



WestlawNext™

IMPLEMENTATION

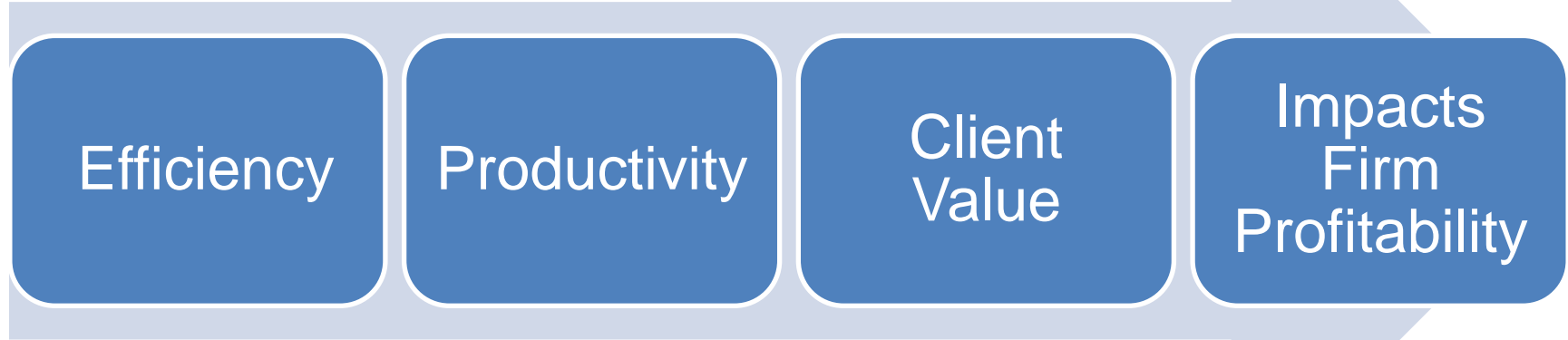
EDUCATION

ADOPTION



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Successful WestlawNext Implementation and Adoption Drives Client Value and Revenue Growth

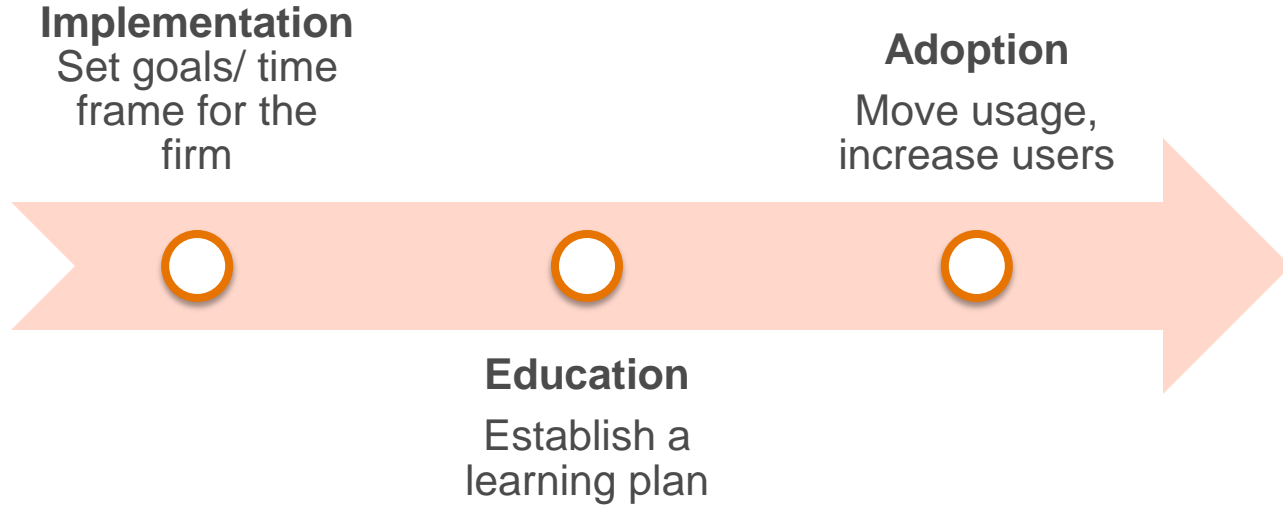


Library drives change and innovation



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Implementation, Education, Adoption



Commit to an Implementation Plan

Set goals and a time frame for the firm

- Things to think about – be realistic
 - Are there technical issues that might impact this?
 - Will the rollout be by specific group(s) or firm-wide?
 - Is this a priority? If not, when will it be one?
 - Review Password lists and One Pass Set-up
 - Cost Recovery? Quickview and Firm's Strategy
 - Timelines for Implementation
 - Develop a Project Plan with your West Team



Defining Success

What are the goals in defining a successful implementation?

First month

- Users trained
- Users using

Three months

- Users trained
- Users using

Six months

- Users using
- Usage moved

12 months

- Users using
- Usage moved

Education

Establish a learning plan

- What tools / resources / people will be used?
- When does this need to happen?
- How will the education plan be communicated?

Partners in Success: Our Training Options

Training your users is a critical step in implementing WestlawNext. We offer a variety of Education and Training options for your users.

In-person
Training

Live &
Recorded
Webinars

Pre-
Recorded
Trainings

E-learning



In-person Training

In-person Training – Individual & Group

Open House

- 5 minute demos

Seminars

- Practice areas
- Varying lengths available
- User focus
- CLE

Regular Weekly Appointments

- Tip of the Week
- Individual training/research help



Webinars

National Account Representative – Telephone and Web-based trainings

Live National and/or Branch Webinars

- Individual or Group
- Practice Area specific
- 15-20 Minutes

Recorded Webinars

- Email or post to your firm's intranet

Pre-recorded Trainings

Users take 5 minutes at their own convenience to learn pieces of WestlawNext

KeyCite on WestlawNext (6 minutes)

- A brief demonstration showing how to efficiently KeyCite a case and a statute on WestlawNext.

Folders on WestlawNext (5 minutes)

- A brief demonstration on how to efficiently manage, use, and share Folders on WestlawNext.

E-Learning

WEST eLEARNING CENTER

www.westelearning.com

- Use OnePass to log in
- Self-paced courses (3-7 min)
- Recorded webinars (30 min)
- Register for live upcoming webinars (30 min)

E-Learning

WestlawNext Information

www.seewestlaw.com

- How WestlawNext works
- Virtual tours
- Testimonials

Sample Topics/Education Plan

Together we will build a learning plan that reaches your users at the pace you want- in formats and on topics that match their learning needs

Learning Module	Audience	Timing	Delivery
Foundational Learning			
Getting Started with WestlawNext	All Attorneys	Weeks 1-3	In Person
WestlawNext Pricing	Librarians	Week 1-3	In Person
WestlawNext for Paralegals	Paralegals	Weeks 1-3	NAR WebEx
WestSearch The breakthrough technology behind WestlawNext	All	Weeks 1-3	Formal Presentation
Continuing Learning Options			
Winning in the courtroom	Litigators	Weeks 3-5	
WestlawNext Topical Research	Practice Area	Weeks 3-5	
From power Westlaw user to power WestlawNext user	Librarians and Power User	Week 3	LRM WebEx
Reduce, Reuse, Remarkable! Analyzing and Organizing Research	Associates	Weeks 3-5	In Person
Take WestlawNext anywhere: Mobile Access	Any with iPad	Week 6	NAR WebEx
Continued Support for WestlawNext	All	Ongoing	Any



Education

Best Practices

- Find a champion: have a partner, ED, or C-level individual encourage or mandate attendance at training
- When signing on to Westlaw.com have a screen pop up that notifies users that the firm has access to WestlawNext: allow users to continue to Westlaw or go to WestlawNext from there
- Keep training sessions and demos brief (i.e. 20 minutes throughout an entire day or two)
- National Account Representatives (“NAR”) contact select users on an individual basis by phone to offer webex training
- NAR provide follow up contact with trainees
- Training Portals
- Folder Sharing within groups, firm, clients with WestlawNext

Firm's Intranet

Communicating with users through firm's intranet page is another way to increase awareness and training opportunities

Training Information

- Dates/Times/Topics

WestlawNext page/area

- User guides
- Pricing information
- Westlaw.com v WestlawNext
- FAQs
- Westlaw Representative Contact information

Partners in Success: Your Role

Your sponsorship is critical to building awareness. Your Westlaw account team will make it easy for you with formatted emails and ready-made invitations.

Your Support

- Encourage users to attend trainings
- Communicate concerns and challenges back to your Westlaw account team
- Designate point person for ongoing optimization of learning plan

Partner Champion

- Encourage users to attend trainings and use WestlawNext
- Encourage other partners to support migration

User Participation

- Attend trainings with an open mind
- Communicate opportunities for product improvement



Successful Implementation

Remove Roadblocks

- Attorneys don't have time to attend training
 - Partners should encourage participation – enlist champion
 - Schedule off-hour or shorter sessions
 - Utilize e-learning
- Users are unaware firm subscribes to WestlawNext
 - Announcement to firm
 - Use Tip of the Week to create awareness
- No relevant research at the time
 - Encourage an entire practice group to attend training together.
 - Communicate benefits of folder sharing
- Use incentives
 - Provide free CLE through West LegalEdcenter

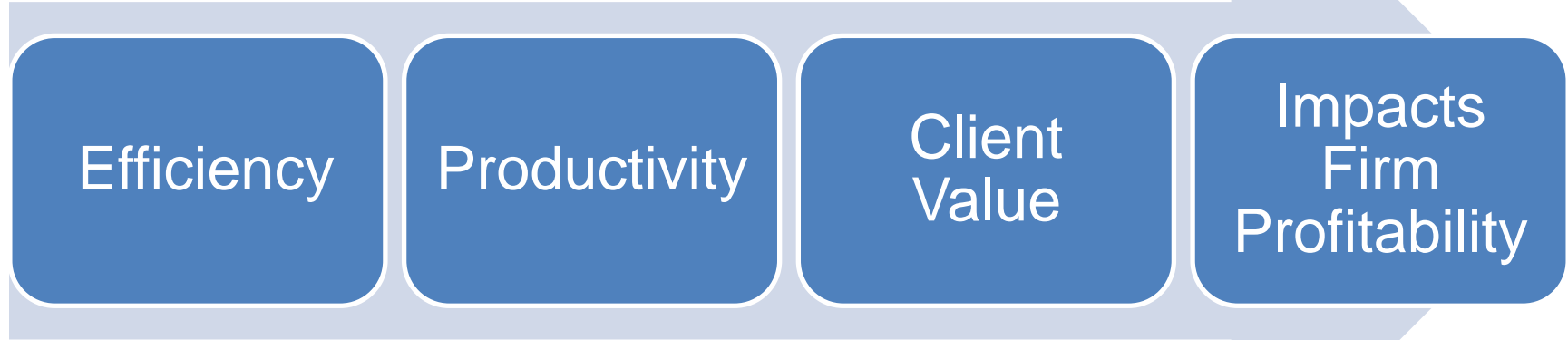


Successful Implementation

Benefits

- Clients are using WestlawNext and expect outside counsel to the same efficiencies
- Lower research costs to clients
- Differentiator
- Competitive edge
- Better understanding of resources
- AFAS

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