# WHITE PAPER THOMSON REUTERS POINTS of PORTAL INTEGRATION

# AN APPLICATIONS INTEGRATOR REPORT

May 2009

As law firms seek to deliver rich more dynamic, intelligent environments for their users, many firms are embracing portals to act as the conduit. Tailoring specific content through selective dissemination, portal widgets provide pointed personalized information integration. West continues to develop innovative customized portal solutions to correspond with evolving user workflow. In this white paper, we outline current West portal integrations.





# Introduction

West, a Thomson Reuters business, is the foremost provider of integrated information solutions in the U.S. market. Throughout its history, West has been a leading innovator in its field. Today, its products and services are considered the world standard for supporting the business and practice of law. West offers a powerful competitive advantage to its customers by providing authoritative resources, tools, and services.

Because of the myriad of professional products available in the legal market, integration of multiple resources can be a challenge. West recognizes the complexity of technologies and has established a nationwide Applications Integration team. This team is an available resource for your firm. They are trained across all West products and are current with various technologies and trends outside of West, which allows them to serve as consultants with deep knowledge of law firm technology developments. The Applications Integration team can build custom solutions for law firms that incorporate West products and services with the latest enterprise technology.

Currently the Applications Integration and Legal Technology Special team has a primary focus of portal integration with law firms, and have begun promoting 'portal road shows' to visit firms across the country. The purpose of the portal road shows includes: showing the implementation of portal integrations, discussing current technological trends in the legal market, and to discuss individual firm needs.

The following White Paper describes what the Applications Integration and Legal Technology Special team can implement at law firms. This paper provides background on the current tools available, including detailed information on each product or service.

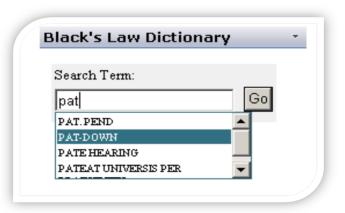




# **Portal Widgets**

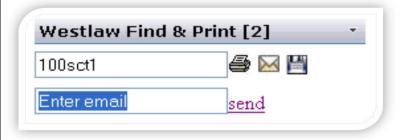
# Black's Law Dictionary

Black's Law Dictionary is the definitive legal resource for lawyers, law students and laypeople alike. Edited by the world's foremost legal lexicographer, Bryan A. Garner, Black's Law Dictionary is known for its clear and precise legal definitions, substantive accuracy, and stylistic clarity — making it the most cited legal dictionary in print.



westlaw widget in a page viewer web part that simplifies your search with an auto-complete query. This allows users to begin typing a search and the dynamic web part will start to complete the word or phrase. It is available using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.

## WestFind&Print



The simplest and most convenient way to find and deliver documents on Westlaw, WestFind&Print allows users to efficiently retrieve full text documents.

The following contains more detail which can be added to a customized web part.





## **Result options:**

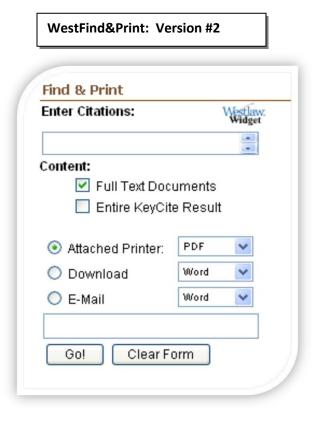
Under *Result Options*, select one or more check boxes to indicate which results you want delivered:

- Select the Full Text Documents check box to print the full text of your documents
- Select the **KeyCite Citing References** check box to print
- KeyCite citing references for your documents
- Select the **KeyCite History** check box to print KeyCite history for your documents
- Print case opinion only
- Print statutory text only
- KeyCite History: exclude court documents
- KeyCite History: Negative treatment only
- Option to send all documents in one email

## **Delivery options**

Under Text and KeyCite Delivery Options, select the destination for your results.

- Select Attached Printer if you have a printer that is directly connected to your computer.
   Select a document format (PDF or HTML) from the corresponding drop-down list.
- Select Download to save your results to a file. Select a document format (Word, PDF, WordPerfect 6, HTML, or ASCII) from the corresponding drop-down list.
- Select Westlaw Printer if you use a printer, often supplied by West, that is configured to print Westlaw materials exclusively.
- Select E-mail to send your results to an e-mail address or a wireless device. Select a document format (Word, PDF, WordPerfect 6, HTML, ASCII, or Inline ASCII) from the corresponding drop-down list. (If results will be sent to a wireless device, select Inline ASCII.)







WESTLAW WIDGET INFORMATION: The WestFind&Print widget can be customized at the Administrators/Librarian's request to any of the aforementioned specifications. It is available using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.

# Find By Citation

With thousands of new decisions being published every year, how are you supposed to find the one case onpoint? The case-finding tools on Westlaw give you a variety of methods for finding relevant cases.



If you know the citation of a relevant case (typically consisting of the volume and page numbers and the publication abbreviation, e.g., 911 P.2d 376), type the citation in the Find by citation textbox and click "Find".

WESTLAW WIDGET INFORMATION: With this Find By Citation webpart, users can easily search on a specific citation from a portal using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.

# KeyCite

KeyCite is the powerful citation research service available exclusively on Westlaw. You can use



KeyCite to view the history of a case, statute, administrative decision, or regulation to help determine whether it is good law and to retrieve citing references. For more details of what KeyCite does, see Appendix A.





KeyCite information is available for every case in West's® National Reporter System®; more than 1 million unpublished cases; federal statutes and regulations; statutes from all 50 states; administrative decisions from selected federal agencies; regulations and administrative decisions from selected states; patents issued by the U.S. Patent and Trademark Office; *American Law Reports* (ALR®) annotations; articles from hundreds of law reviews; and thousands of briefs.

The above page viewer webpart allows for users to search for good law directly from the portal. Here are more specifics on KeyCite:

westlaw widger information: With this KeyCite webpart, users can easily search KeyCite service available exclusively on Westlaw. You can use KeyCite to view the history of a case, statute, administrative decision, or regulation to help determine whether it is good law, and to retrieve citing references for a specific citation. This is available via a portal using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.

# **Applicable Federal Rates**

Applicable Federal Interest Rates retrieve recent revenue rulings dealing with the adjusted applicable federal tax rate.



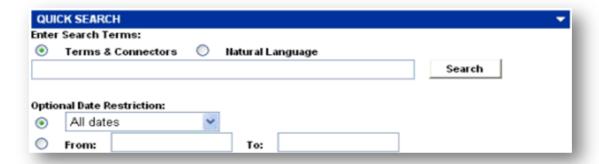
**WESTLAW WIDGET INFORMATION:** With this Applicable Federal Rates webpart, users can easily search on recent revenue rulings that deal with the adjusted applicable federal rate. This webpart is customizable to specific years and tables based on an administrator/librarian specific request. This is available via a portal using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.





# General Quick Search

Through these quick search webparts, users have the ability to search as they would in Westlaw, but from your portal. Each user can pick the "Terms & Connectors" radio button which permits users to employ Westlaw taxonomy, or they can choose "Natural Language" which uses basic Boolean search. To further refine the search we have the ability to use optional date restrictions.



Users also have the ability to pick and choose from over 25,000 available databases.



WESTLAW WIDGET INFORMATION: With this General Search webpart, users can easily search across Westlaw from any content set that has been determined. There are flexible options that allow the Administrator/Librarian to choose and restrict databases that can be adjusted upon request. This feature is available via a portal using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.



## **Table of Contents**

Searching on and clicking into the Table of Contents is a valuable means of researching information on Westlaw. Typically at the top of the Search page in Westlaw users can access this clickable interface. Once the main TOC is chosen, then users can click the plus (+) and minus (–) symbols to browse the table of contents. You can also select the check box next to a title, chapter, part, or subpart and click Expand Selections at the bottom of the page. That portion of the table of contents will be expanded.



WESTLAW WIDGET INFORMATION: With this fully customizable Table of Contents webpart, an Administrator/Librarian can request specific TOC's to be generated. These content specific Table of Contents can be added to your portal. This is available via a portal using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.

## Form Finder

Drafting and reviewing forms and contracts is an essential function of your role, whether you're involved in transactional work or litigation. Now, you can find your single, specific form faster with FormFinder (database name: FORMFINDER). FormFinder includes text forms, fillable PDF forms (eforms), checklists, and clauses - and it allows you to search by those document types.

# With thousands of ready-to-use legal forms, Westlaw has the form you need.

FormFinder searches hundreds of thousands of forms on Westlaw to help you find the federal, state-specific, or general (nonjurisdictional) content you need. FormFinder sources include major national treatises and form sets, as well as state-specific and practice-area analytical titles, regulations, and codes/statutes.





**Text forms** - Sample contracts or other agreements that you can download or copy and paste into Microsoft Word or Corel WordPerfect documents, and then edit to fit your situation.

**Fillable PDF forms (eforms)** - Documents that you can fill-out electronically. This is the most convenient format to use for official government forms.

**Checklists** - Listings of the key components for any given legal document or matter.

**Clauses** - Sample language from contracts and other legal documents that you can copy, paste and edit in your drafting application to fit your needs. Perfect for modifying an existing document to account for an uncommon circumstance or application.



webpart, an Administrator/Librarian can request specific databases to be added or removed from the widget to be generated. Users can quickly and easily search Forms from the database "FORMFINDER". Time constraints are also available upon request. This is available via a portal using the choice of full transparent authentication, Client ID entry, or full manual entry of password/client ID.



# **Other Services**

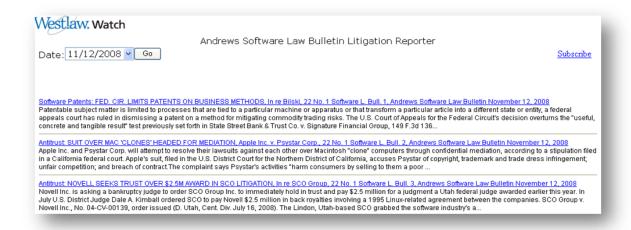
## **Current Awareness: Watch**

Westlaw Watch lets you monitor and deliver selected Westlaw content directly to individuals either by email or through your organization's portal. Westlaw Watch becomes part of your work environment and requires no Web development or software to install.

Control the flow of critical information so that everyone stays informed.

Access watch.westlaw.com to monitor legal and business issues as well as court docket information.

There's no easier way to target relevant legal and business current awareness information to the attorneys and staff who need it most.



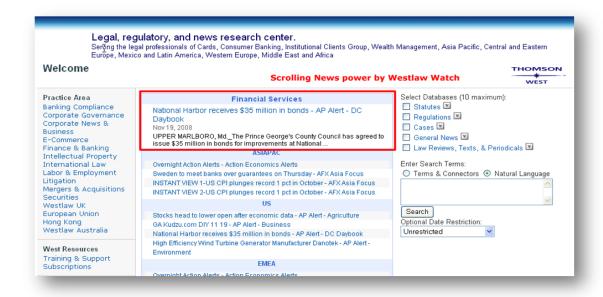
## With Westlaw Watch you can:

- Create a clip for a partner, executive, or individual attorney to monitor a key client or corporate interest, and deliver the results directly via e-mail or another preferred format.
- Update the entire team working on a key client matter with news of an important development, delivered simultaneously via their preferred format.
- Choose to post important material to your intranet page for a practice area group to keep everyone current in the context of other topical information.





- Coordinate timely communication to help move your organization forward in today's competitive environment.
- Monitor new case files and developments with Docket Alerts.
- Receive up-to-date court docket information.



Easily set up monitoring for an individual or group, including:

- Individual partners Create a clip for a particular partner, executive, or individual attorney to monitor a key client and deliver the results by email.
- Litigation teams Update the entire team working on a key client matter with news of an important development, delivered simultaneously.
- Practice area groups Post important material on your intranet to keep everyone in a group current in the context of other topical information.
- Librarians and marketers Coordinate your prospecting and rainmaking via timely emails that help you move your organization forward.

Westlaw Watch is available to all Westlaw subscribers, and you can use it anytime you need it.





#### Westlaw Watch Feed

Costar

STATEN ISLAND PROPERTY SALES - Staten Island Advance (Staten Island, NY)

Apr 25, 2009

Staten Island properties that have been sold or transferred recently appear each Friday in the Advance Real Estate section. The ...

CoStar Group Inc (NASD:CSGP) Weekly Earnings Information - Nelson Domestic Weekly Earnings Reports

EMPTY BOXES Mounting number of vacancies leave huge holes to fill in the retail landscape - CHICAGO TRIBUNE

STATEN ISLAND PROPERTY SALES - Staten Island Advance (Staten Island, NY)

CoStar Group Inc.-April 22, 2009, CoStar Group, Inc. Reports Unaudited Consolidated Earnings Results for the First Quarter Ended March 31, 2009;

Currently in development is a mass upload utility which allows for an Administrator to submit a database of companies and have the clips automatically generated. This overrides the manual process of entering companies individually.

# Watch Module/Widget Creation

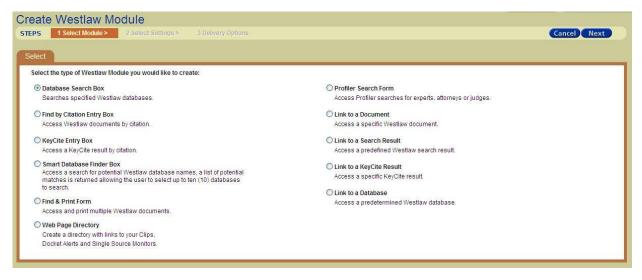
Westlaw Modules/Widgets provide customized access to Westlaw documents and services. You can easily integrate one or more customized modules into your intranet or portal for easy access to the Westlaw features you need most.

There are many customizable Westlaw Modules to choose from, including the following:

- Select Database Search Box to create a form to search specified Westlaw databases
- Select Find by Citation Entry Box to create a Westlaw entry form to find a document by citation
- Select KeyCite Entry Box to create a KeyCite entry form. KeyCite helps you determine whether a case, statute, administrative decision, or regulation is good law and retrieve citing references
- Select Smart Database Finder Box to create an entry form to search for a Westlaw database using the Smart Database feature, which presents up to 20 databases to choose from
- Select Find & Print Form to create a form to use WestFind&Print to find and deliver documents on Westlaw
- Select Web Page Directory to create a customized online directory of Clips, Single Source Monitors, and Docket Alerts
- Select Profiler Search Form to create a form that Westlaw uses to locate expert witnesses, judges, and attorneys
- Select Link to a Document to create a link to a specific Westlaw document



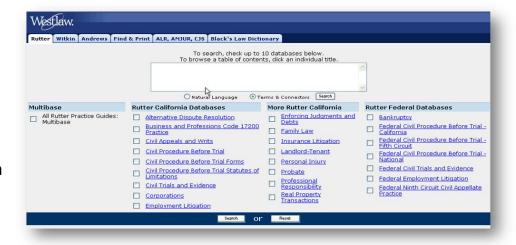




- Select Link to a Search Result to create a link to a predefined search result on Westlaw
- Select Link to a KeyCite Result to create a link to a KeyCite result
- Select Link to a Database to create a link to a specific Westlaw database

# Custom User Interface (CUI)

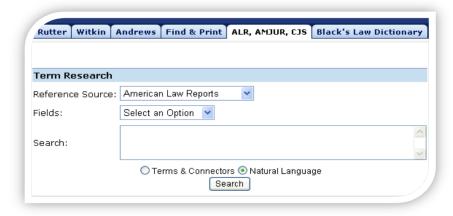
Often firms find that while portal delivery is optimum for many senarios, there are situations when having a Custom User Interface (CUI) is ideal. A CUI is a custom webpage designed by West. While there are a myraid of different types of custom webpages offered, typically these pages have databases that



the firm has specifically requested. Often these are "practice specific" pages which contain all the content and searching capabilities that a group might want from West. These pages can be designed with the look and feel of the firm, or they can look like Westlaw.







The Administrator/Librarian works with their technology contact at West to impliment these pages. There are unlimited options available, including search, current awareness, Find & Print, or nearly anything else that is seen on Westlaw.





# West km 4.x Portal Integration

Unlock the power of your organization's intellectual capital and increase knowledge sharing:

Every day, you create volumes of documents that represent the intellectual capital of your organization. West km is designed to help you share that knowledge internally by consolidating your organization's collection of work product and leveraging your document management system (DMS), Westlaw research, and document creation.

Our consulting services team will work with you to make sure your organization applies the best practices in the legal industry for knowledge management. Our technical and project management experts deliver unmatched product knowledge and a thorough understanding of knowledge management.

Speed up your research and document preparation to become more productive and billable:

Start with West km Foundation Services software and add West km for Litigation to strengthen your litigation work. At the heart of West km for Litigation is the ability to categorize and search for your organization's internal documents using West's KeySearch taxonomy, find your documents by cited reference using KeyCite technology, and search for your documents using Westlaw search methods.

Search your internal documents using KeySearch taxonomy:

West km for Litigation automatically classifies your internal documents into the KeySearch taxonomy - powered by the West Key Number System - giving you more precise results when you search for material on a particular legal topic. Add a customized text query along with each KeySearch category and get even more precise results. KeySearch, in combination with full-text searching, is the most advanced set of research tools available for legal practitioners.

The KeyCite advantage (For more detail see apendix A):

- KeyCite status flags show you whether documents cited in your internal document are used in any other internal document, or have a negative history
- Depth-of-treatment stars save you time by helping you focus on the most important citing references





• Add-in toolbars for word processors lets you embed citation links and KeyCite status flags in word-processing documents. You get an instant view of the validity of legal citations in a document

## The Westlaw advantage:

- Search for relevant internal work products and information in any Westlaw database
- Search internal documents, Westlaw, or both
- Perform full-text searches for internal documents by keyword, or by Westlaw Terms and Connectors
- Search internal documents from Westlaw, tabbed custom pages, and search templates
- ResultsPlus automatically suggests content on Westlaw related to your search

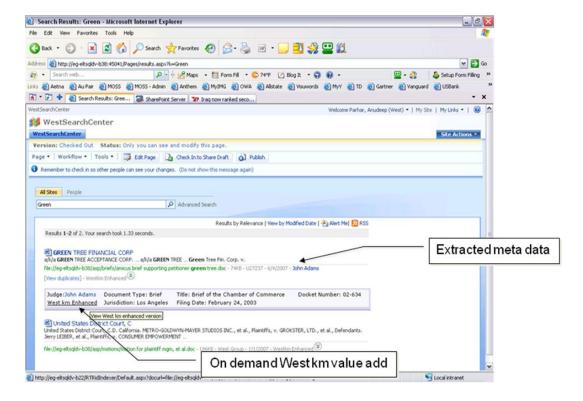
#### West km Web Services:

- West km Services can be fully integrated to enhance your applications using many different portal entry points
- West km Services can be accessed by other applications outside the West km environment, using standard web service technologies
- Citation services
- Litigation extraction service
- Transactional extraction service
- Summarization services
- Document categorization service
- HTML conversion service
- West km Services can be unbundled, and deployed seamlessly or selectively

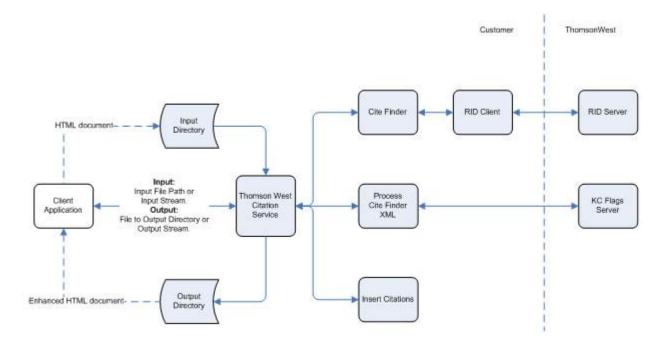




## Advanced portal and search integration SharePoint example:



### km Architecture:







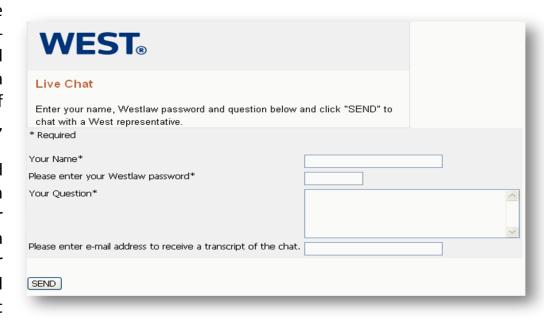
# Westlaw Support

## West Live Chat

Westlaw can help you get better results faster, but if you are researching an area of law that you are unfamiliar with, you can have speed bumps. That is why we offer Westlaw customers free, unlimited, 24/7 access to West Reference Attorneys, the industry's premier team of legal research assistance professionals.

## Legal research guidance from true experts in the field.

**Every West Reference** Attorney is a baradmitted attorney and Westlaw expert with a deep understanding of Westlaw features. functionality. databases, and services. They can help you refine your search query, find a specific law or document, and answer just about anything regarding



research on Westlaw. They provide a service that some legal researchers say they just couldn't do without.

## West Reference Attorneys can:

- Help you navigate Westlaw databases
- Help you get started researching an unfamiliar area of law
- Help you find a specific law or document
- Demonstrate shortcuts and other cost-saving tools and features
- Provide tips on how to construct better terms-and-connector queries



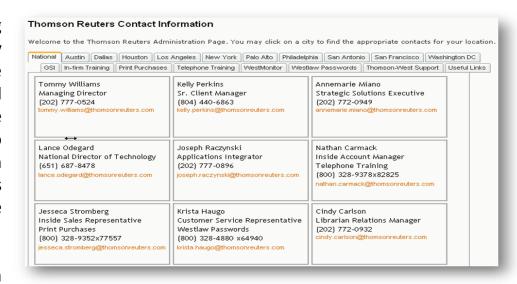


- Verify that a particular document or information is available on Westlaw and/or within your plan
- Help you retrieve news and set-up WestClip and other alerts
- Answer practically anything about researching on Westlaw

WESTLAW WIDGET INFORMATION: This Live Chat widget allows for users to enter their name and password and chat with a live Reference Attorney immediately. Whether it is at the beginning of your research or after you have hit a roadblock, West Reference Attorneys can help keep your research moving forward. Upon request, West Reference Attorneys can even email you the relevant queries run and databases searched during your call.

# **Thomson Reuters Contact Page**

With an ever expanding group of services offer by Thomson Reuters, the highly specialized managers of these products have also increased. The Thomson Reuters Contact page was born to help you locate the contact you need.



Th contact page offers a

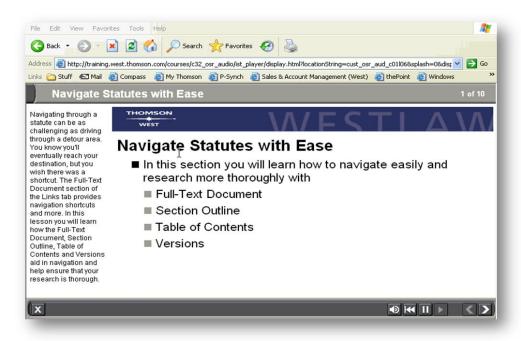
central location for all of your West contacts. The database is mantained by Thomson Reuters, so all you need to have is the URL for each location of your branch offices. The information is constantly updated, so the data is accurate and available in a dynamic display for your users.





## One Click CWE

Continuing West Education, CWE was an internal education system designed for West employees to keep them up-to-date on all aspects of Westlaw. The online classes were externalized and are now open to all Westlaw subscribers at any time. These "one click" classes are available upon request from the Administrator or Librarian.

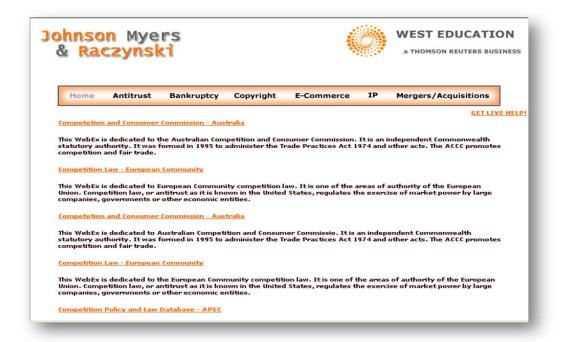


# **Customized Firm Training**

West has on-site training available for every firm. When a firm has multiple locations, and wishes to conduct simultanious training across the firm, West can provided training via WebEx. These seminars can be recorded and then made available to the firm for later viewing. West then stores a database containing the information about the class subject, topics covered, and the link to the training. This information is typically hosted on West's servers and we provide the firm with a URL to the content. We can also provide the firm with the files to host locally. Users are then able to take these firm specific classes whenever they wish.





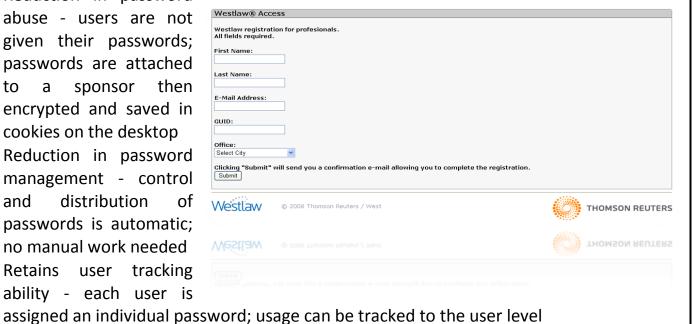


# **ULTRA:** Password Generation

ULTRA is a Westlaw password generation tool.

#### **Benefits:**

- Reduction in password abuse - users are not given their passwords; passwords are attached a sponsor then encrypted and saved in cookies on the desktop
- Reduction in password management - control and distribution passwords is automatic; no manual work needed
- Retains user tracking ability - each user is







• Preserves user personalization settings - because each user has their own password, all of their personal settings will be saved.

#### How it works:

- User clicks on the Westlaw link in the organization's intranet at their desktop
- Link checks for cookie
- If cookie does not exist, ULTRA checks database to see if the user exists
- If user exists, checks for password
- If password exists, logon proceeds
- If user does not exist, the name is passed to SAP, a password is created, and the name and password is added to the ULTRA database
- ULTRA writes a cookie containing encrypted Sponsor id and GUID to the desktop

## **Security Feature:**

This process can be interupted. By pre-populating the name fields in the ULTRA database, organizations can deny users not on the list a password. Organizations will be informed of denial, and decide if the user can have access or not. If the user is deemed worthy, the organization notifys Westlaw, and the user name is added to table. The user tries to access the system again, and can complete the process. User/Westlaw can customize the splash screen after the user has completed the registration process.

All parameters are passed in the URL string via HTTP. For new passwords, the following will be sent to the ULTRA Westlaw server:

- First Last Name
- GUID (org chooses that ID)
- ULTRA Sponsor Code (our information)
- ZB or Account # (our information)
- CTC (job level of person can be hard-coded or an option for user to choose)

#### Database info:

Sponsor provides system with location information





## **Client Validation**

Client validation is a free tool that can help you increase your firm's profitability by making it easier to trace billable research back to an individual client or matter. This feature compares each client identifier (ID) entered at the beginning of a Westlaw research session to a list of client IDs in your accounting or billing system to ensure an exact match. There are three ways to use client validation on Westlaw:

- West-hosted client validation allows you to store your client matter lists on a secure server at West
- Firm-hosted client validation allows you to store your client matter lists on your firm's network
- Third-party client validation integrates the client validation tool with your third-party time and billing software

The client validation tool is part of West's Cost Recovery Solutions, a suite of services that help you access and develop cost recovery strategies and



implement effective programs.

Note: Client validation is also available on other West Web sites, such as WestFind&Print, as long as you use the same password that you use to sign on to Westlaw.

# **Choosing a Type of Client Validation**

You will want to consider your firm's individual needs when choosing what kind of client validation to use. If your firm uses third-party time and billing software, you may want to integrate client validation into your system. If you choose West-hosted or firm-hosted client validation, you will want to consider the following:

## West-hosted client validation

- Works from any remote location
- Requires no setup or installation at your firm





• Validates client IDs against a client ID list uploaded to Westlaw (Your firm must send an e-mail with a text attachment that includes all valid client IDs. Clients IDs are updated in one to two business days.)

## Firm-hosted client validation

- Requires installation on your firm's Web server
- Requires users to have access to your firm's validation software and files
- Allows suspension of client validation by users outside your firm's network

## Web Part Menu

Lastly the team has developed a Thomson Reuters menu of Web Parts for SharePoint. These files are currently available for download in a standard SharePoint .DWP format. We also offer further customization of the Web Parts by request. The aesthetics, i.e. the look and feel of the Web Parts can be adjusted to the firm's specification. In addition, if you are looking for further functionality or would like to see a different type of Web Part not listed please let your Applications Integrator or Legal Technology Specialist.

Web Part Menu

Team Applications Integrator and Legal Technology Specialists West, a Thomson Reuters business 1100 13<sup>th</sup> Street Suite 200 Washington, DC 20005





# **Appendix**

## **Appendix A:**

## **KeyCite Status Flags**

A red flag warns that the case or administrative decision is no longer good law for at least one of the points of law it contains, or that the statute or regulation has been amended by a recent session law or rule, repealed, superseded, or held unconstitutional or preempted in whole or in part.

A yellow flag warns that the case or administrative decision has some negative history but has not been reversed or overruled; that the statute has been re-numbered or transferred by a recent session law; that an uncodified session law or proposed legislation affecting the statute is available (statutes merely referenced, i.e., mentioned, are not marked with a yellow flag); that a proposed rule affecting the regulation is available; that the regulation has been reinstated, corrected, or confirmed; that the statute or regulation was limited on constitutional or preemption grounds, or its validity was otherwise called into doubt; or that a prior version of the statute or regulation received negative treatment by a court.

A blue H indicates that the case or administrative decision has some history.

A green C indicates that the case or administrative decision has citing references, but no direct history or negative citing references, or that the statute or regulation has citing references.

# **KeyCite Depth of Treatment Stars**

\*\*\* Examined—The citing case, administrative decision, or brief contains an extended discussion of the cited case or administrative decision, usually more than a printed page of text.

\*\*\* Discussed—The citing case, administrative decision, or brief contains a substantial discussion of the cited case or administrative decision, usually more than a paragraph but less than a printed page.





- \*\* Cited—The citing case, administrative decision, or brief contains some discussion of the cited case or administrative decision, usually less than a paragraph.
- ★ Mentioned—The citing case, administrative decision, or brief contains a brief reference to the cited case or administrative decision, usually in a string citation.

## **KeyCite Quotation Marks**

Quotation marks ("") indicate that the citing case, administrative decision, or brief directly quotes the cited case or administrative decision.



