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## LiveNote® Competitive Overview

Printed 7/07. Material #40634891.



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 **LIVENOTE**

# LiveNote Competitive Overview

	LiveNote	CT Summation	Concordance	TextMap
<b>Product focus</b>	Transcript and evidence management	Postdeposition document collection, including some transcript management	Document management with a small transcript management component	Transcript summary
<b>Document capabilities</b>	Supports linked exhibits in transcripts; can be integrated with many other document management tools	Document management module	Primarily a document management product	Not available
<b>Real-time</b>	Yes; industry standard for serial and Internet-based real-time.; only Engate Compliant™ real-time software; easy to use and fully functional, including instant messaging and real-time Word Wheel	Includes serial real-time only; no Internet-based real-time; no live video or Word Wheel; limited markup tools; not Engate Compliant	Not available	Not available
<b>Remote access to transcripts, exhibits, and video</b>	Yes, via LiveNote Web™, LiveNote TS for Citrix, and LiveNote Portal, offered with the LiveNote Remote Transcript Sharing package; can receive live text, audio, and video from anywhere	Yes, via WebBlaze with searching, annotating, and reporting tools; access to transcripts and documents in CT Summation only; no access to video; named users only; requires annual renewal of SSL (Secure Sockets Layer) certificate and must maintain Microsoft® Internet Information Services (IIS)	Yes, via FYI Reviewer with access to transcripts and documents in Concordance only; no access to video	Not available
<b>Video viewing</b>	Yes; ability to stream video in real-time, play back historical video synchronized to the transcript, and integrate video with key trial presentation products	No real-time video streaming; can play back historical video	Not available	Not available
<b>Linked exhibits in transcripts</b>	Yes, through import of LiveNote Evidence Format™ (LEF™) files; court reporter or law firm can link exhibit references; automatically updates transcript if a LEF file is updated	Yes, with Summation Briefcase Format (SBF) files and other ways; links cannot reach out to other litigation tools; system cannot check for updates if a revised SBF file has been loaded; only certain versions support SBF files	Not available; can manually create internal links to Concordance files	Not available
<b>Word index linked to locations in transcripts</b>	Yes, with Word Wheel; includes page and line numbers; automatically updated during real-time sessions; can be printed for all or part of a transcript; lists all words where they occur in transcript	Not available; can retrieve a list directly from database, but does not include page and line numbers	Not available	Yes, one index per case; includes page and line number designations; limited print capability
<b>Searching</b>	Comprehensive case-wide searches; Boolean, wildcard, proximity, LIKE, and numeric operators; can define search groups; scales to very large cases; extremely easy-to-use interface	Matches LiveNote in most regards	Some Boolean operators; no search groups	Basic key word text search only
<b>Annotations</b>	Real-time Quick Marks and Issue Marks; use spacebar, number keys, or mouse to apply marks; preset color-coded issues; can add notes and attach files; can transfer text to other trial management programs, e.g., CaseMap	Has most of the same annotation capabilities as LiveNote	Has most of the same annotation capabilities as LiveNote; can transfer to CaseMap	Use mouse to mark text; no preset, color-coded issues; can add notes and attachments; can transfer to CaseMap
<b>Reports</b>	Wide range of customizable reports can be easily generated for all features including queries, annotations, and issues; updated automatically in real-time; interactive with transcripts; can be saved in several formats, printed, or transferred to other programs	Various reports can be generated though they are not updated automatically in real-time	Various reports can be generated though they are not updated automatically in real-time	Limited search and annotation reporting capabilities; can be used with CaseMap for some other reporting capabilities
<b>Robust network sharing</b>	Yes, including user permissions and ability to track work of different users	Yes, including user permissions and ability to track work of different users	Yes, including user permissions and ability to track work of different users	Not available
<b>Detects E-Transcript Signatures™</b>	Yes	Not available	Not available	Not available
<b>Import transcript formats</b>	RealLegal® E-Transcript (.etx or .ptx, supports electronic signatures); ASCII (.txt or .asc); LEF (.lef); Portable Transcript Format (.ptf); can batch import multiple files with Portable Case Format (.pcf). (Importing E-Transcripts is the only way to guarantee that page and line number designations do not shift and that content is accurate and tamper-proof.)	E-Transcript (does not support electronic signatures); ASCII (.txt or .asc); SBF (.sbf); Portable Transcript Format (.ptf); Portable Case Format (.pcf)	ASCII (.txt or .asc); SBF (.sbf); Portable Transcript Format (.ptf); Portable Case Format (.pcf); puts transcripts in a database with other documents, which does not properly preserve transcript format properties	ASCII (.txt); Portable Transcript Format (.ptf)
<b>Customer support</b>	Seven days a week, 24 hours a day	9:30 a.m. – 6 p.m. eastern time, Mon–Fri	10:00 a.m. – 8 p.m. eastern time, Mon–Fri	9:30 a.m. – 6 p.m. eastern time, Mon–Fri