

Vendor	Percent Responses
Lexis	57%
Wolters Kluwer	54%
Westlaw	11%
Bloomberg BNA	9%

What percentage of your contract(s) does your firm recover?

<i>Average Recovery Rate</i>
28%

How likely is your firm to move online costs to overhead?

Total Market	
Answer Choices	<i>Percent of Responses</i>
<i>Already moved online costs to overhead</i>	31%
<i>Will move online costs to overhead in 2019</i>	5%
<i>Will move online costs to overhead in next couple of years</i>	20%
<i>Not in the foreseeable future</i>	44%

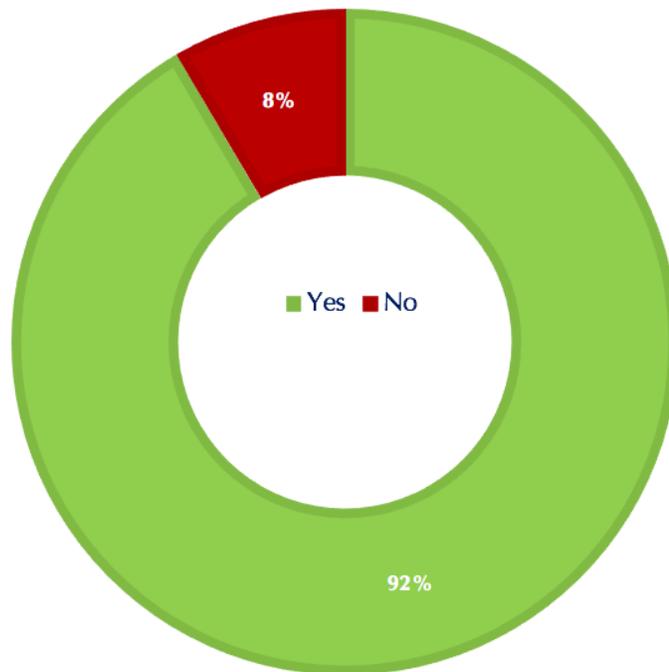
How likely is your firm to move online costs to overhead?

AmLaw 100	
Answer Choices	<i>Percent of Responses</i>
<i>Already moved online costs to overhead</i>	5%
<i>Will move online costs to overhead in 2019</i>	10%
<i>Will move online costs to overhead in next couple of years</i>	14%
<i>Not in the foreseeable future</i>	71%

Does your firm try to recover other vendor online costs (i.e. Wolters Kluwer, Bloomberg BNA)?

Answer Choices	<i>Responses</i>
Yes	9%
No	91%

Are you aware of Lexis' new bundling tactic?



If yes to the above, will this impact your relationship with Lexis?

- We aren't considering canceling Lexis so little impact.
- unclear
- not yet.
- It will in the event the firm decides to go with a single provider
- Yes.
- Yes, though we will insist on language in related modules which do not tie us to Lexis Advance.
- No
- No. Lexis wants our business and will work with us.
- Quite possibly.
- Yes. We have very little trust with Lexis at this time.
- No
- Yes. It made negotiations very difficult. There is little for LN to gain in this sales tactic, but much to lose with customer goodwill.
- Yes
- maybe
- yes
- We do not have a Lexis.com contract, but do have a reasonable print spend for Bender in particular.
- No. I have heard from firms who have dropped Lexis that this is not true. They still buy print, Law 360 and other products.
- Yes, we'll use document delivery services instead of purchasing print treatises

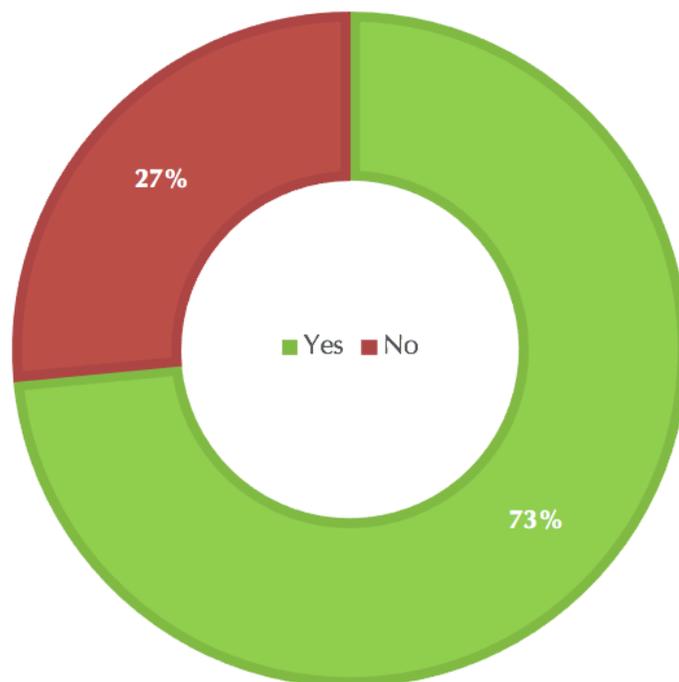
Are you aware of Lexis' new bundling tactic? If yes, will this impact your relationship with Lexis?

- It depends how much prices go up at our renewal. Since we're not likely to throw out all our Lexis/Matthew Bender books or get rid of Law360 and Corp. Affiliations, it would be hard to negotiate.
- This will impact our relationship with Lexis. I've expressed my displeasure with Lexis leadership already, and made it clear to them that from my point of view their top two priorities are greed and money -- not serving clients or attorneys.
- Yes, we did not buy Lexis online and have canceled many of the print materials.
- I am aware but do not have LEXIS Advance
- TBD – (our firm) has not yet been directly impacted.
- Yes, it already has
- It already did in that when we renewed early 2018 we went with Lexis over Westlaw to maintain ancillary products from Lexis.
- Possibly.
- Yes and we are probably not going to consider them as an alternative to Westlaw during our renewal process
- Yes.
- Yes, if I reduce anything I already have with Lexis (Matthew Bender print products, Law360) I know I'll likely not be able to reinstate that product.
- No, because we do not have LexisAdvance
- This is absolutely the worst thing Lexis could do. I would think a little bit of money coming in would be better than no money.
- It already did about 3-4 years ago.
- It already has.
- No impact currently.
- Terrible - pushing back very strongly
- Very aware. I know all the ins and outs and there aren't very many loopholes left to make it work if you want Law360 and Matthew Bender.
- Since we have not used LexisAdvance in over five years it has not changed anything yet.
- No. We do not have a Lexis subscription.
- Possibly
- Not for several years as we have an extended agreement
- They haven't tried it on us beyond forcing us into an enterprise contract when we only need 10 attorneys on it. But it makes me highly suspicious of them going into any negotiation
- none
- We cancelled Lexis several years ago and currently are still able to purchase print and other Lexis products
- Yes
- We have been told that we would still be able to purchase print, but that it would be more expensive without Lexis.
- Maybe?
- yes, it does
- Not thrilled. But there are some print items we will keep (a specific treatise, state statutes)
- We will not subscribe to Lexis Advance. Resent bundling and large price increases to hard copy subscriptions when cancelled Lexis Advance.

Are you aware of Lexis' new bundling tactic? If yes, will this impact your relationship with Lexis?

- Maybe. I have several MB print products, but cancelled Lexis about 5 years ago because LexisAdvance was not liked (we have both Lexis and Westlaw at that time and now just have Westlaw). Perhaps they have not caught up with me, but my print has continued without any problems.
- Yes
- Not likely.
- No
- Currently no, we have so little Lexis that they seem to be forgetting us. I worry that this will change however.
- we were already a Lexis only firm so not too much impact now.
- Will make me move further away from them
- We have a lot of print but I may consider canceling.
- It already has.
- No.
- Yes
- Already has. We lost Law360 last summer when we walked away from Lexis Advance.
- Not in the immediate future.
- Not at this time
- Possibly
- Yes, we have lost or are losing access to certain products. As far as impact, it depends on whether the attorneys feel they can live without them.
- This won't impact us for some time. I expect that this will be put to rest prior to our contract coming up for renewal.
- Not likely, unless they get aggressive with pricing. Don't expect them to do so if they're bundling, would be suicidal.
- possible.
- Definitely
- Will have to wait and see
- Yes. We canceled our Lexis access just before this decision was rolled out. We made the cut for obtaining print, but you can bet I was talking with our Lexis rep about this decision!

Has your firm been impacted by Bloomberg BNA's regrouping of certain products?



If applicable, how would you describe it?

- Made negotiating a new contract nearly impossible.
- The 'take it or leave it' option and the price were off-putting.
- Horrible experience.
- Aggressive
- We had Bloomberg Law last year and cancelled due to tremendous increase in pricing
- Not good.
- Not at all happy about it.
- Huge price increase for selected products; then eliminated everything we possibly could
- Some print titles discontinued completely; others combined with a different subject matter altogether
- Other eliminated print is absorbed into a much larger enterprise at significant cost
- The transition seems chaotic and is disruptive to long-term planning
- Regrouping has not benefited our firm, and we've actually dropped products rather than be forced to pay more for content we didn't previously have.
- We've moved to providing a significant number of BLaw seats to our attorneys.
- bull-headed
- We've canceled a number of print subscriptions that were only going to be online at a significant increase
- It has been very frustrating to lose print products and be told we have to purchase a whole practice center for 8 attorneys
- a money grab
- Extremely negative experience. Not at all happy.

Has your firm been impacted by Bloomberg BNA's regrouping of certain products? If applicable, how would you describe it?

- 8 months after our BNA to BLaw practice center transition people are still having difficulty, mainly because of the lack of IP authentication. It's been a lot more ongoing work for me, which does not justify the extreme price increase (which I minimized a bit).
- note: they have bundled as well
- Very dismayed to be forced to get online tax service in order to retain popular print tax portfolios
- Frustrating.
- Very unhappy and have told them that. Also cancelled three of their products when moved from print to online
- Painful.
- Forced to purchase expensive seats due to the cancellation of paper subscriptions.
- They tried this with IP, and as soon as I told the practice group, they told me to cancel it. So we did. It was very satisfying.
- Newsletters have gone away and new ones are more general, not near as targeted. The constant renegotiating practice area contracts makes me very tired.
- shortsighted
- Horrible.
- Terrible: insane price increases; not able to limit users; no communication or warning about the changes - they just did it.
- We cancelled some "law centers" - so obviously did not see a need to continue.
- Forced to subscribe to BLaw to receive just a few previous hard copy individual online products that we need
- Long time user of BNA Daily Environment Report; users still adapting to new interface/product. I do not like admin aspects, not complete. Pricing high; we may limit access in the future to a select number.
- Not a long-term strategy for larger market share
- frustrating
- Insane delusional predatory unethical
- frustrating, poorly managed, a disgrace
- We have just the Tax portion of their platform.
- Hit us 2 years ago when we moved to full contracts or nothing at all for our BNA platform users
- It's frustrating to be forced to purchase content you don't want at such a huge price increase. The attorneys are shocked and actively support our trying to find replacement products.
- Much more expensive
- Horrible experience! We had previously subscribed to just the Intellectual Property Practice Area; Now they are making us switch to full seat licenses for entire BLaw content - even though IP lawyers don't need/want access to other practice areas
- rigid pricing, nonsensical
- Yes, had to move from Labor Library to individual Bloomberg licenses.
- Tortuous process, most upsetting renewal process in my personal history. Huge increases, coupled with loss of access and downgrade of quality. Bloomberg's going for the crap trifecta.
- All of the burden rests with the customer

Do you have any thoughts on how to improve Lexis?

- improve functionality, merge all new acquisitions into main product
- integrate products more fully, continue to improve Lexis Advance
- 'Forcing' customer to purchase LA in other to get other products should be stopped.
- No. We had no rep for 2 years. OK now but left very negative impression.
- Lexis has remained the content leader, especially with its acquisition of IP related products. They need to spend more time on interface and workflow solutions. Practice Advisor is sloppy and returns irrelevant results.
- It needs to be more reliable and more efficient to use.
- Lexis has great products. Their customer service is always very courteous and helpful. Our rep goes out of his way to always give us the best contract he can.
- Lexis has been good to us for years.
- Improve customer service
- Drop pricing. Stop bundling. Serve the client rather than your bottom line.
- Bring the weekly/bi-weekly rep back into the office on a regular basis
- Unbundle Lexis Online with all other products. Firms should be able to purchase Law360 as a separate product; paying for ALM print products (annually to publisher-not Lexis) which includes online access. However, Lexis is now "archiving" material and making it only available through Advance even though my subscription has not expired. Their training is online only -not always the best choice for every person, Better sales people and tactics, improve their products, support and availability
- Their bundling approach completely turns me off.
- Stop the rapid archiving of ALM content and blocking it with paywalls. Roll-in more content from Lex Machina and Context into premium subscriptions without charge
- Attorneys prefer Westlaw and Lexis has an uphill battle to overcome that, despite having more features and improving over recent years. Keep being competitive when it comes to pricing.
- Lexis Advance needs to get its interface up-to-speed. The user management page is crazy to try and use. It needs to get rid of all the bright colors and the convoluted interface and streamline things like Westlaw does. The emailing/downloading interface is also very strange and makes it hard to figure out whether you are emailing a list or full text documents. The Courtlink 800 number is very strange as I have reached someone who doesn't seem to know anything about research and told me no one in the "back office" was available at the moment. If they are going to provide print content, they need to keep that updated as well as the online content.
- ADD SIMILAR KEY WORD FUNCTIONS THAT WESTLAW HAS
- The biggest thorn in our side right now is Law360 and its pricing. While there are some good features to it, there is also a significant amount of vanity press there -- making the pricing far too expensive for what it brings to the table.
- Pricing is way out of line. My attorneys love many of their print products. The print is way over priced and they charge 20% increase because we do not have online!
- Lexis needs to realize we aren't recovering costs, we don't moo and are not willing to pay lots of money just because we were a legacy customer (20+ years). Its customer service has nosedived. We did not renew our Lexis contract because the customer service was so bad and they were so out of touch with the market.
- Pricing was not competitive to Westlaw. Reps became difficult to negotiate with.

Do you have any thoughts on how to improve Lexis?

- I had Lexis and for over 1 1/2 years had no contact with a REPRESENTATIVE. I feel WESTLAW is a superior product and have better Reps.
- Open access to ancillary products and end bundling requirements.
- Allow a la carte.
- Technical issues with certain features not working on a regular basis. Editorial errors.
- It could be improved if it were more user friendly.
- A more flexible pricing structure that allows you to buy only the number of seats that you need. Less unwanted emails from Law360.
- Relationship, products, pricing, service.
- Yes, they should discontinue their "bundling" practice!
- Greater investment in customer service.
- Better customer relations Better offerings of products to clients
- Stop the bundling tactic. Release the grip on ALM, WSJ...Allow law360 articles to be purchased a la carte for a reasonable fee.
- Their bundling of products has really harmed the relationship and has set me down a path where I need to consider how I might move users off all their products during the next renewal.
- Bring prices down.
- Bundle a deal of products without having to necessarily purchase Lexis Advance.
- Provide more a la carte options without a base product
- I do not like Lexis, and I do not care.
- Invest more on technology.
- No bundling
- Now that Law360 is part of Lexis, the cost SHOULD become more reasonable
- They need to hire more account representatives and train them a lot better. They need to do much more extensive usability testing and overhaul the way they organize some of their resources. Honestly though, their complete lack of basic competence when it comes to customer service makes me work as much as I can to not buy any more products from them.
- Lexis needed better customer service and training when we had it. They also were so adamant in contract negotiations we walked away.
- allow for more flexibility
- Put out a decent product and stop changing the interface all the time.
- Unbundle products, so that mid-size firms can select only what we need; eliminate print requirement with contract.
- Stop bundling
- Allow purchase of specific targeted titles, not an entire practice area content. Recognize that duplication of full statute, case law, and related ancillary content in practice areas is non-essential as customers will resort to only one main vendor and work with secondary vendors for select content as necessary. Also, when we had Lexis, there appeared to be a disconnect between their divisions in ensuring that the online content was actually updated (I'm thinking of an instance when we had certain kinds of litigation content that was supposedly linked with Concordance - and somewhere along the way that content's link in Concordance was lost when Lexis reformatted content areas. That kind of destroyed any sense that bundled packages of online research with other Lexis products was worthwhile and cost-effective.

Do you have any thoughts on how to improve Lexis?

- Pricing drove us away; additionally roll-out and LexisAdvance clunky (training required and then users not given logins for weeks), plus users not keen on new interface. Would love to have access to just secondary sources, legislative materials (including CIS index), and news sources if I could get a reasonable price.
- Unbundle products
- Do away with their bundling policy; be open to negotiating lowered costs if certain content sets are not renewed at renewal time.
- More content integration of product lines; moving (consolidation) to a single platform.
- increase (re-establish) local/regional representation; better integrate treatises into lexis.com plans; better usage analytics tools
- I think they need to look at how they relate to their customers 1st. We still have Lexis print and if I need account help our rep does not respond. Improved customer care would go a long way. Then the bundling needs to stop, it's not 2005 and firms will not just pay for products they aren't using. They are not fountains of money any longer.
- Integrate more onto a single platform with a single UN/PW
- Stop talking about what's to come when it's not ready. Just makes them look incompetent. Stop handcuffing people to keep their business. Improve customer service (i.e. reply to emails, return calls)
- Advance is a terrible search platform. Their corporate structure is complicated to figure out who's responsible for which product.
- Lexis is still suffering the effects of rushing out it's Advance product and being tone-deaf to feedback from librarians. If they didn't have a news monopoly, I would gladly let them go.
- Make it less expensive.
- Better technology and responses to issues. Hard to promote when people can't reliably access.
- Overcome impression that Westlaw is the premier source for litigators.
- Lexis lacks any sort of relationship building. Reps are constantly leaving or being reassigned. We are currently satisfied with our contract but renegotiate next year so this could easily change.
- It would be good if the administrative end of the product became more organized and efficient
- Product enhancement and communication. Unfortunately, I still have attorneys who don't trust them. They spent a period of time not communicating changes to firms, not coming in to train or educate. I requested that this year, and really, still nothing.
- Big mistake was not focusing on law schools. Everyone sticks with what they learn first. It wouldn't matter if the other product walked on water.
- When we compared Lexis to Westlaw a couple of years ago, we found lots of substantive differences in content and accuracy between the 2 vendors; we found Lexis deficient in many instances
- they need to step up the talent pool and their account management - we have never met our new regional manager and our account manager cannot find her own ass with both hands
- Offer a subscription to just Matthew Bender titles
- Allow us to drop Lexis Advance, retain all other products (which won't happen)
- product integration
- Bundling access to Enterprise Lexis Advance isn't a good idea - would allow flexibility in pricing arrangements
- Re-evaluate the bundling, bad for business.

Do you have any thoughts on how to improve Westlaw?

- Improved pricing
- consistent account management, better portrayal of pricing
- better pricing, improve customer service...treat long-term customers honorably
- Be more customer centric. It seems that the customer is secondary in the things Westlaw does. It's all about what works best for Westlaw. Stop being a 'bully' when customers decide to drop Westlaw products.
- No. All OK but pricing should include Edge.
- Unable to comment until the dust settles with the Thomson Reuters reorganization.
- It should be less expensive
- Westlaw needs to stop acting like they are the only game in town. Their pricing is outrageous and their negotiating strategies are uninformed and offensive
- Westlaw Edge should be bundled and included with the base Westlaw product
- Serve the client. Stop trying to sell me what I do not need.
- Better pricing
- The product is superior. However, pricing tactics need to be much more transparent. The historical "wild, wild, west" pricing methods need to be corrected. There is a lack of equitable pricing based on size of firm.
- Although Westlaw has a superior product, the company should recognize that firms and their clients have become extremely cost conscious
- Management should listen to their field reps
- Improve Pricing....all the way
- Their limited effort to engage clients and lack of willingness to collaborate with technology is very unfortunate.
- Pricing is extremely high for all TR products. We no longer have client reimbursements to soften the cost. Pricing for new and old products should be adjusted.
- Be more flexible and competitive with contracts, and don't charge a premium when they add functionality that other platforms have already had for years.
- Westlaw is generally pretty easy to use. The results lists often only show "California Superior Court" as the court, which is a problem for those of us in California. Company Investigator does not allow searching within results and that is a problem. Most important, the upper levels allowed the lower levels to negotiate multi-year contracts without mentioning Westlaw Edge. I can see the need not to tip one's hand about a new product and let info get in the hands of the competition - however, Thomson Reuters need to be more honest. Also current hold times for the reference attorneys are now something like 15 or 20 minutes. This is not acceptable for the amount of money their product costs.
- REDUCE THE PRICE. THEY ARE THE MOST POPULAR SERVICE BUT ARE NOT COMPETITIVELY PRICED FOR US, ESPECIALLY SINCE THIS IS NOW OVERHEAD
- Westlaw is over-valued and needs better pricing to remain relevant. As Lexis and BLaw continue to develop, Westlaw will continually become less relevant.
- I believe the pricing is going up by bundling the online products. I like not having to pick between the products for pricing. Now I think we pay too much and receive products we will not use.
- I always feel pricing could be held better. I have great REPS who are always in touch.
- A la carte content purchases. Flag all Practical Law out of plan content for end user.
- Pricing.
- No longer subscribe but they need to take a reality check with the pricing.

Do you have any thoughts on how to improve Westlaw?

- Not at all, they are superb!
- Content grouping for different pricing plans could be more flexible.
- Pricing more transparent; not selling technology upgrades separately (e.g. Westlaw Edge) versus content additions (which are a lot!). Also, improvement to the Dockets' bulk download feature would make that more competitive.
- chose not to respond
- We are generally satisfied with how Westlaw works.
- If you are going to integrate Practical Law documents in search results, then make them available to be purchased as an "Out of Plan" document
- They're pricing is just not realistic.
- Bring prices down. Include specific pricing (vs link to pricing guide) on products outside of plan.
- Manage increases.
- lower cost
- Not really. Most issues I have with them are surface and not overly detrimental.
- Provide more a la carte options; do not force upgrades to Westlaw Edge
- Lower pricing.
- Upgrades (to Edge or similar) at no charge to current subscribers, lower pricing increases
- No thoughts
- They could bring down the pricing a little bit, but it's expected now. And I feel like they work hard to make us feel like we are getting our money's worth. Our reps are responsive and present. They take our feedback very very seriously and even incorporate it into their products within weeks or months. If they are missing some content for our state, we ask for it and they add it.
- too costly
- Westlaw is getting too expensive and the Westlaw Edge proposal puts it over the top.
- stop chasing other products
- Get some decent reps and treat customers better.
- Include Westlaw Edge as a regular upgrade, rather than an expensive add-on; price Practical Law more reasonably for mid-size firms.
- Stop selling packages as "all content" and then charging extra when adding content. (example: Practical Law)
- Westlaw and Practical Law should just be a one contract, not separate, negotiation. Practical Law is very expensive, but it has been a resource that our transactional attorneys really like and given our needs we use the full PL collection. The client id should follow between WL and PL, instead of having to be entered when one moves to PL. We may not bill back to clients, but we do track the use, and it is hard for our attorneys to realize they need to re-enter a client ID in Practical Law (where the default is no client-id). Quickview should allow easy identification of Practical Law content. It's great that Practical Law Connect provides a link to West LegalEdcenter - and that should be uniform throughout Westlaw and Practical Law, and also when one clicks the West LegalEdcenter link, that should take one directly to the appropriate practice area in WLEc from which one launched the link in Practical Law Connect. Stop changing account managers every 18 months or so. Really, the only person who looks at WL Analytics is the librarian who uses it to determine where researchers might need some additional training. So many suggestions I will run out of room. I always use the Improve Westlaw link - at the very bottom of the screen. Both the Improve Westlaw and the Online Chat feature should be moved to top of screen so easier for the attorneys to see (especially Online Chat. On weekends they never remember they have that available).
- Westlaw edge should not be an added cost to additional subscription if they want us to make a change. I don't like the practice of sending non-payment notices when items are not yet due to be paid.

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Do you have any thoughts on how to improve Westlaw?

- Happy with Westlaw. Not so happy on their continued habit to create add-on products, such as the new Edge product.
- Increase news offerings and bring back the Wall Street Journal
- Do not implement a bundling policy; be open to negotiating lowered costs if certain content sets are not renewed at renewal time.
- Improve service and be more flexible on pricing.
- return to more flexibility in negotiating contracts
- They should congratulate themselves on having the market share and imo the best platform. Then they should not abuse their customers with high contract price increases or LMA bundling. It's ridiculous that firm librarians get caught in these NDA's and we have no market leverage.
- compete on pricing, stop trying to sneak more PLC into my Firm
- Get rid of transactional searching and make it a flat rate for everything. Their pricing and bill back is confusing to everyone.
- Westlaw content and interface is great but the price is just too high, particularly for secondary sources.
- Improve the accuracy of some of its databases. Don't be so inflexible with content. Reduce the price.
- Would be awesome if their reps (from the local account manager up to the highest echelons) acted like they actually care. Maybe did some homework on their clients so they know what we care about?
- Pricing. Bundling all products (Checkpoint, Practical Law, Westlaw, etc.) into one contract, negotiated with one person.
- Westlaw should not charge us for upgrading their platform (Edge). Wait until contract renegotiation to build in the costs. Making us actively compare Edge to other products does not necessarily benefit them and we may easily decide to spend the \$ on something else.
- Reduce the price
- They need to be more flexible on pricing.
- Good product, good service for the most part. Pricing just keeps going up, up, up. Service levels keep going down, down, down.
- Of course, we would like to see costs decrease
- they need to wake up to reality
- Edge should be rolled out as an update at no additional cost.
- Invest in better ancillary products and analytics.
- pricing improvements and customer focus
- Would retain Account Manager - stop changing them every two years
- Beta test products better.
- Make Edge a free upgrade. Forcing early adopters to pay for the R&D when Edge will be the only interface is not cool and not appreciated.
- A more flexible pricing structure that allows you to buy only the number of seats that you need. Lower the price and give Edge to existing customers at no additional cost. Stop trying to force firms to buy Practical Law.

Do you have any thoughts on how to improve Bloomberg BNA?

- Bloomberg is trying to maximize its income from the firm without providing any rationale or value. We will work to eliminate Bloomberg.
- better clear reasonable pricing
- get back to transparent pricing
- Needs to offer better pricing options.
- The BNA products have been the leader for years, and most firms have a hard sell when they try and eliminate the portfolios. Bloomberg's forcing of the hand with its full-service platform is forcing firms to limit access to a select few, which does not lend itself to collaboration. Firm-wide pricing for a product which is not needed firm-wide is not an option, and firms are penalized for requesting access for "Librarian" or related accounts, even though there is no contract language to speak of regarding this back-office policy.
- make it less expensive for practice group purchase not per attorney
- Keep the slices and quit pushing full BLaw. Get pricing more reasonable.
- Reform pricing, bundling
- Stop unrealistic pricing and dishonest negotiation tactics.
- Honesty; more reasonable pricing; respect.
- Unbundle products. For example, Tax Management Portfolios should be sold separately.
- Minimum seat requirement needs to recognize that some departments even in large to mid-sized firms consist of 1 or 2 members, not 4 or 5+ Pricing needs to be more realistic Change from print to electronic is not handled well by the company - some products are eliminated and others are bundled with another topic; very confusing notification; sales reps do not even know what products are totally eliminated/combined/bundled
- Better pricing structure
- Change players to be more about relationship than just growing sales.
- Provide subscribers with at least a 2-year plan of what is going with various titles. Do not change subscription options mid-contract.
- Bloomberg's pricing has been convoluted and communications have been less than stellar. I shouldn't have to beg for info about renewals, product content, etc.
- They need to unbundle their content and make the prices match the use that firms need. Let someone have a newsletter for 3 people and BNA portfolios for 10 people at an appropriate price. They need to be accountable for their content - it's impossible to look at a BNA portfolio on Bloomberg BNA and verify the date the section was updated. If they are going to provide print content, they are responsible for keeping that current also.
- I would love more flexibility in the pricing -- but beyond that it is an easy relationship to manage
- The interface and searching really need to be improved. The attorneys really like the emails for the Labor and Health. However, Bloomberg changed the emails. I received no notice and that was why we bought Bloomberg in the first place.
- An administrator profile for user management. CLE approved on-demand training. Better listening to end users and customers. Competitive pricing. A la carte content purchases.
- Have a more flexible pricing structure for the Practice Centers, not some arbitrary price book that varies wildly by practice area and firm size.
- Change our rep!
- Outrageous pricing. Not willing to work with customers.

Do you have any thoughts on how to improve Bloomberg BNA?

- Bring back IP-authentication for practice center-only subscribers! Allow for more crossover content, too (e.g. I subscribe to the Benefits Center, which features Securities, Health, Labor, and Tax content due to the nature of the practice, but I don't have access to everything featured *in* the Benefits Center because of the crossover.)
- Do not eliminate popular print products or force customers to also get online versions to retain print
- Go back to your roots/humble beginnings. Put the original format of the BNA Law Reports back on Bloomberg Law
- They're business strategy is completely flawed and they have seriously overvalued their products. Most peers I know are slowly trying to wean lawyers off their offerings so they can completely jettison when their contracts term. They seem not to be interested in partnering with the library community and building relationships, brand loyalty and adoption.
- We currently only have one seat with an attorney so I've not been able to access it for over a year.
- More pricing flexibility
- Pricing is outrageous especially when your attorneys only need access for current awareness and don't use any of the other content.
- lower cost of print moving to online
- Yeah, stop doing what they are currently doing to price gouge their customers.
- Do not force bundling of all products under a certain topic; offer separate contracts for newsletters - Daily Labor Report
- Unbundle content and reduce price of subscription.
- More open pricing options, better options, lower pricing, better communication
- Charge for ACTUAL USERS as opposed to number in group. Provide USERS STATS, allow admin to add/delete users
- Stop bundling things and train their reps to not act like Gordon Gecko knock offs. I had one rep literally refuse to learn my name for months until he figured out I actually had influence in the purchasing. At one point he asked if I knew the difference between a statute and a case, because why would a LAW librarian ever know that? We have a very rocky relationship with Bloomberg for no reason other than their rep is a jerk sometimes. Lexis may be incompetent, but they don't make me feel like they are the enemy. Bloomberg comes in like they are prepared for battle rather than there to negotiate to a solution we can both live with. Bloomberg needs to take a cue from WK and negotiate from a stance where they realize that they are not equivalent to Westlaw. They need to figure out their niche and stick to it when negotiating.
- The pricing is very hard to understand and justify. Pushing people to full BLaw when they just need a few things is crazy.
- better relationships with clients, repair damage and stick to a strategy
- This has the potential to be great, but they are moving faster than they or their customers can accommodate, so there is a lot of confusion and frustration out there.
- Better communication about transitions from print to electronic; better training for attorneys; lower pricing for individual users, rather than entire practice groups; cost-recovery options.
- Stop forced conversion to entire platform. Offer admin password management tools for plans less than entire firm access to BLAW.
- No thoughts at all, except that they seem to have a few too many variables in content pieces/pricing. Maybe that has changed since I generally do not look at all the alternatives, instead I focus only on what will be actually used given what we tried in the past.

Do you have any thoughts on how to improve Bloomberg BNA?

- Don't like that you have to purchase an entire practice area to receive access to things like the DTR & CPS. Our sales rep. is missing in action. When hard copy has been discontinued and still have time left on our subscription, no one has contacted us to go through our options. Per user pricing is way too high.
- I do not have BLAW, but have the Environment & Energy topic. Pricing could be better. Do not like admin tool, can add users but can't set up/issue a login (users must do this themselves) or see who has logins. Have recently gone through a string of lower level "everyday" contacts who are below my sales contact (for contracts/renewals); full knowledge of product from these contacts and customer support not always there. Also, we have lost an archive of older materials which are available on BLAW, but not through the product we subscribe to (and which were available through the BNA Daily Environment Report). Disappointing because we have had a long time subscription and I feel that we have lost some of the value as product no longer useful for some research.
- Stop trying to sell whole subscriptions to B-Law as most practitioners don't need all that content. Also, stop overpricing Librarian subscriptions to B-law.
- Keep costs down.
- Most modern platform but need more content to challenge Lexis & Westlaw.
- return to more flexibility in content arrangements
- Ugh. Dump everyone in charge and start over. They are the worst. Our rep has outrighted lied, withheld vital product information, contacted attorney's directly in violation of our wishes, etc. THEY ARE THE WORST.
- stop lying to customers and gouging on pricing
- Increase communication, stop screwing your customers
- Stop charging extra for library licenses and stop trying to get attorneys to move to the platform. Bloomberg is great for secondary sources, it's never going to be able to replace Westlaw/Lexis.
- Work on those relationships! BLaw earned fans by adding valuable content and working closely with librarians. But I'm seeing the same "take it or leave it" attitude that Lexis and Westlaw have had for years. Go back to your roots BLaw!
- Reduce the price significantly. Improve functionality. Add resources similar to what Lexis and Westlaw carry.
- MORE OPEN COMMUNICATION!! Most people have no idea what they are planning long term, or how to plan for the changes. For some of us it is hard to get information from the reps. UI understand some reps are a bit better in this way.
- Pricing and contract/bundle packaging.
- Listen to your customers. If you want to hook us, give us access at a great price. "The first hit is always free." Drug dealers know what they are doing. When you increase costs by 50% or more, we HAVE to consider alternatives. Lawyers do not live in a platform the way traders do. BLaw will never operate the way the Bloomberg Terminal does. BLaw will not replace Lexis or WL unless they do it through cut rate pricing. BLaw has infuriated everyone I know in the legal community.
- Make the interface easier to use. Keep the researcher instead of the developer in mind
- I really do not care for my rep. He acts like he's a victim in all of this. I also don't care for how they try to go around me and reach out to attorneys directly. Very reminiscent of Westlaw, one of the reasons we walked away.
- Lose the used car sales rep mentality.

Do you have any thoughts on how to improve Bloomberg BNA?

- The pricing models are frustrating. They cancelled print services without prior notification. They are eliminating printed invoices which is very disconcerting. They have eliminated many print publications - which has annoyed the older aged attorney. High turnover in customer account execs which results in terrible communication with the client. We miss the old BNA; their various services were great and there was no co-mingling "Tax" with "Environmental"; Bloomberg should go back to offering separate practice area products.
- really good account management and information - however they are too rigid on pricing, which has hurt my ability to give them a wider footprint at this firm
- News articles should include dates. Website confusing to navigate. Their minimums to subscribe to Centers are inflated.
- Change everything? Sales tactics almost comically tone deaf and aggressive. Sunsetting of BNA products has been a nightmare.
- pricing improvements and customer focus
- Would communicate changes before implementing them
- Pricing structure really needs to be re-evaluated
- Lower the price as they are more expensive than Lexis and Westlaw combined. They aren't good enough to be that expensive.

Do you have any thoughts on how to improve Wolters Kluwer?

- WK has a low profile and few users, we'd like to see them innovate to stimulate more trial
- improve functionality
- Get better trainers. It seems WK has the most boring trainers.
- WK focus on primary law and treatises limits its usage. I hope they continue to develop workflow solutions, and improve the interface. Though Cheetah is a much better option than Intelliconnect, it resembles a 2005 research platform.
- pricing by practice group best
- WK has been great.
- Lower price
- Create more smart charts - fantastic product.
- No issues with WK and a pleasure to work with this vendor.
- Sales reps should be aware of what subscriptions the firm has and not place cold calls to attorneys trying to sell a product we already have.
- The steady one in the pact could get further ahead by being more innovative.
- Bundling on Cheetah forces firms to purchase more content than they need. Firms need to reduce costs and one way to do that is to buy only the online titles that are essential. Be transparent with customers and report on what individual titles are actually used.
- I'd love to dump BLaw for Labor & Employment but they don't have equivalents for some of the major BNA treatises, such as The Developing Labor Law. Develop equivalents so those unhappy with BNA can switch without upsetting users.
- Not really. Wolters Kluwer has been pretty easy to work with.
- An administrator profile for user management would be superb.
- Better training offerings.
- It's ok a good product but not great.
- Get rid of overly aggressive sales people who contact attorneys directly and provide inaccurate information.
- Not at all, they are superb!
- We are happy with WK.
- Stronger search engine, more personalized training options, sales rep who doesn't keep pushing products I don't need (no matter how reasonably priced).
- Provide discount if we eliminate print version of tax services (we get 80% off because of online subs. but would not get reduction if we elim print)
- Provide better training on their products throughout the year
- Please stop sending invoices dated for the next year. Does anyone have an accounting dept. that will pay an invoice dated 1/1/2019 in Oct. 2018?
- Frankly, their sales reps need better training. It is the one company where I feel that they think they can steam-roll the firm into taking overly inclusive packages.
- Better thought out pricing
- I think we pay too much for what we get and a lot of what we get we don't need.
- get better billing and searching in product
- Wolters Kluwer is a work in progress for us, but thus far, they are doing a good job.
- Better able to separate costs for products on one contract
- Provide USERS STATS, allow admin to add/delete users

Do you have any thoughts on how to improve Wolters Kluwer?

- They can improve their usability quite a bit. But I feel like their pricing and customer service are very good.
- Wolters Kluwer content is very good. The pricing of individual titles in bundles makes it all too pricey. Lower the pricing a little and they would be very competitive.
- Ugh. Not sure anything can improve them. But they do have some good content.
- Cleaner interface.
- Cheetah is becoming less and less relevant at our firm. Although some content is unique, WK is being pushed out of the market. While Cheetah is an improvement over Intelliconnect, Westlaw and Bloomberg platforms are more user friendly,
- Like that pricing is firm wide. RBSource is too expensive compared to Red Box or loose-leaf. Even though more comprehensive, it is duplicative of what we already receive.
- We subscribe to the Energy product for FERC research. We are in the process of converting all of our users from Intelliconnect to Cheetah. Once you have Cheetah training, it seems easy but just looking at the product it can be confusing so maybe make it a little more intuitive. Feel like I don't have the relationships that I used to; sales contact for renewals - just hear from when it's contract time.
- Keep up with the quality and with the terrific support.
- Keep costs down.
- Improve platform; Cheetah is not the answer.
- better integrate legacy CCH legal with legacy Aspen
- I like WK, but they are pricing their product maybe a bit high for what you get out of it. If their labor product was even just 10% lower in price we would probably keep it, as it stands we might just forgo a separate labor product in favor of Westlaw & Practical Law.
- Improve the interface, increase covered areas with quality editorial content. WK has an opportunity here, since so many are fed up with BLaw and Lexis.
- I wish WK content would get purchased by one of the three - I like the company, it's difficult to get people to remember to use the platform.
- Play to your strengths - subject-specific content and deep archives, and stop trying to be a replacement for Lexis/Westlaw.
- Fix their invoicing and back-end support. We have had multiple problems with receiving invoices a year later, not getting correct contracted discounts on some print titles, mistakes in numbers of copies.
- Better user interface and functionality.
- I appreciate that their pricing is affordable and transparent. Cheetah is definitely a step up compared to Intelliconnect.
- They need to think big picture in advance. I said no to moving a lot of content because of pricing. Now they're being more flexible, so I have bits and pieces online.
- Give me a proactive rep, beef up your pr efforts, get in here and fight for users
- Pricing is always an issue, but the sales rep has been very responsive;
- Continue staying in your lane, pricing-wise. Aggressively target former BNA niche publications to develop reasonably priced alternatives! We don't need much of an excuse, if any, to jump ship from Bloomberg.
- WE have a great relationship with Wolters Kluwer - pricing could be better but in the overall industry their pricing is within standards
- WK is great to work with and offers up some of the best pricing
- Cheetah is an improvement over its last interface, but still not that great.

Is there anything else you would like to add?

- Law firms are entering uncharted waters. The vendors own all content. Law firms own nothing. For example, when we purchased print, we owned that copy and we could lend it out to others. Now content distribution is limited by the vendor (and they know it)! The vendors direction is to eliminate all print. This will drive down their costs; yet, law firms are not receiving this saving. Rather, Law Firms are experience content (year over year) cost increases! This new reality has driven up costs in the legal research significantly over time.
- BLAW's pricing was too high from the start. BLAW would have had many more subscribers without the librarian ID penalty, the complicated practice group rules and the steep yearly increases for enterprise access. BLAW also needs to improve the platform and make it as easy to use as WL and LX. Too much is hidden on BLAW and even experienced librarian searchers sometimes cannot find content. Law firm management is keenly aware of the huge payments made to TR, LX, BLAW and WK. All 4 four need to lower their fees. If not, more subscribers will drop out. Lower fees may actually bring back some customers.
- Our feeling at this time, after several weeks of trial access of Bloomberg Law, is that they are not yet a viable alternative to Westlaw and Lexis. Most of their case law does not have headnotes, their citator isn't as good, they don't have annotations on primary law, and they don't have public records. Their state level information is quite lacking.
- Legal publishers have, as long anticipated, began to move heavily away from print in favor of online services. They do this be either eliminating print entirely or making combined print/online subscriptions less attractive than they used to be. Sometimes this is done with inadequate warning and makes librarians look bad for failing to anticipate these developments. The Bloomberg/BNA and LexisAdvantage actions, which have received wide publicity, seemed particularly high-handed. I worry what will happen when most of the publishers have unique editorial/secondary materials available in only one format. If they try to greatly increase pricing we may have to give up those items in favor of alternatives even if we prefer the eliminate product (e.g. particular treatises, the editorial approach to arrange and annotate primary materials, etc).
- I maintain contact with all vendor account managers and sales reps, whether we use their services or not. I continually track and monitor new products that arise from new vendors that arise. Generally, if we do not have something it is because 1.) we had it and usage did not indicate necessity, so cancelled; 2.) product might be too "new" and pricing unacceptable given the amount already paid to another vendor's premier product - and eventually one of the three main vendors will pick up the new product anyway, so why jump on something too soon?; and 3.) the cost of certain main vendor products will prevent the ability to move to a newer and untested resource. Hype about how great a new product in the legal information market is will only go so far when attorneys have specific needs, set ways of "researching", or using another kind of legal market product.
- Lexis was once known for its excellent customer service. Thomson Reuters outshines them in our market. Lexis should reconsider its position on bundling products as it will lose market share.
- Firms will eventually have to move to "single service" because of the unsustainability of having multiple major platforms. The service that can figure out what lawyers of the future will need and develop of strategy to get there will likely dominate.
- It seems that lately BNA and Lexis have taken very adversarial stands in regard to product bundling and pricing and if push comes to shove I think they are just going to lose business in the long run. Our attorneys loved the BNA labor materials in print but they are doing just fine without them. If it weren't for our tax group which love the tax management portfolios we would've dropped BNA completely (except for print) by now. Don't overestimate your importance to the customer.

Is there anything else you would like to add?

- The proliferation of legal research vendors is good for the market and good for access to information but it's extremely challenging to librarians who are trying to maintain the right mix of resources at a fair cost for their employers. It's particularly aggravating when content is pulled from a platform with little or no notice. Examples include PLI removing their content from BLaw and Tax Analysts removing their content from Lexis. Both PLI and Tax Analysts offered their content directly at alarmingly high prices, which we declined. And no, Lexis and Bloomberg Law didn't offer us a discount/refund for the content we no longer have. We wind up paying more and getting less.
- At the current level of market change, I am actively resisting multi-year contracts. There is too much disruption in the current market to commit to 3 or 5 year contracts for any but the most critical vendors.
- I'm hoping I can retire soon :-). All kidding aside, we're all caught between a rock and a hard place. The reps are being pushed to bring in more business at higher pricing. We're constantly being asked to do more with less except "don't cut what I use". The companies and firms are winning but those of in the trenches bear the brunt of the battle.
- Can't say enough about our frustrations with Bloomberg BNA in 2018. They have rocketed to the top of our least favorite vendor rankings.
- Why pick on Lexis about Law 360 sales. They all do it in their own way.