

Westlaw Doc & Form Builder

ONLINE DATA STORAGE FAQs

FREQUENTLY ASKED QUESTIONS

WESTLAW DOC & FORM BUILDER

Westlaw® Doc & Form Builder offers a convenient, easy-to-use online document assembly tool to help you complete forms faster. It saves your client data to reuse for additional forms, with secure storage, convenient foldering, and Favorites to manage your forms.

Q. What does "online data storage" mean?

A. Thomson Reuters provides customers with data storage on, and access to, its secure servers while they create and revise documents on Westlaw Doc & Form Builder and later when they save, reuse, and archive the documents. All interaction with Westlaw Doc & Form Builder occurs inside secure hypertext transfer protocol sessions (https). This is the robust encryption and transport standard used by banks, brokerages, and other businesses when performing transactions over the Internet.

Q. What keeps the data safe?

A. Westlaw Doc & Form Builder:

- Uses AES 256-bit encryption to encrypt data on our servers
- Uses 2048-bit SSL Certificates for data in transit
- Stores data in secure data centers located in the United States
- Backs up data on our propriety servers nightly
- Uses intrusion-detection and virus-protection software
- Tightly restricts employee access to customer-stored data, requires appropriate security credentials, and closely monitors access

Q. What about the physical security of the servers?

A. Physical access to Thomson Reuters data centers is tightly controlled through multizoned, multilevel access controls and monitors. Our data centers employ a third-party security firm to provide 24/7 security monitoring and event analysis.



Q. What kind of power supply do the servers have?

A. Our data centers provide reliable power and near continuous up-time for our servers with:

- N+1 redundancy design to ensure an uninterruptible power supply (UPS)
- Two separate substations supplying power
- Separate UPS systems to sustain a full power load up to 15 minutes during power fluctuations
- Four 2-MW diesel generators at each data center to ensure replacement power if utility power is lost

Q. What safeguards are in place for fire suppression?

A. State-of-the-art early detection systems are in place above and below the raised flooring in our data centers.

- Gaseous fire suppression systems deploy below the raised flooring
- A dry-pipe system serves as an ultimate fail-safe measure
- Multiple cooling towers and air-conditioning units provide uniform and redundant cooling distribution

Q. What technical support do Westlaw Doc & Form Builder customers have?

A. Our highly trained Technical Support staff is available and on-site around the clock every day of the year. More than 500 IT, security, power, and other engineers support the infrastructure.

For more information, please contact your Thomson Reuters representative, or call **1-800-937-8529**.