



Frequently-Asked Questions LexisNexis® Time Matters® v11.0

General Questions

Q. What is Time Matters® Mobility?

A. Time Matters Mobility is a new service—available with v11.0—included when you subscribe to a current Time Matters Annual Maintenance Plan (AMP). Time Matters Mobility allows users to view and update basic matter information, find client contacts and enter billable time and expenses from web-based smartphones and other mobile devices.

Q. How much does Time Matters Mobility cost?

A. Time Matters Mobility is included at no additional cost as part of your AMP. However, you may incur data charges from your mobile provider when you use the service.

Q. Must I have a current Annual Maintenance Plan to get/use Time Matters Mobility?

A. Yes, Time Matters Mobility is only available to customers with a current Annual Maintenance Plan.

Q. What happens to Time Matters Mobility if I cancel or do not renew my Annual Maintenance Plan?

A. If you cancel or do not renew your AMP, you will lose access to the Time Matters Mobility service.

Q. Can I still use Time Matters Mobility if I am not on v11.0 of the software?

A. No, Time Matters Mobility only works when Time Matters v11.0 software is installed on your server.

Q. How do I get Time Matters Mobility?

A. Customers subscribed to a current Annual Maintenance Plan will be able to access Time Matters Mobility upon upgrading to v11.0, then logging in to the secure Time Matters Mobility website. You will have the same number of licenses to access Time Matters Mobility as you do for Time Matters.

Q. Can I use Time Matters Mobility if I work at multiple law firms?

- A. Yes, you can use Time Matters Mobility if you work at multiple law firms. When you log in, you will be prompted to choose the law firm most appropriate for you.

Technology Questions

Q. What mobile devices does Time Matters Mobility support?

- A. Time Matters Mobility works on most web-enabled mobile devices with an active Internet connection such as: BlackBerry®, Droid™, HTC HD7™, Apple® iPad® and Apple® iPhone®..

Q. Why is LexisNexis not pursuing device-specific applications, such as an iPhone application?

- A. Unlike a device-specific application, a web-based solution like the Time Matters Mobility service does not require data to be stored on the mobile device. As a result, the security risk to the organization is significantly less with a mobile web-based solution.

Additionally, mobile device manufacturers constantly change hardware and software platforms. A mobile web solution that only requires a browser and active Internet connection is compatible with more devices, allowing more customers to take advantage of Time Matters software on the go.

We will continue to monitor the mobile application market. Should there be significant demand for device-specific mobile applications, we will consider adding these to our portfolio.

Q. What experience does LexisNexis have in developing mobile services?

- A. LexisNexis has deep expertise in developing services for mobile devices. Lexis® Advance, the new research platform for solo attorneys and Lawyers.comSM, the number one source of legal information, are both available for iPhone and iPad.

We have collaborated with Microsoft® to build and offer the Time Matters Mobility service. Time Matters Mobility is based on the Microsoft Windows Azure™ platform, a secure cloud computing platform used by over 10,000 leading organizations, including NASA, General Mills and 3M.

Q. If Windows Azure is a cloud application, who actually “controls” the Time Matters Mobility service—do I host it, or does LexisNexis or Microsoft host it?

- A. LexisNexis hosts the Time Matters Mobility service on a secure Windows Azure server but does not store any of your data. Your data is stored only in your local Time Matters database. You do not have any additional investments to make in hardware or software to use Time Matters Mobility.

Q. Do I need to install software on the mobile device to use Time Matters Mobility?

- A. No, since Time Matters Mobility is a mobile web application, no software is required to be installed on your device. All you need is a supported mobile device with a web browser and a live Internet connection to access the service.

Security Questions

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Q. Will other individuals or firms see my data when I use Time Matters Mobility?

A. No, when you use the Time Matters Mobility service, you are creating a secure, encrypted connection to your Time Matters environment back at your office. No one else can see your data.

Q. Will my data be secure?

A. Yes, the data is compressed and encrypted using SSL from the moment the data leaves your office Time Matters environment all the way to it being shown on the mobile device. Additionally, no data is stored on the device, reducing your risk should the device be lost or stolen.

Q. How do I get rid of the data on the mobile device if that person leaves the firm?

A. No data is stored on the device, so there is nothing to remove. By disabling the user in Time Matters, you also disable that user from access to Time Matters Mobility.

Q. Will I be able to tell which records in Time Matters were added or edited by a mobile user?

A. Fields that are not accessible by the Time Matters Mobility service will be blank. Additional tracking and auditing capabilities for mobile users will be considered for a future release.

Q. If I enter time using the Time Matters Mobility service, but do not have Billing Matters®, what happens to that entry?

A. The time you enter will become a time record in Time Matters and will appear on the Time Matters Billing List. Data flow to your billing system, whether Billing Matters®, PCLaw®, Juris® or third-party system, is subject to the link being activated and managed by the specific link for the billing system.

Future Development Questions

Q. When will calendaring functionality be available in Time Matters Mobility?

A. Calendar functionality will be available in Time Matters Mobility soon after the release of Time Matters v11.0 software. You will retain the option to link with Microsoft® Outlook® or Microsoft Exchange and then to your mobile device.

Q. Does Time Matters Mobility replace the existing Time Matters mobile solutions?

A. Time Matters Mobility is not designed to replace the existing integration with Microsoft Outlook/Exchange, but provides another option to address customer need to access firm-level information, such as contacts and matters, as well as enter time and expenses when away from the office.

As we realize that our customers have different mobile access needs, we will continue to develop and enhance both solutions. Existing wired and “over-the-air” synchronizations will still be supported with Time Matters v11.0.