



Survey Facts and Highlights:

The 2003 Research Management Survey was conducted between January 14th and January 31st. Invitations to participate were sent to over 300 research directors and law librarians. We also received numerous responses via The Virtual Chase, and a smaller number from website visitors.

Of the 111 participants:

87% feel that all forms of online research, including annual subscriptions, should be fairly allocated to clients. 5% feel that online research should be included in the billable hour.

97% will benefit from statistical information detailing who uses which services, how often and for how long: 70% feel that this information will inform future product purchases. 85% feel that usage information helps focus training where it's needed.

69% project cost savings being passed on the the client.
82% expect savings to contribute to the bottom line.
76% look at usage monitoring as due dilligence toward evaluating a cost recovery strategy.

Of the 53 who ventured to project cost savings:

28% feel their firms could reduce more than 30% of total subscription costs by auditing and managing usage
34% feel their firms could shave costs by 20-30%
26% project this savings as between 10 and 20%
9% expect savings to run between 5 and 10%
2% felt that the savings would be less than 5%

On the future of online research cost recovery:

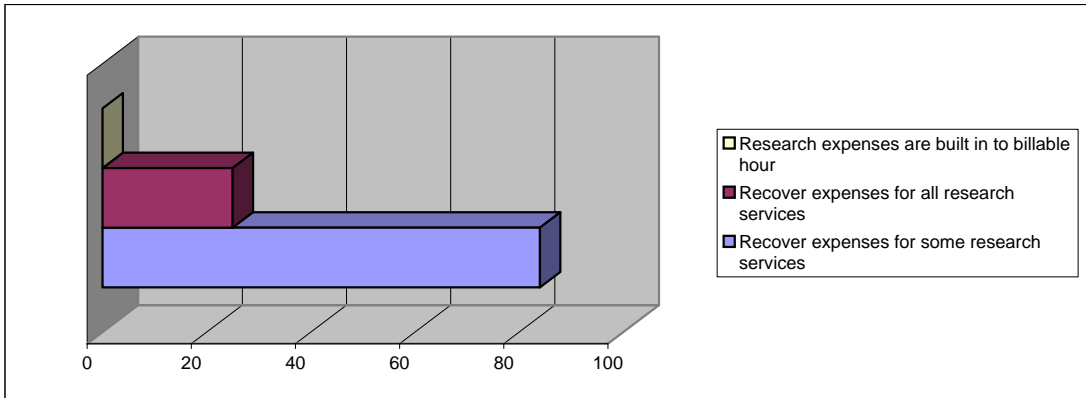
68% feel it is somewhat- to very- likely their firm will re-evaluate its research management strategy this year. 33% made concrete suggestions on needed improvements, which are detailed at the end of this survey.

Our warm thanks go out to all who participated. We hope and expect that your efforts will serve all parties involved in the ongoing process of evaluating, enhancing and implementing research management policies and procedures.

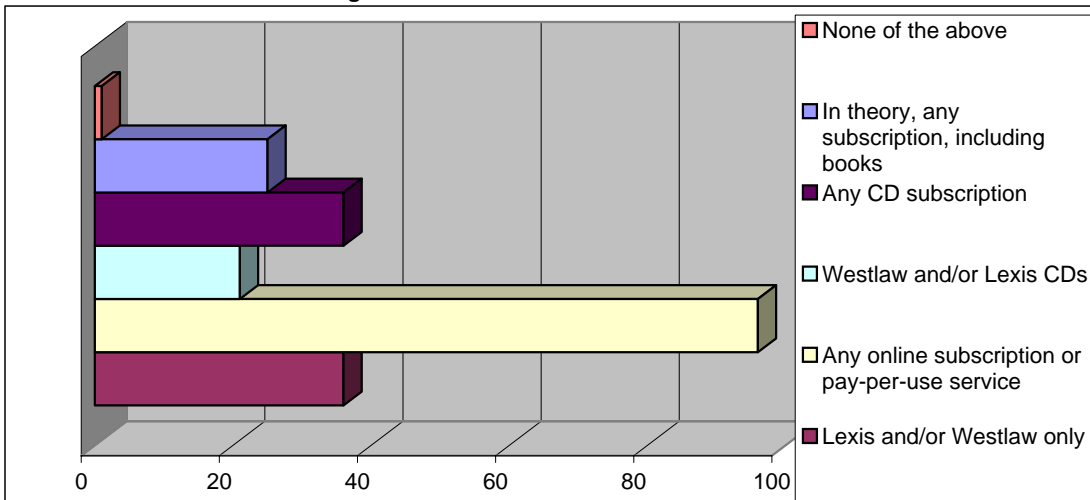
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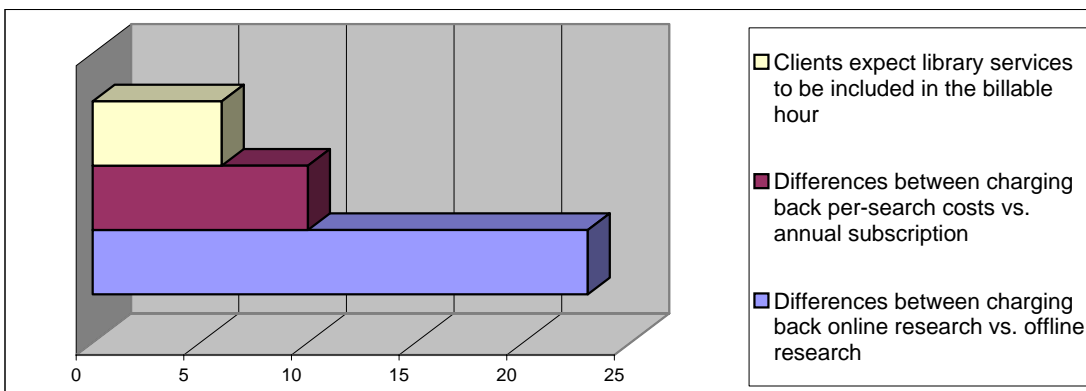
1. Please select which method best describes your firm's approach to research expenditures.



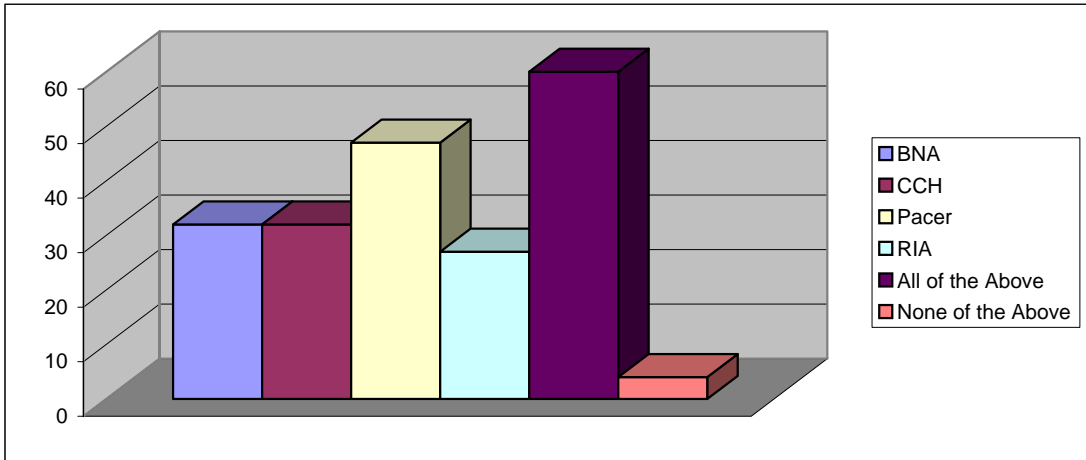
2. If it was technically possible to fairly allocate any research expense, which one(s) would be reasonable to charge back?



3. If you did not select all of the above, why?

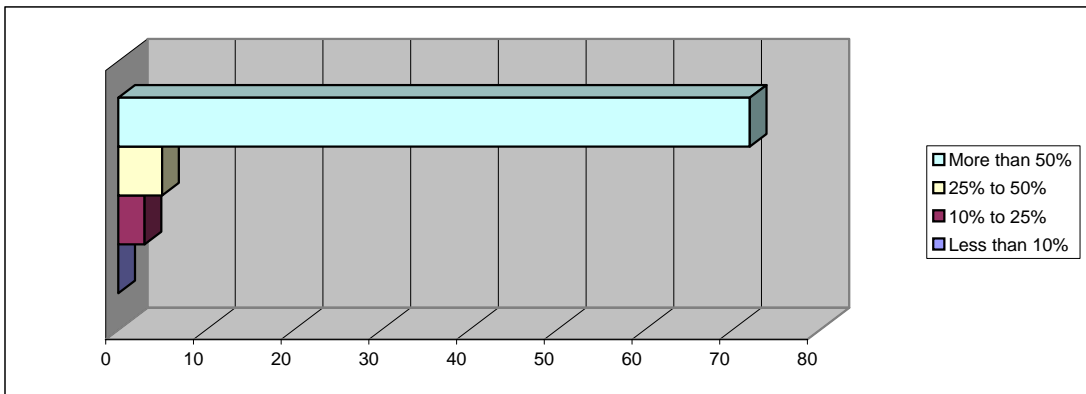


4. Which services would the firm additionally recover if there was an acceptable mechanism?

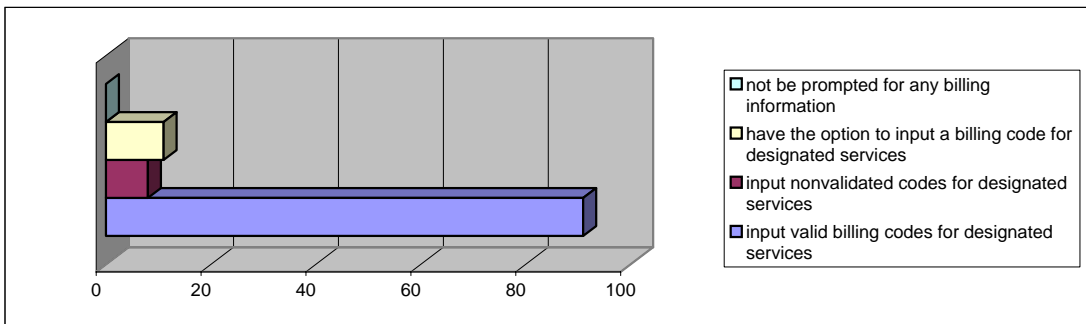


Other Services Mentioned: Hein Online, Aspen Online Libraries, Dialog, ACMS, Superior Info Svcs.

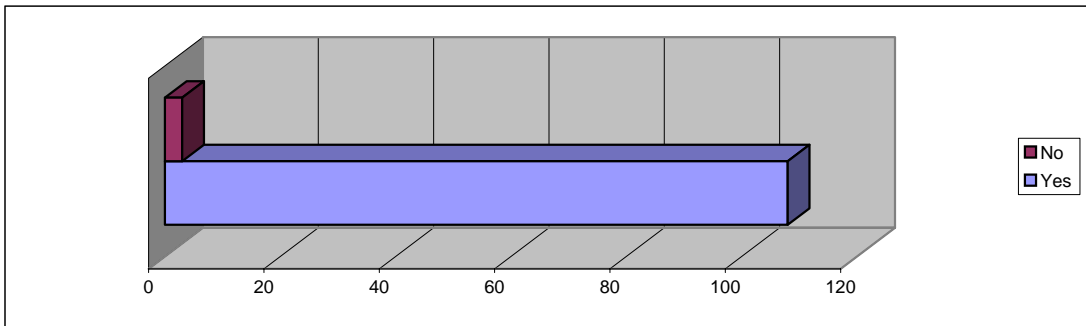
5. If your firm was able to charge back all online research expenses, about what percentage could the firm recover?



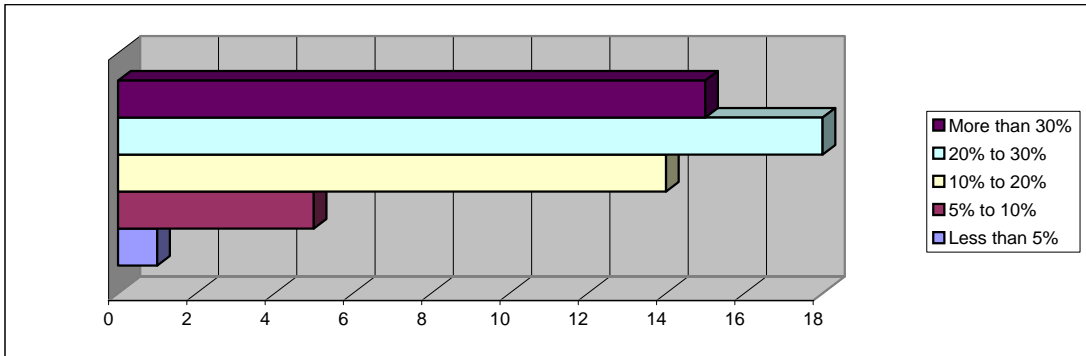
6. To better manage online research costs, is it important that users:



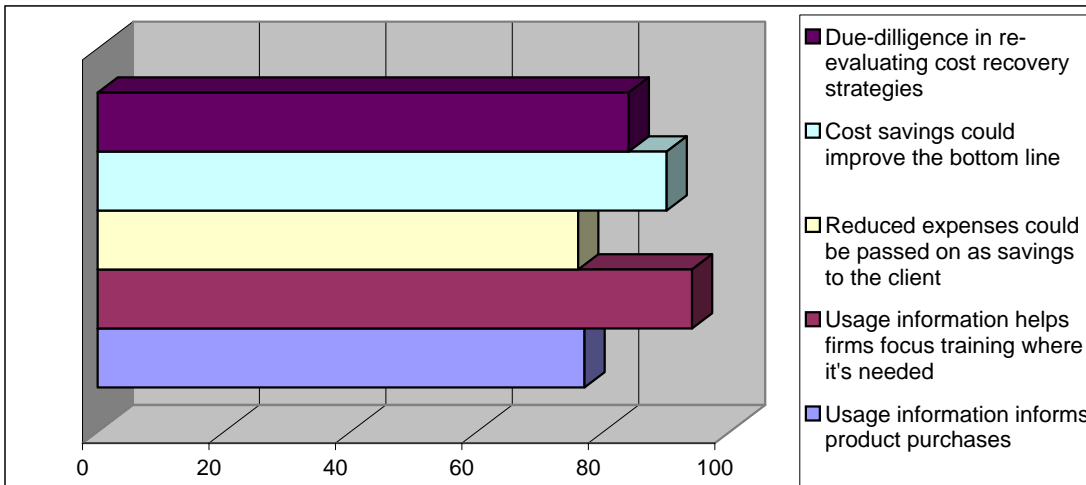
7. Irrespective of billing, would your firm benefit from statistical information concerning which online services were used by whom, how often, and for how long?



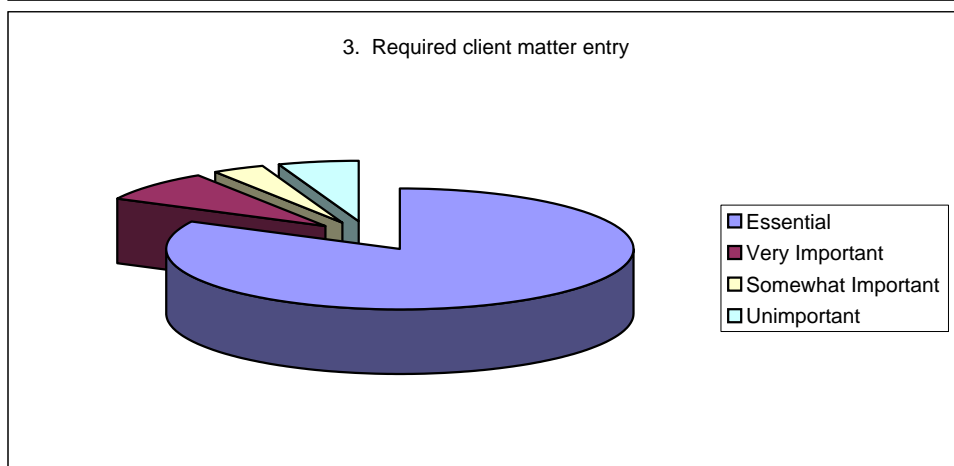
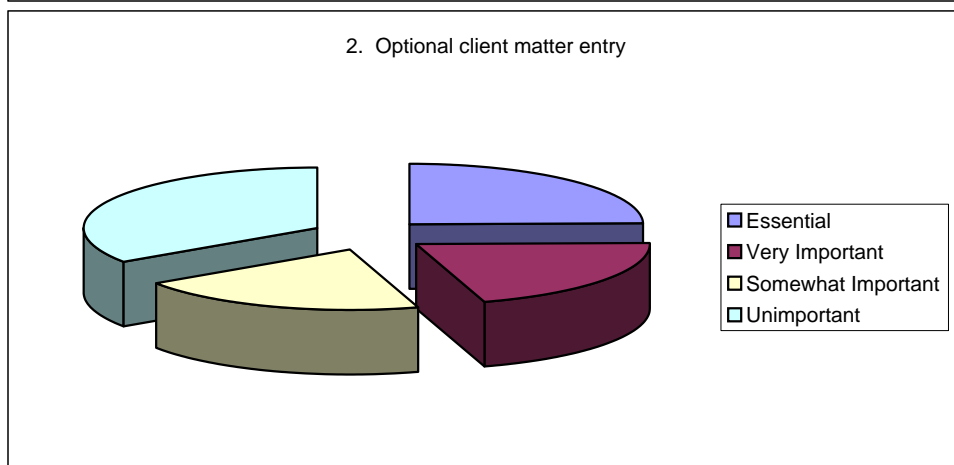
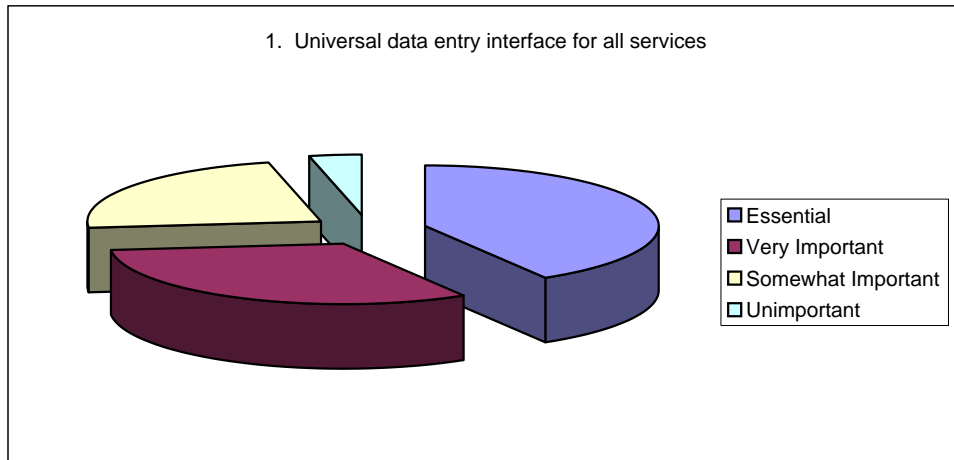
8. Irrespective of billing, if your firm was able to centrally manage all research usage and expenses by person and vendor, what internal savings could result?



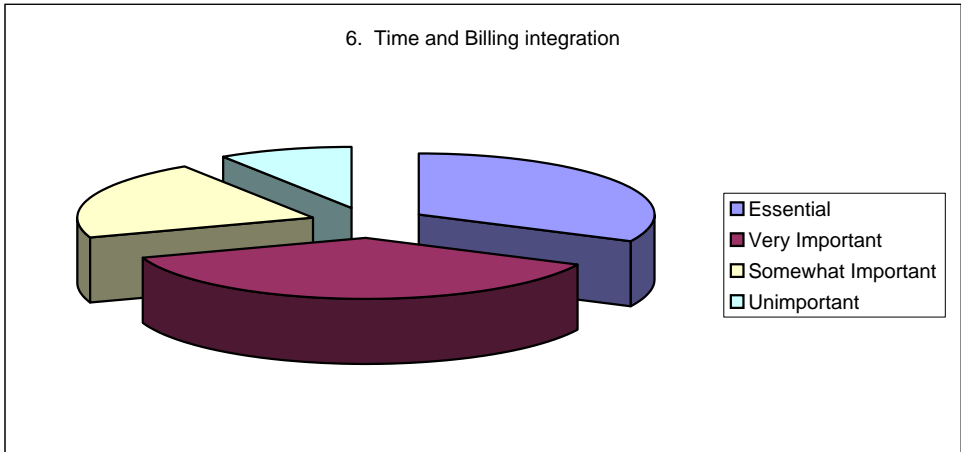
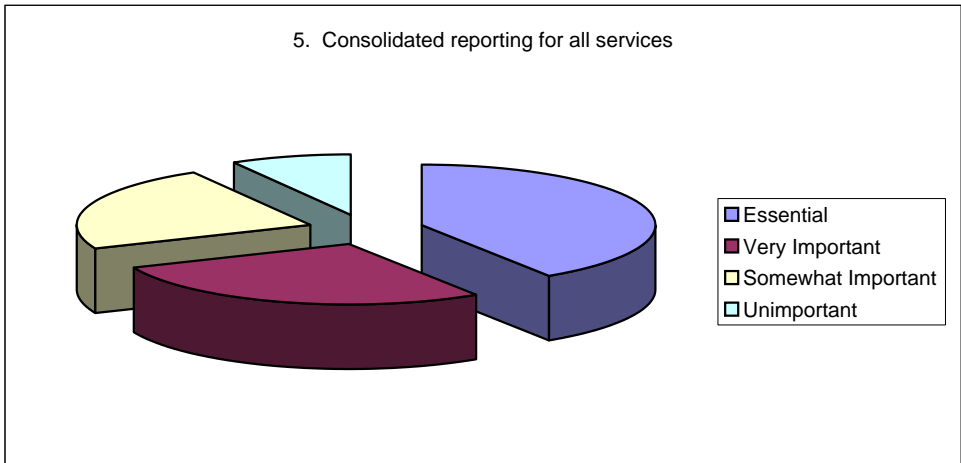
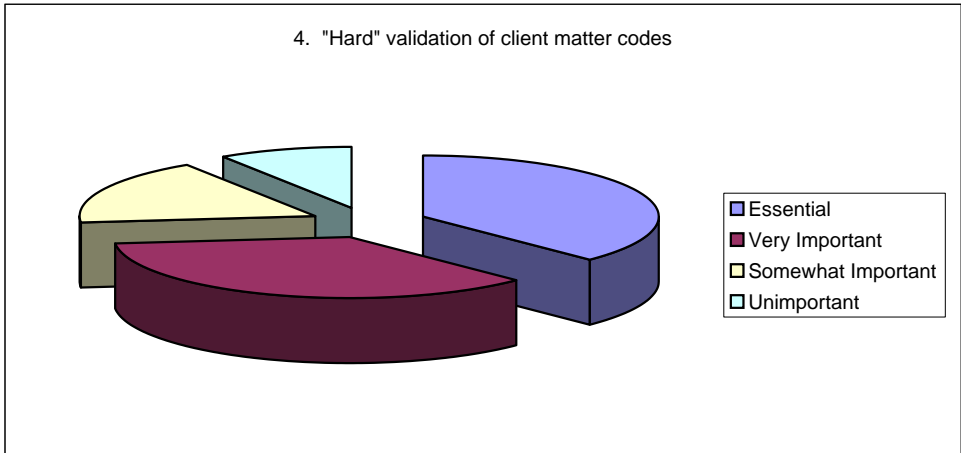
9. What impact could an internal research management program have at your firm?



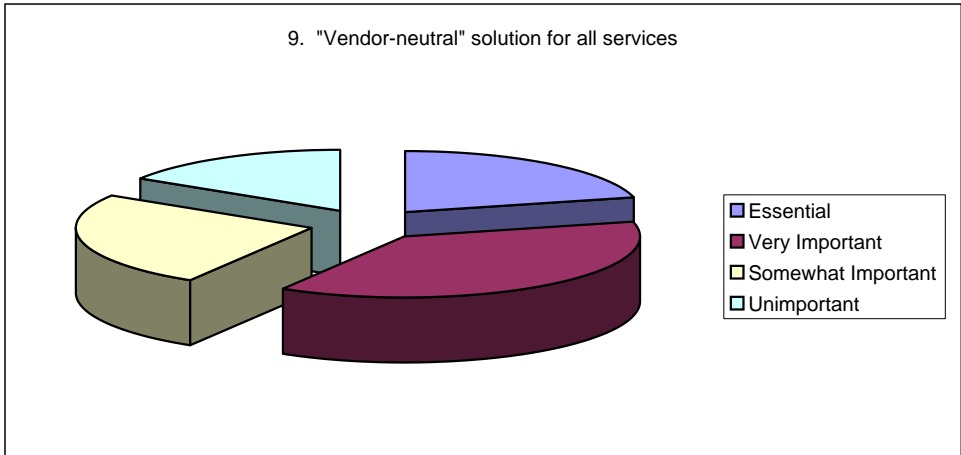
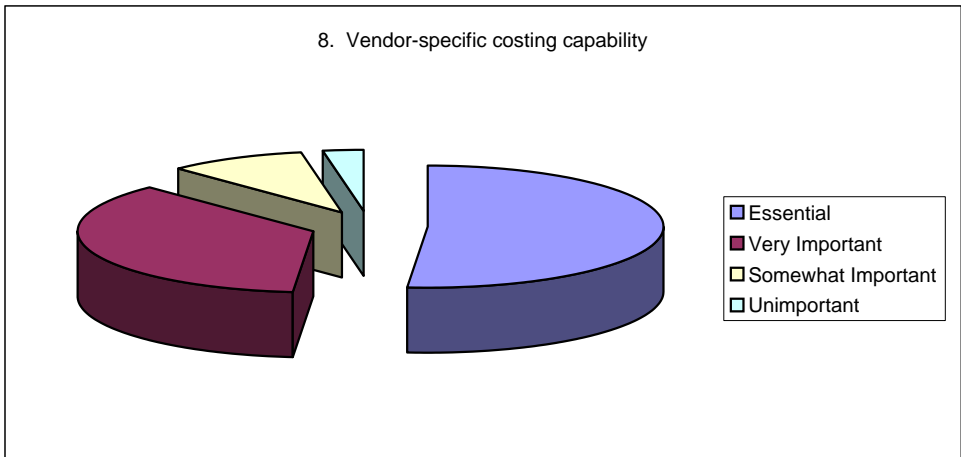
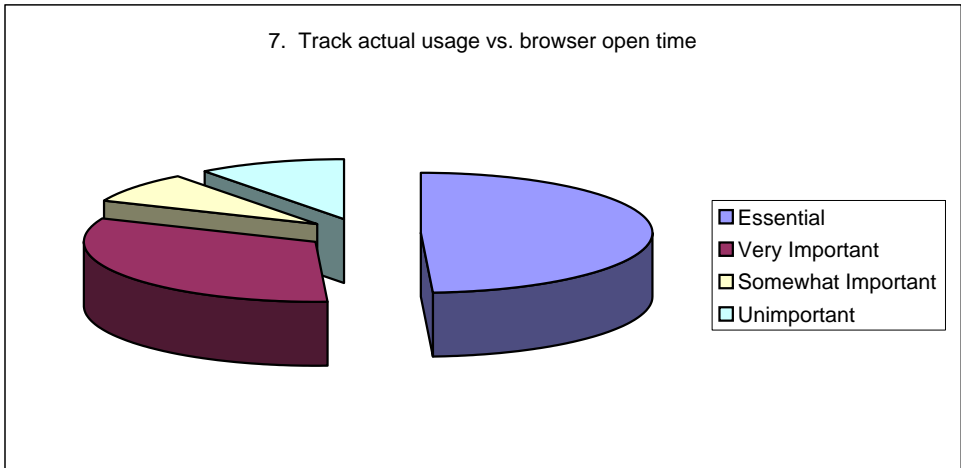
10. Please assess the importance of each factor when evaluating cost recovery technology



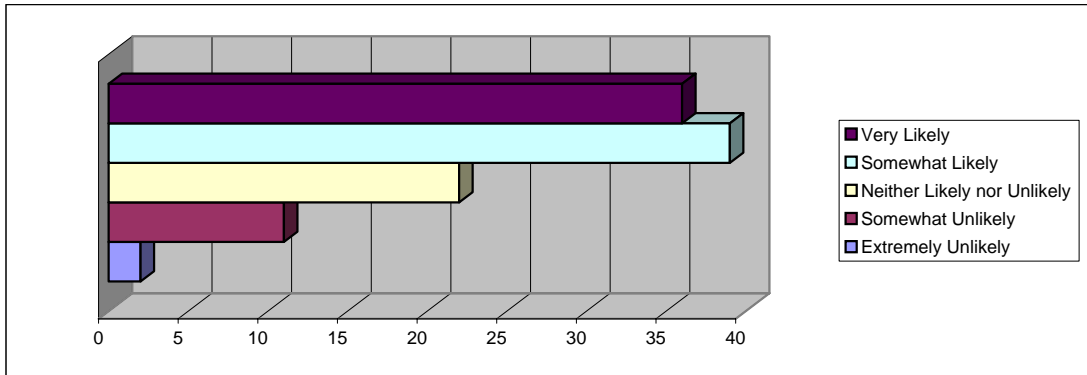
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12. Please indicate the likelihood of re-evaluating the firm's cost recovery policy in 2003



11. What improvement(s) would you most like to see in the area of online research cost recovery?

- Ability to allocate fixed rate costs to matters for which the services were used
- Transparent system that captures and allocates true cost of research
- Track individuals usage of subscription based services
- A single interface to track all services, and the ability to just monitor the usage of selected services.
- Ideally, the capability to track an individual's time in any one service or in any one URL.
- A greater profession wide acceptance of the concept.
- A single interface which would track users and require a valid client/matter number.
- Simple way to export costs into our billing system.
- Internal cost controls as important as billing clients
- Simplified billing statements
- Transactional vs hourly pricing
- Communal browser based GUI that can be accessed in real time on integrated basis over portals.
- Searching capabilities by user, session, file searched, timing and client matter.
- Task based billing - no disbursing of online charges to client. Reasonably priced "flat fee" billing
- Cost to firm primarily.
- Ability to allocate annual costs
- Some sort of "sanitized" invoice that we could give to clients who demand an invoice for things like Westlaw & LEXIS.
- Attorneys must be willing to change their billing habits, which will take a few more "generations" of law students to make it to partnership in the firm
- More accountability from vendors regarding usage.
- A popular platform that is embraced by all vendors...convince the vendors to embrace this technology..
- Easier allocation of subscription cost/averages.
- Universality
- Easier hard client matter validation entry
- Mandatory ID option, ability to capture Internet platform usage statistics
- cost-effective, fast and user friendly software for both endusers and administrators
- Better and broader contract options from online research services.
- The ability to designate which files or resources would be billable and which treated as overhead.
- Need to find a way of establishing valid usage data for BNA website materials.
- Better description of what data user searched, what terms were used, required client number or description
- Ability to transfer cost data from online system to Elite Accounting system
- More services adding the option to input billing numbers.
- The attorneys would like access to the actual searches performed for 2 months.
- Recovery costs are NOT my main concern with tracking. I need to know who's using what, how, and why.
- Required client/matter codes for all research
- Our problem is internal.....Too much online usage for nonbillable matters.
- A client tracking option in all products/services.