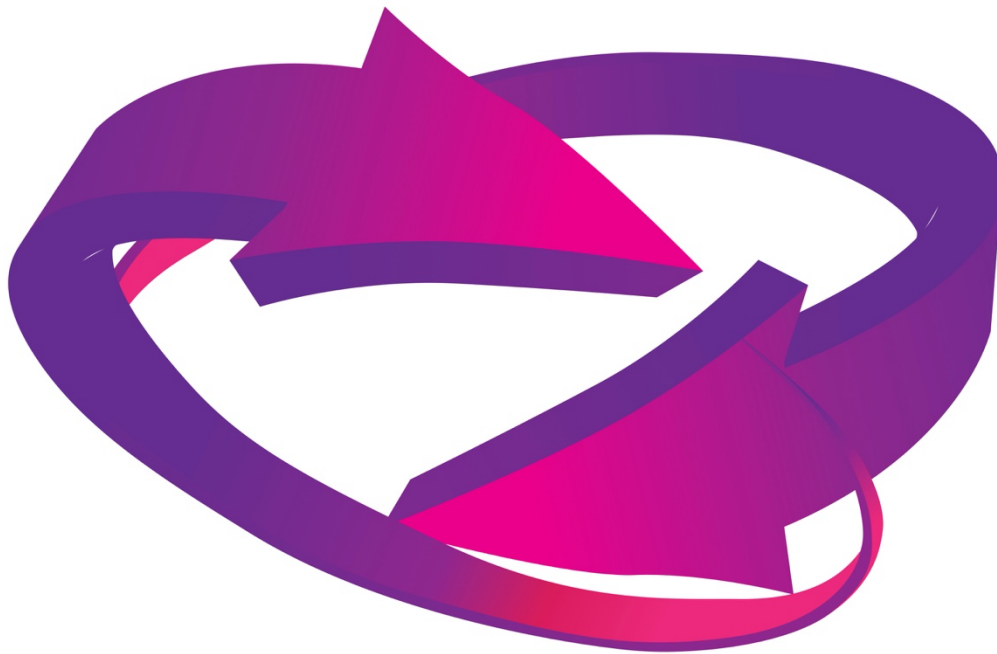


2021 Sole Provider Survey



Summary Results



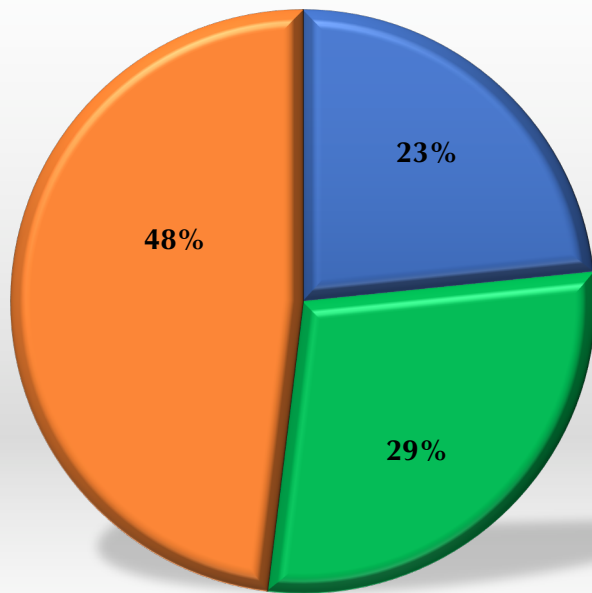
Methodology/Background

The Feit Consulting 2021 Sole Provider Survey was conducted in August 2021. The intended audience was U.S. Law firms with >50 attorneys. We had 123 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.

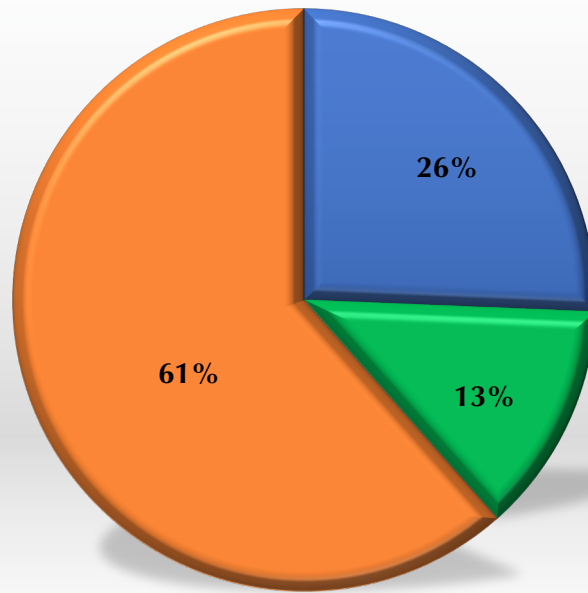
Participants by firm size

- 500 or more
- Less than 100
- 100-499



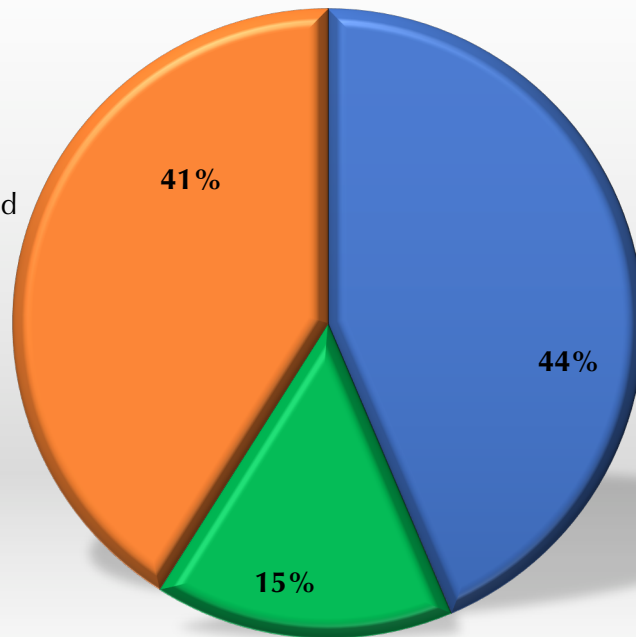
Participants by job title

- Csuite/Firm Management
- Librarian
- Library Management



Does your firm currently have both Westlaw and Lexis, or do you have only one of those providers?

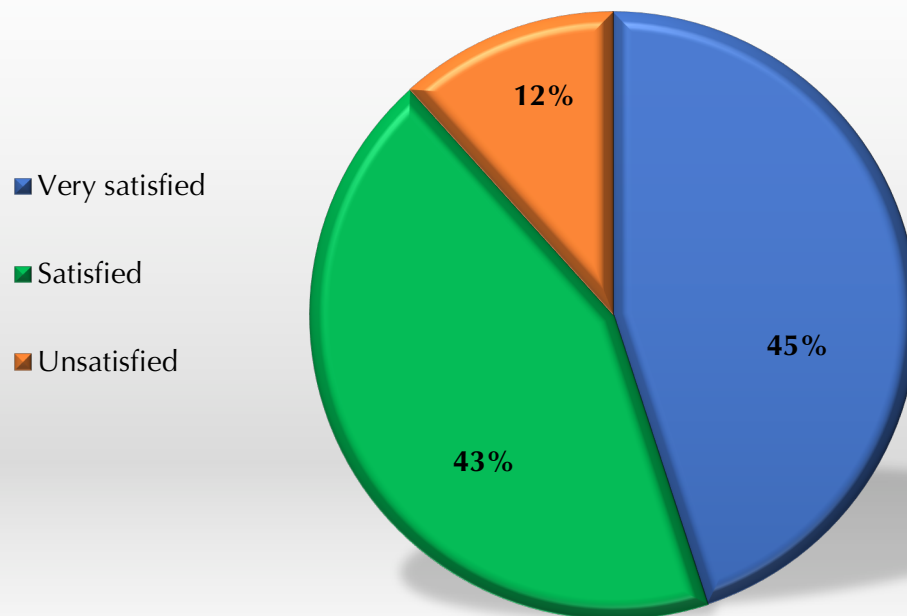
- Our firm has only Westlaw.
- Our firm has only Lexis.
- Our firm has both Westlaw and Lexis.



Comments:

- *Cancelled Lexis several years ago.*
- *Let me explain -- we have full Lexis Advance but on Westlaw we only have access to a slice meaning only able to access primary and secondary print (now electronic) titles, including O'Connor's desk books. We are 90% electronic only library.*
- *We switched to lexis only a few years ago, and we just switched back to Westlaw only when our Lexis contract expired.*
- *We also have a limited license to Bloomberg Law.*
- *we firmly believe that having both services allows the attorneys to use the resource they feel most comfortable with, and we also know that they are NOT interchangeable.*
- *I prefer Westlaw*
- *We cancelled the Lexis contract in 2018*
- *We would likely drop Lexis if we could get Law 360 as a stand alone product.*

If your firm at any time moved to having only one provider (Westlaw or Lexis), how satisfied was the firm with that decision?



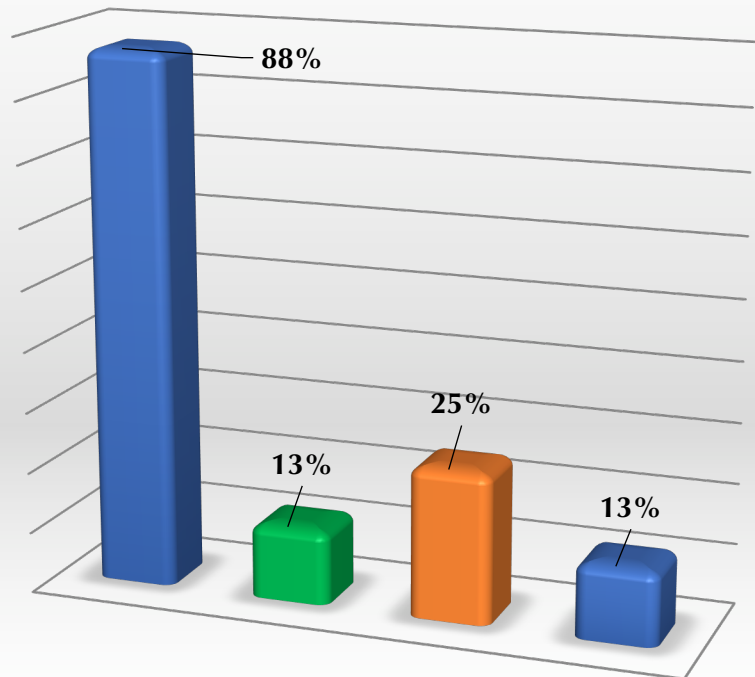
Comments:

- The costs savings was very significant, and the attorneys did not complain.*
- Both providers have high turnover as far as key customer representatives - inconvenient.*
- We have considered going to a single provider but been unable to do so based on bundling. We would love to drop Westlaw, because they charge a rate that is outside the market, but it is difficult politically. Westlaw is preferred by the majority of our litigators, including vocal associates and shareholder who don't want to lose it.*
- We have always only had one provider*
- The firm had only Lexis for many years and more recently moved to both providers.*
- Many lawyers were concerned over the loss of Lexis Law360 and ALM products, but the Firm was able to provide alternative content through other subscriptions*
- For a time we had only Lexis. It was a challenge to get citations for West cases, but not impossible. Some treatise content was also a challenge, e.g. Rutter Guides.*
- We only brought Lexis back for one title: Collier on Bankruptcy.*
- We dropped Lexis but ended up having to bring it back in when Lexis contacted firm management and we had to re-negotiate a new agreement.*
- Out of the 150 attorneys we only in 2013 our firm had two to three people who used Lexis very infrequently so we managed to migrate them from Lexis to Westlaw with little effort.*

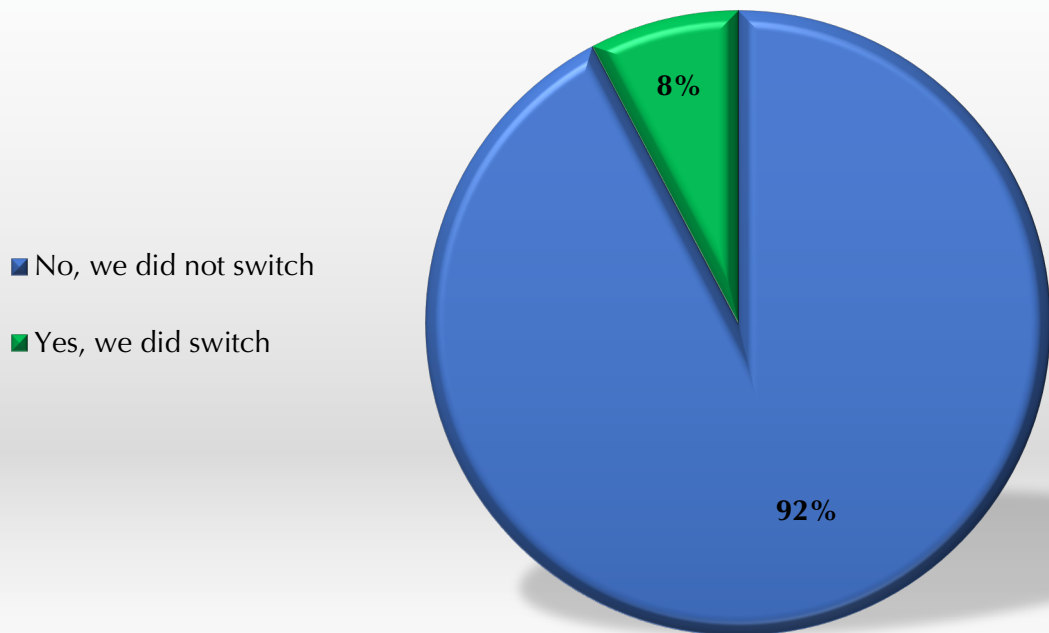
- *We miss the RELX news content very much. Not having it has added considerably to our workload, as attorneys still want L360 articles and we have to purchase them from a third party. We liked Lexis Courtlink better than West Dockets, because Courtlink provides better file download options. Thomson Reuters customer service structure is declining noticeably.*
- *Firm administration is thrilled at the savings but lawyers miss some of the content available only on Lexis. Note - they don't miss it enough to pay the price to add Lexis content.*
- *Like any decision, some attorneys loved it, some did not.*
- *We dropped Lexis about 15 years ago for a year or two and then re-subscribed.*
- *As far as I know, we have never had both Lexis and Westlaw at the same time.*
- *We were a Westlaw firm until 3 years ago when we got a great offer from Lexis and wanted to move our print to digital. We now use all the Matthew Bender titles online.*
- *Doing without Law360 and other Lexis and ALM news providers was and is difficult. We have since been able to subscribe to ALM again. Thomson Reuters news product is improving, but not even close to L360 in coverage. TR also doesn't have access to much of the business news content Lexis owns. We are reasonably satisfied with Westlaw per se, but their billing is a nightmare and customer service is declining.*
- *It happened way back in 2009*
- *It was a while ago, and we've had both providers for over 15 years now.*

You noted that your firm was unsatisfied with just one vendor (Westlaw or Lexis). What were the key issues for the firm? (please check all that apply)

- Loss of content
- Savings not as great as we had anticipated
- Discontent amongst users.
- Disruption of work process/errors.



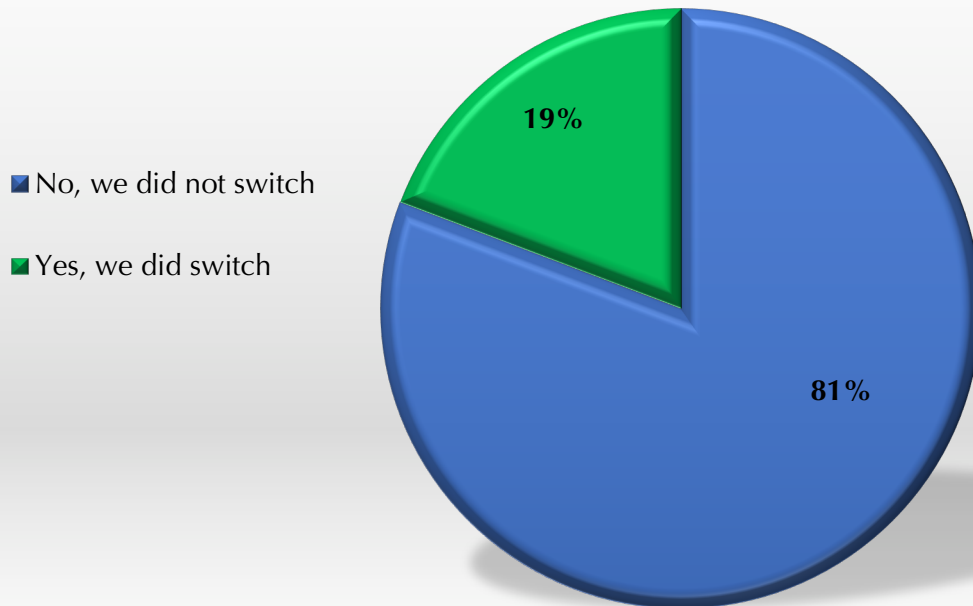
*Did your firm switch providers (change from one single provider to the other) within the last **two** years?*



Comments:

- We were a previous Westlaw customer. We had switched to Lexis only with our last contract, and switched back to Westlaw only with our new contract.*
- We cancelled the Lexis subscription in 2018*
- Note we brought back Lexis in November 2020. we had only Westlaw prior to that.*
- When our Westlaw renewal came up recently, we did reach out to Lexis for an offer. Almost impossible to get attorneys to consider switching from Westlaw and Lexis cost was too high to justify the content.*
- None of the above. Had Lexis and added WL*
- We eliminated WL in 2012*
- This decision is based on practice needs and the fact that many courts have preferences to use Westlaw rather than Lexis cites for unreported decisions*
- We were a previous Westlaw customer. We had switched to Lexis only with our last contract, and switched back to Westlaw only with our new contract.*

*Did your firm switch providers (change from one single provider to the other) within the last **five** years?*



Comments:

- I was very happy to switch.*
- Note we brought back Lexis in November 2020. we had only Westlaw prior to that.*
- We didn't switch but 5 years ago we had both Lexis and Westlaw.*
- We've had both since the 2017 merger*
- None of the above. Had Lexis and added WL*
- It could be more than 5 years since we switched*
- Not sure how to answer this. We did not switch from one to the other, but have had both for only 3 years.*
- We had Westlaw only 2017--2020 and added Lexis back in in 2020.*
- We actually tried Lexis from 2010-2015. All I got were complaints. I note at the time Lexis Advanced platform was still undergoing change; however, the price was right in comparison to Westlaw price increases on previous multi-year contracts.*

*Sole Provider Adoption Rate
Firms with over 50 Attorneys*

Compiled from Feit surveys and market data tools.

| Sole Provider Adoption Rate - 2021 | | | | | | | | |
|------------------------------------|------------------------|---------------|----------------|--------------|---------------|-----------------|------------------|----------------|
| <i>Firm Size</i> | <i>Firms in Survey</i> | <i>Shared</i> | <i>Westlaw</i> | <i>Lexis</i> | <i>% Sole</i> | <i>% Shared</i> | <i>% Westlaw</i> | <i>% Lexis</i> |
| <i>50-99</i> | 195 | 52 | 89 | 54 | 73% | 27% | 46% | 28% |
| <i>100-199</i> | 184 | 51 | 86 | 47 | 72% | 28% | 47% | 26% |
| <i>200-299</i> | 58 | 27 | 19 | 12 | 53% | 47% | 33% | 21% |
| <i>300-399</i> | 30 | 16 | 6 | 8 | 47% | 53% | 20% | 27% |
| <i>400-499</i> | 19 | 12 | 4 | 3 | 37% | 63% | 21% | 16% |
| <i>500-750</i> | 37 | 26 | 7 | 4 | 30% | 70% | 19% | 11% |
| <i>>750</i> | 60 | 50 | 4 | 6 | 17% | 83% | 7% | 10% |
| <i>Total</i> | 583 | 234 | 215 | 134 | 60% | 40% | 37% | 23% |

*Sole Provider Adoption Rate
Firms with over 100 Attorneys*

Compiled from Feit surveys and market data tools.

| Sole Provider Adoption Rate - 2021 | | | | | | | | |
|------------------------------------|------------------------|---------------|----------------|--------------|---------------|-----------------|------------------|----------------|
| <i>Firm Size</i> | <i>Firms in Survey</i> | <i>Shared</i> | <i>Westlaw</i> | <i>Lexis</i> | <i>% Sole</i> | <i>% Shared</i> | <i>% Westlaw</i> | <i>% Lexis</i> |
| <i>100-199</i> | 184 | 51 | 86 | 47 | 72% | 28% | 47% | 26% |
| <i>200-299</i> | 58 | 27 | 19 | 12 | 53% | 47% | 33% | 21% |
| <i>300-399</i> | 30 | 16 | 6 | 8 | 47% | 53% | 20% | 27% |
| <i>400-499</i> | 19 | 12 | 4 | 3 | 37% | 63% | 21% | 16% |
| <i>500-750</i> | 37 | 26 | 7 | 4 | 30% | 70% | 19% | 11% |
| <i>>750</i> | 60 | 50 | 4 | 6 | 17% | 83% | 7% | 10% |
| <i>Total</i> | 388 | 182 | 126 | 80 | 53% | 47% | 32% | 21% |

Sole Provider Adoption Rate AmLaw Firms

Compiled from Feit surveys and market data tools.

| Sole Provider Adoption Rate - 2021 | | | | | | | | |
|------------------------------------|-----------------|------------|-----------|-----------|------------|------------|------------|------------|
| AmLaw Segment | Firms in Survey | Shared | Westlaw | Lexis | % Sole | % Shared | % Westlaw | % Lexis |
| AmLaw 100 | 99 | 84 | 9 | 6 | 15% | 85% | 9% | 6% |
| AmLaw 200 | 98 | 48 | 24 | 26 | 51% | 49% | 24% | 27% |
| Total | 197 | 132 | 33 | 32 | 33% | 67% | 17% | 16% |