## Update on Westlaw AU Cases notification of 2 November 2018

Westlaw is dedicated to delivering a leading research platform and to continually enhancing the legal research experience.

We are continuing to expand our cases collection on Westlaw with the addition of approximately 30,000 new cases across Australia and New Zealand in 2018.

Over the course of 2018, we completed extensive auditing of all cases data and made various technical improvements. We have also been conducting ongoing data reprocessing of the caselaw collection, expected to be completed in February 2019.

In our quest for continuous improvement, we identified minor issues that we are actively addressing.

## 1. Westlaw case links

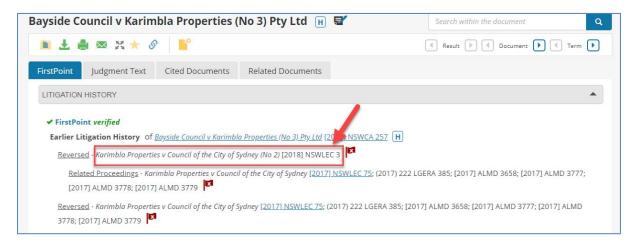
Cases on Westlaw include linked references to cited cases, citing cases and litigation history. During the cases reprocessing, some links are temporarily inactive. All case information is appearing as expected and links will be progressively restored. Some Alert24 case link functionality on Westlaw is also impacted.

Users can still perform a search for the relevant case on Westlaw (e.g. by citation, case name and other case information).

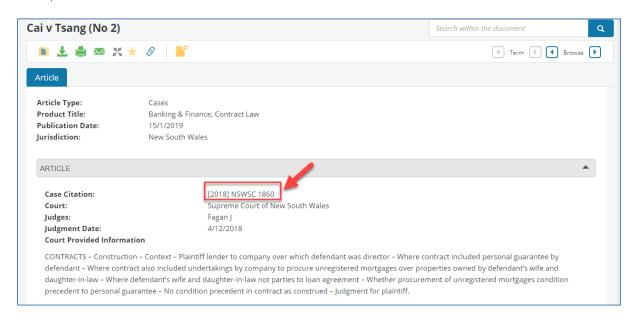
We are currently addressing these issues by:

- Updating inactive links where identified.
- Undertaking a refresh for all case reference information, including an extensive quality assurance review.

Example 1: In Litigation History



Example 2: In an Alert 24 article



## 2. Access to cases on Westlaw

In 2018 some customers reported that they were not able to access a small number of judgments on Westlaw. Our auditing and reprocessing activities have refreshed and restored cases information published on Westlaw and enabled significant performance optimisations.

We are continuing to closely monitor cases data on Westlaw.

## 3. 2019 optimisations

This year we are continuing to make significant improvements to the case research experience on Westlaw. Throughout the year we will announce changes to our user experience and speed of access to information.

If you have questions or suggestions, please contact us on <u>techcare.anz@thomsonreuters.com</u> or phone 1800 020 548.