

CASE STUDY: W ADVISERS

with Albert Cheung
Associate



1.

The Challenge

Obtaining information at the time I need it most can be a challenge in conducting legal research.

As an Associate at boutique law firm, W Advisers, part of my role involves reviewing case law and legal developments to present to our clients. Like many successful boutique law firms, we have clients that come to us with a diverse range of matters involving corporate, commercial, insolvency and litigation. This means the speed and reliability of our research tools is critical. For example, I need to know that the primary sources I search, such as legislation or caselaw, are accurate and up to date. Everyday search engines, though working intuitively, can give stale results or include unverified information which reduces their reliability.

2.

The Solution

As a beta user and design partner of Westlaw, I really appreciated how my feedback was used to address my pain-points in legal research. The system I'm seeing now has significantly improved versus what I saw a year ago.

One of the issues I had raised during the development process was that even with an accurate citation reference, traditional legal research tools don't always take you to the actual judgment. Instead, I'd have to go to a search results page, and then click-through. Now, with the newly iterated Westlaw, I can enter citation references through the "FIND" feature to arrive at case judgments in an instant. It saves me time and enables me to stay focused on the task at hand, in fewer clicks.

As a recent example of the practical benefits of this streamlined process, I was given citation references by a barrister and only had one hour to provide multiple copies in admissible form into Court to support our submissions. I put the citation references into Westlaw and I had everything I needed in my hands seconds later. Ultimately, the outcome was a success, and this is what I've come to count on with the *new* Westlaw.



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3.

The Future

Westlaw offers a seamless experience in doing legal research that wasn't really available to me before.

I'm looking forward to further using Westlaw on-the-go, particularly the flexible search feature and seeing more condensed and relevant answers when time is of the essence.

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