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**To:** Mayer, DougDougMayer@gov.sc.gov  
**Date:** 2/5/2015 6:06:09 AM  
**Subject:** Expanded Learning Options from LexisNexis

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Get personalized training from your LexisNexis® Solutions Consultant.

Good Morning!

As your dedicated LexisNexis® Solutions Consultant, my mission is to help you get the most value out of your investment with LexisNexis. Our customers have asked for more flexibility with our training and support, so I'm excited to share an enhanced service model to better support your learning style and schedule.

Our improved consulting offerings range from video tutorials to personalized meetings customized to your interests and scheduled around your availability. These options ensure you always have access to the right resources to improve your research experience:

- **Personalized Training:** I am available to schedule one-on-one or group sessions tailored to your needs. Please reach out to me at [dorian.osborne@lexisnexus.com](mailto:dorian.osborne@lexisnexus.com) or 937-247-1088 to schedule your personalized training session.
- **Live Webinars:** Learn at a time that's convenient for you. Our consultants hold frequent live Webinars ranging from Lexis Advance® basics to in-depth product trainings or CLE's.
- **24/7 Research Assistance:** Our skilled legal research team is available around the clock to help with your research needs. Please call 800-543-6862 for research assistance.
- **Live Chat - Coming in 2015:** Soon you will be able to access our research assistance team from within Lexis Advance via our live chat service. Watch for more details soon.
- **Peer-to-Peer Support:** Ask questions, find answers and join the conversation at LexTalk®, a community of your legal peers and colleagues.
- **On-Demand Resources:** The Lexis Advance Support Site is available around the clock with topical videos, tips and user guides to enhance your research skills.

As always, 24/7 support for your technical, billing and ID questions is available by calling our LexisNexis® Customer Support team at 800-543-6862.

I look forward to working with you this year to help improve your research experience and outcomes. Please reach out at any time and let me know how we can help make 2015 a great year.

Sincerely,

Dorian Osborne  
937-247-1088  
[dorian.osborne@lexisnexis.com](mailto:dorian.osborne@lexisnexis.com)

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