### Research and Know-how

## **Practical Law, Westlaw UK & Lawtel**

2017 Enhancements





## **Overview**

We would like to provide an insight into the work that we, at Thomson Reuters, have been doing to ensure that our research and know-how solutions remain invaluable to the work that you do.

In consultation with our customers, we have introduced new functionality, developed existing features and delivered a wealth of new content across our portfolio. We have also delivered countless bespoke training sessions and support materials for users.



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### **Behind the scenes**



#### Tailoring training and support

To help users make the most of our solutions, we delivered comprehensive and tailored training sessions to suit each organisation's needs. We also provided first class support to customers via phone, email and face-to-face throughout the year.



#### Enabling further integration

We continued to bring our solutions closer together with integration across our legal research and know-how solutions, helping users obtain greater value from their subscriptions.



#### Acting on feedback

In 2017, we continued to work closely with customers to understand their evolving needs. Through focus groups, customer events and surveys, we gained invaluable feedback from users which helped to shape our solutions and supporting resources.



#### Streamlining operations

We streamlined our internal operations and adopted a more global approach to product development, with the aim of improving efficiency, fast-tracking innovation and aligning our solutions for customers.



#### Keeping users informed

With plenty of enhancements to our solutions in 2017, we have worked to ensure that users remain informed of developments and experience the full benefit that these changes bring. To help achieve this, we invited customers to attend our inaugural product conference, Generate 2017, and re-launched our product development blog, Broadcast.

#### Find out the latest news

Read Thomson Reuters Legal product development blog, Broadcast, to stay informed of upcoming changes to our legal solutions, new enhancements due to launch and key content additions.

To receive the next Broadcast newsletter, please sign up at legal-solutions.co.uk/newsletter

## Did you know?

#### Customer training

In 2017, we held a wealth of online and face-to-face training sessions for users across our legal solutions. Here are a few of the highlights:

WE TRAINED OVER

END USERS'

(excluding students) - a 30% increase on 2016

TRAINING HOURS IN 2017

WE CREATED OVER

**GENERAL AND** 

SPECIALIST TRAINING MATERIALS FOR USERS **OVER** 

OF SESSIONS COVERED MORE THAN ONE **LEGAL SOLUTION** 

WE DELIVERED OVER

OF USERS TRAINED SAID THEY WOULD RECOMMEND TO A COLLEAGUE AND

SAID THEY LEARNED **SOMETHING NEW** 

OF USERS TRAINED SAID THEY FOUND THE ONLINE SOLUTION MORE VALUABLE IN THEIR DAY-TODAY ROLES

To book a training session for users in your organisation, or contact your dedicated Account Manager.

\*Figures included from January 2017 - November 2017. **Practical Law** 

Westlaw UK

Lawtel

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#### Award-winning

We are delighted that Thomson Reuters was voted #1 in the inaugural **Global Alternative Legal Brand Index** published by Acritas this year. The index was calculated on three measures: being top of mind as an alternative provider of legal services among in-house legal departments, being most favoured, and delivering innovative products and services.



#### **Lisa Hart Shepherd**

CEO of Acritas, Acritas' Global Alternative Legal Brand Index 2017

## **Practical Law**

Practical Law is the leading, online know-how service that provides practice notes, standard documents and clauses, drafting notes, checklists, the Ask service, current awareness resources and drafting automation tools.

A snapshot of 2017\*

+

Checklists

51% INCREASE FROM 2016\*\*

+

7/4-4

Practice notes

10% INCREASE FROM 2016\*

+

276

Standard clauses

44% INCREASE FROM 2016\*\*

+

359

Standard documents and drafting notes

28% INCREASE FROM 2016\*\*

+

38

Legislation Trackers

f

2,938

Queries published on Ask

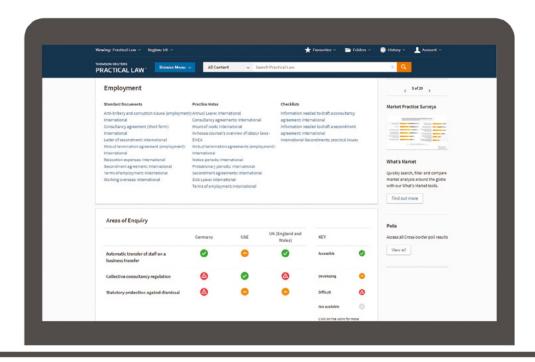
Toolkits

## **Highlights**

### Industry-leading content

#### **Cross-border resource centre**

For lawyers working or advising on cross-border matters, the resource centre delivers the tools and guidance needed to work successfully across jurisdictions. Explore over 900 resources on key areas where cross-border issues frequently arise in practice, including standard documents and clauses, practice notes, and checklists, with jurisdiction-specific drafting guidance for up to 21 jurisdictions. Plus, an intuitive cross-border dashboard is available to help users benchmark their deal across a number of jurisdictions and identify potential areas of risk.



#### Life Sciences practice area

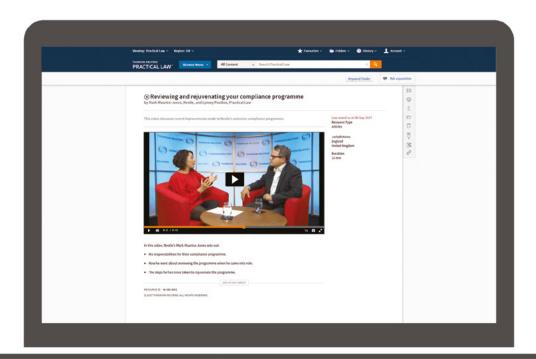
The practice area provides up-to-date and practical guidance on the legal issues related to the development and commercialisation of human medicines and medical devices. In addition, users can sign up to receive current awareness emails, featuring the most important developments in life sciences across 19 jurisdictions.

#### Scots law resource centre

The Scots law resources centre provides legal professionals working on or advising on Scottish matters with a suite of ready-to-use resources, giving them a quality-assured head start in their work. Tailored to the Scottish legal system, the resources cover seven practice areas; Corporate, Employment, Commercial, Property, Dispute Resolution, Private Client and Family. The suite of resources will grow significantly throughout 2018.

#### **Multimedia resources**

The multimedia resources comprise of videos and audio podcasts, which can be watched online or downloaded from the practice areas on-demand. Presented by Practical Law's experienced editors and expert contributors, the resources cover know-how and business of law, hot topics such as Brexit and GDPR, learning and development, as well as analysis of the latest trends and legal developments. With resources in every practice area, users can quickly learn the fundamentals in new or unfamiliar areas of law and stay on top of emerging issues.



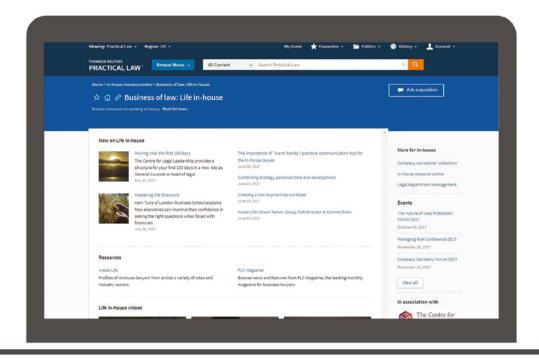
#### **Insurance collection**

Designed for insurance law practitioners, the insurance collection provides up-to-date guidance and access to resources on key legal issues in insurance, collated from various practice areas across Practical Law. Organised by lines of insurance, the range of resources include practice notes, standard documents and clauses, checklists, legal updates and Ask queries, alongside links to related insurance law books on Westlaw UK and reputable, industry-recognised websites.

## Enhanced user experience

#### In-house resource centre

Designed for in-house legal professionals, the in-house resource centre makes it quick and easy to navigate the wide variety of Practical Law's resources for in-house. In addition to the expert know-how, in-house legal professionals can also browse a wealth of business of law resources focused on legal department management and life in-house, which help them to develop their commercial awareness and soft skills.

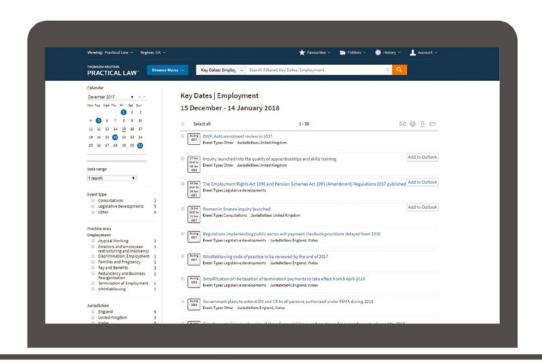


#### Law school resource centre

The law school resource centre is a one-stop shop for students and lecturers. The materials in the resource centre are intuitively organised by core and elective topics on the LPC, with links to recommended textbooks, practitioner books and reputable external resources selected by our expert editors. In addition, students can explore a range of resources to help them to develop their legal skills and commercial awareness, get to grips with the latest legal developments and gain an insight into the working world of lawyers.

#### Key dates calendar

The key dates calendar helps you to identify upcoming legal developments within each practice area. Whether it is the date of a key judgment or a government consultation period, this tool helps you to stay up to date, horizon scan and sign-posts the resources you need to find out more.



#### **Feature and functionality enhancements**

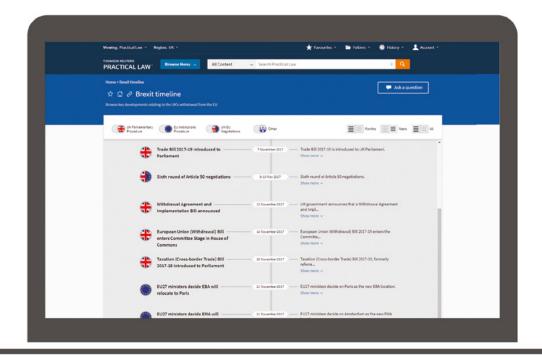
Throughout the year we have released functionality enhancements and introduced new features to optimise your experience in Practical Law. Key enhancements include the keyword finder tool, interactive page breadcrumbs, short link generator, an optimised reading display and a 'maintained' status icon for resources.

Practical Law's search functionality has also been enhanced to help you find resources more quickly. Enhancements include a streamlined search results display, the ability to quickly scroll through search results pages, a scope search for resource types and improvements to the advanced search connectors.

#### **Brexit collection enhancements**

To help you pinpoint relevant news and keep up to date in this evolving area, we have introduced several content and functionality enhancements, including:

- An expansion of our Brexit coverage and the resources available
- A redesign of the collection page, intuitively organising resources by topic
- · A Brexit current awareness email, delivered weekly to subscribers who opt in
- An interactive and maintained Brexit timeline, which tracks past, present and future developments related to the UK's withdrawal from the EU.



#### **What's Market enhancements**

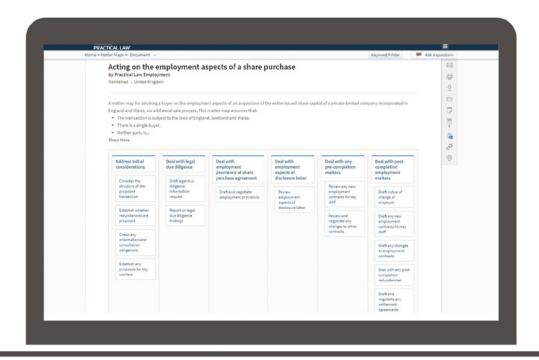
We delivered many enhancements and expanded the What's Market content coverage help practitioners gain more value from the service, including:

- · Graphical display of data
- Anchor links in deal summaries
- The ability to compare 100 summaries
- Report profile creation in the comparison tool
- New value ranges within Public M&A deal type
- New deal type for Rule 9 whitewashes

## Innovation and integration

#### Practical Law Matter Maps™ (Beta)

Matter Maps, currently available in beta in Practical Law, provide an overview of the phases of work and core tasks involved in a legal matter with direct links to relevant guidance and precedents needed to complete a task. Displayed as a visual representation of a legal matter, the Matter Maps are created by Practical Law's editorial team, and act as both a blueprint of a matter and a tool to quickly and accurately conduct the work at each stage. We have developed more than 70 Matter Maps across most Practical Law practice areas, with a particular focus on Dispute Resolution, Corporate, Property, In-house and Employment.

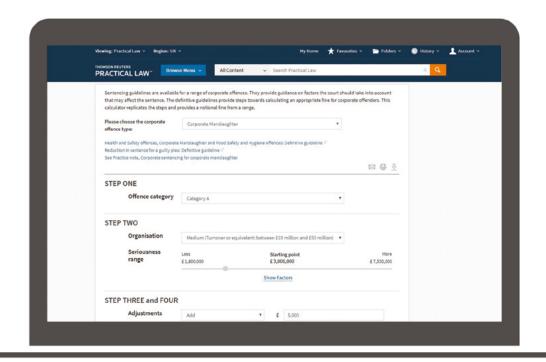


#### **Business crime tools**

Two new tools, the corporate convictions tracker and sentence range calculator, were introduced as part of the Business Crime & Investigations practice area.

#### Sentence range calculator

The calculator allows you to calculate a range of a fine which may be imposed when a business is convicted of a criminal offence. The calculator replicates the 10 and 12 step formulas in the Definitive Guideline to calculate the lowest to highest range of fine for a criminal offence committed by a company, factoring in the weight that may be given to the aggravating and mitigating features.



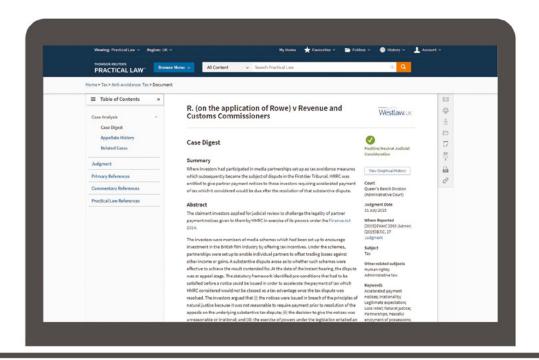
#### **Corporate convictions tracker**

The tracker allows you to search conviction and disposal history information for particular organisations from over 25 industries, compare sentences imposed for a variety of corporate offences and analyse sentencing trends following the implementation of Definitive Guidelines. The offences covered include bribery, health and safety, insider dealing, fraud, food safety, data protection, environmental and slavery.

#### **Accessing Westlaw UK content**

As a first step to creating better integration between Practical Law and Westlaw UK, we have introduced the ability to browse and access full-text documents of Westlaw UK\* cases, legislation and journals from within Practical Law. By combining the authoritative content of Westlaw UK with Practical Law's expert know-how, users of both services have a truly integrated experience with seamless access to practical guidance and primary law content in one place.

\* Practical Law and Westlaw UK subscriptions required for access.



#### Keep up to date

Visit the Practical Law What's New? site to find out how we're enhancing the service to better meet your needs. The website includes information on the latest feature and functionality developments, key content additions, as well as a snapshot of upcoming enhancements.

uk.practicallaw.com/whatsnew

## What's new?





#### Life Sciences practice area

Resources cover the legal issues related to the development and commercialisation of human medicines and medical devices.

#### **Functionality enhancements**

Focused on performance, search, display and document delivery.

#### Key dates calendar

Giving you the ability to view and set reminders for events / dates relevant to your practice area.

#### **Brexit collection enhancements**

Included new maintained resources and a redesigned user interface to make relevant content easier to find.

#### 2017

#### In-house resource centre

All in-house resources in one place, plus new legal department management and life in-house pages.

#### FastDraft upgrade

Now powered by Contract Express technology to provide a faster drafting experience.

#### **Business crime tools**

Sentence range calculator and corporate convictions tracker for business crime lawyers.



## Q2

#### Law school resource centre

The one-stop shop for students and lecturers, with resources aligned to topics on the LPC.

#### **Functionality enhancements**

Focused on search, quicker sign-in, document delivery and display.

#### **Performance enhancements**

Designed to reduce page loading times.

#### **Cross-border resource centre**

Over 900 resources covering 7 key topics, plus live polls, market surveys and a cross-border dashboard.

#### What's Market enhancements

Compare more summaries, create report profiles and benefit from anchor links in documents.

## The same



#### Insurance collection

Resources on key issues for insurance law practitioners, organised by lines of insurance.

#### **Functionality enhancements**

Included the keyword finder in resources, short link generator, and interactive page breadcrumbs.

#### **Brexit current awareness**

Users can opt to receive a weekly email with Brexit news across practice areas.

#### Matter Maps™

Expert-drafted matter plans that provide context, step-by-step workflows and signpost related resources in Practical Law.

#### Performance enhancements

Further page load time improvements, including global content delivery networking.

# 2017



#### Selected Westlaw UK content integration

Users of both services can seamlessly access Westlaw UK cases, legislation and journals from within Practical Law.

#### What's Market enhancements

Content coverage has been extended to include Rule 9 whitewashes, visual graphs and new value ranges.

#### **Functionality enhancements**

Improved table of contents, annotations, search and access to recent resources.

#### **Multimedia resources**

New resource type comprising of videos and podcasts across all practice areas in Practical Law.

#### Scots law resource centre

The addition of new content for 7 practice areas, tailored the Scottish legal system.

#### **Brexit collection enhancements**

An expansion of content and an interactive timeline.

## What's next?

#### **Sector-specific content**

New content will be published for lawyers working in specific industries. Content will cover retail, energy, technology media & telecommunications, pharmaceutical, heavy industry and financial services.

#### **Practical Law user communities & forums**

Designed to give users a secure forum to ask each other questions and receive peer guidance within Practical Law.

#### **Customised current awareness**

Users will be able to customise the frequency of emails and the content they receive through a dedicated online dashboard in Practical Law, giving users flexibility and total control of the emails they receive.

#### Capital Markets practice area

Relevant content from Corporate and Finance practice areas will be stored in one place for Capital Markets practitioners.

#### Interactive / visual content

Including flow charts and other visual diagrams embedded within the site to make information easier to understand and quicker to digest.

#### **Scots Law content expansion**

Expansion of content within the existing 7 practice areas; Corporate, Employment, Commercial, Property, Dispute Resolution, Private Client and Family.

#### Multimedia content expansion

Increased number of resources and coverage across all practice areas.

#### Search and performance improvements

Functionality will be continually developed to ensure resources can be found quickly and pages load more efficiently.

#### Key dates calendar enhancements

Users can expect additional features and streamlined navigation, providing easier access to the key dates and need-to-know information.

#### Law school Graduate Diploma in Law (GDL) page

An expansion of the law school resource centre, bringing together relevant Practical Law and Westlaw UK resources for this degree.

#### Task-based presentation of content

A task-based search and browse experience, including Matter Maps enhancements.

#### Brexit collection coverage enhancements

Ongoing content and functionality enhancements that track Brexit developments.

#### Improved access and presentation of forms and PowerPoints

View forms and MS Word format content within Practical Law.

2018

# Westlaw UK

Westlaw UK gives users access to vast databases of case law, legislation, news, legal journals, commentary, current awareness and EU legal materials.

## A snapshot of 2017\*



Legislation



UK, Welsh and Scottish Acts



Cases



Extempore



**Journals** 

+ 28,704
Journal abstracts

+ 28
New Bills

**2,530**Law reports

† <mark>1,105</mark> JK SI's **5,300**Full text transcripts

+ 5,444

Case digests

1,876

New pieces of legislation

\*Data from January 2017 – November 2017

## **Highlights**

## Industry-leading content

#### Regulatory and guidance materials

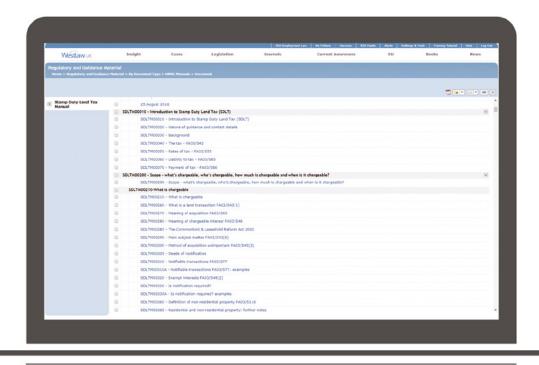
The introduction of regulatory and guidance documents, provide essential information on how the law is implemented or interpreted in practice. Coverage, which dates back to 1995, includes:

- Circulars
- · Codes of Practice
- Command Papers
- Consultative Documents
- European Materials
- Guidance Notes
- International Materials
- international Materials

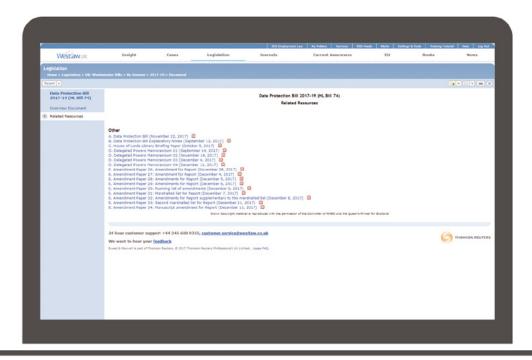
· Non-official and Official Publications

- Parliamentary Papers
- Practice Directions
- Reports

Working closely with our expert editorial team, we have identified six key HMRC manuals covering Corporate Finance, Property Income, SDLT and Tax, which we have made available within Westlaw UK.



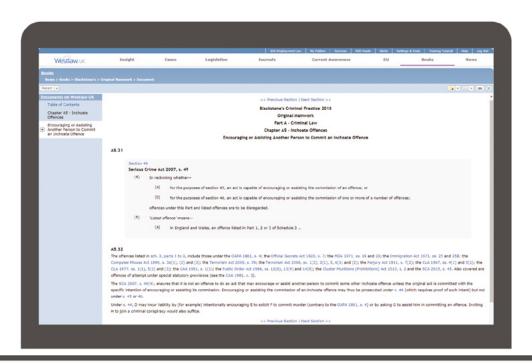
You can also expand your legal research with direct access to all associated Explanatory Notes, Library Briefing Papers, Memorandums and other regulatory and guidance documents for all Westminster Bills currently going through Parliament.



#### **Blackstone's Criminal Practice 2018**

The addition of Blackstone's Criminal Practice to our suite of commentary on Criminal Law, complements and builds upon the existing materials and primary law content currently on Westlaw UK. The title provides clear commentary on the law as it stands, while also providing practical guidance on sentencing and procedure, access to the Criminal Procedure Rules and the Criminal Practice Directions.

Together with Archbold, users can be confident that they have comprehensive coverage of Crown Court procedure from the market-leading texts.

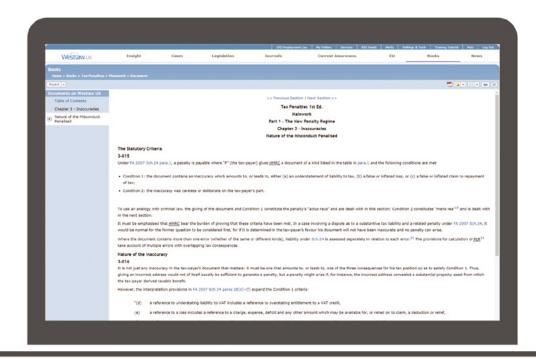


#### **Increasing tax offering**

Building on our current tax offering, the addition of the new tax titles provide guidance on concepts, Tribunals and more. The increased coverage includes the below titles:

- Taxation of Employments
- · Hamilton on Tax Appeals

- · Capital Allowances: Transactions and Planning
- Tax Penalties: A Practitioners Guide



#### **Scottish Parliament Bills**

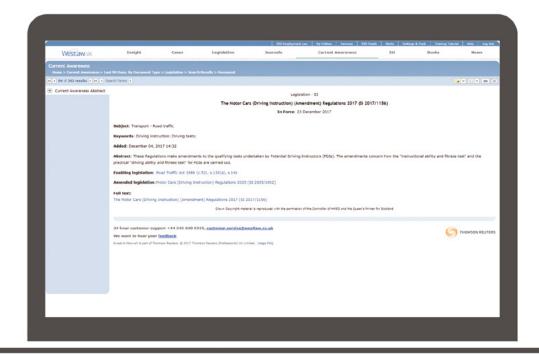
We have extended our Bills coverage to include all Scottish Parliament Bills, allowing users to access full-text Scottish Parliament Bills, track all Bills through Parliament using the Bill Progress Table and view Bill amendments being incorporated into enacted legislation.



## Innovation and integration

#### Same day legislation publishing

For the first time, users can now view legislation on the same day as it is published on the official Government website. Stay abreast of legislation changes from a source you can trust, with the links and functionality you expect from Westlaw UK.



Practical Law Westlaw UK

#### l | 21

## What's new?

# 2017

Lawtel

## What's next?





#### Regulatory and guidance materials

Access a wide variety of documentation which details how the law is interpreted and implemented.



Q2

## Expansion of our crime commentary

Keep your crime library in one place with the online version of Blackstone's Criminal Practice 2018.







#### Same day legislation publishing

PDF download of new legislation as soon as new legislation receivs Royal Assent.

#### **Scottish Parliament Bills**

Identify, prepare and foresee potential changes in enacted legislation.

#### **Expansion of our tax commentary**

Access a range of new tax titles.

#### Selected Westlaw UK content integration

Users of both services can seamlessly access Westlaw UK cases, legislation and journals from within Practical Law.

#### Increased Bill coverage

Including National Assembly for Wales and Northern Ireland Assembly Bills

## Increased legal and regulatory guidance materials

Further materials and functionality

#### **Guidance cases**

Direct links to cases which set out legal principles

#### New citation feature

Easily find and cite unreported cases using a Westlaw UK citation

#### Welsh language case transcripts

Including Welsh transcripts alongside English versions

#### Browse by court functionality

Find and browse case information by court and access Cause List and key case info from the Courts Pages

#### Starred cases

Easily find the most significant cases on Westlaw UK

#### The new Westlaw UK

Improved user experience with new features and functionality

2018

## Lawtel

Lawtel is the perfect way to stay connected to what is happening right now. It gives you same day coverage of the most important decisions from the Supreme and High Courts, as well as legislation, articles and press coverage. It also offers authority in specialist areas such as Personal Injury.

## A snapshot of 2017\*



Legislation



Cases



Journals



Legislation documents

+ 900

Extempore



+

**918** 

UK Statutory instruments

+

2,350

Pending actions



223

Westminster Bills and Acts



3,566

Full text transcripts



4,015

Case digests



565

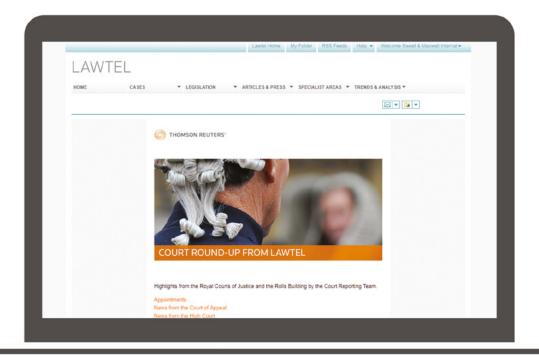
Permission to appeal

## **Highlights**

## Industry-leading content

#### **Lawtel's Court Round-up**

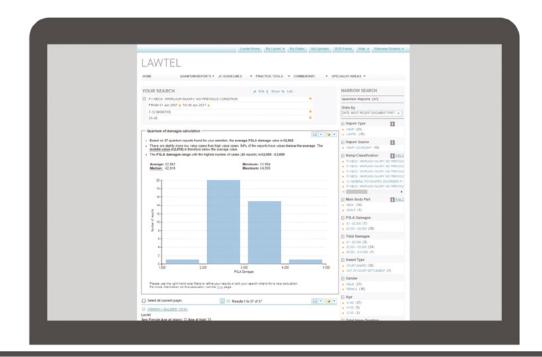
The Court Round-up service is a must-have solution for those wishing to stay up to date with the latest developments from the Royal Courts of Justice and the Rolls Building. Our Court Reporting Team is on the ground every day gathering information from a wide range of case hearings. The Court Round-up service takes this expertly curated content, and delivers it to users in a fortnightly email. This content spotlights recent events and often reports on cases before a judgment has been given. The service is also available online at the Lawtel website.



## Innovation and integration

#### The new PSLA calculator on Lawtel

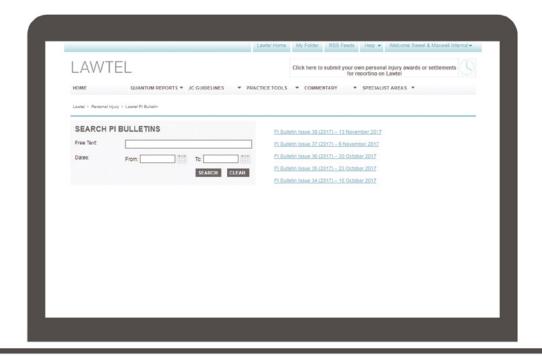
The PSLA Calculator provides an intuitive new way to establish the likely PSLA damages value relevant to your client's scenario. The PSLA Calculator allows users to assess the level of damages across Quantum Reports with similar attributes, and displays an easy to digest graphical summary. Users are able to select certain Personal Injury criteria, in order to calculate the likely quantum of damages. A value or range will be displayed as well as the cases used to calculate the figure for further investigation if needed.



## Enhanced user experience

#### **Personal Injury bulletin archive**

We have added functionality that allows users to browse and view the most recent PI Bulletin we have issues online or run searches across the whole archive that dates back to 2010. This content has become easier to access than ever before. Users can now access the archive from either the Personal Injury page or the Lawtel homepage.



# What's new? 2017

## What's next?

#### **Pending Actions alerts**

New alerts when a claim involving a particular party is acknowledged.

#### **PSLA** calculator

Enhanced delivery options.

#### Search with scroll bar

Similar selection behaviour as damages calculator.

#### Search enhancements

Improvements to the way users search across different content, including the JC Guidelines, Cause Lists and PI Quantum Reports.

THE THE

2017

Q3

## **Quantum of damages calculator** Presents quantum of damages

analysis and links to relevant cases.

**Personal Injury bulletin archive** Access previous versions of the P.I. bulletins. \*\*

Q4

#### **Court Round-Up content**

Latest information from our court reporters.

2018

CLOSE

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