How did we update and enhance your services in 2015?

Over the course of the last year we at Thomson Reuters, Legal UK & Ireland, have been investing in improving our online services and solutions. Find out how we enhanced Practical Law, Westlaw UK, Lawtel, Solcara and Bulletin Pro in 2015.
Year in Review

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We would like to take the opportunity to share our highlights of 2015 with you; what we have been doing behind the scenes to enhance our products and add value for your organisation. Throughout the year we’ve focused on continually improving our legal solutions in response to customer feedback. We have invested in **Practical Law, Westlaw UK, Lawtel** and **Bulletin Pro and Solcara**, ensuring that our resources are the best that they can be and remain up to date, relevant and practical.

To name a few highlights from the past year: we’ve added more high quality know how content to Practical Law, including a comprehensive new practice area: Business Crime & Investigations, enhanced the legislation service on Westlaw UK extending coverage of Bills and developed advanced reporting for Solcara users to allow for greater insight into usage across Knowledge Management resources.
Helping you get the most out of our products & services

► In 2015, we trained over 12,500 end users (excluding students) – a 15% increase on 2014
► We created over 320 bespoke training materials and guides for our customers
► Over 35% of our sessions covered more than one product
► Following the training, 99% of attendees said they learned something new from the session and 98% of attendees would recommend the training to a colleague

To arrange a training session, simply email trainingrequest@thomsonreuters.com

As well as adding new content and enhancements to our services, we’ve been working hard to reduce operating costs and streamline our internal processes & systems to ensure we’re doing everything we can to provide maximum value to our customers.

We aim to provide you with a more seamless online legal research experience and 2016 will see a host of exciting developments that will help us achieve this, including the launch of the new Practical Law.

Investing in technology
Within the UK & Ireland Legal business, our Capital expenditure on technology, content and expertise to improve our products and the research experience for customers, has doubled from 2012 to 2014 and by the close of 2015 it increased by 20% when compared to 2014.

Product integration
From 2014, we have been investing in a new online platform which will provide significant benefits to customers of Practical Law, Westlaw UK and Lawtel, increasing linking and integration between know-how and primary sources, and much more. Going forward the new platform will make integration with other Thomson Reuters products more a more seamless experience.

Adding value

Controlling costs
To control costs, we continue to leverage offshore technology development resource in Poland and Belarus, in addition to our existing Yorkshire office. We have also rationalised our office buildings in London to save costs, moving from 4 different buildings to 2 – plans are in place to rationalise further down to 1.

Improving productivity
We’re continually improving productivity of our Editorial team. In 2015 we increased our spending on editorial systems by 60% on the previous year to enable our teams of experts to publish and update content faster.

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2015 in numbers

Practical Law

CHECKLISTS ADDED

806

COMMENTS IN TOTAL ON ASK ADDED

135

TOOLKITS ADDED

6,476

STANDARD CLAUSES ADDED

477
PRACTICE NOTES
LEGALISATION TRACKERS ADDED
1,877
33
STANDARD DOCUMENTS AND DRAFTING NOTES ADDED
1,544
174
150
QUERIES PUBLISHED ON ASK
4,353
1,877
PRACTICE NOTES ADDED
Practical Law Enhancements

New Property practice areas
The Practical Law Property service re-launched in May, with specialist topics Property Litigation, Planning and Agriculture & Rural Land now available as full practice areas.

The new pages and redesigned Property homepage provide you with easier access to our specialist resources and the ability to find that content more quickly.

Life Sciences current awareness newsletter
A new Life Sciences email update, has been made available as a prototype to a number of customers interested in the content. All links within the email take users to a new Life Sciences page on the Practical Law website, where we are beginning to build up an archive of content for this area of law. We will be working on this further throughout 2016.

Arbitration redesign
In 2015, we launched a new and improved Arbitration homepage bringing together the Practical Law Arbitration (England and Wales) and International Arbitration resources into one area in order to provide subscribers with a simplified user experience and make new content easier to find.

The new homepage provides direct access to content on international, English and other jurisdiction-specific arbitration alongside a collection of investment treaty arbitration resources, organised by subject area.

In-house collection enhancements
The Practical Law In-House collection page was created to provide our in-house customers with access to the most relevant and useful resources in one single location. The new page includes transactional toolkits, risk and compliance resources, a short form standard documents library and business know-how resources to support you in all aspects of your role.

Advising Smaller Businesses collection
Practical Law unveiled a new collection page in June to bring together resources that have been specifically curated for advisors of smaller businesses. The new page provides quick and easy access to a wide range of resources that have been arranged by workflow in topics grouped together under familiar transaction headings.

Local Government and Public Law practice areas
The new and improved Practical Law Public Sector service arrived in July splitting resources into two specially designed, dedicated practice area pages: Practical Law Local Government and Practical Law Public Law.

The new pages provide a more intuitive user experience helping users to find the resources they need more quickly as well as expanded specialisms and new topics.

Data Protection practice area
The Practical Law Data Protection practice area launched in 2015 and provides quick and easy access to specialist materials covering commercial aspects of data protection, including the UK and EU regimes and practical advice for achieving compliance.
Horizon Scanning

This new initiative from the Corporate Editorial team launched in September and comprises a series of high level overviews on key legal corporate developments, which will impact UK companies over the next few years. This provides succinct information on upcoming legal developments, allowing users to properly prepare.

FastDraft enhancements

Early 2015 saw the launch of new enhancements to FastDraft including a centralised contact address book and project archiving feature. This provides users with seamless contacts integration into a document draft or question session, tooltips on action buttons providing easy-to-follow guidance, the ability to import Outlook or Gmail contacts and archives for old documents.

Business Crime & Investigations practice area

The brand new Business Crime & Investigations practice area launched in September 2015. The service provides practitioners interested in business crime with access to comprehensive practical resources, current awareness and guidance on all aspects of business crime including, corporate liability, criminal procedure, corporate sentencing and the powers of prosecuting authorities.

The new practice area provides practical guidance on substantive offences, such as:
- Breach of sanctions offences
- Bribery Cartels
- Corporate manslaughter
- Cybercrime
- Data protection offences
- Environmental offences
- Fraud
- Health and safety offences
- Insider dealing
- Market abuse
- Money laundering
- Tax evasion
- Theft

Behind the scenes

Content collaborations

Across the past 12 months we have worked to consolidate processes and capitalise on our various teams’ combined expertise to produce valuable content for our customers.

In addition to our programmes of new content in each practice area, our practice area teams have teamed up to produce new content in response to customer feedback which sits on the border of one or more practice areas. Cross practice area collaboration combines expertise and streamlines content production to quickly deliver high quality content in new areas, such as:
- new practice note on planning regimes for power projects
- new practice-note on disclosure of tax avoidance schemes rules for inheritance-tax
- new materials on share plans and settlement agreements
- new standard document gift of property by declaration of trust: one adult beneficiary
- new practice note on leaving a partnership

Ask

Throughout 2015 the Practical Law team has continued to absorb Ask answers into maintained content. This maximises the value in answering Ask questions and ensures our content is focused on what our users want. This process involves the team using Ask to help us keep our content current and ensure we are addressing real practical issues and legal problems.

Adding value

What’s Market

2015 has seen further investment in the expansion of deal types available in What’s Market.
2015 in numbers
Westlaw UK

**BOOKS & LOOSELEAFS ADDED**
26

**LEGISLATION**

**NEW PIECES OF LEGISLATION**

UK ACTS ADDED
3,038

WELSH ACTS ADDED
6

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CASES

CASE DIGESTS ADDED
5,985

CIVIL EXTEMPORE JUDGMENTS ADDED
738

FULL-TEXT LAW REPORTS ADDED (NEW AND ARCHIVED)
28,306

SCOTTISH SI’S ADDED
437

UK SI’S ADDED
2,013

SCOTTISH ACTS ADDED
13

CASES

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Westlaw UK Enhancements

Westlaw UK’s most significant development of the year came in the form of the Bills enhancements delivered in October 2015. The legislation service now includes a new Bills feature which allows users to identify, search and assess the impact of all Westminster Government and selected Private Members’ Bills. These enhancements not only include improvements to the content available to users but also how our editorial team captures the information allowing us to deliver it more rapidly.

Addition of Bills content to Legislation
Westlaw UK now captures all Westminster Government Bills and selected Private Members Bills. They are tracked and updated as new versions are published by Parliament. All Bills are searchable with active links to enacted legislation and to earlier versions of each Bill. Proposed amendments to enacted legislation from Bills are also recorded and flagged against the affected provisions so that users are aware of upcoming changes and are able to prepare accordingly. These amendments will be kept up to date as the Bill progresses through Parliament.

With the introduction of the new Bills icon, users will have easy access to the full text display of all Westminster Government and Private Members’ Bills. The improved search capabilities ensure Bill information is included when using the legislation search.

Anticipate potential changes in the law
To view the impact of Bills on current legislation, users will be able to view pending amendments on provisions through the Legislation Analysis page.

Further Bills content planned (scheduled for 2016)
In 2016 we will continue to improve the service by adding Bill tracking information to each Bill, allowing users to see how far through the parliamentary process a Bill has advanced. Amendments from Bills will be incorporated into special versions of enacted legislation, allowing the user to see how the law will read if the Bill receives Royal Assent.

Law Wales and Insight
Thomson Reuters has supported the government of Wales in the development of the Law Wales website law.gov.wales, a free to use and public facing service which is designed to provide access to the law of Wales as it diverges from that of England in the context of devolution. We supply a selection of Insight articles which have been reviewed and tailored to ensure their validity and usefulness in a Welsh context. These articles are continually updated in parallel with the Westlaw UK Insight service.

Annotated Statutes enhancements
Following customer feedback we re-named two features of the Westlaw UK Annotated Statutes service:

- General Notes (of which there are now over 350) were re-named Key Legal Concepts so that the feature and purpose was more obvious for users
- Pepper v Hart Notes were re-named Legislative Intention Notes to better reflect how they are being used by users, to interpret Parliament’s intended use of legislation

Behind the scenes
Editorial tools enhancements
We have developed advanced editorial tools for handling Bills, allowing us to capture and update Bills rapidly. Capturing amendment information at Bill stage has allowed us to greatly accelerate our processes for recording information to Acts once they receive Royal Assent. The Finance (No.2) Act 2016 had all amendment and commencement information online on the same day as it was published on legi.gov, with all amendments applied within 3 days.

Content collaborations
Costs & Funding since the Civil Justice Reforms: Questions & Answers, the free supplement provided to all subscribers, was produced through collaboration between Practical Law and Westlaw UK editorial teams. The title tackles common practitioner questions on the effects of the 2013 Jackson Reforms on Costs and Funding and utilised the combined expertise of both teams to develop focused content in a clear, easy-to-understand format.
Books display
The enhanced books display was released in 2015 to provide a better user experience, helping you to more easily navigate across the titles within your subscription. The new layout provides quick access to key bibliographic information for every title and more user-friendly search and browse options.

Books & Looseleafs
In addition to the regular updates and new editions, Westlaw UK digitised over 25 new titles. The Westlaw UK books and losseleafs library now contains more than 300 commentary titles.

Titles added to Westlaw UK throughout 2015 include:
- A Practitioner’s Guide to the Regulation of Investment Banking
- Business Premises: Possession and Lease Renewal
- Civil Appeals
- Conflicts of Interest
- Constitutional Law of Scotland
- Contractual Duties: Performance, Breach, Termination and Remedies
- Costs & Funding following the Civil Justice Reforms: Questions & Answers
- EPC Contracts and Major Projects
- Expert Evidence: Law and Practice
- Gadsden on Commons and Greens
- Guest on the Law of Assignment
- Handbook of UNCITRAL Arbitration, Webster
- Intellectual Property Law and Taxation
- Judicial Remedies in Public Law
- Kendall on Expert Determination
- Leases (SULI)
- May on Criminal Evidence
- O’Neill & Woloniecki’s Law of Reinsurance
- Private Equity Law and Practice
- Riley on Business Interruption Insurance
- Rowlatt on Principal and Surety
- Sale of Shares and Businesses
- Securities Law
- Shackleton on the Law and Practice of Meetings
- The European Private International Law of Obligations
- The Law of Trees, Forests and Hedges
- The Scottish Tax Yearbook
- Todds’ Relationship Agreements
- Tudor on Charities
2015 in numbers

Lawtel

4,493

Pending Actions Added

4,612

Case Transcripts Added

2,475

Legislation Documents Added
955 Extempore Judgments Added

1,557 UK Statutory Instruments Added

4,587 Case Digests Added
Lawtel Enhancements

At the start of the summer we launched two new enhancements to the core Lawtel service. These enhancements include the introduction of content from the Court of Appeal Criminal Division (CA Crim) to our Permissions to Appeal (PTA) service as well as improvements to the user interface for Pending Actions records, making it easier for you to identify the latest status of a tracked case.

New content for Permissions to Appeal

In May 2015 we extended coverage for the Permissions to Appeal service on Lawtel to include cases from the Court of Appeal Criminal Division (CA Crim) to sit alongside the existing Court of Appeal Civil (CA Civ) cases. At launch the CA Crim cases dated back to January 2015, however work has been carried out to build an archive of Permissions to Appeal cases dating back to the beginning of 2014 since then.

To facilitate better searching between CA Crim and CA Civ cases we have added a ‘Court’ field to the Permissions to Appeal advanced search. Users can filter their search results by these two courts.

Updates to Pending Actions user interface

Enhancements were made to the user interface for Pending Actions records, making it easier for you to identify the latest status of a tracked case. Users can now see a new Case History field added to tracked cases to differentiate this information from the latest status of the case. Case History fields with multiple entries will display as a list in reverse chronological order.
In addition, when customers receive a new tracking email, they will see the newly updated field highlighted to make it easier to identify which part of the record has been changed.

**Kemp on Lawtel enhancements**

**Forms and Precedents**

Kemp on Lawtel’s Forms and Precedents content was expanded in June 2015. This included commonly used forms and letters taken from Curran & Gore’s ‘PI Pleadings’ 5th edition in convenient, Word-editable format. You can easily search or browse into the content and save time in sourcing and writing these documents in the litigation process.

**New JC Guidelines 13th edition**

Essential information for the Personal Injury lawyer, the new edition of the JC Guidelines was made available on Lawtel in October, incorporating cross references to the older editions and other must-know content on Lawtel.

**Behind the scenes**

**Adding value**

Court reporters on the ground

We have expanded our extempore judgment coverage into the Technology and Construction Court in addition to our existing coverage of a number of other High Court divisions and our comprehensive coverage of the Court of Appeal (Civil Division). Our team of court reporters are on the ground every day gathering court intelligence to meet increasing customer demand.
Popular connectors in 2015

Solcara

Westlaw UK

Westlaw IE

Lawtel

BAILII

Justis

RSS Connector
Solcara Enhancements

New advanced reporting module

New reporting enhancements launched midyear give Knowledge Management teams visibility of usage across all information sources, including subscription services. This essential update allows managers to pinpoint low usage and determine where further training is needed in order to maximise the value from their subscription services.

Improved collections management

Further enhancements were made at the end of the year in order to help users manage collection data more efficiently, including multi-select and delete for collection items, the option to manually create collection items and allow bookmarking of these items.

Improved results list management

At the end of the year we launched improvements to the results list which allows users to browse results beyond a fixed number per information source. This enhancement increases the user’s flexibility and saves time navigating through numerous results lists, allowing them to optimise the results for each information source.

Document Download Centre

If you’re a Solcara customer, don’t forget about the Document Download Centre, where you can easily access online user guides, FAQs and a full list of connectors.

Visit https://www.solcaralegalsearch.com/Download
Bulletin Pro Enhancements

Automatic acceptance of articles from trusted/highly relevant publishers
To remove the manual effort required to accept all new articles, if a user knows in advance that they will use the majority, if not all, articles from a feed then they can choose to have all of them accepted by default.

Fully or semi-automated Bulletin Issues
To save time where the editing of issues is not a high value requirement, or where the bulk of the editorial work is performed in Topics, users can automate the publication of issues as per their schedule, then the system can create the next issue for them and populate with articles as they are accepted into Topics.

Feed pausing within topics
So that users can manage more effectively issues with sources, or where they want to cease gathering information for a short time but retain their feeds and queries, a user can pause the feed execution and choose to restart them at any time.

Utilising published content firm-wide
New pages provide firm-wide accessibility to published content, with links for embedding RSS feeds of articles within Topics and archives of Bulletin Issues into intranets.
See a better way forward at
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