Thomson Reuters
Contract Express Services

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Thomson Reuters' team of automation consultants and product experts offer a range of professional services to help you get set up quickly, provide additional resource for projects, and get the most out of Contract Express to drive efficiency and best practice in your business.

The services available include:

A comprehensive, targeted training plan designed to ensure rapid adoption of Contract Express: **minimise commitment of legal time and impact on existing workflow**
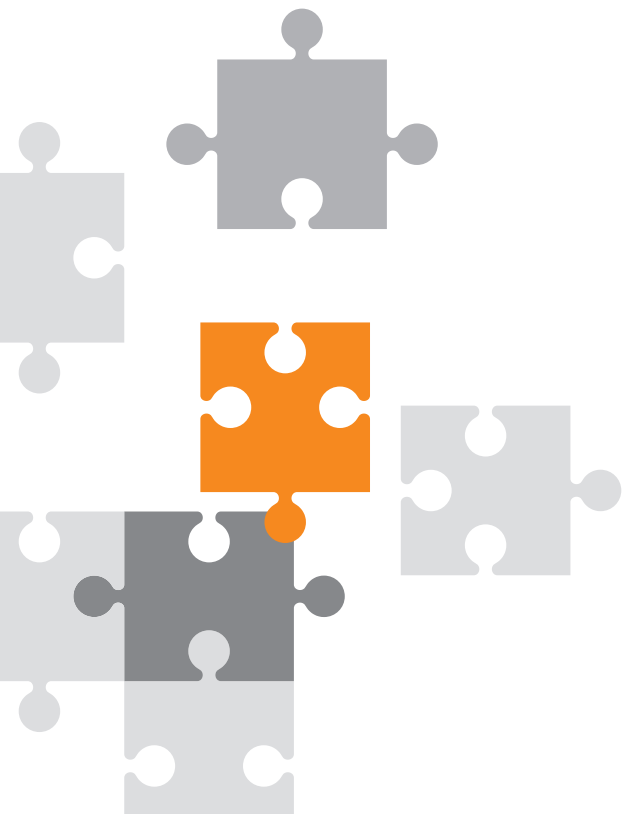
Document Automation Services, from questionnaire design to quality assurance testing: **let us take care of the heavy lifting**

Migration of content from existing document assembly systems: **ease the transition to your new system and accelerate your return on investment**

Managed installations and upgrades of the tool: **minimise the burden on your IT function**

Key elements of
Contract Express Services

3. Infrastructure services

Engage with our system engineers to make the most of the systems new functionality and take the hassle out of technical work:

- **Set-up.** Our technical team will support the installation and configuration of your environments

- **Upgrade.** Guidance on the new versions, implementation of the updates and validation of success

- **Private Hosting.** A managed service including upgrades, data encryption and disaster recovery

Our technology team manage instances for a range of customers, and understand the importance of a reliable and responsive tool. Consistently meeting our SLAs for customers is critical and we are well versed in ensuring good system performance, monitoring each hosted environment for performance and uptime. We test our backups and disaster recovery procedures at least annually to make sure if things do go wrong we can have you back up and running as quickly as possible.

1. Document Automation

Dedicating resource to deliver content can be tricky, especially in the early stages of adopting a new platform. We can assist in automation be it from scratch or a legacy system.

- **Proven.** Using our documented brief delivery method we can ensure we deliver exactly what you want

- **Reviewed.** All work tested by a separate team member prior to final delivery. Time and resource built in proposals to enable integration of your feedback after you've seen the initial outputs

- **Process Oriented.** We can also consult on how to configure your system, approvals and users to match your business requirements and processes. Beyond document automation discuss with us guidance applications and playbooks

Our automation approach is based on the principle of enabling people to do what they're best at. We will assist your legal experts in providing a clear brief in plain language that guides our team in applying their knowledge of the system to achieve the result you want.

4. Project Planning

For larger engagements we will work with you to develop a delivery plan that suits your requirements. Drawing from our expertise, project experience and your business needs we will:

- **Plan.** Create a deployment plan and automation standard to manage your growing use of the tool effectively

- **Bespoke.** Advise on the delivery approach and software particulars to bring out the best in your documents

- **Implement.** Develop a reliable schedule for document delivery and internal review, factoring other key services such as deployment and training

Managing the needs and demands of a large automation project, especially at project outset can be time consuming. If engaging us for these projects we will break this down into key tasks and deliverables to ensure that the documents are delivered in a timely manner to accommodate your dependent processes.

2. Training

Our experienced trainers can provide a range of courses that will help you get up and running with the system as quickly as possible.

- **Complete.** In depth courses cover both content creation and system administration

- **Flexible.** Available as onsite courses or web based sessions to suit your preferences

- **Productive.** Work on your content in courses and start getting output while training

As a team with collectively decades of delivering Contract Express training, our trainers have experience delivering to a range of customers with differing needs. We provide an agenda in advance of the meeting for you to review, with a clear explanation to topics, allowing you to guide us in what is most relevant. Our programmes are updated with each release of the tool, ensuring that if you're a new team, or an existing one, you'll receive a good coverage of the core product knowledge.

Services Approach

The Contract Express Services team adopts a business focused and reliable methodology across all areas of operation to ensure a high quality service.

- **Independently Certified.** The services provision has been audited by BSI and certified as complying with ISO 27001:2013 and ISO 9001:2015, management systems for security and quality management

- **Experienced.** Our consultants undergo extensive training and are required to both support the tool and deliver training it to ensure they understand the products and our customers closely

- **Integrated.** Our consultants are working along side our support team who manage your Contract Express account, and your Customer Success Manager so your projects will be approached with knowledge of your overall project and the context of your organisation

- **Personal.** Named project lead who will be your single point of contact throughout the engagement

Why choose automation services from Thomson Reuters?

Your one stop shop for content, software solutions and services

Thomson Reuters has the capabilities and experience to provide professional and support services in a scalable manner. We offer a one stop shop for content, solutions and service that is able to meet all your document automation requirements. Combining the market leading Contract Express software with the world renowned Practical Law content, Thomson Reuters provides unparalleled content, delivery capability and flexibility in this key legal process.

People

- Experienced consultants who have worked with some of the world's largest law firms and leading companies

- The team have been immersed in the legal world, working both for Thomson Reuters and a range of legal backgrounds

- Service consultants dedicated to working on Contract Express solely giving a depth of product knowledge hard to find elsewhere

Resources

- A large range of consultants available to help with ongoing projects

- Our consultants are experienced across all Contract Express services areas, so that the person who automates your documents can also use that knowledge to train you

- Permanent help desk to provide answers to ad hoc questions, allowing for fast response times

Position

- Working closely with the Thomson Reuters Customer Success Managers and Account Managers gives us insight in to our customers' needs

- Proximity to the development team and product managers keeps the delivery team abreast of the latest developments and functionality

- Working collaboratively with other services teams ensures best practice and methodologies

Support

Services and support are available during 9.30–5.30 pm on UK business days. Requests should be directed to **contractexpress-support@thomsonreuters.com**

The intelligence, technology and human expertise
you need to find trusted answers.

the answer company™
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