



## LexisNexis

**Headquarters: Dublin, Ohio**

**Core business: Legal Research**

### Objective

Expand the boundaries of the LexisNexis Total Search system by providing users a means of simultaneously searching both lexis.com content and their law firm's internal case files.

### Solution

FAST InStream™

### Benefits

- Provides a complete information retrieval system by identifying, correlating, and linking all case citations in a firm's internal work product to full-text case law and statutory citations on the LexisNexis™ service.
- Increases customer acceptance through use of the familiar lexis.com user interface and search syntax.
- Easily integrates within a customer's existing IT infrastructure and ensures long-term viability through open architecture standards, common platforms and standard operating systems.
- Automates the selection and indexing of a firm's internal documents, minimizing the need for external resources to catalog a firm's data repositories.

LexisNexis® unites innovative technologies and authoritative content to create products that support critical decisions. Conducting business in 100 countries with 13,000 employees worldwide, it is a global leader in comprehensive and authoritative legal, news, public records, business information and tailored applications. These services provide businesses with access to over 4.5 billion documents from thousands of sources.

## Blending the precision of search with unmatched expertise

### Background

Law firms today are commonly faced with restrictive budgets and greater demands for efficiency and productivity. Accordingly, firms are beginning to use information and knowledge sharing initiatives to make the most of internal resources, best practices and expertise, as well as external research sources in order to better serve their clients. Responding to this evolving need, LexisNexis set out to bring new standards in the management of legal information through the creation of LexisNexis Total Search.

### Challenge

The main objective of LexisNexis Total Search is to expand knowledge sharing within and across previously disconnected boundaries – a firm's internal knowledge base and the vast amount of information residing at lexis.com. Prior to the inception of Total Search, a legal professional needed to search information retained at LexisNexis and his firm's data repositories individually, thus effectively doubling the required search time. Moreover, there was no means of automatically cross-referencing internal work product or lexis.com information. Legal professionals had to manually look up case references and solicit colleagues for documents that already existed within the firm, creating a situation where legal professionals would often:

- Obtain incomplete information
- Draft documents that had already resided within the firm, thus a duplication of effort

By introducing an enterprise search system that resolved these issues, LexisNexis would be able to offer a complete information retrieval application to legal professionals, a solution that would be unmatched by competitors. This made time-to-market a critical consideration for LexisNexis. By providing for a fast implementation schedule, Lexis-Nexis would capture market share because competitors would have less time to emulate this product prior to its introduction.

However, in order for this initiative to be successful, the information retrieval solution also needed to provide for a convenient and intuitive way for users to access the information. It needed to seamlessly cross reference a firm's internal documents with the information retained in the lexis.com data centers. This presented a challenge, as manually cross-referencing case documents would be inefficient and overly complex.

### Solution

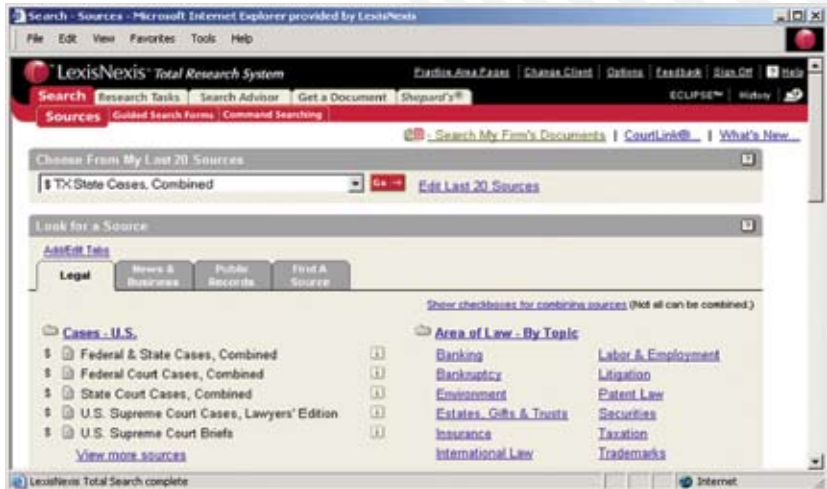
FAST InStream provides LexisNexis Total Search with the ability to search internal document management systems with the lexis.com interface and through search features such as proximity search. The result was an introduction of powerful new search technology that was non-disruptive to the end user. Customers immediately achieve efficiencies as training and education is not required.

In only ten weeks, FAST InStream was implemented and integrated into the existing LexisNexis IT infrastructure. While this integration process took place, LexisNexis

**'FAST's OEM centric platform and OEM support team were second to none in supporting LexisNexis through a rapid and successful development process.'**

**David Glowacki**

VP Online Product Office  
LexisNexis Group



developers, sales engineers, and customer support staff received personalized training and documentation on FAST InStream.

**Benefits and Results**

Since the unveiling of LexisNexis Total Search, LexisNexis has obtained positive reviews from media and industry analysts alike: "I see [LexisNexis Total Search] as creating a quality search capability that heretofore has only been imagined in the minds of attorneys," says writer Alan Pearlman in his article "Total Search: The Answer to Law Firm Productivity." In fact as David Glowacki, VP, Online Product Office stated: "Since going live with Total Search, nothing but excellent feedback from our customers about the systems search capabilities and usability have been received."

From a systems perspective, LexisNexis Total Search has been equally successful. It has enabled LexisNexis to offer a responsive system with access to more content and more advanced ways of searching through information. These results have culminated in LexisNexis winning the 2003 Basex Excellence award for its "leadership and technological innovation in the field of Collaborative Business Knowledge." This award is presented only to companies that have achieved industry-leading and all-around excellence for a product or service."

**Why FAST?**

**Time-to-Market:**

FAST's open APIs, documentation, OEM support, and FAST University training enabled LexisNexis to meet its time-to-market goals for integration, quality and a successful launch.

**Customer Implementation:**

FAST InStream deploys easily within a customer's existing data system. Its open architecture, common platforms and standard operating systems readily integrate within a client's currently installed IT infrastructure.

**Linear Scalability:**

FAST InStream is readily scalable to support hundreds of terabytes of data, millions of users, and thousands of queries per second through the simple linear addition of low-cost, high-efficiency servers. With the LexisNexis data repositories consistently growing, this solution ensures a predictable growth pattern with no decrease in search performance.

**Stability:**

FAST InStream delivers an exceptionally stable fault-tolerant deployment, which provides for nonstop operation, regardless of load.

**Security:**

FAST InStream ensures the security and confidentiality of internal documents through use of user and document level security and entitlement permissions controlled by a firm's administrator.

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