60,000+

law firms using tracker

1,300+

corporate clients globally

98%

annual retention rate

WHAT THE
TRUSTED TRUST

Thomson Reuters Legal Tracker

The #1 system for matter management,
e-billing performance, and analytics

THOMSON REUTERS®

ENTRY TO THE TRAITORS GATE

MEETING THE COMPLEX NEEDS OF CORPORATE LEGAL DEPARTMENTS

In recent years, corporate legal departments have become less immune to the economic ups and downs that enterprise companies face. Many inside legal teams are tasked with the challenge to control costs while still improving productivity and profitability. Inside pressures are requiring them to accomplish more with less.

To help meet these challenges, many successful in-house legal departments have turned to automated matter management and e-billing solutions. The underlying goals of adopting such systems are to better track costs, help control matters, improve communication, and provide greater insight that leads to a greater bottom line.

Unfortunately, most of the solutions out there don't meet the needs of a large, global, and complex business. As time goes on, legal departments find themselves left with a myriad of challenges instead of the success they banked on. The challenges can be:
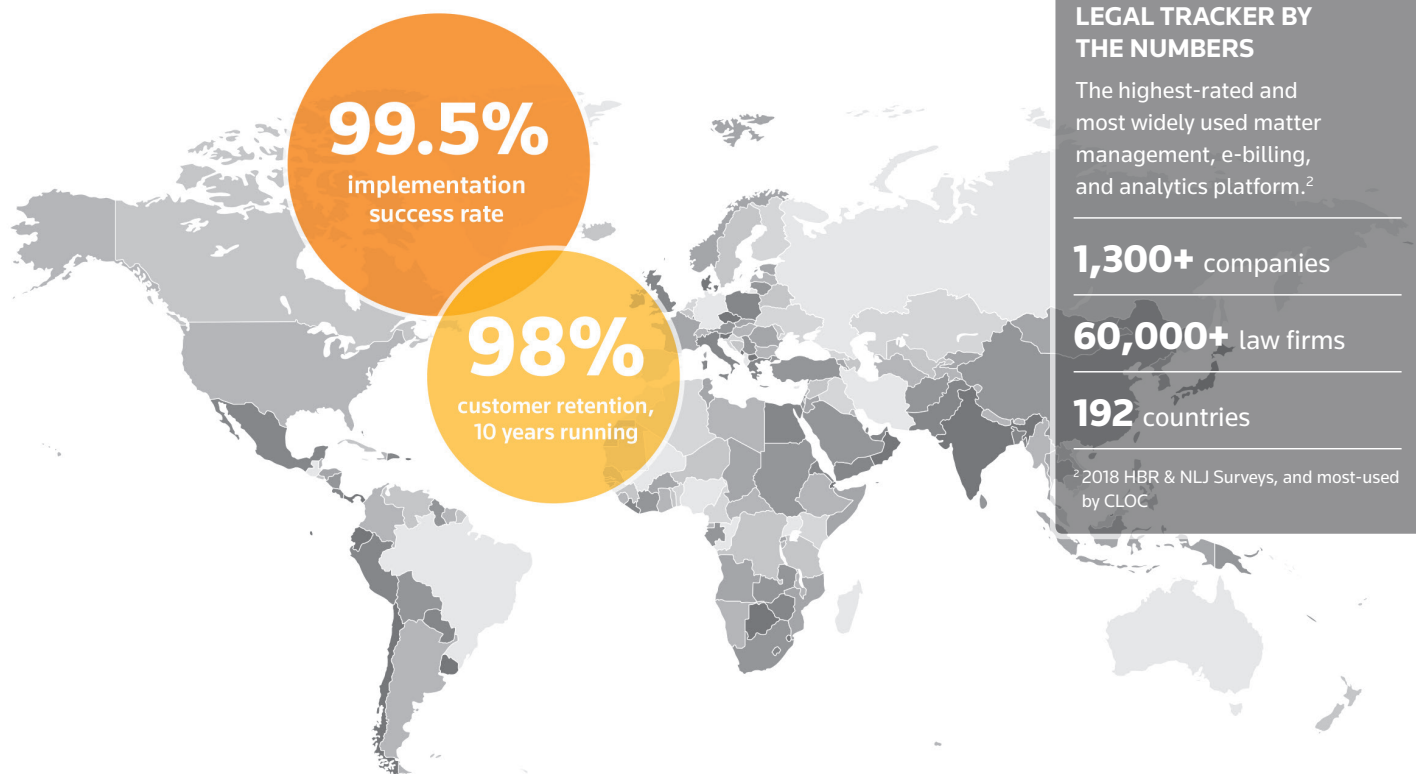
- Long and incomplete implementations that don't allow legal departments to fully utilise the system nor get complete visibility into their legal work and spending

- Market consolidation that forces them into systems and pricing that they did not buy or plan for

- Pricing increases with no warning

- Overly customised systems that make workflows and reporting too complex and unreliable to use

- Unavailable, unresponsive, or untrained support from current providers

Thomson Reuters Legal Tracker™ can meet the needs of your legal department's complicated and multi-layered challenges. Tracker puts you in control with matter management that's easy; offers streamlined, integrated e-billing; and provides real-time analytics based on the largest repository of legal spend data in the industry. With a modernised user interface, Tracker provides you with instant access to the information you need and the ability to organise and analyse everything—from documents to deadlines, billings to budgets, and pricing to profitability—that you need to view in order to make strategic decisions. In short, it's the comprehensive solution you need to stay nimble through growth and changing times.

....

"It became the backbone of our entire management system for the legal department."

Jeff Carr
Senior Vice President, General Counsel, Retired, FMC Technologies
....

Legal Tracker is the world's leading legal matter management, e-billing, and legal analytics system designed for corporate legal departments. Tracker has been recognized by the HBR Consulting Annual Law Department Survey, the Best of the National Law Journal, and the Corporate Legal Operations Consortium (CLOC) State of the Industry Survey as a leading solution for legal matter management and e-billing.

99.5%
implementation
success rate

98%
customer retention,
10 years running

"Tracker handles the complexities of international e-billing seamlessly."

Sam Bernstein
Legal Operations,
Amazon.com

THE GLOBAL ENTERPRISE SOLUTION

Rated as the #1 e-billing and matter management system, Legal Tracker is the solution for enterprise companies worldwide. In fact, 120 of the Fortune 500 and 250 of the Fortune 1000 are already using Legal Tracker to take complete control of their entire legal landscape. And, with more than 1,200 legal department clients, the most of any single competitor in the space, Legal Tracker is the highest rated and most widely used system of its kind.

THE THOMSON REUTERS ADVANTAGE

Legal Tracker is part of Thomson Reuters, the world's leading source of news and information for professional markets. The business has operated in more than 100 countries for more than 100 years, with 65+ years of serving the legal industry. With Thomson Reuters backing and investment, Tracker clients can be confident they're receiving the intelligence, technology, and expertise they need to find the solutions and answers to successfully compete.

AN INTERNATIONAL PRESENCE

Most of today's large companies don't have borders, and their inside and outside counsel work from various offices around the globe. With users in 192 countries Legal Tracker is no different. What does that mean for you? It means that we understand international business, and we provide the features you need for success globally. Tracker has features that allow for the tracking and collection of VAT, GST, and other tax types used internationally. And configurable features allow your legal department to manage various currencies around the globe.

Not only do we provide the global features your business needs, but we also provide the support. With our clients located in numerous countries and time zones, we provide worldwide support for our clients. Wherever your business is, we will support you.

MATTER MANAGEMENT MADE EASY

Tracker integrates document and matter management seamlessly and effortlessly. It replaces paper, spreadsheets, and other databases with electronic data that's searchable, reportable, and always up to date. So say goodbye to paperwork and hello to productivity. Now you can have all the data you need—including documents, deadlines, billing, budgets, pricing, and profitability—right at your fingertips. No more wasted time, lost data, or missed dates.

Use your customised Tracker Dashboard for instant access to every aspect of every matter

- Easily organise, prioritise, utilise, analyse, share, and compare data internally and with your outside firms
- Store electronic documents in any file format in Tracker or link to a network, URL, or third party document management system
- Organise contracts and related documents into customisable online files with controlled access
- Streamline the intake and assignment process

EFFORTLESS, INTEGRATED E-BILLING

Legal Tracker can help take the guesswork out of invoicing. Its e-billing system is seamless, integrated with your accounts payable department, so invoicing becomes virtually automatic. Easily and securely manage invoices in any electronic format from 100% of your firms worldwide.
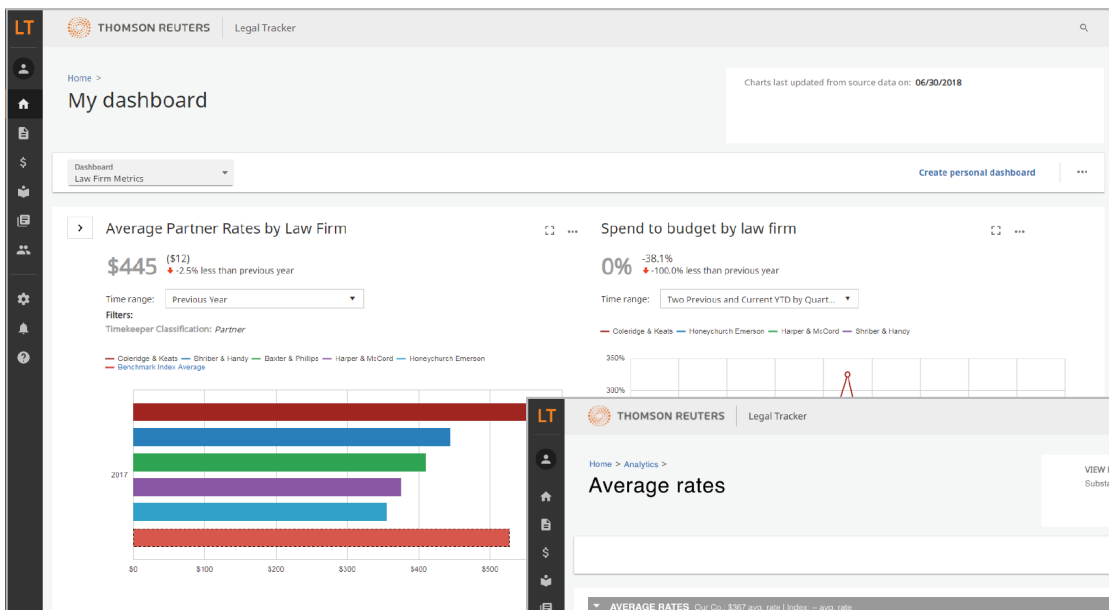
The result is less paper, less problems, and less work for you.

- You can enforce rates, expense compliance, and all billing guidelines
- Eliminate paper approval processes
- Automatically or manually enforce timekeeper rates, expense compliance, and other billing guidelines
- Receive over-budget spending alerts for month, fiscal year, life of matter, or phase
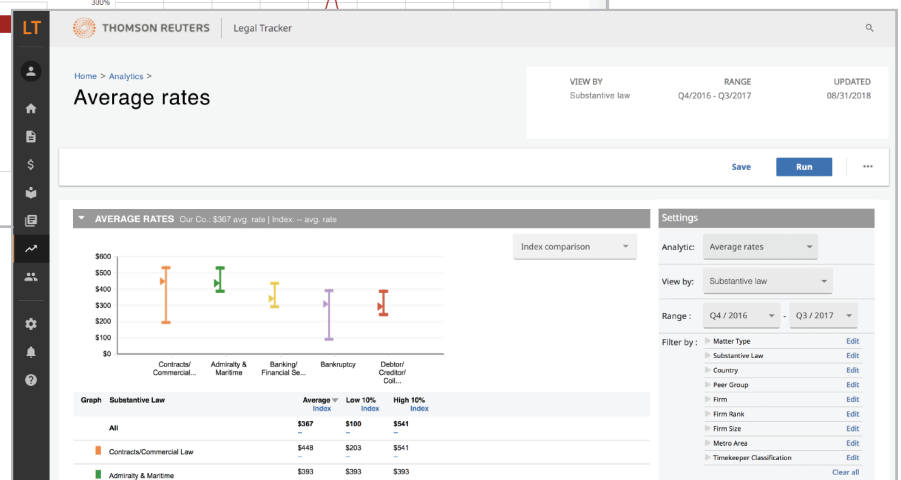
READY FOR ALTERNATIVE FEE ARRANGEMENTS

When it comes to most effective outside counsel cost control strategies, adopting alternative fee arrangements (AFAs) are at the top of the list. Many Tracker customers are rapidly transitioning away from the hourly fee model to a fixed or value-based agreement with their firms. With Tracker, you can easily create and assign an array of different alternative fee structures at the matter level and even create multiple fee arrangements for multiple firms on a single matter. Select between strict or flexible cost controls on AFA matters, quickly identify the total financial picture of an AFA in a single view, and combine multiple matters into a portfolio—an effective way to manage large bodies of legal work for a single fixed fee. Whether your organization is considering AFAs now or already utilizing them for a majority of your matters, Tracker can help you manage, account, audit, and report on AFAs.

Visualise your legal department's critical metrics in real time and generate detailed reports that demonstrate the value of the legal department to the C-suite.

Instantly benchmark the rates paid by your legal department compared to peers in your industry or geographic location.

WORLD'S LARGEST SOURCE FOR ANALYTICS

As the only matter management and e-billing solution that delivers non-survey or extrapolated analytics data based on more than $73B in approved legal spend, Tracker gives you the metrics you need to make data-driven decisions. Tracker aggregates the business data from hundreds of corporate legal departments and thousands of law firms to provide you with data that is significant, accurate, and current. You can then filter that data to view the information that's most relevant to your business needs. These analytics based on global data help you measure your legal department's and outside counsel's performance, benchmark rate comparisons, and review spend and budget guidelines.

- Evaluate the progress, strengths, and opportunities for improvement in the business and process aspects of your legal department

- Analyse trends and dig deep to understand changes in your department and selected indexes over time using data from the past eight years

- Examine how efficiently and effectively your department is managing its operations and its relationships with legal firms

- Analyse your law firm portfolio and assess the performance of your firms to aid in discussions around critical issues such as timekeeper rate increases, unnecessarily drawn-out litigation, or staffing inefficiencies

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SECURITY YOU CAN COUNT ON

We understand the extreme importance of ensuring your legal department data is secure. We don't take this lightly and are committed to the utmost protection of our clients' data. We've put a number of safeguards in place to protect your data:
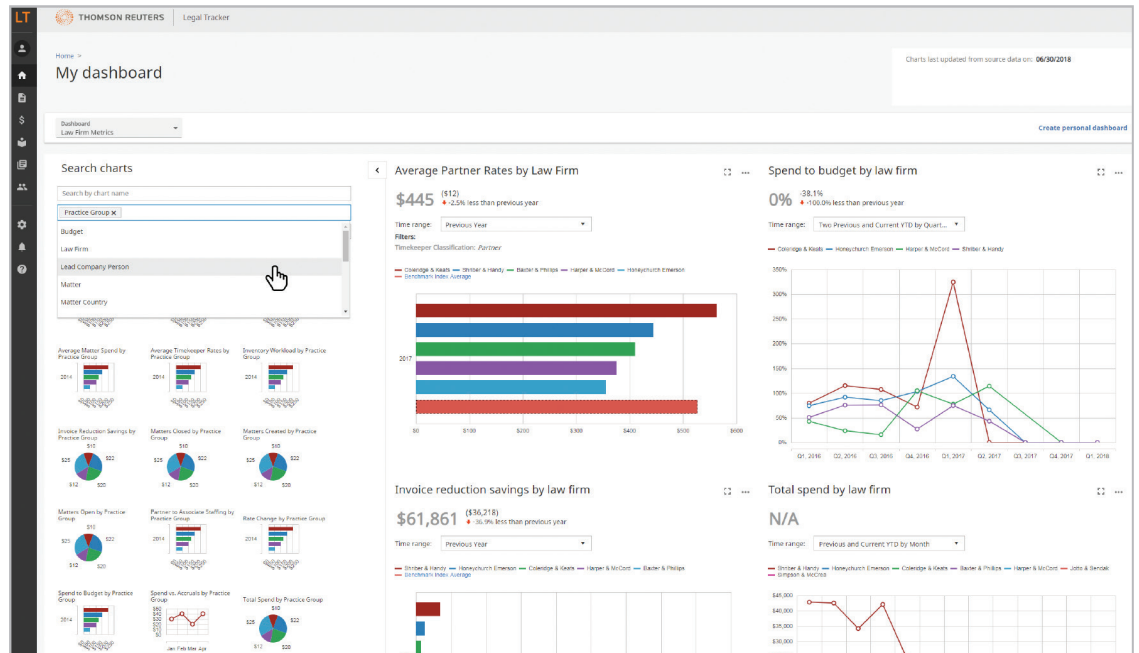
- The first and only legal matter management and e-billing provider to be SOC 2 Type II and SOC 3 audited

- Network protection on several levels, including the use of firewalls, multiple layered networks, authentication requirements, intrusion detection systems, and encryption

- Annual third party vulnerability threat assessments

- State-of-the-art colocation facilities that are SOC 2 Type II certified

- Uniquely provisioned databases for each client means there is no potential for commingling of your legal data, unlike some of our competitors. Commingling of data can result in other companies being able to see your company's data when pulling reports on legal matters, and your company might not be able to retrieve its legal matter data if transitioning off that system in the future.

Tracker is built upon the principle of permissions, so users can only see the data to which they have been granted access. In addition, customers connect to Tracker via an HTTPS session that is secured with 256-bit encryption certification, thereby enforcing encryption of data in transit. The bottom line is: your data is safe with Legal Tracker.

The Legal Tracker dashboard is highly configurable and allows you to easily review and evaluate the metrics that are most important to you immediately upon login.

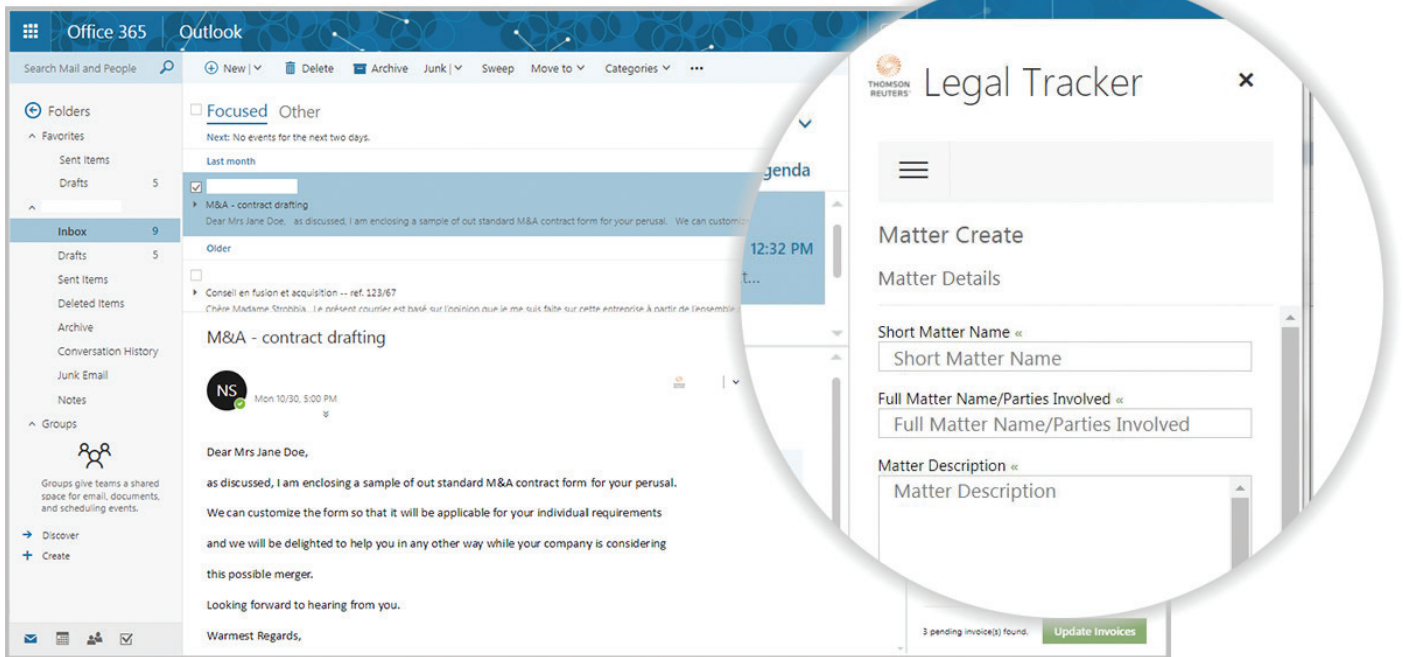## CONFIGURED TO MATCH YOUR LEGAL DEPARTMENT

Legal Tracker is a highly configurable system designed to work the way you work. Each user has a unique Tracker dashboard with multiple views that can be individually tailored to meet specific needs. With more than 100 best practice metrics that can be displayed and the ability to select from pre-configured chart types, users can quickly visualise the metrics that matter most to them.

Greater options meet enterprise demands

In response to requests from many of our clients, we've recently added even greater flexibility in the system to better serve the needs of our enterprise-sized clients. Additional configuration options include more custom fields, invoice and budgetary workflows, timekeeper rate tracking, approval workflows, and more.

- **Custom fields** – Capture the information you need without breaking the Tracker workflows with more than 100 custom fields

- **Custom invoice and budgetary workflow**s – Accommodate your complex needs with invoice approval workflows and ensure the right people are reviewing and approving budgets on matters

- **Standard and custom task code spend tracking** – Track the work being performed by outside counsel to the individual task level using standard UTBMS task codes. Tracker also allows you to create a custom task code set, which allows for even more specific task level tracking.

- **Timekeeper rate and rate increase tracking and auditing** – Approve all of your firms' timekeeper rates at one time with the Tracker Timekeeper Rate Review functionality

- **Expense guideline audits** – Set the expense guideline limits based on your specific terms and match the audit treatment of the invoice to your desired outcome

- **Alternative fee arrangements (AFAs)** – Easily create and manage an array of alternative fee arrangements at the matter level; group, audit, and report on those AFAs at any time

- **Conditional fields** – Create your own conditional rules to be applied to new matters and pre-populate matter fields based on configurable criteria

INTEGRATED WITH YOUR SYSTEMS

Legal Tracker was built by lawyers for lawyers, so we know how you work and what you need in order to remain productive. That's why we built Tracker to integrate with your existing infrastructure—not compete with it. From invoicing to emailing, the tools you use every day work together with Tracker, so your legal workflows become as seamless as possible. These vital system integrations can help eliminate duplication, boost productivity, and save time across your entire organisation.

Built-in connectivity and convenience

- Integrate with your company's AP, IP, ERP, and other systems

- Integrate your on-premises single sign-on and identity systems

- Integrate with legal hold and data preservation systems

- Gmail extension eliminates the need to transition to Tracker for certain workflows

- Tracker Service of Process module offers an integrated, audited system for managing all of your service of process activities

You can seamlessly connect your AP, IP, and ERP systems to Tracker to ensure invoice data is sent back and forth automatically and exchange rates are updated regularly. In addition, spending amounts are reconciled quickly, and outside firms can check on their invoices easily. The Legal Tracker Add-in for Microsoft® Office securely extends Microsoft Outlook® functionality. Copy Outlook email messages and attachments directly into Tracker and quickly create or clone matters.

Accounting Code Integration

We know how error-prone the manual entry of accounting codes can be. Our Accounting Code Integration service was developed to help eliminate invalid entry codes and substantially reduce erroneous codes. Subscribers of this service can count on current accounting codes, improved user productivity, more accurate reporting, and time and money savings.

Quickly create matters and review pending invoices right from inside Microsoft Outlook with the Legal Tracker Add-in.

Need a custom integration?

No problem. Our experts can customize your Tracker integrations to your specifications.

UNMATCHED SERVICE AND SUPPORT

Our Legal Tracker Professional Services team is always here for you. They all know the system inside and out. The team includes lawyers, financial experts, and IT professionals, so they understand your unique challenges and needs and can help you get the most value from your Tracker investment. You can turn to this team for a full range of services, including data migration, onboarding, integrations, report services, system optimization, training, best practices, and more.

"They truly have extended customer service beyond imagination. There is an answer for everything. There is a tool for everything. There is a person for everything."

Jennifer Vandersmissen
Legal Program Manager, Maxim Integrated

TRACKER IS THE CHOICE OF YOUR LAW FIRMS

With more than 50,000 firms and vendors already using Tracker, new clients often find that 85% to 95% of their firms are already using Tracker, making the transition to Tracker even easier.

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> "With the tools and the knowledge that Legal Tracker provided, it really made the process easy. All told, it really only took us eight weeks to implement, which shocked us. We've never experienced that."

Brian Sisterman
Target Legal Operations

IT'S EASY TO MAKE THE SWITCH TO TRACKER

We have a long history of effectively transitioning companies—including many Fortune 500 companies—from other systems to Legal Tracker. Whether you have 400 or 40,000 matters, we make the transition as simple as possible. With a 99.5% implementation success rate, 99.9% system uptime rate, and a 98% client retention rate, we think the numbers speak for themselves.

As a SaaS-based product, there is no complicated software to buy or learn. The average implementation lasts just three to five months, and training typically takes only 15 to 90 minutes, depending on the level of use. There is no upkeep or IT involvement needed. It's simple and intuitive, and you can count on our industry-leading experts to be with you through every step of implementation and training.

To arrange a demonstration of Thomson Reuters Legal Tracker, please contact one of our solution specialists:

Visit **legal-solutions.co.uk/legaltracker**

Email **legaltracker.info@thomsonreuters.com**

Legal solutions from Thomson Reuters

Thomson Reuters is the world's leading source of news and information for professional markets. Our customers rely on us to deliver the intelligence, technology and expertise they need to find trusted answers. The business has operated in more than 100 countries for more than 100 years. To learn more about legal solutions from Thomson Reuters, please visit legal-solutions.co.uk

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