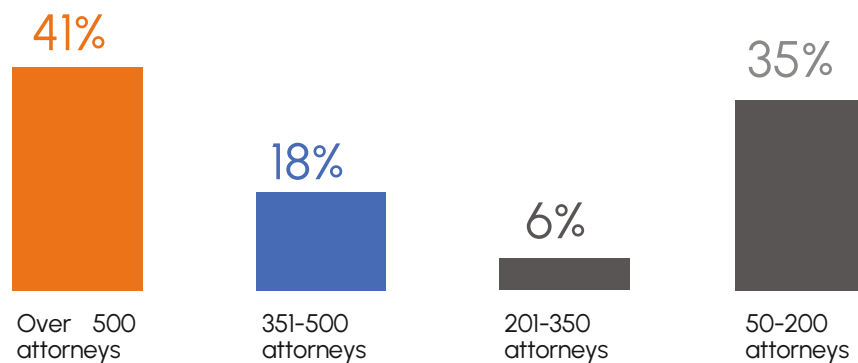


## CLIENT SATISFACTION SURVEY ANALYSIS

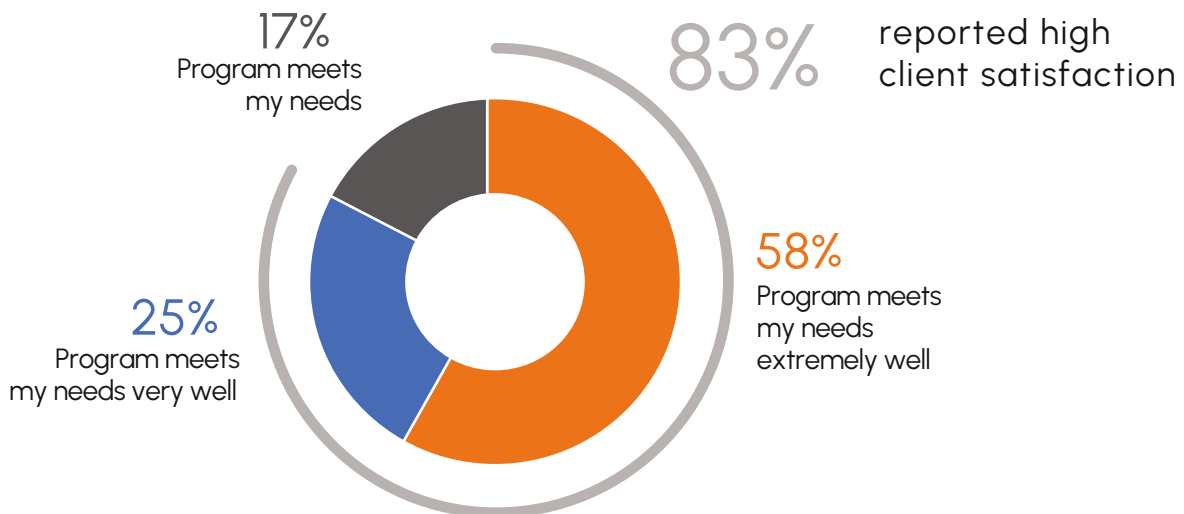
Chase Cost Management (CCM) conducted a client survey to evaluate our Electronic Information Resources program (EIR) and determine the most valued service components offered by CCM.

Respondents were from a variety of firms, including national and international legal service providers. Firm size by number of attorneys:



Survey respondent titles and departments included library director and librarian, procurement, CFO, COO and information services director.

### Client Satisfaction



Note: Not one respondent indicated the service did not meet his or her expectations.

## Primary objectives of the EIR program

The main objectives of the EIR program include:

- Existing portfolio assessment to identify savings opportunities.
- Comparison of information costs with industry trends, benchmarking contract performance for cost per unit and cost per attorney and other users.
- Re-balancing of resources and optimizing contract utilization.
- Consultancy support on evaluating new resources and technologies that support online legal research.

An overwhelming number of respondents said their main objectives are to obtain cost savings by **limiting annual increases** on information services and **gaining market intelligence** and **advice from CCMs vendor experts**.

In addition, they seek to identify cost savings by:

- Removing duplicative materials and services
- Rightsizing contracts
- Garnering strategic advice on a future library state (transition from print to digital)

## CCM service and responsiveness

Feedback on CCM's responsiveness is markedly positive, with all survey participants saying we are either extremely responsive or very responsive to their questions or concerns about resources under review.

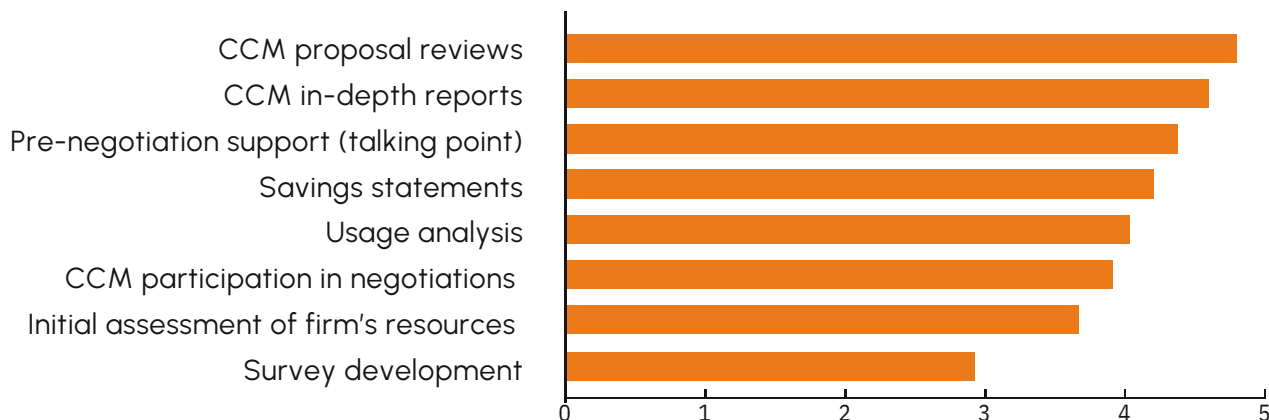
## Client satisfaction snapshot



## Likelihood of clients renewing their information resource services agreement

Over 70% of respondents indicate that they are either extremely likely or very likely to renew the information resource program with CCM, while 17% say they are somewhat likely. Not one respondent stated they would not renew.

## Level of importance to key elements of the program



## Quality of work product

CCM work product includes legal research analysis reports, one-page proposal evaluations, strategy documents, survey summary analyses and external articles or posts from CCM newsletters.



Note: Not one respondent indicated our work product was low or very low quality.

## Upcoming services based on client requests:

- Technology trends in the information resources arena
- White papers on specific procurement topics
- In-depth comparison of features (what you gain or lose choosing one service over another)
- How to reduce EIR services down to one provider
- Global focus (specific market-leading products in key European countries)

## Program Pricing and Fees

Over **81%** feel the information resource program pricing is fair.

" CCM's staff has provided high quality work for the fees that the firm will pay."

## Conclusion

Information Resource Spend Management clients are discovering value in this program and are likely to be repeat customers. New services are being evaluated by CCM's legal research group so that we may continue to innovate and add value to law firms. Meanwhile, CCM continues to serve as an experienced advisor, working diligently to control our clients' library budgets for electronic and print resources and guide research professionals through the changing markets for research tools and services.

## About Chase Cost Management

Chase Cost Management (CCM) was founded in 1998 in New York City, where it has been operating as a subsidiary of LAC Group since 2011. CCM provides strategic spend management consulting programs and services with proven results based on in-market experience, cost and spending data access, extensive vendor and SKU data, contract negotiation experience and benchmarking expertise. CCM serves Fortune 500 corporations, as well as major healthcare and biotech companies, government, law firms, universities and the pharma/bio industries.

