



## Case Study: Thomson Scientific Solutions

# Fish & Richardson's Library Services Group: Partnering with Thomson Scientific to provide best-in-class resources and information support solutions

>> Case Summary: Fish & Richardson tops the list of law firms specializing in intellectual property, litigation and corporate law. The firm employs the brightest legal minds, invests in cutting-edge technology and nurtures long-term relationships with its clients and vendors. The Library Services Group of Fish & Richardson helps attorneys succeed by providing them with the best information available, in part by using the content and services provided by Thomson Scientific. Their information needs largely focus on comprehensive intellectual property research and on-demand document retrieval.

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## Fish & Richardson – The Law Firm

For over 125 years, Fish & Richardson has represented some of the most forward-thinking people and companies in the world. It helped shape the industrialization of America through its work with innovators Alexander Graham Bell, Thomas Edison and the Wright Brothers (to name a few), and still represents leading innovative companies such as 3M, Bose Corporation, Boston Scientific Corporation, Cargill, Microsoft, Nokia, Ocean Spray, Siemens, Zycos and many others.

Hard work, high standards and a strong focus on relationships have helped the firm grow to be the "largest IP firm in the world" (announced in

the September 2006 issue of *Managing Intellectual Property*). Fish & Richardson has also been recognized as the number one patent litigation firm in the world for four consecutive years (as stated in the July 2006 issue of *IP Law & Business*).

Fish & Richardson achieved its success through many strategic initiatives and efficient business management, including the creation of an Information Management (IM) service under the direction of Ms. Frances Sheehan. With the support of firm management, the central IM group has evolved over the years to support the firm's research needs.

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## BUSINESS ISSUES

Ms. Sheehan joined Fish & Richardson in the early 1990s at a crucial time in the firm's growth. The company had expanded into a national intellectual property powerhouse, but operated locally, without a central information management system. Attorneys sought information individually, using a variety of different information sources. As the firm continued to expand, centralizing and standardizing information management processes became essential. (At the same time that Ms. Sheehan began her career at Fish & Richardson, the Thomson Corporation was about to embark on a decade of growth and acquisition intended to expand its suite of information offerings.)

The information-library services landscape in the late 1990s made Ms. Sheehan's work, and that of other

information managers and firm librarians, difficult. Technology was changing quickly. Information managers not only had to know about the myriad of tools and products available in the market, but they also had to keep current with mergers, acquisitions and other advancements, to ensure they were providing the best offerings to their internal clients.

Ms. Sheehan addressed these concerns by partnering more closely with Thomson Scientific and building on relationships she developed with individuals over the years. She was committed to providing the firm's attorneys with reliable, timely content and services including intellectual property data, file histories, patent copies, scientific and business data, analysis tools and custom applications.

"Working with Thomson Scientific is a win-win...Thomson Scientific offerings are integral to the success of the Library Services Group and the support we're able to provide to the firm."

- Fran Sheehan, Director of Information Management, Fish & Richardson, P.C.

## THE THOMSON SCIENTIFIC SOLUTION

"The Library Services Group, a component of the Information Management Department, takes advantage of Thomson Scientific's full suite of information solutions when researching and delivering information to the firm's legal staff," said Ms. Sheehan. Whether obtaining a file history, assisting with patentability research, supporting IP prosecution due diligence or managing a client's docket, the IM department at Fish & Richardson relies on Thomson Scientific. The combination of Thomson Scientific resources and the Library Service Group's dedication have enabled Ms. Sheehan to centralize the firm's information services, increase efficiencies and, most importantly, assist the attorneys in meeting their client's needs.

Ms. Sheehan communicates her research needs for tools and technology to her Thomson area manager. "Given the increased technology available to our attorneys, I've

come to rely on Thomson Scientific to identify and guide me on the best solutions for us long term," said Ms. Sheehan. "I run the Library Services Group like a business and provide the legal staff with reliable, proven content and services."

As Fish & Richardson has grown, so too has the Library Services component of the Information Management Department, keeping pace with the firm's business needs and drawing on more offerings from Thomson Scientific. "We now have a transactional Library Services team of 14 that supports the needs of 425 attorneys for prosecution, litigation, corporate and business-development work, handling more than 200 new requests each day and managing over 1,000 projects simultaneously," said Ms. Sheehan. "Our principals recognize that the Library Services Group, and the Thomson Scientific services we utilize, help us to maintain our competitive edge."

## CONCLUSION

"Working with Thomson Scientific is a win-win. Thomson Scientific invests heavily in products that meet our needs, in addition to investing in and developing long-lasting relationships," said Ms. Sheehan. "I've come to rely on my relationship with Thomson Scientific

and trust the quality solutions and services they provide. The Thomson Scientific offerings are integral to the success of the Library Services Group and the support we're able to provide to the firm."

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