

2020 Legal Information Vendor Market Survey



Summary Results



The 2020 Legal Information Vendor Market Survey

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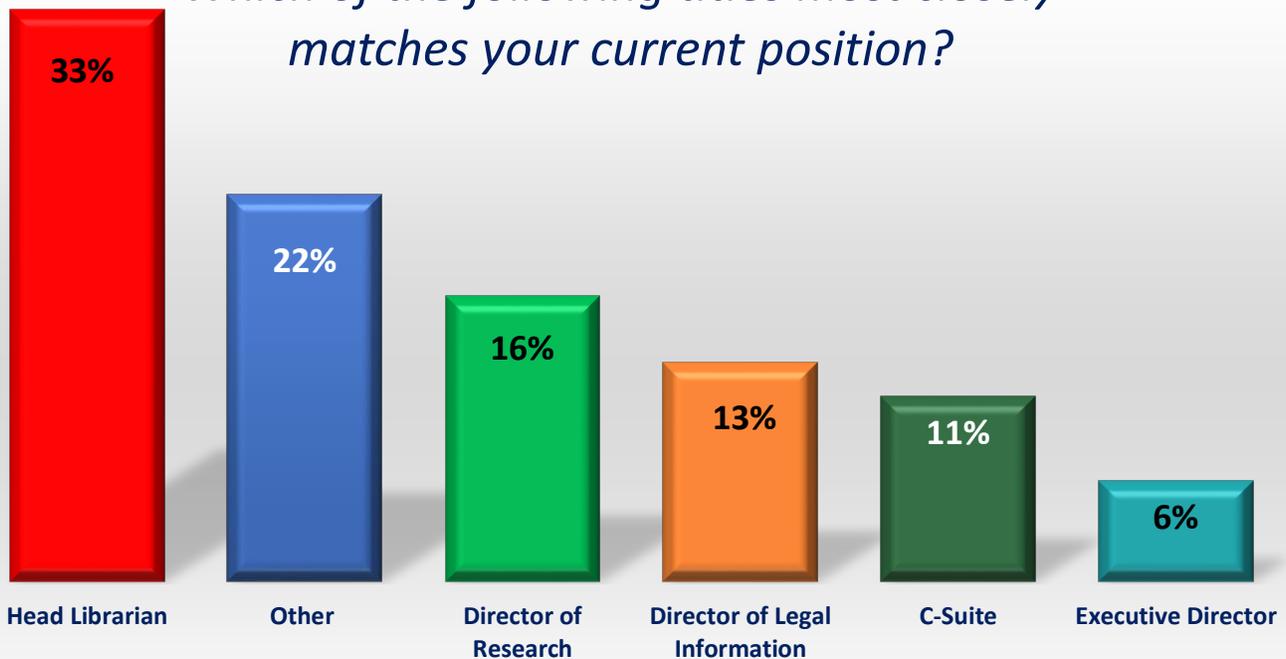
Methodology/Background

The Feit Consulting 2020 Market Survey was conducted from June through August 2020. The intended audience was U.S. Law firms with >50 attorneys. We had 104 qualified total responses, with strong representation from each key law firm size group.

In this summary, each survey question is shown in italics with each response following. Respondent comments, if any are shown below the chart. As you will see, comments are not edited, and any spelling/punctuation errors are from the original comment. We have removed any references to the responder or to any law firm names, to keep the results anonymous, in inappropriate comments or direct references to specific product pricing.

We have provided context, by adding charts and references from our survey from 2018. This should help you understand how the market is evolving. Our analysis of the survey will be integral to our upcoming book, *Optimizing Legal Information Pricing*, available later this fall. You can learn more and receive a discount if you pre-order order by clicking [here](#).

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

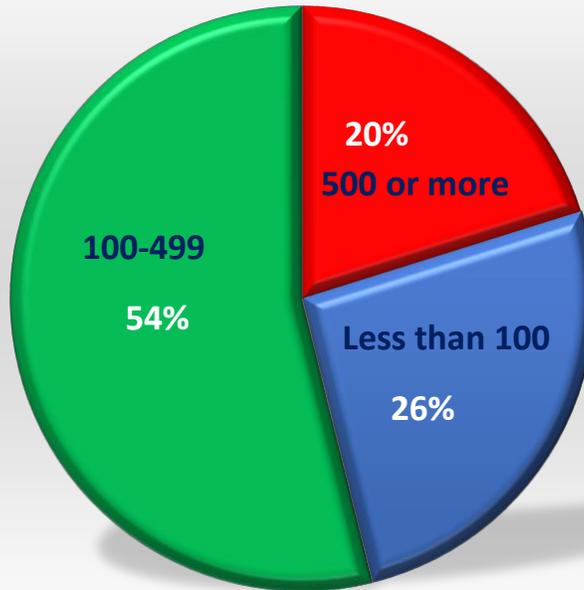


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Detail - Other:

- *Director, Library & Research Services*
- *Director of Library Services*
- *Library Director*
- *Information Services Director*
- *Firmwide Director of Library Services*
- *Manager of Information Services*
- *IT Manager - Enterprise Applications*
- *Library Resources Manager*
- *Senior Manager Research & Innovation*
- *Director of Library Services*
- *Library Consultant*
- *Director of Research Services*
- *Director of Information & Research Services*
- *Solo librarian*
- *Director of Research Services*
- *Director of Research*
- *Library Services Manager*

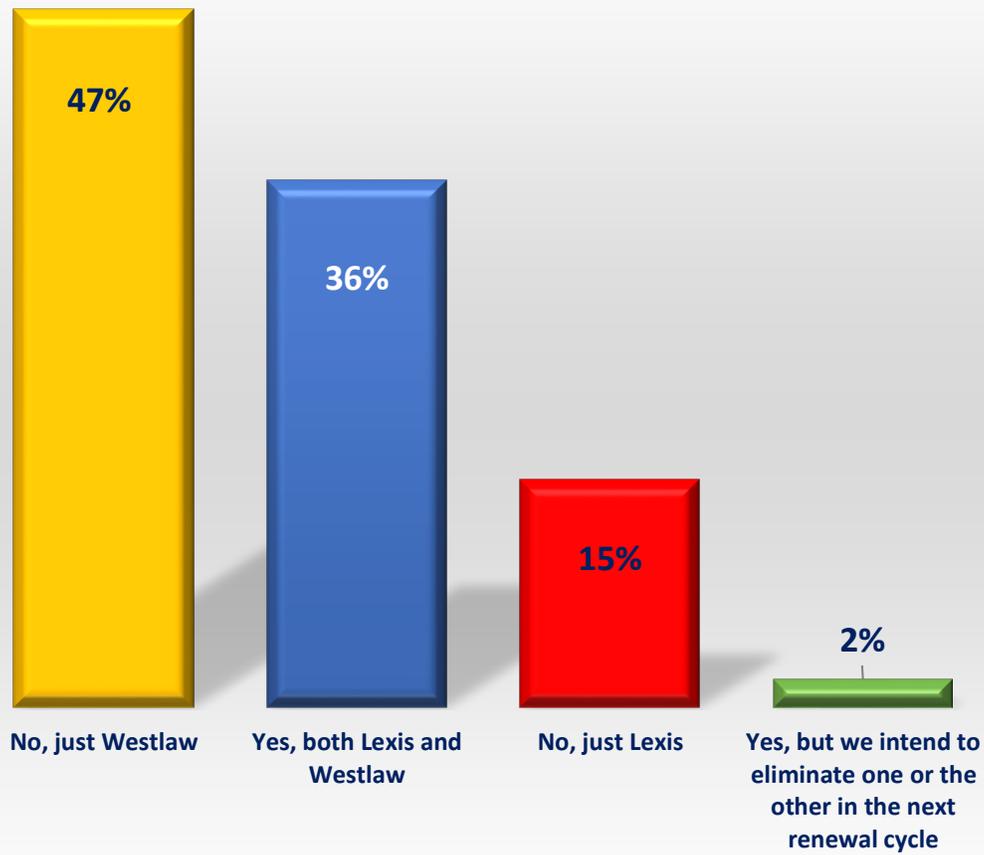
How many attorneys are currently at your firm?



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Answer Choices	Responses	Firms
500 or More	20%	21
Less than 100	26%	27
100-499	54%	56

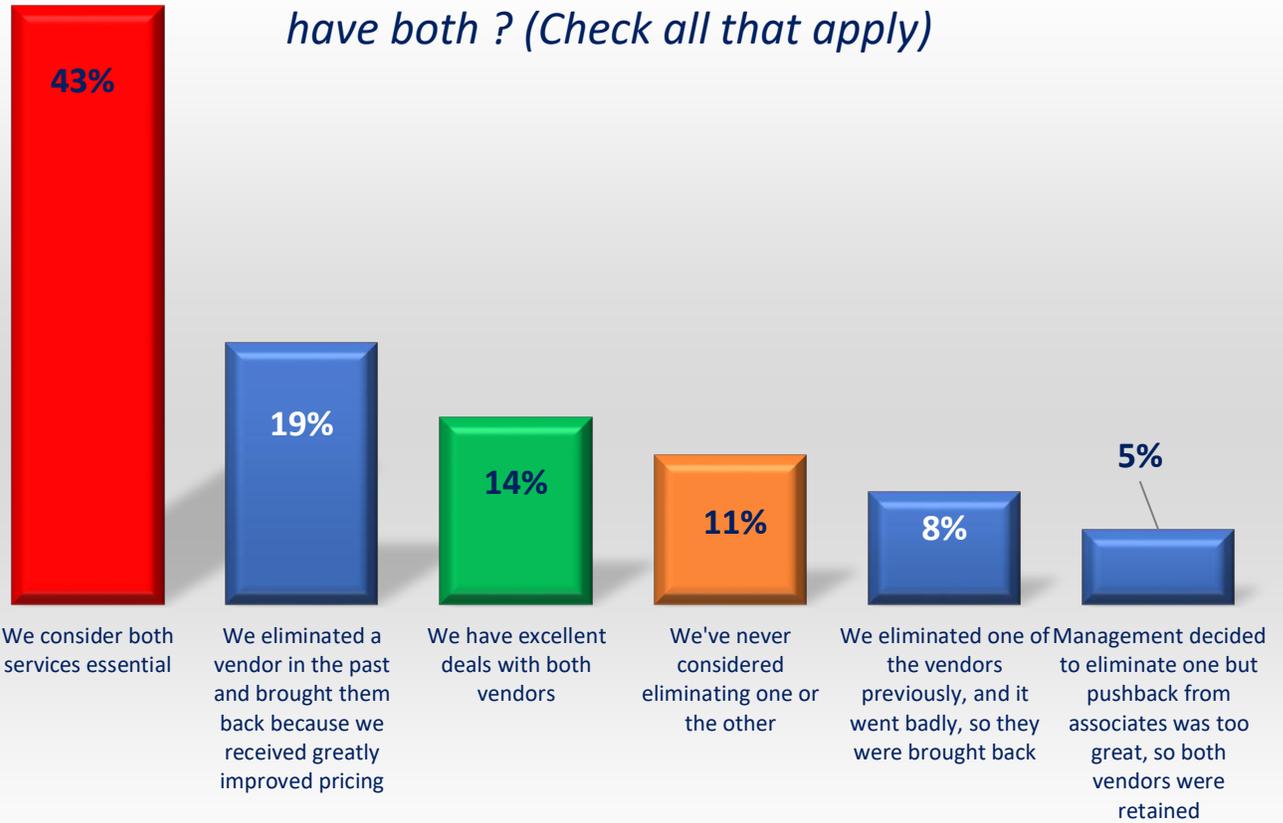
Does your firm have both Lexis and Westlaw?



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[Click here to see comments for this question.](#)

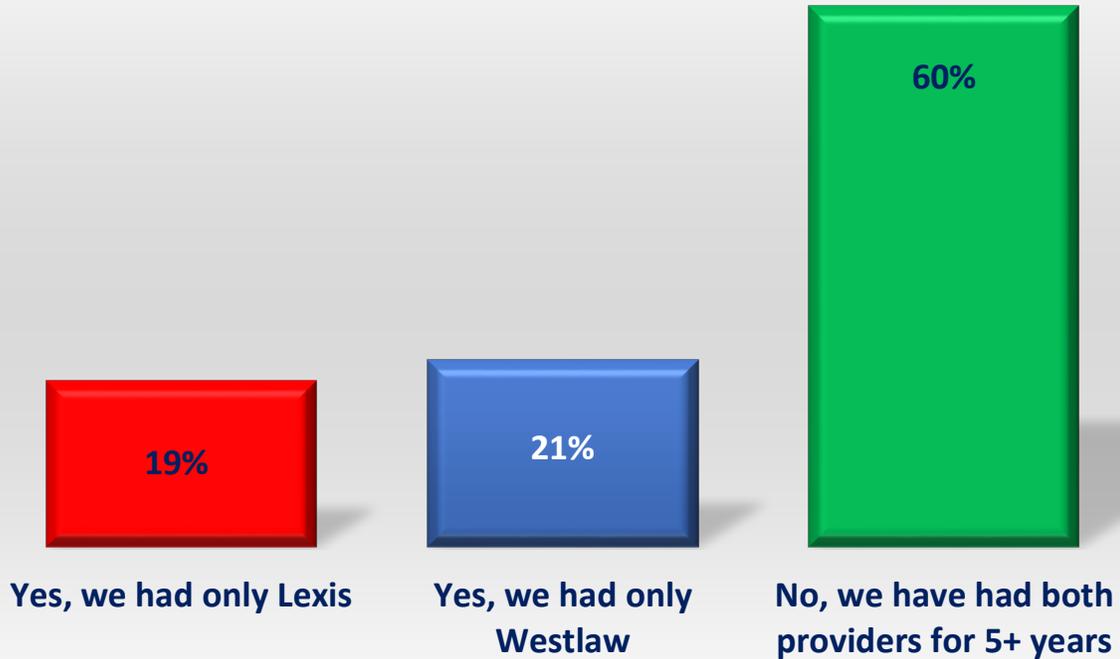
If you have both Westlaw and Lexis, why does your firm have both ? (Check all that apply)



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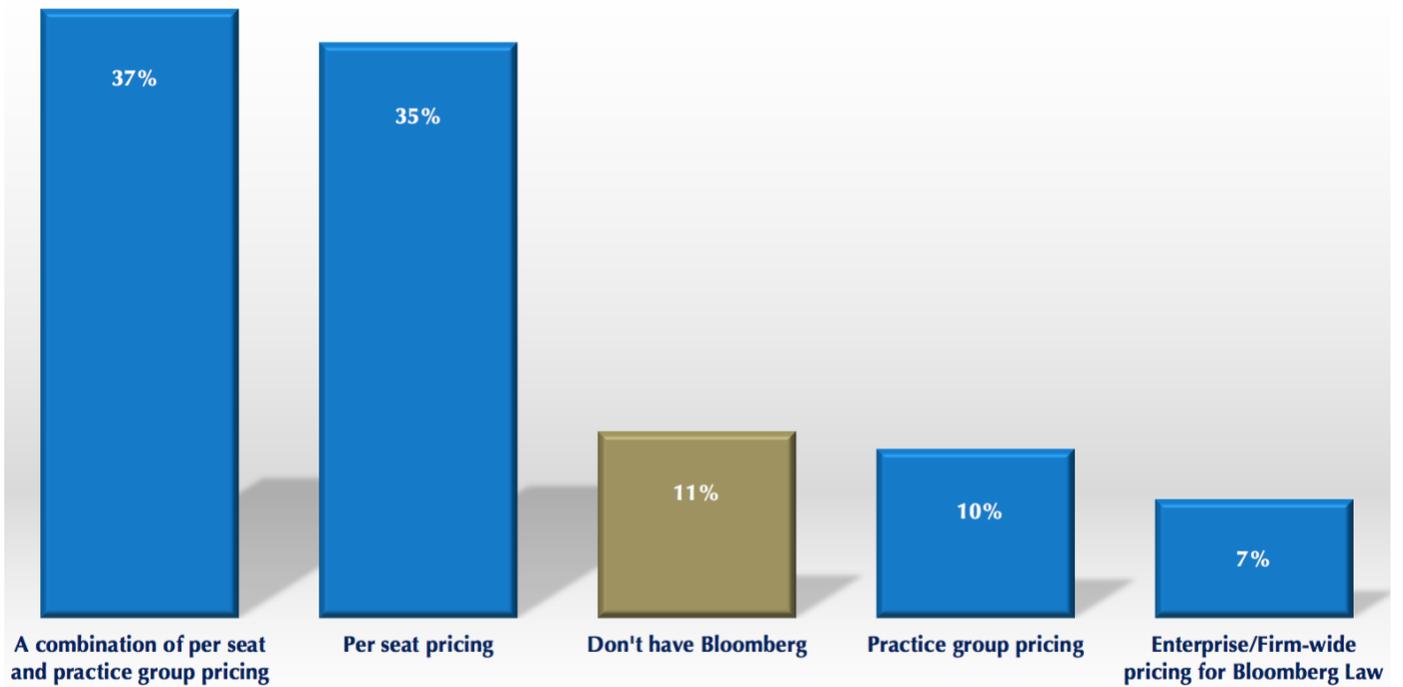
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If you currently have both Westlaw and Lexis, was there a point in the past 5 years that your firm had only one provider?



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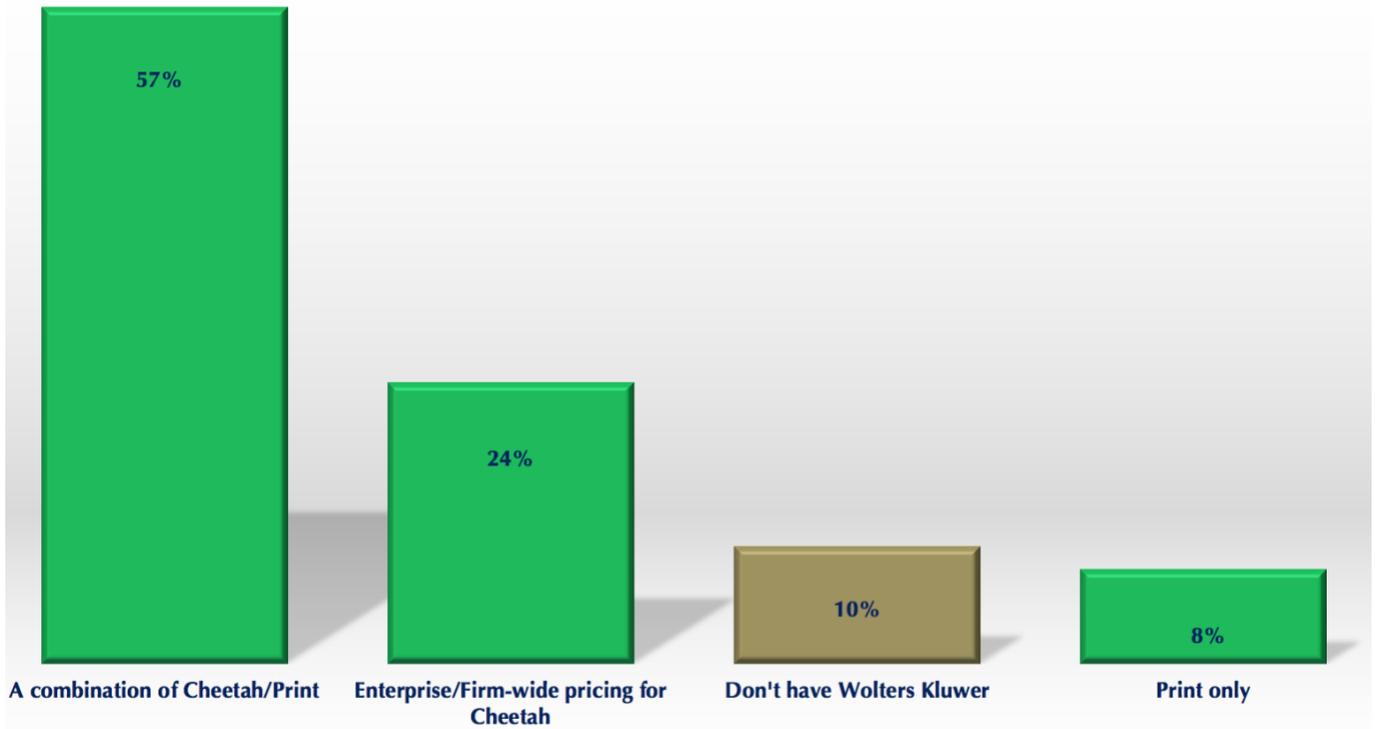
What is your Pricing Arrangement with Bloomberg?



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What is your Pricing Arrangement with Wolters Kluwer?



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How satisfied is your firm with the following vendors?

	Lexis	Westlaw	Bloomberg	Wolters Kluwer
Extremely satisfied	16%	30%	9%	21%
Moderately satisfied	31%	49%	46%	54%
Neutral	13%	6%	18%	15%
Moderately dissatisfied	28%	11%	20%	9%
Extremely dissatisfied	10%	3%	7%	0%
Top two box score	47%	79%	55%	75%
Bottom two box Score	38%	14%	27%	9%

Change in favorability from 2018:

Favorability ¹	Lexis	Westlaw	Bloomberg	Wolters Kluwer
Change	-1%	8%	35%	15%

¹ Extremely Satisfied + Moderately Satisfied

Change in unfavorability from 2018:

Unfavorability ¹	Lexis	Westlaw	Bloomberg	Wolters Kluwer
Change	6%	-4%	-37%	-2%

¹ Extremely Dissatisfied + Moderately Dissatisfied

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



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Rate the products your firm uses from Westlaw and their importance:

2020 Survey			
Product	Very or Somewhat Important	Penetration	Market Power ¹
Practical Law	95%	80%	87%
Westlaw Edge	95%	40%	68%
Library Maintenance Agreement (LMA)	65%	57%	61%
Monitor Suite	78%	41%	60%
Alert Management Center	78%	40%	59%
Drafting Assistant	56%	52%	54%
LegalEdCenter	85%	22%	53%
West KM	80%	17%	48%
Contract Express	61%	20%	41%

¹ Market Power - Average of Top two box score and Penetration.

2018 Survey			
Product	Very or Somewhat Important	Penetration	Market Power ¹
Practical Law	87%	77%	82%
Library Maintenance Agreement (LMA)	49%	65%	57%
Monitor Suite	66%	36%	51%
Alert Management Center	61%	43%	52%
Drafting Assistant	63%	48%	56%
LegalEdCenter	63%	36%	49%
West KM	67%	17%	42%
Contract Express	53%	17%	35%

¹ Market Power - Average of Top two box score and Penetration.

Change			
Product	Very or Somewhat Important	Penetration	Market Power ¹
Practical Law	8%	3%	5%
Library Maintenance Agreement (LMA)	16%	-8%	4%
Monitor Suite	13%	5%	9%
Alert Management Center	18%	-3%	7%
Drafting Assistant	-7%	3%	-2%
LegalEdCenter	23%	-14%	4%
West KM	13%	0%	6%
Contract Express	8%	3%	5%

[Click here to see comments for this question.](#)

Rate the products your firm uses from Lexis and their importance:

2020 Survey			
Product	Very or Somewhat Important	Penetration	Market Power ¹
Law360	97%	80%	88%
ALM	89%	59%	74%
WSJ/NYTimes	90%	45%	68%
Lex Machina	84%	35%	60%
Intelligize	95%	24%	59%
Courtlink	63%	49%	56%
Patent Optimizer	94%	18%	56%
Securities Mosaic	82%	24%	53%
Newsdesk	82%	18%	50%
Total Patent	79%	15%	47%
Lexis Search Advantage (LSA)	82%	12%	47%
Context	43%	25%	34%
Lexis Digital Library	50%	15%	33%
Lexis Practice Advisor	44%	20%	32%

¹ Market Power - Average of Top two box score and Penetration.

2018 Survey			
Product	Very or Somewhat Important	Penetration	Market Power ¹
Law360	90%	88%	89%
ALM	75%	64%	70%
WSJ/NYTimes	75%	60%	67%
Lex Machina	45%	35%	40%
Intelligize	89%	31%	60%
Courtlink	51%	65%	58%
Patent Optimizer	82%	20%	51%
Securities Mosaic	56%	32%	44%
Newsdesk	65%	23%	44%
Total Patent	74%	22%	48%
Lexis Search Advantage (LSA)	54%	15%	34%
Context	na	na	na
Lexis Digital Library	na	na	na
Lexis Practice Advisor	46%	27%	37%

¹ Market Power - Average of Top two box score and Penetration.

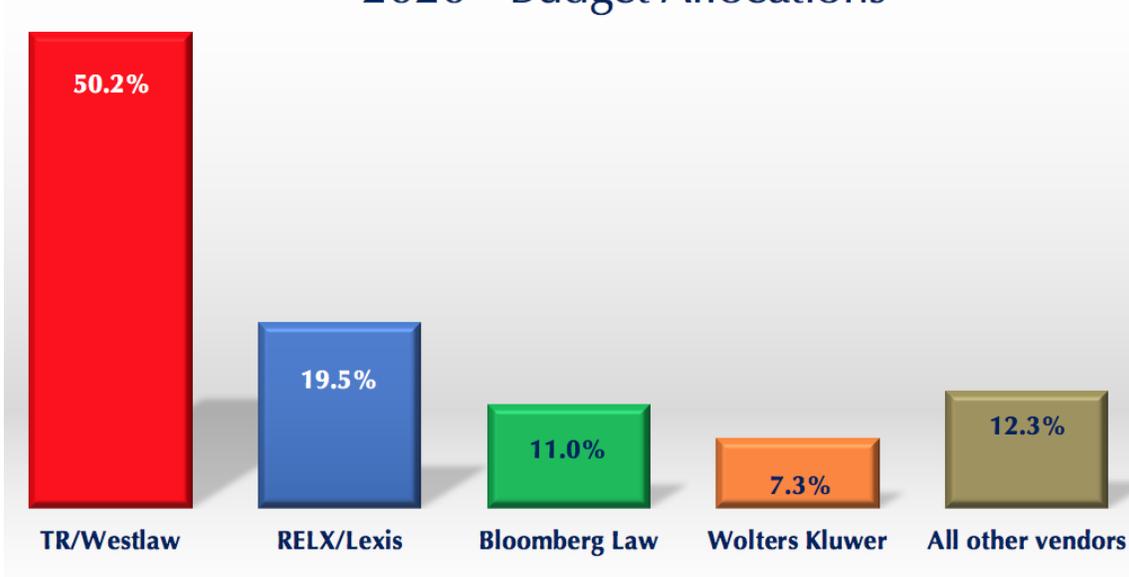
Change			
Product	Very or Somewhat Important	Penetration	Market Power ¹
Law360	7%	-8%	1%
ALM	14%	-5%	4%
WSJ/NYTimes	15%	-15%	0%
Lex Machina	39%	0%	19%
Intelligize	6%	-7%	-1%
Courtlink	12%	-16%	-2%
Patent Optimizer	12%	-2%	5%
Securities Mosaic	26%	-8%	9%
Newsdesk	17%	-5%	6%
Total Patent	5%	-7%	-1%
Lexis Search Advantage (LSA)	28%	-3%	12%
Context	na	na	na
Lexis Digital Library	na	na	na
Lexis Practice Advisor	-2%	-8%	-5%

¹ Market Power - Average of Top two box score and Penetration.

[Click here to see comments for this question.](#)

Reflecting on your 2020 budget, what percentage of your legal information spend is allocated to the following vendors?

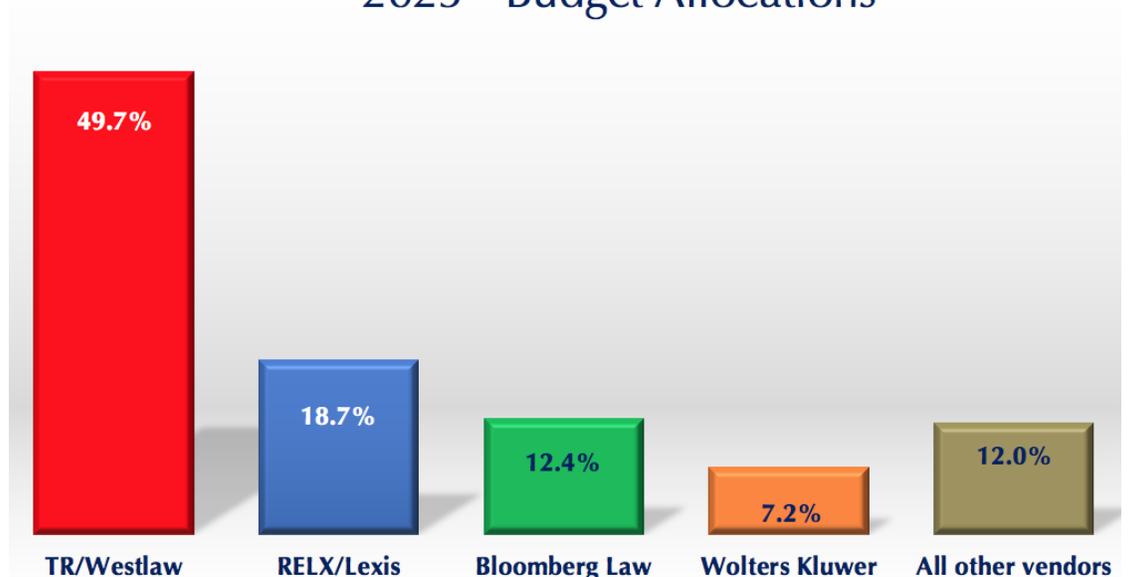
2020 - Budget Allocations



Source: Feit Consulting 2020 Legal Information Market Survey, August 2020. © Feit Consulting, Inc.

Looking to the firm's future 3 years out, what percentage of your legal information budget do you expect will be allocated to the following vendors?

2023 - Budget Allocations



Source: Feit Consulting 2020 Legal Information Market Survey, August 2020. © Feit Consulting, Inc.

Expected change in percentage (+/-) in legal information budget by vendor over next 3 years:

TR/Westlaw	\$Chg Up	\$Chg Down
<i>Percent of Firms</i>	26%	27%
<i>Average Change</i>	7.4%	-8.9%

Lexis	\$Chg Up	\$Chg Down
<i>Percent of Firms</i>	22%	26%
<i>Average Change</i>	6.8%	-8.2%

Bloomberg Law	\$Chg Up	\$Chg Down
<i>Percent of Firms</i>	42%	13%
<i>Average Change</i>	4.9%	-4.8%

Wolters Kluwer	\$Chg Up	\$Chg Down
<i>Percent of Firms</i>	12%	27%
<i>Average Change</i>	5.8%	-3.1%

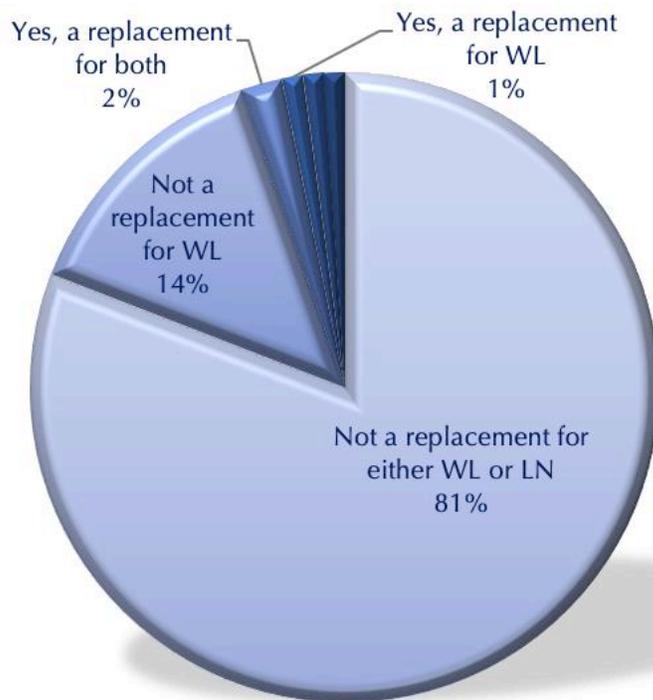
What other legal information products does your firm currently have? Please check all that apply.



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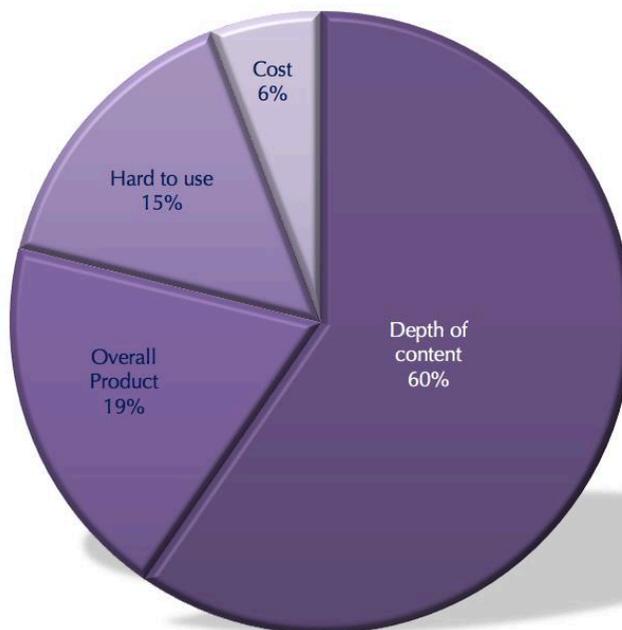
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Would you consider Bloomberg Law a replacement for either or both Westlaw and/or Lexis?



Source: Feit Consulting 2020 Legal Information Market Survey, August 2020. © Feit Consulting, Inc.

If no, why is Bloomberg Law not a replacement for either Westlaw or Lexis?

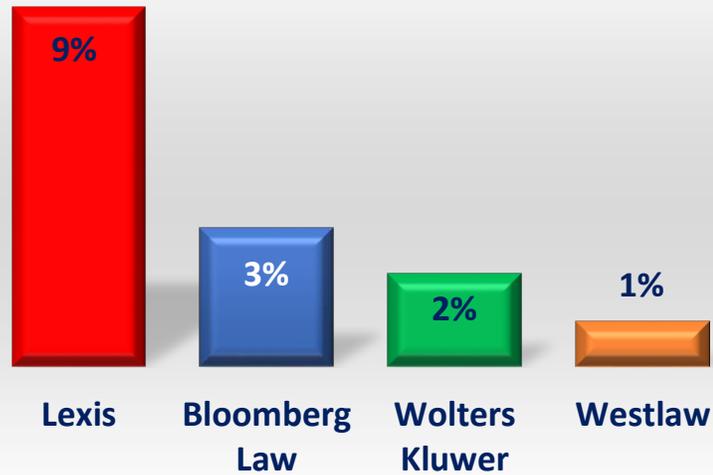


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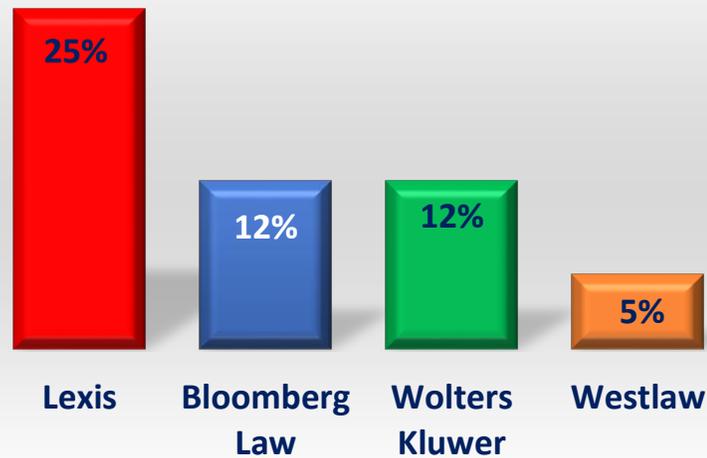
On a scale of 1-5, how likely is it that you will consider eliminating the following vendors when your firm's current contract expires?

*Cancellation Likelihood
Extremely Likely*



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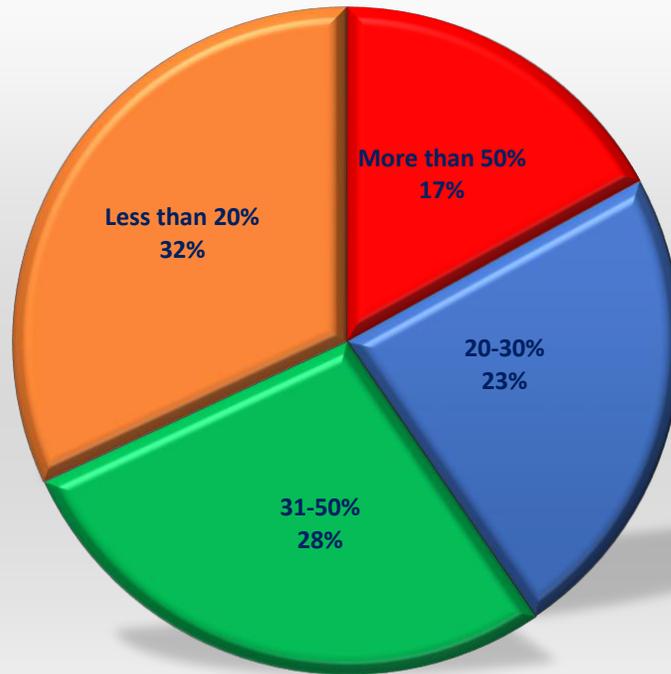
*Cancellation Likelihood
Extremely + Moderately Likely*



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To the best of your knowledge today, what percentage of your Westlaw and/or Lexis costs does your firm actually recover?



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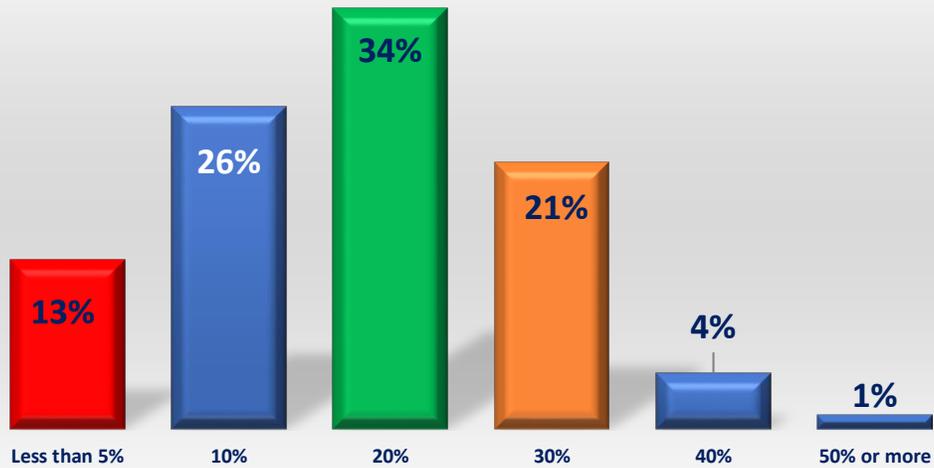
How likely is your firm to move online costs to overhead?



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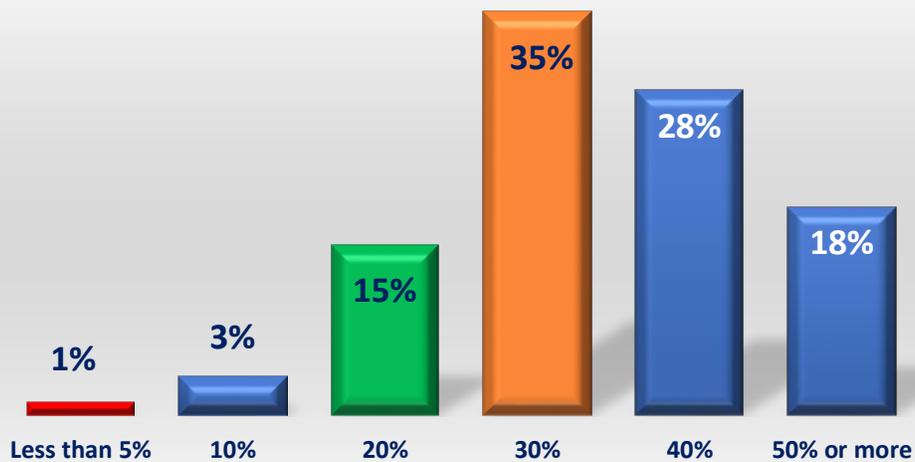
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Approximately, what percentage of your legal information budget is allocated to print currently?



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Looking back 5 years ago, what percentage of your legal information budget would you estimate was allocated to print at that time?



Source: Feit Consulting 2020 Legal Information Market Survey, August 2020. © Feit Consulting, Inc.

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

- *Frustrating, underutilized, clunky*
- *Great acquisitions*
Slow to execute enhancements
Can't drop print!!!!
- *Interface designed by toddlers, information trapped inside an inaccessible labyrinth, visuals designed by someone who flunked out of interior decorating school*
- *Very good experienced reps. Not much support for print products. Invoice or account support is below average.*
- *Salesman*
- *Okay*
- *a bumpy ride*
- *Strong with news and public records content, second class for primary legal research, unfair selling practices.*
- *not applicable*
- *Searching Easy Broad*
- *difficult to work with, unconcerned with customer needs*
- *Much improved services*
More innovative products
Good responses to client feedback
- *Slow to provide proposals*
Lack of outreach in trying to work with print-only customers during COVID
Lack of competitiveness
- *Don't use expensive*
- *not responsive*
- *Not as robust as WestLaw*
- *very limited*
- *Strategic, long-term focused, sloppy or rushed product development*
- *bullies*
only care that you sign the contract
they don't exude confidence
- *inexpensive, current, comprehensive*
- *easy to use*
- *Aggressive pricing model, so-so research platform, inconsistent customer service*
- *Good product. News is their ace in the hole. Terrible negotiators.*
- *Less expensive; good news coverage; selected good products*
- *tries hard to overtake Westlaw*
- *Less value*
Inaccurate
cheap
- *necessary for balanced research*
- *gets the job done*

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

- *Old fashion interface. Some databases are not seamless and are add-on's to the contract.*
- *don't have*
- *a mess*
- *work in progress*
- *We don't have Lexis anymore but I hate the fact that I can't subscribe to the digital library without paying for Lexis. They are punitive and hostile to those firms who no longer have Lexis.*
- *Treatises, competitive pricing, not as user-friendly as Westlaw*
- *Lagging behind on technology.*
- *small percentage of local market*
- *Uncooperative, unflexible, gouging*
- *Cost-effective, variety of products, reliability issues*
- *Prohibitive*
- *Adapting*
- *Integrating*
- *Law 360 and Courtlink are the only reasons we still subscribe*
- *We don't have Lexis*
- *limited subscription options, aggressive sales tactics, poor alternatives for customers not all in*
- *inferior product*
- *Old, difficult to use, second*
- *Innovative, useful, expensive*
- *Irritating sales reps.*
- *Ancillary Product Bundling*
- *questionable business practices, overpriced*
- *all encompassing - one stop shop.*
- *familiar, easy to use, partner*
- *Stubborn, backwards, scared*
- *Inflexible,*
- *Not the best content provider*
- *Fairly complete. Good for legal and related (news; company; etc) research. One of the last legal aggregators.*
- *Hideous Negotiation Tactics*
- *Proprietary; Bundled; Not confident in their ability to compete with Westlaw*
- *Heavily used ancillary products, helpful, proactive reps, tech is improving*
- *cost effective and comprehensive*
- *Barely used, difficulty paying invoices for Law360, less user-friendly*
- *Great news coverage*
- *good news coverage*
- *non-transparent, frustrating, inept*
- *persistent, affordable, lacking*

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

- *Reasonable Pricing, Law360, IP strong*
- *Expensive, Willing to Listen, Useful*
- *Trying hard, responsive, much better*
- *Easy to use, familiar, good jury verdict coverage*
- *distant; standoffish*
- *cheaper alternative*
- *excellent customer service, comprehensive, timely*
- *Price bundling. Behind in technology.*
- *Matthew Bender*
- *please negotiate titles*
- *Responsive to current economic conditions, Willingness to work with customers, Don't trust its customer service yet.*
- *Less expensive, content terrorist, holds you hostage to a Lexis Advance contract to get the content you really want*
- *Less expensive than Westlaw, good ancillary products, good treatise collection*
- *Not applicable for our firm.*
- *Cheaper than Westlaw*
- *One stop shopping*
- *Good service*
Reasonable pricing
Attentive to firm's needs
- *Disorganized billing and customer relations; opaque and frustrating product packaging and pricing; and excellent news sources*
- *Stop bundling print!*
- *Aggressive, dishonest and not competitive technologically with Westlaw*

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

- Superior, user-friendly, heavily used
- EXPENSIVE, Stingy on trials
- User-friendly, easy on the eyes, intelligently designed
- Over-priced; it's a great product but it's insanely expensive.
- Partner, Effective, Efficient
- Not aggressive with small firms
- Loving the very smooth ride....The Best
- Over-priced, 1st class for primary legal research, late to the game with analytics.
- Digital Library Efficient
- Easy to use, broad resource coverage, excellent product
- unjustified high prices, Late to innovate, booby traps in contracts!
- good content, good support, terrible pricing
- Innovating, Relevant, Overcharging for new innovations
- Good reasonably priced
- over-priced
- Consistent, useful, simple
- We believe Westlaw provides better results
- very expansive
- Thorough, disciplined, inflexible
- reliable, attentive to our needs, clean platform
- Excellent customer service, retail price increases are worrying.
- Professional quick to respond reliable
- expensive, easy-to-use, well-liked
- contains the treatises we use
- Good research platform, inconsistent customer service, too expensive
- Product quality over-hyped. Attentive but they have slipped on certain service outcomes. Long way to go on news.
- More expensive; great research system; customer service lacking
- dependable, but stodgy
- Trusted, Expensive, Accurate
- necessary for balanced research
- very expensive product
- Too expensive
- Easy to use and contract is all in almost everything. No need to do add-on's.
- like case law; has many of the secondary sources we need
- disparaging
- strong, quality, cutting edge resource
- Reliable; authoritative; pricey
- Comprehensive, accurate, timely
- intuitive, essential, and expensive
- Above average on technology development but the products and service are pricey.
- expensive reliable
- Expert, expensive, respected

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

- *Expensive, trusted case research platform, inflexible*
- *Expensive Responsive Improving*
- *Preferred by our attorneys, expensive*
- *Expensive, good training opportunities, comprehensive content.*
- *good customer support, successful product integration, team player*
- *excellent legal research product*
- *First, innovative, leader*
- *Intuitive, cost-effective, excellent content*
- *Open to discussion*
- *Expensive, Trustworthy, No Transparency Pricing*
- *better product, expensive*
- *Excellent Judge analysis and historical information*
- *expensive, unfamiliar, accurate*
- *Expensive, essential, stubborn*
- *Though leaders*
- *Not the best content provider*
- *High Dollar, High Quality*
- *Arrogant; Expensive; High quality*
- *Litigation loves Westlaw, admin tools not well supported, current rep is very responsive*
- *costly but easy to use*
- *Reliable, intuitive, pricey*
- *Key number system*
- *better legal resources*
- *arrogant, pushy, overpriced*
- *Expensive, preferred, unhelpful*
- *Over-priced, arrogant but an excellent platform*
- *Quality, Wonderful reps, Good support*
- *Expensive, rigid*
- *Good content, reliable, original*
- *Key # system is good, Reference attorney assistance and access is good, Profiler; Dockets and News Content is good.*
- *Excellent Product, Expensive, lack of candor in pricing*
- *controlling; inconsistent; efforts to mitigate monopolistic haughtiness = fail*
- *constant price increases*
- *Too much paperwork, good customer service, too expensive*
- *Expensive. Good content.*
- *Required by courts*
- *expensive but good*
- *Info a bit better than Lexis's, A bit stodgy in operations, Not responsive to current economic conditions.*
- *Highway robbery pricing, feels like haggling with used car salesmen, incredibly good at making attorneys believe that other products are somehow sub-par.*
- *superior caselaw research, good functionality, too expensive*

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

- *User-friendly, reliable, highest usage.*
- *Expensive but easier to use/navigate*
- *Expensive Uncompromising Lack of rep support*
- *Excellent billing and customer relations; opaque and frustrating product packaging and pricing; and constantly upselling*

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

- *Good, expensive, underutilized*
- *Best for dockets and BNA content*
Can't compete on legal research
- *Bad interface, organization of information does not reflect the structure of the law, fails to reliably provide information about currency of secondary sources*
- *Insanely expensive; their pricing model is difficult. some of their products are really great but it's hard to justify a 3rd service.*
- *ok but not the best*
- *Over-priced, tone-deaf subscription and pricing models, delusional that they'll overtake Westlaw or Lexis in the market.*
- *Transaction Corporate News*
- *expensive, less comprehensive, cumbersome to use*
- *-- trying but lacking in comparable content*
-- could have done a better job on case law searching
-- cluttered interface
- *good content, not great pricing, terrible support/sales*
- *1) Innovating*
2) Slow and poor user interface
3) Pockets of good content
- *Don't use expensive*
- *over-priced*
- *News, aggressive, up and coming*
- *expensive*
- *Practical, niche, haphazard*
- *sales predominates, difficult to get on-point answers, platform Ok*
- *Useful but expensive*
- *still don't understand the legal market*
- *overpriced, not intuitive, unpopular*
- *Aggressive sales force, inadequate pricing model, good for subject specific content*
- *Product improving every day. Invoicing always a pain. Enterprise tempting but not price.*
- *Up and coming; great for tax; good customer service*
- *innovative and user-friendly*
- *Efficient*
User-friendly
Expensive
- *necessary for balanced research*
- *Designed for BigLaw*
- *Needs new interface. Like their annotations.*
- *You're close, keep working at it*
- *customer service disaster*

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

- *Expensive, limited coverage, difficult to deal with*
- *News, helpful IP resources (like USPQ), vital to IP practice*
- *Inflexible content/pricing model.*
- *expensive*
- *Gouging, inflexible, arrogant*
- *Expensive, innovative, inflexible*
- *Restrictive High-quality content Expensive*
- *Best for docket searches and BNA materials*
- *Poor communication in the past, but getting better; prices are increasing; customer service is very good.*
- *good customer support, impressive dockets, increasingly competitive*
- *good for dockets*
- *New, aggressive, breaking in*
- *Expensive but necessary*
- *No Transparency Pricing, No Usage Stats, Good Training*
- *bad pricing arrangements, questionable business practices*
- *expensive, not flexible in pricing, difficult to use*
- *Expensive, scattered, aggressive*
- *Inflexible*
- *Limited content*
- *Attorney focused; developing interestingly; focused on some areas more than others*
- *Needs better customer service*
- *Expensive; Not user friendly; good dockets*
- *Adapts quickly, weird pricing, sales reps not kept in the loop*
- *costly, annoying but has niche products*
- *Pushy vendor, not user-friendly, expensive for the content*
- *Overall low cost*
- *not a competitor (yet)*
- *inclusive, improving, expensive*
- *expensive, robust, preferred*
- *Reasonably priced, excellent content but not quite ready to compete with Westlaw*
- *Poor pricing model Financial/Tax strong Searching issues*
- *Greedy, Not User Friendly, Rigid*
- *too expensive, too expensive, too expensive*
- *Expensive, not intuitive, search results aren't good*
- *Cost per user is too high Sometime hard to navigate. Download time is sometimes long*
- *Difficult to work with*
- *anti-librarian & anti-print; hyper-protective & non-transparent; terrible online account management tools*
- *New to market*
- *good customer service, WAY too expensive, unacceptable pricing model*
- *Difficult, dishonest, out of touch.*

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

- *not WEXIS replacement*
- *Responsive to current events. Innovative in use of technology. Expensive to nearly priced out of market.*
- *Pricey, making in-roads with content, reps are a little weak*
- *Useful corporate governance and securities centers, inferior for caselaw research,*
- *User-friendly, innovative, ever-evolving.*
- *good content but not easy to navigate*
- *Too expensive*
- *Quality Expensive Change reps a lot and often get contacted by different people*
- *Rigid product packaging; ahead of their time on cost recovery, print discontinuation and no cost addition of enhancements; and candid sales and account reps*
- *Innovative; sloppy; expensive*
- *Dockets and portfolios*

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

- *Good value, easy to work with, clunkier interface*
- *Good interface Great value Solid content*
- *This is not a central resource.*
- *Good niche products; great reps. still have a hard time searching it.*
- *ok but not the best*
- *Flexible, premium content for specialized practice and subject areas, difficult disclosing subscription usage data to its customers.*
- *Specialty Print Titles*
- *easy to use, willing to work with customers, firm-wide access*
- *-- Inflexible particularly during pandemic*
- *-- over-priced modules*
- *solid*
- *Aggressive Expensive Good content*
- *fairly priced*
- *books*
- *Flexible, easy to work with, old-school but trying*
- *attentive to our needs, excellent training, solid, reliable products (Cheetah)*
- *Niche, but useful*
- *very accommodating during Covid*
- *pushy salespeople, expensive for a small practice group,*
- *Unsophisticated research platform, expensive, inadequate pricing model*
- *Three steps behind. Hard to get attorneys to use.*
- *Good selected content; no customer service; expensive*
- *good 'ole CCH for specialty (tax) research*
- *Decent Moderate Acceptable*
- *necessary for balanced research, necessary for access to information not readily available elsewhere*
- *Flexible, easy, proactive*
- *use for energy/ferc only*
- *very fair*
- *strong competitor, valuable content*
- *Reasonable; historical; slow*
- *Expensive to migrate print to online, content rather than per seat pricing is costly, updates to print unreasonably high*
- *user-friendly, straight forward, cost savings from print*
- *Better than Lexis, Westlaw, and Bloomberg Law in terms of pricing but not necessarily on content.*
- *customer focused*
- *Traditional, respected, accommodating*
- *Flexible, often forgotten, not well organized*
- *Options Dated Good content*

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

- *Clunky platform, training is mediocre, flexible with pricing.*
- *good value, good print discounts, lesser preferred technology*
- *IP and corporate resources*
- *Print, tax-centric, un-innovative*
- *Expensive but current*
- *Trustworthy, Good Account Managers, Do we really need*
- *Cheetah is a good platform, expensive print*
- *Has the Antitrust and Securities we need and use.*
- *flexible in pricing, intuitive, need for improvement*
- *unessential, meh, reasonable*
- *Limited*
- *interesting focus; more transactional than litigation; actively interested in feedback*
- *Customer Centric*
- *Affordable; limited usefulness; tends to be forgotten*
- *Great pricing, products work for both searchers and those who "book browse" content, very attentive reps*
- *cost effective, valuable, not front of mind for users*
- *Mixed bag in support, reliable content delivery, unexciting*
- *Still not there*
- *great for niche*
- *fair, competitive, striving*
- *Not a primary research platform, attractive pricing, unethical sales reps*
- *Reasonable pricing*
Unique coverage areas
Good training
- *User Friendly, Expensive, Willing to Negotiate*
- *reasonable, innovative, potential*
- *Easy to use, improved, dislike searching functionality*
- *Customer Assistance wait time is sometimes long*
Historical tax and content is good and useful.
Pricing should be reduced.
- *challenging to work with on contracts*
- *relatively generous terms of use; cheetah = step backward in neverending quest for intuitive platform; online account management tools need work*
- *okay, moderately useful,*
- *Helpful with good customer service. Needs better content.*
- *Secondary sources*
- *Reasonably priced. Hanging on by a thread. Cheetah system predicated on old technology.*
- *Cost effective, excellent rep, still a little clunky*
- *cluttered home screen with limited customization and functionality, useful for adding single titles without having to purchase library of content,*
- *User-friendly, niche content sets, ever-evolving.*

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

- *Fills a niche*
- *Not user friendly Users prefer print for this vendor Their best asset are Smart Charts*
- *Antiquated view of print; overvalues their current awareness tools; yet appreciate their enterprise/n cost-recovery model*
- *good content and getting better to navigate*
- *Flexible customer service, low cost*

As a result of the COVID-19 Pandemic, how will you change your print purchasing?

- *Eliminating as much as possible*
- *We are trying to eliminate as much of our print collection as possible.*
- *Drop as much as possible*
- *probably not change too much since we have contracts with Lexis and Westlaw. In 18 months could cut more print.*
- *No planned changes due to COVID*
- *Reduce*
- *I have deleted at least 50% of my print*
- *We have already shift several subscriptions from print to exclusively online. Additionally, we've canceled several print only subscriptions because we've been unable to distribute them.*
- *Trying to eliminate all print. Desk copy Court rules will be all that's left in print. We will keep trying to eliminate the print court rules.*
- *Will proactively move to digital when appropriate*
- *Have converted as many print as possible to electronic*
- *It makes less sense to have print in offices where no one works.*
- *Plan to significantly reduce print. Unfortunately, much of our print spend is tied to digital contracts and there will be limited actual savings. Savings will be in workflow, staff time and space.*
- *Will attempt to move print to online depending on its availability in this format*
- *Yes-will reduce print even more*
- *Significantly cut*
- *We do not use printed material*
- *no more books*
- *Major reduction*
- *I'm getting push-back on eliminating print. Attorneys still expect everything to go back to normal. I expect in a year or two that will change.*
- *Likely will decrease, if costs allow purchase of more electronic title replacements.*
- *Hoping to convert more print to electronic.*
- *Have discontinued newspapers and journals*
- *Yes, we are in the process of eliminating as much as possible. We will not renew our West LMA for example*
- *We will cut back*
- *probably reduce considerably over next budget cycle and move to electronic access*
- *haven't changed yet*
- *Aim to reduce print even more when possible*
- *none*

As a result of the COVID-19 Pandemic, how will you change your print purchasing?

- *cancel unused or little used print*
- *reduce*
- *We already cut a lot, but I have found some more to eliminate. We'll still continue receiving certain print resources moving forward.*
- *Already minimal - fewer deskbooks, pausing some updates*
- *We are moving more print titles online and want to get out of our LMA.*
- *We will move to electronic access wherever possible*
- *Print purchases are at a minimum since attorneys and staff are not working in the office and cannot / have very limited access to print content on site.*
- *Have not made many changes.*
- *Move more to online*
- *We already purchase limited print; COVID isn't forcing anything that wasn't already done or being considered.*
- *Will definitely reconsider what's really needed as we purchase/renew items. Plan to cut down on duplicate copies and office copies of some items.*
- *We are aggressively moving remaining print subscriptions to online only*
- *Try to reduce as much as possible*
- *Decreasing*
- *Cut, cut, cut, print*
- *Less.*
- *Reduce*
- *We will likely only purchase materials which have an electronic counterpart*
- *Cancel more publications that users have been successful at using online or haven't used at all.*
- *Looking to eliminate even more print if possible.*
- *We might delete some of print but not much as most of it comes along with digital access.*
- *drastically reduce, especially desk copies. No more sacred cows - they dont have a leg to stand on to object to blanket cancelations.*
- *I'll purchase less print.*
- *Pressure attorneys to reevaluate necessity of print*
- *Prior to covid-19, we had been reducing print as much as possible. There aren't too many more changes we can make in an economical manner.*
- *We are trying to move as much print to online as possible. We are willing to look at adding print back in the future, but for now it doesn't make sense.*
- *hopefully eliminate more print*
- *More digital periodicals*
- *We will strive to move remaining print to online*
- *Less print*
- *We are eliminating a significant amount of print in the second half of 2020*

As a result of the COVID-19 Pandemic, how will you change your print purchasing?

- *We've been trying to eliminate print when possible anyway - COVID-19 is a nice scapegoat for some of those less popular changes.*
- *will consider eliminating in 2021*
- *We are looking at all of our print publications to see which ones can be cancelled*
- *We will look to more online options, if available, however not everything is available online (ABA titles for example) and are limited to print from online vendors to which we do not subscribe.*
- *We were already moving away from print resources before COVID-19 hit.*
- *Only purchase continuing supplements contained in budget*
- *continue to look for opportunities to migrate to electronic*
- *Will attempt to significantly reduce, based on the proof that we haven't really needed the materials in the physical library (with very few exceptions)*
- *No change, we were already very print lite.*
- *Less print*
- *Likely only purchase office copy deskbooks in print. Will not purchase any library print materials for the remainder of the year.*
- *obviously online became preferable to handling books*
- *Probably no change since we have so little in print. If anything, we will push to make more available online.*
- *Difficult to say as the next crisis may involve a massive power failure or internet outage.*
- *Cancel, where possible.*
- *We are cancelling as many print titles as we possibly can.*
- *It was already fairly balanced so it won't change much due to COVID*
- *We're already aggressively eliminating what little print we had.*
- *Absolutely. Taking advantage of online to eliminate print wherever possible.*
- *We might reduce print purchases and expand the content available online, but no firm plan has been discussed yet.*

Do you have any thoughts on how to improve Lexis?

- *Unbundle services and more reliable platform*
- *Lexis needs to pay attention to how an iPhone, for instance, works, and put talent and money into its interface. It needs to pay attention to the actual workflow would support a sophisticated researcher. For example, when you look at a statutes on Westlaw, you can easily, with very few clicks, see all of the citing references. You can easily click on which ones you need - secondary sources or cases. You can easily search within any subset of citing references. You can easily move between tables of contents / indexes in and the actual text of a resource.*
- *Need to not push out products that are half baked - just turns people off
Can't understand why they did not integrate analytics more in Lexis+ given that more firms are using to drive decisions
STOP bundling products*
- *Invoicing and back office support needs to be moved to USA. We pay first world prices; we need first world support. Get into law schools and train attorneys. I've heard for years they will do this but summer associates still prefer Westlaw.*
- *I think they need better reps that at least talked to you once in a while*
- *Lexis should allow for a la carte purchasing and should not force customers to purchase Lexis Advance. Furthermore, Lexis needs to carefully integrate certain products into their Lexis Advance platform (Courtlink integration has been a disaster; Lex Machina and Intelligize integrations were seamless).*
- *Some settings are difficult; when searching other than cases, the filter reverts back to cases with every search. Newsdesk is very difficult to use. Often have to look elsewhere.*
- *research interface needs to improve. Lexis.com was better*
- *I haven't seen Lexis+ yet. If they can offer AI and other upgrades at a significantly less price than Edge, I will be very interested in pursuing.*
- *Workflow issues need to be resolved*
- *improve content*
- *We only have 1 news product.*
- *They need to be more customer oriented.*
- *We haven't had Lexis for the past 3 years so I can't comment.*
- *Reduce the price - include all of their products in a subscription*
- *Better customer relations and pricing. If a firm wants to use a third party negotiator, Lexis should be cooperative. Better outreach to law students. Make using Lexis seamless in courts so they don't demand WL citations.*
- *Stop bundling everything. Allow for a la carte options.*
- *Less websites and products outside Lexis.com Too many different invoices and better contracts.
We need the ability to cancel print products with out paying more.....*

Do you have any thoughts on how to improve Lexis?

- *Be more reasonable with firms who do not have Lexis in terms of purchasing digital content. They are losing good money with their rigidity.*
- *It would be helpful if the platform were more user-friendly and intuitive*
- *Since they're losing their market share, I suggest they re-institute pay-as-you-go arrangements or limited short-term contracts.*
- *Better reps.*
- *Unbundle Law 360, WSJ and NYT's*
- *They need to fix their access issues. The platform stops working more often than it should.*
- *Allow firms to subscribe to particular products such as Lexis Practice Advisor without requiring a Lexis contract.*
- *Expand coverage of briefs and trial court documents*
- *Get rid of Lexis Advance. It is the worst interface ever constructed.*
- *Set alerts for electronic content (ie new editions of journals) in nicely formatted newsletter form to distribute internally and promote / increase usage (the dangling carrot)*
- *Do not inundate potential clients with fake statistics*
- *Site can be easier to navigate.*
- *More Advertising in the Law Schools and personal visits. Giving CLE approved on line classes.*
- *Stop rolling out products still in Beta versions to paying customers!*
- *Lexis could do a better job of having accurate records and more content*
- *Stop subsidizing Lexis Advance through linking renewal with Law360*
- *Move the segments help from the Help resource to the actual tab the segment refers to - sort of where the alert button is on the result list. It would help with filtering. Make Context a better product.*
- *would like tighter results*
- *Change the believe that tying resources to Lexis Advance benefits them*
- *Unbundle your ancillary products.*
- *Reduce the cost on Law360. Its a news content aggregator that I feel is overpriced for what it provides.*
- *add practice series*
- *They need to invest some time and money into improving Lexis Advance. The focus at Lexis now seems to be on purchasing other companies and improving Law360.*
- *Better pricing.*
- *merger with Bloomberg Industry Group?*
- *License the NY PJI from TR*
- *not yet enough experience with it yet.*
should allow purchase of individual titles to create customized library
- *Allow purchase of limited content. We really cannot handle both services as complete products.*

Do you have any thoughts on how to improve Lexis?

- *Navigation could be better.*
- *Stop requiring offline retention thresholds*
- *start over*
- *Set the ancillary content free!*

Do you have any thoughts on how to improve Westlaw?

- *Improve functionality of treatise materials on the platform*
- *I think the "search within" function and editing it has become unnecessarily convoluted - too many clicks. I think that having very large font on the screen as made it harder to scan all results at once - instead you have to click "more" at times when it should be unnecessary. You should be able to scan all the categories on the left of the screen at once, not have to click "more." I think Company Investigator needs to be improved so that you can email multiple reports at once or download them -- navigation in that part of Westlaw is not as smooth as it is in other areas.*
- *Costs too much*
Need to be more flexible on pricing and content for boutique firms with limited practice areas
- *Their dockets needs a complete overhaul. It's dated, slow, have to pay 2 times to get current docket. never understood the Courtwire concept. The newsletters in print need to be able to be distributed and look better than their current alerting. we still want to know what usage we have; TR Westlaw now is moving to some other way to track value? Their public records are way too much and confusing.*
- *Our best experiences have been when our representative acts as our partner and not a salesperson*
- *I over the years have much preferred WESTLAW. I believe they drop some in their representative help. I have a great account rep but I know some do not*
- *Work with customers to provide fair pricing at renewal time. Step on the gas and throw more investment into litigation analytics, especially with state trial court analytics. This is an area where they could really shine and beat Lex Machina, Gavelytics and Trellis at their own game.*
- *I don't have complaints, except the occasional instability of the network.*
- *Reduce the cost to make more competitive. We recently got rid of full Westlaw platform, but still have some components and digital library.*
- *Add Law360 and ALM products*
- *Their pricing is ridiculous.*
- *Edge should be offered at no additional cost. We already spend a fortune on their products. We have no intention of purchasing at this point.*
- *Improve on inconsistency in search results*
- *Add some additional products or reduce cost as possible*
- *keep it simple*
- *No complaints.*
- *Reduce retail costs for recovery.*
- *Improve pricing - it is toooooo expensive.*
- *Reduce the price. When a new version comes out include it in current subscriptions.*

Do you have any thoughts on how to improve Westlaw?

- *not the product but contract terms could be more client oriented*
- *Improve non-legal such as news, corporate research. Their news database is lacking - wish they would purchase newspapers.com*
- *too expensive*
- *Include Westlaw Edge in our annual increase as the interface upgrade that it is. Allow smaller firms to use Practical Law on a per seat basis (we do it for Bloomberg).*
- *more docket information for state courts.*
- *I think they're doing a good job on their own.*
- *Precedential litigation filing searching (enhanced dockets), e.g. specific language in motions to dismiss - same as their EDGAR search functions in Business Law Center*
- *Stop charging extra for those firms with a flat fee contract when a new enhancement comes out. I'm not convinced we should have paid extra for Westlaw Edge.*
- *Westlaw Edge's Litigation Analytics does not offer adequate feature/functions to justify an upgrade. However, its Keycite function is better than before.*
- *Reference Attorneys need to be available. I've had to wait consistently for a call back from them*
- *Better integration of specialized content such as news, patents, etc in global search, or better explanation that such content is not included in global search.*
- *Lower the price*
- *Make it more affordable*
- *Westlaw Edge is great. We do not have it but I am a big fan from my numerous trials.*
- *Generally happy with Westlaw*
- *Quit charging us for R&D in addition to our usual increases. Cal an update, an update instead of some sort of brand new product.*
- *Bring down price increases and renewals.*
- *Better public records. Access to docket documents.*
- *I don't have any suggestions.*
- *If they would actually negotiate on price rather than rest on their laurels.*
- *The platforms is lacking on jury verdicts.*
- *Increase analytics offerings*
- *lower the cost*
- *More news*
- *Could possibly improve pricing levels and news resources*
- *Stop charging for every addition and upgrade.*

Do you have any thoughts on how to improve Westlaw?

- *They are the premier platform at this point, but their prices are getting out of control. Bloomberg Law is making great strides, so Westlaw should focus on keeping their customers satisfied, not on squeezing every penny out of them.*
- *Better pricing. Be more flexible on contract negotiations.*
- *Continue to update features.*
- *Edge pricing needs to come down; Practical Law usage stats need to be available to customers*
- *Price it more competitively*
- *they are pricing themselves out of the market and forcing clients to switch to lexis. should allow purchase of individual titles to create customized library*
- *Please improve the pricing for Practical Law*
- *Pricing*
- *Don't charge for Edge, just upgrade everyone.*
- *Be more open to listening to user recommendations.*
- *Pricing could be better.*
- *Less expensive & ability to be more flexible with contract content.*
- *Stop upselling enhancements during contract term. Include them at no cost.*
- *Better customer service*
- *Less emphasis on AI and more on the basics like search and content. More and better news content. Better coverage of the legal industry.*
- *bring back trainers*
- *Be more careful in how products are marketed. QuickCheck was demoed last August to our attorneys and they were unimpressed because they felt that it didn't live up to the all the hype about "using AI to analyze briefs for attorneys." Further flesh out some of the practice groups in both Westlaw and Practical Law; add content to certain underserved groups.*

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

- *More pricing flexibility*
- *Unlike material on Westlaw, the Tax Management Portfolios don't show a date when they were last updated. "Continuously updated" is not a helpful message. I don't use Bloomberg enough to say more. But I don't feel like I could rely on it for in-depth commentary.*
- *STOP bundling products and forcing people to buy content they don't need
Stop trying to compete with Wexis on legal research - that ship has sailed
SUPPORT or SELL Convergence*
- *We only have a slice of Bloomberg Law. It's Bloomberg BNA or used to be called that. Their reps are annoying. they don't do trials of products, their pricing increases way too much; their contracts are way too long and pro-Bloomberg. just blow up the whole product. Their news is a pain to open up. nobody wants to deal with passwords. the whole printing is problematic from the platform. The tax service is very good; look at that.*
- *Bloomberg is ok. I have it because of Tax material that I can't get on WESTLAW. I could never see Bloomberg replacing WESTLAW*
- *Focus more on development of premium practice specific materials (kind of like the old BNA) and stop trying to be Westlaw or Lexis.*
- *allow us the ability to manage our licensed users directly, rather than through a sales rep*
- *User interface is difficult*
- *Make pricing simpler*
- *They could be a contender for first spot if their case law search improved.*
- *Much lower per seat cost or enterprise pricing. We only want it for titles previously available in print and dockets. as soon as there is a viable competitor to the TMP, this service is on my short list to eliminate.*
- *Better user interface*
- *No-too expensive for us*
- *you are not a legal research resource*
- *Every interaction is interjected with sales tactics*
- *The pricing structure needs to change.*
- *Bloomberg is so expensive that we can't really subscribe to what we want or need. We were forced to subscribe to its tax service in order to maintain our print portfolios but can't buy anything else.*
- *Better pricing and invoicing. I don't think BLaw will ever be competitive in caselaw - Fastcase and Casetext have better standing. If the pricing was better, attorneys might start using it,.*
- *More robust research ability*
- *hate the news intro - would be glad to see that go*
- *Like the product; just don't see how they can compete with WL on legal research*

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

- Empower client reps. to make decisions and get negotiate deals. Improve cost-recovery.
- Better interface and more databases with annotations.
- This company needs strong, consistent leadership that has been lacking for years. It's unbelievable that they haven't figured things out yet.
- More quality control/ testing; fix download features; don't eliminate tools without consulting customers, more reliable historical information
- Too expensive "nice to have" option for a firm with prefers Westlaw.
- The pricing model needs to change. Its Litigation Intelligence component is vastly superior to Westlaw and Courtlink.
- Negotiable pricing
- Stop making us buy B-Law for attorneys who need one or two treatises.
- Stop trying to fix what is already working.
- More flexible pricing models
- More flexible subscription plans for practice group content
- Stop changing products offered and pricing procedure
- Blaw's interface has a huge learning curve. I am a huge fan of their products but not there interface.
- Go out and get more local materials, such as state specific administrative coverage like the PUC
- More user friendly interface.
- Fairer pricing options.
- it's not broad enough because it has only Bloomberg information.
- It keeps improving!
- More intuitive searching and relevant results; company could be more flexible with pricing plans
- Return BNA to the way it was before?
- Expand secondary content into all areas of law that corporations use law firms for - ex. transportation, etc. Pull in additional secondary sources from other publishers.
- saving a document doesn't give you an automatic citation so you are forced to alter the name of the document for it to be useful. typing in citations doesn't find the cited document as seamlessly as I would like.
- More news
- Figure out how to communicate with and invoice customers
- Needs better search tool
- Eliminate the Download Center. It is a needless extra step
- Improve content and interface.
- If they can improve their case law, add more state level content and add public records to the platform, they could be a real competitor.
- Substantial lowering of price. Become more user friendly.

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

- *If Bloomberg pricing is such that the Librarian does not have access to content, Bloomberg loses a (the) key partner in advocating for renewals and extensions into new areas*
- *Allow the firm to pay ONLY for those who use the service, rather than charging by total number of practice group members.*
- *Realistic pricing. Better customer relations. Honesty.*
- *allow filtering of caselaw to reported cases*
- *improve the pricing for portfolio purchase only*
- *Pricing and get more buy in from existing users*
- *Include more traditional resources such as law reviews and state specific treatises.*
- *Both searching and navigation needs to improve.*
- *Less expensive*
- *More secondary sources.*
- *Change the pricing model*
- *Cut per user costs to promote more usage.*

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

- *Improved onboarding experience and eliminate references to Intelligize*
- *They have an excellent news product - Employment law Daily. Wish the other vendors would look at it. no passwords and easy to read; easy to print. sometimes not sure where particular treatises are located. Wish more people would use this service.*
- *I have Checkpoint for some IP users. I'm not sure I would miss WK if it was gone.*
- *it's improving, had issues with responsiveness of the sales rep, but this has improved.*
- *They will always be a runner up because their content is specialized.*
- *WK is the one vendor that has worked with us in the pandemic to support increasing content and reducing print. I find their pricing fair and the customer service is usually responsive.*
- *focus on online*
- *we subscribe only to WK in print*
- *A big problem for them is that users don't want to switch around different platforms. If they're on WL they don't want to have to switch to Cheetah, just for some special content. Our tax attorneys had a bad experience with digital CCH years ago, and they'll never go back.*
- *better customer service*
- *no - always has been least user friendly and doubt they could improve*
- *It's a niche publisher; good for folks especially in Tax;*
- *Lower prices are always nice, but WK is already pretty flexible.*
- *I'd love for WK to be more comprehensive and I think they have the ability to do it. They have the ability to be a much stronger competitor to Westlaw and Lexis and could easily push Bloomberg down the list in the coming years.*
- *Better search algorithms, better training teams*
- *Pricing is too high to convert print to online. It's triple the cost in most cases which is not good value when only a small group of people use the title in print.*
- *The platform is great but I haven't had good experiences with customer service.*
- *Review how products are organized.*
- *User interface seems dated and clunky*
- *More intuitive searching*
- *Make research platform more user friendly and intuitive, updated.*
- *cheetah is a good interface*
- *Don't use Cheetah but will take a look again soon*
- *I like WK - it has the exact information I sign up for. However, Cheaper is always better,*
- *Better training, don't have sales ppl do the demos they don't know the product well enough.*

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

- *Expand tools like RegReview to other areas of the law. Allow more package pricing.*
- *Continue to add resources to Cheetah*
- *Needs better search*
- *Better advertising of what you have?*
- *Cheetah is not going to be competitive with the larger platforms, so they should continue to keep the price low and offer it as an additional resource.*
- *More news available to users.*
- *revive Intelliconnect*
- *Improved content. Take the ABA/BNA treatises from the authors and add to WK.*
- *allow customization of screen content and layout, get rid of the "White Papers" frame*
- *improve some of the background programming; current awareness needs improvement*
- *Improve search functionality*
- *Cheetah is better than the last system, but still worlds behind BLaw. BLaw is system to beat for operations.*
- *WK has come a long way, both in content and navigation.*
- *more intuitive searching and relevant results*

Is there anything else you would like to add?

- continue to work with librarians esp as we are working from home -there is so much print in the office and no flex with the vendors. We are in new territory here*
- I am very disappointed that the major vendors have not been more engaged in working with us to respond to managing print during the pandemic. Most of us went virtual and no boots on the ground to process or manage print. Vendors were willing to hold print but have been resistant to any contract changes which would enable us to cancel print and reduce our spend. The pandemic has been a once-in-a-lifetime change (I hope) which will completely change the way we work. The vendors need to support this change and help us manage this transition. We have previously had good relationships with our vendors but I am feeling less favorable towards them currently.*
- While I'm not a Lexis fan, having it during COVID has been beneficial. The work from home option will make having as many online options as possible necessary.*
- Outside of the top 150, firms are not interested in paying huge fees for more than one provider. Frankly I haven't seen significant improvements in core products - case law search, cite checking - in many years.*

Providers keep coming up with whiz bang features they claim are game changers, but they aren't, and they don't justify the exorbitant increases in pricing. Firms are not cash cows

We need more flexible pricing that actually reflects the value we get from these products.

- I don't have Bloomberg and on one of the previous question I had to answer something or I couldn't go on. I have a problem with a survey that doesn't always give you the choice to choose N/A*
- I am being approached by Lexis to switch from Westlaw. The results of this survey will be helpful in my decision.*
- using all possible resources is important at our firm for balanced research. getting rid of a major research resource does not support our efforts to give the best service possible to our clients. we continue to support vendors who provide unique content and also help keep competitive services on their toes and always looking to improve their own product.*
- Hoping the vendors will not raise pricing - that's always the key*

Is there anything else you would like to add?

- You listed Research Monitor, but not Onelog. We use Onelog, but I couldn't check a box for that.*
- This was very interesting and made me think about issues that I hadn't before.*
- Due to COVID, I'm afraid it's going to be difficult for the firm to make additional investments in legal technologies.*
- While there is a lot of pressure to move from print to electronic there are other considerations - is it available electronically (might not be); is electronic only current and you need archival access; is electronic pricing similar to print - especially for firm-wide access; will the patrons use it in electronic form; and is it easily usable in electronic form (not everything is). As the large legal resources deaggregate (ex. BNA is no longer on Lexis or Westlaw; PLI is not on either; CCH is only partially on Lexis or Westlaw) and the focus is on delivering only those materials that are either in the public domain or published by the vendor, there will be increasing pressure to deal with additional electronic vendors. Workflow tools like Practical Law and Lexis Practice Advisor help as newer users are more likely to look there rather than secondary resources. However there are times when real, in depth research is needed and valued and patrons need to use primary, secondary, and niche resources. The more that the firm has these needs, the more resources are popping up (or leaving aggregators and establishing new platforms) to fill them and we need to provide them. Since this is the information age, more and more information of various quality is becoming available. The better the quality, the more expensive it is. Less and less information is available for "free". The next time you run this survey you might be including Casetext, Fastcase, vLex, and other legal research platforms. Also, you barely hit the workflow and analytic tools - since this is also where the money is, more will be popping up whether it is Ross, Gavelitics, Patent Advisor, Juristat, or others. To some degree, what is being researched (ie. analytics) is changing just as much as how people are researching (ie. electronically).*
- I have warned vendors for years that at some point, the bells and whistles won't matter. It will be all about the pricing. I think we're almost there.*
- We are in trying times for certain. Will we were already aiming to reduce print spend before COVID-19, it is even more important now. Meanwhile, vendor costs continue to rise, some with alarming % increases in my opinion. Many vendors also cite no flexibility in contracting price options - namely BloombergLaw and Law360. This inflexibility is difficult for firms in the mid-sized tier. They cite it is because they want to have a transparent model and the same pricing structure for all law firms - but this doesn't always seem fair or to be the right approach to keep a customer in my opinion.*

Appendix: Comments

Q: Does your firm have both Westlaw and Lexis?

- *We are exploring the sole provider option*
- *The firm opted for one major provider in 2014 and chose Lexis. We were going to stay with them, but they were extremely difficult to negotiate with, so we switched to WL in*
- *But we are moving to just Lexis at the end of the year for economic reasons*
- *We have practical law and eLibrary from Westlaw; not the entire platform. We also have subscriptions to print materials from West.*
- *We also use Lexis' Law360 news content aggregator, but only for three practice areas.*
- *Eliminated Lexis last renewal cycle*
- *Currently examining Lexis as our contract is up for renewal. Also have BLaw.*
- *But we are in the process of renewal and will most likely be switching to one vendor only*

[*Click here to return to survey results.*](#)

Q: If you have both Westlaw and Lexis, why does your firm have both? (Check all that apply)

Comments:

- We've explored the possibility of dropping one and tried scaling back on some content but haven't decided yet. Difficult because of bundling.*
- We needed one thing on one of the products, and we had to subscribe to more of the product in order to have it.*
- The firm is a merged firm, one firm had Lexis, the other had Westlaw.*
- We are currently evaluating our options*
- One vendor is needed for specific work within a practice group.*
- We were blackmailed into getting Lexis in order to keep some of their other products*
- We have extensive eLibraries/non-billable zones with each, and the cost to replace those print materials would cost more than our contracts with either one.*
- we've managed fine with one*
- We would like to eliminate one vendor, but the bundling of products we consider essential has prevented us from doing so*
- senior management will not make the tough decision to get rid of Lexis*
- We've always had Lexis (20+ years), licensed Westlaw (and Practical Law) in 2016 in a move to digital and to offer more resources*
- Brought back Lexis because we had to have Matthew Bender materials and Law360*
- Increasingly, we are examining the elimination of one of the major vendors*
- At the merger one firm had Lexis and one had Westlaw, so we retained both*
- We have other TR products like Practical Law, etc.*
- Westlaw meets the firms needs better than Lexis.*
- We continue to consider moving to single vendor, but proprietary products hold us back. Access to Law 360 is a very big factor in our decision making.*
- We signed a limited Lexis contract to provide access to treatises we had in print that are no longer accessible due to SIP*
- We did consider eliminating one, but the consensus (i.e., not just associates) was we needed both.*
- Recently brought one vendor back with limited contract/content & will most likely expand the content with them and eliminate the other vendor*

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Q: If you have Bloomberg Law, which pricing arrangement does your firm have with the vendor?

- *we don't have full Bloomberg Law, we only have slices labor/employment and tax*
- *we have only Bloomberg Tax.*
- *Practice group pricing is for content specific to the practice group only (BNA materials), not full access to BLAW*
- *We have a limited subscription to the Bloomberg Law Tax Portfolio.*
- *We originally had practice group pricing, but Bloomberg simplified to let us have the same pricing to add users in any practice group.*
- *Bloomberg Tax*
- *only three licenses*
- *We are moving off of practice group pricing and will be per seat pricing by 2021.*
- *Single user license to entire platform, practice group licenses to a Practice Center*
- *We just have the tax slice.*

[*Click here to return to survey results.*](#)

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

- We have some print WK titles but are looking to drop them if on Cheetah given COVID and WFH*
- We were able to eliminate print entirely this year.*
- We purchase pieces of Cheetah - not the whole platform. We've been replacing print where we can but some print needs to be kept for various reasons even though we might have electronic access.*
- We are trying to eliminate as much print as possible, but attorney demand for print still exists.*
- We might have one or two stray print titles.*
- We have L&E; TAX and Antitrust. We still get print but are phasing that out.*
- Online only for Blue Sky database*

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Q: If your firm has Westlaw, what are the chances you'll purchase Westlaw Edge?

- *Have done a few trials of Edge but so far not terribly impressed*
- *Edge should have been an upgrade included in the previously existing cost of Westlaw - not a whole new interface.*
- *The product is too expensive and we already have a very high spend with TR.*
- *It will depend on the price*
- *Westlaw Edge should have been included in our annual price increases, as a normal interface upgrade - not as an add on product!*
- *No real demand from current attorneys, but with Edge in law schools and an increase in the analytics offered via Edge, it makes sense to move in that direction*
- *Will purchase only if pricing is dropped.*
- *It is an interesting product, but much too expensive especially in the current environment.*
- *Charging oodles of cash for an upgrade is despicable.*
- *Don't have but won't purchase*

[Click here to return to survey results.](#)

Q: Rate the products your firm uses from Westlaw and their importance:

- *We had WestKM and got rid of it. We will get rid of Monitor Suite.*
- *Digital Library (eBookshelf)*
- *Had LMA - excellent option at the time but not needed now*
- *additions are too expensive*
- *Practical Law needs to be available on a limited seat license for smaller firms.*
- *Case Notebook - Very Important*
- *RIA Checkpoint - Very important*
- *We've had an LMA for over a decade. We elected not to renew in May.*
- *Most West tools can be substituted with Lexis tools. We eliminated print and rely on a lot of West online content.*
- *Only have the Corporate, M&A, and Employee Benefits modules for PL*

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Q: Rate the products your firm uses from Lexis and their importance:

- *Courtlink is why we wanted Lexis - it has the best capabilities for searching across court dockets and documents BUT the interface is as bad as the rest of Lexis.*
- *Retaining Law360 access is the main reason we resigned the Lexis contract*
- *Got rid of Courtlink three years ago; never looked back! The new interface doesn't look great.*
- *use several products with arrangements directly through ALM*
- *Law 360 is the sticking point for us.*

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*Q: What other legal information products does your firm currently have?
Do you anticipate any changes?*

- *You left out Onelog and request management systems like Quest*
- *possibly*
- *Always open to change*
- *Not at this time*
- *We will subscribe to ALM as soon as it is available separate from Lexis*
- *Not much*
- *Nothing major - considering Courthouse News*
- *No, although we may find an alternative to RM*
- *May drop Ross.*
- *No, unless a new product is determined to replace something we already have or can't live without*
- *Print spend will continue to go down*
- *Not in the services above. Other online research/analytic services are always in play.*
- *Not sure if we will keep CaseText.*
- *Maybe, contingent on new attorneys joining*
- *Might add Ross Intelligence*
- *We currently use OneLog, and we are considering Research Monitor.*
- *possibly add HeinOnline*
- *no. This survey so far doesn't list Checkpoint, which is a big expense.*
- *I had, prior to the pandemic. Now not sure.*
- *Would like to add PACER PRO in 2021*

[Click here to return to survey results.](#)

Q: If no, why is Bloomberg Law not a replacement for either Westlaw or Lexis?

- It is missing too many important secondary sources, journals, newsletters, etc. Its content is not robust enough.*
- Not comprehensive for case law.*
- Bloomberg does not have the brand reputation with law firms or the wide spread adoption from the courts to be considered a replacement.*
- Attorneys see this as more of a tool for transactional practice.*
- Lack of non-Bloomberg resources on BLaw*
- BLaw serves as an excellent 2nd tier resource and does some things better than Lexis/Westlaw but does not have the case law tool to replace Lexis or Westlaw.*
- The case searching is not up to par, and statute browsing/searching not ideal. We use Bloomberg more for certain practice group secondary and practical guidance materials, not for case research.*
- Not as robust as Westlaw at this time*
- Coverage doesn't come close to either*
- The 2ndary sources are great but the product is difficult to use*
- i don't think their basic caselaw, statutes coverage is better*
- The search engine is not as good, plus attorneys would not use it for case law research*
- The research arm is not robust enough*
- different news, better docket search, books and treatises not available on either WL or Lexis*
- Great supplementary database, but don't use it for legal research; use it for Docket searches, BNA materials, Charts, news, corporate research*
- Their customer service is terrible, and cost recovery is not adequate.*
- no public records, state statues annotated, jury verdicts, briefs etc We are a full service firm many agency docs are not on Bloomberg*
- Lacks needed secondary sources; we have become reliant on Westlaw case law and features.*
- Very poor customer service and pricing model. Content is easily replaceable.*
- Lack of historical primary law*
- It lacks the breath of coverage. Plus we have all of the secondary materials from TR on our Westlaw eLibrary.*
- Specialized topical materials that are not on either system or do not compare.*
- Citing to unreported cases, treatise content.*
- The only thing it is better for is dockets*
- It is not a very good legal research product..*
- Not enough local/state coverage of our practice areas*
- We have reviewed this product and my attorneys prefer what they are comfortable with.*

Q: If no, why is Bloomberg Law not a replacement for either Westlaw or Lexis?

- It doesn't have a lot of secondary resources. The portfolios are good and it is nice to have the ABA & BNA Books publications but otherwise there is not a lot of premium content there. They are definitely weak in certain areas of the law.*
- Depends on your firm and practice mix and commitment to eliminating Westlaw or Lexis. It could help "ease the pain" but they don't have the depth of Westlaw for legal research and can't replace all the Lexis ancillary products. If you don't need those Lexis products I could see it replacing Lexis Advance.*
- Don't feel it is comprehensive enough nor user friendly enough*
- Bloomberg still does not have the same secondary resources covered by Westlaw or the news resources covered by Lexis*
- Difficult to search, content not there*
- The amount we were quoted for enterprise BLAW was nearly what we pay for Westlaw, so I would keep Westlaw. It is not a replacement for Lexis due to Lexis' bundling practices.*
- I think their product does not yet offer the content Westlaw does, and I don't think their interface is yet as user-friendly, either. And there isn't a huge cost savings yet over our established Westlaw plan.*
- The case law on Bloomberg does not have head notes and their state level secondary source information is a weak point*
- The searching is not as powerful and is more cumbersome. Pricing*
- No public records. Still prefer secondary materials on Lexis and Westlaw.*
- Bloomberg Law's pricing model is not sustainable.*
- Lack of search functions.*
- inconsistent or subpar: secondary sources; caselaw citator; editorial caselaw content (headnotes, topical organizational structure); state administrative decisions; usage auditing tools (e.g., cost recovery);*
- Not enough secondary material with which our practitioners are already familiar; it's WAY too expensive; I still think the docket service is too hard to learn*
- Price and content. We also have such bad vendor relations with Bloomberg, we would not consider giving them our business as a main research provider.*
- interest in it was only for the tax portfolios, until Bloomberg pricing became difficult*
- inferior caselaw research*
- Lack of primary law, law reviews, few state specific treatises, poor coverage of some practice areas and expensive.*
- Depth of content is not quite there. Westlaw content like Practical Law, West Monitor and Lexis content like Law360 just isn't the same on Bloomberg.*
- We look at it as an additional resource but not a stand alone replacement*

Q: If no, why is Bloomberg Law not a replacement for either Westlaw or Lexis?

- *Their secondary sources just aren't broad and deep enough for a large multi-practice, multi-national firm; and generally speaking, litigators don't trust their citator as much.*
- *It's expensive, clunky, doesn't have the content.*
- *Doesn't have the trusted secondary sources like Wright & Miller or Moore's or Nimmer or McCarthy or Chisum*
- *Searching is not intuitive and the company is terrible at negotiating*
- *Coverage and functionality is inferior*

[Click here to return to survey results.](#)

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Q: On a scale of 1-5, how likely is it that you will consider eliminating the following vendors when your firm's current contract expires?

- *Our challenge is each product has certain things that certain groups need.*
- *If Westlaw forces us to by Westlaw Edge or significantly increases prices, then we may cancel. If Lexis forces us to purchase Lexis Advance and will not let us purchase a la carte then we may cancel.*
- *Lexis is already eliminated*
- *Attys prefer WK & Bloomberg for Tax, Enviro. Westlaw platforms work for our firm.*
- *We just signed a 4 year Lexis contract so it's too far out to know. It's possible we'll eliminate Westlaw to save money but that would not be a popular decision.*
- *WK is by far the most expensive per use, but certain titles are considered essential*
- *We've already decided to drop Total Patent, Bloomberg is on my cutting block now, just need wield the sword.*
- *No elimination plans except the TR LMA*
- *Currently does not have Lexis*
- *We need to get rid of Lexis because the product is underutilized.*
- *we don't have Bloomber Law*
- *Wolters Kluwer is a fair replacement for much of BLAW but they cant keep up technologiclly*
- *If we are forced to reduce cost because of COVD and other factors then the ancillary products will take a hit.*
- *Things change so quickly any elimination plan is by definition tentative. Scope & pricing are always changing in addition to experience (bad & good) with different vendors.*
- *We currently don't have WL so not sure what you mean by eliminating. If you include Practical Law then extremely unlikely to eliminate*
- *Law360 is a very niche product that might get eliminated, as it doesn't add much value at its price.*
- *when BIG portfolios go all-electronic they risk losing us*
- *If we could solve the Law 360 issue, we would eliminate Lexis. We will bring our spend with Bloomberg down by moving to per seat pricing and cutting access.*
- *Depends upon attorney preference*
- *All about the pricing and what the form decides it can live without. Lots of pressure to cut costs.*
- *Will always have a mix of vendors for print & online*

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

- *We only recover costs outside of our Westlaw / Lexis contracts and some transactional specialty vendors like STN*
- *one or two of our offices are still trying to bill, but it's not very successful*
- *Already moved Lexis costs to overhead*
- *Due to current economy I don't think it's even an option*
- *Our WL contract has a balloon payment - the first year it was so inexpensive that we had to discount cost recovery by 90%. It will be twice as expensive this year. In other words, cost recovery is variable*
- *All online costs are overhead except Accurint, PACER, TLO, and Westlaw*
- *We do not charge clients for online cost period.*
- *Some online costs have already been moved to overhead.*
- *I would like to move to overhead, but the partners don't agree.*
- *BUT I DO KNOW!! – hybrid of cost recovery and overhead*
- *we may consider moving SOME online costs to overhead.*
- *We have attempted to make this move each year for the past 3-4 years, but we have been stopped by economic issues.*
- *I and others in the firm keep pushing for it but COO will not give it up.*
- *Still considering the numbers*

[Click here to return to survey results.](#)