

2021

ACC LEGAL OPERATIONS

Who Uses What Legal Technology?

SURVEY RESULTS

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Introduction

In 2018, the Tools & Technology Interest Group of the ACC Legal Operations section distributed a survey with the purpose of providing a reference guide of the technology tools being used by members to support their legal departments' work. The positive reception that the report received and its usefulness to legal ops members paved the way to replicate and update this insightful resource in 2021.

Given the incredibly fast pace at which new technology developments occur, it is not surprising that the list of technology areas that are applicable to the legal function has increased since 2018, resulting in this survey inquiring about the following 26 technology domains – up from 22.

Artificial Intelligence (AI)	eDiscovery: Processing/Analysis	Patent Search
Board Portals	eDiscovery: Review/Production	Project Management Software
Business Intelligence (BI)	eSignature	Record Management
Compliance Office	Integration	Tracking Records & Boxes
Contract Management	IP Management	Retention Schedule Management
Corporate Secretary	Knowledge Management Software	Retention Period Enforcement
Document Comparison	Legal Hold	Remote Connectivity
Document Management	Legal Research Services	Survey/Information Gathering
eBilling	Matter Management	Workflow Tools
eDiscovery: Identification/ Preservation/Collection	Online Virtual Data Room Repositories	

In addition to providing a summary of the use of technology within legal departments, one of the goals of the report is to facilitate conversations among ACC Legal Operations members willing to discuss the utility and effectiveness of the technology tools that they are using. A directory of participants who were willing to provide their contact information is included for this purpose, as well as a comprehensive list of which companies use what technology tools to identify peers. ***This directory is for ACC members only for peer conversation purposes; it should not be forwarded to others.***

We want to warmly thank the participants in 121 legal departments who took the time to complete the survey and are willing to engage in constructive discussions on the pros and cons of such a wide range of available technology solutions to the benefit of all ACC Legal Operations members.

ACC Research
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Survey and Report Details

Report Structure

The report includes 26 technology areas covering diverse functions, practices, and processes in the corporate legal department. Detailed descriptions for each technology area are provided in the following section.

The technology descriptions are followed by a chart that reports the percentage of respondents that indicated using each of the 26 technology areas in their corporate legal department. Technology usage varies widely, from 77 percent of participants utilizing eSignature tools to 17 percent that reported using patent search software.

The core section of the report provides a detailed breakdown of each technology area by listing which specific tools or software participants are using. For each technology area, we also provide a comprehensive list of the tools used by participants, including which participants use each technology tool.

Survey Methodology

Survey instrument. The survey questionnaire was offered through an online survey platform. Personalized survey links were sent by email to the target population, which allowed participants to save their responses and fill out the questionnaire in more than one sitting, if needed.

Fielding period. The survey opened on October 28, 2020 and closed on December 9, 2020. Reminder emails were sent weekly.

Target population. We targeted ACC Legal Operations members.

Participation. A total of 121 legal departments participated.

Data accuracy. Not all respondents answered all questions. The percentages provided are based on the number of valid responses received for each individual question. Many survey questions offered the opportunity to select multiple response options. In those cases, percentages may not total to 100 percent. Some participants chose not to reveal their organization's name and is not listed in the "Who Uses What" section. Therefore, the number of company names listed may not always match up with the number totals listed in the preceding bar charts.

Technology Area Descriptions

Artificial Intelligence Tools: Used to discover and communicate meaningful patterns in data, and is most commonly used in due diligence, compliance, and contract and document management.

Board Portals: Collaborative software solutions that help manage and distribute board meeting materials as well as facilitate corporate leadership communication.

Business Intelligence Software: Used to gather and analyze data about your legal functions. Examples of data that can be analyzed includes legal spend, legal case data allows, and eDiscovery metrics. It typically provides dashboard, report creation, or other methods to represent data in various formats.

Compliance Office Tools: Used for policy, risk, incident and procedure oversight and management.

Contract Management Tools: Used to support contract lifecycle management, including requesting, authoring, negotiating, approving, signing, analyzing and storing contracts.

Corporate Secretary Tools: Used to manage board governance cycles including online board books, event scheduling, collaboration and reporting.

Document Comparison Tools: Used to identify changes between two versions of the same document for the purposes of document editing and review.

Document Management Tools: Used to manage, track and store digital documents and email, and reduce paper.

eBilling Tools: Used to electronically submit and review invoices from outside counsel or other external entities over the internet to organizations and support the processing of invoice payments electronically.

eDiscovery Tools - Identification/Preservation/Collection Tool(s): Used to identify, preserve, collect, analyze, process and/or review data for discovery in legal proceedings and support the phases of the Electronic Discovery Reference Model.

eDiscovery Tools - Processing/Analysis Tool(s): Used to support processing and analysis of electronic discovery in legal functions.

eDiscovery - Review/Production Tool(s): Used to support review and production of electronic discovery in legal functions.

eSignature Tools: Used for electronic sending, signing and managing of agreements.

Integration Tools: Used to provide a way to connect and manage software applications and automate a variety of critical business processes.

IP Management Tools: Used to track and manage IP portfolios (Patents and Trademarks), provide deadline and docketing support, which incorporates workflow for proper IP management and process annuity payments.

Knowledge Management Software: Used to identify, save and index prior work product and knowledge, to be used as a resource for future matters and projects.

Legal Hold Tools: Used to automate and manage the entire process of legal hold notifications, and supports tracking of responses, interviews, reminders, and escalations.

Legal Research Services Tools: These assist attorneys and paralegals research case law, statutes and regulations.

Matter Management Tools: Used to manage and track legal matters, day-to-day matter work and matter budgets.

Online Virtual Data Room Repositories: Used as part of due diligence and acquisition activities to allow the secure exchange of information between the parties.

Patent Search Tools: Patent research and analytics platform which provides access to published patents and scientific literature worldwide.

Project Management Software: Tools designed to assist a project manager in developing a schedule, assigning resources to tasks, tracking progress, managing budgets, and analyzing workloads.

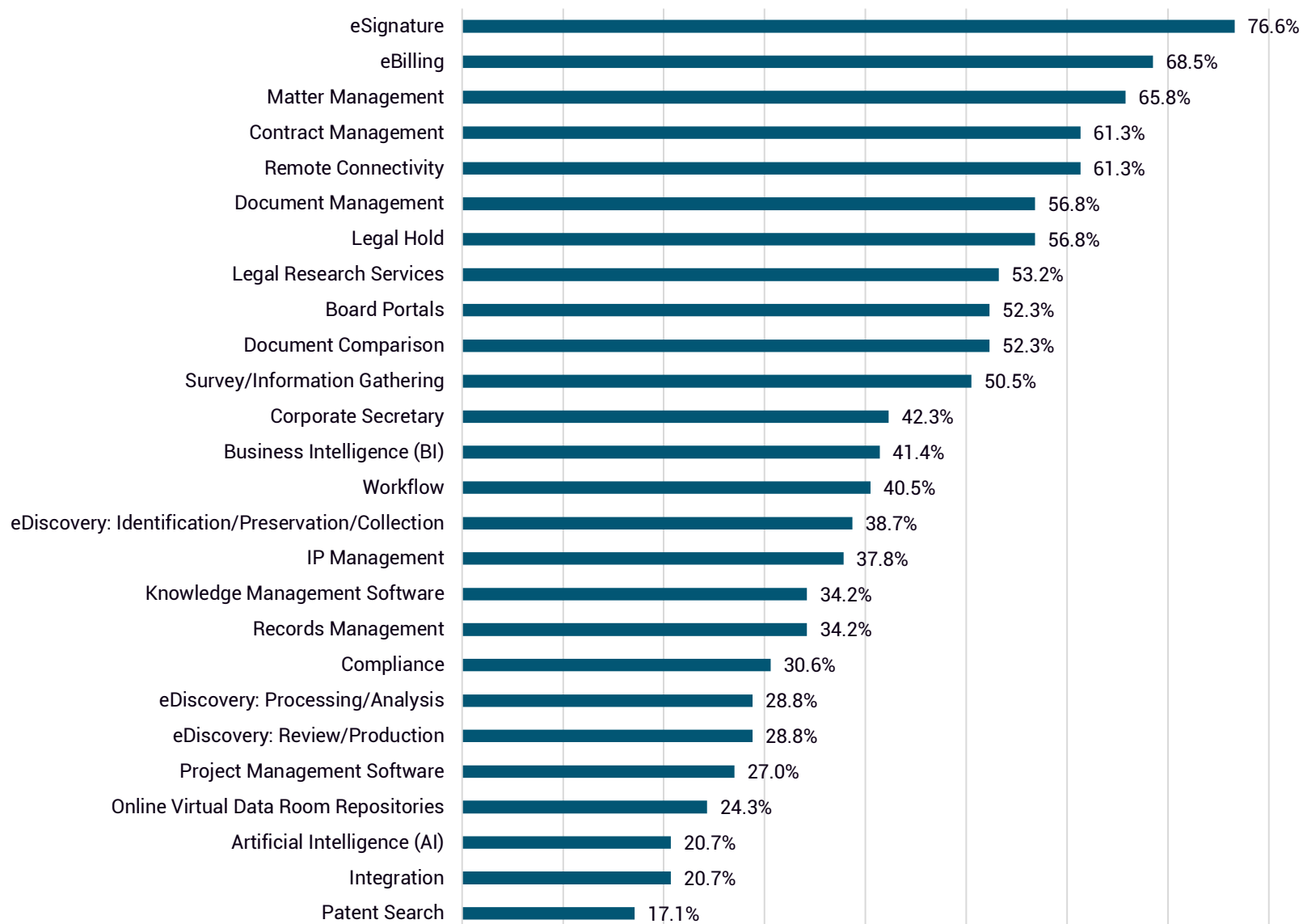
Record Management: Used to manage your inventory of records.

Remote Connectivity Tools: These allow users to communicate and access the systems they need when not physically in the office.

Survey/information Gathering Software: Used to collect information from specific groups of respondents, and usually feature software assistance throughout the process, from creation through results analysis.

Workflow Tools: Used to automate business processes.

Technology Areas Used by Participating Organizations



Technology Areas by Tools and Who Uses What

This section provides a detailed breakdown of each of the 26 technology areas that we inquired about. Each chart indicates the number of specific technology tools or software that was listed in the survey questionnaire, the number of tools selected by participants, and the number of companies that selected any of the listed tools. Participants were allowed to select more than one tool for each area to capture situations in which multiple tools are used in a particular area.

The bar charts report the list of technology tools in each area by their usage rate, sorted from the most selected tool to the least selected. We do not include in the chart the tools that were not selected by any participant, but we list them separately at the bottom of each figure.

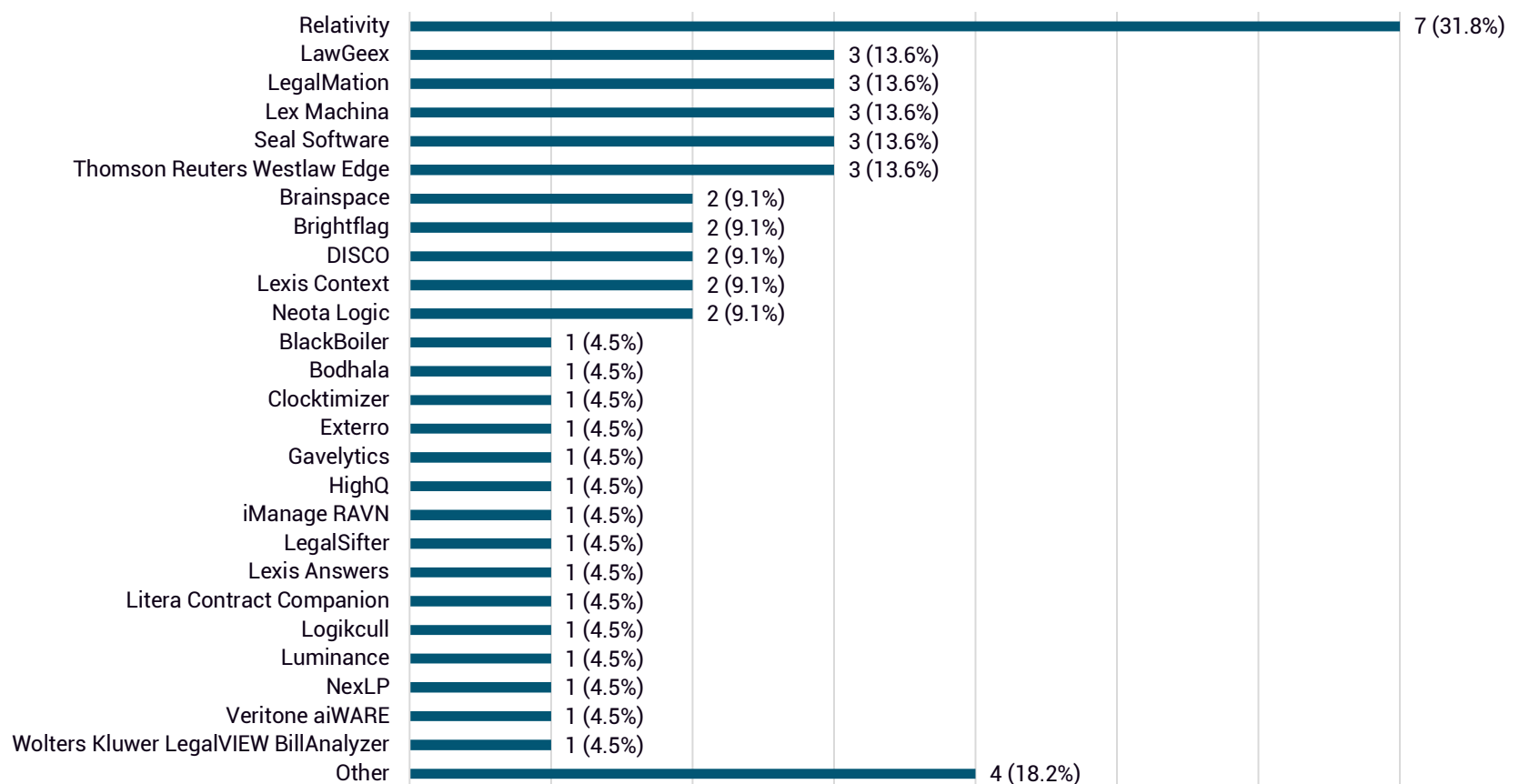
The charts report the number of companies that use each technology tool or software and the corresponding usage percentage. The percentage reported is based on the number of companies that use each technology area, not the overall respondents. For example, 22 companies reported using artificial intelligence (AI) tools and seven of them selected Relativity, which means that 31.8 percent of companies that use artificial intelligence (AI) tools use Relativity.

For each technology area, the *Who Uses What?* section provides a list of all technology tools selected by survey participants, including those who utilize other, non-listed tools. Each tool is associated with the name of participating organizations which reported using that tool. Organization names highlighted in blue indicate that the contact information for that participant is available in the organization directory included at the end of the report.

Artificial Intelligence (AI) Tools

Used to discover and communicate meaningful patterns in data, and is most commonly used in due diligence, compliance, and contract and document management.

Tools listed in the survey: **51** Tools selected: **26** Companies using these tools: **22**



Tools not selected: Ayfie, Blue J Legal, Casepoint, Casetext CARA, Digitory Legal, Docket Alarm, eBrevia, Everlaw, Headnote, IBM Watson Outside Counsel, JustisOne, Kim Technologies, Kira Systems, Legal Decoder, Manzama Insights, Mplace, Nalytics, Ping, Premonition, ROSS Intelligence, Text IQ, ThoughtRiver, vLex, Wolters Kluwer Intelligent Invoice Conversion, Zero

Who Uses What?

BlackBoiler: [TE Connectivity](#)

Bodhala: TransUnion

Brainspace: [Oracle](#), Liberty Mutual Group

Brightflag: [lopco](#), Bristol-Myers Squibb

Clocktimizer: [lopco](#)

DISCO: [Fannie Mae](#), Lyft

Exterro: [Oracle](#)

Gavelytics: Liberty Mutual Group

HighQ: [Quadspire Technologies, Inc.](#)

iManage: RAVN, [Fannie Mae](#)

LawGeex: [AbbVie](#), eBay, Inc., Liberty Mutual Group

LegalMation: [Target Corporation](#), Liberty Mutual Group

LegalSifter: Plex Systems, Inc., Liberty Mutual Group

Lex Machina: [Travelers Insurance](#)

Lexis Answers: Bristol-Myers Squibb

Lexis Context: Bristol-Myers Squibb

Litera Contract: Companion, Bristol-Myers Squibb

Logikcull: Twilio Inc.

Luminance: Liberty Mutual Group

Neota Logic: [Travelers Insurance](#), Liberty Mutual Group

NexLP: [Oracle](#)

Relativity: [AbbVie](#), [Boston Scientific](#), [Campbell Soup Company](#), [Fannie Mae](#), [International Paper Company](#), [Oracle](#)

Seal Software: [DocuSign](#), [lopco](#), Lyft

Thomson Reuters: Westlaw Edge, [Campbell Soup Company](#), Liberty Mutual Group, [Quadspire Technologies, Inc.](#)

Veritone aiWARE: [Oracle](#)

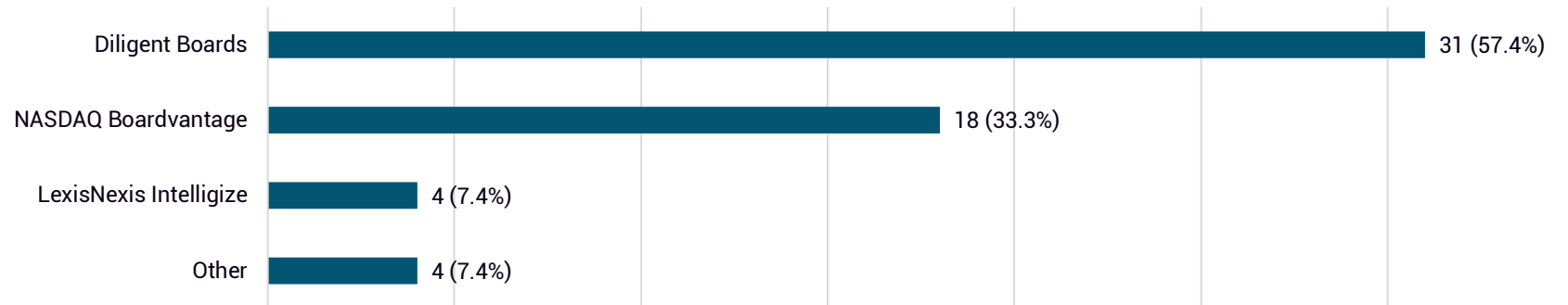
Wolters Kluwer: LegalVIEW BillAnalyzer, [International Paper Company](#)

Other AI tools reported: Home Grown (Dassault Systemes Americas Corp.), Knowable ([AbbVie](#)), LinkSquares (Twilio Inc.), Microsoft
O365 (FedEx)

Board Portals

Collaborative software solutions that help manage and distribute board meeting materials as well as facilitate corporate leadership communication.

Tools listed in the survey: **3** Tools selected: **3** Companies using these tools: **54**



Who Uses What?

Diligent Boards: Allianz Life Insurance Co. of North America, AppFolio, Inc., British Columbia Investment Management Corporation, Blackbaud, Inc., Boston Scientific, Campbell Soup Company, CoreCivic, Discover Financial Services, DocuSign, Emera, Inc., Empower Retirement, Fannie Mae, Farm Credit Mid-America, FloQast, Inc., FMC Corporation, Hagerty, Idexx Laboratories, Inc., IHG, Ingram Micro Inc., Lyft, Mass General Brigham, MassMutual, Merck & Co., Inc., Meredith Corporation, Milliken & Company, Securian Financial Group, Inc., SPX Corporation, TIAA, Twilio, Inc., US Foods, Inc., World Wide Technology

LexisNexis Intelligize: Biz Law Consult Myanmar, Mutual of Omaha Insurance Co., Target Corporation

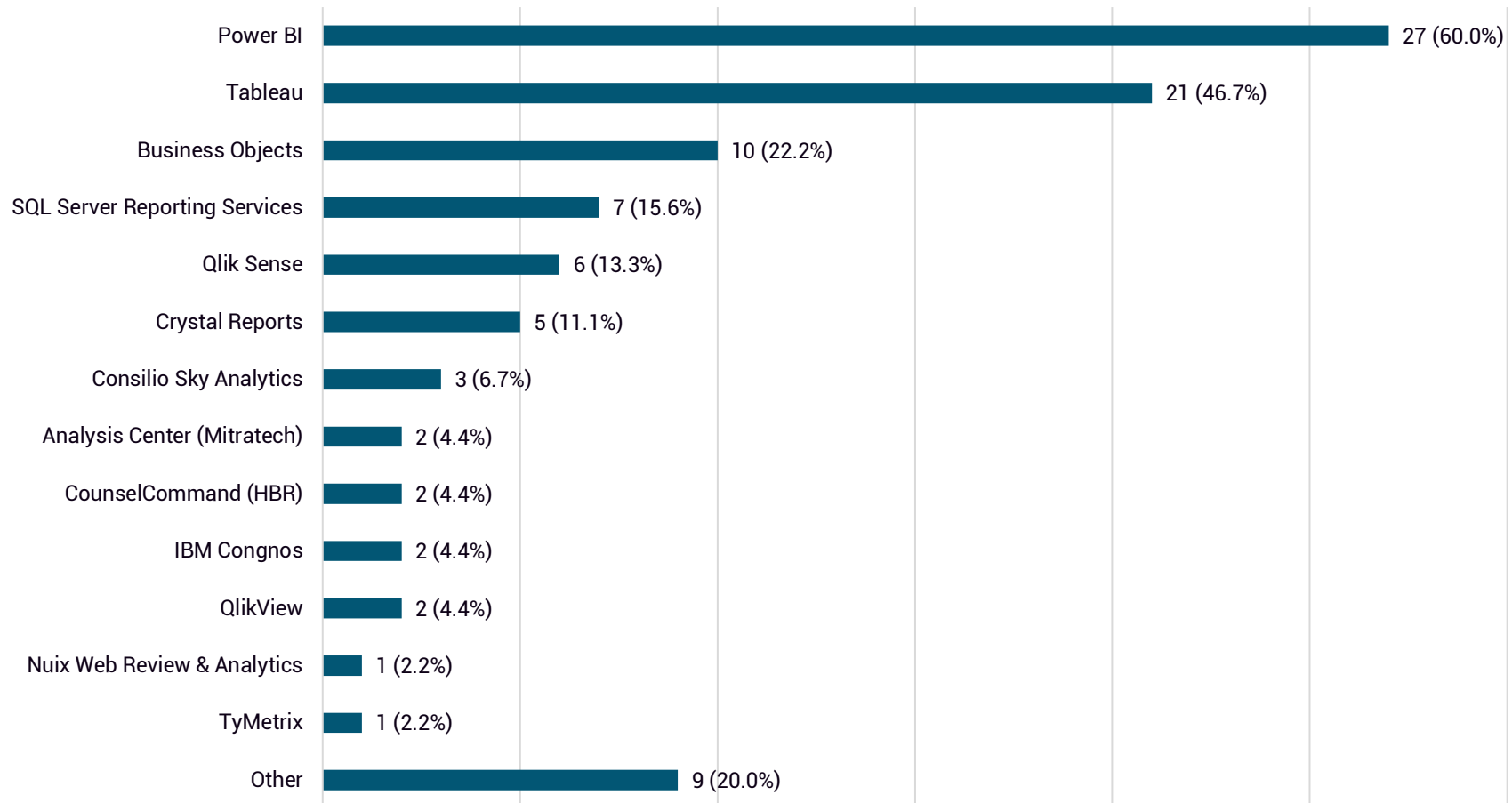
NASDAQ Boardvantage: Abbott Laboratories, AbbVie, Align Technology Inc., CDW Corporation, DaVita Inc., Hearst, Hewlett Packard Enterprise, International Paper Company, Levi Strauss & Co., McKesson, Mutual of Omaha Insurance Co., Root Insurance Co., Target Corporation, TIAA, Travelers Insurance, Walgreen Co., Xerox Office of General Counsel

Other board portals reported: Aprio (Coast Capital Savings Credit Union), BoardEffect (Western Governors University), iBabs (De Lage Landen Financial Services, Inc)

Business Intelligence (BI) Software

Used to gather and analyze data about your legal functions. Examples of data that can be analyzed include legal spend, legal case data allows, and eDiscovery metrics. It typically provides dashboard, report creation, or other methods to represent data in various formats.

Tools listed in the survey: **14** Tools selected: **13** Companies using these tools: **45**



Tool not selected: Sybase IQ

Who Uses What?

Analysis Center (Mitrtech): Abbott Laboratories, [CDW Corporation](#)

Business Objects: Abbott Laboratories, [Biz Law Consult Myanmar](#), [John Deere Financial](#), [FedEx Ground Package Systems, Inc.](#), [Hewlett Packard Enterprise](#), [Iopco](#), [MassMutual](#), [Purdue Pharma LLP](#), [Xerox Office of General Counsel](#)

Consilio Sky Analytics: [Bristol-Myers Squibb](#), [MassMutual](#), [TIAA](#)

CounselCommand (HBR): [Hewlett Packard Enterprise](#), [Oracle](#)

Crystal Reports: [Abbott Laboratories](#), [Biz Law Consult Myanmar](#), [Electrolux Corporation](#), [Hewlett Packard Enterprise](#), [Purdue Pharma LP](#)

IBM Congnos: [AbbVie](#), [Liberty Mutual Group](#)

Nuix Web Review & Analytics: [Abbott Laboratories](#)

Power BI: [Align Technology Inc.](#), [Allianz Life Insurance Company of North America](#), [Archer-Daniels-Midland Company](#), [Arrow Electronics, Inc.](#), [CDW Corporation](#), [De Lage Landen Financial Services, Inc.](#), [Electrolux](#), [Emerson Corporation](#), [Expedia](#), [Fannie Mae](#), [FedEx Ground Package System, Inc.](#), [Hearst](#), [Heico Companies, L.L.C.](#), [Hewlett Packard Enterprise](#), [Idexx Laboratories, Inc.](#), [International Paper Company](#), [Liberty Mutual Group](#), [McKesson](#), [PPL Services Corporation](#), [PTC Therapeutics, Inc.](#), [Purdue Pharma LP](#), [Quadspire Technologies, Inc.](#), [Resurgent Capital Services, LP](#), [TriNet USA, Inc.](#), [UnitedHealth Group](#), [Walgreen Co.](#)

Qlik Sense: [Abbott Laboratories](#), [Arrow Electronics, Inc.](#), [De Lage Landen Financial Services, Inc.](#), [Hewlett Packard Enterprise](#), [Iopco](#), [Travelers Insurance](#)

QlikView: [De Lage Landen Financial Services, Inc.](#), [Hewlett Packard Enterprise](#)

SQL Server Reporting Services: [AbbVie](#), [Electronic Arts Inc.](#), [Hewlett Packard Enterprise](#), [Idexx Laboratories, Inc.](#), [Resurgent Capital Services, LP](#), [UnitedHealth Group](#), [Xerox Office of General Counsel](#)

Tableau: [Allianz Life Insurance Company of North America](#), [Archer-Daniels-Midland Company](#), [Bristol-Myers Squibb](#), [Coast Capital Savings Credit Union](#), [Cvent](#), [John Deere Financial](#), [Electronic Arts Inc.](#), [Expedia](#), [Fannie Mae](#), [Hearst](#), [Hewlett Packard Enterprise](#), [Idexx Laboratories, Inc.](#), [International Paper Company](#), [Iopco](#), [Lyft](#), [MassMutual](#), [McKesson](#), [TriNet USA, Inc.](#), [UnitedHealth Group](#), [Xerox Office of General Counsel](#)

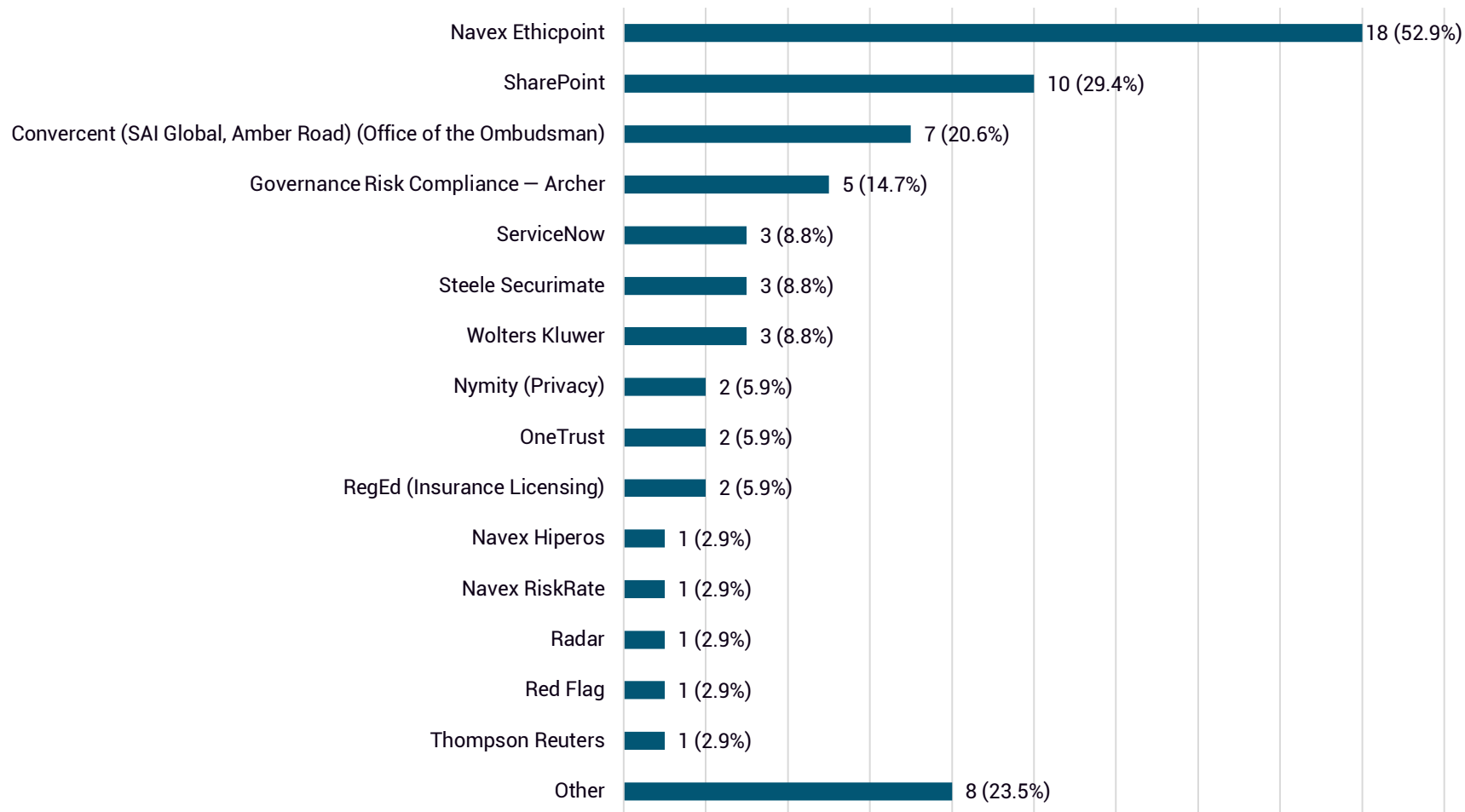
TyMetrix: [International Paper Company](#)

Other BI software reported: [CounselLink \(Electrolux\)](#), [Domo \(Target Corporation\)](#), [Home Grown \(Dassault Systemes Americas Corp.\)](#), [Mode \(Lyft\)](#), [Onit \(Bristol-Myers Squibb\)](#), [Oracle BI \(Oracle\)](#), [SiSense \(Xerox Office of General Counsel\)](#), [TR Monitor Suite \(Quadspire Technologies, Inc.\)](#)

Compliance Office Tools

Used for policy, risk, incident and procedure oversight and management.

Tools listed in the survey: **19** Tools selected: **15** Companies using these tools: **34**



Tools not selected: Assert Compliance, Insource, InTouch (Ethix360), OpenPages

Who Uses What?

Convercent (SAI Global, Amber Road) (Office of the Ombudsman): AppFolio, Inc., Campbell Soup Company, Emerson Corporation, FMC Corporation, International Paper Company, Purdue Pharma LP, TE Connectivity

Governance Risk Compliance – Archer: Emerson Corporation, Liberty Mutual Group, McKesson, Travelers Insurance, UnitedHealth Group

Navex Ethicpoint: Abbott Laboratories, Archer-Daniels-Midland Company, Align Technology Inc., Arrow Electronics, Inc., Campbell Soup Company, CDW Corporation, DocuSign, FMC Corporation, Ingram Micro Inc., Levi Strauss & Co., McKesson, Oracle, SPX Corporation, Target Corporation, Travelers Insurance, UnitedHealth Group, US Foods, Inc., Walgreen Co.

Navex Hiperos: US Foods, Inc.

Nymity (Privacy): Levi Strauss & Co., Liberty Mutual Group

Radar: Venerable

Red Flag: CDW Corporation

RegEd (Insurance Licensing): Allianz Life Insurance Company of North America, Venerable

ServiceNow: CDW Corporation, FMC Corporation, McKesson

SharePoint: Arrow Electronics, Inc., BearingPoint, British Columbia Investment Management Corporation, CDW Corporation, FMC Corporation, Ingram Micro Inc., McKesson, Oklahoma Gas & Electric Co., UnitedHealth Group, Venerable

Steele Securimate: Arrow Electronics, Inc., DocuSign, TE Connectivity

Thompson Reuters: Abbott Laboratories

OneTrust: Hewlett Packard Enterprise, Levi Strauss & Co.

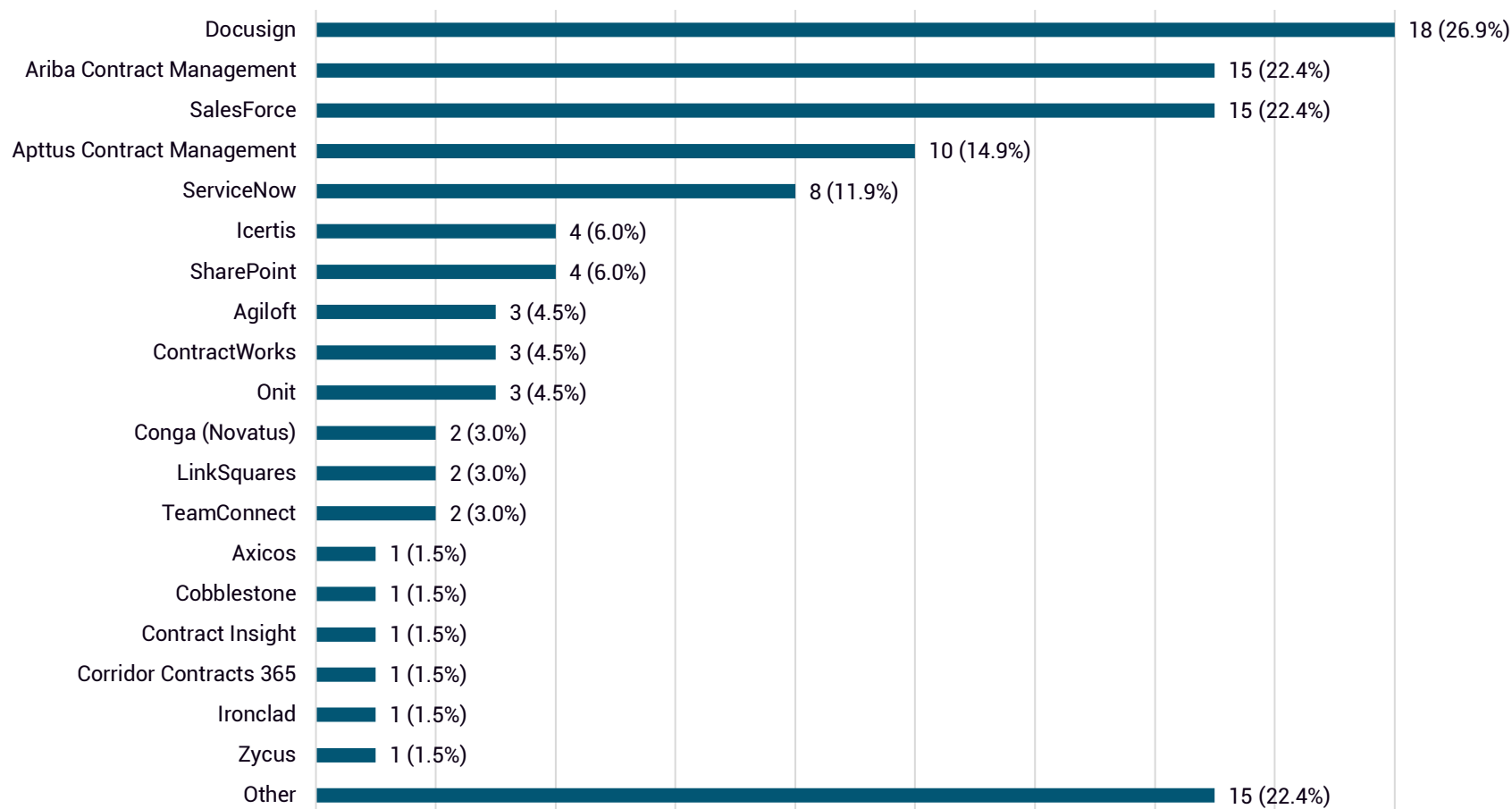
Wolters Kluwer: Allianz Life Insurance Company of North America, Liberty Mutual Group, Securian Financial Group, Inc.

Other compliance office tools reported: AuditBoard (Emera Inc.), Dow Jones (TOTAL S.A.), Dow Jones KYBP (Know Your Business Partner) (FMC Corporation), GAN Integrity & LRN Training Software (SPX Corporation), Gartner (Arrow Electronics, Inc.), Integrity Interactive (Campbell Soup Company), iSight (Hewlett Packard Enterprise), Onit (Archer-Daniels-Midland Company), RiskWorks (Fannie Mae)

Contract Management Tools

Used to support contract lifecycle management, including requesting, authoring, negotiating, approving, signing, analyzing, and storing contracts.

Tools listed in the survey: **29** Tools selected: **19** Companies using these tools: **67**



Tools not selected: Axiom/IRIS, Axserion, Beams Platform, Contract Logix, DocJuris, ICSA Software Blueprint, Laserfiche, Rights Logic, Selectica, Wolters Kluwer CLM Matrix

Who Uses What?

Agiloft: [CDW Corporation](#), [Hagerty](#), [PTC Therapeutics, Inc.](#)

Apttus Contract Management: [Abbott Laboratories](#), [AbbVie](#), [CoreCivic](#), [DaVita Inc.](#), [Hewlett Packard Enterprise](#), [Levi Strauss & Co.](#), [McKesson](#), [TriNet USA, Inc.](#), [Twilio Inc.](#), [Xerox Office of General Counsel](#)

Ariba Contract Management: [AbbVie](#), [Align Technology Inc.](#), [Bristol-Myers Squibb](#), [Boston Scientific](#), [Campbell Soup Company](#), [Discover Financial Services](#), [eBay Inc.](#), [FMC Corporation](#), [Hewlett Packard Enterprise](#), [McKesson](#), [Milliken & Company](#), [Purdue Pharma LP](#), [Travelers Insurance](#), [Volvo Group](#)

Cobblestone: [University of Central Florida](#)

Conga (Novatus): [Venerable](#), [Emera Inc.](#)

Contract Insight: [Biz Law Consult Myanmar](#)

Corridor Contracts 365: [PTC Therapeutics, Inc.](#)

Docusign: [Allen Institute](#), [BearingPoint](#), [CoreCivic](#), [DocuSign](#), [eBay Inc.](#), [Emerson Corporation](#), [Hagerty](#), [Idexx Laboratories, Inc.](#), [Liberty Mutual Group](#), [Lyft](#), [PTC Therapeutics, Inc.](#), [Quadspire Technologies, Inc.](#), [TriNet USA, Inc.](#), [Twilio Inc.](#), [UnitedHealth Group](#), [US Foods, Inc.](#)

Icertis: [AbbVie](#), [Iopco](#), [US Foods, Inc.](#), [World Wide Technology](#)

Ironclad: [Lyft](#)

LinkSquares: [Red Canary, Inc.](#), [Twilio Inc.](#)

Onit: [Archer-Daniels-Midland Company](#), [McKesson](#)

SalesForce: [Au10tix](#), [CoreCivic](#), [Elbit Systems Ltd.](#), [Electronic Arts Inc.](#), [Hewlett Packard Enterprise](#), [Idexx Laboratories, Inc.](#), [Lyft](#), [McKesson](#), [Plex Systems, Inc.](#), [Quadspire Technologies, Inc.](#), [TriNet USA, Inc.](#), [Twilio Inc.](#), [UnitedHealth Group](#), [US Foods, Inc.](#)

ServiceNow: [Align Technology Inc.](#), [Allianz Life Insurance Company of North America](#), [Biz Law Consult Myanmar](#), [Liberty Mutual Group](#), [TriNet USA, Inc.](#), [UnitedHealth Group](#), [Western Governors University](#)

SharePoint: [Allen Institute](#), [British Columbia Investment Management Corporation](#), [Coast Capital Savings Credit Union](#), [Farm Credit Mid-America](#)

TeamConnect: [US Foods, Inc.](#)

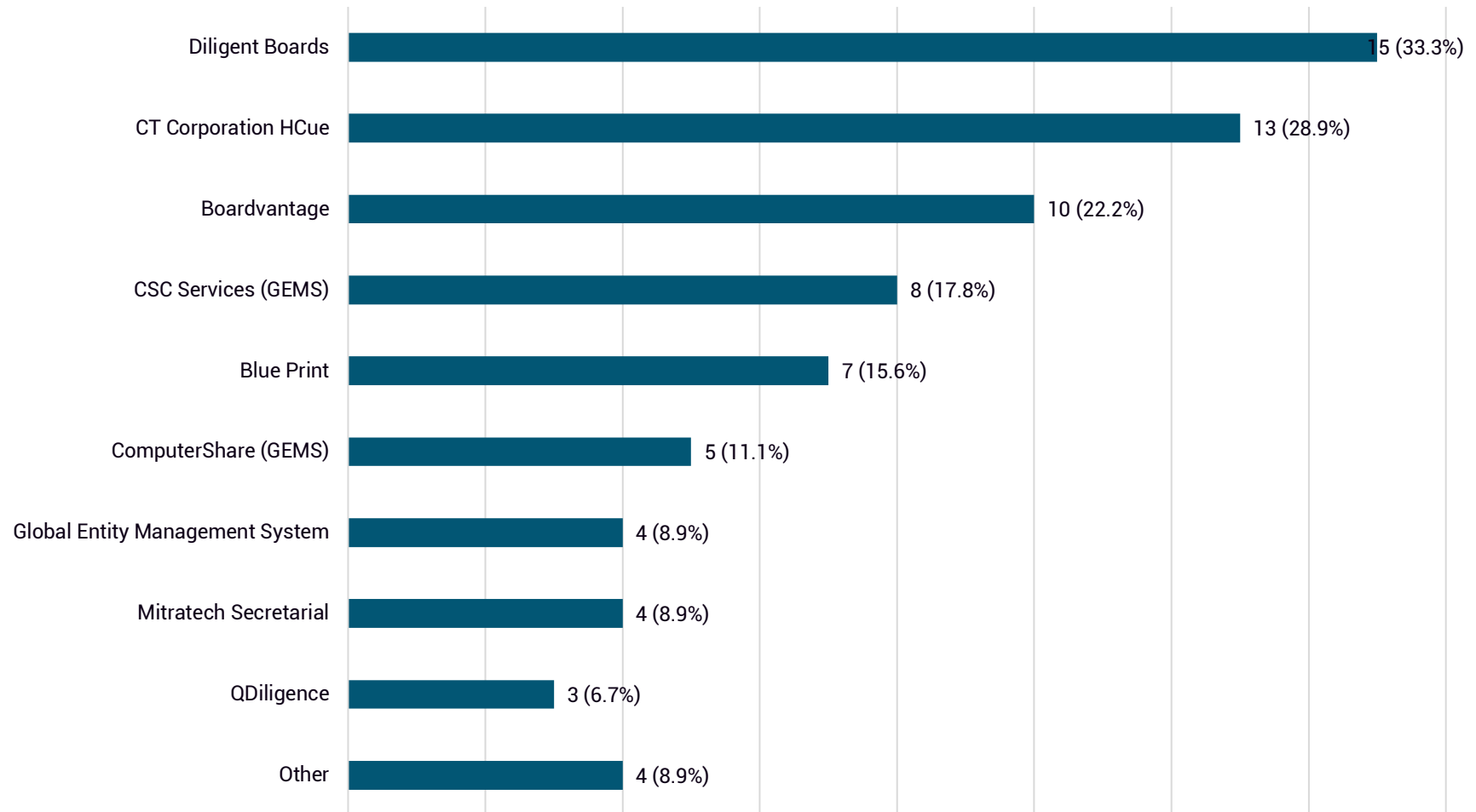
Zycus: [TE Connectivity](#)

Other contract management tools reported: [ALOE](#), [Contract Express \(Quadspire Technologies, Inc.\)](#), [Contract Express by Thompson Reuters](#), [ConvergePoint \(Heico Companies, L.L.C.\)](#), [custom developed](#), [EtQ Reliance](#), [Home Grown \(Expedia\)](#), [Jaeger](#), [Knowliah \(European\)](#), [Oracle CRM \(Oracle\)](#), [SAP \(Target Corporation\)](#), [Seal \(Lyft\)](#), [Spring CM](#), [TAP](#)

Corporate Secretary Tools

Used to manage board governance cycles including online board books, event scheduling, collaboration and reporting.

Tools listed in the survey: **10** Tools selected: **9** Companies using these tools: **45**



Tool not selected: Cogency

Who Uses What?

Blue Print: [Astellas Pharma US LLC](#), [BearingPoint](#), [Biz Law Consult Myanmar](#), [Emerson Corporation](#), [Liberty Mutual Group](#), [Lyft](#)

Boardvantage: [Abbott Laboratories](#), [CDW Corporation](#), [Emerson Corporation](#), [Hearst](#), [Hewlett Packard Enterprise](#), [McKesson](#), [Mutual of Omaha Insurance Co.](#), [PTC Therapeutics, Inc.](#), [Travelers Insurance](#), [Walgreen Co.](#)

ComputerShare (GEMS): [DocuSign](#), [Hewlett Packard Enterprise](#), [MassMutual](#), [McKesson](#), [Merck & Co., Inc.](#)

CSC Services (GEMS): [Expedia](#), [Liberty Mutual Group](#), [MassMutual](#), [McKesson](#), [PTC Therapeutics, Inc.](#), [TE Connectivity](#), [Travelers Insurance](#), [Tremont Asset Management LLC](#)

CT Corporation HCue: [AbbVie](#), [Allianz Life Insurance Company of North America](#), [CoreCivic](#), [John Deere Financial](#), [Empower Retirement](#), [FMC Corporation](#), [Heico Companies, L.L.C.](#), [Hewlett Packard Enterprise](#), [Lyft](#), [McKesson](#), [SPX Corporation](#), [Target Corporation](#), [Travelers Insurance](#)

Diligent Boards: [Allianz Life Insurance Company of North America](#), [Blackbaud, Inc.](#), [Campbell Soup Company](#), [Empower Retirement](#), [Farm Credit Mid-America](#), [FloQast, Inc.](#), [FMC Corporation](#), [Hagerty](#), [Ingram Micro Inc.](#), [MassMutual](#), [Milliken & Company](#), [Merck & Co., Inc.](#), [PTC Therapeutics, Inc.](#), [Securian Financial Group, Inc.](#), [Venerable](#)

Global Entity Management System: [AbbVie](#), [Abbott Laboratories](#), [CDW Corporation](#), [MassMutual](#), [McKesson](#)

Mitrastech Secretarial: [Au10tix](#), [AbbVie](#), [CDW Corporation](#), [Travelers Insurance](#)

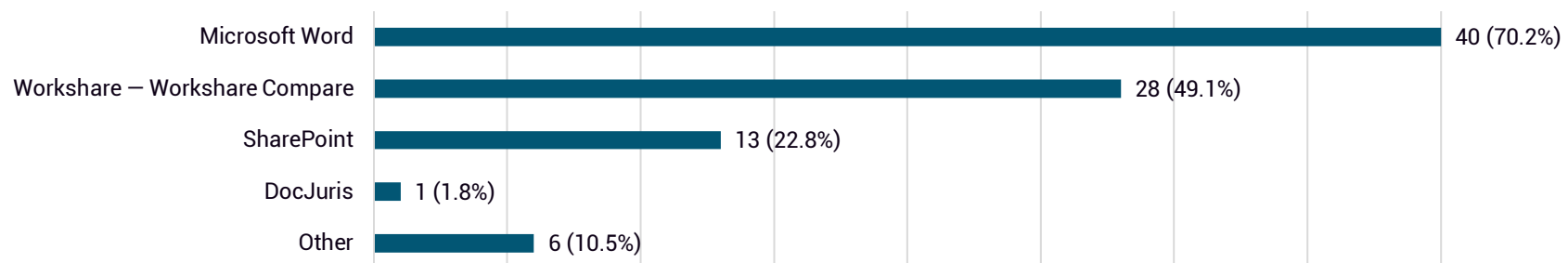
QDiligence: [Au10tix](#), [CDW Corporation](#), [Elbit Systems Ltd.](#), [Travelers Insurance](#)

Other corporate secretary tools reported: [Dilistrust \(TOTAL S.A.\)](#), [Home Grown \(Dassault Systemes Americas Corp.\)](#), [Legal Studio \(Levi Strauss & Co.\)](#)

Document Comparison Tools

Used to identify changes between two versions of the same document for the purposes of document editing and review.

Tools listed in the survey: **7** Tools selected: **4** Companies using these tools: **57**



Tools not selected: Adsensa, Ironclad, Laserfiche

Who Uses What?

DocJuris: Tasktop Technologies Incorporated

Microsoft Word: AbbVie, Archer-Daniels-Midland Company, Allen Institute, Allianz Life Insurance Company of North America, Au10tix, British Columbia Investment Management Corporation, BearingPoint, Biz Law Consult Myanmar, CDW Corporation, Chick-fil-A, Inc., Electrolux, Emerson Corporation, Fannie Mae, Farm Credit Mid-America, Hagerty, Hearst, Ingram Micro Inc., International Paper Company, John Deere Financial, Merck & Co., Inc., Quadspire Technologies, Inc., Red Canary, Inc., Root Insurance Co., SPX Corporation, Tasktop Technologies Incorporated, Travelers Insurance, University of Central Florida, World Wide Technology

SharePoint: AbbVie, British Columbia Investment Management Corporation, BearingPoint, Biz Law Consult Myanmar, CDW Corporation, Emerson Corporation, Ingram Micro Inc., John Deere Financial

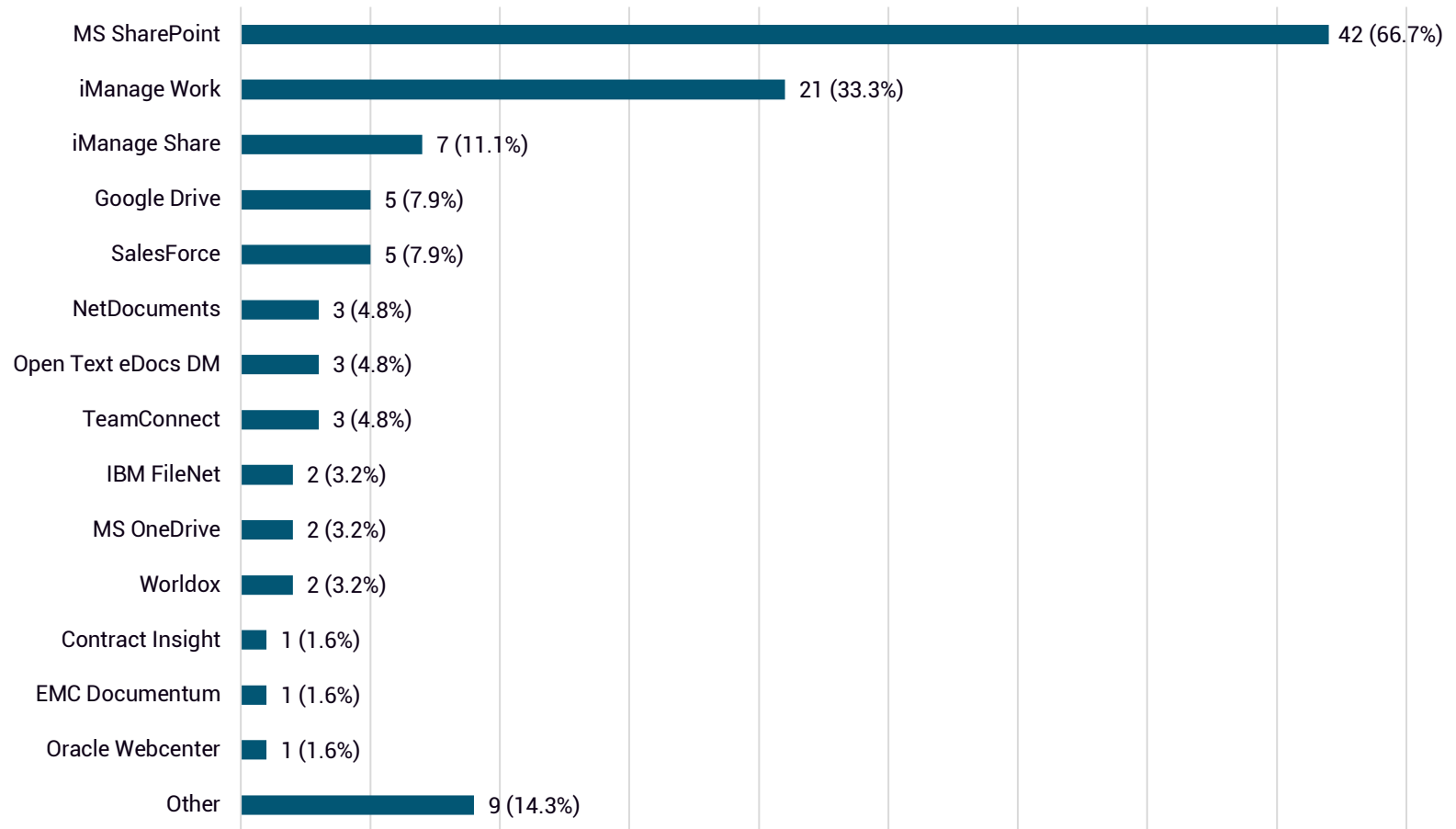
Workshare - Workshare Compare: AbbVie, Archer-Daniels-Midland Company, British Columbia Investment Management Corporation, Campbell Soup Company, Chick-fil-A, Inc., Coast Capital Savings Credit Union, DaVita Inc., Emera Inc., Fannie Mae, FloQast, Inc., Hearst, Hoar Construction, John Deere Financial, Mass General Brigham, MassMutual, McKesson, Merck & Co., Inc., Mutual of Omaha Insurance Co., Oracle, Target Corporation, TIAA, Travelers Insurance, Securian Financial Group, Inc., Volvo Group, Walgreen Co.

Other document comparison tools reported: Adobe Acrobat (eBay Inc.), Contract Express and Documill (Quadspire Technologies, Inc.), DocuSign (Idexx Laboratories, Inc.), iManage Compare Features (Travelers Insurance), Litera (DocuSign), Worldox (Electrolux)

Document Management Tools

Used to manage, track and store digital documents and email, and reduce paper.

Tools listed in the survey: **21** Tools selected: **14** Companies using these tools: **63**



Tools not selected: DM - Practice master, DocJuris, Enterprise Connect, iManage RAVN Insight, Laserfiche, Proprietary System for WORM, Quip

Who Uses What?

Contract Insight: [Biz Law Consult Myanmar](#)

Google Drive: [Biz Law Consult Myanmar](#), [Electronic Arts Inc.](#), [FloQast, Inc.](#), [Tasktop Technologies Incorporated](#), [US Foods, Inc.](#)

IBM FileNet: [DaVita Inc.](#)

iManage Share: [Campbell Soup Company](#), [Chick-fil-A, Inc.](#), [PPL Services Corporation](#), [PTC Therapeutics, Inc.](#), [TIAA](#), [Travelers Insurance](#), [Volvo Group](#)

iManage Work: [Abbott Laboratories](#), [AbbVie](#), [Allegis Group, Inc.](#), [Boston Scientific](#), [Campbell Soup Company](#), [Charter Communications Legal Department](#), [Chick-fil-A, Inc.](#), [eBay Inc.](#), [Electronic Arts Inc.](#), [Fannie Mae](#), [Hearst](#), [Liberty Mutual Group](#), [Mass General Brigham](#), [MassMutual](#), [Meredith Corporation](#), [Mutual of Omaha Insurance Co.](#), [PPL Services Corporation](#), [PTC Therapeutics, Inc.](#), [TIAA](#), [Travelers Insurance](#), [UnitedHealth Group](#)

MS OneDrive: [Hagerty](#), [Bristol-Myers Squibb](#)

MS SharePoint: [Abbott Laboratories](#), [AbbVie](#), [Allen Institute](#), [Allianz Life Insurance Company of North America](#), [Arrow Electronics, Inc.](#), [British Columbia Investment Management Corporation](#), [Biz Law Consult Myanmar](#), [Boston Scientific](#), [Bristol-Myers Squibb](#), [CDW Corporation](#), [Chick-fil-A, Inc.](#), [Coast Capital Savings Credit Union](#), [DaVita Inc.](#), [Discover Financial Services](#), [eBay, Inc.](#), [Electrolux](#), [Emerson Corporation](#), [Fannie Mae](#), [Hagerty](#), [Hewlett Packard Enterprise](#), [Idemia Identity & Security USA LLC](#), [Idexx Laboratories, Inc.](#), [Ingram Micro Inc.](#), [John Deere Financial](#), [MassMutual](#), [Merck & Co., Inc.](#), [Milliken & Company](#), [Mutual of Omaha Insurance Co.](#), [PTC Therapeutics, Inc.](#), [Purdue Pharma LP](#), [TIAA](#), [TriNet USA, Inc.](#), [UnitedHealth Group](#), [US Foods, Inc.](#), [Volvo Group](#), [Walgreen Co.](#)

NetDocuments: [Iopco](#), [McKesson](#), [Milliken & Company](#)

Open Text eDocs DM: [Target Corporation](#), [FedEx Ground Package System, Inc.](#)

Oracle Webcenter: [Oracle](#)

SalesForce: [Electronic Arts Inc.](#), [Quadspire Technologies, Inc.](#), [Tasktop Technologies Incorporated](#), [US Foods, Inc.](#)

TeamConnect: [Chick-fil-A, Inc.](#), [Mutual of Omaha Insurance Co.](#), [US Foods, Inc.](#)

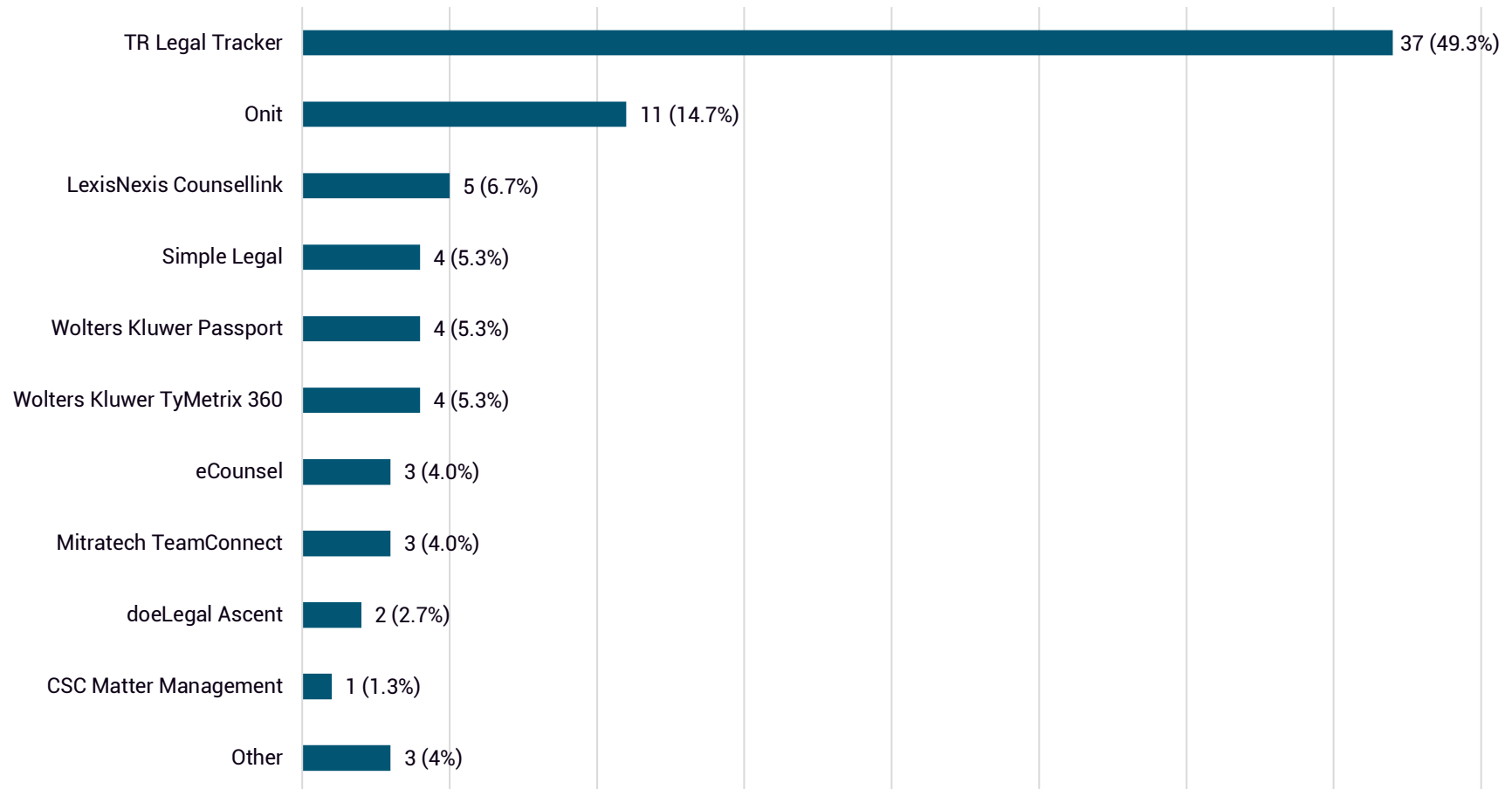
Worldox: [Electrolux](#), [Marathon Petroleum Corporation](#).

Other document management tools reported: [ALOE \(Bigfork Technologies, LLC\)](#), [App4legal \(Idemia Identity & Security USA LLC\)](#), [ContractLogix \(GOJO Industries, Inc.\)](#), [DocuSign \(Idexx Laboratories, Inc.\)](#), [EtQ Reliance \(Idexx Laboratories, Inc.\)](#), [Home Grown \(Dassault Systemes Americas Corp.\)](#), [First to File \(Bristol-Myers Squibb\)](#), [Oracle UCM \(Oracle\)](#), [Perceptive Content \(TriNet USA, Inc.\)](#)

eBilling Tools

Used to electronically submit and review invoices from outside counsel or other external entities over the internet to organizations and support the processing of invoice payments electronically.

Tools listed in the survey: **16** Tools selected: **10** Companies using these tools: **75**



Tools not selected: AIMS, Bottomline Tech, Corridor, Law Manager, Mitratesch Lawtrac, MyBuy Module

Who Uses What?

CSC Matter Management: [Ingram Micro Inc.](#)

doeLegal Ascent: [Emerson Corporation](#), [Fannie Mae](#),

eCounsel: [Abbott Laboratories](#), [CDW Corporation](#), [Marathon Petroleum Corporation](#)

LexisNexis Counsellink: [Electrolux](#), [Liberty Mutual Group](#), [Oklahoma Gas & Electric Co.](#), [Resurgent Capital Services, LP](#), [Travelers Insurance](#)

Mitrastech TeamConnect: [Hewlett Packard Enterprise](#), [Purdue Pharma LP](#), [Xerox Office of General Counsel](#)

Onit: [Archer-Daniels-Midland Company](#), [Bristol-Myers Squibb](#), [DaVita Inc.](#), [Astellas Pharma US LLC](#), [Hearst](#), [FedEx Ground Package System, Inc.](#), [John Deere Financial](#), [MassMutual](#), [TIAA](#)

Simple Legal: [DocuSign](#), [GOJO Industries, Inc.](#), [Meredith Corporation](#), [Twilio Inc.](#)

TR Legal Tracker: [AbbVie](#), [Align Technology Inc.](#), [Allegis Group, Inc.](#), [Allianz Life Insurance Company of North America](#), [Blackbaud, Inc.](#), [Boston Scientific](#), [Campbell Soup Company](#), [Charter Communications Legal Department](#), [CoreCivic](#), [Discover Financial Services](#), [Electronic Arts Inc.](#), [Empower Retirement](#), [Expedia](#), [Farm Credit Mid-America](#), [FMC Corporation](#), [Hagerty](#), [Heico Companies, L.L.C.](#), [Levi Strauss & Co.](#), [Idexx Laboratories, Inc.](#), [Iopco](#), [Lifetime Products, Inc.](#), [Lyft](#), [Mass General Brigham](#), [McKesson](#), [Milliken & Company](#), [Oracle](#), [PPL Services Corporation](#), [PTC Therapeutics, Inc.](#), [Quadspire Technologies, Inc.](#), [Securian Financial Group, Inc.](#), [SPX Corporation](#), [Target Corporation](#), [TriNet USA, Inc.](#), [US Foods, Inc.](#), [Vovlo Group](#)

Wolters Kluwer Passport: [AbbVie](#), [Lowe's](#), [Walgreen Co.](#)

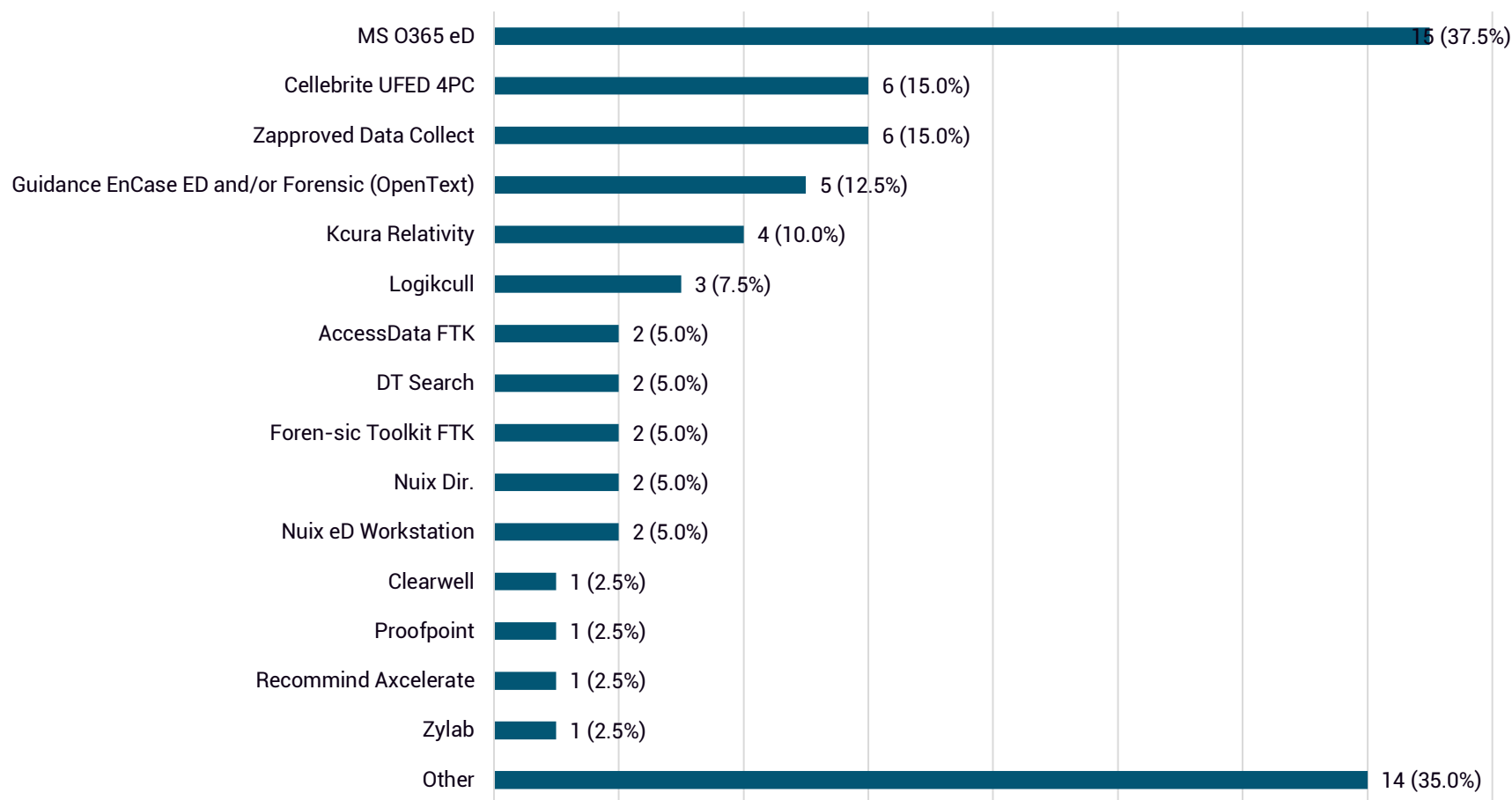
Wolters Kluwer TyMetrix 360: [eBay Inc.](#), [International Paper Company](#), [Merck & Co., Inc.](#), [TE Connectivity](#)

Other eBilling tools reported: [Busylamp \(Iopco\)](#), [Mineral Tree \(Root Insurance Co.\)](#), [MS SharePoint \(British Columbia Investment Management Corporation\)](#)

eDiscovery – Identification/Preservation/Collection Tools

Used to identify, preserve, collect, analyze, process and/or review data for discovery in legal proceedings and support the phases of the Electronic Discovery Reference Model.

Tools listed in the survey: **22** Tools selected: **15** Companies using these tools: **40**



Tools not selected: AccessData Ed, Compliance Data Solution, EMC Kazeon, Ipro, Nebula (KLDDiscovery), Sherpa Software
Discovery Attender, X1 eDiscovery

Who Uses What?

AccessData FTK: Abbott Laboratories, [Oracle](#)

Cellebrite UFED 4PC: [AbbVie](#), [Astellas Pharma US LLC](#), Liberty Mutual Group, [International Paper Company](#), [Oracle](#), Securian Financial Group, Inc.

Clearwell: [CoreCivic](#)

DT Search: [Oracle](#), Purdue Pharma LP

Forensic Toolkit FTK: [AbbVie](#), [Oracle](#)

Guidance EnCase ED and/or Forensic (OpenText): Allegis Group, Inc., [International Paper Company](#), Mass General Brigham, [Oracle](#), [TIAA](#)

Kcura Relativity: Liberty Mutual Group, Purdue Pharma LP, [TIAA](#)

Logikcull: Purdue Pharma LP, Twilio Inc.

MS 0365 eD: [Astellas Pharma US LLC](#), Bristol-Myers Squibb, [Cvent](#), [Heico Companies, L.L.C.](#), [Merck & Co., Inc.](#), Milliken & Company, [Oracle](#), Purdue Pharma LP, Securian Financial Group, Inc., [Target Corporation](#), [TE Connectivity](#), [TIAA](#), US Foods, Inc., [Walgreen Co.](#)

Nuix Dir.: [AbbVie](#), [Archer-Daniels-Midland Company](#)

Nuix eD Workstation: Abbott Laboratories, [AbbVie](#)

Proofpoint: Purdue Pharma LP

Recommind Axcelerate: [Merck & Co., Inc.](#)

Zaproved Data Collect: Abbott Laboratories, [Boston Scientific](#), [CDW Corporation](#), [Discover Financial Services](#), [Fannie Mae](#), [Travelers Insurance](#)

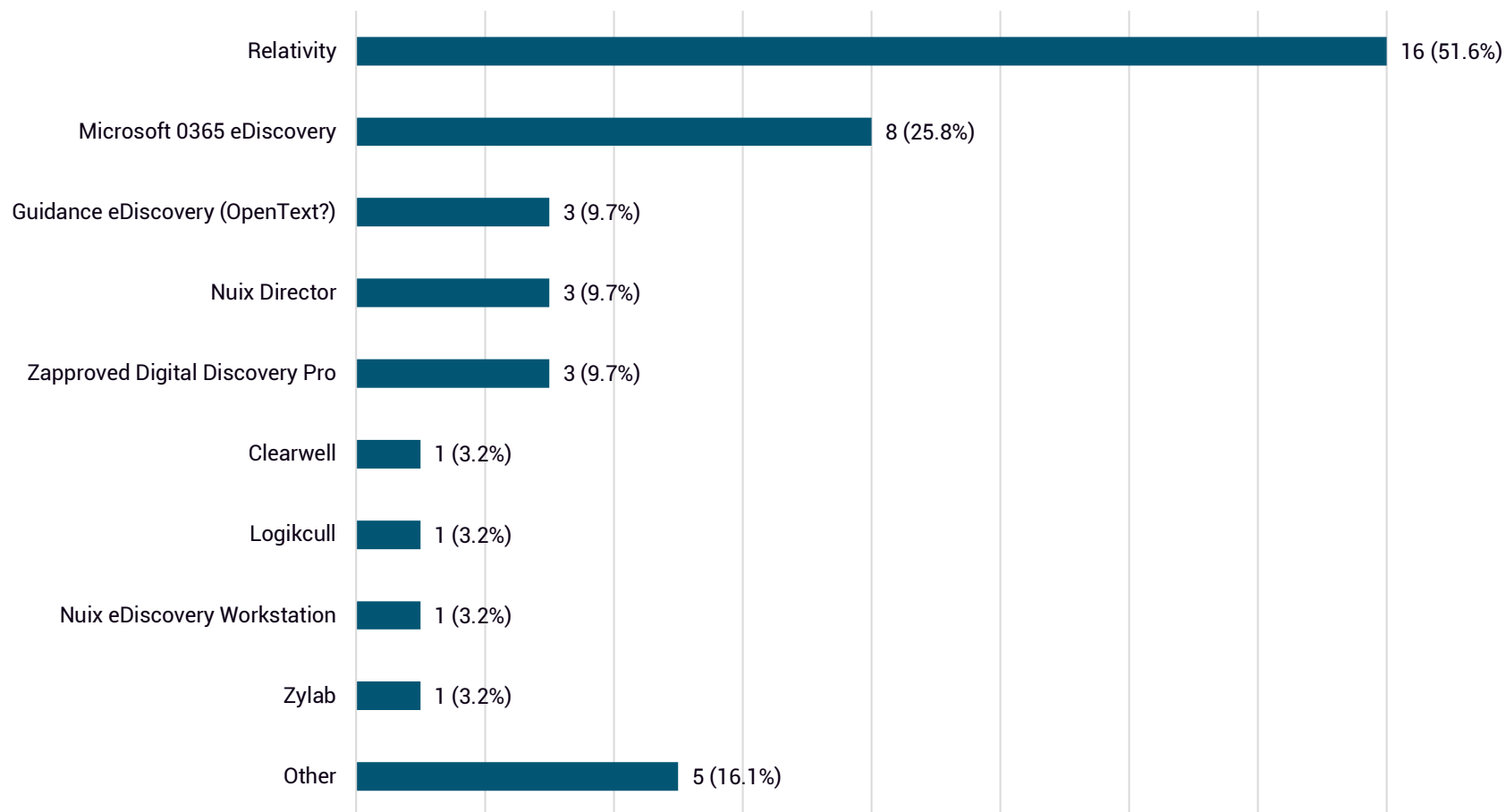
Zylab: [Campbell Soup Company](#)

Other eDiscovery – identification/preservation/collection tools reported: Exterro IPP and Collection modules ([Hearst](#)), Google Vault ([Red Canary, Inc.](#)), Harvester and Mount Image Pro (Abbott Laboratories), Legility (fka nventus) (Transunion), Legility EverLaw ([MassMutual](#)), Microsoft (Idexx Laboratories, Inc.), Microsoft PowerShell and Zaproved Legal Hold Pro ([International Paper Company](#)), Not sure ([Lyft](#)), Oxygen/Macquisition ([Oracle](#)), Relativity, Relativity One (RelOne), TR's eDiscovery Point ([Quadspire Technologies, Inc.](#)), various internally-developed tools ([Merck & Co., Inc.](#))

eDiscovery – Processing/Analysis Tools

Used to support processing and analysis of electronic discovery in legal functions.

Tools listed in the survey: **15** Tools selected: **9** Companies using these tools: **31**



Tools not selected: AccessData eDiscovery, Compliance Data Solutions, EMC Kazeon, Ipro, Nebula (KLDISCOVERY), Recommind Axcelerate

Who Uses What?

Clearwell: [Boston Scientific](#)

Guidance eDiscovery (OpenText?): [Lowe's](#), [Oracle](#)

Logikcull: [Twilio Inc.](#)

Microsoft 0365 eDiscovery: [Astellas Pharma US LLC](#), [Milliken & Company](#), [Oracle](#), [Securian Financial Group, Inc.](#), [TIAA](#), [US Foods, Inc.](#), [Walgreen Co.](#)

Nuix Director: [AbbVie](#), [Archer-Daniels-Midland Company](#), [International Paper Company](#)

Nuix eDiscovery: [Workstation](#), [Abbott Laboratories](#)

Relativity: [Abbott Laboratories](#), [AbbVie](#), [Bristol-Myers Squibb](#), [John Deere Financial](#), [FedEx Ground Package System, Inc.](#), [Hearst](#), [International Paper Company](#), [Liberty Mutual Group](#), [Lowe's](#), [Mass General Brigham](#), [MassMutual](#), [Oracle](#), [Purdue Pharma LP](#), [TIAA](#)

Zapproved Digital Discovery Pro: [Abbott Laboratories](#), [CDW Corporation](#), [Travelers Insurance](#)

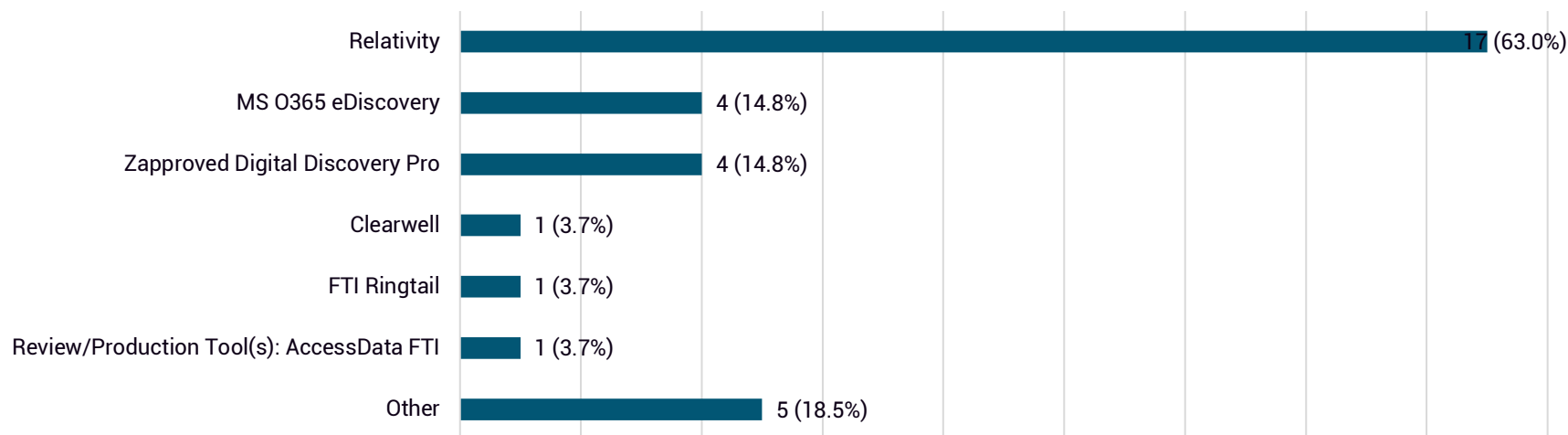
Zylab: [Campbell Soup Company](#)

Other eDiscovery — processing/analysis tools reported: [eCapture \(Oracle\)](#), [Everlaw](#) and [Relativity via KLD \(Hearst\)](#), [Not Sure \(Lyft\)](#), [TR eDiscovery Point \(Quadspire Technologies, Inc.\)](#)

eDiscovery – Review/Production Tools

Used to support review and production of electronic discovery in legal functions.

Tools listed in the survey: **14** Tools selected: **6** Companies using these tools: **27**



Tools not selected: Compliance Data Solutions, EMC Kazeon, Guidance eDiscovery, Ipro, Logikcull, Nebula (KLDDiscover), Recommind Axcelerate, Zylab

Who Uses What?

AccessData FTI: John Deere Financial

Clearwell: Boston Scientific

FTI Ringtail: John Deere Financial

MS O365 eDiscovery: Astellas Pharma US LLC, Securian Financial Group, Inc., Walgreen Co.

Relativity: Abbott Laboratories, AbbVie, Archer-Daniels-Midland Company, Bristol-Myers Squibb, John Deere Financial, Fannie Mae, FedEx Ground Package System, Inc., Hearst, International Paper Company, Liberty Mutual Group, Mass General Brigham, MassMutual, Oracle, Purdue Pharma LP, TIAA

Zapproved Digital Discovery Pro: Abbott Laboratories, CDW Corporation, Fannie Mae, Travelers Insurance

Other eDiscovery – review/production tools reported: Everlaw and Relativity via KLD (Hearst), Fusion (Marathon Petroleum Corporation), Legility (fka Inventus), Not Sure (Lyft), TR's eDiscovery Point (Quadspire Technologies, Inc.)

eSignature Tools

Used for electronic sending, signing, and managing of agreements.

Tools listed in the survey: **3** Tools selected: **2** Companies using these tools: **84**



Tool not selected: Hello Sign Integrations

Who Uses What?

Adobe Sign: [AbbVie](#), [Biz Law Consult Myanmar](#), [Blackbaud, Inc.](#), [Bristol-Myers Squibb](#), [CDW Corporation](#), [eBay Inc.](#), [Electrolux](#), [Electronic Arts Inc.](#), [Emera Inc.](#), [Expedia](#), [Fannie Mae](#), [FedEx Ground Package Systems, Inc.](#), [GOJO Industries, Inc.](#), [Heico Companies, L.L.C.](#), [Hewlett Packard Enterprise](#), [Iconex](#), [Idexx Laboratories, Inc.](#), [International Paper Company](#), [Lowe's Companies, Inc.](#), [Merck & Co., Inc.](#), [Milliken & Co., Inc.](#), [PPL Services Corporation](#), [Target Corporation](#), [TD Bank – Legal](#), [Toronto-Dominion Bank](#), [Tremont Asset Management LLC](#), [University of Central Florida](#), [Volvo Group](#), [Western Governors University](#), [Workplace Safety and Insurance Board Ontario](#), [World Wide Technology](#)

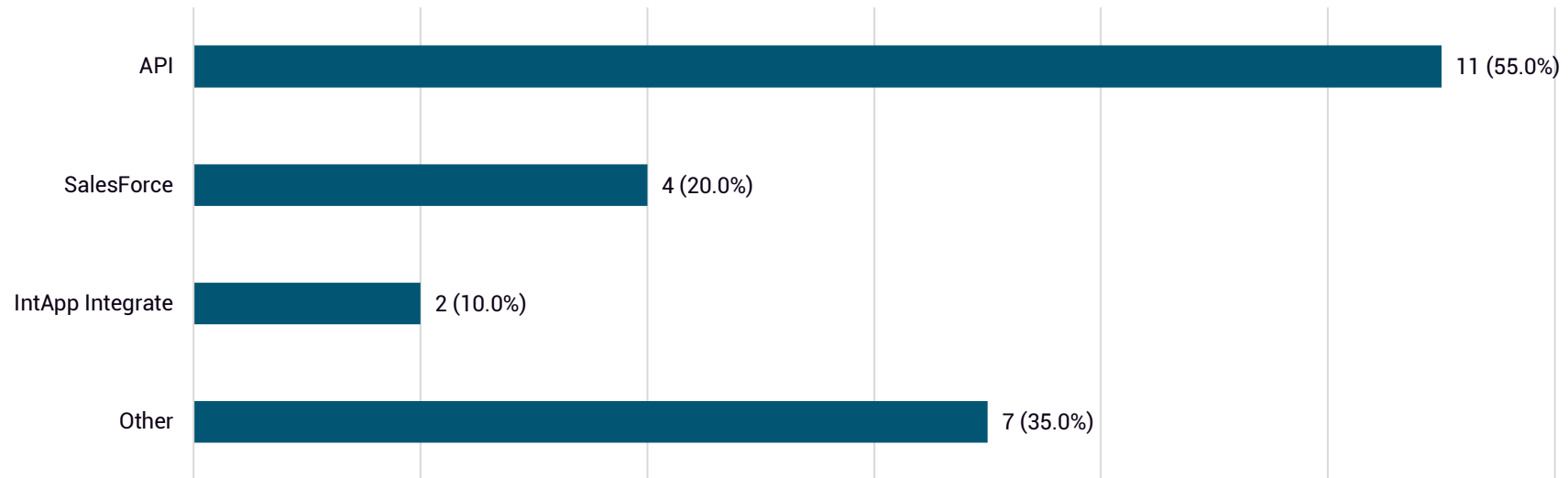
DocuSign Electronic Signature: [Abbott Laboratories](#), [Archer-Daniels-Midland Company](#), [Allianz Life Insurance Company of North America](#), [Align Technology Inc.](#), [AppFolio, Inc.](#), [Au10tix](#), [British Columbia Investment Management Corporation](#), [Bigfork Technologies, LLC](#), [Boston Scientific](#), [Campbell Soup Company](#), [Chick-fil-A, Inc.](#), [CoreCivic](#), [Cvent](#), [Dassault Systems Americas Corp.](#), [DaVita Inc.](#), [De Lage Landen Financial Services, Inc.](#), [John Deere Financial](#), [Discover Financial Services](#), [DocuSign](#), [eBay Inc.](#), [Elbit Systems Ltd.](#), [Empower Retirement](#), [Expedia](#), [Fannie Mae](#), [Farm Credit Mid-America](#), [FedEx Ground Package System, Inc.](#), [FMC Corporation](#), [GOJO Industries, Inc.](#), [Hagerty](#), [Hearst](#), [Heico Companies, L.L.C.](#), [John Deere Financial](#), [Idexx Laboratories, Inc.](#), [Ingram Micro Inc.](#), [Liberty Mutual Group](#), [Lyft](#), [Iopco](#), [MassMutual](#), [McKesson](#), [Meredith Corporation](#), [Oracle](#), [Plex Systems, Inc.](#), [PTC Therapeutics, Inc.](#), [Purdue Pharma LP](#), [Quadspire Technologies, Inc.](#), [Red Canary, Inc.](#), [Root Insurance Co.](#), [Securian Financial Group, Inc.](#), [Tasktop Technologies Incorporated](#), [TD Bank – Legal](#), [TE Connectivity](#), [TIAA](#), [Toronto-Dominion Bank](#), [Travelers Insurance](#), [Twilio Inc.](#), [UnitedHealth Group](#), [US Foods, Inc.](#), [Workplace Safety and Insurance Board Ontario](#)

Other eSignature tools reported: [Cobblestone e-sign \(University of Central Florida\)](#), [Conga \(Emera Inc.\)](#), [ContractWorks \(AppFolio, Inc.\)](#), [OneSpan \(Coast Capital Savings Credit Union\)](#), [Universign \(TOTAL S.A.\)](#)

Integration Tools

Used to provide a way to connect and manage software applications and automate a variety of critical business processes.

Tools listed in the survey: **4** Tools selected: **3** Companies using these tools: **20**



Tool not selected: SeeUnity Suite

Who Uses What?

API: [Bigfork Technologies, LLC](#), [Biz Law Consult Myanmar](#), [CDW Corporation](#), Dassault Systemes Americas Corp., Electronic Arts Inc., [Hewlett Packard Enterprise](#), Liberty Mutual Group, PTC Therapeutics, Inc., [Target Corporation](#), [Travelers Insurance](#), [Xerox Office of General Counsel](#)

IntApp Integrate: Abbott Laboratories, [AbbVie](#)

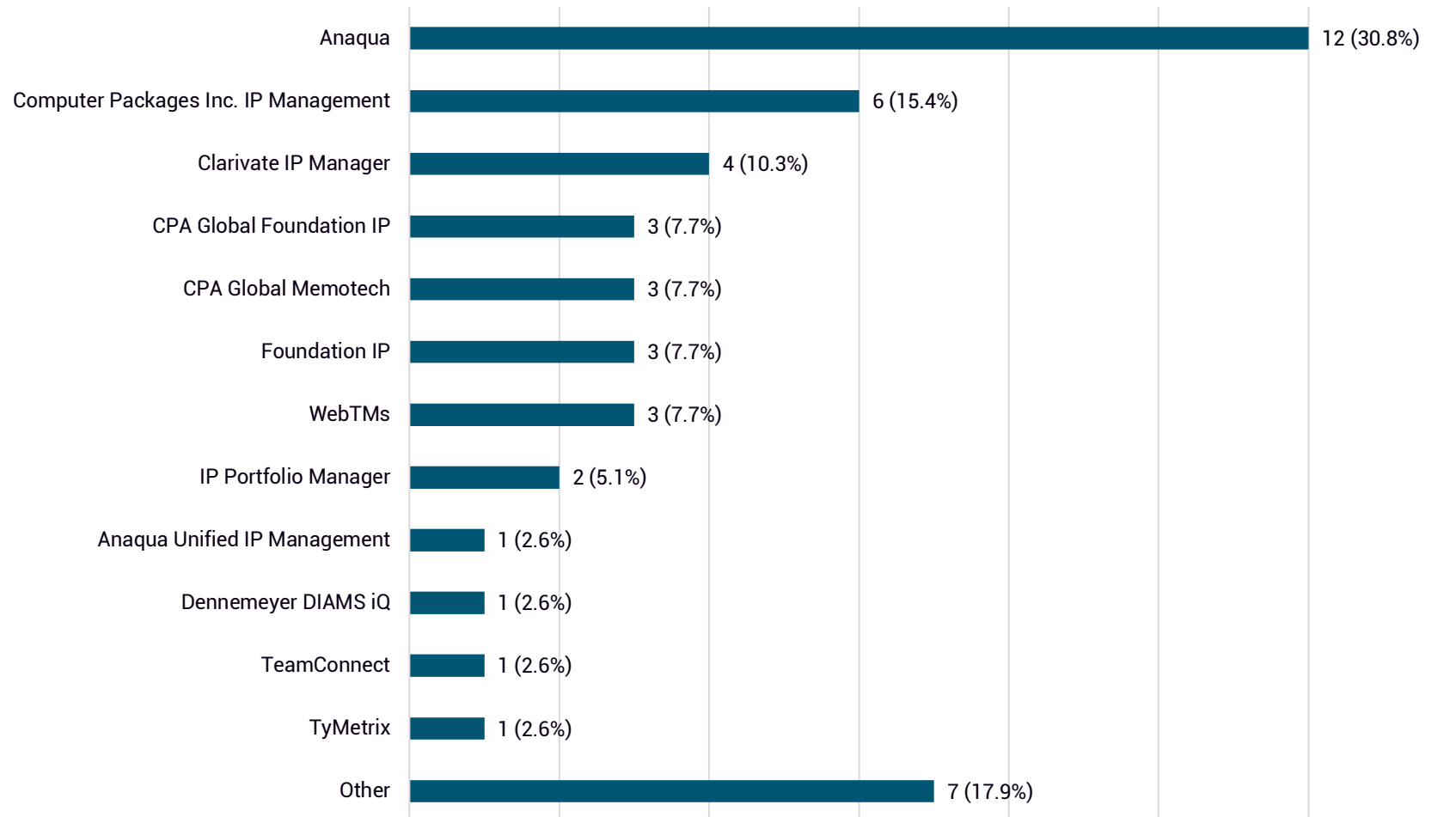
SalesForce: [Hewlett Packard Enterprise](#), Purdue Pharma LP, [World Wide Technology](#)

Other integration tools reported: ALOE and Zappier ([Bigfork Technologies, LLC](#)), ESB (Dassault Systemes Americas Corp.), Fusion Middleware (Electronic Arts Inc.), Not Sure ([Lyft](#)), [Oracle](#) tools ([Oracle](#)), ThinkSmart (Idexx Laboratories, Inc.)

IP Management Tools

Used to track and manage IP portfolios (Patents and Trademarks), provide deadline and docketing support, which incorporates workflow for proper IP management and process annuity payments.

Tools listed in the survey: **13** Tools selected: **12** Companies using these tools: **39**



Tool not selected: Patrix Patricia

Who Uses What?

Anaqua: Archer-Daniels-Midland Company, Astellas Pharma US LLC, Charter Communications Legal Department, Emerson Corporation, Hewlett Packard Enterprise, IHG, International Paper Company, Levi Strauss & Co., PTC Therapeutics, Inc., Target Corporation, Xerox Office of General Counsel

Anaqua Unified IP Management: Purdue Pharma LP

Clarivate IP Manager: Abbott Laboratories, AbbVie, Emerson Corporation, Merck & Co., Inc.

Computer Packages Inc. IP: Management, AbbVie, Bristol-Myers Squibb, John Deere Financial, FMC Corporation, Milliken & Company, Walgreen Co.

CPA Global Foundation IP: Boston Scientific, Expedia, Fannie Mae

CPA Global Memotech: Au10tix, Bristol-Myers Squibb, Elbit Systems Ltd., TE Connectivity

Dennemeyer DIAMS iQ: FMC Corporation

Foundation IP: Align Technology Inc., Oracle, Travelers Insurance

IP Portfolio Manager: Biz Law Consult Myanmar, McKesson

TeamConnect: Xerox Office of General Counsel

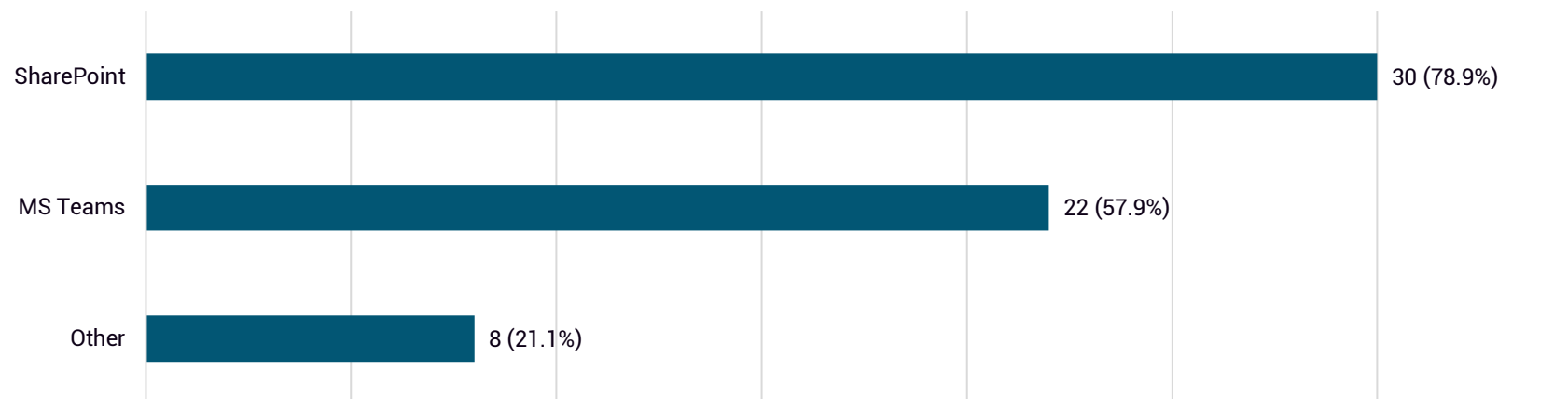
WebTMs: Align Technology Inc., Biz Law Consult Myanmar, Hearst, McKesson

Other IP management tools reported: ALOE (Bigfork Technologies, LLC), Black Hills (Iconex), CaseCentrix (DocuSign), Inteum (Allen Institute), Memotech (GOJO Industries, Inc.), Symphony (Twilio Inc.), TOPAM and TMODS (Astellas Pharma US LLC)

Knowledge Management Tools

Used to identify, save and index prior work product and knowledge, to be used as a resource for future matters and projects.

Tools listed in the survey: **2** Tools selected: **2** Companies using these tools: **38**



Who Uses What?

MS Teams: Abbott Laboratories, [AbbVie](#), Bristol-Myers Squibb, [Campbell Soup Company](#), [Chick-fil-A, Inc.](#), [John Deere Financial](#), [Emerson Corporation](#), [Fannie Mae](#), [Hearst](#), [Hewlett Packard Enterprise](#), [John Deere Financial](#), [Liberty Mutual Group](#), [Marathon Petroleum Corporation](#), [MassMutual](#), [Merck & Co., Inc.](#), [Milliken & Company](#), [Quadspire Technologies, Inc.](#), [Travelers Insurance](#), [UnitedHealth Group](#), [Volvo Group](#), [Walgreen Co.](#)

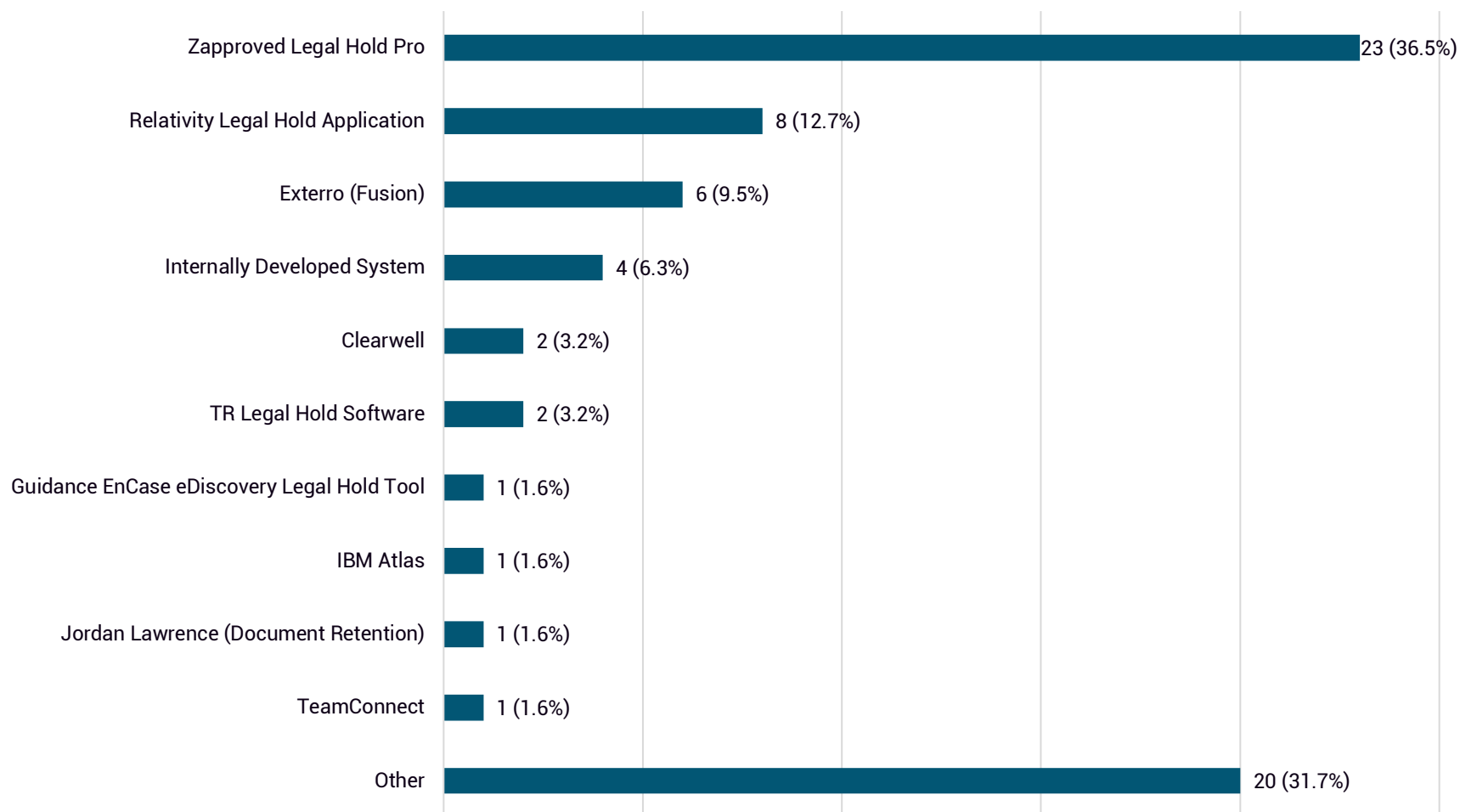
SharePoint: Abbott Laboratories, [AbbVie](#), [Bristol-Myers Squibb](#), [British Columbia Investment Management Corporation](#), [Campbell Soup Company](#), [Chick-fil-A, Inc.](#), [DaVita Inc.](#), [John Deere Financial](#), [eBay Inc.](#), [Emerson Corporation](#), [Fannie Mae](#), [Farm Credit Mid-America](#), [Hearst](#), [Hewlett Packard Enterprise](#), [Idexx Laboratories, Inc.](#), [Liberty Mutual Group](#), [John Deere Financial](#), [MassMutual](#), [Merck & Co., Inc.](#), [Milliken & Company](#), [Quadspire Technologies, Inc.](#), [Securian Financial Group, Inc.](#), [SPX Corporation](#), [Target Corporation](#), [Travelers Insurance](#), [Tremont Asset Management LLC](#), [UnitedHealth Group](#), [Volvo Group](#), [Walgreen Co.](#)

Other knowledge management tools reported: [ALOE \(Bigfork Technologies, LLC\)](#), [Bloomfire \(DocuSign\)](#), [G-Drive and Sites \(AppFolio, Inc.\)](#), [Home Grown \(Dassault Systemes Americas Corp.\)](#), [Knowtools](#), [Oracle KM \(Oracle\)](#), [TRIRIGA \(Chick-fil-A, Inc.\)](#), [Wiki Confluence \(Cvent\)](#)

Legal Hold Tools

Used to automate and manage the entire process of legal hold notifications, and supports tracking of responses, interviews, reminders, and escalations.

Tools listed in the survey: **12** Tools selected: **10** Companies using these tools: **63**



Tools not selected: AccessData, Compliance Data Solutions

Who Uses What?

Clearwell: [CoreCivic](#), Dassault Systemes Americas Corp.

Exterro (Fusion): [AbbVie](#), [John Deere Financial](#), [Hearst](#), [Marathon Petroleum Corporation](#), [Oracle](#), [Target Corporation](#)

Guidance EnCase eDiscovery Legal Hold Tool: [Liberty Mutual Group](#)

IBM Atlas: [DaVita Inc.](#)

Internally Developed System: [British Columbia Investment Management Corporation](#), [Merck & Co., Inc.](#), [Purdue Pharma LP](#), [UnitedHealth Group](#)

Relativity Legal Hold Application: [Bristol-Myers Squibb](#), [John Deere Financial](#), [FedEx Ground Package System, Inc.](#), [Lowe's](#), [SPX Corporation](#), [TIAA](#)

TR Legal Hold Software: [FMC Corporation](#), [Quadspire Technologies, Inc.](#)

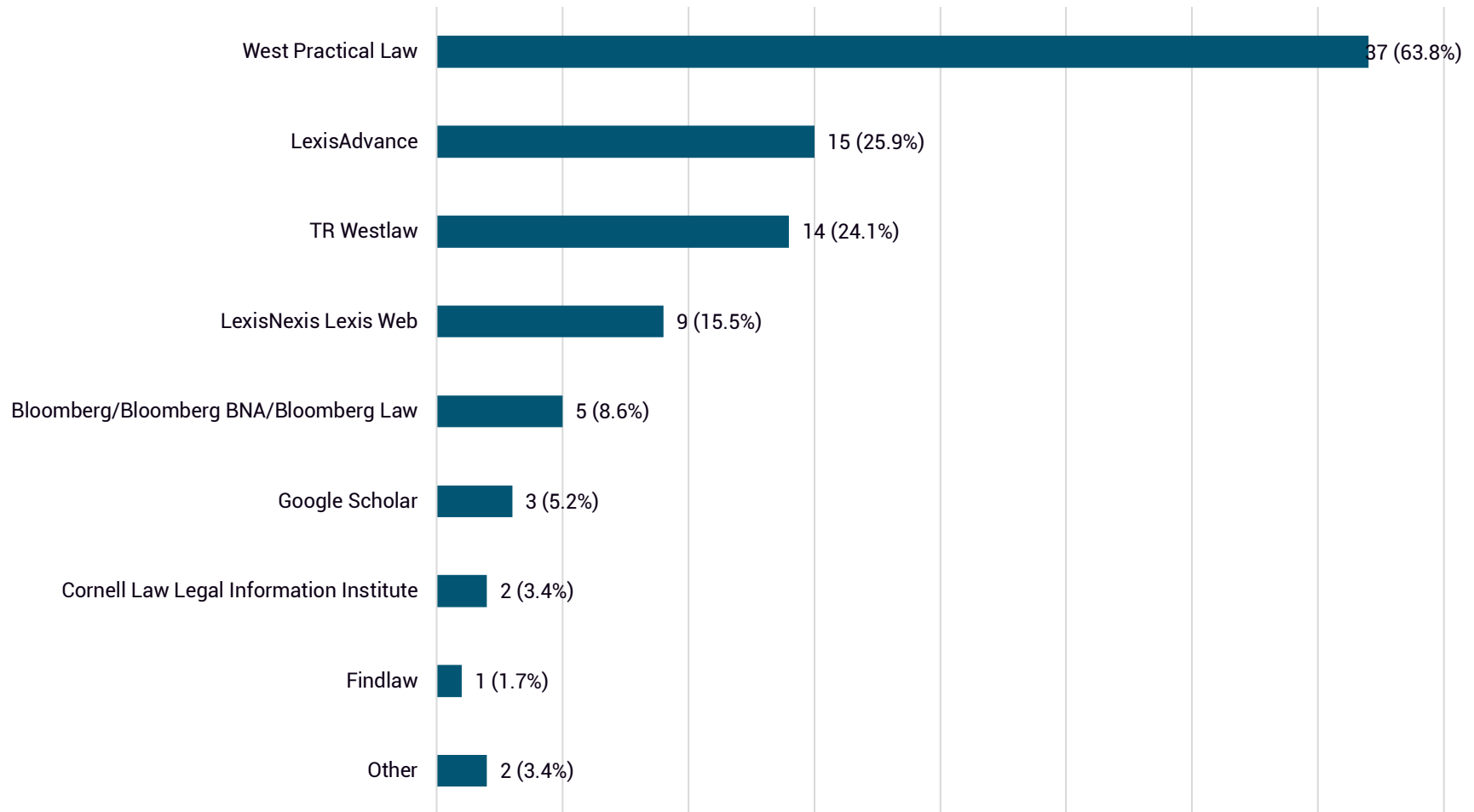
Zapproved Legal Hold Pro: [Abbott Laboratories](#), [AbbVie](#), [Align Technology Inc.](#), [Astellas Pharma US LLC](#), [Boston Scientific](#), [Campbell Soup Company](#), [CDW Corporation](#), [Charter Communications Legal Department](#), [Discover Financial Services](#), [Empower Retirement](#), [Expedia](#), [Fannie Mae](#), [Heico Companies, L.L.C.](#), [International Paper Company](#), [Mass General Brigham](#), [McKesson](#), [PPL Services Corporation](#), [Securian Financial Group, Inc.](#), [Travelers Insurance](#), [TriNet USA, Inc.](#), [Xerox Office of General Counsel](#)

Other legal hold tools reported: [Archer \(MassMutual\)](#), [Autonomy Legal Hold \(Bristol-Myers Squibb\)](#), [eMerge \(Chick-fil-A, Inc.\)](#), [Google \(Red Canary, Inc.\)](#), [Hold 360 \(Lyft\)](#), [internal application \(Hewlett Packard Enterprise\)](#), [Legility \(fka Inventus\)](#), [LexisNexis CounselLink \(Oklahoma Gas & Electronic Co.\)](#), [Microsoft \(Cvent\)](#), [O365 and Excel \(Idexx Laboratories, Inc.\)](#), [O365 Discovery \(TE Connectivity\)](#), [Office 365 Security & Compliance eDiscovery \(Milliken & Company\)](#), [Onit \(Archer-Daniels-Midland Company\)](#), [Onna \(Twilio, Inc.\)](#), [Our IT implements the legal holds on accounts \(University of Central Florida\)](#), [Proprietary \(Resurgent Capital Services, LP\)](#), [Sharepoint \(British Columbia Investment Management Corporation\)](#), [Total Discovery \(US Foods, Inc.\)](#), [Wolters Kluwer Passport Legal Hold Module \(Walgreen Co.\)](#)

Legal Research Services Tools

These assist attorneys and paralegals research case law, statutes and regulations.

Tools listed in the survey: **9** Tools selected: **8** Companies using these tools: **58**



Tool not selected: Fastcast (LoisLaw Connect)

Who Uses What?

Cornell Law Legal Information Institute: Idexx Laboratories, Inc., Tremont Asset Management LLC

Bloomberg/Bloomberg BNA/Bloomberg Law, Charter Communications Legal Department: FedEx Ground Package System, Inc., Idexx Laboratories, Inc., Liberty Mutual Group, Tremont Asset Management LLC

Findlaw: Biz Law Consult Myanmar

Google Scholar: Abbott Laboratories, Biz Law Consult Myanmar, Tremont Asset Management LLC

LexisAdvance: Abbott Laboratories, Allen Institute, Biz Law Consult Myanmar, John Deere Financial, Empower Retirement, Fannie Mae, FedEx Ground Package System, Inc., MassMutual, Mutual of Omaha Insurance Co., Resurgent Capital Services, LP, TIAA, Walgreen Co.

LexisNexis Lexis Web: AbbVie, Dassault Systemes Americas Corp., Emerson Corporation, John Deere Financial, McKesson, Mutual of Omaha Insurance Co., Oklahoma Gas & Electric Co., Purdue Pharma LP

TR Westlaw: Align Technology Inc., Campbell Soup Company, Charter Communications Legal Department, DaVita Inc., Discover Financial Services, FMC Corporation, Hagerty, Hearst, Heico Companies, L.L.C., Liberty Mutual Group, Mass General Brigham, PPL Services Corporation, Purdue Pharma LP, Securian Financial Group, Inc.

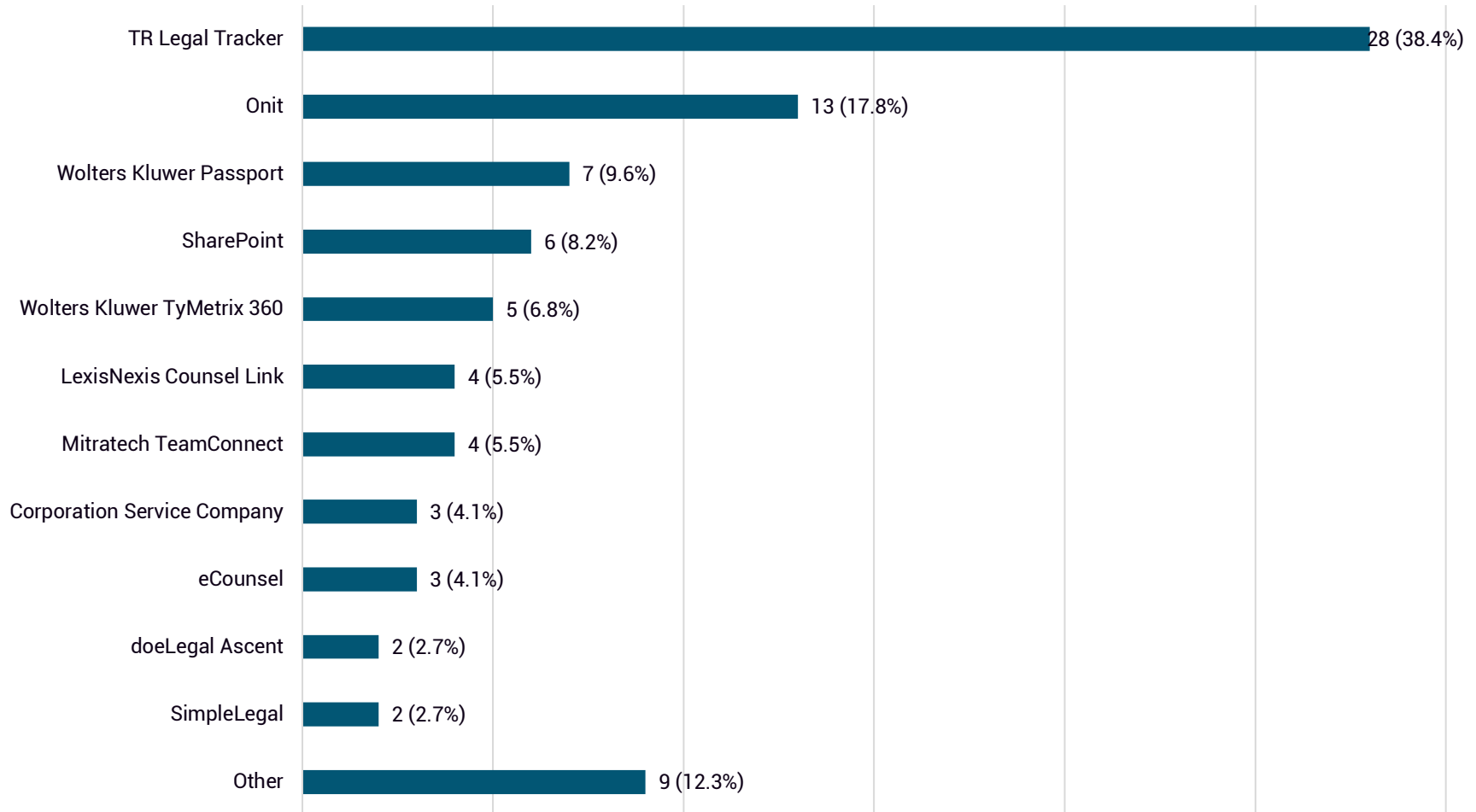
West Practical Law: Allianz Life Insurance Company of North America, Align Technology Inc., AppFolio, Inc., British Columbia Investment Management Corporation, Biz Law Consult Myanmar, Campbell Soup Company, CDW Corporation, Charter Communications Legal Department, DaVita Inc., John Deere Financial, Electrolux, Emera Inc., Expedia, Fannie Mae, FloQast, Inc., FMC Corporation, Hagerty, Hearst, Heico Companies, L.L.C., Hewlett Packard Enterprise, Idexx Laboratories, Inc., Ingram Micro Inc., International Paper Company, John Deere Financial, Kolon TissueGene, Inc., Levi Strauss & Co., Lifetime Mutual Group, Mass General Brigham, McKesson, Merck & Co., Inc., Mutual of Omaha Insurance Co., Plex Systems, Inc., PPL Services Corporation, Target Corporation, Tasktop Technologies Incorporated, Twilio Inc.

Other legal research services tools reported: PACER (GOJO Industries, Inc.), PLC UK (practical law)

Matter Management Tools

Used to manage and track legal matters, day-to-day matter work and matter budgets.

Tools listed in the survey: **13** Tools selected: **10** Companies using these tools: **73**



Tools not selected: LawBase, LawManager, Miratech Lawtrac

Who Uses What?

Corporation Service Company: Hagerty, Ingram Micro Inc., Xerox Office of General Counsel

doeLegal Ascent: Emerson Corporation, Fannie Mae

eCounsel: CDW Corporation, Marathon Petroleum Corporation

LexisNexis Counsel Link: Electrolux, Oklahoma Gas & Electric Co., Resurgent Capital Services, LP, Travelers Insurance

Mitratesh TeamConnect: Hewlett Packard Enterprise, Liberty Mutual Group, Mutual of Omaha Insurance Co., Xerox Office of General Counsel

Onit: Abbott Laboratories, Archer-Daniels-Midland Company, Astellas Pharma US LLC, Bristol-Myers Squibb, DaVita Inc., John Deere Financial, FedEx Ground Package System, Inc., Hearst, Iopco, MassMutual, TIAA

SharePoint: Coast Capital Savings Credit Union, FMC Corporation, Liberty Mutual Group, UnitedHealth Group, Volvo Group, Xerox Office of General Counsel

SimpleLegal: Twilio Inc., Meredith Corporation

TR Legal Tracker: AbbVie, Align Technology Inc., Blackbaud, Inc., Boston Scientific, Campbell Soup Company, Charter Communications Legal Department, CoreCivic, Discover Financial Services, Electronic Arts Inc., Empower Retirement, Expedia, Farm Credit Mid-America, FMC Corporation, Hagerty, Idexx Laboratories, Inc., Heico Companies, L.L.C., Levi Strauss & Co., Lyft, McKesson, Milliken & Company, PPL Services Corporation, Quadspire Technologies, Inc., Target Corporation, TriNet USA, Inc., US Foods, Inc., Volvo Group

Wolters Kluwer Passport: AbbVie, IHG, Lowe's, Walgreen Co.

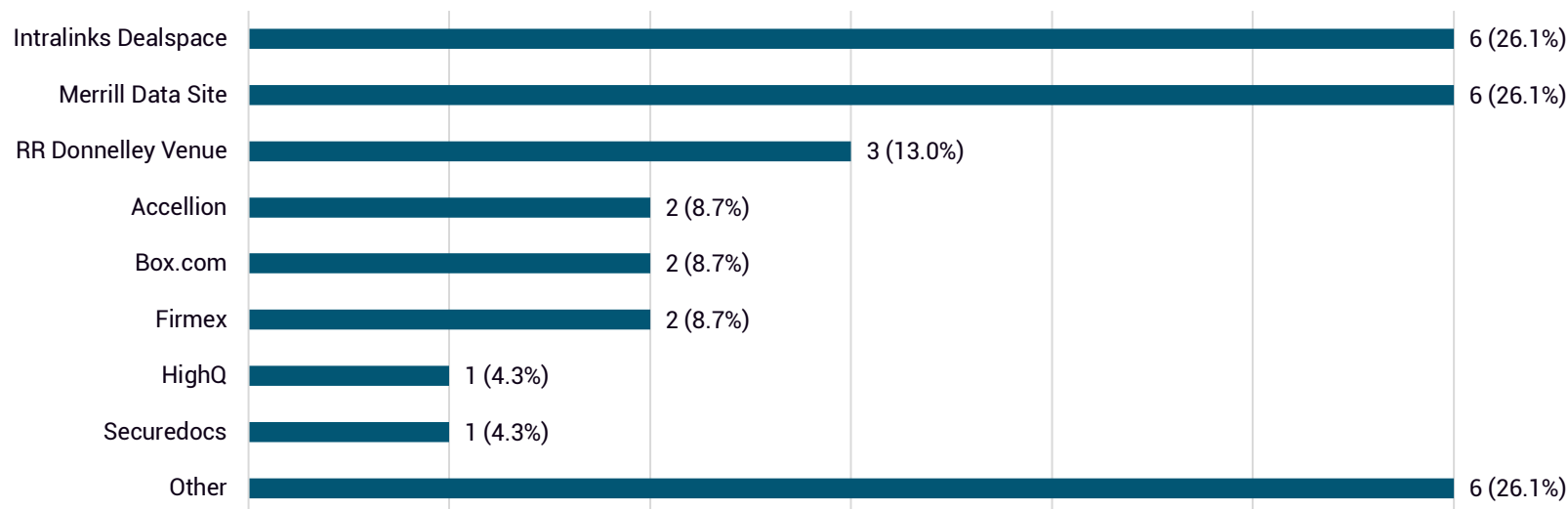
Wolters Kluwer TyMetrix 360: eBay Inc., International Paper Company, Merck & Co., Inc., TE Connectivity, UnitedHealth Group

Other matter management tools reported: ALOE (Bigfork Technologies, LLC), Excel (British Columbia Investment Management Corporation), HBR CounselCommand (McKesson), Home Grown (Dassault Systemes Americas Corp.), Jira Confluence (Cvent), LawVu (Expedia), Oracle developed (Oracle), SeyfarthLink (Dassault Systemes Americas Corp.), third party custom database (Merck & Co., Inc.)

Online Virtual Data Room Repositories

Used as part of due diligence and acquisition activities to allow the secure exchange of information between the parties.

Tools listed in the survey: **8** Tools selected: **7** Companies using these tools: **23**



Tool not selected: Citrix Share File

Who Uses What?

Accellion: Purdue Pharma LP, [Target Corporation](#)

Box.com: Bristol-Myers Squibb, [Fannie Mae](#)

Firmex: Coast Capital Savings Credit Union, [Cvent](#)

Intralinks: Dealspace, Bristol-Myers Squibb, [Meredith Corporation](#), Purdue Pharma LP, [Root Insurance Co.](#), TOTAL S.A.

Merrill Data Site: Dassault Systemes Americas Corp., [Hewlett Packard Enterprise](#), [MassMutual](#), TOTAL S.A., [Walgreen Co.](#)

RR Donnelley Venue: [CDW Corporation](#), [Hagerty](#), [Root Insurance Co.](#)

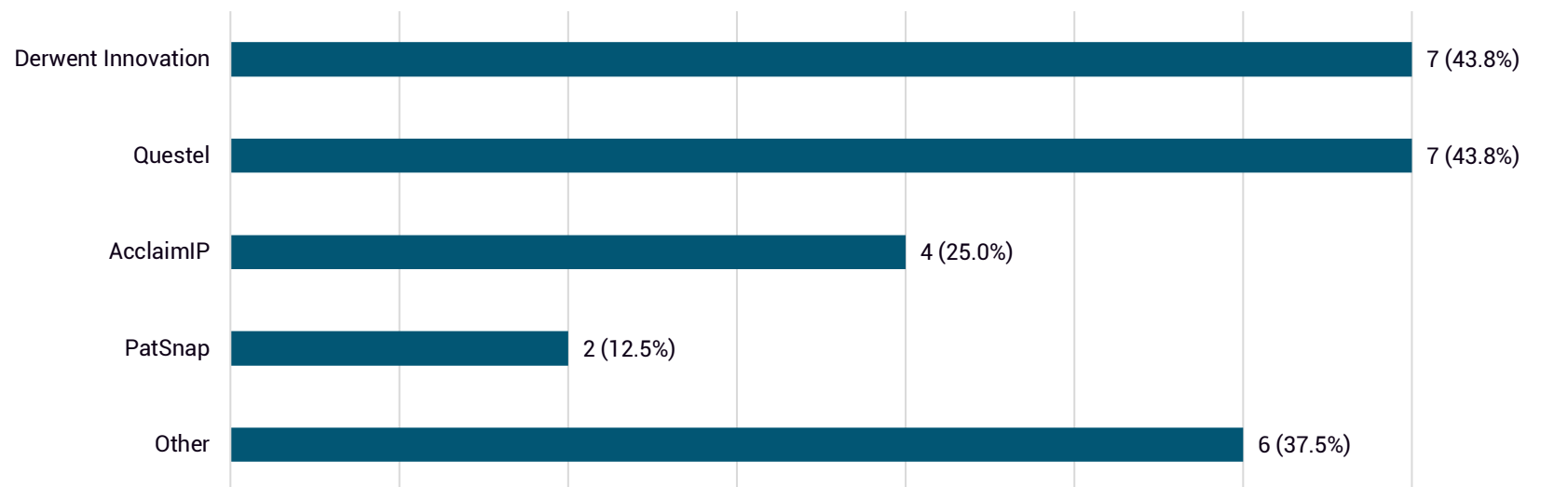
Securedocs: Emera Inc.

Other online virtual data room repositories reported: ALOE ([Bigfork Technologies, LLC](#)), Dropbox, Internal ([Lyft](#)), NA, SharePoint ([CDW Corporation](#))

Patent Search Tools

Patent research and analytics platform which provides access to published patents and scientific literature worldwide.

Tools listed in the survey: **4** Tools selected: **4** Companies using these tools: **16**



Who Uses What?

AcclaimIP: [Hewlett Packard Enterprise](#), PTC Therapeutics, Inc., Purdue Pharma LP, [Xerox Office of General Counsel](#)

Derwent Innovation: Abbott Laboratories, [AbbVie](#), [Emerson Corporation](#), [Hewlett Packard Enterprise](#), PTC Therapeutics, Inc., [Target Corporation](#)

PatSnap: [AbbVie](#), Lifetime Products, Inc.

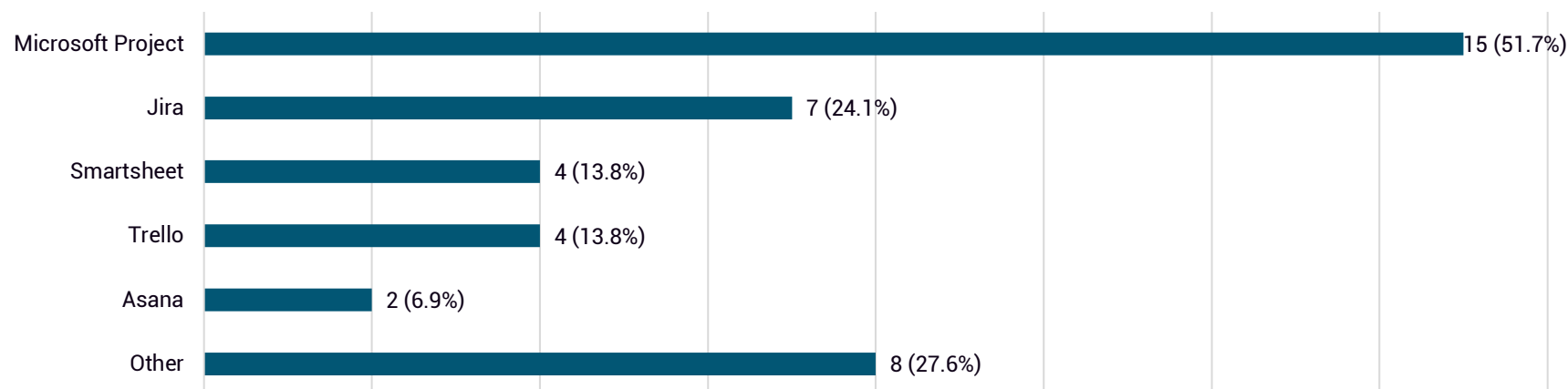
Questel: Abbott Laboratories, [AbbVie](#), Bristol-Myers Squibb, [John Deere Financial](#), [FMC Corporation](#), PTC Therapeutics, Inc., [Xerox Office of General Counsel](#)

Other patent search tools reported: Black Hills (Iconex), CAS/STN -- Chemical Abstracts ([AbbVie](#)), CPA ([Oracle](#)), Innography ([Hewlett Packard Enterprise](#)), PatBase (Abbott Laboratories)

Project Management Software

Tools designed to assist a project manager in developing a schedule, assigning resources to tasks, tracking progress, managing budgets, and analyzing workloads.

Tools listed in the survey: **5** Tools selected: **4** Companies using these tools: **29**



Tool not selected: Basecamp

Who Uses What?

Asana: Tasktop Technologies Incorporated, Twilio Inc.

Jira: [AbbVie](#), [British Columbia Investment Management Corporation](#), [Expedia](#), Liberty Mutual Group, [Oracle](#), Tasktop Technologies Incorporated, [Venerable](#)

Microsoft Project: Abbott Laboratories, [AbbVie](#), Allianz Life Insurance Company of North America, [Biz Law Consult Myanmar](#), Bristol-Myers Squibb, Coast Capital Savings Credit Union, [Expedia](#), [Fannie Mae](#), [Hearst](#), [Hewlett Packard Enterprise](#), PPL Services Corporation, [Resurgent Capital Services, LP](#), [Venerable](#), [Walgreen Co.](#)

Smartsheet: [AbbVie](#), Idexx Laboratories, Inc., [McKesson](#), [Western Governors University](#)

Trello: [British Columbia Investment Management Corporation](#), [Expedia](#), Liberty Mutual Group

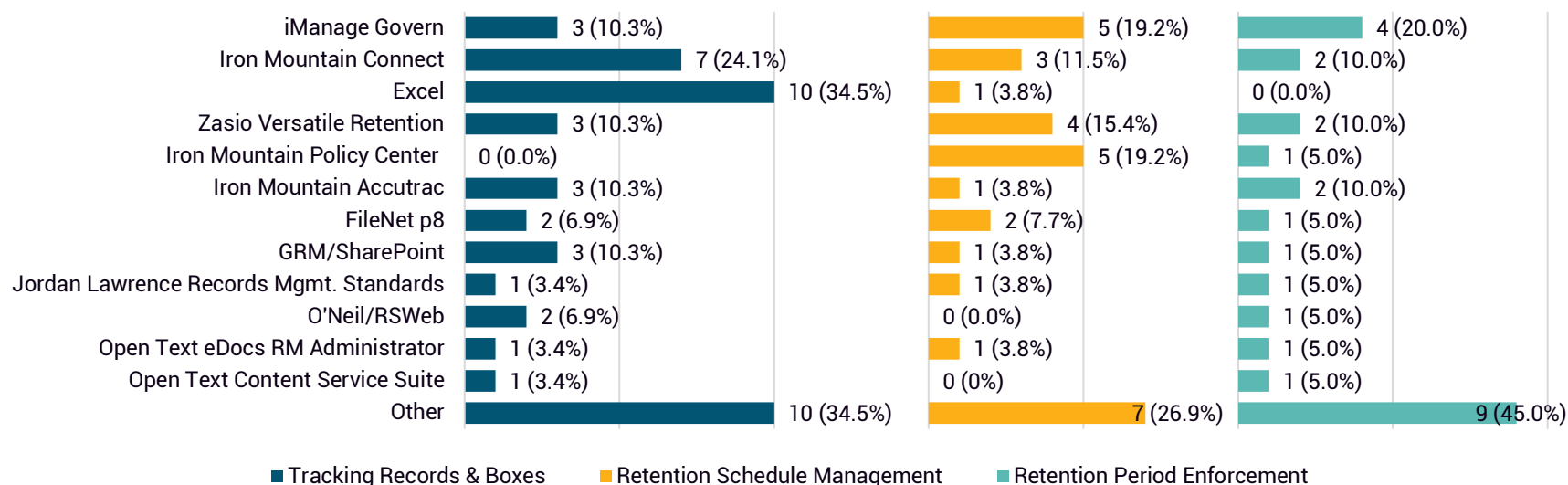
Other project management tools reported: ALOE ([Bigfork Technologies, LLC](#)), Home Grown, Midaxo ([Hewlett Packard Enterprise](#)), Monday.com ([Farm Credit Mid-America](#)), O365, Excel and MSFT, Teams ([Emerson Corporation](#)), Teams Planner ([AbbVie](#)), Wrike.com

Records Management

Used to manage your inventory of records. Record management tools may be divided into three categories:

- **Tracking Records & Boxes:** Typical items tracked include paper records, tapes, electronic media and electronic data. Items tracked can be onsite or offsite depending on the tool in use.
- **Retention Schedule Management Tools:** Search, track and retrieve records through a single interface and map the records against your records retention schedule.
- **Retention Period Enforcement:** Some tools allow for auto-notification of retention period end and identify items for disposal. RM tools provide reporting and auditing capabilities.

Tracking Records & Boxes		14		11		29
Retention Schedule Management	Tools listed in the survey:	14	Tools selected:	10	Companies using these tools:	26
Retention Period Enforcement		14		11		20



Tools not selected: **Tracking Records & Boxes:** Iron Mountain Policy Center, OmniRIM RPM, Zasio Verstaile Enterprise/LE
Retention Schedule Management: O'Neil/RS Web, OmniRIM RPM, Open Text Content Service Suite, Zasio Verstaile Enterprise/LE
Retention Period Enforcement: Excel, OmniRIM RPM, Zasio Verstaile Enterprise/LE

Who Uses What?

Tracking Records & Boxes

Excel: Abbott Laboratories, [Emerson Corporation](#), [Fannie Mae](#), [Farm Credit Mid-America](#), [GOJO Industries, Inc.](#), [Hearst](#), [Idexx Laboratories, Inc.](#), [Kolon TissueGene, Inc.](#), [PPL Services Corporation](#)

FileNet p8: [MassMutual](#), [PPL Services Corporation](#)

GRM/SharePoint: [British Columbia Investment Management Corporation](#), [GOJO Industries, Inc.](#), [Purdue Pharma LP](#)

iManage Govern: [Liberty Mutual Group](#), [MassMutual](#), [Travelers Insurance](#)

Iron Mountain Accutrac: [Boston Scientific](#), [McKesson](#), [Oracle](#)

Iron Mountain Connect: [Abbott Laboratories](#), [Hearst](#), [Hewlett Packard Enterprise](#), [Ingram Micro Inc.](#), [Oracle](#), [Target Corporation](#), [Xerox Office of General Counsel](#)

Jordan Lawrence Records Mgmt. Standards: [Farm Credit Mid-America](#)

O'Neil/RSWeb: [Oracle](#)

Open Text Content Service Suite Tracking: [Abbott Laboratories](#)

Open Text eDocs RM Administrator: [Biz Law Consult Myanmar](#)

Zasio Versatile Retention: [Allianz Life Insurance Company of North America](#), [Liberty Mutual Group](#), [Walgreen Co.](#)

Other record management – tracking records & boxes reported: [ERMS - Content Manager \(Hewlett Packard Enterprise\)](#), [HPE Content Manager by MicroFocus \(Bristol-Myers Squibb\)](#), [Xerox DocuShare \(Xerox Office of General Counsel\)](#), [Riskworks \(Fannie Mae\)](#), [TR Legal Tracker \(PPL Services Corporation\)](#), [0365 Compliance \(Hagerty\)](#), [In-house Built System \(International Paper Company\)](#), [Virgo from IGS, an Access Company \(Ingram Micro Inc.\)](#), [eDocs \(Boston Scientific\)](#), [iManage Records Manager \(Mass General Brigham\)](#)

Retention Schedule Management

Excel: Emera Inc.

FileNet p8: [MassMutual](#), PPL Services Corporation

GRM/SharePoint: Purdue Pharma LP

iManage Govern: Liberty Mutual Group, [MassMutual](#), Mutual of Omaha Insurance Co., [Travelers Insurance](#)

Iron Mountain Accutrac: [Boston Scientific](#)

Iron Mountain Connect: Idexx Laboratories, Inc., [Target Corporation](#), [Xerox Office of General Counsel](#)

Iron Mountain Policy Center: [Archer-Daniels-Midland Company](#), [Campbell Soup Company](#), [Farm Credit Mid-America](#), [McKesson](#), [Oracle](#)

Jordan Lawrence Records Mgmt. Standards: [Farm Credit Mid-America](#)

Open Text eDocs RM Administrator: [Biz Law Consult Myanmar](#)

Zasio Versatile Retention: [Abbott Laboratories](#), [Bristol-Myers Squibb](#), [Target Corporation](#), [Walgreen Co.](#)

Other record management – retention schedule management: [Xerox DocuShare](#) ([Xerox Office of General Counsel](#)), [Riskworks](#) ([Fannie Mae](#)), [O365 Compliance](#) ([Hagerty](#)), In-house Built System ([International Paper Company](#)), [Virgo](#) from [IGS](#), an [Access Company](#) ([Ingram Micro Inc.](#)), [eDocs](#) ([Boston Scientific](#)), [iManage Records Manager](#) ([Mass General Brigham](#))

Retention Period Enforcement

GRM/SharePoint: Purdue Pharma LP

iManage Govern: Liberty Mutual Group, [MassMutual](#), Mutual of Omaha Insurance Co., [Travelers](#)

Iron Mountain Accutrac: [Boston Scientific](#), [Oracle](#)

Iron Mountain Connect: [Oracle](#), [Xerox Office of General Counsel](#)

Iron Mountain Policy Center: [Oracle](#)

Jordan Lawrence Records Mgmt. Standards: [Farm Credit Mid-America](#)

O'Neil/RSWeb: [Oracle](#)

Open Text Content Service Suite: [Abbott Laboratories](#)

Open Text eDocs RM Administrator: [Biz Law Consult Myanmar](#)

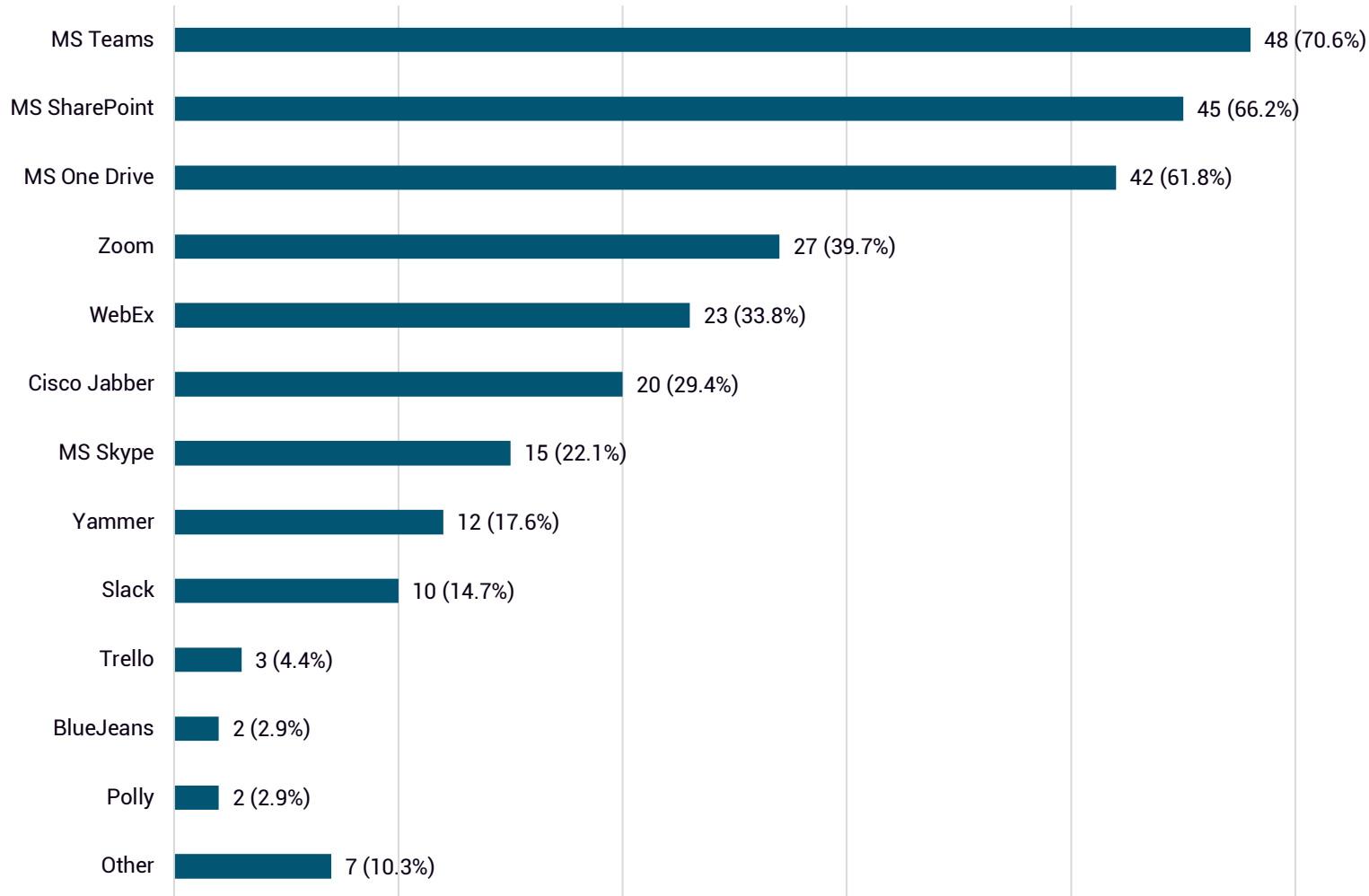
Zasio Versatile Retention: [Bristol-Myers Squibb](#), [Walgreen Co.](#)

Other record management – retention schedule management: [Xerox DocuShare](#) ([Xerox Office of General Counsel](#)), [Riskworks](#) ([Fannie Mae](#)), [O365 Compliance](#) ([Hagerty](#)), In-house Built System ([International Paper Company](#)), [eDocs](#) ([Boston Scientific](#)), [iManage Records Manager](#) ([Mass General Brigham](#)), [ERMS Content Manager](#) ([Hewlett Packard Enterprise](#)), [TR Legal Tracker](#) ([PPL Services Corporation](#)), [Rhino](#) integrated with [Zasio](#) ([Target Corporation](#))

Remote Connectivity Tools

These allow users to communicate and access the systems they need when not physically in the office.

Tools listed in the survey: 11 Tools selected: 11 Companies using these tools: 68



Who Uses What?

BlueJeans: Expedia, Hewlett Packard Enterprise

Cisco Jabber: AbbVie, Allianz Life Insurance Company of North America, CDW Corporation, DaVita Inc., Emerson Corporation, Fannie Mae, Farm Credit Mid-America, GOJO Industries, Inc., Idemia Identity & Security USA LLC, International Paper Company, Mass General Brigham, Merck & Co., Inc., Meredith Corporation, Oracle, Purdue Pharma LP, Travelers Insurance, Walgreen Co., World Wide Technology, Workplace Safety and Insurance Board Ontario Ontario, Xerox Office of General Counsel

MS One Drive: Abbott Laboratories, AbbVie, Archer-Daniels-Midland Company, Align Technology Inc., Blackbaud, Inc., Bristol-Myers Squibb, Campbell Soup Company, CDW Corporation, Emerson Corporation, Expedia, Fannie Mae, FedEx Ground Package System, Inc., GOJO Industries, Inc., Hagerty, Hearst, Hewlett Packard Enterprise, Iconex, Idemia Identity & Security USA LLC, Ingram Micro Inc., International Paper Company, John Deere Financial, Kolon TissueGene, Inc., Levi Strauss & Co., Liberty Mutual Group, Lowe's, Marathon Petroleum Corporation, MassMutual, McKesson, Mutual of Omaha Insurance Co., PPL Services Corporation, Securian Financial Group, Inc., Target Corporation, TIAA, US Food, Inc., Walgreen Co., World Wide Technology, Xerox Office of General Counsel

MS SharePoint: Abbott Laboratories, AbbVie, Archer-Daniels-Midland Company, Align Technology Inc., BearingPoint, Biz Law Consult Myanmar, Blackbaud, Inc., Bristol-Myers Squibb, Campbell Soup Company, CDW Corporation, Coast Capital Savings Credit Union, DaVita Inc., Emerson Corporation, Expedia, Fannie Mae, Farm Credit Mid-America, FedEx Ground Package System, Inc., GOJO Industries, Inc., Hagerty, Hearst, Hewlett Packard Enterprise, Iconex, Idexx Laboratories, Inc., Ingram Micro Inc., International Paper Company, John Deere Financial, Liberty Mutual Group, MassMutual, McKesson, Merck & Co., Inc., Mutual of Omaha Insurance Co., PPL Services Corporation, Purdue Pharma LP, Resurgent Capital Services, LP, Securian Financial Group, Inc., Target Corporation, TIAA, US Foods, Inc., Volvo Group, Walgreen Co., World Wide Technology, Xerox Office of General Counsel

MS Skype: Archer-Daniels-Midland Company, BearingPoint, Campbell Soup Company, CDW Corporation, Coast Capital Savings Credit Union, Dassault Systems Corp., Hewlett Packard Enterprise, Iconex, Securian Financial Group, Inc., SPX Corporation, Target Corporation, TIAA, Volvo Group, World Wide Technology

MS Teams: Abbott Laboratories, AbbVie, Archer-Daniels-Midland Company, Align Technology Inc., BearingPoint, Blackbaud, Inc., Boston Scientific, Bristol-Myers Squibb, Campbell Soup Company, CDW Corporation, Coast Capital Savings Credit Union, Emerson Corporation, Fannie Mae, FedEx Ground Package System, Inc., GOJO Industries, Inc., Hearst, Hewlett Packard Enterprise, Iconex, Idemia Identity & Security USA LLC, Idexx Laboratories, Inc., Ingram Micro Inc., International Paper Company, John Deere Financial, Kolon TissueGene, Inc., Levi Strauss & Co., Lowe's, Marathon Petroleum Corporation, Mass General Brigham, MassMutual, McKesson, Merck & Co., Inc., Mutual of Omaha Insurance Co., PPL Services Corporation, Purdue Pharma LP, Quadspire Technologies, Inc., Resurgent Capital Services, LP, Securian Financial Group, Inc., TIAA, US Foods, Inc., Volvo Group, Walgreen Co., World Wide Technology

Polly: [Hagerty](#), Idexx Laboratories, Inc.

Slack: AppFolio, Inc., [Cvent](#), Electronic Arts Inc., [Expedia](#), [Hagerty](#), Liberty Mutual Group, [Meredith Corporation](#), Oracle, Target Corporation, Twilio Inc.

Trello: AppFolio, Inc., [Expedia](#), Liberty Mutual Group

WebEx: , Abbott Laboratories, [AbbVie](#), [Blackbaud, Inc.](#), Bristol-Myers Squibb, [British Columbia Investment Management Corporation](#), [CDW Corporation](#), DaVita Inc., [Emerson Corporation](#), [Fannie Mae](#), [Farm Credit Mid-America](#), FedEx Ground Package System, Inc., Iconex, Idexx Laboratories, Inc., [International Paper Company](#), Kolon TissueGene, Inc., [McKesson](#), [Merck & Co., Inc.](#), [Meredith Corporation](#), Purdue Pharma LP, [Quadspire Technologies, Inc.](#), [World Wide Technology](#), Xerox Office of General Counsel

Yammer: Abbott Laboratories, Bristol-Myers Squibb, [CDW Corporation](#), [Emerson Corporation](#), [Fannie Mae](#), [Hewlett Packard Enterprise](#), [John Deere Financial](#), [Merck & Co., Inc.](#), Target Corporation, US Foods, Inc., [World Wide Technology](#), Xerox Office of General Counsel

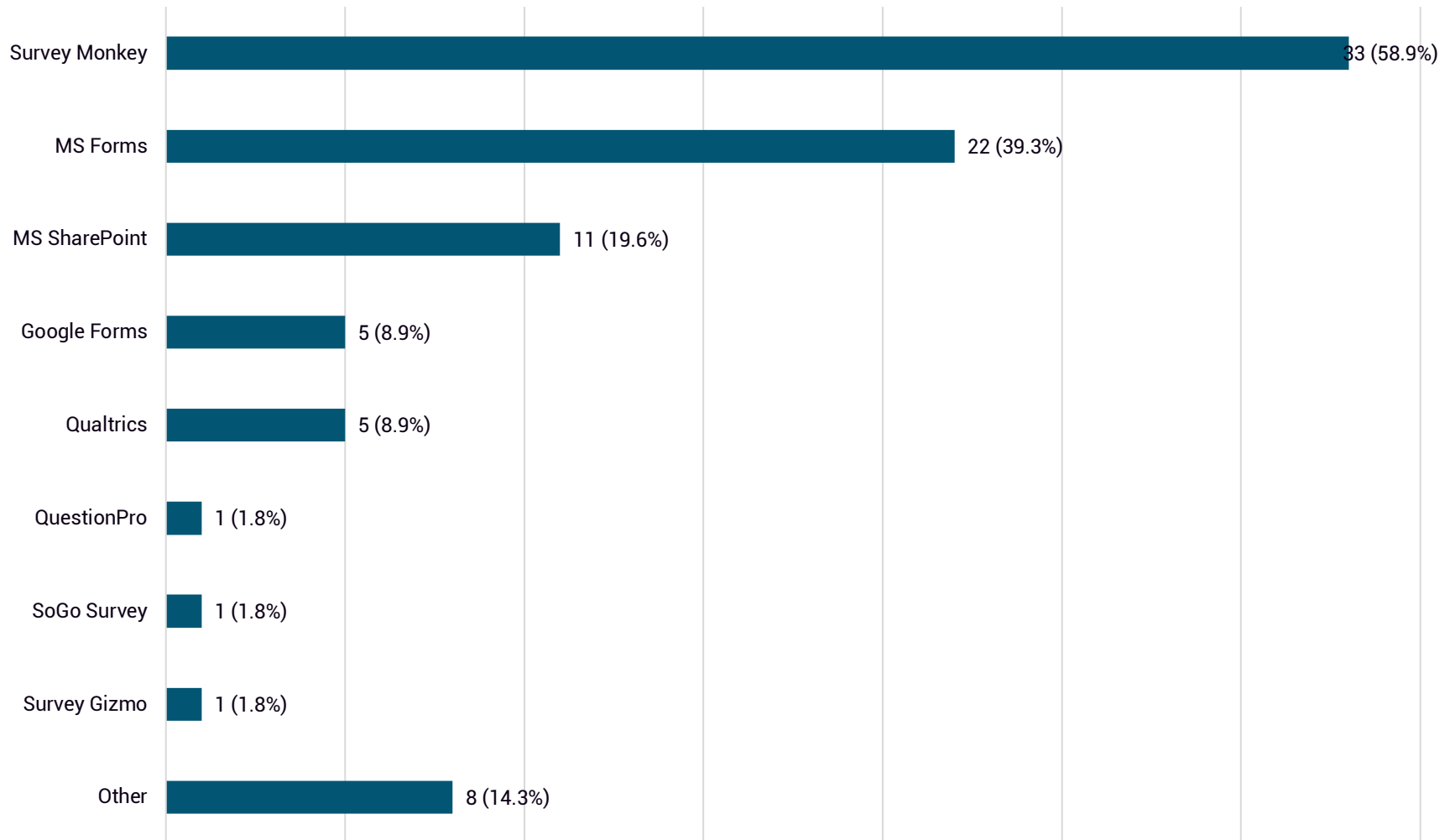
Zoom: [AbbVie](#), AppFolio, Inc., [Biz Law Consult Myanmar](#), [Boston Scientific](#), [Fannie Mae](#), FedEx Ground Package System, Inc., [Hagerty](#), [Hearst](#), [Hewlett Packard Enterprise](#), Liberty Mutual Group, [Mass General Brigham](#), [MassMutual](#), Oracle, PPL Services Corporation, [Quadspire Technologies, Inc.](#), [SPX Corporation](#), Target Corporation, Tasktop Technologies Incorporated, TIAA, Twilio Inc., US Foods, Inc., [World Wide Technology](#), [Workplace Safety and Insurance Board Ontario Ontario](#), Xerox Office of General Counsel

Other remote connectivity tools reported: Cisco Any Connect ([Chick-fil-A, Inc.](#)), Duo ([Travelers Insurance](#)), F5 (Mutual of Omaha Insurance Co.), Home Grown (Dassault Systemes Americas Corp.), Viscosity (Twilio Inc.), Zscaler Private Access ([John Deere Financial](#))

Survey/Information Gathering Tools

Used to collect information from specific groups of respondents, and usually feature software assistance throughout the process, from creation through results analysis.

Tools listed in the survey: **8** Tools selected: **8** Companies using these tools: **56**



Who Uses What?

Google Forms: AppFolio, Inc., [DocuSign](#), AppFolio, Inc., [Lyft](#), Twilio Inc.

MS Forms: Abbott Laboratories, [AbbVie](#), [Biz Law Consult Myanmar](#), Boston Scientific, Campbell Soup Company, [Discover Financial Services](#), [Emerson Corporation](#), FedEx Ground Package System, Inc., [Hearst](#), [Hewlett Packard Enterprise](#), Idexx Laboratories, Inc., Liberty Mutual Group, [John Deere Financial](#), [McKesson](#), [Merck & Co., Inc.](#), PPL Services Corporation, US Foods, Inc., Volvo Group, [Walgreen Co.](#), [Western Governors University](#)

MS SharePoint: [Biz Law Consult Myanmar](#), DaVita Inc., [Emerson Corporation](#), [John Deere Financial](#), Liberty Mutual Group, [McKesson](#), [Target Corporation](#), [TE Connectivity](#), [Travelers Insurance](#), US Foods, Inc.

SoGo Survey: [AbbVie](#)

Survey Gizmo: Purdue Pharma LP

Survey Monkey: Allianz Life Insurance Company of North America, [Blackbaud, Inc.](#), Bristol-Myers Squibb, [British Columbia Investment Management Corporation](#), Campbell Soup Company, CDW Corporation, [Chick-fil-A, Inc.](#), Coastal Capital Savings Credit Union, DaVita Inc., Electronic Arts Inc., [FloQast, Inc.](#), FMC Corporation, [Hagerty](#), [Hearst](#), [Hewlett Packard Enterprise](#), [International Paper Company](#), [Levi Strauss & Co.](#), MassMutual, PPL Services Corporation, Purdue Pharma LP, [Quadspire Technologies, Inc.](#), SPX Corporation, [Target Corporation](#), [TE Connectivity](#), [Travelers Insurance](#), US Foods, Inc., [Venerable](#), [Walgreen Co.](#), [Western Governors University](#), [Workplace Safety and Insurance Board Ontario](#)

Qualtrics: Allianz Life Insurance Company of North America, [TIAA](#), [Travelers Insurance](#), [University of Central Florida](#), [Venerable](#)

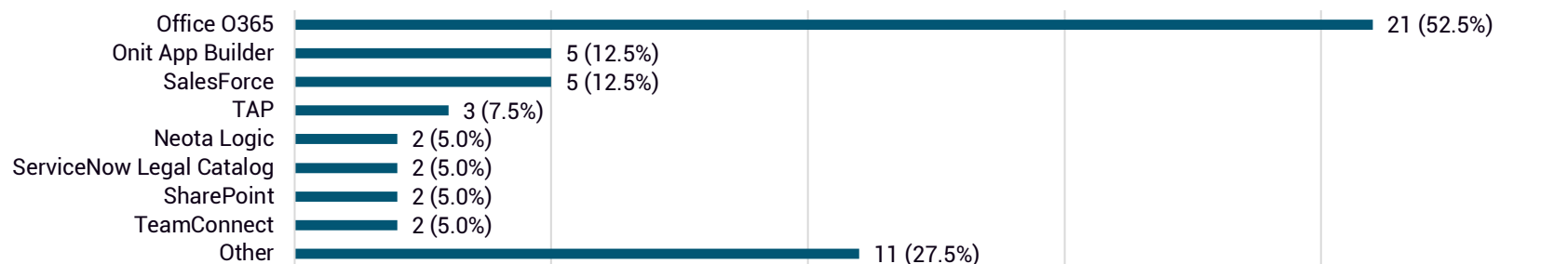
QuestionPro: [Farm Credit Mid-America](#),

Other survey/information gathering tools reported: CultureAmp & sli.do (Twilio, Inc.), [Cvent Survey \(Cvent\)](#), Doodle ([Blackbaud, Inc.](#)), Glint ([DocuSign](#)), in-house tool ([Workplace Safety and Insurance Board Ontario](#) Ontario), [Oracle](#) internal - Quicksurvey ([Oracle](#)), Survey Analytics (Liberty Mutual)

Workflow Tools

Used to automate business processes.

Tools listed in the survey: **9** Tools selected: **8** Companies using these tools: **40**



Tool not selected: Laserfiche

Who Uses What?

Office 0365: [AbbVie](#), [Align Technology Inc.](#), Bristol-Myers Squibb, [CDW Corporation](#), [Emerson Corporation](#), [Expedia](#), FedEx Ground Package System, Inc., [GOJO Industries, Inc.](#), Iconex, Idexx Laboratories, Inc., Liberty Mutual Group, [John Deere Financial](#), [McKesson](#), [McKesson Corporation](#), Milliken & Company, Purdue Pharma LP, [Quadspire Technologies, Inc.](#), [Resurgent Capital Services, LP](#), UnitedHealth Group, Volvo Group

Onit App Builder: Abbott Laboratories, [Archer-Daniels-Midland Company](#), DaVita Inc., [MassMutual](#), [McKesson](#)

SalesForce: DaVita Inc., Electronic Arts Inc., [McKesson](#), [Quadspire Technologies, Inc.](#), Tasktop Technologies Incorporated

ServiceNow: Legal Catalog, [Biz Law Consult Myanmar](#), [McKesson](#)

TeamConnect: [Hewlett Packard Enterprise](#), Liberty Mutual Group

Neota Logic: Liberty Mutual Group, [Travelers Insurance](#)

SharePoint: Allianz Life Insurance Company of North America, Coast Capital Savings Credit Union

TAP: Electronic Arts Inc., [Hewlett Packard Enterprise](#), Liberty Mutual Group

Other workflow tools reported: Agiloft & Smartsheet ([Hagerty](#)), ALOE ([Bigfork Technologies, LLC](#)), Asana (Tasktop Technologies Incorporated), Bryter ([lopco](#)), Home Grown (Dassault Systemes Americas Corp.), Internal software for specific agreements ([GOJO Industries, Inc.](#)), Jira ([Expedia](#)), MS Power Automate ([Align Technology Inc.](#)), Service Now ([Workplace Safety and Insurance Board Ontario Ontario](#)), ThinkSmart & SmartSheet & Wrike.com (Idexx Laboratories, Inc.), Tonkian ([Lyft](#))

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Reminder – for ACC member use only.

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Red Canary, Inc.	Matt Spohn	General Counsel	matt.spohn@redcanary.com
Resurgent Capital Services, LP	Savannah Ramsey	Legal Operations Manager	sramsey@resurgent.com
Root Insurance Co.	Matthew Massey	Deputy General Counsel	matthew.massey@joinroot.com
SPX Corporation	Caroline Prescott	Assistant General Counsel, M&A, Governance and Communications Technologies	caroline.prescott@spx.com
Target Corporation	John Bentley	Lead Consultant - Legal Affairs Ops	john.bentley@target.com

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TIAA	Erin Hormozi	eDiscovery Process Owner	erin.hormozi@tiaa.org
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Workplace Safety and Insurance Board Ontario	Colin	GC	colin_grant@wsib.on.ca
Xerox Office of General Counsel	Lee Gang	Legal Operations Specialist	lee.gang@xerox.com

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