Westlaw & Legal Workflow Solutions

Andy Martens
Head of Product, Research Products

Investor Day 2021
Westlaw Edge
Clear Market Leader

Strong Adoption by Law Firms & Courts Across U.S. of WL Edge

1. All U.S. Federal Courts have adopted WL Edge (December 2019)
   • Incentivizes law firms to adopt WL Edge

2. U.S. Department of Justice has adopted WL Edge (December 2019)

3. 42 U.S. state court systems have adopted WL Edge

4. 60% of Am Law 100 firms have adopted WL Edge

5. 52% of Westlaw Contract Value is on WL Edge

6. WL Edge recently launched in UK & under development for Canada launching in 2021
Westlaw Edge

ACV Penetration – July 2018 to December 31, 2021 (est.)

Strong Adoption Since Launch
Westlaw Edge – What Differentiates WL Edge from Competitors?
Data Quality is Essential for AI to Succeed – WL Edge has the Best Data

AI is looking for patterns
Low quantity and/or low-resolution data, does NOT have the detail it needs to find the right patterns or distinguish between similar situations.
100+ Years of Headnotes, Key Numbers & KeyCite Track Each Legal Issue Across Different Types of Legal Authority with Extraordinary Precision
Westlaw Edge – Our Talent is a Competitive Advantage
Leverage Proprietary Content / Editorial & AI/ML as Key Differentiators

DATA TALENT
HIGHLY-SKILLED WORKFORCE - DEEP EXPERTISE

• Attorney Editors’ deep subject matter & practice area expertise provides high accuracy & unique insight

• Multiple specialized content areas

• Began leveraging AI/ML in Editorial/Content 2018

• Improved quality & time-to-market

• Continues to drive operational efficiencies

AUTOMATION & AI TALENT
HIGHLY-SKILLED WORKFORCE

• ~100 data scientists AI, Machine Learning, Natural Language Processing, Data Mining, specific to relevant domains

• Investments in automation across the technology estate to equip teams with modern workbenches - AI/ML compatible

• AI/ML tools enabling strong QA processes allowing data accuracy at scale across content

World-Class Content Created & Managed by a Customer-Focused Team of Subject Matter Experts with Highly Automated Processes that Leverage AI/ML End-to-End
Westlaw Edge
Strong Adoption & More Room To Grow

Continued Innovation Since Launch Enables Us to Maintain Premium Price & Drive Higher Market Penetration

- Predictive Analytics for Federal Legislation powered by Skopos Labs
  - Quick Check: Quotation Analysis
  - Content Type Expansion

- Quick Check Launch
  - State Regulations Compare for 41 states + D.C.

- Regulations Compare Inline KeyCite Flags

- Post-Launch 2018
  - Litigation Analytics: 10 new motion types

- 2019
  - Procedural Posture Filter
  - KeyCite Overruling Risk (paragraph highlighting)
  - Full Screen Reading Mode

- Q1/Q2 2020
  - Litigation Analytics:
    - Judicial & Court Context
    - New Public Health Emergency Case Types
    - API

- Q3/Q4 2020
  - Quick Check: Quick Check Judicial
    - Litigation Analytics:
      - Multi-District Litigation Filter
      - Attorney & Law Firm Context
      - Attorney Finder

- 2021 & Beyond
  - US Patent Drawings
  - Trademark Tracking
  - Compare Text
More Opportunity to Continually Add New Modules – Price + Retention Benefits

Quick Check: Sophisticated Analysis of Motions & Briefs

Customer Brief

Heading

Heading

Heading

Leveraging A.I. + ML

Case headnotes

Key Numbers

Secondary Sources

Other briefs and memoranda

Other briefs and memoranda

Secondary sources

Customer usage patterns

Driving Accuracy, Productivity & Efficiency

Securely upload briefs or motions to quickly get a report containing new authority that traditional research may have missed.
Customers Reaction to Quick Check Judicial Module
Demand for TR’s Advanced, Trusted & Branded “How-To” Products is Increasing
Deep, Long-Term Customer Relationships = Advantaged Position

Justice Randy Holland, Delaware Supreme Court (Retired)

“From a judge’s point of view, you want to be confident that you understand each party’s position and you want to be confident that you understand the state of the law. Quick Check Judicial allows you to do that efficiently and accurately.”

“Attorneys only argue before the court so often, and even though the judge might hear the same cases a lot, attorneys aren’t arguing them every day. No matter how good a lawyer is, it’s hard to stay up to date with everything, but with Quick Check Judicial, you can go into court with confidence.”

Justice Mark Martin, North Carolina Supreme Court (Retired)

“The role of the adjudicator is to make sure the law applies uniformly to everyone who comes before the Court. Quick Check Judicial is an amazing internal control for the Court to make sure that happens. I would encourage judges to try this product. I am confident they will be very impressed.”

Justice Eric Magnuson, Minnesota Supreme Court (Retired)

“Most judges don’t have the time to explore every little detail of what’s put in front of them. They want big-picture, and they want core stuff, which Quick Check Judicial can help with.”

“As an appellate lawyer, it would be really nice to take all the filings from the parties, as well as the lower court opinion, and run them all through Quick Check Judicial and see which cases everybody agrees are important, and which cases were missed. That’s how I would use this now, and it would be really valuable.”
Westlaw Edge – The Preferred Solution
Recognition of the Quality of WL Edge is Reflected in ABA Surveys

Which ONE Fee-Based Online Service Do You Use Most Often Overall for Legal Research?
(2020 American Bar Association Legal Technology Survey - Firms with 500+ Attorneys)
Westlaw Edge 2.0

Looking Ahead

Evolving Markets Present Significant Opportunity for Further Innovation & Growth

2021 Roadmap Will Drive Continued Growth

- QuickCheck: Which side of litigation does authority support?
- KeyCite – Issue-based validation

Opportunity for Another Wave of Growth

- Legal Research is still difficult and time-consuming
- Hard to find exact attributes that they are looking for
- Rich editorial work combined with AI can solve these problems
- Raw AI (e.g., GPT-3) cannot

Benefits of Transition to Operating Company

- Digital as a significant contributor to sales & renewals & Improved Customer Experience
- More targeted, integrated set of products, modular entitlement & single customer ID that drive valuable outcomes for customers
- Secure, modernized & simplified technology architecture & operations
- Self-replenishing pipeline of world-class internal talent

WL Edge 2.0 – Substantial Growth Still to Come
Legal Workflow Solutions
Legal Workflow Solutions
TR Markets & Customers Seeing Fundamental Shifts in Ways of Working

Goal: Provide Legal Professionals Highest Quality Insight at the Point of Need in Their Workflow

Challenges

• Remote working & improvements in technology accelerating demand for integrated legal solutions
• Clients & stakeholders putting more pressure on legal professionals for highest quality of work in shortest amount of time
• Legal professionals must surface the right information instantly & need to produce work in a secure transparent digital environment

Solutions

• Westlaw & Practical Law - Industry leading solutions providing highest quality information, insight & guidance
• Opportunity to combine WL/PL insight with workflow solutions - HighQ, Contract Express & Drafting Assistant
  – Empower legal professionals to transform the way legal work is produced

Early Success Driving Penetration in UK & Large Global Firms
Significant Opportunity for Expansion in Large Firms + Driving Penetration of Smaller Firms
Legal Workflow Solutions
HighQ - Designed for How Legal Professionals Work Today

HighQ is a Market Leading Collaboration & Productivity Solution Foundational to TR’s Legal Workflow Solutions Strategy

- **Improve Collaboration & engagement**: Use an integrated platform to securely work with colleagues, collaborate on projects & engage with clients.
- **Increase productivity & efficiency**: Standardize & automate time-consuming work and processes to help teams become more productive & efficient.
- **Streamline project & matter management**: Manage complex projects & matters, assign work & tasks, collaborate on documents & data & provide complete transparency.

**Work Smarter. Faster. Simpler**
Legal Workflow Solutions
Software Powered by Proprietary Content & Experts Delivering an Integrated Solution

HighQ Delivers an Ecosystem That Seamlessly Provides Insights to Clients How & Where They Work

Critical Assets
Use Cases
Customer Value

Productivity & Efficiency
Improve outcomes
• Create documents from scratch
• Templates & automation
• Surface insight

Project & Matter Management
Empower the team
• Assign tasks
• Review and format
• Monitor & manage work

Collaboration & Engagement
Provide transparency
• Engage w/ clients & stakeholders
• Share files securely
• Work with colleagues effectively

Market Trends - Prevailing Tailwinds Provide New Growth Opportunities
Legal Workflow Solutions – Customer Pain Point – “Document Automation”

Solution - HighQ Powered by Contract Express & Practical Law

- Customer or Practical Law expert document templates automated
- Data linked & assessable via proprietary sheets technology
- In virtual collaboration environment
- De-risk & streamline contracting process

Delivers Expert Guidance to Increase Confidence & Improve Quality
Legal Workflow Solutions
Change Program Will Improve Customer Experience & Accelerate Growth

Evolving Markets Present Significant Opportunity for Further Innovation & Growth

- Helping legal professionals transform the practice of law
- Automation of tasks that do not require expert time
- Product integrations to drive cross-sells
- Rich, expert information served up at the point of need for users as they are performing their work
- Infuse workflow software with expert-curated content
- Smarter solutions driven by our content-enabled AI capabilities

Benefits of Transition to Operating Company

- Digital as a significant contributor to sales & renewals & Improved Customer Experience
- More targeted, integrated set of products, modular entitlement & single customer ID that drive valuable outcomes for customers
- Secure, modernized & simplified technology architecture & operations
- Self-replenishing pipeline of world-class internal talent