



LexisNexis Launches “Bill of Rights” for Legal Software Industry

Aspirational Bill of Rights and Accompanying Report Represent an Honest Self-Examination and Industry Call to Action for Improving Software for Law

LAS VEGAS, August 19, 2013 – [LexisNexis](#)® Legal & Professional, a leading provider of content and technology solutions, announced today a “Legal Software Bill of Rights” which lists 10 rights that attorneys and legal professionals should expect from software designed for the business of law. The Bill of Rights is an aspirational document unveiled at [ILTA’s 36th Annual Education Conference](#) being held in Las Vegas. An accompanying report expands on the thinking behind the document and focuses on the most common problems associated with technology in the legal space; it articulates a vision for the path forward. A copy of the Bill of Rights can be found [here](#).

“In some ways this is an indictment of everything that is wrong with the legal technology industry – and a call to action to reboot,” says Michael Lipps, vice president and managing director for the LexisNexis Business of Law Software Solutions (BLSS) business. “The legal industry is in the midst of dynamic change and as a community – customers, vendors and pundits – we need to collectively have an open dialogue about what’s working, what isn’t and what needs to change.”

The philosophy behind the Bill of Rights calls for software designed for the business of law to work the way lawyers and legal professionals work – especially in an increasingly mobile and time sensitive world. For example, the same simplicity and elegance we find in consumer technologies – from smart phones to online shopping – should be central to software developed for the legal space. Migration should be easy as well. There should be no question that the customer owns *their* data – whether it’s stored in the cloud or not. A week-long class should not be a prerequisite for gaining value from a software product.

LexisNexis is expressly committed to the legal software industry. Over the course of the last 15 months, LexisNexis has made investments in a “software center of excellence” in Cary, North Carolina, as part of its commitment to this Bill of Rights. The center of excellence brings together the vast depth and breadth of LexisNexis experience in the legal industry and has focused it on core software disciplines including product management, user experience design and customer research, along with traditional software engineering and development.

More specifically, the Business of Law Software Solutions division has taken a hard look at improving its processes for developing software. It has actively listened to the market by visiting hundreds of customers on site, hosting focus groups, through extensive survey research, and by implementing and tracking net promoter scores (NPS).

The software division has committed to several well recognized and established software best practices, from “Agile” for software development to “Lean”, or Customer Driven Innovation (CDI), for improving the speed of innovation – the results of which can be seen in both the cadence and quality of our most recent product releases.

“LexisNexis is clearly a leading product maker in the legal market and influential voice in the industry; this Bill of Rights is a transparent effort to leverage that position to continually improve our products and to challenge the industry to build better software,” said Lipps. “We are actively engaged with our customers, and with the market, through in broader market research; we’re passionate about innovation and intend for this document to be the beginning of an honest dialogue throughout the larger market.”

How can you participate?

LexisNexis welcomes market reaction and customer interaction. First, there is a survey published alongside the Bill of Rights and associated report; we intend to publish the results of the survey. These materials can be found here: www.lexisnexis.com/bill-of-rights. Second, we’ve created a hashtag for [Twitter](https://twitter.com/LNBoR) (#LNBoR) in order to group commentary together. Third, representatives from BLSS, including Michael Lipps, are on location at ILTA’s 36th Annual Educational Conference in Las Vegas at booths 621/623. In addition, Michael Lipps will present in part, this Bill of Rights in a “[LexisNexis Company Update](#)” session on August 19th at 1:00 p.m. PT in conference room Roman Ballroom II.

About LexisNexis Legal & Professional

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LexisNexis helps professionals at law firms and legal departments of all sizes manage the business element of their practice with innovative software and mobile solutions for customer relationship management, competitive intelligence gathering and assessment, time and billing management, matter management, client analysis, legal holds and more.

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