

THOMSON REUTERS ELITE  
SERVICES PARTNERS  
HELPFUL INFORMATION FOR  
OUR CLIENTS

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### 1. Why does Thomson Reuters Elite use Services Partners?

Elite engages Services Partners for a variety of reasons. For example, partnering allows Elite to be nimble and meet clients' services needs in as timely a manner as possible. Partners often service their own products that are resold by Elite. Elite also leverages Services Partners who are experts/specialists in certain technical areas, geographies, or products. Partners are a crucial part of Elite's global growth strategy and allow Elite to appoint our own services resources to the areas deemed most strategic.

### 2. How are Elite Services Partners chosen?

All Elite partners go through a rigorous vetting process in which Elite considers factors, including expertise, number of consultants, skill-level, specialties, reputation, location, and a host of other factors selected to ensure that we partner with the highest quality organizations.

### 3. What does Elite do to enable its Services Partners?

Elite partners have access to a variety of programs and documents designed to help them understand our products and work with our clients. These programs vary depending on the Elite product and include things such as live and Web-based training, certification programs, technical documentation, release notes, beta software, sandboxes or Elite software, APIs, SDKs, access to the Elite Support Team, and other technical resources.

### 4. Where can I see a listing of all Elite Services Partners?

All Elite clients receive a hard copy of Elite's Partner Directory via mail twice per year. A searchable online directory is regularly updated and can be found here: <http://www.elite.com/partners/directory/>.

### 5. How can a consulting firm become an Elite Services Partner?

Prospective Elite partners should visit <http://www.elite.com/partners/> to learn more about our Global Strategic Alliance Program and submit an application. Once completed, an application kicks off a vigorous vetting process during which we determine which partners best fit our needs and the needs of our clients.

### 6. What does it mean for an Elite Services Partner to become certified?

Elite offers certification opportunities for a growing list of products. In order to become certified, a partner must meet several business criteria, complete an exhaustive training program, and successfully demonstrate expertise by passing a certification exam. Certification requirements do not end there. Ongoing training and testing is required to remain certified. In short, certified partners are the best of the best and have made an investment in training and education so Elite clients can be assured they're receiving the highest quality services work available.

Some Elite products (e.g., Enterprise or MatterSphere) do not offer certification. We recognize that not all of our products are the same and Services Partner training/education needs vary widely. For an organization to become certified, it must have a minimum of three consultants. Therefore, independent consultants who may have a high level of expertise will not be eligible to complete certification.

### 7. Which Elite products have associated certification programs for Services Partners?

Today, certification is mandatory for all 3E Services Partners and is available in several areas of expertise. An optional certification program exists for our Prolaw Services Partners. We are currently developing a certification program for Design Gallery. We have determined there is no need for an Enterprise certification program, and there are no plans to develop one.

### 8. What is the difference between a Certified Services Partner and a Services Partner?

A Certified Services Partner has completed certification training or testing in the area of expertise meets the criteria as defined in Question #6 above. Services Partners (without the "certified" designation) have still been vetted for skill and expertise prior to entry into the Elite Global Strategic Alliance Program, but they have not completed certification training or testing where these are available.

### 9. Does Elite warrant services work performed at my firm by a Services Partner?

Elite stands by its products and services work performed directly by Elite. Partners are required to possess insurance and warrant their own work. Individual sales contracts should be consulted for additional details on warranties.

### 10. Does the use of an Elite Services Partner void access to my Elite support?

Clients can rest assured that they still have full and complete access to the Elite Support Team, whether the services work is performed directly by Elite or by a Services Partner. Elite stands by its products. It is important to note that all Services Partners warrant their own services work. Elite is responsible for its products and Services Partners are responsible for their own work. Individual sales contracts should be consulted for additional details on support.

### 11. What is the difference if I contract directly with an Elite Services Partner vs. contracting services through Elite (on Elite Paper) and then assigned by Elite to an Elite Services Partner?

There should be no difference in the quality of service provided by Elite or an Elite Services Partner. Elite stands behind the quality of both products and services sold by Elite. Additionally, Elite supports our partners in their efforts. However, if a client engages a partner directly and has an issue with the quality of work performed by the partner, then any recourse would be dictated by terms of the agreement between the client and partner. If the partner is unable to perform to the client's satisfaction, the client will have to seek other means to resolve the issue.

### 12. Do Elite Services Partners only perform work using Elite Paper?

No. Elite Services Partners sometimes engage in work done using Elite Paper, and other times they contract directly with the client.

**13. Are Elite Services Partners product-agnostic when it comes to recommending Elite (or other companies') products?**

While we are confident that we offer the best products on the market, Elite does not require or incent its Services Partners to recommend Elite products to mutual clients. However, an Elite partner might do business with another organization that does business differently. Clients should always feel comfortable in asking an Elite Services Partner about any potential relationships that might impact or influence a product recommendation.

**14. How can I share feedback with Elite on the performance of an Elite Services Partner?**

You can send feedback to [elite.globalstrategicalliances@thomsonreuters.com](mailto:elite.globalstrategicalliances@thomsonreuters.com).

**15. Is Elite serious about partnering?**

Absolutely. Elite has numerous staff, including alliance management and services professionals that are dedicated to partner enablement, education, training, contracts, scheduling, marketing, and many other functions. We are also a proud member of the [Association of Strategic Alliance Professionals](#).