Knowledge Management Solutions

2016 Enhancements

In 2016, we invested heavily in developing Thomson Reuters legal solutions to meet the evolving needs of our customers.

the answer company™
THOMSON REUTERS®

The Highlights

We would like to provide an exclusive insight into the work that we, at Thomson Reuters, have been doing to ensure that our knowledge management solutions remain invaluable to the work that you do.

In consultation with customers, we have introduced new functionality, developed existing functionality and improved usability across our legal solutions. We have also delivered bespoke training and updated resources to support end users.

Behind The Scenes

✔ Customised training

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.

✔ Acted on feedback

In 2016, 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.

✔ Streamlined operations

We streamlined our internal operations this year to improve efficiency and help us stay focused on delivering easy-to-use, clever technology and high quality, up to date content.

✔ Improved integration

We continued to integrate Solcara Legal Search and Bulletin Pro with reputable third party applications, to help users obtain greater value from existing subscriptions and our knowledge management solutions.

Customer Training: The Facts

In 2016, we delivered a wealth of training to end users for our portfolio of legal solutions.

11,250

We trained over 11,250 end users* (excluding students) in 2016 either on-site or online – a 19% increase on 2015

13,370

We delivered over 13,370 training hours in 2016

250

We created over 50 general and 200 specialist training materials throughout 2016 for end users

37%

Over 37% of our sessions covered more than one product

95%

95% of users trained said they would recommend to a colleague and 96% said they learned something new

98%

98% of users trained said they found the online solution more valuable in their day-to-day roles

Booking a training session for your organisation couldn't be easier – just email trainingrequest@thomsonreuters.com or speak to your dedicated account manager.

KEEP UP TO DATE

Read our **Broadcast newsletter** sent bi-monthly to users, which highlights upcoming enhancements to our products, new products due to launch, key content additions and content that we've produced related to current hot topics.

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

* Statistics cover various legal solutions including knowledge management, research and know-how and practice management solutions.

SOLCARA LEGAL SEARCH

Solcara Legal Search brings internal databases and external legal information resources together into one smart, simple and streamlined system. Legal Search allows you target and search your internal databases and external legal sources simultaneously, providing you with a one-stop shop for information.

Working closely with customers, we have continued to improve Legal Search in line with the ever changing legal landscape.

REUTERS/ Jonathan Bachman

What's New?

Advanced Reporting

Administrators now have sight of what colleagues need and access most. This information can be easily collated and shared with the wider business, thanks to new graphical outputs and various file export options in Legal Search. The reporting allows administrators to:

- Analyse searches and click throughs to different search results

- Run usage reports on individuals, teams, specific Practice Areas or for the entire firm

- Compare usage over time using weekly, monthly and yearly filters

- Export reports as PDFs, Microsoft Word documents or Excel spreadsheets
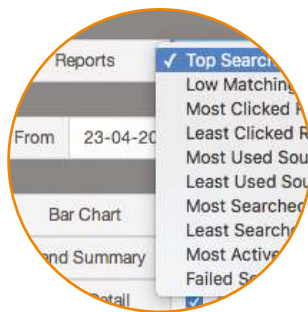
Improved Collections

Collect, collate and collaborate using the new and improved collection facility. Improvements include:

- Alphabetically listed collection folders

- Multi-item selection and deletion

- Support for special characters in collection names

Enhanced Search

More Results
Customise the number of results displayed per source and browse through results page by page without a cap on the number of results that can be accessed.

Results Sorting
Search results from any source can be sorted within the result list screen based on relevance, date, title or other filters applicable to each source.

Relevance Ranking
Search results in Solcara Know-How can be displayed in order of relevance based on a weighted score of the search terms found, reducing search time and improving search success rates.
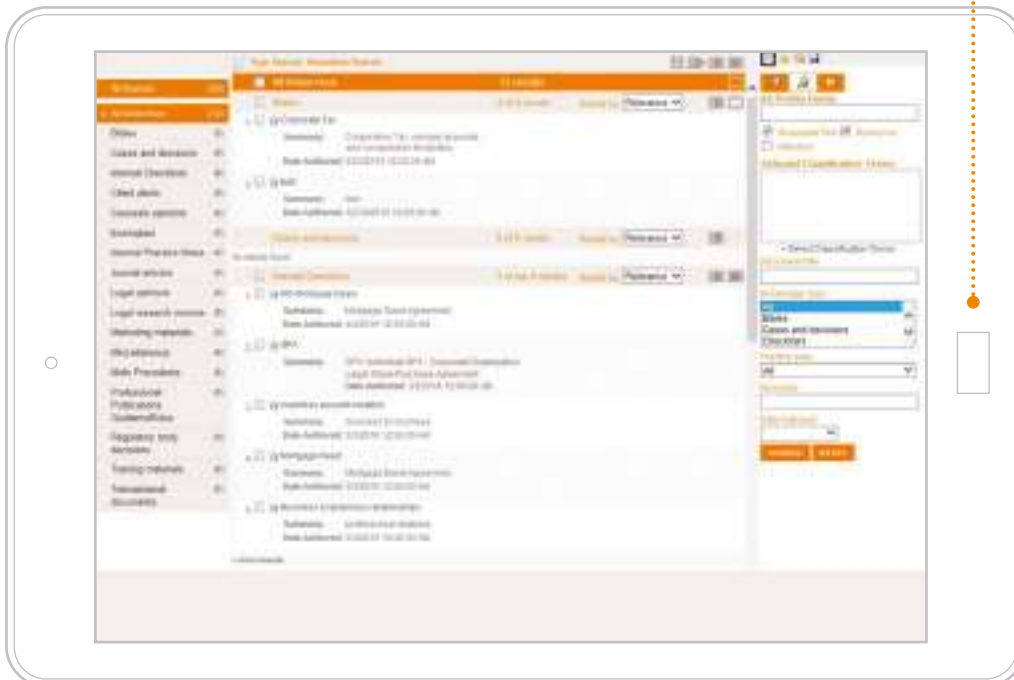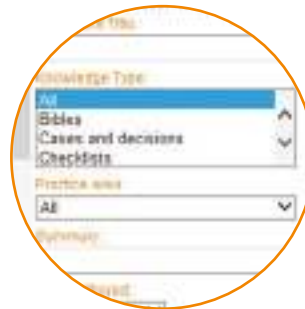
New Connectors

- Bailey Solutions (API)
- Better Regulation (Ireland)
- CAFCASS
- Information Commissioner's Office
- Intrafind (Internal Know How)
- JLIB (Sharepoint based)
- Public Procurement in the EU – rules and guidelines
- RSS Connector
- TFD Online (James Kessler)
- The new Practical Law
- HIGHQ

Increased Integration

Our Solcara Application Programming Interface (API) development enables:

- Enhanced integration and embedding of Solcara capabilities within desktop, SharePoint or other applications
- Empowers internal I.T. teams to deliver advanced search solutions as an embedded feature of existing systems
- Supports the move to deliver a full application via a mobile interface
- Supports 2017 plans to develop a new and more responsive design for our Legal Search solution

Coming soon…

2017

Solcara Legal Search Version 5

2017* will see the launch of Solcara Version 5 and further developments to support system integration, internal I.T. teams and end users. New features in this major release will include:

- **Improved user interface** – we are planning to deliver a new and improved user interface for Collections and Bookmarks. In addition, a new and improved search and results management interface will be launched, building on the new API and considering the need for a more flexible and responsive interface.

- **Refined search** – new facility to refine and re-run a new search against one or more resources from the results page.

- **Search history** – users will be able to easily retrace their steps, rerun searches or access individual results that they viewed directly from a new search history facility.

- **API enhancements** – supporting integration with other applications such as Sharepoint.

- **Reporting enhancements** will be delivered to include additional reports.

Solcara Legal Search Version 6

As part of version 6, we are planning to introduce:

- **Facetted search and result filtering** – this will enable users to get many of the benefits of traditional Enterprise Search solutions but via the Solcara Legal Search interface. The ability to more accurately target searches using different search facets and then filter results using common output properties will transform the way in which users search and navigate search results.

- Further enhancements will be determined through ongoing consultation with users.

2018

*Please note, the enhancements planned for 2017 are subject to change.

BULLETIN PRO

Bulletin Pro is a flexible online solution delivering everything from simple content alerts to fully curated bulletins for your organisation and clients. Easy-to-use and straight-forward to set up, Bulletin Pro allows you to create and manage alerts from internal and external sources - including legal and non-legal content; RSS feeds, industry publications, company news and social media - to help keep your fee earners and clients up-to-date.

In 2016, Bulletin Pro experienced a face-lift to enhance ease-of-use and readability, with significant functional enhancements to greatly improve your ability to gather and manage information.

What's New?

Bulletin Pro Version 2.2

- **Ad-hoc searches** of information sources, for when you just want to browse the latest articles but not repeatedly search and store everything

- The new **"article grabber"** allows you to capture the content of a web page you are viewing, using a bookmarklet added to your browser bookmark/favourites bar. You can pull the content into your research streams and bulletins, add to any topic, edit content and annotate as desired

- The ability to **copy articles between topics** and bulletin issues where there may be overlapping interest
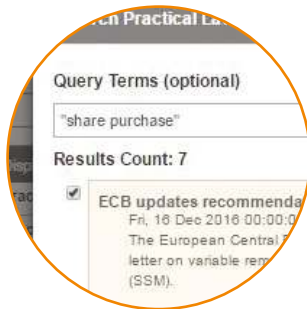
- Allow your fee earners to browse available bulletins and view past issues, and **self-subscribe** to those they are interested in

- Create **additional structure** to your bulletins through the creation of sections and sub-sections, easily deciding which content goes in which sections

- Ad-hoc **layout changes** while editing issues

- **Bulk operations** while issue editing

- **Enhanced preview** of the final bulletin issue
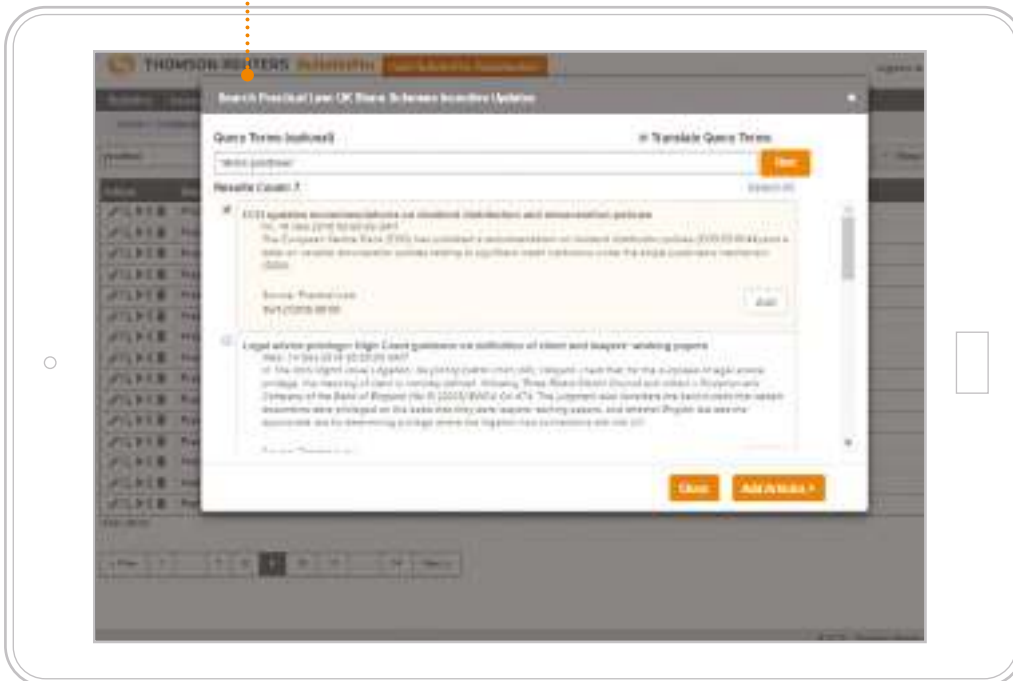
Bulletin Pro Version 2.5

- **Create and manage your own bulletins**, choosing from the topics available and content that administrators manage

- **Improved template and theme management** to allow you to control visibility and vary defined templates with different text fonts, sizes, colours, headers and footers

- Greater visibility of published issues to allow **intranet integration**

- Enhanced **source handling**

- Updated **publishing and distribution rules**
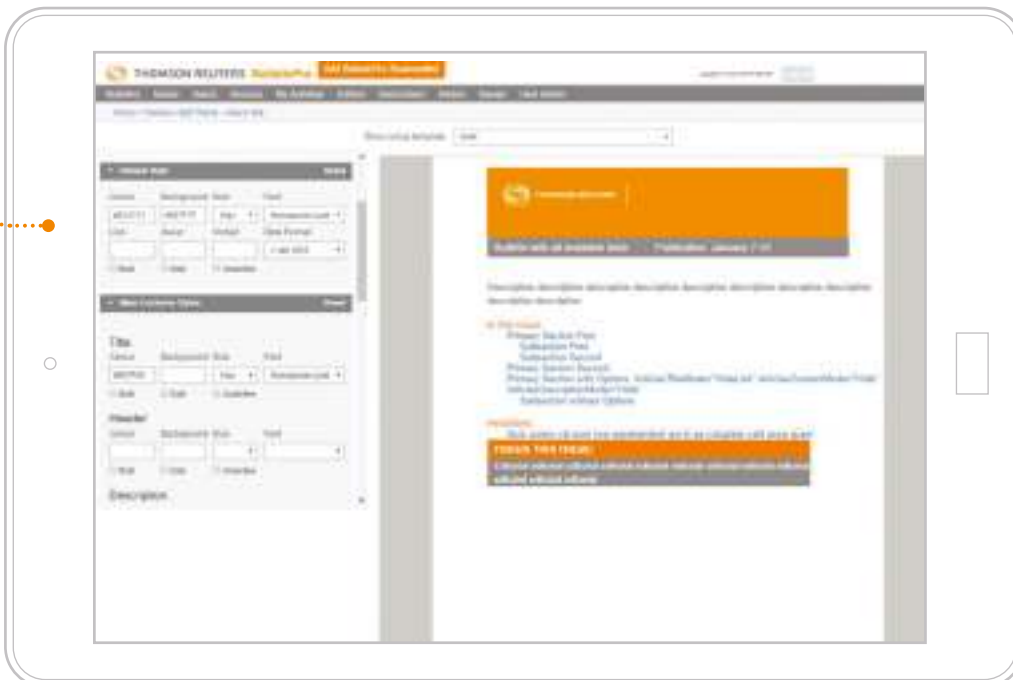
SPOTLIGHT ON: TAILOR YOUR CONTENT

Add value to your bulletins by fine tuning, revising and re-purposing your content. You can promote important articles to the top of the list, annotate existing articles with valuable commentary and include internally authored content for a well-rounded, comprehensive update.
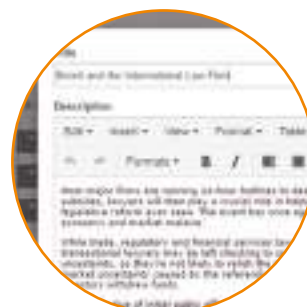
Coming soon...

2017

Bulletin Pro Version 3

- **Full facet management** – users will be able to create categories and tag data for multiple subject areas.

- **Multi-level structure** – the addition of subsections will give users greater control and more flexibility on the structure of newsletters.

- **Automation** – users will be able to auto-populate newsletters using set facet rules.

- **Reporting** – reporting enhancements will allow users to view statistics on readership, click through rates, the use of articles and issue delivery.

- **Reuters with Newsroom integration** for Westlaw UK users (subscription required).

Bulletin Pro Version 4

- **Enhancement analytics** – usage statistics will be available to view for auditing, analytics and reporting.

- **Contact management** – enhancements will include fuller contact information, as well as groups and distribution lists.

- **Intelligent tagging integration** – the integration will allow users to describe articles using Thomson Reuters categories.

- **Archiving** – users will be able to hide or remove redundant data, topics and bulletins, resulting in a cleaner interface and enhanced user experience.

2018

*Please note, the enhancements planned for 2017 are subject to change.

To learn more about legal solutions from Thomson Reuters, please contact your dedicated account manager and visit legal-solutions.co.uk

WHY THOMSON REUTERS?

Thomson Reuters delivers intelligence, technology and human expertise you need to find trusted answers. We provide best-in-class legal solutions to help you work faster and smarter: Practical Law™ for expert know-how; Westlaw® UK for the most powerful, accurate legal search; and more.

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

the answer company™
THOMSON REUTERS®