

IntelliConnect™

Right Answer. Right Now.

Question and Answer

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CCH

a Wolters Kluwer business



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If you have a question that is not answered in this Q&A, please email support@cch.com.sg or call customer services on 800 6162 161.

About IntelliConnect™

What is IntelliConnect™?

IntelliConnect™ is the next generation online information platform that will be replacing the current CCH online research platform.

What does IntelliConnect™ mean?

IntelliConnect™ speaks to ***Intelligence*** and ***Connectivity***. It represents the ***Intelligence*** of our world-class content, supported by powerful search technology, and it refers to how we ***Connect*** seamlessly with our customers' workflows, helping them find answers easily and integrate research content with tools and other applications.

Why is CCH moving to IntelliConnect™?

IntelliConnect™ has many advanced functionalities that will enhance our customers research experience, such as finding the answers they need faster in an environment that allows for customisation to suit the individual business needs.

How does IntelliConnect™ compare with the existing CCH Research Platform?

IntelliConnect™ has many features and benefits that far exceed that of the current platform, this includes the Microsoft® Outlook style 3 panel interface, greater filtering capability, Google® like search functionalities, document trays and much more.

What are the key benefits of IntelliConnect™?

IntelliConnect™ Right Answer. Right Now.

- **Intuitive research capabilities:** IntelliConnect™ is easy to learn and use. Key functionality is exposed while creating a simple, modern interface. Everything is accessible from one screen.
- **Searching an entire subscription:** Customers do not have to pre-select what to search when initiating a search. They can start broadly and then narrow the search.
- **Filtering by different options:** Customers have the ability to select different ways to sort results using filters. With these filters they can quickly narrow a results list to locate exactly what they're looking for, such as relevant Commentary or legislation.
- **Microsoft Outlook style 3 panel interface:** The split screen allows the user to see opened documents as well as the search results list.
- **Multiple tabs:** Customers can quickly go back and forth between multiple searches using tab functionality, similar to IE7 or Firefox .
- **Easy Google-like searching and browsing functions:** Customers have the flexibility to use either Search or Browse to find desired information or documents.
- **Search within a search:** Customers can easily refine results by conducting a search within a set of search results.
- **Pinpoint:** The fastest way to get to a document when you know the document reference, such as a section number.

Are all the features that were available on the current platform available on IntelliConnect™?

All of the key features of the current platform are available in IntelliConnect™, as well as many new ones, please see the 'What are the key benefits of IntelliConnect™'

Migration

When will IntelliConnect™ be available?

We will start migrating our customers to IntelliConnect™ in Q3 2009 in a progressive manner starting. By 17 July 2009, all customers will be using IntelliConnect™.

How will CCH manage the migration across to IntelliConnect™?

You will be assigned a two week window to migrate across from the current platform. During this time you will have the option to move yourself at a time that suits you. If you haven't initiated your migration during the two week window we will automatically move you across at the end of the period.

You will be notified of your migration window and training options in a series of communications prior to your nominated dates.

Is all the content that is available on the current platform, available on IntelliConnect™?

Yes. All the content that you subscribe to on our current platform will be available on IntelliConnect™.

Can I use IntelliConnect™ at the same time as I use the current platform?

No. Once you have migrated across to IntelliConnect™ you will no longer be able to access the current platform.

Can I go back to the current platform after I have migrated across to IntelliConnect™?

No. Once you have moved across to IntelliConnect™ you will no longer be able to access the current platform.

What happens if I don't migrate before the nominated date?

You will be given a two week window to migrate across from the current platform. During this time you will have the option to move yourself at a time that suits you, and if you haven't migrated prior we will automatically move you across at the end of the two week window.

When will CCH stop supporting their current online research platform?

CCH will stop using the current platform, once all customers have been migrated.

Can I get a free trial of IntelliConnect before I migrate across?

There are no IntelliConnect™ trials available prior to migration.

If you would like to learn more about IntelliConnect™ before you move across you can view an IntelliConnect™ flash tutorial or participate in live online training programmes at our IntelliConnect™ resource centre www.cch.com.sg/intelliconnect.

What happens to existing user accounts in migration?

Generally the user IDs and passwords that are currently used to access the CCH online services will work when users migrate to IntelliConnect™. A few users may be impacted by the requirement for a user ID to have a minimum of six characters and some special character restrictions. Your

account manager or the CCH Customer Support team will be able to assist anyone who encounters a problem with this.

Will I be using the same login process?

Yes, you will use the same login process and details.

The only difference is when you login you will click on 'IntelliConnect Subscriptions' to access all your product subscriptions instead of the individual product links.

One of the benefits of IntelliConnect™ is that it allows you to search across all your product subscriptions at the same time.

What will happen the first time I login in to IntelliConnect™?

Once you have moved across to IntelliConnect™ you will see the link 'IntelliConnect Subscriptions', this link has replaced all the product subscriptions that you use to access the previous platform.

Click on 'IntelliConnect Subscriptions' and you will be taken to the IntelliConnect home page.

The first time you are in IntelliConnect™ a flash tutorial will automatically open up and show you how to get started.

You can access the flash tutorial at any time at www.cch.com.sg/intelliconnect/tour.

How is IntelliConnect™ licensed?

Licensing for IntelliConnect™ is still based on number of users, just as it always has been. Licenses are required on the basis of one license per registered user.

IntelliConnect™ will not allow two people to be logged in with the same user ID. Therefore it is essential that all users are registered separately to ensure uninterrupted access to the search platform.

Do I have to migrate at the same time as everyone else in my organisation?

No, access to IntelliConnect™ (as with the current CCH online platform) is for each user. Therefore each person in an organisation can move across at a time that best suits them.

Each organisation will be given a two week window to move across to the new platform and if you have not moved across by the end of the two week window we will automatically move you for you, so that your whole organisation will be on IntelliConnect™ at the end of the two week migration window.

Can we have some parts of the firm on the old platform and some on the new?

During the two week migration window you can have parts of the firm on IntelliConnect™ and others on the old platform but by the end of the company's scheduled two week migration window each user will need to have moved across to IntelliConnect™.

Training

What type of training will I receive?

CCH is committed to ensuring that the transition period for your business is a smooth and seamless process, and this process includes a range of training options as outlined in your training and migration letter.

IntelliConnect™ is faster and easier to navigate, using the latest technology to combine functions that you are already familiar with in an intuitive platform.

However to take full advantage of the features and reap the benefits of IntelliConnect™ we recommend that you take advantage of the many training options. As part of the launch of IntelliConnect™ you will be able to:

- Download manuals and quick tip cards
- View online flash tutorials
- Participate in live online training programmes

What should I do if I need help during the migration period?

Call CCH Customer Service on **800 6162 161** and they will be happy to assist you with any queries that you may have.

Where can I get more information and updates about IntelliConnect™?

Visit the CCH IntelliConnect™ resource centre at www.cch.com.sg/intelliconnect or contact Customer Service on **800 6162 161**.