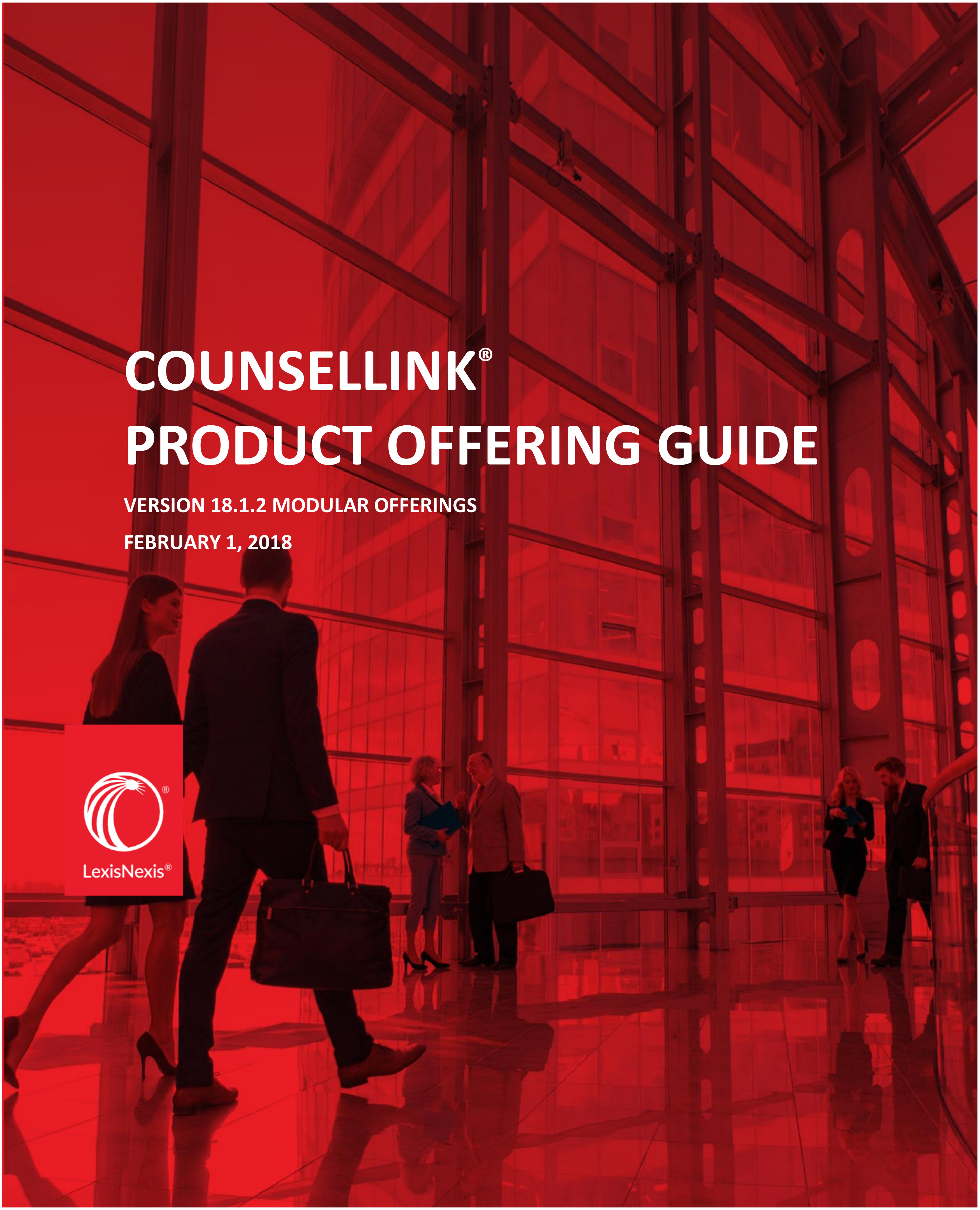


COUNSELLINK®
PRODUCT OFFERING GUIDE

VERSION 18.1.2 MODULAR OFFERINGS

FEBRUARY 1, 2018

LexisNexis®

Contents

CounselLink® Solution Overview

This document outlines the components of the LexisNexis® CounselLink® solution, including application capabilities, service offerings, and support programs. This document applies to CounselLink agreements signed prior to January 1, 2018 in which CounselLink Matter Management and Legal Spend Management offerings were contracted as separate modules.

CounselLink modules are offered in three tiers: Essentials, Advanced, and Premier. The Essentials tier is designed to offer customers an out-of-the-box, easy-to-implement solution based on best practice processes. This lower cost solution provides strong ROI with minimal upfront investment. The Advanced tier offers customers a more configurable solution with custom templates, rules, workflows, and reporting, along with expanded customer support. The Premier tier is designed for companies looking to invest in a highly customized solution to drive long-term departmental efficiency, better outcomes, and lower outside counsel costs.

The CounselLink Professional Services & Strategic Consulting teams provide legal departments with implementation, training, configuration, integration, and ongoing analytical framework and business consulting expertise to further departmental value and maximize overall ROI from CounselLink. These optional fee-based services are available with all tiers.

Table 1.1: Summary of CounselLink Offerings

Offering	Description
Matter Management	Provides customers with centralized matter information, configurable business processes, and insightful reports and dashboards
Legal Spend Management	Delivers workflow tools and auditable financial controls to manage spending with outside counsel and eliminate paper invoices
Legal Hold	Offers tools to create and track legal hold notices
Professional Services	Helps customers receive the maximum benefit from their CounselLink investment with a variety of implementation, training and consultation services

Table 1.2: Summary of Tiers

Tier	Description
Essentials	Solution providing industry standard templates, workflows, reporting and more
Advanced	Configurable solution for departments with more complex needs. Includes everything from Essentials, plus additional templates, custom data fields, business rules, expanded customer care and more
Premier	Highest level of customization for the most sophisticated legal departments around the world

Matter Management

Corporate customers use CounselLink Matter Management to better manage both their in-house counsel staff and outside counsel law firms, improving productivity while increasing collaboration and transparency with outside counsel.

Table 2.1: CounselLink Matter Management Features

✓ = Included in package $ = available for an additional fee

Matter Management Essentials		
Central Matter Repository	Integrated portal within the application that contains all matter information and links to all matter-related content, including documents, invoices, and more	
Standard Matter Templates	Pre-formatted templates to capture critical matter data across matter categories	✓
User Custom Defined Fields (UCDF)	Capture and report on information in user custom defined fields in addition to the Standard Matter Templates already provided. Designed to allow customization to meet a limited set of unique data capture needs	✓ Up to 20 custom fields
Document Repository	Attach documents to a matter, organize documents in categories and share with outside counsel as appropriate	✓
Calendar	Enter tasks, milestones, reminders, and other calendar events; send e-mail notifications advising of upcoming due dates	✓
Contacts	Enter and manage contact information for individuals and businesses related to legal matters including matter participants and internal legal staff	✓
Journaling	Enter notes and comments on a matter; notes are date/time stamped and can be shared with outside counsel as appropriate	✓
Audit History	Track auditable history of actions taken by users in CounselLink to facilitate monitoring of past decisions and actions	✓
Related Matters	Relate one matter to one or more other matters; useful for managing large class-action litigation or patent portfolios	✓
Self-Configuration	Allow System Administrators to configure many data fields and application settings without needing to contact CounselLink or pay other providers	✓
Collaboration with Outside Counsel	Ability to collaborate with outside counsel on matter activity and more	

✓ = **Included in package $ = available for an additional fee**

Matter Management Essentials

Secure Information Sharing	Securely share information with outside counsel regarding legal matters including Matters, Calendars, Journals, and Documents	✓
Microsoft® Outlook® Add-In	Enables attorneys and staff to quickly access CounselLink system via one-click login from within Outlook	
Outlook Integration	View CounselLink matter and invoice workflow queues from within Microsoft Outlook, drag-and-drop files from Outlook onto CounselLink matters, and view CounselLink calendar information in Microsoft Outlook	✓
Reporting	Access to data, reports, and dashboards to make informed decisions and improve performance	
Standard Reports	Suite of standard Matter Management reports. Reports can be exported to Word, Excel, PDF, and text files	✓
Standard Dashboards	Suite of standard interactive Matter Management dashboards	✓
Ad Hoc Reporting	Create new ad-hoc reports on your own leveraging data entered in the CounselLink application	✓
CounselLink Insight Benchmarking	CounselLink legal industry benchmarking tool. Includes rate, staffing ratios, and matter cost and duration benchmarks	✓
Scheduled Delivery of Critical Reports	Schedule delivery of reports via e-mail to CounselLink users and other business stakeholders in a variety of formats	✓
Integrations	Connections to exchange data between the CounselLink system and other software applications utilized by the legal department	
Service of Process Integration	Integrate with select Registered Agent firms to populate matter data and assist with matter setup in CounselLink	$
Single Sign-on Integration (SAML v2.0)	The CounselLink standard integration with Single-Sign On to authenticate users via enterprise authentication systems using the SAML 2.0 protocol	$
Customer Support	Customer support resources are available to customers for immediate assistance and ongoing needs	
24/7 Support	24/7 support for corporate users and their law firms on how to operate the application	✓
Premium Support Access	Designate power users for premium support access to our 2nd level support team to address more detailed requests on product functionality and product modifications. All requests acknowledged within 2 business days	✓ Up to 2 power users

✓ = Included in package $ = available for an additional fee

Matter Management Essentials

System Configuration Changes	Support to help fine tune application settings post implementation including updating matter types, new user set-up, modifying rule actions (change a rule from adjust to flag), minor workflow modifications (adding steps or modifying available actions), and minor report modifications (adding standard objects, graphs or re-formatting tables)	✓
Account Management	Access to a named Account Management representative	✓
Training	Ongoing training, education and knowledge-based resources to help customers learn and optimize the system, improve processes, and evolve as business needs change	
Corporate and Law Firm OnDemand User Training	All CounselLink users can access 24/7 self-paced training	✓
Instructor-led Law Firm User Training	Regularly scheduled instructor-led training for Law Firms	✓
Instructor-led Corporate User Onboarding Training	During implementation, customers receive instructor-led training	✓ Up to 6 hours
Instructor-led Corporate User Training	Post implementation, customers receive free web-based, instructor-led training	✓
Corporate User Private Training	Customers can also purchase private instructor-led training at any time (in addition to the hours received as part of onboarding)	$
Test Environments	Non-production environments to preview and test	
Beta Environment	Pre-production environment to preview new features and releases before they are deployed into production	✓
Service Level Agreement	Commitment to CounselLink application availability	
System Performance Commitment	Commitment to the speed of the application being at or better than a certain threshold as defined in this document	✓
Monthly Service Availability Commitment	Commitment to CounselLink Service availability of 99.6% up time during Business Hours	✓ No more than 30 minutes of downtime during Business Hours per month

✓ **= Included in package $ = available for an additional fee**

Matter Management Essentials

Monthly Service Availability Credit	Credit amount applied if CounselLink does not meet the monthly service availability commitment	✓ One-Time Credit + Hourly Service Credit

✓ = Included in package $ = available for an additional fee

Matter Management Advanced

Everything included in Essentials, PLUS

Central Matter Repository	Integrated portal within application that contains all matter information and links to all matter-related content including documents, invoices, and more	
Custom Matter Templates	Formatted templates to capture critical matter data for specific practice areas	✓ Up to 3
User Custom Defined Fields (UCDF)	Capture and report on information in user custom defined fields in addition to the best practice templates already provided. Designed to allow customization to meet a limited set of unique data capture needs	✓ Up to 50 custom fields (30 more than Essentials)
Business Rules for User Custom Defined Fields	Configurable business rules that provide data field validation or controls how data fields are displayed on the Matter pages	✓ Up to 50 custom rules
Legal Request	Intake request process that enables non-CounselLink users (both internal and external) to submit requests for legal services	
Standard Package	Standard intake template with 10 user custom defined fields, standard notifications and reporting capabilities	$
Custom Package	Customized intake template built per customer specifications providing notifications and reporting	$
Reporting	Access to data, reports, and dashboards to make informed decisions and improve performance	
Custom Reports	Creation of customized reports by CounselLink	$
Custom Dashboards	Creation of customized dashboards by CounselLink	$ Up to 10
Integrations	Connections to exchange data between the CounselLink system and other software applications utilized by the legal department	
Contacts/Employee Directory Integration	Integrate with select Human Resources systems	$
IP Management Integration	Integrate with select IP Management systems	$
Document Management Integration	Integrate with select Document Management systems	$
Customer Support	Customer support resources are available to customers for immediate assistance and ongoing needs	

✓ **= Included in package $ = available for an additional fee**

Matter Management Advanced

Premium Support Access	Designate power users for premium support access to our 2nd level support team to address more detailed requests on product functionality and product modifications. All requests acknowledged within 1 business day	✓ Up to 6 power users (4 more than Essentials)
Business Expansion and Configuration	Includes new configurations for CounselLink corporate/division/office settings or feature specific configurations	✓ 8 hours/month
Account Management	Receive one annual review with Account Manager at the request of customer	✓ 1 annual review
Training	Ongoing training, education and knowledge-based resources to help customers learn and optimize the system, improve processes and evolve as business needs change	
Instructor-led Corporate User Onboarding Training	During implementation, customers receive instructor-led training	✓ Up to 20 hours (14 hours more than Essentials)
Test Environments	Non-production environments to preview and test	
Sandbox Environment	Environment to test new application configurations and integrations	✓
Service Level Agreement	Commitment to CounselLink application availability	
Monthly Service Availability Commitment	Commitment to CounselLink Service availability of 99.9% up time 24 /7 monthly (Essentials is 99.6% during Business Hours)	✓ No more than 30 minutes of downtime per month
Monthly Service Availability Credit	Credit amount applied if CounselLink does not meet the monthly service availability commitment	✓ One-Time Credit + 1.5x Hourly Service Credit (Higher credit than Essentials)

✓ = Included in package $ = available for an additional fee

Matter Management Premier

Everything included in Essentials and Advanced, PLUS

Central Matter Repository	Integrated portal within application that contains all matter information and links to all matter-related content, including documents, invoices, and more	
Custom Matter Templates	Formatted templates to capture critical matter data for specific practice areas.	✓ Unlimited (Up from 3 in Advanced)
User Custom Defined Fields (UCDF)	Capture and report on information in user custom defined fields in addition to the best practice templates already provided. Designed to allow customization to meet a limited set of unique data capture needs	✓ Unlimited (Up from 50 in Advanced)
Business Rules for User Custom Defined Fields	Configurable business rules that provide data field validation or controls how data fields are displayed on Matter pages	✓ Unlimited (Up from 50 in Advanced)
Reporting	Access to data, reports, and dashboards to make informed decisions and improve performance	
Custom Dashboards	Creation of customized dashboards	$ Unlimited (up from 10 in Advanced)
Integrations	Connections to exchange data between the CounselLink system and other software applications utilized by the legal department	
Non-Standard Integrations	Non-standard integrations, as needed, to link to other software applications in use by the legal department	$
Customer Support	Customer support resources are available to customers for immediate assistance and ongoing needs	
Premium Support Access	Designate power users for premium support access to our 2nd level support team to address more detailed requests on product functionality and product modifications. All requests acknowledged within 1 business day	✓ Up to 20 power users (14 more than Advanced)
Business Expansion and Configuration	Includes new configurations for CounselLink corporate/division/office settings or feature specific configurations	✓ 20 hours/month
Account Management	Receive up to two (2) annual onsite reviews with Account Manager	✓ Up to 2 semi-annual reviews
Customer Advisory Board Membership	Participation by one individual in our customer advisory board, which meets (either in person or remotely) 3-4x/year	✓
Weekly Open Issue Review	A call with our customer support team to review open issues and requests can be scheduled as frequently as weekly, if needed	✓ As needed

✓ = Included in package $ = available for an additional fee

Matter Management Premier

Named Third-Level Support Representative	Named CounselLink support consultant to act as a liaison for all CounselLink related issues. All request acknowledged within same business day	✓
Product Release Preview	Personalized preview session to review new release functionality for major releases, upon request	✓
Training	Ongoing training, education and knowledge-based resources to help customers learn and optimize the system, improve processes and evolve as business needs change	
Instructor-led Corporate User Onboarding Training	During implementation, customers receive instructor-led training	✓ up to 24 hours (4 hours more than Advanced)
Custom Training Materials	During implementation, customers can purchase custom curriculum co-developed between CounselLink training and customer	$
Service Level Agreement	Commitment to CounselLink application availability	
Monthly Service Availability Credit	Credit amount applied if CounselLink does not meet the monthly service availability commitment	✓ One-Time Credit + 2x Hourly Service Credit (Higher credit than Advanced)

Legal Spend Management

Table 3.1: CounselLink Legal Spend Management Features

✓ = Included in package $ = available for an additional fee

Legal Spend Management Essentials		
Invoice Management	Integrated portal within the application that contains all invoice information and links to all invoice-related content, including invoices attachments, audit history, and spend summaries	
Electronic Invoice Submission	Outside counsel and vendors can submit invoices in an electronic structured data format including LEDES 98B, LEDES 98BI, LEDES 2000, LEDES XML 2.1, or Examen SDF	✓
Manual Invoice Submission	Corporate, outside counsel, and vendor users can manually create and submit invoices	✓
Invoice Scanning & Processing Service	Digitizing and submitting paper and PDF invoices sent to CounselLink via mail or email	✓
Invoice Review	Provide tools for performing in-depth review and auditing of legal invoices	✓
Matter Overview	Centralized repository for basic matter information, required for legal spend management	✓
User Custom Defined Fields (UCDF)	Capture and report information entered in user custom defined fields. Designed to allow customization to meet a limited set of unique data capture needs	✓ Up to 5 custom fields
Invoice Attachments	Attach documents to invoices; documents can be organized in categories and shared with outside counsel, as appropriate	✓
Standard Invoice Workflows	Configurable workflow for invoice approvals. Includes up to five workflow steps	✓
Audit History	Provide auditable history of actions taken by users in CounselLink	✓
Consolidated Invoice Review	Users can review and approve charges across multiple invoices in a single view	✓
Self-Configuration	Allow System Administrators to configure many data fields and application settings without needing to contact CounselLink or pay other providers	✓
Financial Management	Budgeting, forecasting, accruals, and other financial activities	

✓ = Included in package $ = available for an additional fee

Legal Spend Management Essentials

Budgeting	Create a matter level budget including tracking of actual legal spend and notification when budget limits or thresholds are exceeded	✓
Forecasting	Forecast monthly or quarterly spend for annual matter level budgets related to outside counsel or vendor	✓
Cost Allocation	Allocate the net amount of an Invoice to different entities responsible for payment on a percentage basis. Including cost sharing, policy deductibles, and limits	✓
Accruals	Gather monthly or quarterly accruals (work completed, not yet billed) from outside vendors	✓
Vendor Cost Management	Collaboratively establish rates, apply discounts, and review billing policies and business terms with vendors	
Standard Fee Arrangements	Automatic enforcement of billing arrangements with outside counsel. Includes support for detailed hourly and alternative fee arrangements (AFAs) e.g. flat fee and contingency billing	✓
Billing Rule Library	Repository of best-practice based billing rules to check for block billing, task code compliance, dates, rates, valid timekeepers, and more	✓
SmartReview®	Automatic categorization of charge line items and enforcement of billing rules. Automatically adjust charges to comply with billing guidelines	✓
Billing Guidelines Acceptance	Allow law departments to request law firm acknowledgment of billing guidelines before the firm can submit invoices	✓
Timekeeper Rate Approval	Manage the timekeeper rate approval process	✓
Law Firm Discounts	Review and accept discounts offered by law firms	✓
Prompt Pay Discounts	Apply discounts based on the time taken to pay an invoice	✓
Collaboration with Outside Counsel	Ability to collaborate with outside counsel on matter activity, budgets, and more	
Secure Information Sharing	Securely share information with outside counsel regarding Matters, Invoices, Budgets, Fee Offers and Accruals	✓
Standard Invoice Appeals Process	Allow law firms to review and comment on invoice adjustments as part of the invoice approval workflow	✓

✓ = Included in package $ = available for an additional fee

Legal Spend Management Essentials

Microsoft® Outlook® Add-in	Enables attorneys and staff to quickly access CounselLink system via one-click login from within Outlook	
Outlook Integration	View CounselLink matter and invoice workflow queues from within Microsoft Outlook, drag-and-drop files from Outlook onto CounselLink matters, and view CounselLink calendar information in Microsoft Outlook	✓
Reporting	Access to data, reports, and dashboards to make informed decisions and improve performance	
Standard Reports	Suite of standard Legal Spend reports. Reports can be exported to Word, Excel, PDF, and text files	✓
Standard Dashboards	Suite of standard interactive and visual Legal Spend Management dashboards	✓
Ad Hoc Reporting	Create new ad-hoc reports on your own leveraging data entered in the CounselLink application	✓
CounselLink Insight Benchmarking	CounselLink legal industry benchmarking tool. Includes rate, staffing ratio, and matter cost and duration benchmarks	✓
Scheduled Delivery of Critical Reports	Schedule delivery of reports via e-mail to CounselLink users and other business stakeholders in a variety of formats	✓
Integrations	Connections to exchange data between the CounselLink system and other software applications utilized by the legal department	
Service of Process Integration	Integrate with select Registered Agent firms to populate matter data and assist with matter setup in CounselLink	$
Single Sign-on Integration (SAML v2.0)	The CounselLink standard integration with Single-Sign On to authenticate users via enterprise authentication systems using the SAML 2.0 protocol	$
Standard Accounts Payable Integration	Integrate with select AP systems using standard CounselLink file formats	✓
Custom Accounts Payable Integration	Custom integration with AP systems	$
Customer Support	Customer support resources are available to customers for immediate assistance and ongoing needs	
24/7 Support	24/7 support for corporate users and their law firms on how to operate the application	✓

✓ = Included in package $ = available for an additional fee

Legal Spend Management Essentials

Premium Support Access	Designate power users for premium support access to our 2nd level support team to address more detailed requests on product functionality and product modifications. All requests acknowledged within 2 business days	✓ Up to 2 power users
System Configuration Changes	Support to help fine tune application settings post implementation including updating matter types, new user set-up, modifying rule actions (change a rule from adjust to flag), minor workflow modifications (adding steps or modifying available actions), and minor report modifications (adding standard objects, graphs or re-formatting tables)	✓
Account Management	Access to a named Account Management representative	✓
Training	Ongoing training, education and knowledge-based resources to help customers learn and optimize system, improve processes and evolve as business needs change	
Corporate and Law Firm OnDemand User Training	All CounselLink users can access 24/7 self-pace training	✓
Instructor-led Law Firm User Training	Regularly scheduled instructor-led training for Law Firms	✓
Instructor-led Corporate User Onboarding Training	During implementation, customers receive instructor-led training	✓ Up to 6 hours
Instructor-led Corporate User Training	Post implementation, customers receive free web-based, instructor-led training	✓
Corporate User Private Training	Customers can also purchase private instructor-led training at any time (in addition to the hours received as part of onboarding)	$
Test Environments	Non-production environments to preview and test	
Beta Environment	Pre-production environment to preview new features and releases before they are deployed into production	✓
Service Level Agreement	Commitment to CounselLink application availability	
System Performance Commitment	Commitment to the speed of the application being at or better than a certain threshold as defined in this document	✓

✓ = Included in package $ = available for an additional fee

Legal Spend Management Essentials

Monthly Service Availability Commitment	Commitment to CounselLink Service availability of 99.6% up time during Business Hours	✓ No more than 30 minutes of downtime during Business Hours per month
Monthly Service Availability Credit	Credit amount applied if CounselLink does not meet the monthly service availability commitment	✓ One-Time Credit + Hourly Service Credit

✓ = Included in package $ = available for an additional fee

Legal Spend Management Global Essentials

Everything included in Legal Spend Essentials, PLUS

International Currency and Tax Handling	Support multiple currency and tax handling	
Multiple Tax Types & EU VAT Handling	Handling of multiple tax types and EU VAT guidelines	✓
Multiple Currencies	Monetary amounts can be stored in submitted currency and displayed in a user's preferred currency	✓
Credit Note Handling	Support for VAT credit notes	✓
Vendor Cost Management	Collaboratively establish rates, apply discounts, and review billing policies and business terms with vendors	
Custom Fee Arrangements	Support for more complex billing arrangements with law firms	✓ Up to 3
Custom Billing Rules	Advanced invoice review against billing rules	✓ Up to 3 based on existing library of rules
Collaboration with Outside Counsel	Ability to collaborate with outside counsel on matter activity, budgets and more	
Shared Workflows	Create workflows that include outside counsel for Invoices, Budgets, Fee Offers, and Accruals	✓

✓ = Included in package $ = available for an additional fee

Legal Spend Management Advanced

Everything included in Legal Spend Global Essentials, PLUS

Invoice Management	Integrated portal within the application that contains all invoice information and links to all invoice-related content, including invoices attachments, audit history and spend summaries	
User Custom Defined Fields (UCDF)	Capture and report information entered in user custom defined fields. Designed to allow customization to meet a limited set of unique data capture needs	✓ Up to 10 fields (5 more than in Essentials)
Business Rules for User Custom Defined Fields	Configurable business rules that provide data field validation or controls how data fields are displayed on Invoice pages	✓ Up to 25 custom rules
UTBMS / Custom Invoice Codes	Allow and accept UTBMS or custom invoice codes	✓
Custom Invoice Workflows	Customizable invoice workflows including auto route and auto approval capabilities, that can be adjusted to fit your department's invoice review and approval process	✓ Up to 5
Vendor Cost Management	Capability set within the application to collaboratively establish and review billing policies and business terms with vendors	
Custom Fee Arrangements	Customizable electronic representation within CounselLink of billing arrangements with law firms	✓ Up to 5
Custom Billing Rules	Advanced invoice review against billing rules	✓ Up to 5 sets based on existing library of rules
Volume Discounts	Handle tiered discounts based on the volume of legal work assigned to a firm	✓
Collaboration with Outside Counsel	Ability to collaborate with outside counsel on matter activity, budgets, and more	
Configurable Invoice Appeals Process	Before or after invoice approval, route a Legal Invoice to a law firm for review and comment on invoice adjustments using one of three configurable appeals processes	✓
Legal Request	Intake request process that enables non-CounselLink users (both internal and external) to submit requests for legal services	
Standard Package	Standard intake template with 10 user custom defined fields, standard notifications and reporting capabilities	$
Custom Package	Customized intake template built per customer specifications providing notifications and reporting	$

✓ = Included in package $ = available for an additional fee

Legal Spend Management Advanced

Reporting	Access to data, reports, and dashboards to make informed decisions and improve performance	
Custom Reports	Creation of customized reports by CounselLink	$
Custom Dashboards	Creation of customized dashboards by CounselLink	$ Up to 10
Integrations	Connections to exchange data between the CounselLink system and other software applications utilized by the legal department	
Matter Management Integration	Integrate with select Matter Management systems	$
IP Management Integration	Integrate with select IP Management systems	$
Claims Management Integration	Integrate with select Claims Management systems	$
Customer Support	Customer support resources are available to customers for immediate assistance and ongoing needs	
Premium Support Access	Designate power users for premium support access to our 2nd level support team to address more detailed requests on product functionality and product modifications. All requests acknowledged within 1 business day	✓ Up to 6 power users (4 more than Essentials)
Business Expansion and Configuration	Includes new configurations for CounselLink corporate/division/office settings or feature specific configurations	✓ 8 hours/month
Account Management	Receive one annual review with Account Manager at the request of customer	✓ 1 annual review
Training	Ongoing training, education and knowledge-based resources to help customers learn and optimize the system, improve processes and evolve as business needs change	
Instructor-led Corporate User Onboarding Training	During implementation, customers receive instructor-led training	✓ Up to 20 hours (14 hours more than Essentials)
Test Environments	Non-production environments to preview and test	
Sandbox Environment	Environment to test new application configurations and integrations	✓
Service Level Agreement	Commitment to CounselLink application availability	

✓ = **Included in package $ = available for an additional fee**

Legal Spend Management Advanced

Monthly Service Availability Commitment	Commitment to CounselLink Service availability of 99.9% up time 24/7 monthly (Essentials is 99.6% during Business Hours)	✓ No more than 30 minutes of downtime per month
Monthly Service Availability Credit	Credit amount applied if CounselLink does not meet the monthly service availability commitment	✓ One-Time Credit + 1.5x Hourly Service Credit (Higher credit than Essentials)

✓ = Included in package $ = available for an additional fee

Legal Spend Management Premier

Everything included in Essentials and Advanced, PLUS

Invoice Management	Integrated portal within the application that contains all invoice information and links to all invoice-related content, including invoices attachments, audit history and spend summaries	
User Custom Defined Fields (UCDF)	Capture and report information entered in user custom defined fields. Designed to allow customization to meet a limited set of unique data capture needs	✓ Unlimited (Up from 10 in Advanced)
Business Rules for User Custom Defined Fields	Configurable business rules that provide data field validation or controls how data fields are displayed on Invoice pages	✓ Unlimited (Up from 25 in Advanced)
Custom Invoice Workflows	Customizable invoice workflows including auto route and auto approval capabilities, that can be adjusted to fit customers department's invoice review and approval process. Professional Services fees apply for configuration of new workflows	✓ Unlimited (Up from 5 in Advanced)
Vendor Cost Management	Capability set within the application to collaboratively establish and review billing policies and business terms with vendors	
Custom Fee Arrangements	Customizable electronic representation within CounselLink of billing arrangements with law firms	✓ Unlimited (Up from 5 in Advanced)
Custom Billing Rules	Advanced invoice review against billing rules	✓ Unlimited (Up from 5 in Advanced)
Reporting	Access to data, reports, and dashboards to make informed decisions and improve performance	
Custom Dashboards	Creation of customized dashboards	$ Unlimited (Up from 10 in Advanced)
Integrations	Connections to exchange data between the CounselLink system and other software applications utilized by the legal department	
Non-Standard Integrations	Non-standard integrations, as needed, to link to other software applications in use by the legal department	$
Customer Support	Customer support resources are available to customers for immediate assistance and ongoing needs	
Premium Support Access	Designate power users for premium support access to our 2nd level support team to address more detailed requests on product functionality and product modifications. All requests acknowledged within 1 business day	✓ Up to 20 power users (14 more than Advanced)

✓ = Included in package $ = available for an additional fee

Legal Spend Management Premier

Business Expansion and Configuration	Includes new configurations for CounselLink corporate/division/office settings or feature specific configurations	✓ 20 hours/month
Account Management	Receive up to two (2) annual onsite reviews with Account Manager	✓ Up to 2 semi-annual reviews
Customer Advisory Board Membership	Participation by one individual in our customer advisory board, which meets (either in person or remotely) 3-4x/year	✓
Weekly Open Issue Review	A call with our customer support team to review open issues and requests- can be scheduled as frequently as weekly, if needed	✓ As needed
Named Third-Level Support Representative	Named CounselLink support consultant to act as a liaison for all CounselLink related issues. All requests acknowledged within same business day	✓
Product Release Preview	Personalized preview session to review new release functionality for major releases, upon request	✓
Training	Ongoing training, education and knowledge-based resources to help customers learn and optimize the system, improve processes and evolve as business needs change	
Instructor-led Corporate User Onboarding Training	During implementation, customers receive instructor-led training	✓ Up to 24 hours (4 hours more than Advanced)
Custom Training Materials	During implementation, customers can purchase custom curriculum co-developed between CounselLink training and customer	$
Service Level Agreement	Commitment to CounselLink application availability	
Monthly Service Availability Credit	Credit amount applied if CounselLink does not meet the monthly service availability commitment	✓ One-Time Credit + 2x Hourly Service Credit (Higher credit than Advanced)

Legal Hold

Legal Hold Essentials Overview

CounselLink Legal Hold Essentials gives law departments a traceable and reportable process for notifying employees of a litigation matter to assist law departments with notification requirements to preserve evidence. The Legal Hold module features an intuitive wizard-based process for creating and tracking e-mail-based legal hold notifications.

Table 4.1: CounselLink Legal Hold Features

Legal Hold Essentials	
Legal Hold Management	Integrated portal within application that contains all legal hold functionality
Legal Hold Profile	Centralized repository for legal hold information including: hold description, custodians, notification, documents and notes
Legal Hold Notification Wizard	Step-by-step process for creating legal hold notifications and acknowledgment web pages
Automated Hold Reminders	Scheduled reminder notifications for custodians reminding them to continue to preserve relevant documents
Notification Delivery and Acceptance Dashboard	High-level summary of the acknowledgments related to a notification
Custodian Survey	User defined questions presented to custodians at the time of acknowledging a legal hold
Configurable Legal Hold Acknowledgement Page	Configurable web page used for custodian acknowledgement
Custodian Management	Manage custodians and custodian profiles
Custodian Profile	Stores information related to a custodian including name, phone and e-mail address
Import / Export Custodian Information	Import and export capability for custodian information
Configurable Custodian Data Fields	User defined data fields used to hold custodian information
Reporting	Access to legal hold reporting
Standard Legal Hold Reporting	Standard and user defined legal hold reports

Legal Hold Essentials

Customer Support	Customer support resources available to customers for immediate assistance and ongoing needs
24/7 Support	24/7 support for corporate users for all critical questions on how to operate the application

For purposes of determining the number of active legal holds, a legal hold is deemed active in CounselLink when a notification of the legal hold has been sent to at least one potential custodian and the hold has not yet been closed in the system.

Customer Support

Issue Resolution

Services provided by our customer support representatives are listed below. Any issue not resolved on first contact will be logged and tracked until resolved.

- Workflow issues (invoices not routing correctly, expected actions not available)
- Invoice issues/errors (incorrect submission, rate validations, automatic adjustments)
- Fee structure issues (cannot assign a Law firm to a matter)
- Data issues (cannot edit a matter, cannot add participant, etc.)
- Reporting issues (incorrect data, report will not run)
- System issues (error messages, performance issues, login issues)

Configuration Support

Configuration change requests are minor modifications to the CounselLink corporate/division/office settings or feature configurations. Some examples of minor configuration change requests include:

- Modifying custom data configuration
- Updating matter types
- New user set-up
- Minor report modifications (adding objects, graphs or re-formatting tables)
- Modifying rule actions (change a rule from adjust to flag)
- Minor workflow modifications (adding steps or modifying available actions)

Business Expansion and Configuration

Advanced customers receive 8 hours per month and Premier customers receive 20 hours per month of business expansion and configuration support. Essentials customers can purchase business expansion and configuration services, and Advanced and Premier customers can purchase additional hours as part of a statement of work. Included business expansion and configuration hours cannot be applied to services engagements and cannot be carried over from one month to the next. Among the activities provided by business expansion and configuration:

- Configuration of a new division or office
- Fee structure setup
- Rule set creation
- Custom data field creation or layout customization
- Custom report creation or customization of standard reports
- Workflow setup

Product Release Preview

Premier customers can opt to receive a preview session by Level 3 customer support representative on new release functionality for major releases during technology preview period.

Incident Management

The CounselLink incident management process is used to track and resolve issues impacting a customer's use of the CounselLink application. Incidents are classified into one of the following categories:

- A **Level 1** issue is when the CounselLink solution or a major mission critical component is unavailable, or is only intermittently available such that it severely impacts Customer's business operations, and no acceptable workaround is available
- A **Level 2** issue is when the CounselLink solution or a major component of the CounselLink software that is unavailable or degraded, but an acceptable workaround is available, or an individual component of the CounselLink solution is down, unusable, or difficult to use but Customer's business operations can be continued with inconvenience or loss of efficiency
- A **Level 3** issue is when a non-critical component of the CounselLink offering is degraded, but an acceptable workaround is available with minor impact to Customer's business operations and users

Targeted Response Times

- As **Level 1** issues can affect multiple customers, CounselLink manages Level 1 issues through our Level 1 Incident Notification and Communication Plan. Within 1 hour of a Level 1 issue being confirmed, CounselLink customers are notified of the initiation of a critical incident via e-mail that contains a high-level description of the incident and the current incident status. Updates are provided until the issue is resolved
- CounselLink will respond to the customer user that submitted the **Level 2** or **Level 3** issue with consultation, assistance, and advice within two (2) business days for Essentials and Global Essentials customers, one (1) business day for Advanced customers and the same business day for Premier customers

Approach and Target Resolution Timeframes

- For any **Level 1** issue, CounselLink will promptly assemble the appropriate personnel to analyze the issue, identify potential solutions and determine the best plan of action (which may include providing a temporary work-around until a permanent correction can be provided). Personnel are fully dedicated to resolving the issue until an acceptable correction is supplied. A CounselLink representative will keep the customer informed of the status of the correction. If an acceptable work-around is provided for a Level 1 issue, the issue will be re-classified as a Level 2 issue. The target resolution objective for Level 1 issues is one (1) business day
- For any **Level 2** or **Level 3** issue, CounselLink works with the customer to document the issue through established standards. Customer Support manages Level 2 and Level 3 issues, assigning them to an appropriate priority status. A resolution target objective for Level 2 issues is within five (5) business days

Availability

The CounselLink solution offers an Enterprise Legal Management (ELM) solution with high levels of reliability, availability, and scalability. Our commitment to your operations is backed by a detailed service level agreement covering:

Monthly Service Availability Commitment

For the Essentials tier, we commit to no more than 30 minutes of downtime during Business Hours per month (9:00am-9:00pm ET, Monday through Friday, excluding US Federal bank holidays). For Advanced and Premier tiers, we commit to no more than 30 minutes of downtime during the month.

Downtime *does not* include:

- Our weekly scheduled maintenance window (12:00am-6:00am ET Sunday), an additional scheduled maintenance window (outside of Business Hours) with 5 days' notice, or emergency maintenance window (to resolve Severity 1 issues) with no less than 2 hours' notice
- Availability or performance issues due to factors outside of the CounselLink Solution's reasonable control
- Intermittent periods of downtime that are fifteen minutes or less in duration

Service Availability Credits

If we fail to meet the Monthly Service Availability commitment in any month, customer will receive a One-Time Credit equivalent to one full day of service (1/365 of the Customer's annual subscription fee). In addition to this credit, Customer will also receive an Hourly Service Credit (1/24 of the One-Time Credit) for each hour we are down, measured in one-hour increments. Customers at the Advanced and Premier levels receive a multiplier of 1.5 or 2 times the Hourly Service Credit respectively. Monthly Service Availability Credits will be capped at an amount equal to 1/12 of a Customer's annual subscription fees.

System Performance Commitment

CounselLink median System Response Time in any consecutive three-month period for requests from application web pages will be no more than 3.5 seconds. CounselLink System Response Time means the period of time, as measured by Google Analytics (or other tool with similar functionality), required to return a response from within the CounselLink systems firewall. Calculations do not include time that is not in Vendor's control, such as Internet transits, searches, file uploads and downloads, and report generation time.

In the event that the median CounselLink System Response Time is greater than 3.5 seconds in three consecutive calendar months, CounselLink will restore and improve CounselLink System Response Time to its prior standards. This may require CounselLink to perform, at its sole expense, hardware/software upgrades, network improvements, or other application changes.

Technology Assistance

CounselLink offers several levels of technical assistance to IT groups that support legal departments. Depending on the tier selected, IT Assistant services may include:

Beta Environment

Environment to preview new features and releases before they are deployed into production.

Sandbox Environment

Advance and Premier customers have access to a Sandbox environment to test new application configurations and integrations before these changes go live in the customer's configuration. Reporting is not available for testing in the Sandbox environment. Data refreshes from production are made on a scheduled basis.

Ongoing Integration Support

In addition to the one-time integration services described in the CounselLink On-boarding and Services Offering Guide, CounselLink offers the following on-going integration support services, subject to annual payment of additional support charges specific to each integration.

- Data field mapping updates (office, individual, custom data, etc.)
- Ad-hoc testing support (e.g. for minor customer system upgrades)
- Monitoring of Electronic Data Interchange (EDI) operations
- Ongoing upgrades to the EDI Framework to support changes to CounselLink System functionality
- EDI infrastructure system maintenance
- Troubleshooting EDI connection and integration issues (no additional charges, if the root cause is determined to be a responsibility of CounselLink)
- Transport reconfigurations - (e.g. PGP key modifications, FTP target system changes, etc.)
- Invoice retriggering and file reprocessing when necessary

Security & Data Privacy

Risk Framework

The CounselLink risk-management framework is based on industry standard ISO 27002, and is enhanced with continuous focus on implementation of appropriate security controls. The framework includes administrative, physical, and technical safeguards designed to protect the availability, integrity, and confidentiality of the information under our care.

Physical and Logical Security

CounselLink has a flexible role and permission approach to enable fine grained access control over customer data. The system is designed to ensure that only authenticated users have access to the customer data that they are authorized to see. All data is encrypted in transit, using the then-current transport layer security (TLS) protocols, to and from CounselLink, and is encrypted at rest, with FIPS140-2 Level II compliant self-encrypting disks. Furthermore, all data backups are encrypted and stored securely off-site. User documents stored on CounselLink are also encrypted.

CounselLink is hosted in primary and secondary (fail-over) Tier 3 data centers. Each data center provides redundant power and network service, climate control and fire suppression. Physical access to the buildings and CounselLink equipment is monitored by around-the-clock security personnel and closed-circuit video cameras. Access to data center equipment hosting CounselLink requires 2-factor authentication using card key and biometric scan. Redundant, backup or spare systems are maintained for all system components, servers, network equipment, communications equipment, and data communications lines, to secure the continued availability of the solution in the event of the catastrophic failure of any individual component.

Policies, Standards and Guidelines

LexisNexis has strict company policies regarding the handling of customer data. These policies are reviewed and updated regularly in light of changing legal, regulatory and operational environments, as well as to address new and emerging threats.

The CounselLink security team uses automated continuous monitoring designed to optimize availability. Monitoring and management includes proactive monitoring of the data center environment, servers, network, security systems and all service components of the CounselLink firewall on a 24/7/365 basis, and expedient restoration of service when component failures occur. We maintain redundant, backup or spare equipment for key components such that service outages are less likely to occur due to individual component failures.

Audit and Compliance

We maintain a robust, comprehensive audit and compliance program that includes reviewing access permissions, logs and change control. This program measures and monitors the effectiveness of the governance, risk and control (GRC) processes. Furthermore, the CounselLink solution and both data centers are audited annually, by independent third-party auditors. CounselLink maintains a SOC 1 Type II report based on the SSAE16 standards, while each data center maintains a SOC 2 audit report, based upon the Trust Services Principles of Security, Availability and Confidentiality.

When Your Needs Change

Matter Management Users

CounselLink Matter Management gives customers the right to a specified number of Matter Management users (those who use or view Matter Management features – specifically matter custom fields, calendaring, journaling, matter documents, related matters, or contacts). Each Matter Management user added within the CounselLink solution in excess of that number requires payment of additional subscription fees. Customers can manage their Matter Management users by deleting Matter Management Users from the CounselLink solution as employees are separated from the company, change roles, etc. We will invoice customer from time to time for applicable additional subscription fees if we conduct an audit and determine that your Matter Management users are in excess of the current subscription count. Matter Management user subscription quantities, once increased, are not reduced or reducible.

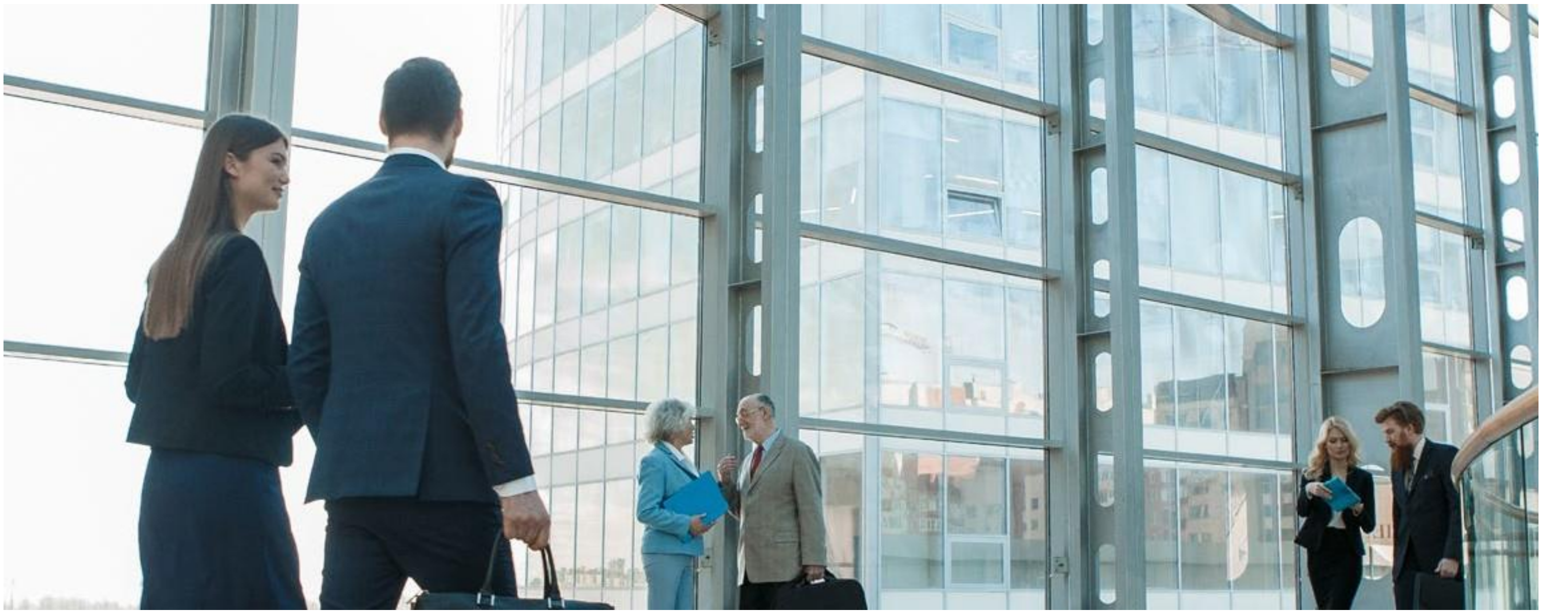
Annual Legal Spend

Annual subscription fees for Legal Spend Management are based on the total annual legal spend with law firms and other vendors invoicing via CounselLink. Initial pricing is based on customer’s estimated annual legal spend. If, in any Contract Year (the 12-month period starting at the effective date of customer’s agreement and at each anniversary of that date), legal spend exceeds the upper limit of the customer’s current legal spend range by 20% or more, the customer will be moved to the next higher legal spend range, and the annual subscription fees will increase for the next Contract Year of your agreement. Similarly, if customer’s legal spend is 20% or more below the lower limit of current legal spend range, customer will move to the next lower legal spend range, and the annual subscription fees will decrease for the next Contract Year of the agreement; provided, however, that, in order to receive an assignment to a lower legal spend range, customer will certify in writing that the amount of their annual legal spend during the previous Contract Year which is the basis for such reassignment is: (a) accurate, and (b) likely to continue because it represents an anticipated and deliberate choice to reduce annual legal expenditures. Annual subscription fees will not change in the middle of a Contract Year.

In an effort to assist customers with their budget planning, during the last quarter of each Contract Year, we generally share with customers our annualized projections of the portion of their legal spend submitted into CounselLink.

Legal Holds

The CounselLink offering gives customers the right to activate or issue a certain quantity of legal holds to one or more custodians per Contract Year. Each legal hold that a customer activates in excess of the maximum number of legal holds indicated on Schedule B, in a Contract Year, will incur a charge. At the beginning of the next subsequent Contract Year, customer will start at zero activations and will be able to issue the quantity of legal holds obtained, as indicated on Schedule B, at no additional charge during the then-current Contract Year.



See how CounselLink Analytics can help you gain insight into your legal matters.

866-799-3721

www.counsellink.com