THOMSON REUTERS
Legal Tracker

Cloud Software
Service Definition

The intelligence, technology and human expertise
you need to find trusted answers.

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==Legal Tracker== from Thomson Reuters is a software as a service based solution that enables legal departments to manage their matter management, e-billing and analytics. Thomson Reuters Legal Tracker is available as a publically accessible and responsive web application allowing users to access the system to from any location..

FEATURES AND FUNCTIONALITY

- Matter management - Connect to all of your law firms and have instant access to every aspect of every matter, from documents and emails to deadlines and personnel, in one place.

  - Searchable, reportable, and up-to-date repository of all matters – even matters assigned to outside counsel.

  - Configurable rules for automatically adding, filling-in, or limiting user input fields for faster matter entry and updates.

  - Track results, duration, predictive accuracy, and more while evaluating and comparing performance across outside counsel.

  - Drag-and-drop and multi-select controls for uploading and sorting documents, and powerful search and filtering capabilities.

- e-Billing – Securely manage invoices in any electronic format for all the firm you work with worldwide. Automate approval audit and invoicing routing with one secure platform that can integrate with your accounts payable department.

  - A single, searchable system for invoices, eliminating paper approvals.

  - Automatic or manual enforcement of timekeeper rates, expense compliance, AFAs and other billing guidelines.

  - Over-budget spending alerts for month, fiscal year, life of matter or phase.

  - Automated currency conversion and customisable currency display.

  - Separate tracking for foreign and domestic taxes.

- Reports and analytics – Get the metrics you need to make informed, data-driven decisions. You can measure performance, review spend and budget against the highest performing legal departments. With Legal Tracker's reporting tools, you can easily show your organisation's leadership team how your department and outside law firms are performing and delivering value.

  - Access aggregated data from more than 1,3000 legal departments and ten of thousands of law firms worldwide

  - Compare your legal spend and risk data against similar legal departments.

  - Drill down by industry, spend, department size and company size.

  - Isolate specific types of work, rates by metro area and classification, and law firm performance by substantive law.

- Cloud-based: no hardware required and minimal IT resource demands.

- Runs on the secure Microsoft Cloud utilising data centres in Europe.

- APIs available providing endpoints to various elements of the system.

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Physical and Environmental Security

Legal Tracker systems are hosted in Microsoft Azure's highly secure data centres that maintain a diverse set of physical and environmental security controls, including but not limited to:

- Nondescript facilities

- Restricted and controlled physical access

- Professional security staff.

- Video surveillance.

- Intrusion detection systems

For more information on Microsoft Azure, go to https://docs.microsoft.com/en-us/azure/security/ fundamentals/white-papers

Policies and Standards

- Information Security Policies are reviewed and approved by senior management annually.

- Employees and contractors are required to review and acknowledge the Information Security Handbook.

- Employees and contractors are required to acknowledge and review the Code of Business Conduct and Ethics.

Access Control

- Thomson Reuters restricts employee access to production systems and customer stored data by limiting access to those with a specific business need.

- Customer stored data is only accessible with valid login credentials.

- Role-based access controls ensure appropriate access rights, permissions, and segregation of duties.

- Multi-Factor Authentication is enforced on Thomson Reuters accounts that are used to manage Azure resources.

Resilience

- Thomson Reuters has established a global, structured framework based on industry accepted standards which are designed to support recovery should a disruptive incident occur.

- Microsoft Azure data centres are built with electrical power systems designed to be fully redundant and maintainable without impact to operations and include automatic fire detection and suppression Microsoft Azure monitors electrical, mechanical and life support systems, and equipment so that any issues are immediately identified.

- Microsoft operates a global 24x7 event and incident response team to help mitigate threats..

- Data servers are backed up multiple times each day.

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Training and Awareness

- Employees and contractors with access to Thomson Reuters systems are required to complete security awareness training annually.

Vulnerability Assessments

- Manual Penetration Tests (MPTs) are performed on the Legal Tracker application on an annual basis.

- Application code is regularly scanned by industry standard third-party security tools.

- Employees and contractors are required to acknowledge and review the Code of Business Conduct and Ethics.

Application Security

- Thomson Reuters has a formal change management process that is performed by authorized personnel.

- Thomson Reuters utilizes secure practices within the agile methodology as part of the Software Development Life Cycle..

- Development staff are required to complete security training, with a focus on best practices and OWASP Top 10 security risks The security learning program promotes secure design, development, and testing best practices..

- Password complexity is enforced and a captcha system is used to defend against brute force attacks

- Application audit history log files are not user modifiable.

End Point Security

Servers

- Led by a team of experienced security professionals, advanced anti-malware, network Intrusion Detection System and Intrusion Prevention System solutions have been deployed across our fleet of devices to monitor and defend the environment..

Employees workstations

- Managed internal services endpoints at Thomson Reuters are required to be protected by an up-to-date version of the standard malware protection solution. Signature deployments are required at least daily to internal technology services assets

- Thomson Reuters has a data leakage protection program in place worldwide, where legally permissible

Data Privacy and Compliance

- Thomson Reuters Privacy Statement can be found online at https://www.thomsonreuters.com/en/privacystatement.html

- Microsoft Azure certifications include ISO 27001, SOC 1 and SOC2.

- Legal Tracker obtains a SOC 2 Type II report annually

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Secure Authentication

- Two -factor authentication (OnePass) is available for secure user login.

- Azure Active Directory is also available for secure user login

- Data is transferred from a customer site over an SSL encrypted connection after authenticating with an API key.

Encryption

- Client data in transit is encrypted using 2048-bit TLS certificates.

- Client data at rest is encrypted using AES 256-bit key encryption.

- Customer data is segregated by dedicated databases.

Disaster Recovery

- Disk-to-disk backup is utilized to eliminate the need for tape backup.

- Tracker data and backups are replicated to the disaster recovery site. Development staff are required to complete security training, with a focus on best practices and OWASP Top 10 security risks The security learning program promotes secure design, development, and testing best practices.

TECHNICAL REQUIREMENTS

The Thomson Reuters Legal Tracker solution requires users to have internet access and use of a standard web browser (supporting IE9 and above, Firefox, Chrome and Safari).

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LEGAL TRACKER – SUPPORT SERVICE LEVELS

PRIORITY	DEFINITION	INITIAL RESPONSE SLA	RESTORIAL TIME SLA	RESOLUTION COMMITMENT
P1 – Critical – Level I	Production system is inoperative and business operations are critically impacted. No work can be done.	Premium – 1 hour Standard – 1 business hour	Premium – 24 hours Standard – 2 business days	Develop suitable workaround or other temporary correction to restore operation. Apply permeant fix to next scheduled release. Software updates may be required. Customer must assign an authorized contact to partner with Support in resolving the issue. Both parties must be available during standard hours
P2 – High – Level II	Production system is adversely affected or is inoperative. Productivity is compromised; work can be done but is severely limited.	Premium – 4 hours Standard – 4 business hours	Premium – 60 hours Standard – 5 business days	Develop suitable workaround or other temporary correction to restore operation. Apply permanent fix to next scheduled release. Software updates may be required. Customer must assign an authorized contact to partner with Support in resolving the issue.
P3 – Medium – Level III	Production or development system has encountered a non-critical problem or defect and/or questions have arisen about product use. Programs are usable but non-critical features may not function.	1 business day	N/A	Develop suitable workaround or other temporary correction to restore operation. Apply permanent fix to next scheduled release. Software updates may be required.
P4 – Low – Level IV	Minimal system impact; includes feature requests and other non-critical problems. May also be a new feature request.	7 business days	N/A	Develop suitable workaround or other temporary correction to restore operation. Apply permanent fix to next scheduled release. Software updates may be required. Enhancement requests will be submitted to Thomson Reuters Product Management for consideration in future scheduled releases.

Live support is available to corporate legal department clients 24 hours a day / 5 days a week, from 6pm Sunday to 7pm Friday, United States Central Time, excluding major holidays. This includes UK Support hours of 9-5, UK time.

"BH" or "Business Hour" means one hour during 9:00 am to 6:00 pm London time during every Business Day,
"Business Hours" means 9:00 am to 6:00 pm London time during every Business Day, and
"BD" or "Business Day" means Monday, Tuesday, Wednesday, Thursday or Friday excluding any English public or statutory holidays.

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SERVICE CONSTRAINTS (e.g. MAINTENANCE WINDOWS)

Wherever possible, "Planned Maintenance" (for any planned infrastructure or software updates) will be scheduled outside of standard UK business hours (09:00-17:00 UK Local Time). Wherever possible, "Emergency Maintenance" (for any non-planned infrastructure or software updates) will be scheduled outside of standard UK business hours (09:00-17:00 UK Local Time) unless there is an identifiable risk to the service provided.

ON-BOARDING AND OFF-BOARDING PROCESSES/SCOPE

Thomson Reuters will work with each customer to ensure Legal Tracker is tailored to their unique configuration requirements, thus these processes are specific to those requirements.

DETAILS OF ANY TRIAL SERVICE AVAILABLE

No trial service is available due to the need for configuration.

PRICING

Pricing is set out in the Legal Tracker Pricing Schedule.

TERMS AND CONDITIONS

This Service Description and the provision of Legal Tracker are subject to the Thomson Reuters Master Terms and Conditions and Thomson Reuters Software Terms and Conditions.

TERMINATION TERMS

A minimum term of 1 year is required. Termination without cause before the expiry of that period will incur termination charges.

CUSTOMER RESPONSIBILITIES

Our support obligations are subject to the customer's obligations set out in the Master Terms and Conditions and Software Terms and Conditions.

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