Hyperion MarketView™ Report

LEGAL MARKET INTELLIGENCE

Mitratech - Lawtrac

AS FEATURED IN THE
HYPERION MARKETVIEW™ RESEARCH PROGRAM

Enterprise Legal Management: E-Billing and Matter Management Systems for Corporations

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RESEARCH

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HYPERION GLOBAL PARTNERS
THREE SUGAR CREEK CENTER, STE 100
SUGAR LAND, TEXAS 77478

www.hyperiongp.com
www.hgpresearch.com

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Introduction

Welcome to the 2014 Edition of the *Enterprise Legal Management: E-Billing and Matter Management Systems* report. Incorporating over 300 hours of industry benchmarking, primary interviews, client references and vendor briefings, the report provides an invaluable resource for General Counsel and Legal Operations Managers to understand the leading trends in corporate legal department management, and the software solutions landscape. This Hyperion MarketView™ Report is particularly oriented towards the solution needs of mid-to large-sized legal departments (i.e., Global 1000 organizations) that are seeking integrated solutions that include advanced capabilities in spend management, collaboration, workflow and advanced analytics. Other MarketView™ reports may be more appropriate for small- to mid-sized organizations.

As we did for 2013, this report offers a global perspective on e-billing and matter management. In addition to our historical focus on U.S.-based solution requirements, we have extended our market assessment to include international regulatory compliance for electronic invoicing including Value Added Tax (VAT).

The focus of this MarketView™ Report includes:

- Solutions capable of global law department support
- Solutions oriented towards the needs of mid-to-large-sized law departments
- Integrated solutions that address the needs of Enterprise Legal Management
- Solutions with workflow and advanced automation capabilities
- Solutions specifically designed to support a collaborative ELM process
- Advanced reporting and analytics
- Solutions built on current technologies, particularly in terms of scalability and security

Comprised of over 110 pages, the report provides:

- Trends in the solution market
- Key solution components we expect from leading solutions in our evaluations
- Identification of vendors in the solution area
- Review and assessment of advanced vendors
- Guiding principles for selecting and implementing solutions

Our Research Process and Evaluation Methodology

Our research process uses a structured approach that includes both primary and secondary sources. We use publicly available information, as well as proprietary research developed through our work with corporate law departments, law firms, software vendors and industry thought leaders. These resources are used to both develop our perspectives on the market and to evaluate vendors.

Our market research starts with a comprehensive market survey to identify all vendors in the solution area. The initial vendor pool is constructed from market research, including our vendor database, Internet-based research, industry trade surveys, our own market experience and our clients. All identified vendors are initially screened for inclusion based on their fit to our project objectives.

Based on our initial screening, vendors then are assigned to either the *Market Participant* group or the *Advanced Solution* group according to the following criteria:

- A ***Market Participant*** vendor provides capabilities in the solution area, with a focus on specific aspects of the solution or that serve a sub-section of the market; the vendor may be a relatively new entry to the market or have not yet established a significant market position relative to the solution capabilities expected.
- An ***Advanced Solution*** vendor demonstrates significant strength in both product functionality and overall solution capabilities; meets or exceeds all Key Solution Components; has a strong record of client satisfaction and market share; provides a consistent flow of valuable enhancements; has a highly regarded management team and organization; and has demonstrated financial stability.

For each advanced vendor, we engage in a more in-depth and detailed evaluation using our proprietary methodology – the **VendorView™ Evaluation**. We collect information both directly from the vendor and from secondary sources. This includes publicly available marketing materials, presentations and other information. We also offer vendors an opportunity to directly provide us information about their company, products and services through our Vendor Briefing Process. Vendors submit answers to a written questionnaire and provide our analysts with a live presentation including product demonstrations. We independently verify and corroborate vendor information wherever possible.

Customer reference calls are an important part of our process. We interview reference clients to gain perspective on use of the system and experience in working with the vendor, including the ability to meet requirements, project complexity, vendor responsiveness to support issues and other perceived strengths. In addition, we discuss with the references why they selected a vendor over other options during their competitive selection processes.

With regard to confidential information, while we may receive or be privy to confidential or proprietary information about vendors or their clients, we do not include or otherwise disclose such information in our MarketView™ or briefings.

To maintain objectivity, vendors do not directly contribute or have review rights to their evaluation or the evaluations of their peers.

Based on our collected information, we rate each vendor. Our rating considers both the capabilities of the products and of the vendors themselves in eight (8) key areas, using a 10-point scale in each category.

VENDORVIEW™ EVALUATION

RATING CATEGORY	CRITERIA
PRODUCT FEATURES	▪ Support for Key Solution Components ▪ Perceived quality and refinement of features ▪ Differentiated feature(s)
PRODUCT USABILITY	▪ The "look and feel" and adherence to common UI design ▪ Efficiency of navigation
PRODUCT MATURITY	▪ Maturity and completeness of features ▪ Stability and robustness of application ▪ Enhancement roadmap and history
TECHNOLOGY	▪ Technology platform standards ▪ Flexibility ▪ Robustness, scalability ▪ Development methodology
IMPLEMENTATION	▪ Implementation approach and credentials ▪ Implementation costs ▪ Hosting infrastructure (technology, security, process)
MAINTENANCE AND SUPPORT	▪ Maintenance approach ▪ Maintenance costs
COMPANY VISIBILITY	▪ Market position / size ▪ Business model ▪ Organization size ▪ Financial position
MARKET VISION	▪ Demonstrated thought leadership ▪ Industry participation ▪ Competitive differentiation

We base the product-related aspects of our VendorView™ evaluation on a standard set of features and capabilities identified as Key Solution Components ("KSCs"). We develop our KSCs based on a set of use cases, and on best practice features and capabilities expected from leading software products. The KSCs provide a consistent set of functional criteria by which we evaluate and compare vendors. The KSCs also provide a starting point for clients to develop their own requirements and selection criteria.

The VendorView™ evaluation also provides our perspectives and opinions about each Advanced Solution vendor in the marketplace. This includes our views on the important points of consideration that clients should explore in evaluating a vendor. Strengths or cautions are not necessarily considered positive or negative, but may represent areas where companies would be advised to explore and understand the vendor's capabilities and fit.

To assist our clients understand areas we consider of particular interest for a vendor, we may identify certain notable capabilities or features as *Market Leader* or *Highly Innovative*:

The ***Market Leader*** designation recognizes capabilities that are particularly differentiated in the market, and that clients have reported surpass expectations in delivering a high value solution. The Market Leader designation applies to truly superior features that are well established and proven, and which are considered "game changers" in the value of the solution.

The ***Highly Innovative*** designation recognizes capabilities that are significantly novel in the solutions market. A Highly Innovative feature is one of a kind in its design, approach and/or utility; often it has been recently introduced to the market and is likely to be followed by competitors. A Highly Innovative feature may be specialized in a narrow or specific use, or may be a broad approach that spans the solution (e.g., user interface design).

Finally, for each vendor evaluation, our findings and opinions are based on market expectations and the vendor's relative capabilities in the overall peer group of solutions being evaluated. Importantly, our evaluation looks at general, cross-industry capabilities, as well as giving special consideration to a solution's specific capabilities in the legal industry. Clients should consider their own particular needs and requirements when evaluating their solution options, whether a given vendor is identified as a Market Participant or an Advanced Solution. Also, some vendors may be covered in other research segments and reports, and their evaluations may be significantly different in those contexts.

The Vendor Landscape for E-Billing and Matter Management Systems

The e-billing and matter management market is well populated with a broad mix of vendors. We continuously monitor the market for new and emerging solutions. Over the course of our research, we have identified well over 30 solutions with some relevance to corporate law department management. These include solutions in related or accessory areas that may not provide the broader, enterprise capabilities defined in this project. Vendors not included in this report may be covered in other Hyperion Research segments.

For purposes of the objectives of this MarketView™ report, we focused our analysis on 21 products. Of these, 12 were considered to meet a limited set of the Key Solution Component criteria. These products and vendors are identified as Market Participants, and listed below with a short description. While not covered in depth here, we may cover a Market Participant vendor in our other research projects.

The remaining nine (9) products met our project definition and the KSC criteria to a higher degree, and were further reviewed as Advanced Solution vendors using our VendorView™ *Evaluation* process.

Market Participant Vendors

Market Participant products met our project definition and are considered to provide basic capabilities in our Key Solution Components. These vendors may be considered viable solutions for special or niche applications.

The following vendors have been identified as Market Participants:

COMPANY	PRODUCT	DESCRIPTION
ADVOLOGIX	**AdvologixPM**	Introduced in 2011, Advologix's Practice Management solution is an Sforce.com based solution that provides a full complement of modules for both law firms and law departments. These include billing and matter management, as well as calendaring, contacts, and document management. As a multi-tenant, SaaS-based solution, it offers ease of deployment and cost advantages. www.advologix.com/web/
ACUITY MANAGEMENT SOLUTIONS	**Acuity Content Management**	Formerly TrialNet, Inc., Acuity (June 2010), provides a suite of web-based tools which assist corporate legal and insurance claims departments with cost containment. Modules include Electronic Billing; Matter Management; Collaborative Databases for Experts/ Mediators/ Opposing Counsel; and a bulk-invoicing tool designed especially for mass-tort defendants. www.acuitymanagement.com
BOTTOMLINE TECHNOLOGIES	**Legal eXchange**	Bottomline is a publicly-traded company, providing electronic payment, invoice and document management solutions. Legal eXchange is a software-as-a-service (SaaS) offering used to receive, manage and control invoices, payment processes and

COMPANY	PRODUCT	DESCRIPTION
		the related spend management, with a specialty for insurance companies and other large consumers of outside legal services. www.bottomline.com
COMPUTER SCIENCES CORPORATION (CSC)	**Legal Solution Suite**	CSC is a publicly traded technology services and software company. The Legal Solution Suite provides modules to support litigation management and legal cost solutions, including case management and collaborative bill review software, outsourcing and consulting services. CSC is particularly focused on providing solution to the insurance industry. http://www.csc.com/legal_solutions/
CORPORATION SERVICE COMPANY	**E-Billing; Matter Management**	Founded in 1899, Corporation Services provides corporate identity, governance and compliance services. Its legal matter and deal management solutions area includes software and outsourced services for legal invoicing and matter management. www.cscglobal.com
CORPORATE LEGAL SOLUTIONS	**Case & Point**	Founded in 1988, Corporate Legal Solutions serves small- to medium-size corporate law departments, with a focus on general matter management. Case & Point is a client-server based application, with proprietary remote access capabilities. Case & Point is offered with a set of standard modules, and optional modules for e-billing and other functions. http://www.corplegalsolutions.com/
ECONOMIC ANALYSIS GROUP, LTD.	**CaseTrack**	EAG has 20 years of legal market experience. The CaseTrack solution is a small to medium-sized law department solution, offering credible functionality for e-billing and matter management, with additional modules for legal hold, time keeping and general document management. www.case-track.com
LAW DEPARTMENT DESKTOP SERVICES, LLC	**Law Department Desktop Services (LDDS)**	Law Department Desktop Services (LDDS) is a Microsoft Sharepoint (2010) based system focused on managing attorney work product and collaboration between in-house counsel and outside counsel. The system provides an off-the-shelf, pre-configured SharePoint template that allows departments to deploy quickly with minimal setup. The system is offered primarily as a hosted, SaaS-based solution, although can be deployed in-house if required. www.lawdepartmentdesktop.com
LECORPIO, INC.	**Legal Resource Manager (LRM)**	Legal Resource Manager (LRM) is an integrated Microsoft .NET based system best known for its intellectual property management, but that also provides comprehensive modules for e-billing, matter management, contract management, and entity management. Lecorpio is not currently active in the general corporate legal market, but offers an interesting alternative. LRM can either be deployed in-house or externally hosted. www.lecorpio.com

COMPANY	PRODUCT	DESCRIPTION
LEGAL FILES SOFTWARE, INC.	**Legal Files**	Legal Files provides general legal case and matter management software, primarily for small organizations and law firms. Legal files is offered as either a client-server or web-based application. www.legalfiles.com
LEGAL SOLUTION GROUP	**Advocator System**	Legal Solutions Group is a leading provider of case and claim management solutions to the insurance industry. The Advocator System provides technology for managing the full lifecycle of claims and litigation. LSG also provides comprehensive claim administration and spend management services. www.lsg.com
THOMSON REUTERS	**Elite Prolaw – Corporations**	ThomsonReuters Legal Solution unit is a leader in comprehensive products and services to the legal industry. The Elite product line is primarily focused on the law firm market, providing a full suite of front-office and back-office solutions. The Prolaw-Corporations product provides basic e-billing and matter-management capabilities. www.elite.com

Advanced Solution Vendors

Of the 21 products included in this MarketView™, we determine nine (9) of those products to be Advanced Solutions. Each of these Advanced Solutions provided all or substantially all of our Key Solution Components. The Advanced Solutions are each considered highly credible solutions for integrated enterprise legal management. We encourage clients to consider their specific needs and requirements when planning their vendor evaluation process.

That said, the following vendors are our Advanced Solutions in the area of E-Billing and Matter Management Systems for 2014 (listed alphabetically):

COMPANY	PRODUCT	WEBSITE
BRIDGEWAY SOFTWARE	**eCounsel™**	Bridgeway's flagship ELM product features a robust set of matter-management tools and compatibility with the company's Corridor e-billing system. Bridgeway E-Mail Link 2.0 and other powerful integration tools help make eCounsel™ easy to deploy and use.
BRIDGEWAY SOFTWARE	**Law Manager**	Law Manager is an especially powerful tool for extremely large corporations and government agencies with complex data regimes to manage. The system's "notebook" template designs make the product highly configurable and flexible.
DATACERT, INC.	**Passport®**	A leader in the offering of ELM-related international spend-management and governance, risk and compliance (GRC) tools, DataCert has recently merged with TyMetrix, another Advanced Solution provider in the ELM space.

COMPANY	PRODUCT	WEBSITE
DOELEGAL	**Ascent™**	doeLegal's ELM product offers a full range of matter-management and e-billing functionality, including international VAT compliance and real-time reporting of data. A "predictable cost of ownership" monthly subscription model also differentiates ASCENT™.
LEXISNEXIS®	**CounselLink®**	Its origins lie in e-billing, and its spend management tools are among the most powerful in the market, but CounselLink® has also aggressively developed its matter-management offerings over the past couple of years. A recent move of operations to Raleigh, NC, promises a continued focus on product development.
MITRATECH, INC.	**TeamConnect**	Mitratech released TeamConnect 4.0 this summer, giving end users of one of the most configurable ELM tools available to large, highly regulated law departments even more control over the look, feel and reach of the system.
MITRATECH, INC.	**Lawtrac**	Lawtrac is designed specifically to address the needs of small-to-midsized law departments, offering a broad array of "out-of-the-box" tools and reports to get an ELM operation up and running quickly. Mitratech bought Lawtrac early in 2014 and is investing heavily in the system's UI features and user-friendliness.
SERENGETI, A THOMSON RUETERS BUSINESS	**Serengeti Tracker**	Long a staple of small-to-mid-sized law departments, Serengeti is now competing for larger, enterprise-level clients and is also actively extending its e-billing and spend management product roadmap to reach globally . The product will be offered as part of owner Thomson Reuters' planned Concourse bundle of practice-management and legal-research tools.
TYMETRIX	**TyMetrix 360°**	TyMetrix 360° is a powerful, SaaS-based ELM system with broad matter-management and e-billing functionality, and a particular focus on the provision of legal intelligence and analytics tools. The company recently merged with DataCert, another Advanced Solution provider in the ELM space.

MITRATECH, INC. – LAWTRAC

Mitratech purchased Lawtrac early in 2014. Like Mitratech's TeamConnect, the Lawtrac product offers fully modular capabilities – from matter and project management to spend management and e-billing to legal hold and reporting – allowing companies to grow into the solution as their needs evolve. Lawtrac, though, is geared toward mid-sized corporations. It features extensive out-of-the-box functionality, in terms of the ability to create matter types, add e-billing guidelines and to craft detailed reports. Lawtrac can be deployed as an on-premises installation behind the client's firewall or within Mitratech's hosted environment. With Lawtrac, Mitratech can focus on legal departments in key sectors like manufacturing, consumer goods, financial services, technology and higher education. Currently, Lawtrac's client base stands at roughly 100 companies. (For confidentiality reasons, Mitratech would not publicly divulge specific Lawtrac clients.)

AREA	DESCRIPTION
COMPANY NAME	Mitratech Holdings, Inc. (Mitratech)
ADDRESS / PHONE / WEBSITE	5001 Plaza on the Lake, Suite 111, Austin, TX 78746 +1 512 382 7322 www.mitratech.com
OFFICE LOCATIONS – Indicate HQ And Other(S)	Austin, Texas (HQ) London, UK
PRODUCT DEVELOPMENT LOCATION(S) – Indicate Primary And Other(S)	Austin, Texas
NO. OF EMPLOYEES – Total Software Business	166
NO. OF EMPLOYEES – Software Development	48
NO. OF EMPLOYEES – Customer Support	25
NO. OF EMPLOYEES – Implementation / CONSULTING SERVICES	27
NO. OF SOFTWARE CLIENTS - Total	220+ corporate legal clients, 100% AM LAW 200 using e-Billing products

Product and Technology Background – Lawtrac

AREA	DESCRIPTION
PRODUCT NAME- VERSION	**Lawtrac 3.7 - Mar 2014 (released 2 months after acquisition by Mitratech)** ▪ Lawtrac Connect - integration with Outlook ▪ Support for invoices through eBillingHub ▪ Self-Service Module (collaboration redesigned and enhanced to allow submission of requests from business stakeholders)

AREA	DESCRIPTION
RELEASE HISTORY	**Lawtrac 3.6 - Feb 2013** ▪ Audit module: track invoice data across all invoices ▪ Several additional enhancements and redesigns
NEXT PLANNED RELEASE	**Lawtrac 4.0 – Fall 2014** ▪ Complete redesign of user interface - for both usability/navigation and aesthetics ▪ Significant spend management enhancements ▪ Addition of offers and demands tracking ▪ Enhanced corporate dashboard **Lawtrac 4.1 – TBD** ▪ E-billing enhancements ▪ International enhancements
PRODUCT DEVELOPMENT APPROACH	The product roadmap is determined based on direct customer input and feedback, as well as market research and participation in industry associations. Mitratech offers client advisory boards, regional user groups and user conferences, roadmap surveys, beta client demos and online feedback gathering tools. Mitratech's product roadmap focuses on release priorities 6-to-18-months out, although the company re-evaluates monthly and can adapt to changing market needs quickly.
MODULES AND CORE FUNCTIONS	<u>**Matter Management**</u> ▪ Simple access to all matter information, including matter status, involved parties, key events, calendaring, documents and tasks, is available from a single screen ▪ Intuitive wizard for creating matters ▪ Configurable reminders of key matter dates that are days, months or years out. ▪ An extensive library of over 100 out-of-the-box, instantly viewable standard reports that support quick report generation and analysis and a powerful ad-hoc reporting tool which allows legal departments to create their own reports ▪ Configurable fields and matter types that allow the business to categorize matters based on their own business challenges—and without coming back to Mitratech for support and changes ▪ Extensive built-in collaboration tools give both business users and outside counsel as much (or as little) ability to share documents, update statuses and other records, as the legal team desires ▪ Ability to move matter information directly from third-party business systems to reduce time and risk of errors in matter creation.

AREA	DESCRIPTION
	E-Billing ▪ Virtually eliminates billing disputes. The spend management and e-billing solution detects charges outside of predefined limits, advises law firms of violations, adjusts invoices and flags the problem to your legal department ▪ Allows firms to directly update budgets and submit timekeeper rate information through a view that exposes only the information the legal department needs ▪ Allows firms to collaborate on matters, update statuses and submit documentation through the law firm view ▪ Provides automatic notifications for invoice reviewers and approvers ▪ Completes the invoice lifecycle with an AP integration ▪ Allows the submission of invoices in any currency and converts it into the legal department's base currency **Financial/Spend Management** Features include: ▪ Setting matter budgets at any time, then offering comparisons to actual spend ▪ Out-of-the-box AFA support ▪ Choice of a wide selection of predefined budget templates ▪ Out-of-the-box and ad hoc reporting capability on invoice and spend reports ▪ Central vendor management including firm, timekeeper and rate information **Document Management** Lawtrac Document Management includes: ▪ Central storage ▪ Version control ▪ Plug-in to integrate with Microsoft Word ▪ Drag and drop integration with Outlook ▪ Ability to drag and drop documents directly into a matter ▪ A file-room solution that allows for bar code integration to track possession and location of physical files ▪ Support for virtually any document type ▪ Fully supported document search including foreign language search ▪ Full control over document security--users only see documents for which they have permission to view

AREA	DESCRIPTION
	<u>Business process management</u> ▪ Flexible invoice-routing and notification designs using approval chains that can be established down to the matter level for all invoices related to that matter and subsequently overridden at the invoice level for specific invoices if necessary ▪ The ability to use routing slips when matter approval or review is required ▪ Automatic routing of a document to users in "broadcast" mode or "sequential" mode; In sequential mode, individuals can "approve", "reject" or "hold" a document with comments ▪ Ability to use **Service of Process** to create a matter, ensuring accuracy in matter creation **<u>Additional Applications</u>** With **Lawtrac's Legal Hold** solution, users can: ▪ Record crucial data, including details, deadlines, and parameters; reason for a hold; types of documents to preserve; and personnel affected ▪ Automatically notify custodians once a hold is officially recorded. Document formal hold policies, procedures, and replies within Lawtrac's matter-centric solution ▪ Increase efficiency by managing holds in the system of record, and including all material related to the matter ▪ Monitor compliance with reminders sent periodically through Legal Hold. Each step in the compliance process is automatically recorded, creating an ongoing audit trail of the hold **Lawtrac's contract management solution** includes features such as: ▪ A self-service portal for business users submitting contracts that takes collaboration to the next level. Once a contract is submitted, all relevant information is ready for the associated staff attorney ▪ Centralized document management that makes it easy for attorneys to review and compare prevailing contract language and terms, track previous negotiations and amendments, and access and compare terms of multiple contracts ▪ Ability for business users to check for updates, reducing inquiries to the legal team ▪ Ability for teams to track key dates and send automated notifications, ensuring time to approve contracts and review renewals – and protecting revenue

AREA	DESCRIPTION
DESCRIBE TECHNOLOGY "STACK"	Cold Fusion 11 technology stack ▪ Java 7 Update 55 ▪ Tomcat 6 ▪ SQL Server 2005/2008 ▪ IE 8+, Firefox 3.6+, Safari 5+, Chrome 12+
SYSTEM LOCATION	Options include: ▪ Dedicated application, installed on-premises ▪ Dedicated application, hosted (third party, tier 1 hosting partner) ▪ Full SaaS single-tenant, separate schema application
INTERFACES	Provides for Single Sign-on (SAML or LDAP), financial systems, web service for Outlook integration
SECURITY MODEL AND ARCHITECTURE	▪ Support for http access (SSL v3/TLS v1) ▪ SAML or LDAP Single Sign-on schemes available ▪ One-way password encryption (configurable) ▪ Individual workgroup and role security and permission settings
CERTIFICATIONS OR OTHER ACCREDITATION	▪ Lawtrac's managed service provider, Navisite, maintains SSA16 certification ▪ Safe Harbor

License Model and Implementation Services

AREA	DESCRIPTION
LICENSE MODEL	Lawtrac can be deployed in a variety of models **On-premises delivery:** This option is designed for organizations with dedicated IT resources able to support software implementation, maintenance and upgrades, and who demand full application control through a physical installation. The software is installed within the client's environment, behind their corporate firewall. A majority of TeamConnect clients have on-premises delivery. **Hosted:** This option is ideal for enterprises with limited IT support but who still need comprehensive control over their applications, and wish to have the day-to-day administration addressed by a third party. Mitratech provides shared and dedicated environments, managed by certified experts. The majority of Lawtrac clients choose the hosting option.

AREA	DESCRIPTION
LICENSE CALCULATION	The pricing model is built upon a number of factors: user count, user type (limited vs. full), modules purchased, length of term, activity through the e-billing portal, number of matters and other consumption-oriented factors related to use.
CHARGES TO LAW FIRMS/OTHER VENDORS	Mitratech does not currently directly charge the law firms for access to submit invoices and budgets, provide information on their timekeepers, and collaborate on matters. Lawtrac law firms have the option of paying a nominal annual fee for enhanced support, but nothing is required to use the system itself.
MAINTENANCE FEES	Maintenance fees are included in all subscriptions. Annual maintenance is sold for Perpetual On-Premises Software. The Maintenance & Support Program includes professional technical assistance with a 24-hour response mandate for all clients and 2-hour response mandate (during business hours) for urgent issues.
ASP OR HOSTING – Costs And Options	Hosting costs are based on the clients' specific needs. Mitratech can host clients on dedicated or shared hardware.
CUSTOMER SUPPORT – Costs And Options	Customer support is included in the Maintenance fee and SaaS fees. It includes up to 24-7 technical support, with a tiered offering to allow clients to choose the level of support their implementation requires. ▪ **Standard Support -** Mitratech offers standard support from 7am-7pm CST. Primary support is based at Mitratech's headquarters in Austin, TX. There are dedicated support teams for Lawtrac and for outside vendors for that utilize e-Billing. The company has a 24-hour response mandate for all clients across the organization. Mitratech also upholds a 2-hour response mandate (during business hours) for more pressing issues. All support plans include free platform releases, email support and phone support. Multilingual support is also included. ▪ **Enhanced services -** Enhanced services are available with Premium and Ultimate support plans. These programs include 24-7 phone and email support, monthly status reports, on-site support and a dedicated technical support representative. ▪ **Client Web portal –** Mitratech provides self-service through an online client Web portal. This tool streamlines support to create and track support cases. It also provides access to a knowledge base containing support articles and links to past client "tips and tricks" Webinars. In addition, clients are able to influence future versions of Lawtrac and submit ideas to be considered for future product releases.

AREA	DESCRIPTION
IMPLEMENTATION SERVICES	Mitratech provides implementation services as part of its offerings; implementation costs use a "Time & Materials" model and are derived from client requirements. The company also works with client's IT resources and/or third-party implementation consultants. Full-service law firm implementation is included in annual subscription for e-billing.
USER TRAINING	Mitratech offers a host of training options. Knowledgeable and experienced instructors are available for on-site client training courses and regional training courses. In addition, Mitratech offers a self-paced online training course.

VendorView™ Evaluation

Lawtrac, which dates to 1984 and entered the matter-management space in 1991, serves a sweet spot that aligns strategically with Mitratech's stated goal of helping corporate law departments run at their best. That helps explain why Mitratech acquired the LT Online and its flagship product early in 2014. The product is designed for adoption by small-to-mid-sized corporate law departments (generally within a range of $500 million to $5 billion in revenue) that have yet to use a matter-management and e-billing system and seek guidance in getting started.

Consequently, Lawtrac provides leadership to this population in the form of a front-loaded, out-of-the-box offering. This starter kit of sorts includes simple, intuitive templates for matter types, budgets and invoices; an easy-to-use outside firm selection tool (with some options reduced to Yes/No radio-button responses); a homepage that features a running calendar of upcoming dates and recent messages along with data and graphics that can be customized; native contract management, DMS and legal hold systems and a pre-packaged selection of reports that runs north of 200. A plug-in offers users a drag-and-drop interface with Outlook; a clever panel displaying visually clear areas within Lawtrac appears along the bottom edge of the Outlook window to assist users in allocating e-mail data to Lawtrac.

Lawtrac, however, smartly designs its system to be configurable. As clients become more comfortable with matter management and e-billing functionality, and start to mature as users, they then have the ability to make adjustments to their templates and workflows, and grow along with system. Lawtrac's leadership estimated the average user takes about a year to reach this level. To aid in their development as users, the system features a self-service portal that functions as a collaboration tool between users, who can share lessons learned—and learned best practices.

For e-billing, Lawtrac offers vendors the ability to upload LEDES-formatted or custom invoices. Once submitted, automated-review functionality performs a detailed audit, in which it can flag invoices with potential warnings or outright reject submissions based on violations of rules or guidelines (the system includes 27 pre-packaged billing guidelines). While Lawtrac is not yet compatible with Lawtrac's Collaborati e-billing portal, it can integrate with EBillingHub and a number of AP systems. On the international billing front, multicurrency reporting is available. Significantly, the system updates currency exchange rates on a nightly basis to ensure timely conversions.

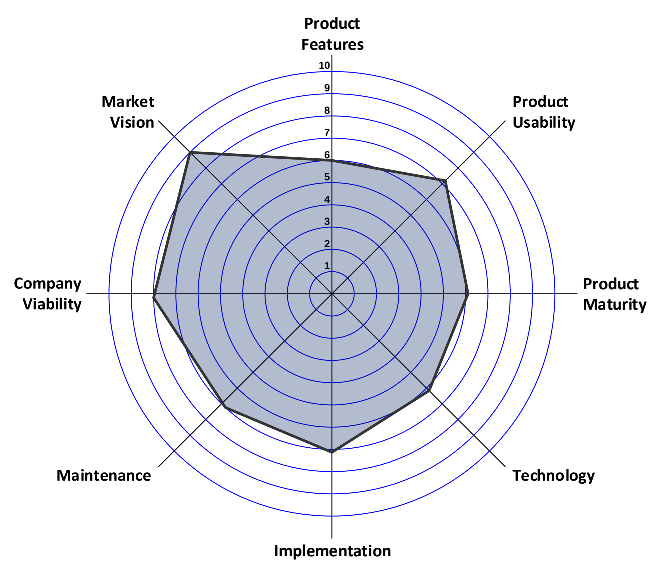
While the current version of Lawtrac, Lawtrac 3.7, features a clearly outdated and cluttered user interface—navigation panels populate both the left and right sides of the screen—Mitratech is now finalizing and testing version 4.0. The upgraded Lawtrac 4.0 is based almost entirely on user-interface and user-friendliness enhancements. Most of the current functionality effectively will remain unchanged. In client interviews, Lawtrac's ease-of-use certainly served as a differentiator in selecting the product. In those interviews, Lawtrac's implementation and client supports teams received high praise for their responsive understanding of customer needs and for training. Additionally, clients reported minimal issues with the acquisition of the company in terms of the level of service or system disruptions.

In our assessment of Miratech's Lawtrac, the following capabilities have been given special recognition:

RECOGNITION	FEATURE
ML	**Service to Mid-Market**: Vast out-of-the-box functionality allows mid-sized law departments to deploy Lawtrac quickly, while configurability allows those departments to mature and develop their own processes at their own pace.

The following is our review of Mitratech and Lawtrac according to our VendorView™ criteria:

MITRATECH– LAWTRAC



CATEGORIES	RATING (1-10)	EVALUATION NOTES
PRODUCT FEATURES	6	▪ Core matter management and e-billing functions ▪ Drag-and-drop Outlook integration ▪ Native DMS, contract management and legal hold systems ▪ Large number of pre-built reports plus a custom report writer ▪ Customizable dashboards with task and calendar monitoring
PRODUCT USABILITY	7	▪ Simple matter and invoice template creation ▪ Intuitive outside counsel selection ▪ Reporting dashboards visualize captured data ▪ Current UI is outdated and cluttered ▪ New version due soon offers significant UI improvements
PRODUCT MATURITY	6	▪ Company's long-time focus is on small-to-mid market ▪ High client loyalty ▪ Broad set of robust matter management tools and features
TECHNOLOGY	6	▪ Cold Fusion 11 technology stack ▪ Meets enterprise standards for infrastructure and security ▪ SaaS and on-premises infrastructure available ▪ SAML or LDAP Single Sign-on schemes available ▪ SSA16-certified hosting partner
IMPLEMENTATION	7	▪ Experienced, knowledgeable implementation team ▪ Easy to deploy with "out-of-the-box" functionality ▪ Strong efficiency with pre-configured templates and tools
MAINTENANCE AND SUPPORT	7	▪ Annual software maintenance program ▪ Live U.S. helpdesk support ▪ Dedicated client relationship managers ▪ Extensive programming for client feedback ▪ Sophisticated training program ▪ Certified training resources
COMPANY VIABILITY	8	▪ Established market presence ▪ Merger with Mitratech offers increased market potential ▪ Consistent investment in products and services ▪ Less exposure to large market
VISION	9	▪ Development of new user interface modernizes look and feel ▪ Helps Mitratech meet a specific market need ▪ Consistent enhancement roadmap aligned to market needs ▪ New London office stresses focus on international growth

Selecting and Implementing Enterprise Legal Management Systems

The review and selection of vendor partners can be a complex and time-consuming task. We recommend that clients consider the product's features and capabilities, as well as the company's strengths, in their selection process. Clients should use a comprehensive set of criteria to determine their best vendor-partner fit. These criteria should include the vendor's existing features, future product roadmap, company stability, ease of deployment and user adoption success.

To assist our clients in their e-billing and matter management system selection processes, we have developed the following guiding principles:

- **Start with a well-defined set of user needs and requirements**. In reviewing the e-billing and matter management market, we encourage clients to use our Key Solution Components. These should be considered a minimum set of capabilities and a starting point for developing the client's specific list. We find that many e-billing and matter management selection projects lack the understanding of business processes and requirements, in sufficient detail, that are required for a successful vendor selection.

- **Understand the vendor's licensing model and pricing**. Purchasing software involves a number of important, interrelated considerations: license type, usage scope, maintenance and support, installation location, and license fee calculation, are all critical dimensions of the software purchase. We find a range of practices amongst vendors in the e-billing and matter management software market. While no model is inherently advantaged or disadvantaged, licensee-purchasers are well-advised to understand their vendor's approach and how this might impact their business objectives.

- **Closely scrutinize vendor references**. The e-billing and matter management market is covered by many vendors. Company size (large or small) and market reputation (good or bad), may be considerations but should not replace direct client references. References will provide added perspective, and should allow for clients to ask questions and gain better understanding of experience in working with the vendor.

- **Review the vendor's business plan and financial condition**. The e-billing and matter management market is accurately considered a niche area. Unlike other technology areas—such as ERP, CRM and financial systems—that are dominated by the likes of Microsoft, Oracle, and SAP, the e-billing and matter management market vendors are comparatively small. Those products operated within large companies may nonetheless be businesses of relatively comparable size to stand alone e-billing and matter management vendors. Clients should ask for specific financial plans about the e-billing and matter management software business specifically, including revenue and R&D investment.

- **Understand product development approach and history**. While current features are important, your vendor relationship will be long term. Clients should consider the roadmap for new features and the vendor's history of new releases and on-time record. Clients should also understand the process for defining enhancements and how they are made available. Importantly, clients should understand whether new enhancements are included as part of their license or support.

- **Evaluate implementation capabilities and options**. The success of a new system is determined by the success of the implementation and user adoption. While features drive product selection, the vendor's demonstrated experience and success in implementation is a critical consideration. This includes setup, infrastructure, configuration, data conversion and training. Clients should be open to considering in-house implementation (it may be a red flag if a vendor will not allow client's internal resources for implementation) or the use of an external implementation consultant. No other category of technology is more manifest in its configuration of the processes that drive it – it is critical that implementation activities focus on the "use" of the system at least as equally on the "installation" of the system.

Ordering the Report

Our MarketView™ Reports are an excellent resource for understanding the trends, leading practices and solution options available to our clients. Our goal is to impart a solid foundation of knowledge about the market so that your organization is able to achieve success in its selection and implementation process.

In addition to the written report, our MarketView™ Report includes a 60-minute briefing session. The briefing session provides an opportunity for your team to meet with our analysts to ask questions and address their particular areas of interest.

For additional information or to order the report, visit our website (www.hgpresearch.com) or contact us at info@hgpresearch.com.

About Hyperion Research

Hyperion Research is the legal industry's premier source of independent market research and advisory services. We provide unparalleled insight to the leading trends in legal strategy, operations, and technology. We work with law departments, law firms and other legal service organizations to make intelligent, fact based decisions about how to improve their operational performance. We also work with solution providers, including software vendors, professional service groups and consultants, to better understand the latest market trends and the needs of their customers.

For more information, visit www.hgpresearch.com.

About Mitratech

Mitratech is the leading provider of fully integrated enterprise legal management solutions for global legal departments of all sizes, including more than 25% of the Fortune 500 and more than 220 organizations in all. Mitratech's offerings include the flexible, comprehensive, and trusted TeamConnect and Lawtrac product platforms, both of which offer end-to-end matter management, e-Billing, legal hold, contracts management, entity management and GRC solutions. Mitratech clients are able to prove demonstrable value creation for their organization by automating legal workflows, improving business outcomes through actionable data and insight, increasing collaboration with external partners and reducing overall legal spend.

For more information, visit www.mitratech.com.