

2022 Legal Information Vendor Market Survey



Summary Results



Methodology/Background

The Feit Consulting 2022 Market Survey was conducted in May 2022. The intended audience was U.S. Law firms with >50 attorneys. Overall, the survey had 108 qualified total responses, with strong representation from each key law firm size group.

After a tumultuous 2-year period since our last survey, we've updated the questions to include more depth regarding respondent perception of the products as well as their thoughts on Covid-19's impact.

- The survey responses are summarized as charts, with survey questions included as chart titles.
- This summary includes more than 250 verbatim comments, shown below the related chart.
 - Verbatims are not edited, and any spelling/punctuation errors are from the original comments.
 - However, we have removed:
 - any references that might identify the names of the responders or their firms to maintain anonymity,
 - any inappropriate comments
 - any direct references to specific product pricing.

Where appropriate, we have provided context and comparisons by including charts and references from our last survey from June 2020.

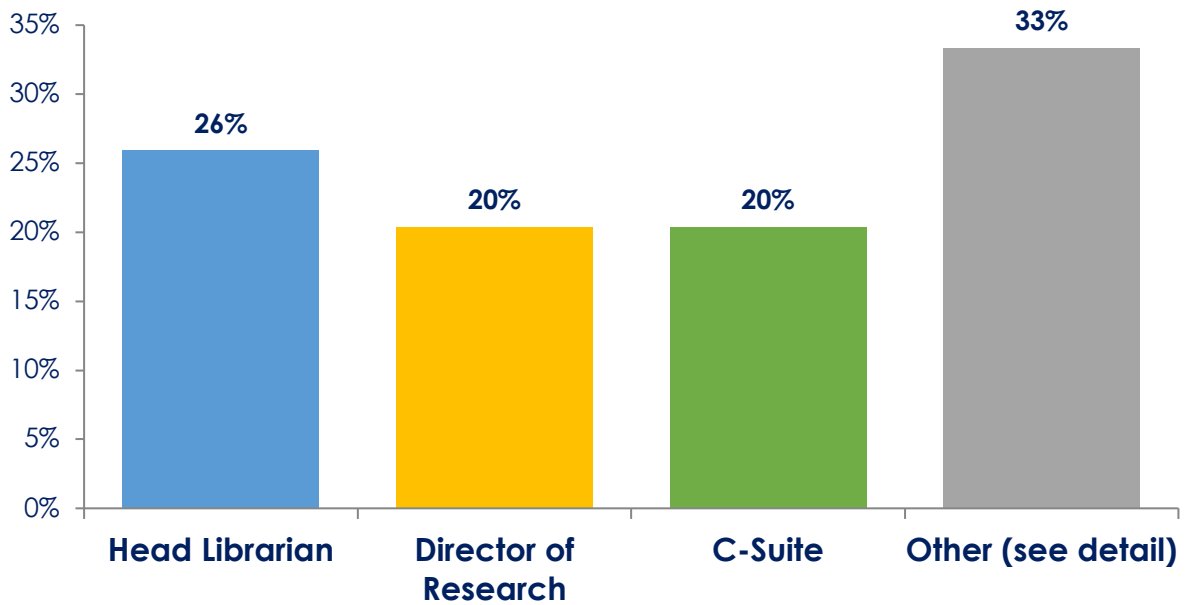
The Feit Consumer Insights Team
June 2022

The 2022 Legal Information Vendor Market Survey

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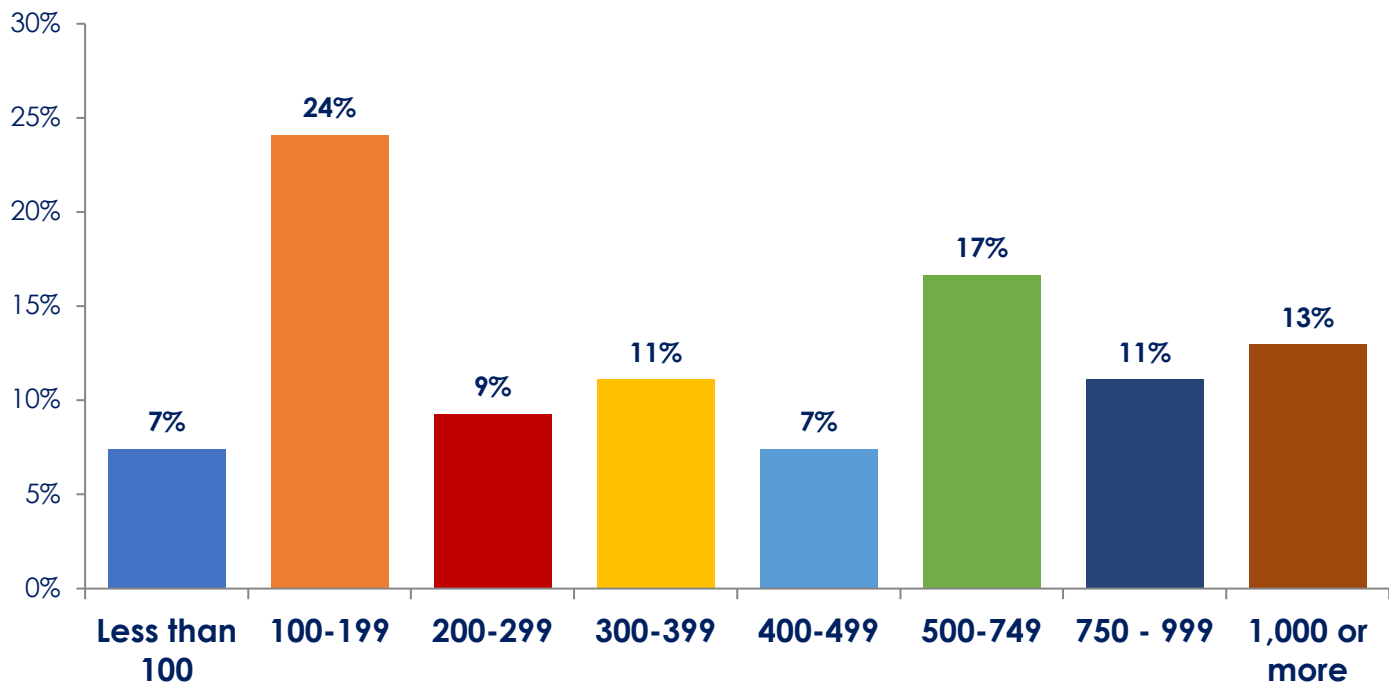
Respondent by Title



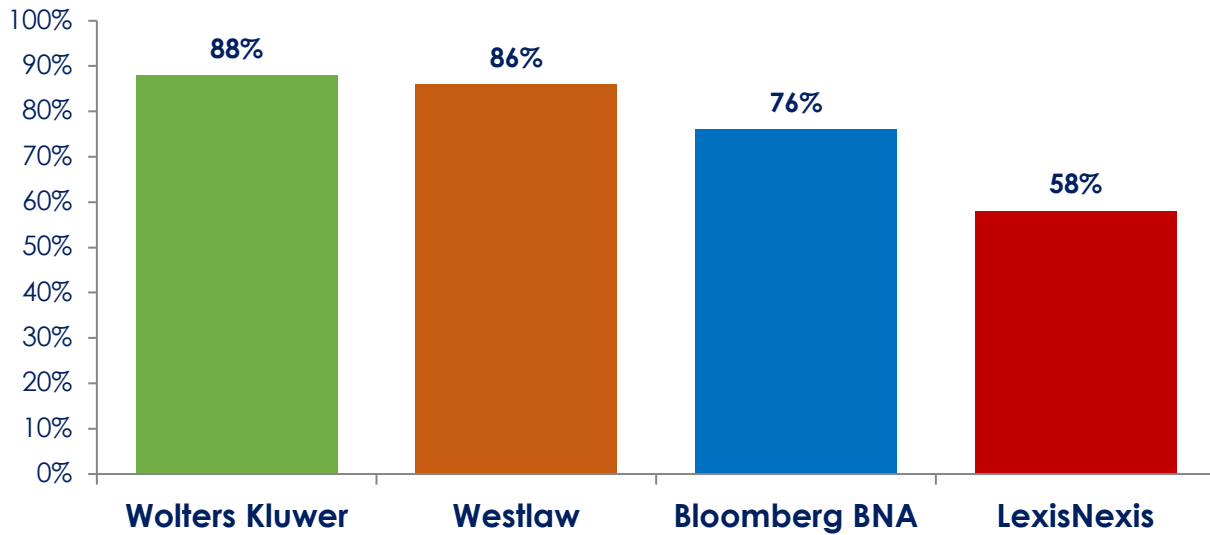
Detail other:

- *Communications Associate*
- *Information Services Manager*
- *Litigation Dept Chair*
- *Director of Practice Solutions and Research*
- *Research Business Manager*
- *Director of Research Training*
- *Librarian*

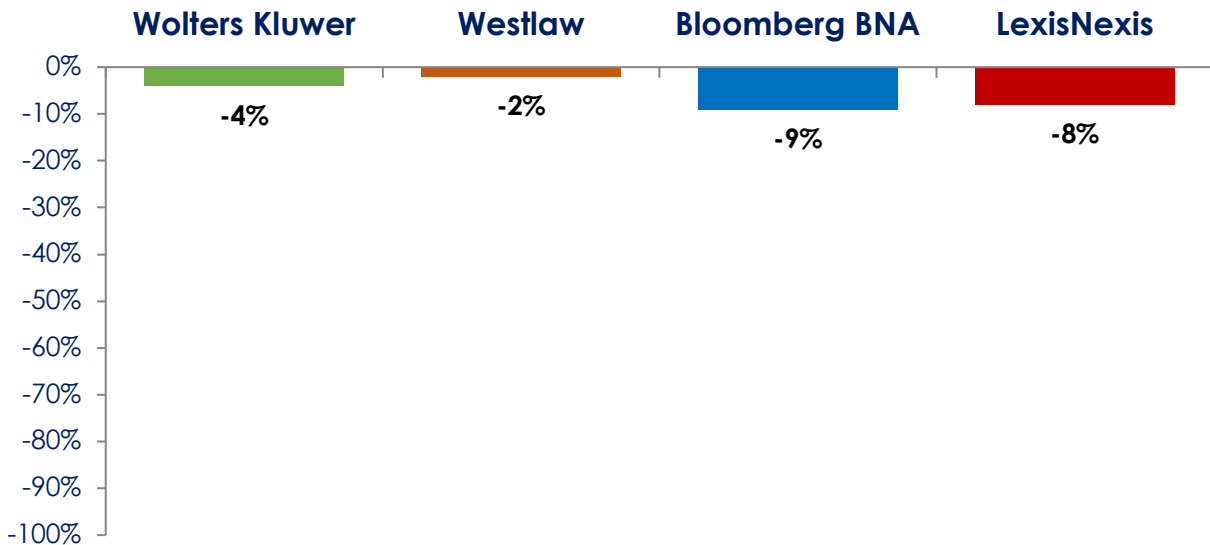
Number of Attorneys at Respondent Firms



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



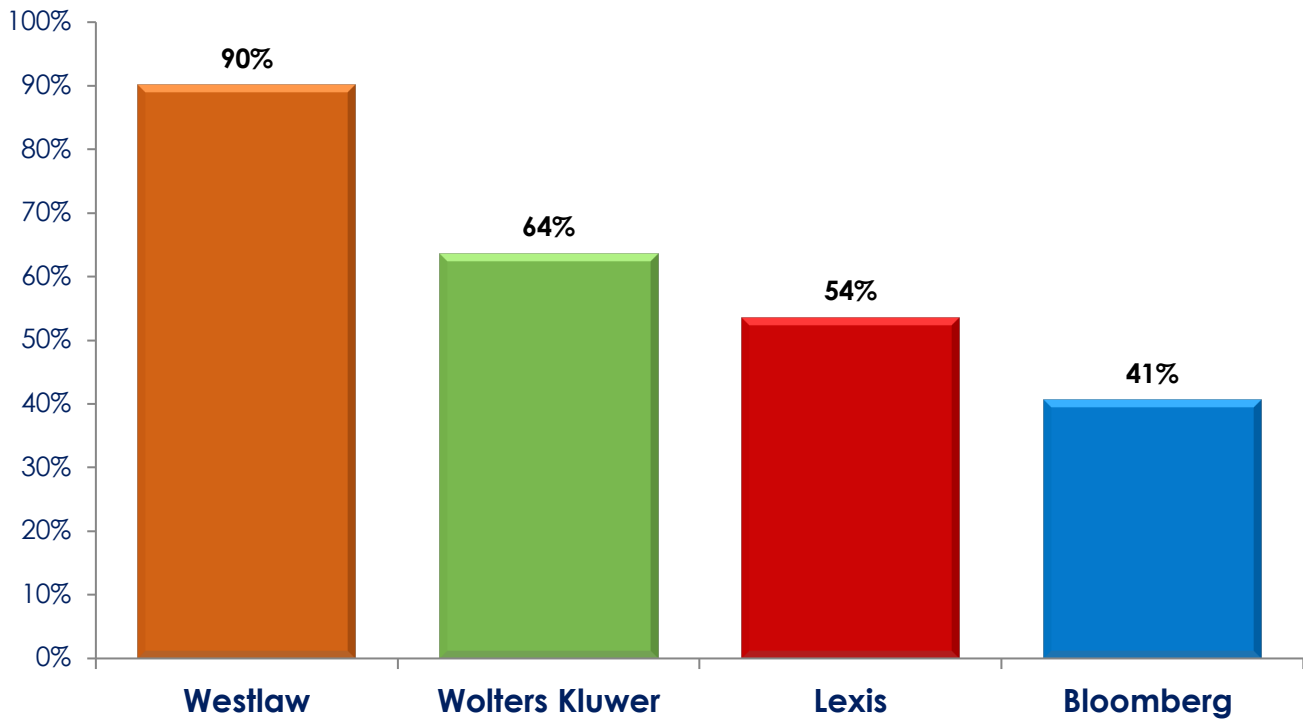
2 Year Change*



* 2 Year change was derived by comparing this year's vendor use to our previous survey.

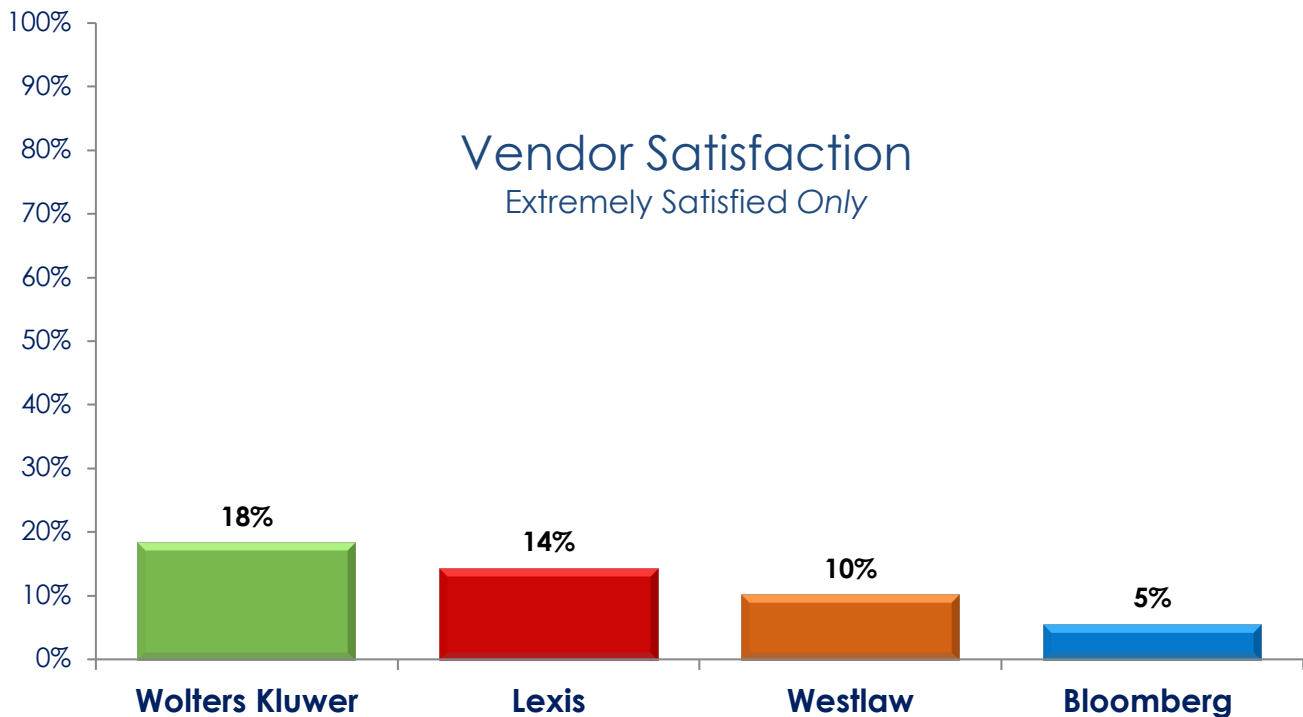
Vendor Satisfaction

Top 2 Box Score: Extremely/Moderately Satisfied

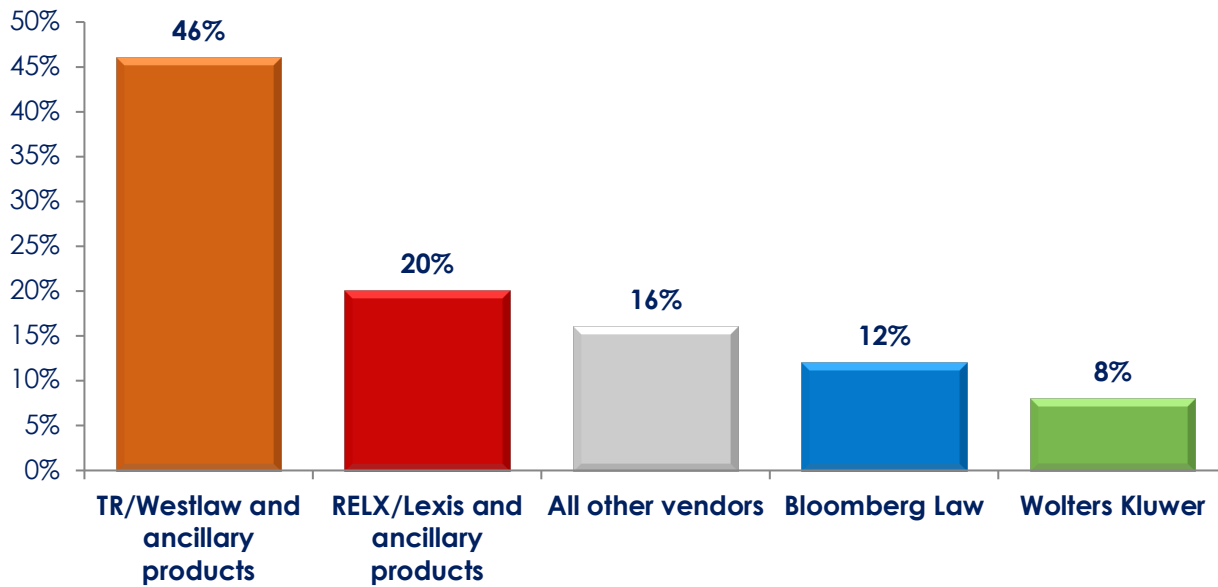


Vendor Satisfaction

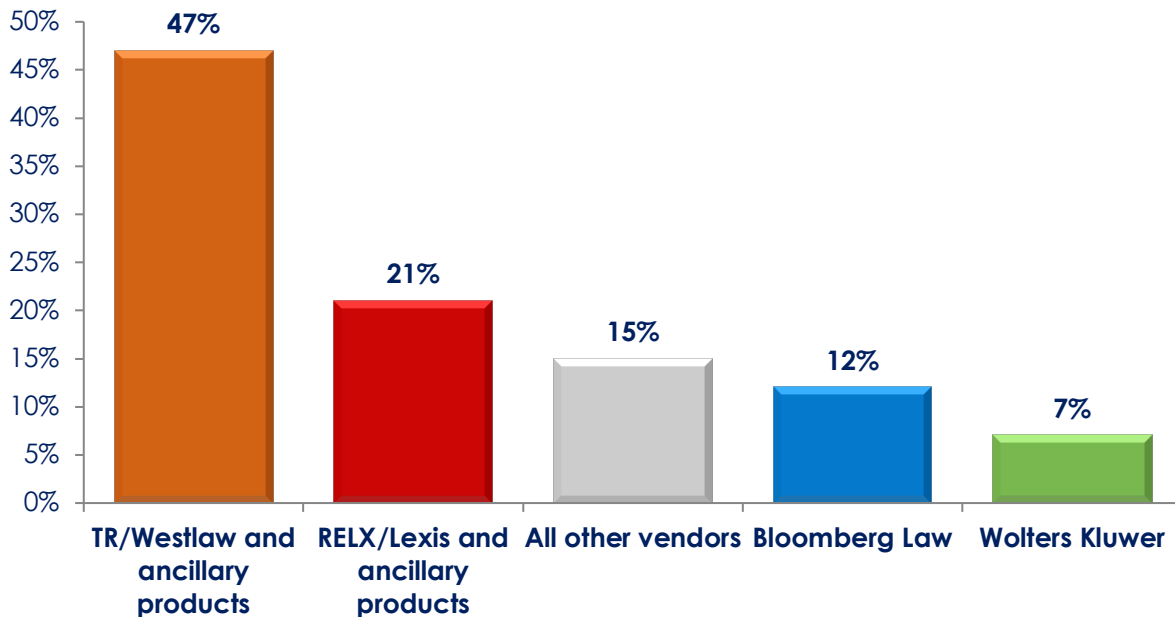
Extremely Satisfied Only



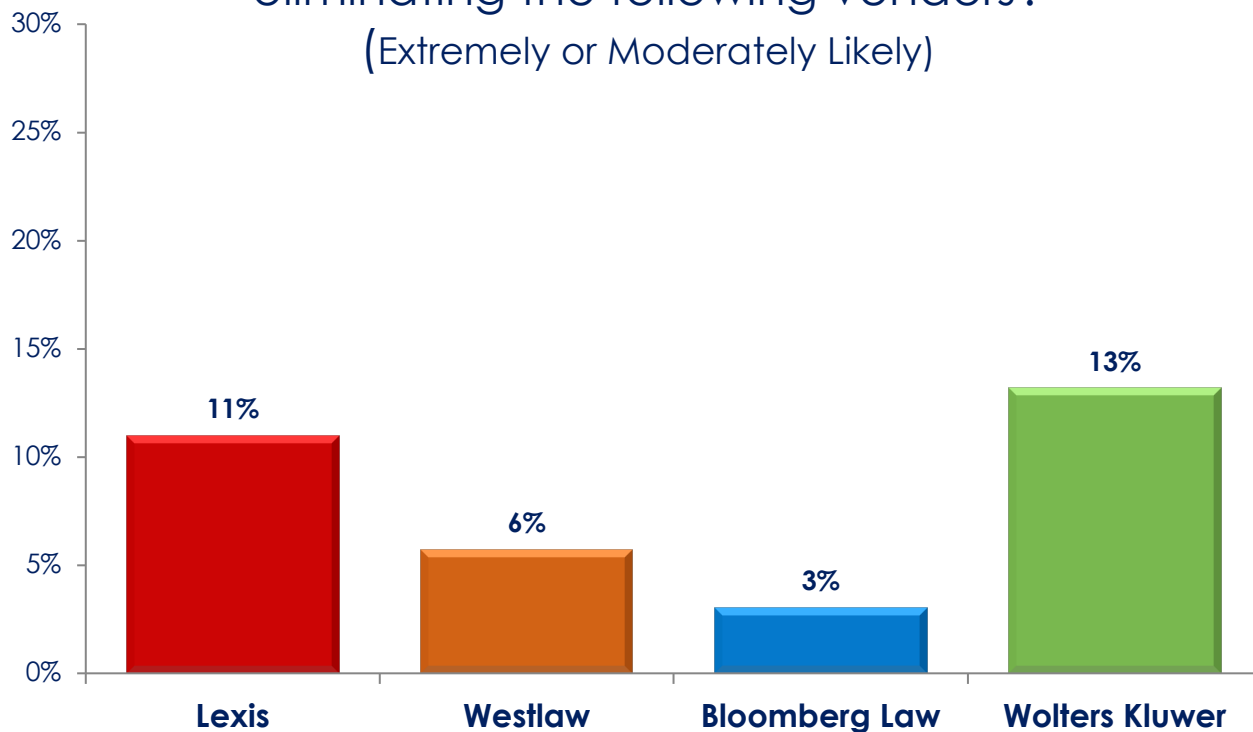
What percentage of your **current** legal information spend is allocated to these vendors?



What percentage of your legal information spend do you expect will be allocated to these vendors **in 3 years**?

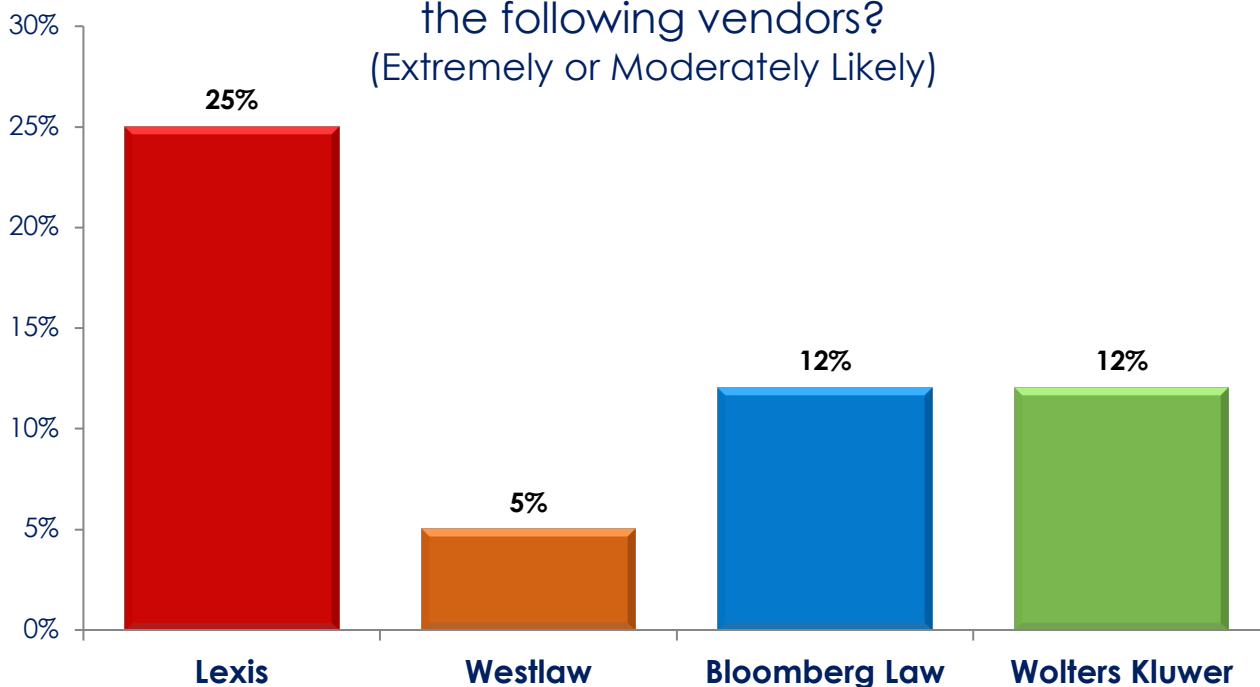


How likely is it that you will consider eliminating the following vendors? (Extremely or Moderately Likely)



Compare to 2020:

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



Vendor Elimination - Comments:

Lexis

- We'll reach out to Westlaw for pricing but unlikely to change.
- We only have Law360, can't delete it
- Due to bundling
- If they change policy about purchasing other products ala cart, we would.

Westlaw

- Very unlikely but as pricing keeps going up will evaluate.
- Due to print elimination, we need the content.
- If litigation associates could live without it, we'd do it to save money.

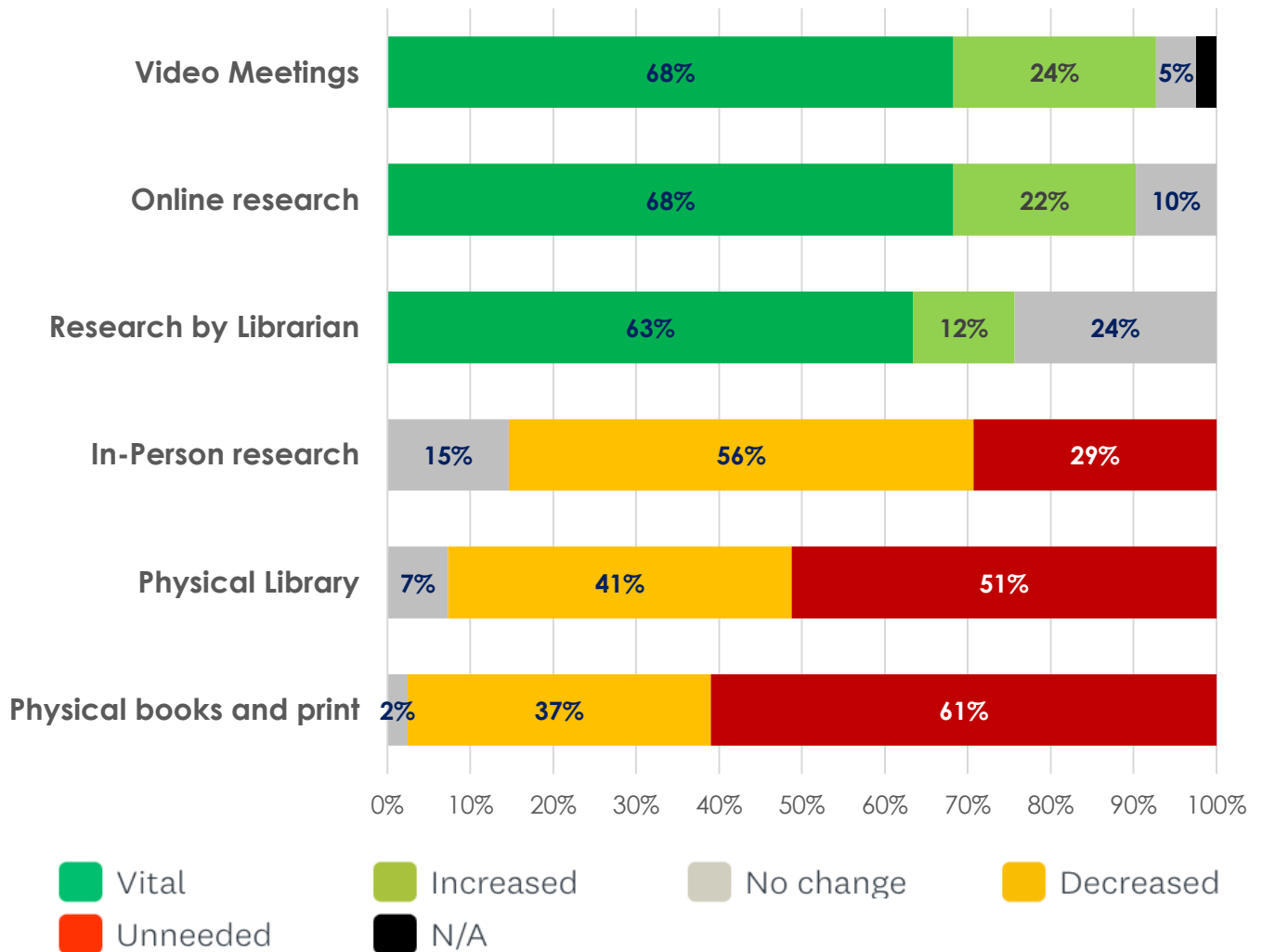
Bloomberg Law

- Would love to cancel and will as soon as WK has the content.
- We just entered into a 3-year contract we will see how it performs
- They have the BNA Portfolios and DE Superior Court underlying documents
- Moving from the practice area verticals to the requirement of a full BLAW seat is not within our budget
- Personally, I would eliminate because of their pricing/unwillingness to negotiate, but my attorneys like it enough that probably won't eliminate.

Wolters Kluwer

- moved all print to cheetah but it is not used so is on the hit list.
- As noted, will eliminate VitalLaw, keep Kluwer IP -considering Kluwer Arbitration
- They have the CCH materials attorneys use
- If it is not being used upon renewal, we will likely let it go.
- To offset higher costs for WK treaties, we may have to cut less used ones.
- We may eliminate certain titles.

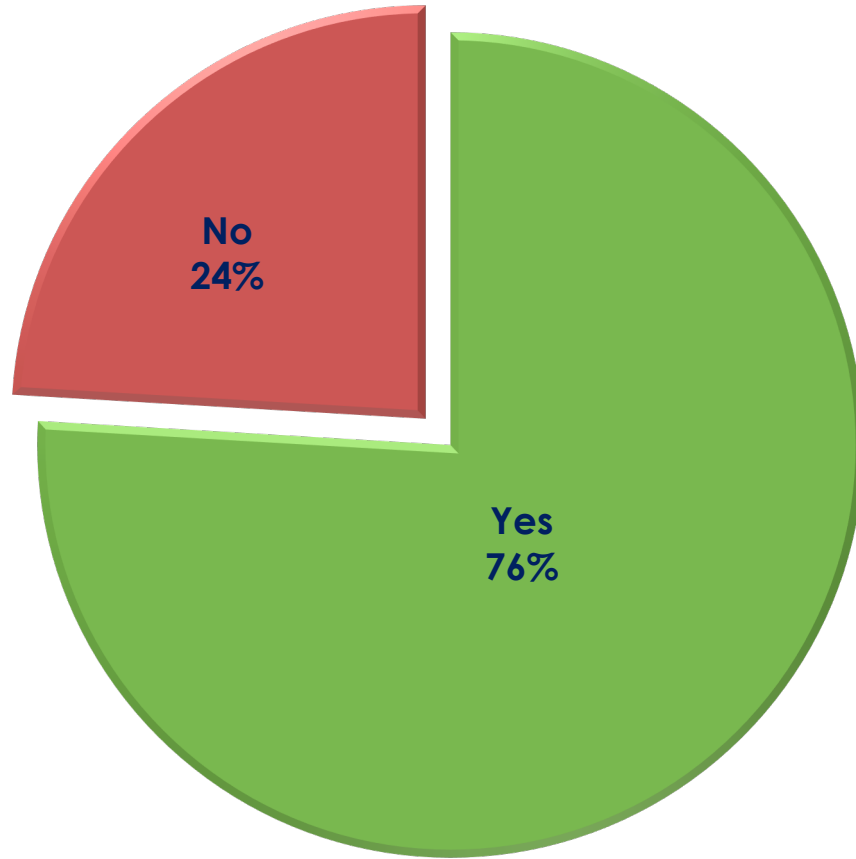
Estimate the effect of COVID-19 on the relative importance of the following areas compared to the period beforehand?



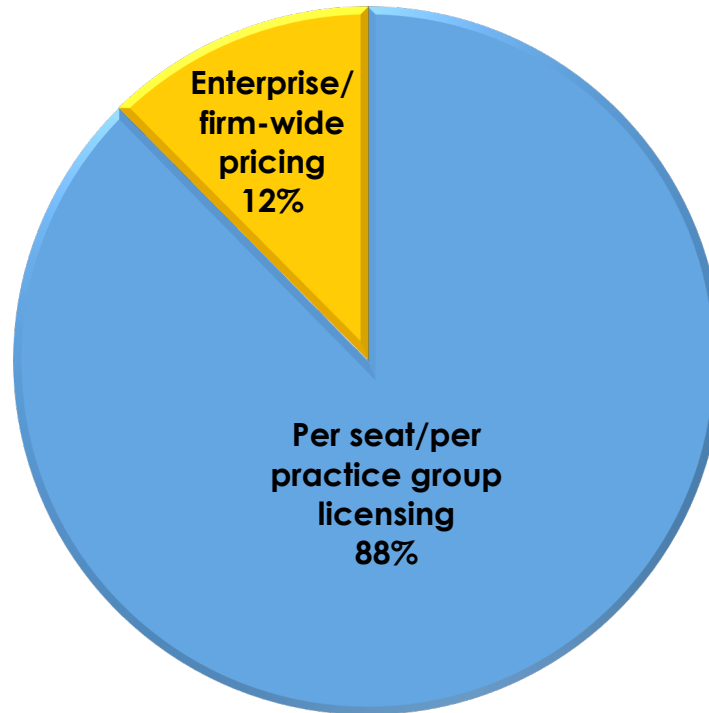
Comments:

- Prior to Covid, attorneys were not interested in ebook platforms. Now, they are using them and liking most platforms.
- Training has become much more important to drive the ROI of digital resource investment

Respondent Firms with **Bloomberg**



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



Comments:

- We have a limited number of seats - 2 in the Library and Practice Group licensed for Labor & Employment and Tax, then a few other seats across different groups.
- We subscribe to two resource centers and not the full BLAW platform.
- We only subscribe to the intellectual property library.
- Currently the firm has 2 licensed users.

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

- Good unique content especially tax
- Unique content especially tax
- Inventive, provide information you can't get other places, still a long way to go
- Improving, Pricey
- Expensive, getting better
- Practice dependent, expensive
- Useful, L&E strength, Key-word full-text docket searching strength
- Dockets are great, good practice area tools, good legal news.
- Dishonest, overpriced, bad technology/UI
- Innovative pushy expensive
- Robust, intuitive search
- Great customer service.
- Expensive, non-responsive, not sure we get full benefit for what we pay.
- Pushy sales team, innovative design team
- Clunky, great docket feature, useful
- Expensive and inflexible pricing.
Good content, especially court docket information.
- Forced purchase by cancelling print, Decent product, very expensive
- unlimited research without cost concerns, lawyers freed from the tyranny of cost concerns - allows them to focus on client needs
- also-ran; not optimal user interface; way too expensive
- The product is overpriced, difficult to use, concerned about content because I showed one of the 50 state surveys to an attorney, and he felt some of the information was incorrect; the vendors are aggressive
- Streamlined, straight forward, targeted practice content
- All-inclusive, Innovative, Consistent
- Strong-arm, inflexible, misleading
- Strong product but still not a Lexis or Westlaw competitor
- Cost predictability; innovative; but not a gold-standard service
- Restrictive, Expensive, Not market friendly
- Not willing to negotiate on price
- Expensive. Refuse to negotiate. Rigid.
- solid in-depth content
- good news, helpful company/litigation analytics, offers USPQ access
- Expensive, dockets, secondary resources
- Innovative, expensive, Hard to find specific source.
- growing content, corporate-focused, excellent docket coverage
- Nonresponsive, Difficult, account manager merry-go-round
- good WEXIS alternative
- Striving, third place

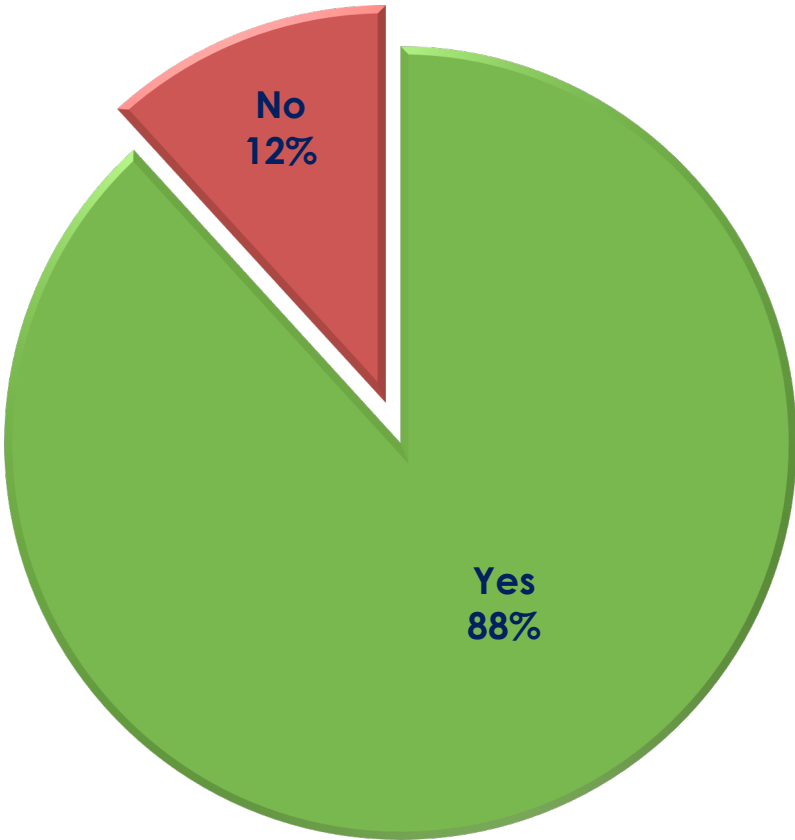
Do you have any thoughts on how to improve **Bloomberg Law**?

- Rationalize pricing
- pricing is unpredictable.
- Improved pricing flexibility
- More flexible pricing
- Drastically lower price in order to get enterprise-wide access. Per seat model is way too high to ever significantly expand our firm's access.
- More transparent pricing with lower per-seat pricing. Also, better communication about retirement of specific practice group pages/sections and future focuses of development on the platform.
- Provide access to slices of Bloomberg Law, such as the employment section.
- Improve pricing and negotiation strategies, improve product usability, change entire sales team.
- lower per seat pricing go back to selling practice group pages/tools
- Improve ALM news integration with alerts and current coverage - there seems to be a delay in articles appearing. Include link to advance to next set of results at the bottom of the page. Provide more detailed coverage notes in dockets, outages and delays are not always apparent. Social media links from news searches do not work.
- Blanket firm licenses
- sell the content the way firms want to access, not the way blaw wants to sell it
- Include the city/county name of state courts in the excel download feature. Change color or put a symbol next to dockets that have been looked at.
- More flexibility with licenses.
- Make it more affordable for the casual user
- I get the sense that trainers have to develop every training program from scratch - no central respository of in scripts - this is probably true to all vendors - Why do I have to spend my time telling them what to cover in a training program for corporate lawyers?
- Now that we have seen so many other CALR vendors go to the Google/Amazon model of search, perhaps its time for BLaw to do that as well. ALSO - moderate the per-seat price

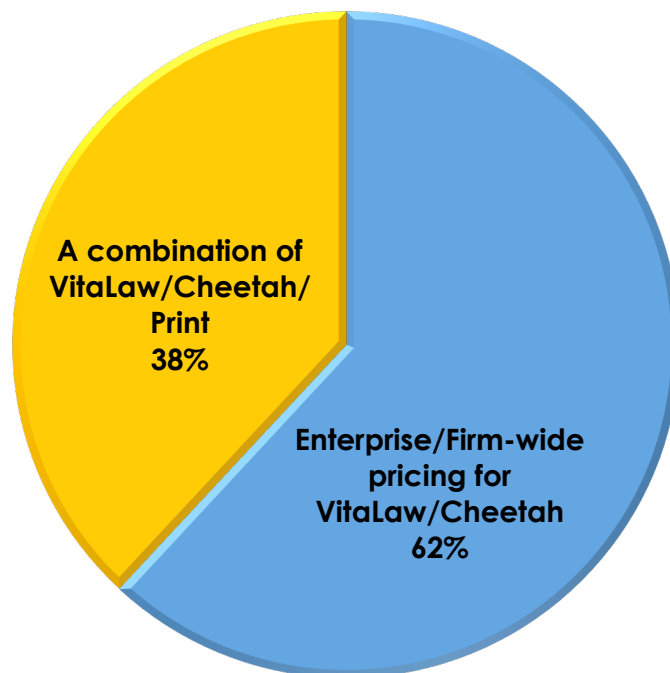
Do you have any thoughts on how to improve **Bloomberg Law**? (Cont'd)

- have news only subscriptions separate from full content; have true administrative module
- The interface is not as user-friendly as some of the other platforms, with the content divided into the Practice Centers.
- I wish Bloomberg would stop changing account reps and listen more to the pain points of librarians on their policies and costs. More partnership, less adversarial.
- They need to improve their case citator and its reputation in the market to truly be considered a viable alternative to Lexis or Westlaw. Their secondary source collection needs to be more competitive across all practice areas.
- Return to or maintain the vertical options. IP attorneys have little to no interest in Employment Law materials, etc.
- Making it easier to find a specific source. Multiple pathways would be ideal. These don't seem to exist.
- In order to increase the pool of supporters at a medium sized firm, offer to librarians at a more reasonable price.
- Better navigating around the database would be helpful; sometimes difficult to figure out how to get to specific file
- Our sales rep experience has been subpar (there has been lots of movement and no consistent communication about changes). I have more technical trouble with BLaw than other vendors as well- pages not loading, links not working, etc.

Respondent Firms with **Wolters Kluwer**



Which pricing arrangement does your firm have with **Wolters Kluwer**?



Comments:

- *small relationship*
- *Tax Product: CCH Access*
- *In addition to a Vital Law topical sub, also have 1 title in print and electronic*
- *We migrated select titles online while keeping a few in print also.*
- *Kluwer IP, Kluwer Arbitration; We will not be renewing Vital Law at the end of this year.*
- *we have very little print, so enterprise wide is also accurate*

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

- reasonable, easy to deal with
- Easy to work with
- Steady, predictable
- Responsive, friendly
- Stays in their lane, reasonable, but underutilized
- Usage does not match pricing
RBsource is wonderful
Lack of pricing transparency for VitalLaw content
- expensive, quality, easy to use
- Affordable, online platform a bit clunky, great smart charts.
- Extremely helpful trainers.
- Helpful, willing to customize, listens to my needs
- affordable reliable engaged
- Comprehensive, intuitive
- Great supplemental database.
- defensive; passive-aggressive; clunky
- Easy to set up training but almost no interest among attys to attend; (reps are) responsive; very narrow subject areas
- reliable, cost effective
- I don't use it often
- Responsive customer service. Unique content.
- Not well used
Print replacement
- Print division: incompetent
Online: professional, responsive
- Striving, playing catchup, customer focused
- not comprehensive;
- Economical, predictable and customer focused
- practice area specific supplemental content helpful
- Aggressive, Clunky, Unnecessary
- responsive, easy, value
- Solid tax research product
- Cost-predictability; transparent on pricing; reasonable
- Adaptive to client needs Reasonable Growing
- Pricing models on individual VitalLaw titles are not sustainable.
- Historic Trusted Comprehensive
- Easy to deal with. Accommodating. User friendly.

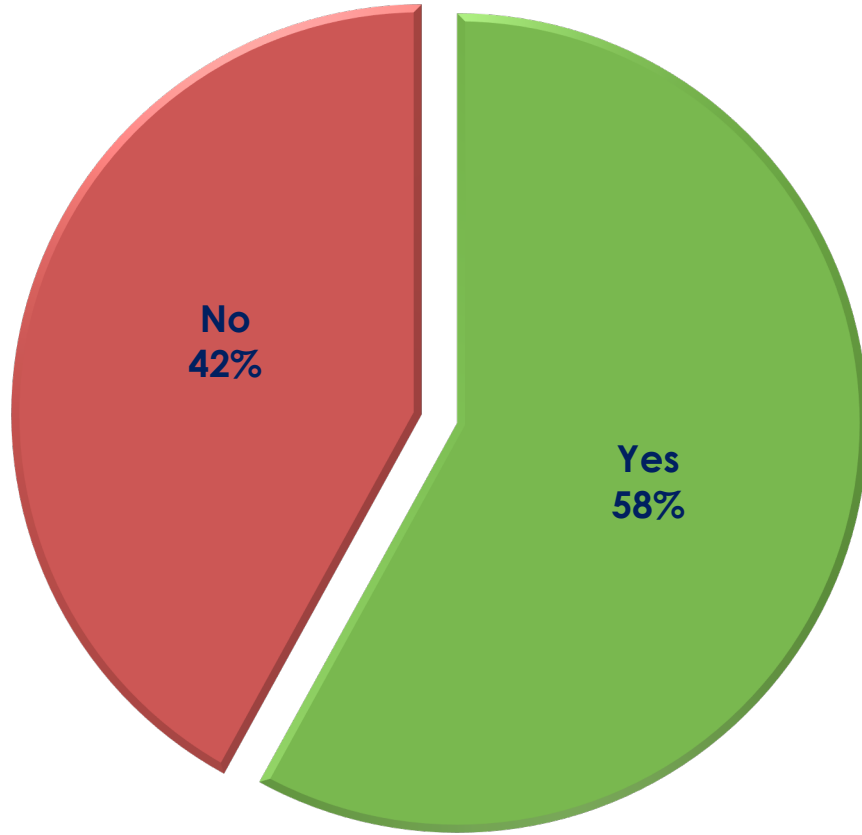
What three words or phrases would you use to describe **Wolters Kluwer?** *cont.*

- *solid in-depth content*
- *reliable, cost-effective, analysis*
- *user-friendly platform, underutilized by our firm, pushy reps*
- *Hardly used. Seems to miss information covered by other vendors. Technology not on par with competitors.*
- *Lacking in teamwork, poor coordination between sales, customer service and training*
- *Responsive, Willing to negotiate, accommodating*
- *Too expensive*
- *Staid, predictable*

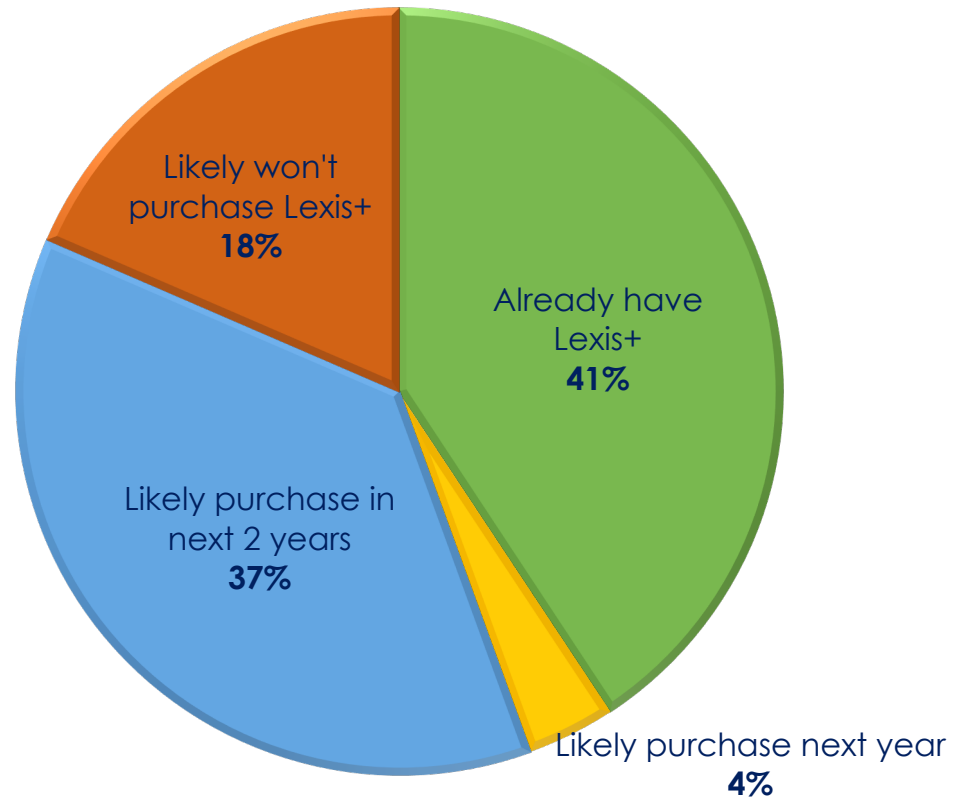
Do you have any thoughts on how to improve **Wolters Kluwer**?

- *Improve per-item/per collection pricing transparency for VitalLaw content.*
- *Provide better usage information.*
- *Include medical regulatory information in Practical Law, e.g., anti-kickback laws, Stark, medical licensing, and other contracting concerns.*
- *Better access to treatises that could replace BNA books*
- *add more content*
- *internal cultural shift*
- *Stop rebranding the product. Give librarians more notice of changes.*
- *Stop offering print if you cannot deliver what you have collected money from customers to provide.*
- *Frankly I think they keep trying to complete in litigation and I think they should focus on their advantage in reg compliance, I think they suffer from being part of a foreign corporation that doesn't understand the US market. I think they should be spun off so they can form appropriate alliances with companies in the US especially if they want to compete in litigation. No point in building out a new litigation product at this point.*
- *Feel the searching service is convoluted*
- *quit changing the name*
- *The sales reps that constantly call attorneys directly, even after being told not to, are extremely annoying. WK has some good content, but most of it is not vital to our attorneys.*
- *Stop changing the name of your product! Each time you improve it, you don't have to rename it.*
- *I don't like how we have to pay for individual treatises on VitalLaw.*
- *Update technology so that it operates in a similar fashion to Wexis. Attorneys confused/frustrated at learning yet another way to do something.*
- *I have had serious issues with Wolters Kluwer billing.*

Respondent Firms with Lexis



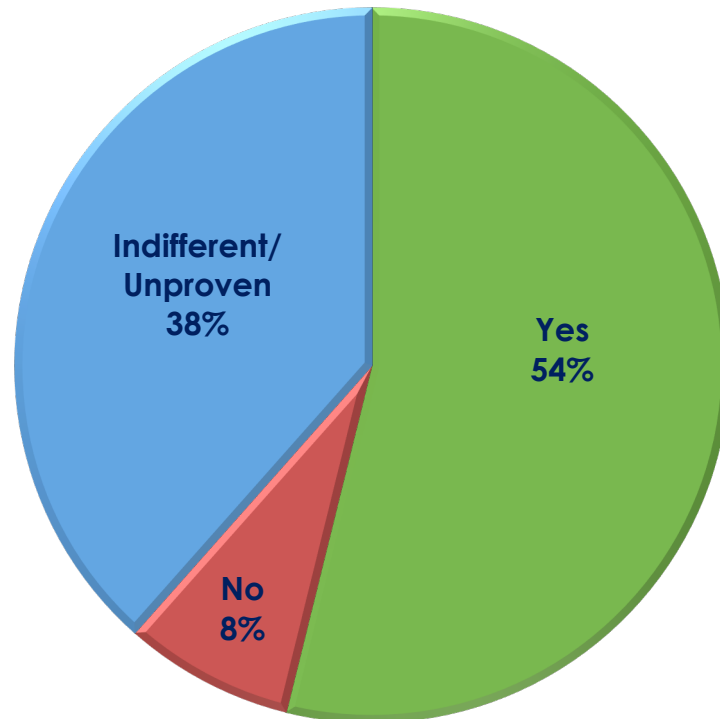
What are the chances you'll purchase **Lexis+** in the following periods?



Comments:

- *Rolled into our last negotiation.*
- *We are an IP boutique firm and don't see the value yet. Lexis+ analytics don't really fit our unique needs*
- *I understand from my rep that Lexis+ will eventually replace Lexis Library and with no additional cost. I hope that is true*
- *Lexis is a secondary resource at our firm so difficult to justify the cost of the premium content.*
- *It totally depends on the cost of upgrading.*
- *Don't know what it is*
- *I don't know - not sure I see the value*
- *We are willing to convert to Lexis+ at renewal but we are not paying a premium for something no one in our firm is requesting.*

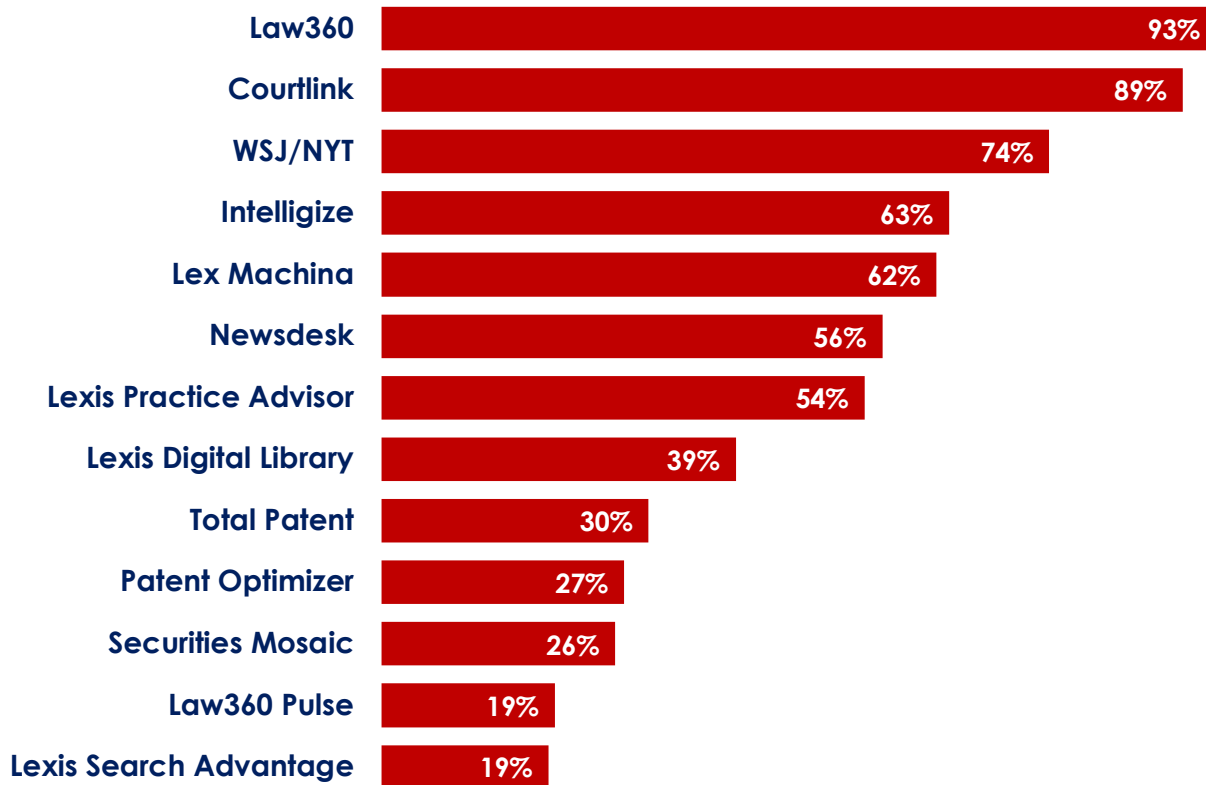
If your firm has purchased **Lexis+**, would you say it was worth the additional investment?



Comments:

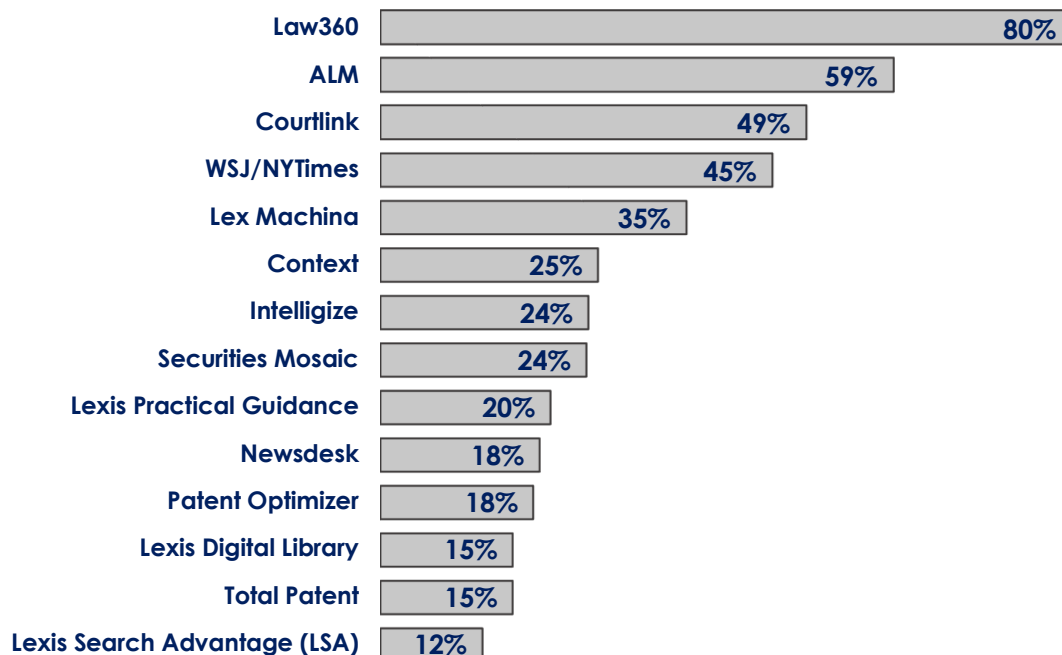
- *Our firm got Lexis+ for no extra charge (that we are aware of) in the last negotiation*
- *We didn't pay extra so we got some extra value.*
- *more analytics and the brief tool are valuable*
- *We are testing it over the next few months to identify value.*
- *The upgrade to Lexis+ was negotiated in additional cost (at least from the proposal price for Advance). That said, on balance, I believe it has helped improve adoption.*

Penetration of Lexis Ancillary Products



Compare to 2020:

Penetration of Lexis Ancillary Products



Comments on Lexis Ancillary Products:

- *It is the Securities Mosaic incorporations into Intelligize (now a single product) that we value. WSJ/NYT are included in the news component of our Lexis Advance agreement, which includes other media indispensable to us.*
- *I am very interested in LSA may test in next year.*
- *securities mosaic is dead, and LPA has changed names to Lexis Practical Guidance, which is getting better all the time*

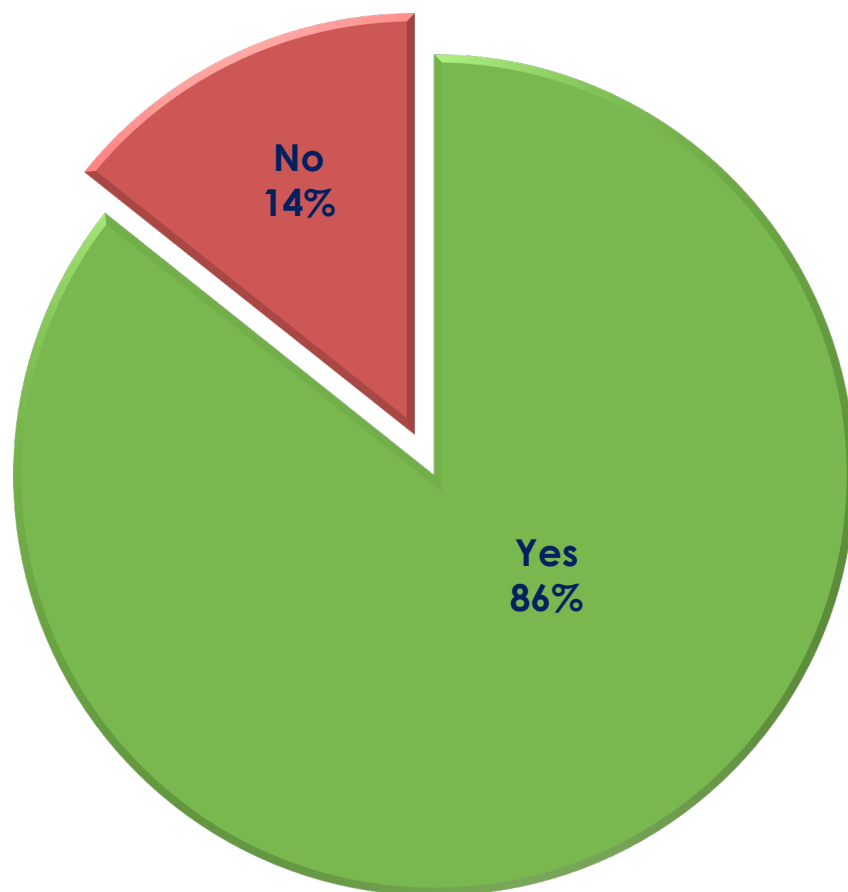
What three words or phrases would you use to describe **Lexis**?

- *responsive, helpful*
- *Hard to justify keeping them with such a small userbase. Can't cancel due to their AmLaw200 bundling policy.*
- *Pushy,*
- *Great news, great historical tax content, improving every year*
- *Bundling, overpriced, ancillary products holding up research platform*
- *Expensive, inflexible, bad bundling*
- *Premium, trusted, making improvements*
- *partner fair responsive*
- *frustrated with changes in courtlink*
frustrated with changes to law360, taking content out of regular law360 and including in Pulse or Authority products for additional subscription fee
- *Inferior to Westlaw*
Useful for online secondary sources
frustrating to use
- *Responsive to our requests.*
Quality content.
- *Expensive, slow to integrate acquisitions, best in class in certain markets*
- *I hate their bundling of products and forcing customers to keep print. It suggests they don't believe in their product -- even when Lexis + is a vastly improved product that can better compete with WL.*
- *comprehensive; somewhat more reasonably priced; integrated*
- *Expensive Inferior Somewhat helpful*
- *Reps are responsive, helpful, problem-solvers*
- *behind the times underutilized stop the bundling!*
- *quality training, big, expensive*
- *Top notch news content*
- *Poor support; disappointing usage; troubling sales tactics*
- *News, public records, and jury verdicts content is better than West*
- *Comprehensive Supported Superior*
- *Easy to work with. Inadequate customer service. Expensive.*
- *innovative, quality products*
- *comprehensive, public records, news*
- *great public records, superior news, not as user-friendly as Westlaw*
- *Secondary, developer-driven rather than user-driven*

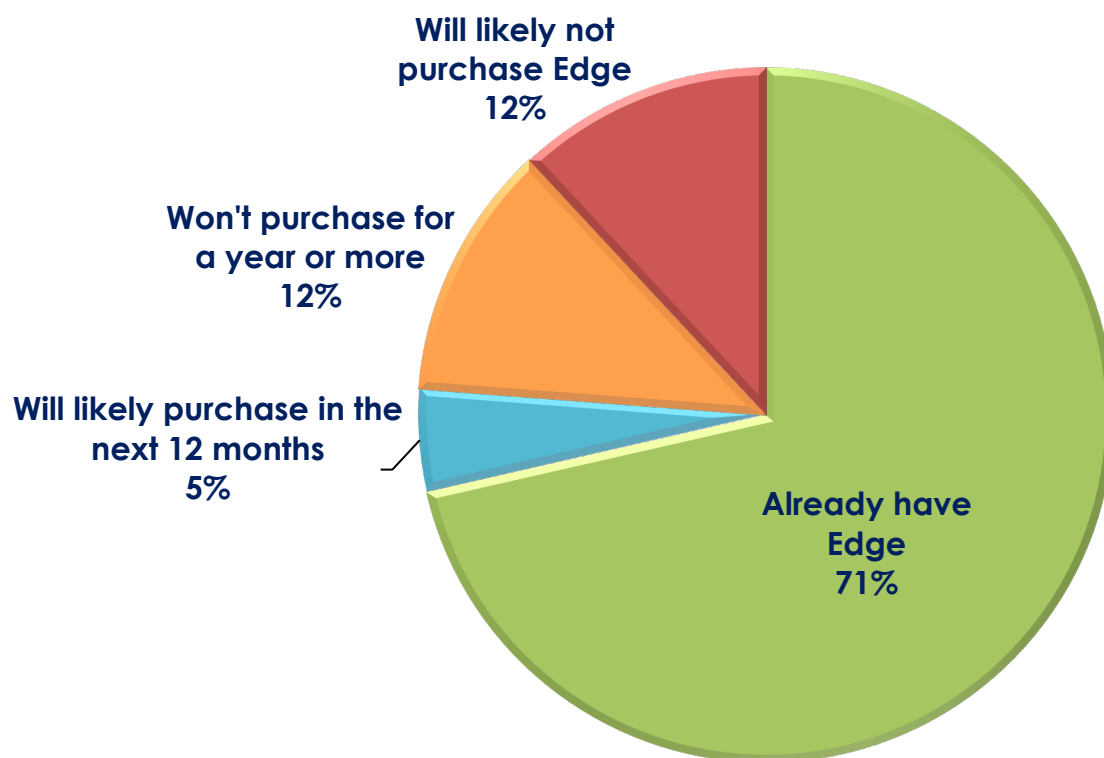
Do you have any thoughts on how to improve **Lexis**?

- Stop making AmLaw firms buy Lexis to get other products, figure out a way to get more users at the firm.
- STOP BUNDLING
- Allow us to buy what we need, not what you need to sell.
- Stop bundling content - we are IP boutique yet were forced to retain content not relevant to our practice. Law360 pricing and annual increases are also obscene
- More integration, more human editors
- Lexis (and all products including courtlink and total patent one) NEED TO STOP rolling out "enhancements" to their products that stop the products from working
- Allow firms to purchase databases without subscribing to Lexis.
- Option to purchase limited licenses.
- Unify contract terms across resources. Integrate the Securities Mosaic and Intelligize interfaces instead of stitching them together. Build or license an eBook platform that is better designed for researchers.
- Stop the bundling. Let firms buy what they need. They pay a high price for antagonizing their customers.
- stop up-selling, especially the various news components
- Better pricing models, better user interface
- Their Practice Advisor has improved tremendously, put more resources to this. Also improve Courtlink - Allow more ways to download the docket information provided.
- stop the bundling and let us pay for the content we actually want/use; when you sign a Law360 contract, be sure it includes all new content without an extra charge for the term of your contract
- Improvements all relate to pricing.
- They have to stop with their bundling tactics and offline retention requirements. Their back-end support (e.g., invoicing, etc.) is weak. They appear perpetually under-staffed.
- Lexis needs to add more treatise content to their platform.
- When you type multiple searches into a module, like news for example, Lexis keeps deferring to a site-wide search. It would be nice if they kept the search within the module I am searching
- They've got to give up the stupid print minimum spend. It's hurting their retention of clients who need the flexibility to move on from print. Their digital library is also ridiculously overpriced for what is essentially Kindle.

Respondent Firms with **Westlaw**



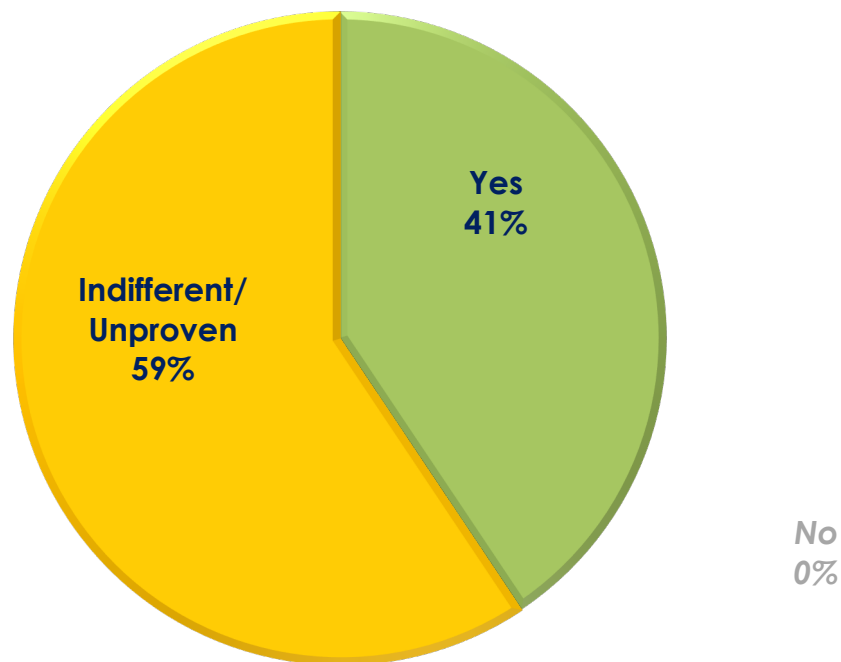
What are the chances you'll purchase **Edge** in the following periods?



Comments:

- *too expensive and we can get the other information we need from no cost sources such as the SLL or university web sites*
- *As an IP firm we find that Lex Machina and Docket Navigator give us more on point analytics than Edge; they are also missing some key jurisdictions / content we would need (PTAB, etc.)*
- *Purchase is a distinct possibility as our contract is up for renewal.*

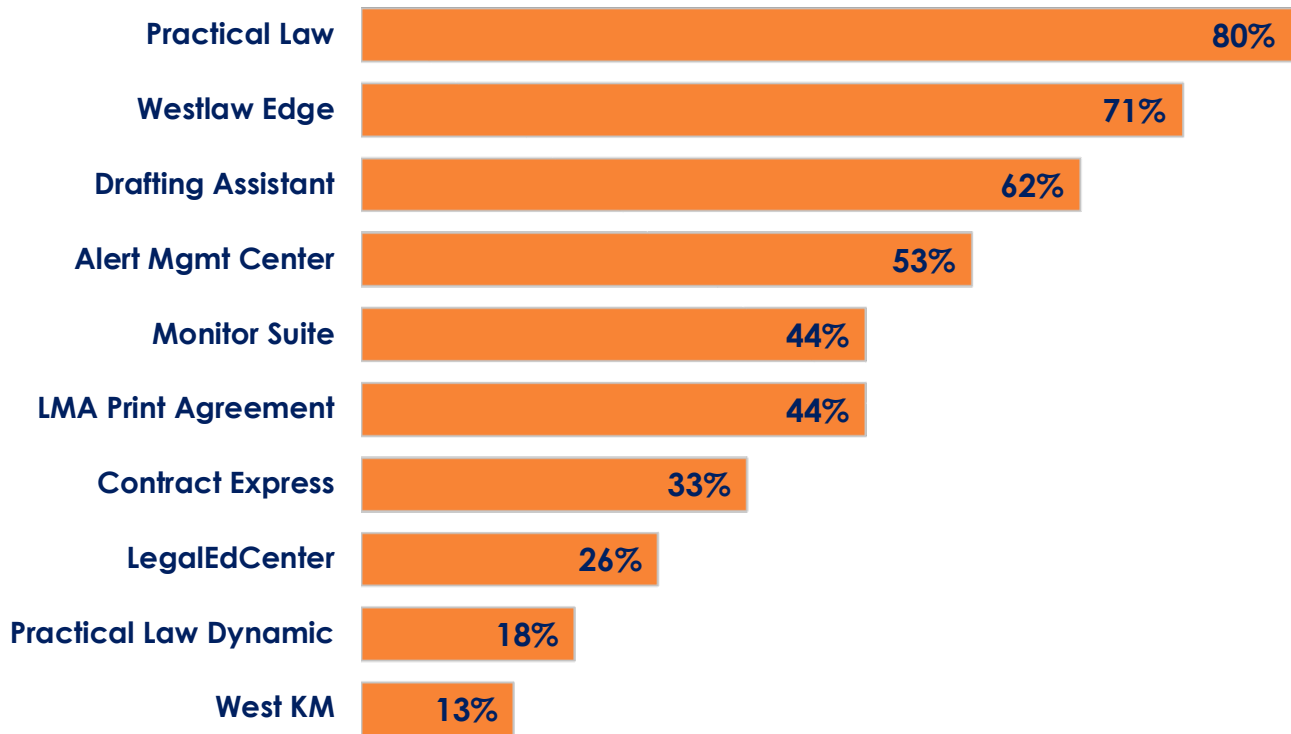
If your firm has purchased **Edge**, overall would you say it was worth the additional investment?



Comments:

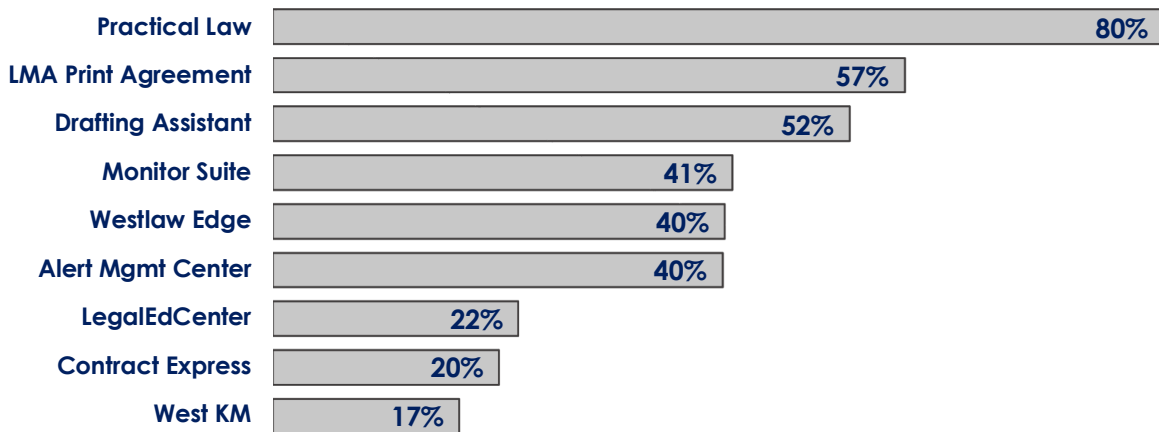
- *Just got it with new contract, unsure what difference it made.*
- *Edge is fine, but not must-have tech*
- *The Litigation Analytics and Brief Check features provide an edge.*
- *Don't like their model of pushing up to the next new level and then not retiring former; we were told that only Edge would get enhancements, not sure if that has been true*
- *It seems to have satisfied the litigation analytics need*
- *Unproven, still a new product.*
- *Not a single user commented on the change - seamless, it seems*
- *Development plans look promising as confidentially shared.*
- *I have repeatedly asked TR to provide ROI data on edge. They can't even provide usage data of the component parts.*
- *I became librarian while we already had Edge, don't know our firm without it.*
- *Some of the new features are very interesting, but I haven't heard any feedback to say that they definitely help the attorneys*
- *If nothing else, the upgrade to Edge and its litigation analytics allowed us to jettison our small subscription to Lex Machina.*
- *We just purchased it - so we don't know.*

Penetration of Westlaw Ancillary Products



Compare to 2020:

Penetration of Westlaw Ancillary Products



Comments:

- TaxnetPro (indispensable)
- Business Law Centre (Could easily eliminate if needed), HighQ (indispensable)

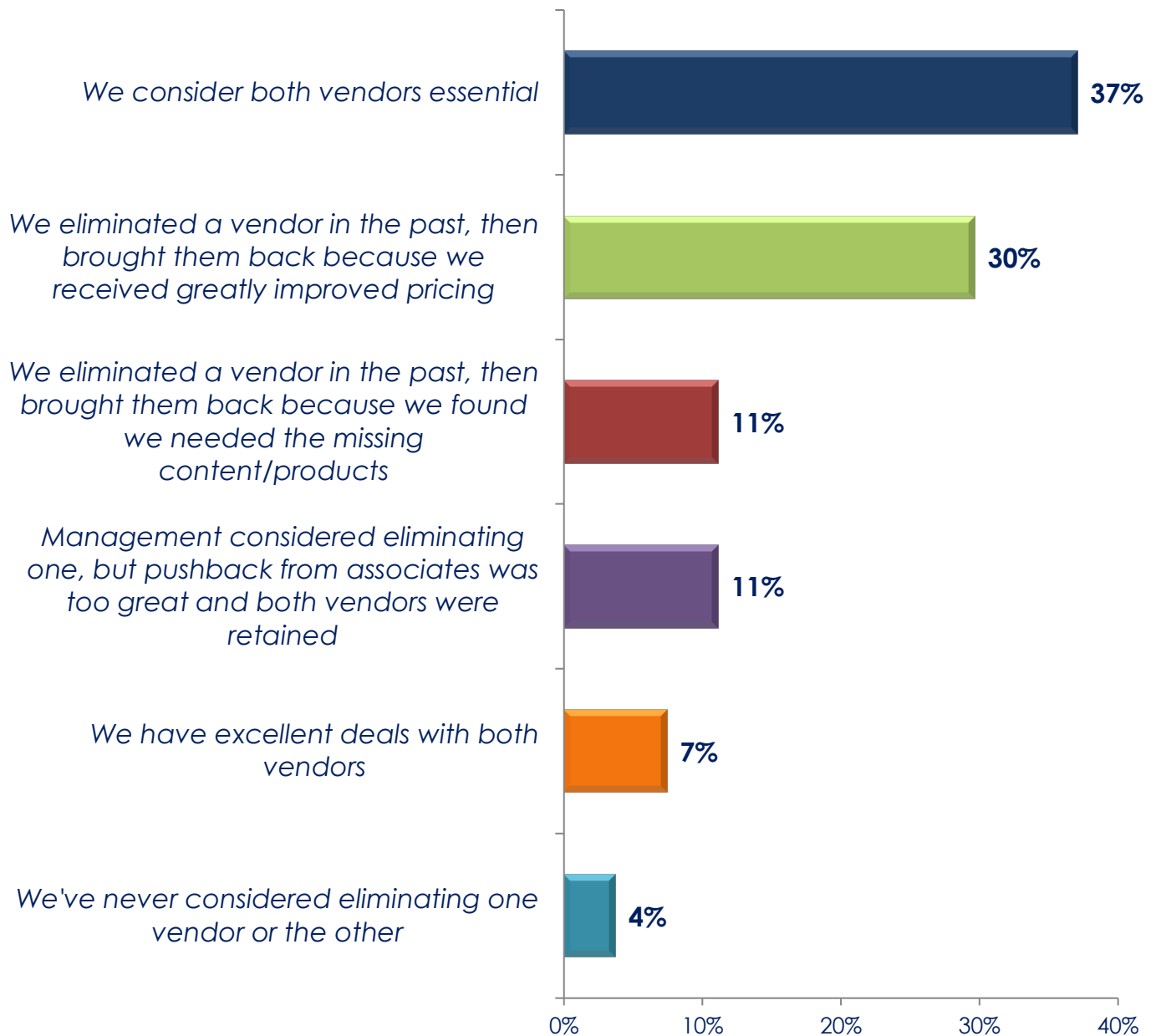
What three words or phrases would you use to describe **Westlaw**?

- *Gouging on price, unfair to be locked into a base price negotiated a decade ago - seems like we're being held hostage versus our peer firms.*
- *Always upselling new modules, pushy*
- *pricey, good product, hard to eliminate*
- *Gold standard, expensive*
- *Expensive market leader*
- *The best product, customer service has greatly declined, decent pricing*
- *Expensive, industry standard, expensive*
- *Necessary, Resource, Indispensable*
- *Expensive, greedy, costs too much*
- *WAY too expensive*
- *Premium, trusted, fills massive gap with a single provider (and vice versa)*
- *Essential, reliable, comprehensive*
- *Top research provider.*
- *expensive; illogical (non-market-based) retail pricing; reticent to favor firms with highly competent librarian-negotiators*
- *reliable authoritative easy*
- *Expensive; Extortion; Restrictive*
- *steady*
- *great customer service my go to database better results*
- *Responsive Customer Service, willing to partner with our firm.*
- *Easy access and search Excellent coverage for our practice Expensive*
- *Reliable, innovative, responsive*
- *arrogant, greedy, indifferent to customer needs*
- *Robust, expensive*
- *User friendly Good content Indispensable*
- *Expensive preferred comprehensive*
- *Expensive, Cutting edge, Reliable*
- *big, expensive, status quo*
- *Go to legal research tool but VERY expensive*
- *Greedy; attention-seeking; market prominence*
- *Expensive Good customer service Extensive*
- *User friendly*
- *solid, innovative, indispensable*
- *case law, comprehensive,*
- *user friendly, great dockets, helpful expert materials*
- *industry leader, comprehensive, not cheap*
- *Comprehensive, Expensive*
- *essential legal resource, expensive, constantly changing trainers and reps*
- *Responsive, stable account manager (so far), great training programs*
- *comfortable old horse*
- *Expensive, leading*

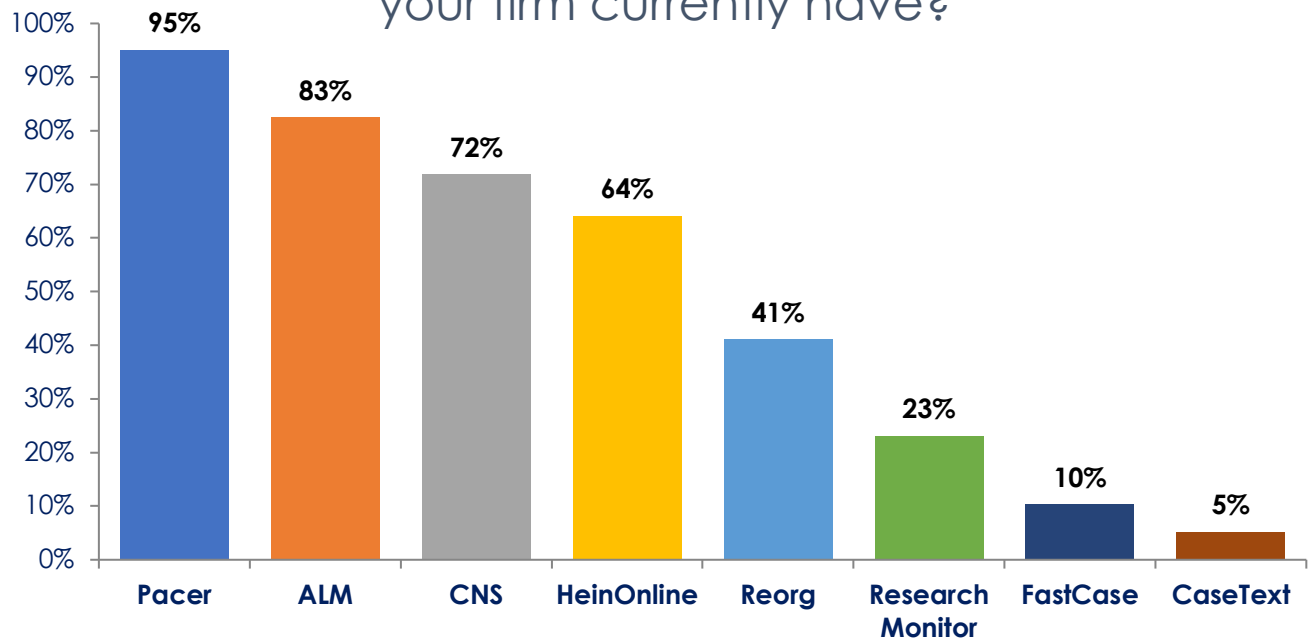
Do you have any thoughts on how to improve **Westlaw**?

- Rethink pricing model.
- Stop upgrading and peeling off content sets from old modules and products in Practical Law. Very frustrating practice.
- Come up with a Law 360 alternative! Why they choose not to compete in this area is mind-boggling.
- Make prices more affordable.
- Lower prices. They are just too arrogant on pricing.
- They have made little to no investment in their docket alerts. If West Alert Center and docket alerts could compete with Courtlink, that would be great. Even better if one of their news offerings could compete with Law360
- Alerts can sometimes be erratic in their delivery - we often set up alerts on other services when we need to know something immediately. Company analytics are a large gap in analytics offering.
- Pricing parameters to be more wholesome vs each minor improvement incurring ancillary costs.
- reinstate customized content in subscription offerings
- Customer service has become worse on all levels, at least with my experience. Have also encountered some tech issues which are disturbing.
- Lower the price
- More flexibility with licensing.
- Improve back-office service (invoicing, contract renewals, website store, etc.). Allow more flexibility than provided by the bundles sets of publications by practice area on offer as additions to Westlaw Edge Canada.
- They need leadership which can even pretend to care about their customers. I feel like my firm is viewed as a cash machine. Customer support staff cut to the bone. Provide ROI for products.
- Adding more loose-leaves in Westlaw instead of a separate platform (Proview)
- lower the price
- When new features are added to Westlaw or Practical Law, they should be included in the clients' contracts.
- Westlaw's approach to client services has dwindled over the years. They behave as if there is not a competitor in the marketplace.
- They need to stop trying to upsell mid-contract and the constant meeting requests and trial invitations are extremely time-consuming and produces "Thomson Reuters" fatigue. They might not realize this, but I think their aggressive sales efforts are really starting to breed resentment.
- Public records and jury verdict content could be improved.
- Add more narrowing options to the news section.
- Hire more reference attorneys, wait times are unacceptable
- They need to have backup technical support for Monitor Suite and have West LegalEd Center handle and choose the programs for accreditation not leave it to individual firms.
- I'm not sure Edge offers enough to be worth the ridiculous price increase. The tech seems outdated--for instance, filtering shouldn't require so many clicks.

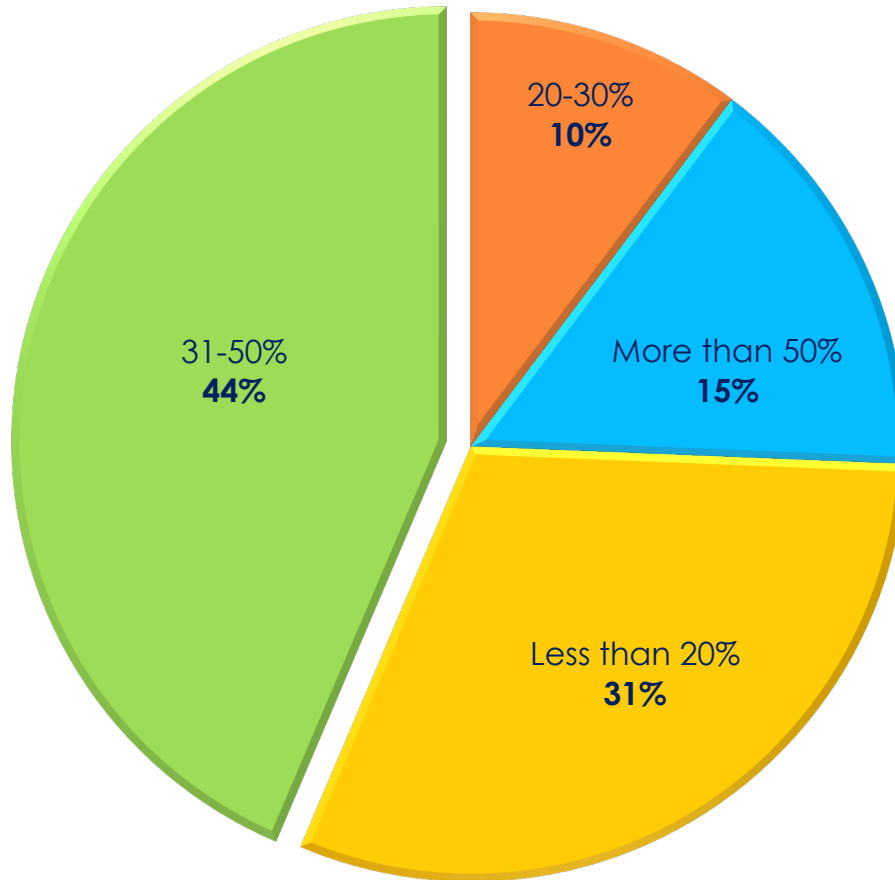
If your firm has both Westlaw and Lexis, why do you have both vendors?



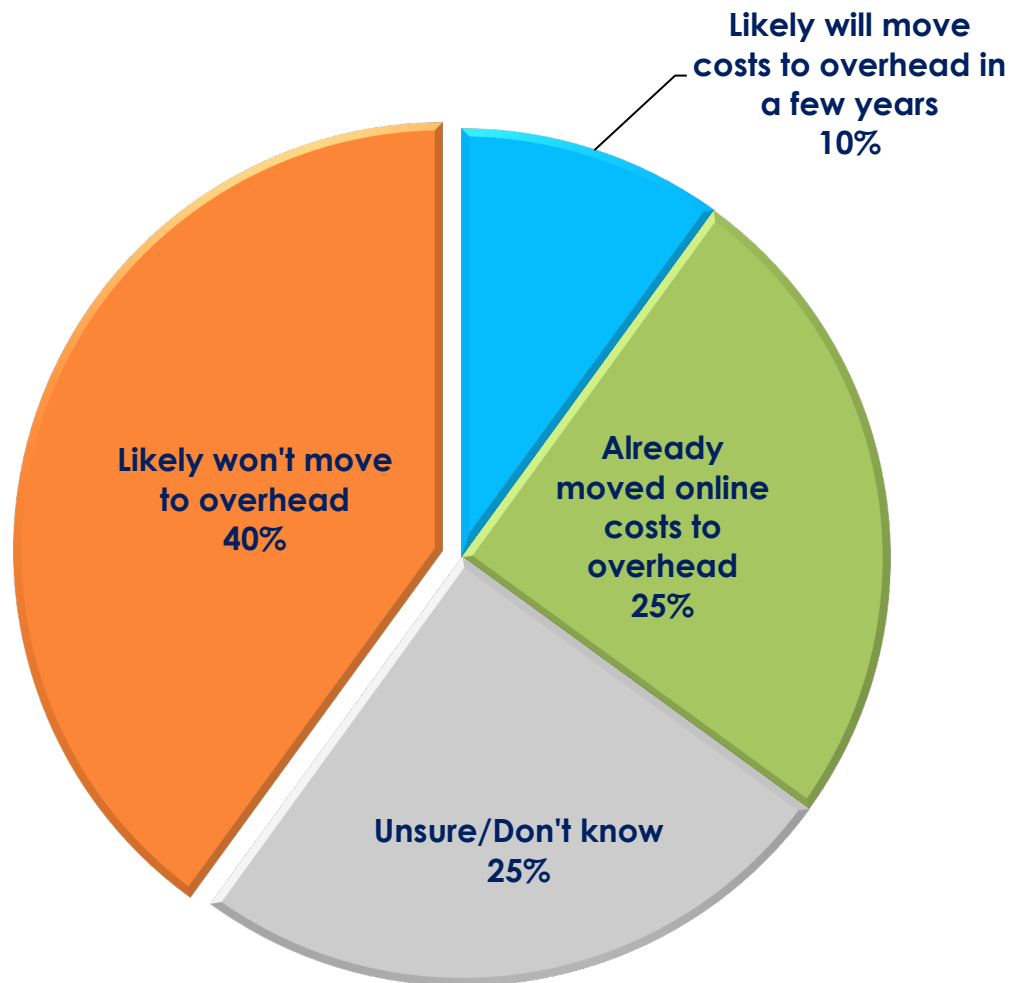
What other legal information products does your firm currently have?



What percentage of your Westlaw and/or Lexis costs does your firm actually recover?



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



Comments:

- *likely some/more, but not all*
- *I would love to move to overhead but getting pushback from finance folks.*
- *Very little gets charged to the client, so without an actual decision to move it to overhead, it essentially has been moved.*
- *Reconsidering the issue again in the next few months.*
- *I am pushing for this - I am trying to find some offsets to justify this.*
- *Not shared with me*
- *I would like to move them to overhead, but our Westlaw recoveries are too high.*
- *I would love to move to overhead, but we still recover enough that my attorneys would be unwilling to let that income go.*



2022

Legal Information Vendor
Market Survey