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

2. How are Thomson Reuters Legal Implementation Partners chosen?
All Thomson Reuters Legal Partners go through a rigorous vetting process in which we consider 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 Thomson Reuters do to enable its Implementation Partners?
Thomson Reuters Legal 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 Thomson Reuters product and include things such as live and web-based training, certification programs, technical documentation, release notes, beta software, or Thomson Reuters software, APIs, SDKs, and access to technical resources.

4. Where can I see a listing of all Thomson Reuters Legal Implementation Partners?
A searchable online guide is regularly updated and can be found here: http://www.elite.com/tr-elite-partner-program/directory/.

5. How can a consulting firm become a Thomson Reuters Legal Implementation Partner?
Prospective Thomson Reuters Legal Partners should visit http://www.elite.com/tr-elite-partner-program/ to learn more about our Partner 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 a Thomson Reuters Legal Implementation Partner to become certified?
Thomson Reuters 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 Thomson Reuters clients can be assured they’re receiving the highest quality services work available.

Some Thomson Reuters products (e.g., Enterprise® or 3E® MatterSphere®) do not offer certification. We recognize that not all of our products are the same and Implementation 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 Thomson Reuters products have associated certification programs for Implementation Partners?
Today, certification is mandatory for all 3E Implementation Partners and is available in several areas of expertise. An optional certification program exists for our ProLaw® Implementation Partners. We are currently developing a certification program for 3E Templates™ (formerly 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 Implementation Partner and an Implementation Partner?
A Certified Implementation Partner has completed certification training or testing in the area of expertise meets the criteria as defined in Question #6 above. Implementation Partners (without the “certified” designation) have still been vetted for skill and expertise prior to entry into the Thomson Reuters Legal Partner Program, but they have not completed certification training or testing where these are available.

9. Does Thomson Reuters warrant services work performed at my firm by a Implementation Partner?
Thomson Reuters stands by its products and services work performed directly by us. 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 a Thomson Reuters Legal Implementation Partner void access to my Thomson Reuters support?
Clients can rest assured that they still have full and complete access to the Thomson Reuters Support Team, whether the services work is performed directly by Thomson Reuters or by an Implementation Partner. Thomson Reuters stands by its products. It is important to note that all Thomson Reuters Legal Implementation Partners warrant their own services work. Thomson Reuters is responsible for its products, and Thomson Reuters Legal Implementation 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 a Thomson Reuters Legal Implementation Partner vs. contracting services through Thomson Reuters (on Thomson Reuters Paper) and then am assigned by Thomson Reuters to a Thomson Reuters Legal Implementation Partner?
There should be no difference in the quality of service provided by Thomson Reuters or a Thomson Reuters Legal Implementation Partner. We stand behind the quality of both products and services sold by Thomson Reuters. Additionally, we support 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 Thomson Reuters Legal Implementation Partners only perform work using Thomson Reuters Paper?

No. Thomson Reuters Legal Implementation Partners sometimes engage in work done using Thomson Reuters Paper, and other times they contract directly with the client.

13. Are Thomson Reuters Legal Implementation Partners product-agnostic when it comes to recommending Thomson Reuters (or other companies’) products?

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

14. How can I share feedback with Thomson Reuters on the performance of a Thomson Reuters Legal Implementation Partner?

You can send feedback to elitepartnerprogram@thomsonreuters.com.

15. Is Thomson Reuters serious about partnering?

Absolutely. Thomson Reuters 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.