



## Veteran Paralegal Transitions to Lexis Advance®, Discovers Huge Gains in Productivity and Efficiency

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### **Eric Schloen**

**Location:** California

#### **Customer Profile:**

Eric Schloen, veteran paralegal California-based healthcare company

#### **Overview:**

When former law firm paralegal Eric Schloen took a job in a corporate legal department, he insisted his employer subscribe to the LexisNexis® services. He had experience with multiple online research services and knew that only LexisNexis was indispensable.

His decision was affirmed from day one by the industry leading customer service he received during the transition. He never looked back..

#### **Benefits:**

Now, he readily touts the benefits of the next-generation platform of Lexis Advance®:

- Nearly instantaneous access to accurate case law, regulatory information, legal commentary, litigation news and business information
- Ease of use
- Boost to productivity and efficiency—including the use of work folders to organize, customize and share key information
- Quality research that equals quality work

The new Lexis Advance platform opened up an entire new world of organization for Eric. And when he works smarter, so do the attorneys.

For more than three decades, Eric Schloen has worked as a highly regarded paralegal in both the law firm and corporate legal department environments. Few people understand the value and importance of legal research services as well as he does.

“There is no way that I could do my job without fast access to legal research services,” said Schloen, who is currently working for a California-based company that provides revenue enhancement services to health-care providers. “Prior to joining my current company in 2000, I was a paralegal for a senior partner at a major law firm that used both Westlaw® and LexisNexis® services for online legal research. I learned the pros and cons of each service and also came to appreciate how indispensable a good online legal research provider is to those of us in this line of work.”

When Schloen arrived at his current company, he sat down with his new management team and methodically laid out a compelling business case for why he needed the company to invest in a subscription to a comprehensive online legal research service.

“Everything we do for our clients has law behind it, ranging from Medicare and Medicaid to workers’ compensation and traditional health insurance,” said Schloen. “It’s my responsibility to make sure that all of our interactions with hospitals and their patients comports with legal authority according to state and federal laws.”

He also had a very clear idea of who that provider should be.

### Commitment to LexisNexis®

"I pretty much insisted that we engage LexisNexis as our legal research provider," said Schloen. "That's how important I consider the quality of the content they make available and the reliability of the service."

As he expected, LexisNexis quickly became an important partner to his company for access to a wide range of day-to-day use—case law, regulatory information, legal commentary, litigation news and business information.

"My loyalty to LexisNexis was rewarded from day one as they worked with me to make sure I had access to the content I needed in my new job," he recalled. "As with my prior experience, there were four keys to the value I realized right away from LexisNexis: the ease of use of their service; their comprehensive database for case law; the critical legal analysis they make available; and the reliability of the content they surface to make sure I have current law and court precedent in front of me."

A few years ago, Schloen's LexisNexis rep started talking to him about a next-generation legal research solution the company was developing, seeking to persuade him to give it a try.

"I've been doing this a long time—I'm now in my 60s—and I'm just very resistant to changing from something that already works for me, so I wasn't inclined to dive into a new service, even if it was from the same company I had come to know and trust," he explained. "But my rep was politely persistent, so I finally relented and agreed to check it out."

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### Discovering Lexis Advance®

The next-generation online platform would eventually become known as Lexis Advance®. Schloen was immediately struck with how simple the tool was to use, both from a visual layout and from a functionality standpoint.

With Lexis Advance, users can search confidently because they have access to content from more than 60,000 legal, news and public records sources, delivered through familiar online search filters. The service provides a more efficient and intuitive way for legal professionals to conduct their legal research, while delivering comprehensive and relevant results that can be managed, stored and accessed on demand.

Once Schloen began using Lexis Advance, he never looked back.

“The new Lexis Advance platform has opened up an entire new world of organization for me,” he said. “I now have instant access to the latest legal and regulatory information within the framework of an amazing design that was created with the idea of making it as easy to use as possible.”

**Schloen cited four specific Lexis Advance features that he has found especially valuable:**

- **Folders**—he’s able to organize his research and notes, then tailor that information to specific issues or client matters
- **Design**—“it’s incredibly easy to find relevant case law with Lexis Advance because the way everything is laid out just makes so much sense”
- **Validation**—his ability to seamlessly *Shepardize*® cases and quickly validate whether they are “good law” is tremendously useful
- **Public Records**—“Lexis Advance simply has the best tools available in the legal industry for accessing public records that are assigned to individuals in America”

## Benefits

Just a couple years after he begrudgingly gave the next-generation Lexis Advance service a try, Schloen is a true believer.

“Lexis Advance is an extraordinary online legal research service with robust content and a great design, all backed up by tremendous online tutorials and the best customer support team in our industry,” said Schloen. “The product is easy to use, easy to adapt to my own unique needs and provides me with peace of mind that I’m working with the best available legal research.”

### Schloen pointed to a few specific benefits he has realized from Lexis Advance:

#### 1. Productivity

Lexis Advance helps Schloen and his colleagues cut through the clutter during legal research and find the specific results they need as quickly as possible. Those timesavings translate into greater productivity.

#### 2. Quality

“Not only does Lexis Advance give me access to the best and most relevant legal research, but its design allows me to organize my findings in a way that helps me give better direction to our attorneys and executives,” he said. “In fact, we just recently had a situation where I was able to quickly access some legal research saved in one of my folders and get it into the hands of one of our attorneys, effectively saving him from a potential error and guiding him toward the more effective legal argument. That was all because of Lexis Advance.”

#### 3. Efficiency

Lexis Advance helps Schloen obtain comprehensive and relevant legal research—as well as valuable secondary sources, such as legal treatises in key areas of the law of relevance to his company’s clients—in a far more efficient manner than he otherwise would have.

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Schloen's appreciation for LexisNexis in general—and Lexis Advance in particular—is evident to his colleagues within his company, but he also has a constant reminder for himself every time he signs in to the service.

"I am on Lexis Advance every day, multiple times a day, and it's the core service I rely upon to do my job as well as I possibly can," said Schloen.

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**For additional information on how LexisNexis solutions can help your legal department succeed, please email [corporatelegal@lexisnexis.com](mailto:corporatelegal@lexisnexis.com).**

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