

Forward-Looking Statements

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Agenda

- LTRE Within Wolters Kluwer
- LTRE: Catalyst for Change
- LTRE Vision and Strategy
- Summary and Q&A

This month marks the three-year anniversary since we embarked on the journey of transforming LTRE

- Significant progress on the transformation of the Division – a substantial effort involving all European countries, customer segments and elements of the information value chain
- Established a strong foundation for growth
- Content assets, organization and go-to-market model now in place to accelerate the growth of LTRE over the coming years
- Culture of performance well established across all countries and customer segments supported by increasing management capabilities



Strategy for LTRE Going Forward shifts from restructuring to achieving profitable growth

LTRE Division enjoys a broad European presence



Key Facts – 2005

- Operating in 18 European countries
- Revenues: €1.292 mln
- Ordinary EBITA: €193 mln
- Employees: 7,051

LTRE represents approximately 40% of revenues ...

	Revenues 2005 (mln)	EBITA margin	Key Vertical Brands	Core Markets
Health	€656	16%	<ul style="list-style-type: none"> • Lippincott Williams & Wilkins • Ovid • Adis • Source Healthcare Analytics • Medi-Span/Facts & Comparisons 	<ul style="list-style-type: none"> • Clinical solutions • Medical research • Pharma solutions • Professional & education
CFS	€496	20%	<ul style="list-style-type: none"> • CT • UCC Direct Services • TyMetrix / Summation • WK Financial Services • Bankers Systems • PCI / VMP 	<ul style="list-style-type: none"> • Compliance • Governance • Litigation • Practice management • Banking and insurance • Securities and mortgage
TAL	€621	20%	<ul style="list-style-type: none"> • CCH • ProSystem • Aspen • ATX/Kleinrock 	<ul style="list-style-type: none"> • Tax research • Tax compliance • Specialty legal • Productivity tools and software
LTRE	€1,292	15%	<ul style="list-style-type: none"> • Kluwer • Lamy • La Ley • Croner CCH • Atr3s • TeleRoute 	<ul style="list-style-type: none"> • Broad legal coverage • HR professionals • Tax & accounting professionals • Health, safety and environment • Transport services
Education	€309	19%	<ul style="list-style-type: none"> • Wolters Noordhoff • Liber • Nelson Thornes • Bildungsverlag Eins 	<ul style="list-style-type: none"> • Secondary education • Primary education • Vocational education • Higher education

... Operating in large markets with steady growth ...

Core Markets Size and Growth Rates
– by Geography

	Estimated Core Market Size (€ mln)	Annual Core Market Growth Rate (2006-2009)
France	700-750	2-3%
Netherlands	400-450	0.5-1%
Italy	950-1.000	1-2%
UK	2.000-2.050	5-6%
Germany	850-900	1-2%
Belgium	500-550	3-4%
Spain	380-400	3-4%
CEE	200-250	3-4%
Scandinavia	400-450	0.5-1%
Total	€6-7 bln	2-3%

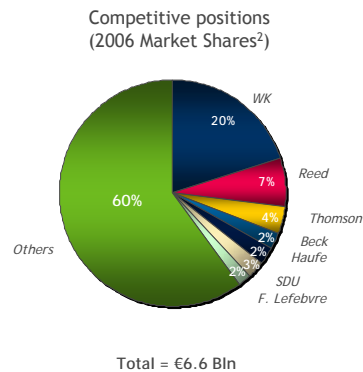


Core Markets Size and Growth Rates
– by Customer Segment

	Estimated Core Market Size (€ mln)	Annual Core Market Growth Rate (2006-2009)
Law firms	850-900	2-3%
T&A firms	1.350-1.400	2-3%
Public	1.350-1.400	1-2%
In Company Professionals	2.900-2.950	4-5%
Transport Companies	400-450	4-5%
Total	€6-7 bln	2-3%

... With leading positions across customer segments and geographies ...

	Market Share ¹ (Estimated 2006)	LTRE	Strongest competitor
By Segment			
Law firms	29%	29%	9%
T&A firms	19%	19%	6%
Public	20%	20%	3%
In Company Professionals	14%	14%	3%
Transport Companies	22%	22%	9%
By Country			
France	31%	31%	23%
Netherlands	51%	51%	14%
Italy	26%	26%	23%
UK	7%	7%	4%
Germany	14%	14%	24%
Belgium	21%	21%	4%
Spain	20%	20%	17%
CE	33%	33%	13%
Scandinavia	16%	16%	21%



¹ Excluding UK law firms segment

² No other competitor has a market share greater than 2%

... And unparalleled penetration

Wolters Kluwer Belgium
Market Share and Penetration
(2005)

	Market Share	Penetration ¹
Law firms	42%	52%
T&A firms	23%	70%
Public	25%	54%
In Company Professionals	15%	69%
Average	21%	61%

- Ability to increase wallet share through cross and up-selling
- Improved customer knowledge to drive higher retention
- Ability to command value-based pricing through improved customer insight

¹ Number of firms penetrated/total number of firms in the market

Market drivers continue to play to LTRE's strengths

Key Market Drivers

Demographic and regulatory demands for more training and certification
Growing need for insights, analytics and productivity tools
Emphasis on compliance, standards and quality
More digital distribution reaching the Professional's desktop

Implications for WK

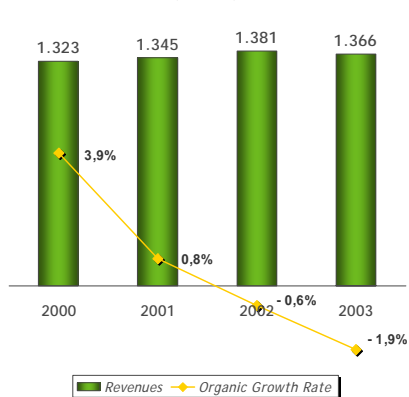
- Expanded set of professionals requiring training and certification
- Greater demand for LTRE's insight, integrated products and productivity tools in the workplace
- More customer value from "extended enterprise" relationships and workflow knowledge
- Incremental distribution opportunities for WK to reach segments at a low cost
- Significant growth potential for LTRE in Central, Eastern Europe and Russia

Agenda

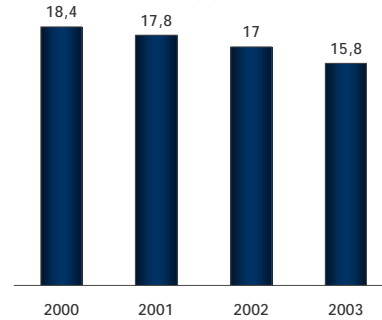
- LTRE Within Wolters Kluwer
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In 2003, LTRE was faced with the challenge to drive growth across multiple parts of its portfolio ...

LTRE Revenues and Organic Growth
(€ mln)

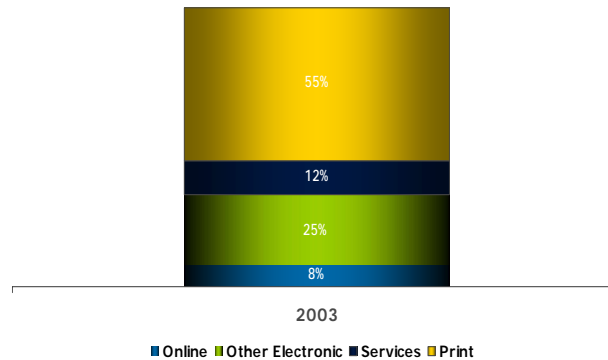


LTRE Ordinary EBITA Margin
(%)



... Requiring further growth in on-line revenues ...

LTRE Revenues by Media Format
as a Percentage of Revenues



... And creating a clear need for a transformation ...

LTRE Catalyst for Change - “What”

Key Challenges

- Independently run companies without a central strategy
- Product centric organization with a lack of sales & marketing culture
- Strong focus on “traditional” research; majority of assets operating in a low growth markets
- Fragmented path to online migration and expansion into higher growth market segments
- Need for better positioning to take advantage of the market transformation from traditional publishing to information services
- Limited scalability and capabilities within the organizational structure

Management Vision

- Portfolio of tightly managed countries – capable of responding to specific issues with the required speed and resources
- Sales and marketing-driven business growth – with scalable capabilities
- Customer centric organization
- Packaged solutions offerings by customer segment – addressing customer needs
- Streamlined research portfolio capable of delivering sustainable and profitable organic growth
- Clearly defined software and solutions strategy – capturing positions in higher growth markets

LTRE management took aggressive actions to restore performance and transform the business

LTRE Catalyst for Change – “How”

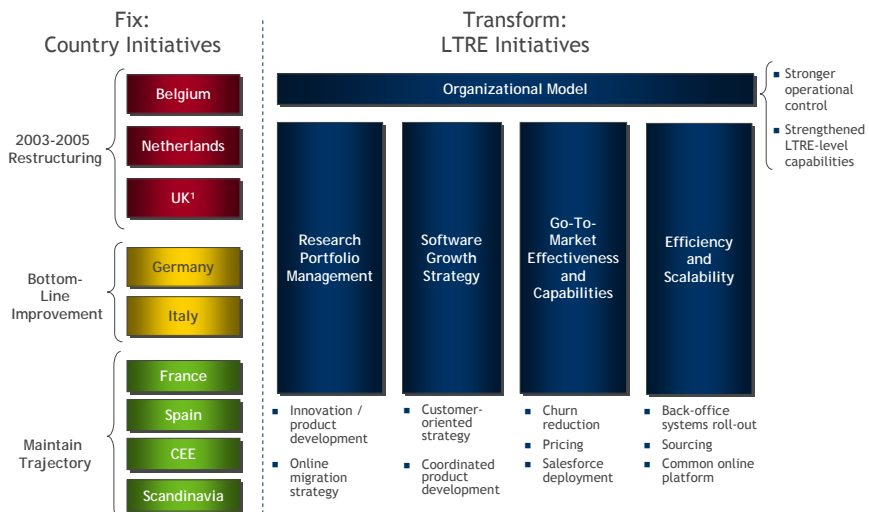
Actions Taken In 2003 and 2004

- Re-organized LTRE and strengthened management team structure
- Upgraded country management teams
- Developed turnaround plans in Belgium, UK and the Netherlands
- Stabilized business decline
- Launched operational excellence initiatives
- Initiated and completed customer & market segmentation project

Launch of Fix and Transform in 2005

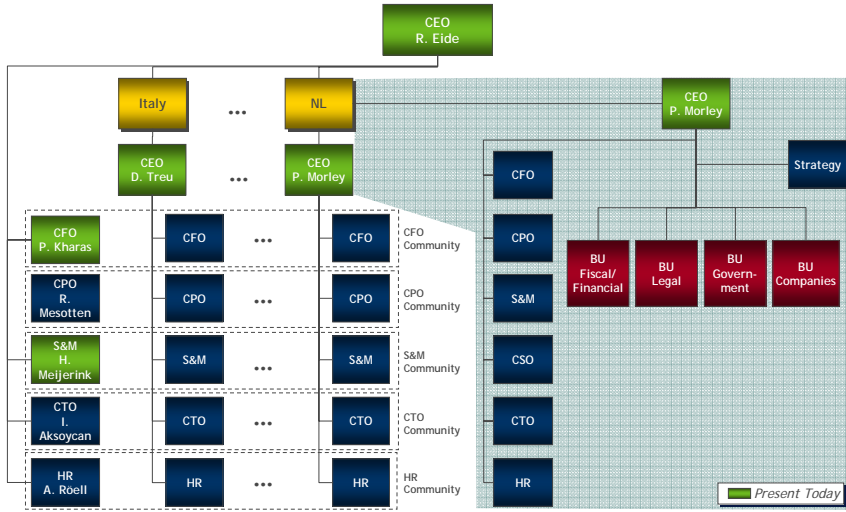
- Overarching program to drive complete transformation of the business in 3 years
- Broad, enterprise-wide effort with active participation from local country management
- Broad range of product lines for professional customers

Fix & Transform: A comprehensive program to restore LTRE’s performance and to accelerate growth



¹ As of January 2007, the UK business will transfer from the LTRE division to the TAL division

Driving this transformation is a customer centric organization

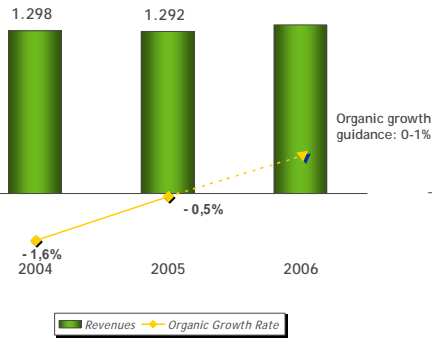


There is clear evidence of success ...

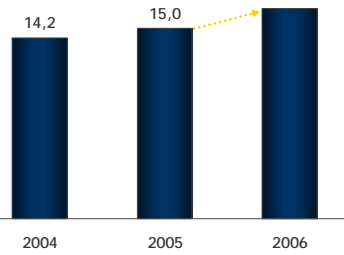
- | | |
|--------------------------------------|--|
| In-Country Restructuring | <ul style="list-style-type: none"> ▪ Restructuring complete in the Netherlands & Belgium and well underway in the UK ▪ Strong ongoing focus on anticipating performance issues |
| Research Portfolio Management | <ul style="list-style-type: none"> ▪ New Product Review Board in place – increased innovation effectiveness ▪ Research portfolio optimized across countries ▪ Online migration roadmaps completed |
| Software Strategy | <ul style="list-style-type: none"> ▪ “Legal desktop” software pilot in place in Italy ▪ Tax and Accounting growth strategy in place |
| Go-To-Market | <ul style="list-style-type: none"> ▪ Continued investment in upgrading capabilities ▪ More flexible sales compensation |
| Efficiency and Scalability | <ul style="list-style-type: none"> ▪ SAP live in 6 countries ▪ All restructuring initiatives launched in 2003 successfully implemented ▪ Cross-country initiatives delivering sizeable cost savings |
| Organization Model | <ul style="list-style-type: none"> ▪ Strengthened LTRE level capabilities (HR, S&M, online) ▪ Customer-centric organization in-place across countries |

... As demonstrated by the performance improvement of the division

LTRE Revenues and Organic Growth (€ mln)

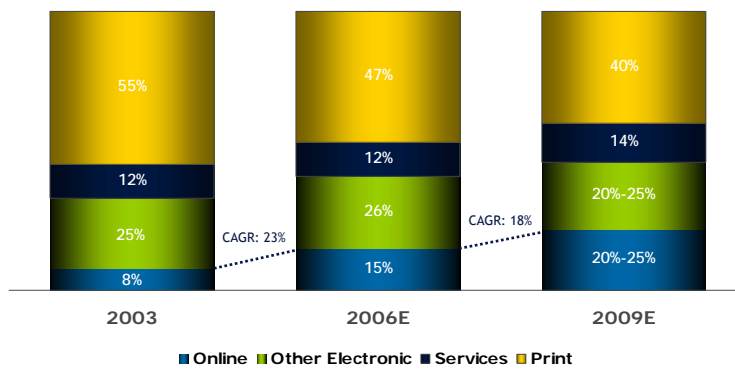


LTRE Ordinary EBITA Margin (%)



Significant growth from on-line going-forward

LTRE Revenues by Media Format as a Percentage of Revenues



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LTRE Vision remains

The Professional's First Choice

Provide information, tools and solutions to help professionals make their most critical decisions effectively and improve their productivity

LTRE's Growth Strategy: deliver accelerated, profitable growth going forward



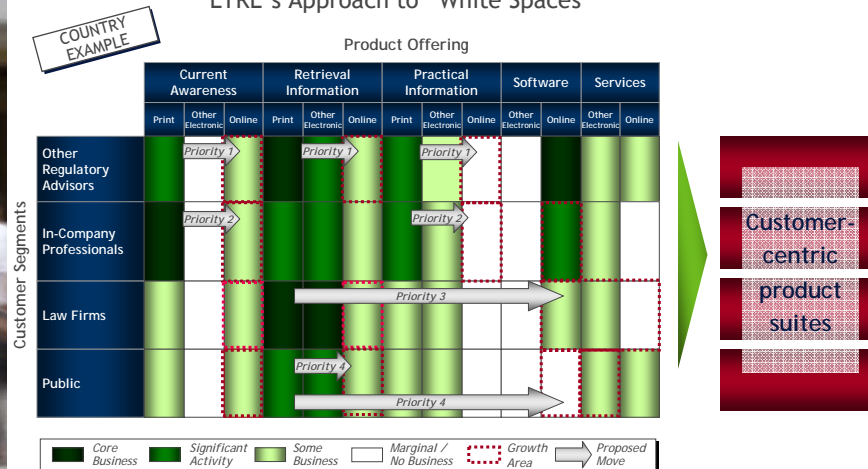
Grow our leading positions

Strategic Initiatives

- Move from offering individual products to integrated, modular, customer-centric product suites
- Continue to drive strong innovation processes and capabilities
- Implement best-in-class sales and marketing capabilities

LTRE is well positioned to leverage its existing positions and develop customer-centric product suites

LTRE's Approach to "White Spaces"



Customer-centric product suites – Example Italy: Suite LaLegge

Cases
Allows users to structure and retrieve all information related to a case including activities, documents, client data, expenses and other relevant information

Time & Billing
Allows users to administer their time and billing process including: issuing, testing and processing of invoices, keeping track of the payment status and making evaluations

Agenda
Facilitates time and to-do-management activities e.g. schedule and keep track of meetings, hearings and deadlines

Calculation Tools
Form-based software applications that allow users to make calculations e.g. to estimate amount of damages

Content Database
Allows user to search for content regarding a specific topic in legal research databases e.g. Company Law, Bankruptcy, Contract Law etc.

Online Service
Links users directly to different legal news sites and databases; allows to search by keyword and to save search results

Document Management
Provides sophisticated tools for the creation and administration of documents e.g. allows to produce documents based on pre-defined templates and to merge these with other files e.g. content excerpts

Directory
Allows user to store and retrieve client data including related information like contact history, documents – also offering more sophisticated CRM functionalities

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To sustain this expansion, LTRE is focused on continuing to improve its innovation track record ...

LTRE's Approach to Innovation

From To
<ul style="list-style-type: none"> ▪ Limited filtering of projects at early stage ▪ Incentive to develop one-off innovations ▪ Content/ author-oriented innovation process ▪ Projects managed by countries as "silos" ▪ Scattered investments ▪ Limited monitoring after launch 	<ul style="list-style-type: none"> ▪ Clear strategic guidelines from Innovation Review Board ▪ Focus innovation on building a profitable, long-term subscription base ▪ Customer-oriented innovation processes ▪ Effective sharing of best practices across LTRE countries ▪ Pooling of innovation spend to support more ambitious projects ▪ Stronger focus on execution with monthly follow-up ▪ Integrated product development and sales & Marketing planning

... As well as its sales and marketing capabilities

Sales and Marketing Imperatives

- Strengthen Sales culture
- Optimize channel mix
- Increase productivity and reduce churn
- Increase customer focus and segmented approaches



Capture key adjacencies

Strategic Initiatives

- Offer new product concepts through innovation
- Reach out for new customers
- Expand into new markets

We will selectively step beyond our core to adjacent markets

Product Approach

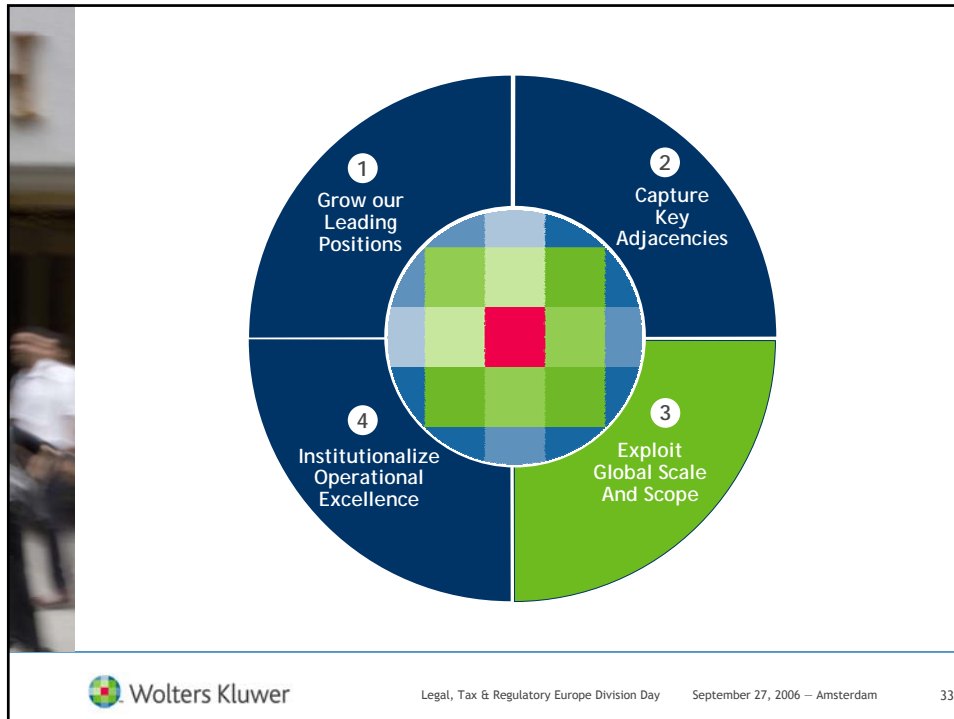
- Roll-out of customer-centric product suites and integrated solution - initial focus on tax and legal markets
- Development / addition of e-learning capabilities to existing compliance tools to address need for continuous learning

Customer Segments

- Increased focus on the corporate markets
- Selectively leverage US experience to enter financial services market
- Customize products / offerings with adapted solutions to smaller customer segments

New Markets

- Eastern Europe: Russia, Romania and Ukraine
- Western Europe: Portugal, Luxembourg



Exploit global scale and scope

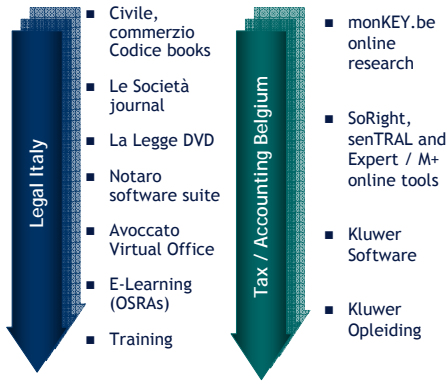
Strategic Initiatives

- Roll out global product concepts
- Leverage shared platforms across Europe

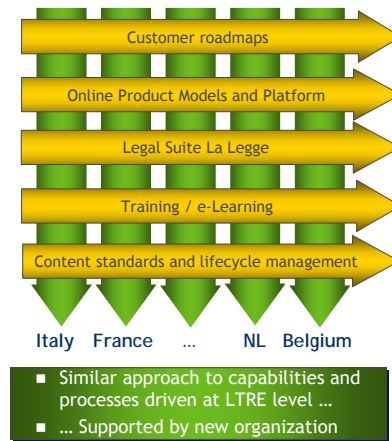
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Global concepts: nurturing deep “verticals” and replicating them across Europe

Customer-Centric Verticals ...



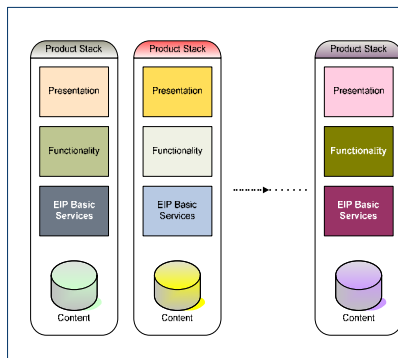
... Replicated Across Europe



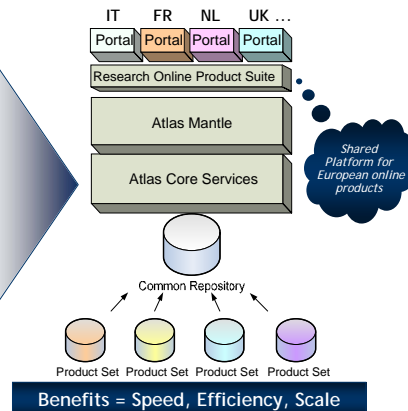
Global product concepts: Atlas focus

Atlas Platform Example

From Independent Developments ...



... To a Common Platform Structure



1
Grow our
Leading
Positions

2
Capture
Key
Adjacencies

3
Exploit
Global Scale
And Scope

4
Institutionalize
Operational
Excellence

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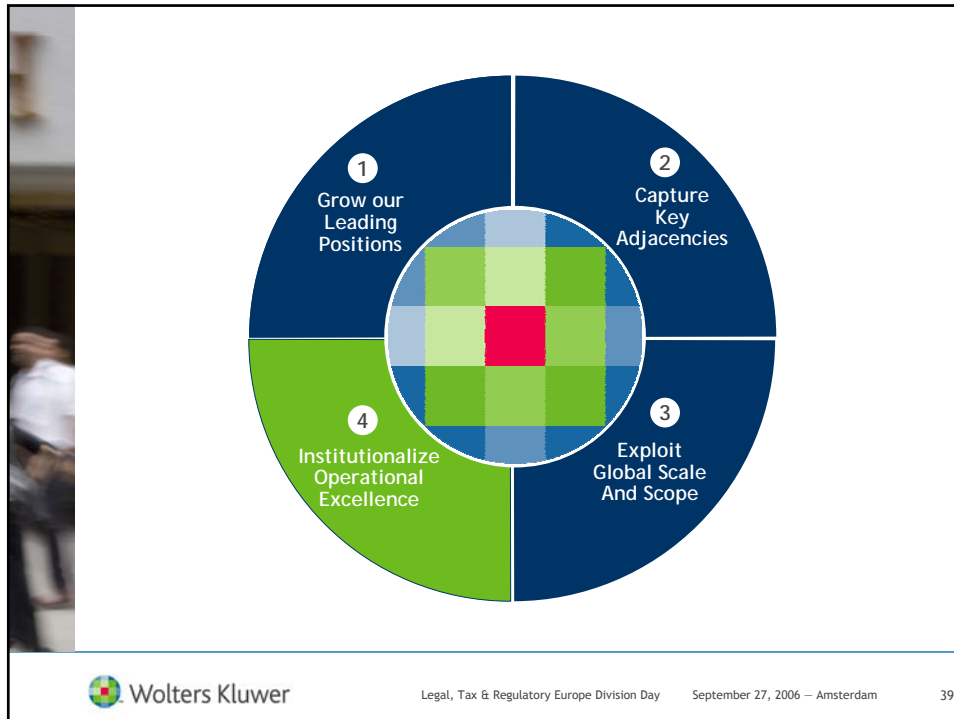
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**Operational
Excellence**

Wolters Kluwer

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Punnika Kharas
Chief Financial Officer



Embedding capabilities to drive operational excellence will further support profitable growth

Strategic Initiatives

- Drive continuous efficiency improvement
- Optimize the Supply Chain
- Explore further outsourcing / near-shoring / off-shoring opportunities
- Further upgrade people development and planning processes

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A recap on what has been accomplished

Process improvements

- Designed and implemented a common Finance architecture
- Established Human Resources management structure and processes
- Initiated design of a common Sales & Marketing structure

Consolidation

- Established European Technology Centre
- Established European Content Competence Centre
- Established European operational excellence team

Execution

- Implemented SAP
- Real estate reduction of 28%
- Implemented all 2003 restructuring initiatives (>80)
- Reduced legal and reporting entities by 25% and 60%

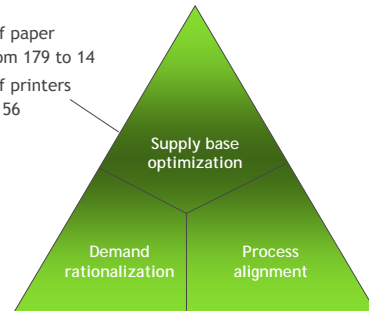
We will now move on to the next phase... Drive continuous efficiency improvements

- European Technology Centre
 - Position as a professional service centre to manage projects, operations and vendors
 - Seek near-shore / offshore alternatives for development and support activities
- Further roll out of central SAP configuration
 - To form the basis for aligning back office systems and operations
- Content Management
 - Harmonize content structure and lifecycle management
 - Standardize content creation processes to enable media independent platforms
- Process standardization
 - Finance transactions - to exploit full advantages of ERP systems
 - Human Resources - to enable shared services and platforms
- Develop and implement Lean Six Sigma initiatives

We optimized all aspects of the supply chain

For example:

- Reduction of paper suppliers from 179 to 14
- Reduction of printers from 153 to 56



- Approach impacts business processes
- Requires significant change management efforts



For example:

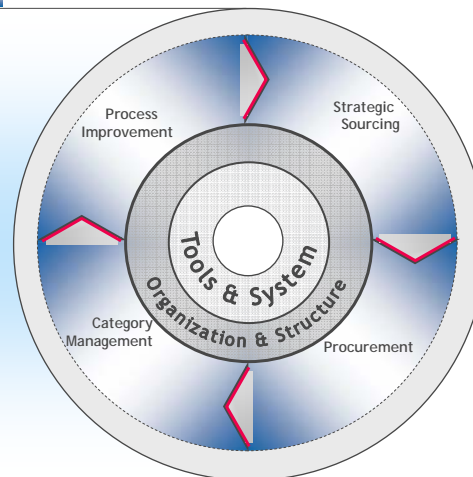
- Reduction of stationery products from 10.000 to 200
- Reduction of paper brands from 145 to 25
- Alignment of mobile contracts

- Worked with 13 country teams of about 100 employees

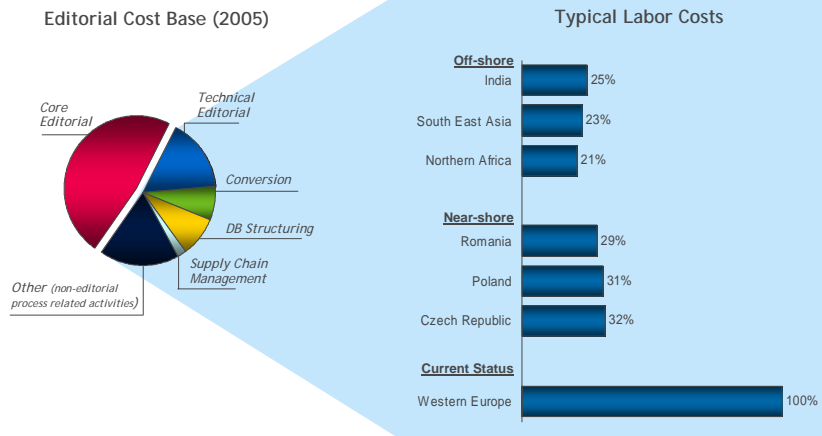
The next phase is a four stage process...

Supply Chain Transformation

- Strategic Sourcing focused sourcing initiatives to optimize spend (Marketing & Sales, HR Services, IT, others)
- Process Improvement Operational Excellence initiatives (Lean Six Sigma Projects)
- Procurement policy and compliance to ensure ongoing supplier performance and measurement to contractual and organizational requirements
- Category Management dedicated category strategies to ensure long term sustainability of savings



Explore further outsourcing / near-shoring / off-shoring opportunities



Continued focus on Human Resources...

- Continue to enhance skills across the Division
 - Specifically middle management levels
 - Recruit key resources to support business strategy
- Move to the next phase of Human Resources Management
 - Talent Management as a base to develop succession planning, career and development planning
 - Establish structured processes and a system for Performance Management
- Implement standardized processes for all HR core activities
 - Performance management
 - Recruiting
- Continue focus on benchmarked compensation structures
- Strong internal communication

Specific Initiatives going forward

Technology

- Implement global online platform
- Implement European software development framework
- Harmonize Content structure and life cycle management
- Enhance the European Technology Centre operations
- Leverage on central SAP implementations

Supply Chain

- Rationalize demand for purchased goods and services
- Enhance procurement skills and practices
- Continue with strategic sourcing - European and Global

Human Resources and Finance

- Continue with upgrading skills
- Standardize processes and explore shared service options
- Implement Performance Management process

Real Estate

- Continue location consolidation strategy

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Sales & Marketing
"Go-to-Market"

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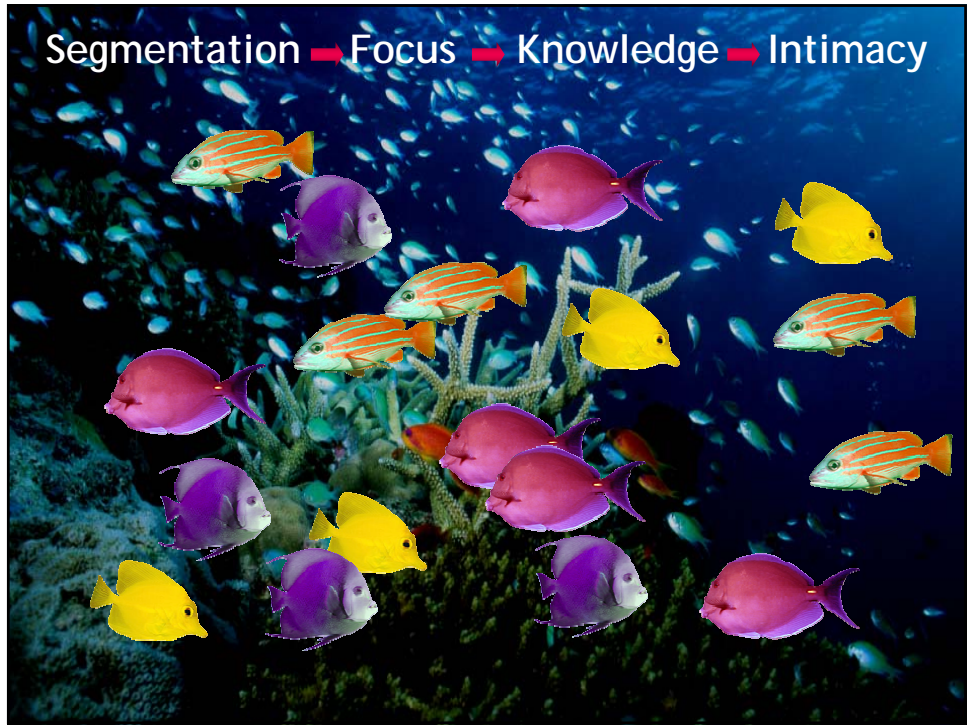
Haico Meijerink
Sales & Marketing Director
LTR Europe

LTRE Sales & Marketing Objectives



LTRE Sales & Marketing Objectives





Customer Focus = Success

Segmentation Data Driven Segmentation	→	Improve Coverage Model
Focus Understanding and Exceeding customer needs	→	Deep Vertical Knowledge
Knowledge Improved Channel Mix by Segment by Market	→	Optimized Cost to Serve
Intimacy Customer Satisfaction	→	Increase Penetration, Share and Retention

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Improved Retention Results



Key Success Drivers

- Increased customer intimacy and knowledge
- Products that meet customer needs
- Solutions that integrate into customers' workflow

LTRE has improved retention rates by 3 percentage points in the last 3 years; in the near term the target is to increase this further to above 90%

Strategic Capability Investments



1. Public Tenders



2. Complete offerings from the customer perspective



3. (Key) Account Management

Public Tenders

1. Public Tenders

■ Why focus on Tendering?

- Government procurement represents 15% of EU GDP
- Increasing and complex market which plays to WK's strength
- I2010 e-government : encouraging e-learning and online content
- Stable market less depending upon private economy
- Reputation & Benchmark

■ LTRE Capability Investments

- Dedicated Local Experts (pre-sales, bidding and post-sales)
- Installation of a Central Team
- European "SWAT" Team
- Development of tools (multi-lingual documentation, certificates and standards)

Complete offerings from the customer perspective

2. Complete offerings from the customer perspective

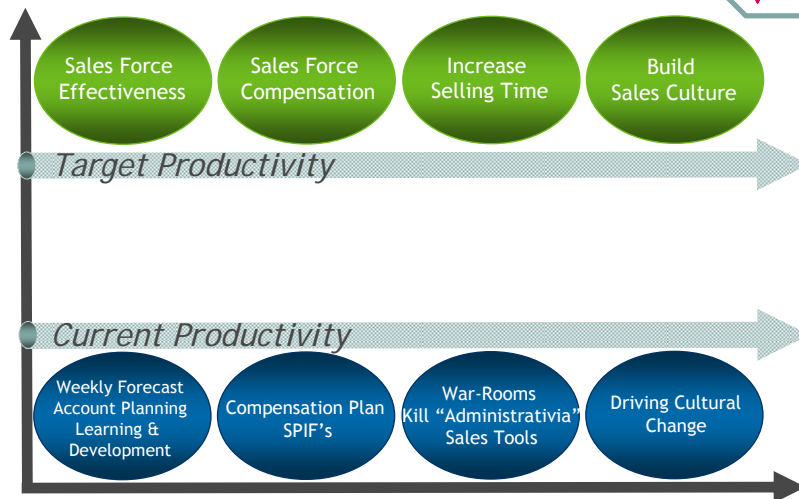
- In a Customer Centric organization, the needs of the Customer feed and initiate the development of products, tools and solutions
- Customer needs have transitioned from individual products to broader integrated information services
- WK LTRE is ideally positioned to be an end-to-end information services provider for our Customer base

(Key) Account Management

3. (Key) Account Management

- Structural development of our client relationships
- Greater insight into managing existing clients
- Leading our clients' thinking
- Analyzing client needs to provide value added solutions
- Account planning system to ensure we retain client loyalty and enhance business opportunities

Sales Force Productivity



Build Strong Sales Culture



Courage, Confidence, Customer Focus

Expertise, Risk Taking, Teamwork & Collaboration

Trust & Integrity, Open Communication, Pride & Passion

Customer Knowledge, Celebrate Successes

Creating Lasting Customer, Shareholder and Employee Value

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**Kluwer
On-line Strategy**

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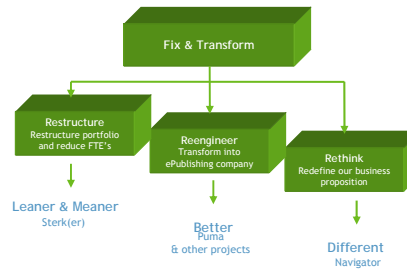
*Patrick Morley
CEO Kluwer*

Setting the scene

- Corporate objectives 2004-2006
 - Bring cost in line with revenue
 - Increase in ebita margin, increase by 3% over the period
 - Reengineer publishing infrastructure to better cope with multimedia
 - Drive internet migration

- Focus on:
 - Increasing value proposition for customer
 - Leading to better renewal rates
 - Restoring sustainable organic growth

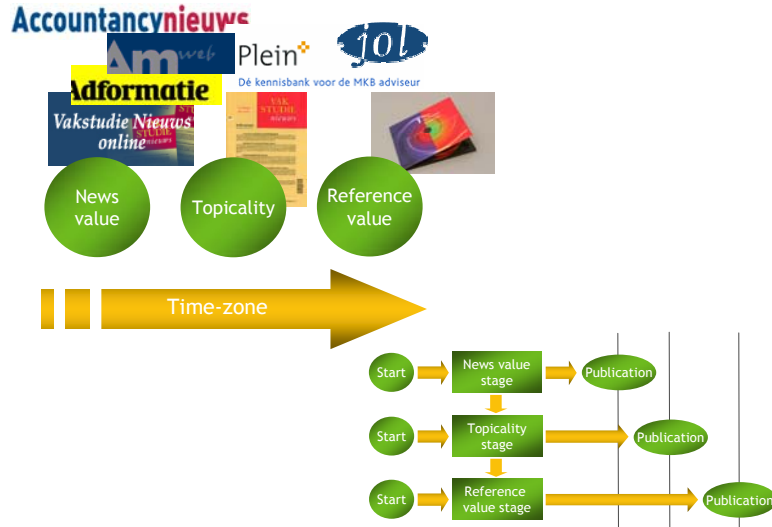
- The consequence:
 - Kluwer Navigator will be anchor proposition



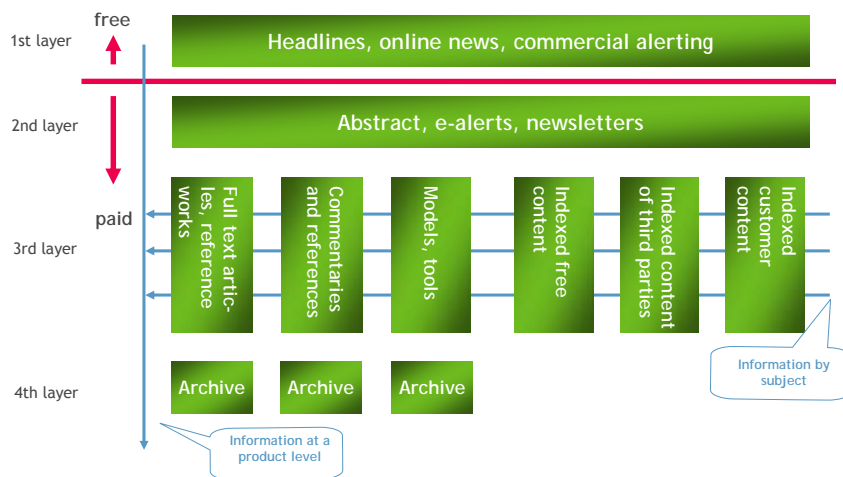
What the information landscape looks like



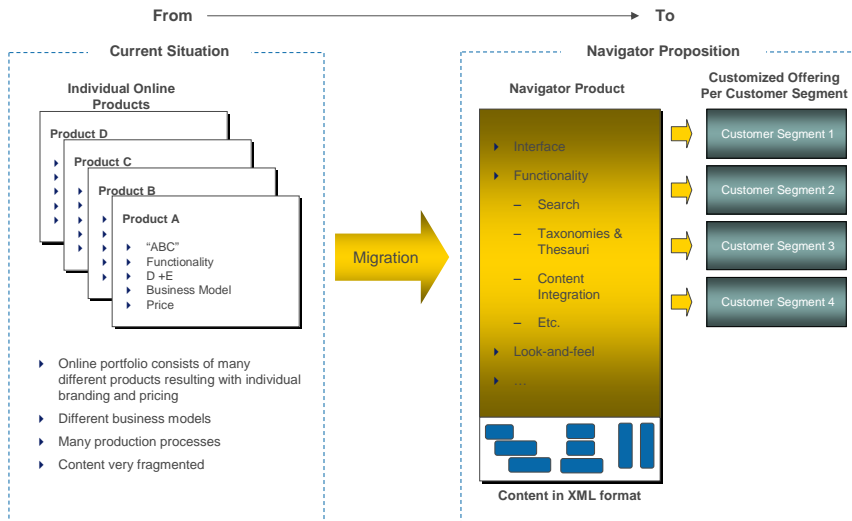
The customer has a variety of information needs and different media formats



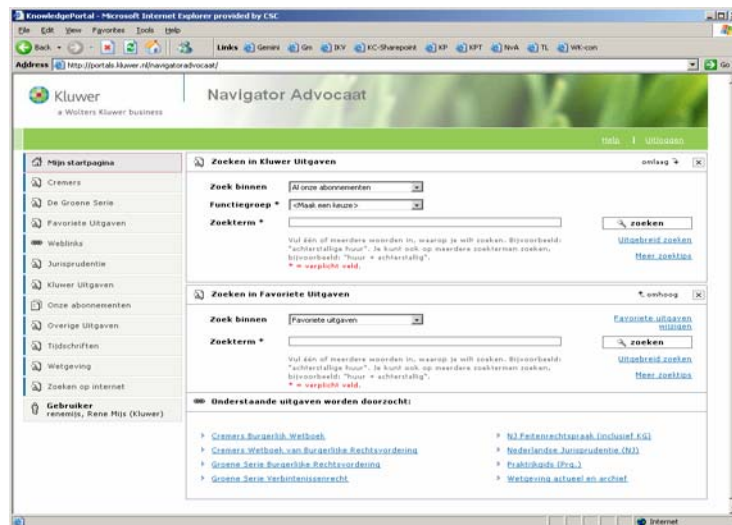
Navigator contains all relevant knowledge that is essential for the professionals at different stages of their work processes



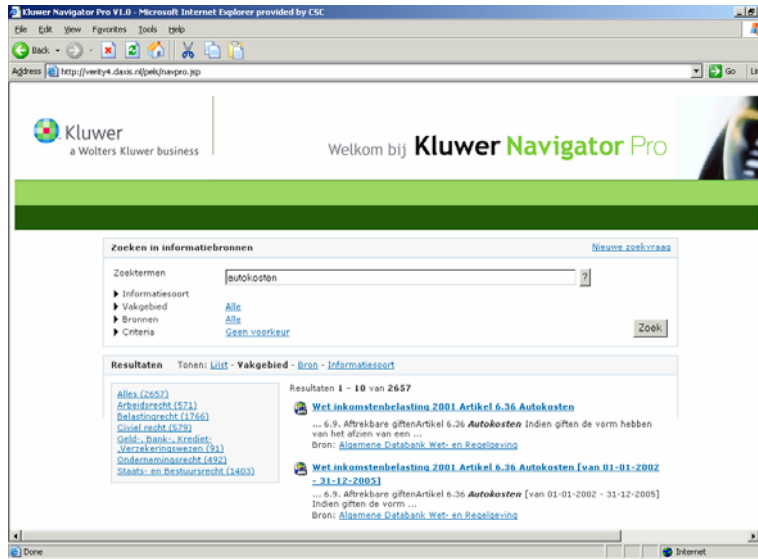
Navigator online migration to provide single source content and workflow tools to customers



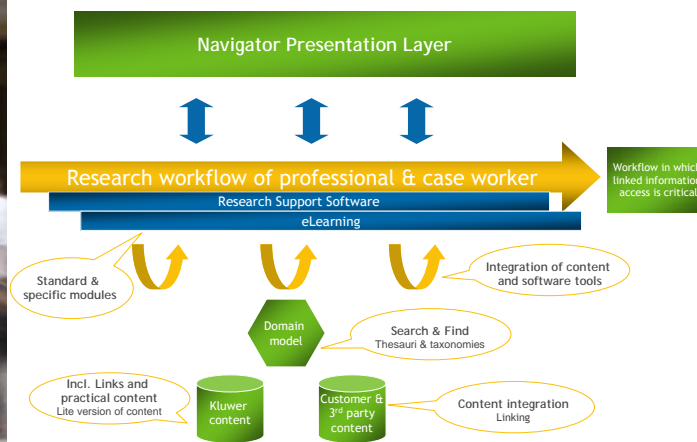
The Navigator proposition: "brengt uw vakinformatie bij elkaar"



Navigator Pro



Navigator is the anchor proposition for new business opportunities



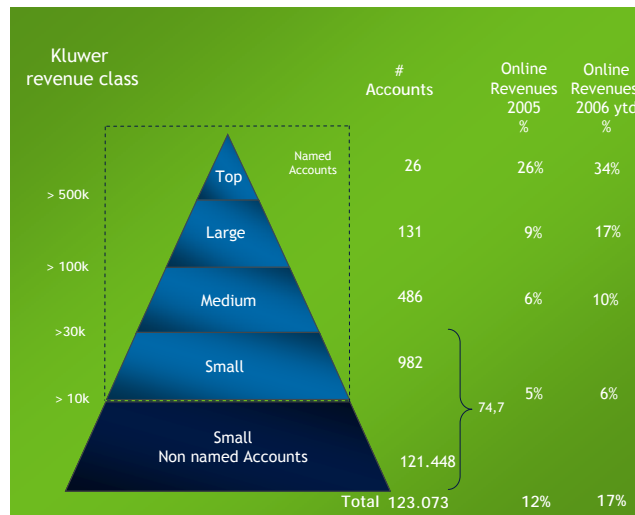
Focus

- Kluwer supports professionals in their knowledge processes
- Kluwer shifts from a traditional publisher to a multi-media publisher with increased focus on online
- In the short term Kluwer will migrate part of the realigned portfolio to an intelligent online proposition based on customer needs (Navigator & Puma) and at the same time stretch traditional portfolio in order to create growth
- Next customer's will be further locked in by adding more value to the Navigator like integration with research software tools and e-learning modules
- In this way Kluwer will create an environment where customers are optimally supported in their work process

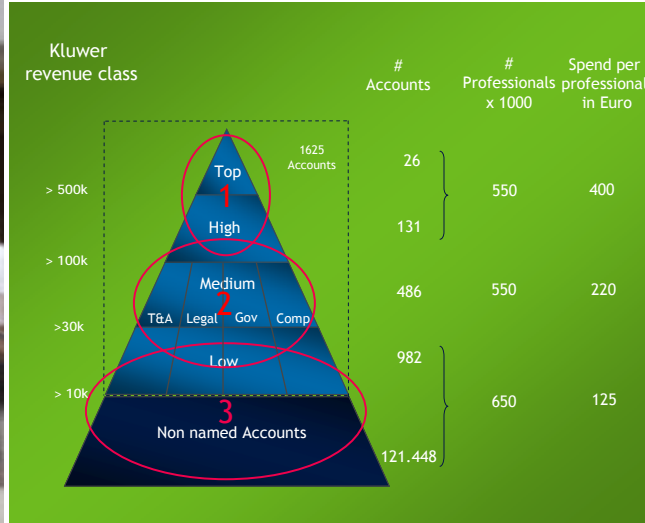
Navigators for each segment

	Public			Private												
	Central government	Decen- tral government	Semi- govern-ment	Core to the subject					Education		Companies					
				Law Firms	Notaries	Audit & Tax	Fin. Services	Bank & Insur.	Interm.	Edu- cation Univ. HBO	Edu- cation man.	Trade unions	Industry	Services	Trade	Health
Top	Navigator Pro															
Medium	Navigator															
Small	Navigator Lite - Kluwer.nl															

Online revenues potential, both named and non named accounts



Online revenues potential, both named and non named accounts



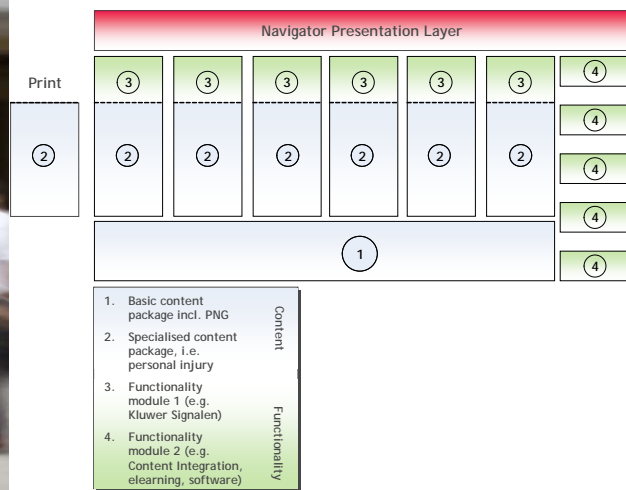
- Propositions:**
- 1 Custom-made Navigator: growth through extra functionalities**
 - Navigator Pro: content integration + portal
 - Add-ons: content packages for specific functionalities and functionality modules like Signalling and Linking
 - 2 Standard Navigator for each market segment: first growth through penetration, then the add-ons**

Existing Navigator packages:

 - Navigator Law firm
 - Navigator Fiscal & Accountancy
 - Navigator Municipalities
 - Navigator Company lawyers

New packages: see Development
 - 3 Communities: growth through penetration, i.e.**
 - Marketeers
 - Communication managers
 - Advertising/media makers
 - HR managers
 - Facility/procurement managers
 - Safety managers
 - Secretary
 - Controllers/financial directors
 - Administrators
 - Salary administrators

Navigator business model aimed at growth



- Pricing strategy**
- Marketing approach is based on customer budget and perceived value rather than product cost plus mark-up
 - Differentiated offer:
 - custom-made offer to top/high customers
 - standard offer to medium/low customers
 - Standard offer differentiated per market segment
 - Using different budgets than information budgets (e.g. ICT and training budgets)
 - Packaged offer for affordable pricing per segment, based on seat related to the financial structure of segment
 - Municipalities pay per inhabitant
 - Lawyers pay per fee earner
 - Clustering content and functionalities in a basic package and add-on modules has the advantage of offering an integrated solution which does leave some choice
 - More packaged content (+ 20-30%) with average 10% migration net upside per customer (differs per segment)
 - Portal and new functionalities and services (e.g., content integration 400 Euro per fee earner)
 - Cross- and up-selling to software tooling and e-learning modules

Kluwer Navigator
brengt uw vakinformatie bij elkaar

Kluwer
a Wolters Kluwer business

Kluwer Navigator is de nieuwe online kennisstool voor beleidsmakers die vakinformatie op een eenvoudige manier beschikbaar willen maken. Het brengt 'voorhanden heeft' of alle vakinformatie op een eenvoudige manier die nodig is om het werk van beleidsmakers te ondersteunen. Met Kluwer Navigator wordt de manier om informatie te delen eenvoudiger.

Maak kennis met Kluwer Navigator.
De nieuwe online kennisstool voor beleidsmakers.

Kluwer Navigator
brengt uw vakinformatie bij elkaar

Sneller werken met beter resultaat.
Met Kluwer Navigator heeft u direct toegang tot alle vakinformatie die u in uw werkdag nodig heeft. Dit is niet alleen de wetgeving, maar ook de jurisprudentie, de literatuur, de wetenschappelijke artikelen en de praktijkvoorbeelden. Het is de informatie die u nodig heeft om uw werk te doen.

Up-to-date vakinformatie, waar u ook werkt.
Kluwer Navigator brengt u de meest recente informatie op het gebied van wetgeving, jurisprudentie, literatuur, wetenschappelijke artikelen en de praktijkvoorbeelden. Het is de informatie die u nodig heeft om uw werk te doen.

Werk productiever met Kluwer Navigator.
• Bespaart belangrijke bronnen die niet anderszins beschikbaar zijn.
• Biedt een overzicht van de informatie die u nodig heeft om uw werk te doen.
• Werk 24/7, op kantoor of onderweg.
• Vakinformatie wordt automatisch bijgewerkt.
• Online kennisstool, dat geen onderhoud meer kost.

Ontdek de voordelen van de Kluwer Navigator zelf!
Neem contact met ons op: 020 485 4171 of nl@wknavigator.nl

Legal, Tax & Regulatory
Europe Division Day

**WK Italy
Integrated
Solution Strategy**


Wolters Kluwer

September 27, 2006 – Amsterdam


Donatella Treu
CEO WK Italy

Setting the scene

- Corporate objectives
 - Increase in revenue and above all
 - Increase in EBITA margin (in 2003: 10% -> in 2006: above WK average)
- WK Italy customer base and product portfolio
 - Market penetration in core markets - Fiscal 65%, Legal 80%, Employment law 64%
 - ‘Normal’ Market segmentation based on target groups
 - Data banks and compliance and/or practice management available for all core markets

- 
- Focus on:
 - Increasing average spend per customer
 - Increasing renewal rates
 - Decreasing costs of product development and introducing new product concepts

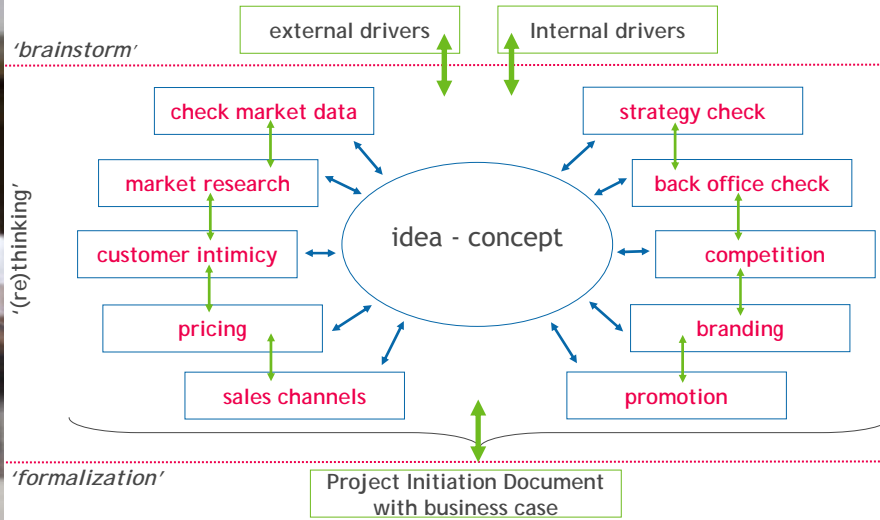
Size	Public							Private				
	Associations	University	Public administration	Fiscal Offices	Law firms	Labour Offices	Associates Multi	Technical offices	Enterprise Banks and insurances	Judges	Notaries	
Large	7	11	10	1	2	3	4	6	8	9	5	
Medium			16	12	13	14		16	17		15	
Small			26	19	20	21		22	27		23	

- 
- The consequence:
 - Analyze customer segment needs and customer segment workflow
 - Compare analysis with customers’ purchasing behavior data
 - Draw conclusions for product development: ... Big Unico

Product strategy

- Re-using and re-arranging existing research (information elements)
 - Versioning and modular approach (La Legge Plus and Big)
- Integrating software, content and services (Suite LaLegge, B-Point)
 - Using renewal rates software (up to 95%) to increase research renewal rates
 - Integrating release based software with subscription based research
- Focusing on on-line solutions
 - Winning the battle to be on the customer’s desktop via the ‘My Office’ concept
 - Online solutions both for software and research and integrated solutions
- Entering in the world of services linked to our software products (WK Italia centers)
 - extended value chain services (helpdesk support by phone 24/7 on site; training on software programs, personalization and customization of software; health check of customer’s databases, on line connections etc)

NDP: Idea → Project Brief → Project Initiation Document → Project → Test → Product



Modular and versioning approach

	<i>big</i>	Big version Premium	<i>big</i> UNIC PER IL COMMERCIALISTA
Official documentation	✓	✓	✓
Author interpretation	✓	✓	✓
Deep information		✓	✓
National and International accounting standard		✓	✓
Fiscal cases ★		✓	✓
Utilities & Software ★		✓	✓
Sector studies ★		✓	✓
Accounting ★			✓
Corporate law ★			✓
Iter			✓

★ Current vertical fiscal CD ROM content
 ★ Specialized content from other business units

Iter

Versioning strategy “Big”

		2002	2003	2004	2005	LE 2006
	% of total			6%	20%	34%
	% of total		16%	27%	28%	29%
	% of total	100%	84%	67%	52%	37%
Total	% of total	100%	100%	100%	100%	100%
	sales increase %		17%	20%	21%	21%
	% increase per subscription		13%	15%	16%	16%

- Total Big subscriptions increased by 16% from 2002 to 2006
- Total Sales doubled from 2002 to 2006

Suite LaLegge

Cases
Allows users to structure and retrieve all information related to a case including activities, documents, client data, expenses and other relevant information

Time & Billing
Allows users to administer their time and billing process including: issuing, testing and processing of invoices, keeping track of the payment status and making evaluations

Agenda
Facilitates time and to-do-management activities e.g. schedule and keep track of meetings, hearings and deadlines

Calculation Tools
Form-based software applications that allow users to make calculations e.g. to estimate amount of damages

Content Database
Allows user to search for content regarding a specific topic in legal research databases e.g. Company Law, Bankruptcy, Contract Law etc.

Online Service
Links users directly to different legal news sites and databases; allows to search by keyword and to save search results

Document Management
Provides sophisticated tools for the creation and administration of documents e.g. allows to produce documents based on pre-defined templates and to merge these with other files e.g. content excerpts

Directory
Allows user to store and retrieve client data including related information like contact history, documents – also offering more sophisticated CRM functionalities

Suite LaLegge: how it works

The lawyer is checking the file of customer Pippo and sees that he has to prepare a claim document by tomorrow.

He goes to the section databank and creates a new claim document making use of the databank forms.

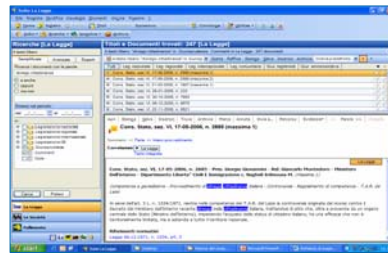
Finally he updates his agenda inputting the date when he has to meet the opposite party.

He automatically inserts all client data and the counterpart takes them from the file of the customer.

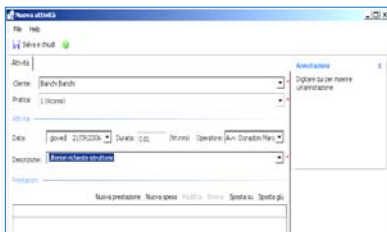
Suite LaLegge: how it works



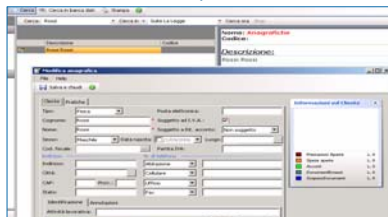
The lawyer is preparing a request for his client Bianchi and he has to indicate what kind of jurisprudence and doctrines will support this request.



He activates a search in the databank and at the same time he activates the timer that will register how much time he spends on this activity. In the meantime he gets a call from client Rossi. He saves the search for Bianchi.



After that he looks up how much time he has spent on Bianchi and lets the program calculate the fee to prepare the invoice.



He activates a fast search with the client name Rossi to be ready to respond to his questions.

Legal software-research integration

- Launched early 2006
- 1.150 customers in the first half of the year
 - 200 customers upgraded from Data bank LaLegge to Suite LaLegge
 - 950 new customers for legal software for WKI coming from new Ipsoa customers and Suite DeA and Suite Utet customers
- Sold by Ipsoa, DeAgostini and Utet sales networks
- Retention rates for research currently at 82% expected to move towards the software retention rate of 90% as single solutions cannot be easily replaced once in use.

2006 expectations:

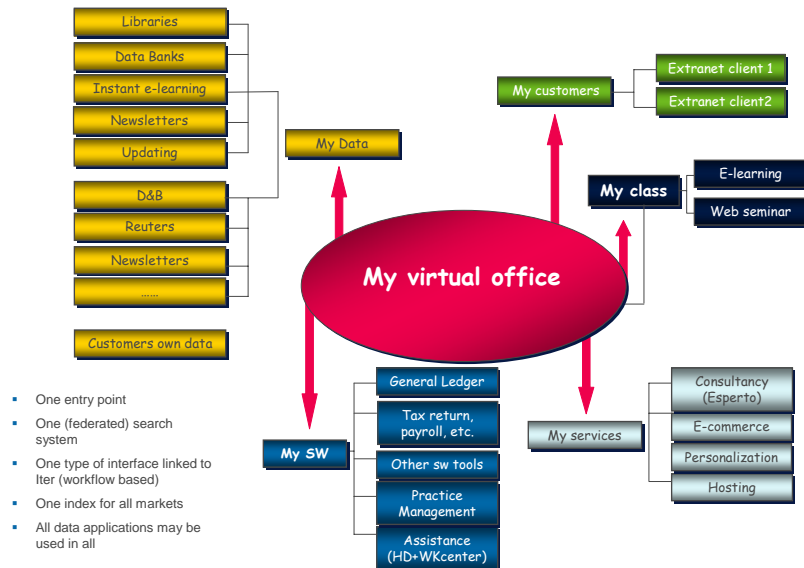
■ Total # of customers: 2.500

2007 expectations:

■ Total # of customers: > 80%

■ Total sales improvement > 70%

Online concept: My virtual office



Library concept

*DOTTRINA
e DIRITTO*

- **Current Product offering:**
 - Doctrines of all 20 legal magazines branded Ipsoa
 - Daily legal newspaper 'Quotidiano Giuridico' : legal news, deadlines
 - All archives of the various magazines
 - Search engine (index, full text, source, date)
 - Common index for all libraries which will generate better results in less time for the customer
 - The customer will see all search results of all magazines including the fiscal and employment law magazines. He can only open those doctrines belonging to the magazine(s) he has subscribed to



- **Next steps:**
 - Launch of Diritto & Fisco (Sept '06) and Diritto & Lavoro (Nov '06).
 - Adding abstracts (to be sold as an extra component: search on title or on abstract level)
 - Introduction of pay per view for those doctrines of magazines for which you do not have a subscription



- **Final concept**
 - Link with ITER
 - Link with main data banks
 - Link with 'expert on line' and Q and A services
 - Link with software
 - Expand the concept to all WK Italia brands

Legal, Tax & Regulatory
Europe Division Day

Time to Grow



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