



**In conjunction with**

**legal*i* insider**

**eDisclosure Systems – Buyers Guide**

**2015 Edition**

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### Litigation Support Managers

*"This is amazing and I know it will become the "must have bible" for the industry."*

*"This looks really useful – I have been under pressure to produce something along these lines myself."*

*"This looks really interesting and useful... I do think it will be a very useful resource."*

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*"Congratulations on compiling this. It looks like it was quite an undertaking – but the result is great document."*

*"I have just got back from holiday and saw the publication – excellent work."*

*"What Andrew has put together is nothing short of remarkable and IMO puts Gartner to shame."*

*"I have to tell you that I'm deeply impressed by the Buyer's Guide you have put together! I'm working now for about 7 years in the eDiscovery/Forensics field and I couldn't agree more with what you have written. I will put your document on the mandatory reading list for our new joiners."*

*"I joined the eDisclosure industry 3 months ago with no knowledge of the subject, your Buyer's Guide has been the single most useful document I have found to educate myself. Thank you."*

## FOREWORD

Welcome to edition 3 of the Buyer's Guide to litigation support systems. The previous version was downloaded some 1,800 times over the year, hopefully this one will be as successful.

Two new features this year.

- Andrew is providing training on eDisclosure, including one day **Introduction to eDisclosure** courses, see [Annex C](#) and [here](#) for more information.
- Allvision conducted a survey on the use of Computer Assisted Review within England and Wales during 2014, you can see the results of that in [Annex D](#).

This version incorporates all the additional and modified vendor information that has been gathered over the past 12 months and welcomes X new suppliers to the fold.

### Foreword to Edition 2

*The first edition of this "bible" was enthusiastically received around the litigation support community, with plaudits being offered from across the world. As a result of that document, in the first half of 2013, the Author was asked to join a working party tasked with providing a "Jackson Compliant" protocol for use within the Technology and Construction Court (TCC). The outputs from that effort can be found [here](#).*

*As a by-product of the work done for the TCC protocol, the initial chapters to the Guide have been reworked to make them even more of an introduction to eDisclosure in general, and the requirements upon lawyers in particular. It is hoped they prove of use to readers.*

## Document Authorisation and Version Control

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| 26/02/14 | 2.0     | 2014 edition, includes all vendor feedback since version 1.2. Text updated to show review of LegalTech 2014, and impact of Jackson changes. Major changes to introductory chapters reflecting input from TCC protocol working party. Copy passed to publisher and placed on website in February 2014. |
| 28/02/15 | 3.0     | 2015 edition, includes all vendor feedback since version 2.0. Text updated to show review of LegalTech 2015. Shows results of CAR survey. Copy passed to publisher and placed on website in March 2015  |

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### 1. EXECUTIVE SUMMARY

Welcome to the Allvision / Legal IT Insider buyer's guide to litigation support (or eDisclosure) systems. As with previous editions, this version has been released in February/March to ensure that the latest information from the LegalTech exhibition in New York has been incorporated.

The target audience for the Guide are those individuals who understand they have a requirement, but do not know how to proceed with the next steps. It is assumed that people within organisations that have a litigation support function, will turn to them in the first instance for advice, but might use this document as a primer on what is available.

Possible readers of the Guide are end users of these systems, be they lawyers, barristers, in-house counsel, or IT departments. The Guide does not purport to identify the "best" software or supplier in the marketplace, but instead aims to supply information to allow users to arrive a shortlist of potential vendors, with a procurement exercise being the next logical step.

The Guide is based on Andrew Haslam's general experience in the marketplace, also drawing from a number of vendor procurement exercises. The information on firms and software tools has been provided by the organisations themselves, albeit moderated by the author.

The remainder of the Guide contains a background to the marketplace, looking in more detail at the scope of the document and potential users, and an overview of the EDRM model. A Chapter on the technology areas provides a more detailed examination of the processes that underpin the EDRM schematic, followed by an in-depth survey of the marketplace, the vendors, current issues and potential problems.

A procurement Chapter provides the "meat" of the document with example requirements for scanning, coding, data collection and litigation support services. There is a reference Chapter for additional links to other useful sites and then the specific details of suppliers and software.

Andrew Haslam, from Allvision Computing ([www.allvision.co.uk](http://www.allvision.co.uk)), is the UK's leading independent litigation support consultant who since 1997 has provided specialist legal IT advice and eDisclosure strategy to the UK's top law firms. Andrew started his professional career serving 12 years in the British Army where he acquired an IT degree and an abiding interest in how computing can help people work more efficiently. He then spent a decade delivering document management solutions to clients in the Military, Central Government and Pharmaceutical sectors. From early 2004, Andrew has been at the forefront of developments in eDisclosure, and is recognised as one of the UK's leading consultants in this field, speaking at many conferences and authoring a series of white papers on eDisclosure and Litigation Readiness. He has an on-going part time role as the manager of a Litigation Support team at Hogan Lovells International LLP, as well as providing practical and strategic eDisclosure support to top 100 firms including; BLP, RPC, Bird & Bird, Geldards, Hugh James, SJ Berwin, Clyde & Co, Berrymans Lace Mawer, Mishcon de Reya, Lewis Silkin, Thomas Eggar, Heath Buckeridge, Pinsent Masons, Curtis Davis Garrard, Dentons and Irwin Mitchell.

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**2. GUIDE STRUCTURE**

| Topic   | Where | Page |
|---|-------|------|
| What is eDisclosure (and what is it not.)   | 3.1   | 7    |
| The EDRM model, which is explained both in overview and detail, shows what legal involvement is required at each stage, and where you might get help from. The model covers the following stages: | 3.2   | 8    |
| • Information Management.   | 3.3   | 9    |
| • Identification of what data you might need.   | 3.4   | 9    |
| • Preservation of that information.   | 3.5   | 10   |
| • Collecting the data without “polluting” it.   | 3.6   | 11   |
| • Processing the data to cull it down to potentially relevant material.   | 3.7   | 12   |
| • Reviewing it.   | 3.8   | 13   |
| • Conducting analysis on the reviewed information   | 3.9   | 14   |
| • Producing, either at the disclosure stage or for trial.   | 3.10  | 15   |
| • Presenting the information in court.  | 3.11  | 16   |
| A short resume of the EDRM model, and how it works.   | 3.12  | 16   |
| A description of Computer Assisted review (for advanced readers).   | 3.13  | 16   |
| Why cooperation is needed and why it isn't collaboration.   | 3.14  | 18   |
| A final summary of the Chapter.   | 3.14  | 19   |

The remainder of the Guide gives more information on eDisclosure, issues you might encounter and how to procure the right systems for your needs from the correct type of vendor.

## Chapter 2 – Guide Structure

| Topic   | Where | Page |
|---|-------|------|
| An examination of the different technology areas to give context to the Chapters that follow.   | 4.0   | 20   |
| Three subjects about which readers need to be aware, but which are not examined in detail in this Guide: <ul style="list-style-type: none"> <li>• Litigation Readiness.</li> <li>• Records Information Management.</li> <li>• Email archiving.</li> </ul> | 4.1   | 20   |
| Collecting data, both generic and in an evidentially sound manner.  | 4.2   | 21   |
| Scanning (because cases still involve paper)  | 4.3   | 21   |
| Objective and Subjective coding, what are they?   | 4.4   | 22   |
| Litigation support tools, a brief overview of the area.   | 4.5   | 23   |
| Court room presentation systems.  | 4.6   | 24   |

| Topic   | Where | Page |
|---|-------|------|
| Having given context in terms of the relevant technology areas, a number of specific aspects of the marketplace are examined.   | 5.0   | 25   |
| First, a brief background to the changing legal environment, is provided.   | 5.1   | 25   |
| A historical perspective of the marketplace grouped by different types of available tools is given, including: <ul style="list-style-type: none"> <li>• A general overview of the technology.</li> <li>• Early Data Assessment (tools for getting a handle on the mass of data.</li> <li>• Litigation Support Products (the things that do the review and analysis bit).</li> <li>• Predictive coding or other terms for Computer Assisted Review.</li> </ul> | 5.2   | 26   |
| A review of the marketplace is provided in terms of describing the different types of service providers (which for these purposes covers both software and hardware) that are out there, grouped by vendor type: <ul style="list-style-type: none"> <li>• A bit of background to the marketplace.</li> <li>• Consultancy firms, the “supermodels” and the rest.</li> <li>• Software specific organisations (firms that own their own software)</li> </ul>     | 5.3   | 30   |

## Chapter 2 – Guide Structure

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| Topic   | Where | Page |
|---|-------|------|
| <ul style="list-style-type: none"><li>• Solutions / Bureau organisations (firms that use someone else's software).</li><li>• Outsourcing, a brief mention to provide full coverage.</li></ul> |       |      |



## Chapter 2 – Guide Structure

| Topic   | Where | Page |
|---|-------|------|
| <p>Then the Guide goes on to explore the current practical “hot topics” in this area, about which you should be aware:</p> <ul style="list-style-type: none"> <li>• Clustering, that is automatically grouping similar documents together by software means.</li> <li>• Email threading, so that you can just read the “top” email of the thread.</li> <li>• Automatic language translation, not for the court but for quick and dirty review work.</li> <li>• Digital audio files, can be reviewed as if they were text, that is you can jump straight to a word in the middle of an hour’s recording.</li> <li>• Computer Assisted Review.</li> <li>• Collecting data from social media.</li> <li>• I just want to read the emails, and not spend a fortune putting the stuff into a review system.</li> <li>• Charging models; How much?</li> <li>• Redaction for native formats.</li> </ul> | 5.4   | 33   |
| <p>The Guide then identifies a number of key issues you should raise with any service provider:</p> <ul style="list-style-type: none"> <li>• Adding Privilege to just one attachment to an email. Because some products don’t let you do this.</li> <li>• Re-unitisation of images of paper documents. Because paper is still with us, but some products don’t like it.</li> <li>• Names normalisation, how to tame all the different versions of your email address.</li> <li>• Data collection by either the client or your IT department. Don’t Do It.</li> <li>• Some issues when working in Native mode. The “buried treasure” of track changes in Word, speaker notes in PowerPoint and comments in Excel cells.</li> </ul>   | 5.5   | 36   |
| <p>A list of the main UK vendors sorted by:</p> <ul style="list-style-type: none"> <li>• Consultancy firms (both large and medium)</li> <li>• Software specific organisations</li> <li>• Solutions / Bureau organisations</li> <li>• Forensic Firms</li> </ul>  | 5.6   | 41   |
| <p>Followed by a list of the main software products sorted by reference to main stages of the EDRM, ie. Software for:</p> <ul style="list-style-type: none"> <li>• Collection.</li> </ul>   | 5.7   | 42   |

## Chapter 2 – Guide Structure

|  |     |    |
|--|-----|----|
| <ul style="list-style-type: none"> <li>• Processing.</li> <li>• Review.</li> <li>• Analytics.</li> </ul> |     |    |
| And a list of all the "Plugins" you can get for Relativity.  | 5.8 | 44 |

| Topic   | Where  | Page  |
|---|--|---|
| All you every wanted to know about procurement but were too afraid to ask.  | 6.0  | 46  |
| Vendor pricing, how they arrive at their cost model and how to get the best deal.   | 6.1  | 46  |
| Advice on the overall approach, which is to arrive at the point of having potential vendors demonstrating their software to you preferably with your data.  | 6.2  | 48  |
| <p>“Cut and paste” sections for each of the following areas, that you can just drop into your procurement document, or use a demonstration checklist.</p> <ul style="list-style-type: none"> <li>• Scanning, because paper is still with us.</li> <li>• Unitisation and coding.</li> <li>• Data collection, because neither you nor the client should be doing this.</li> <li>• Litigation support systems, the heart of the Chapter, with lots of detail.</li> <li>• Processing small volumes of ESI, AKA, how I can just read the emails in the case without spending any money.</li> </ul> | <p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p> <p>6.7</p> | <p>50</p> <p>53</p> <p>54</p> <p>55</p> <p>56</p> |
| A very nice picture that shows how all of this hangs together.  | 6.8  | 58  |
| A final summary of the best bits in this Chapter.   | 6.9  | 59  |

| Topic   | Where | Page |
|---|-------|------|
| <p>Other resources. A list of other websites that might help you gain greater understanding about the topic of eDisclosure.</p> <p>Includes a link to the TeCSA page holding information on the TCC protocol and a copy of the TCC Legal/EDRM Timeline (complete with hyperlinks to the relevant parts of CPR).</p> | 7     | 60   |

## Chapter 2 – Guide Structure

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| Topic   | Where | Page |
|---|-------|------|
| The "Yellow pages" listing of (mainly) UK vendors and software. |       |      |
| Vendor Information (All 100 of them)                            | 8.1   | 64   |
| Software Information (70 products here)                         | 8.2   | 229  |

| Topic   | Annex | Page |
|---|-------|------|
| A glossary of all the technical terms used throughout the Guide.  | A     | 392  |
| A blank copy of the form used by suppliers to provide details of themselves and the software products they use. | B     | 399  |
| Andrew is now providing training courses on eDisclosure ranging from one hour to one day. More details here.    | C     | 400  |
| A survey on how much Computer Assisted Review (CAR) there was in England and Wales in 2014                      | D     | 421  |

## Chapter 2 – Guide Structure

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Throughout the Guide the following boxes will be used to draw your attention to specific points.



**NOTE: Brief Description**

Used to draw attention to specific elements of the text.



**BEST PRACTICE: Brief Description**

Details a point of best practice that users are advised to follow.



**WARNING: Brief Description**

Warns users of any potential issues.

### 3. EDISCLOSURE – AN INTRODUCTION

The purpose of this Chapter is to take the reader through the process of eDisclosure, starting with a definition of what it means, and what it does not mean, and then progressing (by means of an industry standard model) through the various stages of the procedure. At the end, there is a more advanced section on the specific area of Computer Assisted Review or CAR, but this can be skipped until required.

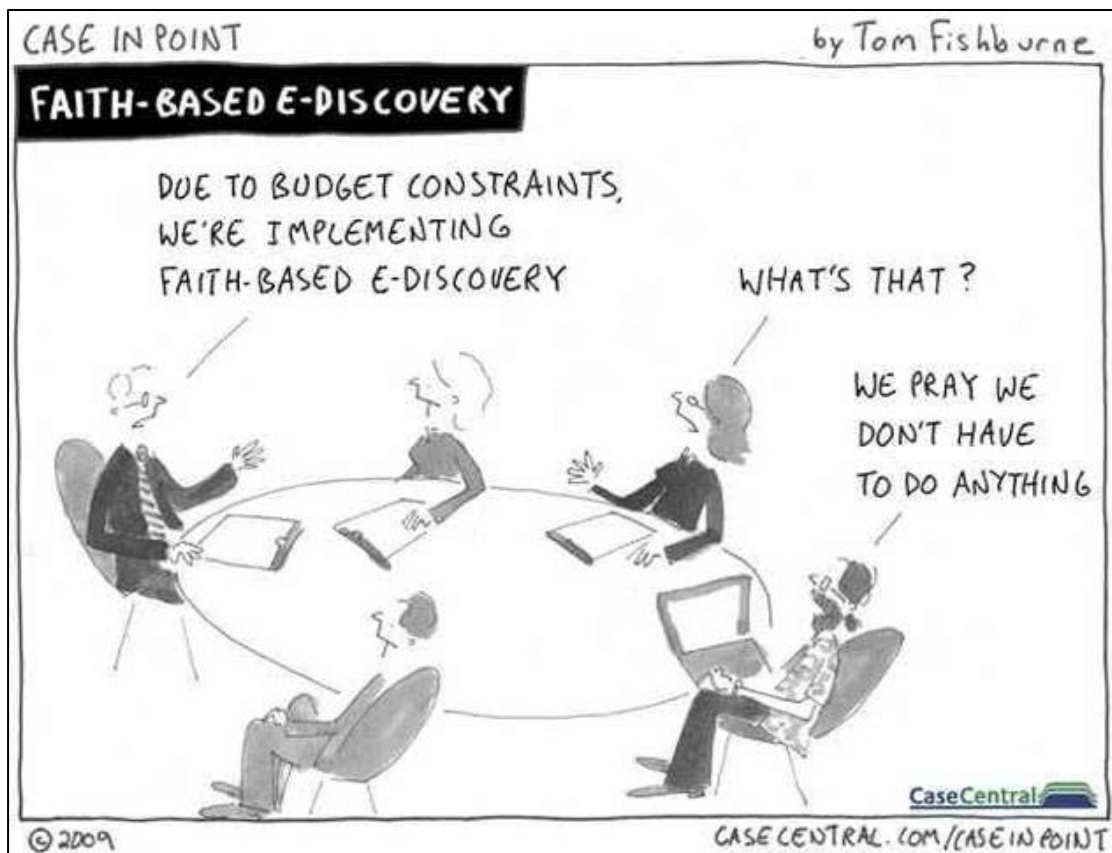
#### 3.1 Definition

A simplistic definition is that eDisclosure is all about the disclosure of electronic material. However we need to dig a little deeper into that statement of the obvious.

There are two parts to the definition; the words "disclosure" and "electronic material". Let's explore the second one in a little more detail. Electronic information refers to the "stuff" that is within emails, Word documents, Excel spreadsheets and PowerPoint slide shows. This is the level that most readers will need to interact with for eDisclosure. The term also includes databases, social media (Facebook, LinkedIn, Twitter), digital audio such as recorded conversations in deal rooms, support centres et al, images, mobile phones, tablet devices (i.e. iPads and their ilk) and a host of other increasingly more exotic types/locations. All of this is known as Electronically Stored Information or ESI.

The definition of eDisclosure then becomes the process of identifying, collecting, processing, analysing and reviewing ESI for legal proceedings.

Because so much of the software in this area comes from the United States, it is as well to recognise the synonym eDiscovery, which is the American term for eDisclosure.



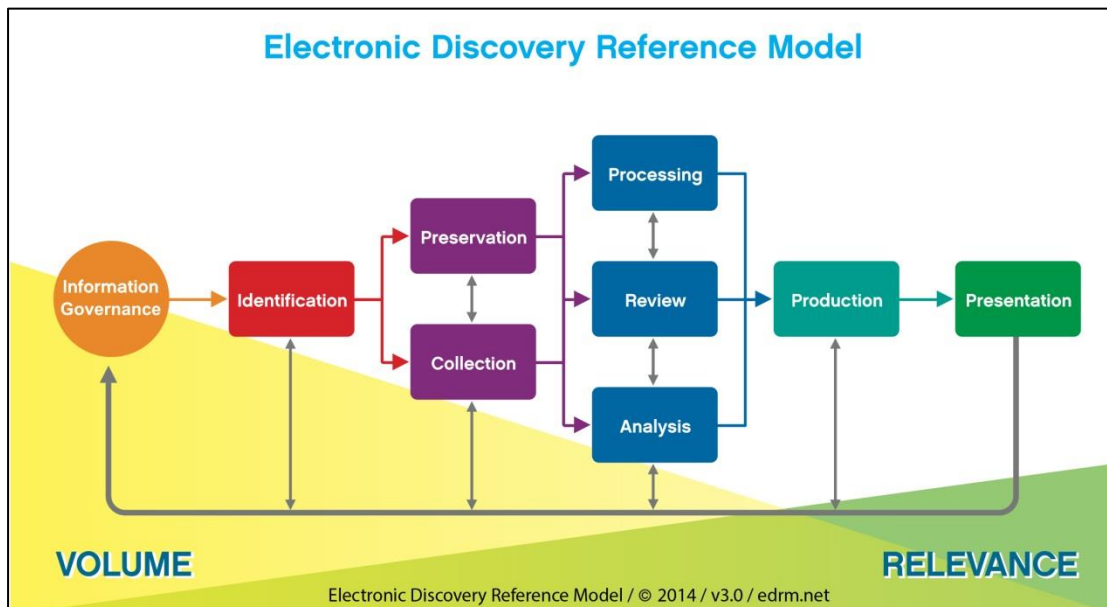
For the sake of completeness, eDisclosure is NOT the process of agreeing the electronic media by which information will be transferred. When disclosure was all

about transferring images of pieces of paper between legal entities, there used to be discussions on format might be used for the images, and which kinds of physical media could be used to hold the images and their data, be it "floppy disks", tapes or a memory stick. This discussion used to be incorrectly labelled as "eDisclosure", and is mentioned here to dispel any legacy misunderstandings.

### 3.2 EDRM Model

As you would expect for a technical process, there is an official model showing the various steps involved in the whole procedure. This is known as the Electronic Discovery Reference Model (EDRM). The model is discussed in great detail at [www.edrm.net](http://www.edrm.net), but for the purposes of this report the standard graphic used to give an overview of the approach is shown below.

If you want to see how the various stages of the EDRM process relate to the procedural requirements contained in the CPR and the related Practice Direction, and what this means in terms of the action that you should be taking in the context of eDisclosure and when, you should refer to the eDisclosure Timeline in section 7.5.



#### **NOTE: Circular Processes**

Some of the lines used to link the boxes have arrowheads at each end. This implies (and very often means) that the workflow "loops" around and that having done one box, you need to go back and repeat some previous processes.

The background in the graphic shows the volume of data decreasing as the various stages are completed, with a corresponding rise in the identification of relevant material. The various processes involved in eDisclosure are shown as discrete boxes with workflows between them. The main use of the model for this review is to provide a "shorthand" to explain the functionality that different software products provide.

For example a company specialising in area of Records Information Management, email archiving and the ability to "freeze" documents within a client environment in order to meet the requirements of disclosure (the US "Legal Hold" concept), might state that they "work in the left hand side of the EDRM model". A forensic firm might focus on the purple Preservation and Collection areas, whereas a litigation support

software firm might have literature showing them focused on the blue boxes of Processing, Review and Analysis.

The following sections go through each of the "boxes" of the model and look at three things:

### 3.2.1 Description

The official description of the individual process/procedure.

### 3.2.2 Legal Implications

What you as a lawyer might become involved in within this particular process.

### 3.2.3 Who can help

A brief overview of the types of services and/or software products you might need to support you in this process. Wherever possible software products are named, though these are non-exclusive lists.

## 3.3 Information Governance

### 3.3.1 Description

Getting your electronic house in order to mitigate risk & expenses should eDiscovery become an issue, from initial creation of electronically stored information through its final disposition.

### 3.3.2 Legal Implications

This is an area also known as Litigation Readiness and is normally conducted by the client. You might be called upon to assist in terms of providing advice on data retention requirements for a specific industry.

### 3.3.3 Who can help

Normally the preserve of the larger consultancy firms working with their clients.

### **NOTE:**      **There's a BD opportunity here**

Why not approach your clients (possibly with a technology partner by your side) and engage them in conversations about becoming litigation ready. You supply the detailed legal and business specific knowledge and the client is better prepared for the "evil day" of litigation.

## 3.4 Identification

### 3.4.1 Description

Locating potential sources of ESI & determining its scope, breadth & depth.

### 3.4.2 Legal Implications

This is the initial stage where the client comes to you and explains their problem. Using a combination of your legal knowledge and their understanding of the organisation they work for, you should start to get an idea of where the ESI might be

located. You might want to incorporate a rough outline of the scope in your initial client care letter, you might be happy with going on what the client tells you (it is their data after all), or you might want to delve a little deeper into what data silo's exist.

This is very much a "horses for courses" area. A good rule of thumb is; do you know enough about the client and their technology to run a "sanity check" over what they are telling you?" If not, you might want to get some professional help to try and uncover the "nasties", before they bite you downstream.

### 3.4.3 Who can help

Some consultancy/forensic organisations specialise in producing something called a "data map". This is NOT a technical document showing all the servers and other bits and pieces that makes up the client's IT infrastructure. Rather it is a written description (possibly with a diagram or two) of where the various data sources are. For example; *"Most of the information is stored on the email servers, but some is on the back-up tapes, and there is a company the main firm took over last year that has got its own IT infrastructure which will need to be examined."*



#### **BEST PRACTICE: Build a "Data Map" as soon as possible**

Should be a single piece of A4 that describes where the data is stored and any issues surrounding it. Print it out and have it on the front of the Matter file.

## 3.5 Preservation

### 3.5.1 Description

Ensuring that ESI is protected against inappropriate alteration or destruction.

### 3.5.2 Legal Implications

Once you have determined the possible scope of the areas you might (or definitely will) be collecting data from, you need to ensure that the client doesn't delete or damage the ESI in those locations. Again this might be something for your initial engagement letter and you might need technical help. You might cover things like; stopping the re-use of back-up tapes (it can be cheaper to buy a whole new sets of tapes that over-write important evidence), or removing the limits on email in-boxes that cause emails over 60 days old to be deleted, or putting a hold on the re-use of the PC, that was used by the employee who is now suing your client.

### 3.5.3 Who can help

There are very expensive, mainly US based tools that will enforce the American concept of "legal hold". If your client has got this kind of software in place, they are probably involved in serial litigation and you won't be reading this kind of Guide.

The key area that causes problems is when there is a "disconnect" between the client and their IT department. You might want to make sure that someone from the client's IT department is involved in the initial meetings/conversations so that they can understand what you are asking the client to do. If you are not comfortable with your level of technical knowledge you might want to take along support from a vendor so they can talk "Geek to Geek".





### **WARNING: Forget the Client's IT staff at your peril**

Make sure the Client's IT people understand what data you are preserving, so that they don't inadvertently destroy it as part of their normal business practice.

## **3.6 Collection**

### **3.6.1 Description**

Gathering ESI for further use in the e-discovery process (processing, review, etc.).

### **3.6.2 Legal Implications**

As a rough guide, there are two kinds of data collection, those that require a forensic process (complete with chain of evidence documentation) which is normally in cases of fraud, and the rest, where you just need to collect the data in a competent manner. The first group is a specialist area, and if you are involved in this kind of proceedings, you probably have got a "tame" forensic investigator that you can use, if not you need to find one. The forensic data capture might also involve things like retrieving data from mobile phones, making forensic copies of PC's or other computer equipment, and all other kinds of highly specific activities.

For the more general data collection requirement, there are issues here, more fully explored in subsequent chapters. Suffice it to say, that it is best to have a qualified individual or service provider collect the information and there are pitfalls involved in letting the client do it for themselves. However, in some cases this might be OK.

There are two schools of thought on the scope of data collection. One is that you collect very broadly (so you only disturb the client once) and use the downstream processing to winnow out what you need. The other is that you do a focused collection and run the risk of having to come back and widen the scope. Each is valid, and they are non-exclusive, in that you can start focused and (if the case progresses/warrants it) come back later and do a wider collection for downstream culling.

This is where an understanding of the case, and where the information is stored is invaluable, as you can then make informed decisions. With, of course the price of the different options and how it affects the downstream processing very much to the forefront of people's minds.



### **WARNING: Badly collected data can lose you the case**

Leave data collection to the experts. If the client offers to do to save money, be very careful and make sure they understand the implications if they get it wrong. It is NOT just a case of copying things from one place to another.

### **3.6.3 Who can help**

The forensic data collection organisations are a specific grouping of service providers. Make sure that you get a forensics company and not just a litigation support service provider that has sent someone on a data collection course. They tend to use products such as Guidance EnCase or Access Data's FTK toolkit to carry out the collection process, indeed these products are often used by the other group as well, just without the formalised chain of evidence documentation. The key thing is

that people in this first group are used to appearing in court as an expert witness to explain how they obtained the specific piece of information.

The second type of data collection can be handled by a number of vendors, though in practice using the specialist organisations and dispensing with the formal side of things is a sound tactic.

### 3.7 Processing

#### 3.7.1 Description

Reducing the volume of ESI and converting it, if necessary, to forms more suitable for review & analysis.

#### 3.7.2 Legal Implications

The "shorthand" term for this stage is Early Case Assessment (ECA), or more accurately Early Data Assessment. This is where the range of options open to you increases quite dramatically. In the main the processing goes through two stages; first the data is "cleansed" in that unwanted types of information are automatically removed, this process can also involve the identification of duplicate versions of emails etc. Second, the data is loaded into a tool that allows the user to identify the information they want to take forward into the next stage.

The capabilities of the tools at this stage are quite bewildering, but in the main, you are trying to identify the information that you will want for your case, so an understanding of the key people involved in the matter (normally called data "Custodians" in techie speak) is good, as well as the date range that covers when key events happened. You might have an idea of the kinds of terms or keywords that would be useful to search on, but there are other much more powerful technologies at your fingertips that will surpass the results of keywords.

The key to getting maximum benefit from this stage is for you to team up with a sympathetic vendor and let them drive the technical process, whilst you supply the background and legal requirements of the matter.



#### **BEST PRACTICE: Build a partnership with a service provider**

Let the service provider drive the processing software; you should focus on giving them the salient points of the case issues, so that you can identify and cull out unwanted data.

#### 3.7.3 Who can help

The choice of software here is split into two groups. On the one hand there are products specifically designed to work in this area. These range from software that third party suppliers use such as Clearwell, LAW or Nuix, through to tools specifically designed by suppliers for this area, like the ICE product from Palmer Legal Technologies or the snappily named MM/PC tool from eMag. There are a number of these specialist tools, and the mention of those above is not to elevate them above the rest, purely to show examples of the genre.

Secondly, there are emerging products from the next stages of the process (Review & Analysis), that incorporate functionality for this step as well. Products such as

Lateral Data's Viewpoint come to mind as does the Access Data range, and Reconnind's offerings. Again, these are mentioned as examples and not as an exclusive list.

Until recently the Early Data Assessment modules of the "All in One" products did not match the functionality provided by dedicated tools. This is no longer the case, which is good news in one way as it adds to the choices available to you, and bad news in another, as it adds complexity to the selection process in this area.

 **NOTE: Controlling costs starts here**

Getting a good deal on processing costs is as important as having the latest technology. There is no escape from this, you have to put in some effort in building a relationship with a service provider in order to understand your option.

### 3.8 Review

#### 3.8.1 Description

Evaluating ESI for relevance & privilege.

#### 3.8.2 Legal Implications

For many, this and the next stage form the hub of the eDisclosure process. The products mentioned here will be the environment in which you and your legal team will conduct most (if not all) of your on-line interaction with the data. The first half of the equation is the ability to review ESI and assign values for: Relevance, Privilege, Trade Secret, Personal Data, and as many case specific topics as you can shake a stick at. By the time you are in this stage, you will know what the issues are that you will be fighting the case on, and the various criteria you will apply to determine relevance et al. Your role will probably be to oversee the team that is carrying out this review work, though in smaller cases you might be doing the work yourself.

For large scale review exercises; you might have to recruit contract legal staff to do the work under supervision, you might have a "near shore" option of a cheaper office outside of London, you might be involved in an off-shore Legal Processing Operation such as Integreon (India), Exigent (South Africa) or Capita (Poland). In essence you will direct the team (whatever the size and geographical location) and provide overall Quality Assurance back to the Client.

#### 3.8.3 Who can help

The short answer to this one, is a lot of service providers. There is a lot more analysis of the firms and their products in the Chapters after this, but the broad split is between organisations that have their own software, and specialist software products that are supplied by different types of third party vendors be they consultancies (of different sizes) or more generic companies (that come from different backgrounds). There is a bewildering mix of software functionality and supplier personnel that combine to give you a multitude of options.

The key is that you should go through a procurement exercise before you are deep in the middle of a case, and thus make the decision in a rational cost effective manner, and not as a result of a frantic phone call to the first service provider you can find on a Friday afternoon.

That is what the rest of this Guide is about.

 **NOTE: What works for one firm, doesn't for another.**

The "right" software for law firms, varies according to the people on the legal staff, the kind of law they specialise in, the functionality of the software and the "chemistry" with the people from the service provider.

### 3.9 Analysis

#### 3.9.1 Description

Evaluating ESI for content & context, including key patterns, topics, people & discussion.

#### 3.9.2 Legal Implications

This stage is so interwoven with the previous one, that though they are separated for technical reasons, in practical terms they will often take place within the same piece of software (albeit in some cases with the assistance of specialist plug-in modules).

The trick here is to understand what you need to do in order to meet the legal requirements of the case, and then how the technology can help you. By legal requirements I mean the issues of the matter as bounded by the court, cost and time. There is a scale of software tools available, and which ones you use are defined by the case, not by the product.

I find a useful analogy is the way in which it is possible to capture TV programs so they can be watched when we like. At the bottom end of the scale are VHS / Betamax video recorders, which are good for looking at something from start to end, but that's about it. So if you want to do a linear review in which you look at virtually every bit of ESI from "document" one to one million, then there are VHS litigation support equivalents that will let you do so.

If, however, you have a more complex viewing requirement and want the equivalent of Sky HD+ box that allows you to record three shows at once, pause live TV, access the past 7 days of shows and download movies from on-line services, you want the litigation support products with more functionality.

The elephant in this particular room that everyone is avoiding is the concept of Computer Assisted Review or CAR. At this stage all we will do is acknowledge its existence, note that it has a formal definition in a Section or to, and hold that thought until we get to the following Chapters which give you an idea of all the different technologies that are available.

 **BEST PRACTICE: Understand the "what", not the "how".**

No-one (particularly the Judiciary) will expect you to be able to explain the workings of the software. If you build an approach that samples the output to show it is working, then you have the basis for agreeing/arguing with your opponent at the first CMC.

### 3.9.3 Who can help

Same as before. Lots of service providers can help. The trick is to select one who can become a trusted partner, before it all starts getting too hectic.

## 3.10 Production

### 3.10.1 Description

Delivering ESI to others in appropriate forms & using appropriate delivery mechanisms.

### 3.10.2 Legal Implications

You will want (have) to agree with the other side the scope of what you are delivering. The technical details of what is being handed over can be left to the service providers with the following exception.

It is assumed that the majority of the cases that readers of this Guide are involved in will focus on emails and their attachments, which will mainly be MS Office outputs in terms of Word, Excel and PowerPoint, with some PDF's thrown in. The battleground here can be the format of those ESI items. Word, Excel, PowerPoint exist in what is called "Native" mode inside their programs, that is you can modify and change the contents of the document, spreadsheet or presentation. Those Native documents have something called metadata associated with them, things like the original creator of the document, the date it was last printed etc. For Excel and PowerPoint, unless the ESI is handed over in Native mode, it isn't much use to the other side, so they will (quite rightly) insist upon it being handed over in that form. Word can cause all kinds of headaches, in that it can contain "Track Changes" which in turn may or may not hold privilege information etc. An option (reached by agreement with the other side) might be to create text searchable PDF's and only hand those over.

If the opposition suggests only giving you "TIFF" images of the ESI, you should resist very strongly.

It is sufficient for this level of explanation to know that there are issues in the production of ESI and be aware of them and your preferred approach long before you start engaging with the other side.




#### **WARNING: Don't "degrade" information**

Neither you nor the other side should be taking 100% searchable ESI and turning it into images of printed pages. Those kind of games are contrary to Paragraph 34 of PD 31B and could result in an adverse order for costs.

### 3.10.3 Who can help

Whoever is supporting your litigation software should take care of the technical aspects of exchanging information. You might need to work with them in understanding the implications of the options that the opposition give to you.

### 3.11 Presentation

 **NOTE:**      **Used to be only for the specialist few**

It is rare that you get to use presentation systems such as those deployed in the Leveson enquiry. Of more likelihood is a request for a set of linked PDF's and that is something the service providers will happily do for you. Since 2013 and the advent of the Magnum product from Opus 2, you are more likely to find technology in the court room.

#### 3.11.1 Description

Displaying ESI before audiences (at depositions, hearings, trials, etc.), especially in native & near-native forms, to elicit further information, validate existing facts or positions, or persuade an audience.

#### 3.11.2 Legal Implications

This used to be a very US centric part of the model, and not something the majority of users of this Guide would come across. However, the advent in 2013 of the Magnum system from Opus 2, and in 2014 CaseLines from NetMaster Solutions Ltd, mean that if your case does make it all the way to court, you might well be using an computer system to help you. At a lessor level the ability to create a linked "bundle" of PDF documents is something more firms are becoming aware of, and using where appropriate.

#### 3.11.3 Who can help

In England and Wales this is still a specialist area and readers will be able to find the suppliers very easily.

### 3.12 Summary

At the start of the process it is about you establishing the scope of the case, identifying the real issues, and then designing and driving the data collection and culling in an informed manner. You should NOT have to get involved in actual processing of data.

Once you are into the Review and Analysis stages, there is a very large range of options. The best advice is to carry out a procurement exercise, were you try as much as possible to compare Apples with Apples. That is what the rest of this Guide is about.

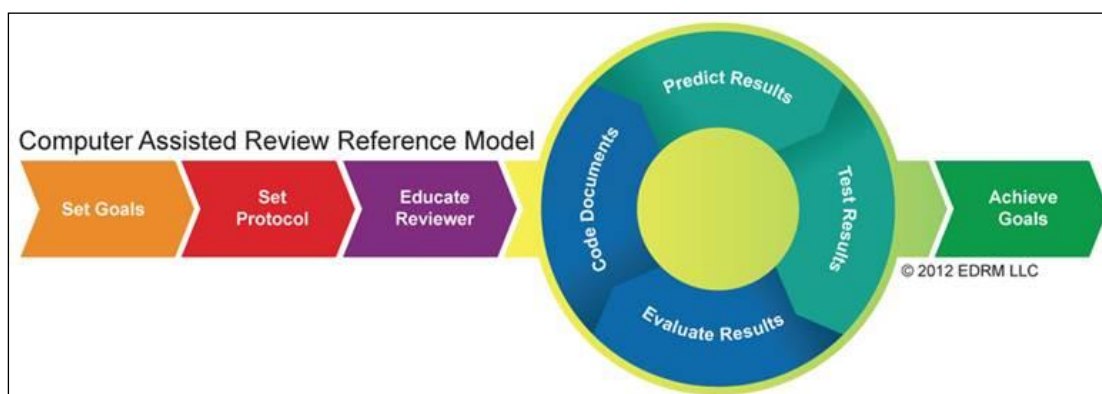
### 3.13 CARRM Model

 **NOTE:**      **For Advanced Readers only**

This Section is only for those individuals who are contemplating the use of Computer Assisted Review or CAR. First time readers can probably skip this bit and come back to it when they need to.

In December 2012, the EDRM team published a draft model and definitions for the area of Predictive Coding, otherwise known as Technology Assisted Review (TAR) or, as they (and a lot of other people) prefer to call it, Computer Assisted Review (CAR).

The model shown below is followed by the text from the EDRM site.



### 3.13.1 EDRM's Computer Assisted Review Reference Model

Computer Assisted Review (CAR) is a process of having computer software electronically classify documents based on input from expert reviewers, in an effort to expedite the organization and prioritization of the document collection. The computer classification may include broad topics pertaining to discovery responsiveness, privilege, and other designated issues. CAR may dramatically reduce the time and cost of reviewing ESI, by reducing the amount of human review needed on documents classified as potentially non-material.

The EDRM Search team has prepared a draft Computer Assisted Review Reference Model (CARRM) to document the steps of the process. This model represents joint efforts of the best known providers in Computer Assisted Review – Autonomy, an HP Company; Daegis; Exterro; Falcon Discovery; FTI Consulting; kCura; KPMG LLP; Kroll Ontrack; NightOwl Discovery; and Recomind – as well as leaders from Bowman & Brooke LLP; DLA Piper LLP (US); Littler Mendelson, PC; and Quarles & Brady LLP.

The Major Steps in the CARRM Process are described below

### 3.13.2 Set Goals

The process of deciding the outcome of the Computer Assisted Review process for a specific case. Some of the outcomes may be:

- Reduction and culling of not-relevant documents;
- Prioritization of the most substantive documents; and
- Quality control of the human reviewers.

### 3.13.3 Set Protocol

The process of building the human coding rules that take into account the use of CAR technology. CAR technology must be taught about the document collection by having the human reviewers submit documents to be used as examples of a particular category, e.g. Relevant documents. Creating a coding protocol that can properly incorporate the fact pattern of the case and the training requirements of the CAR system takes place at this stage. An example of a protocol determination is to decide how to treat the coding of family documents during the CAR training process.

### 3.13.4 Educate Reviewer

The process of transferring the review protocol information to the human reviewers prior to the start of the CAR Review.

### 3.13.5 Code Documents

The process of human reviewers applying subjective coding decisions to documents in an effort to adequately train the CAR system to “understand” the boundaries of a category, e.g. Relevancy.

### 3.13.6 Predict Results

The process of the CAR system applying the information “learned” from the human reviewers and classifying a selected document corpus with pre-determined labels.

### 3.13.7 Test Results

The process of human reviewers using a validation process, typically statistical sampling, in an effort to create a meaningful metric of CAR performance. The metrics can take many forms, they may include estimates in defect counts in the classified population, or use information retrieval metrics like Precision, Recall and F1.

### 3.13.8 Evaluate Results

The process of the review team deciding if the CAR system has achieved the goals of anticipated by the review team.

### 3.13.9 Achieve Goals

The process of ending the CAR workflow and moving to the next phase in the review lifecycle, e.g. Privilege Review.



#### **WARNING: Driving a CAR needs skill.**

CAR technology is very powerful, but needs to be understood. A degree of mathematical skills is required to both use the tool fully and explain the methodology to the other side. If you don't have those skills, consider adding them to your legal team, possibly from the supplier of the product you are using.

## 3.14 Cooperation in England and Wales

Though not part of the EDRM model, this part of the Guide would not be complete without emphasising the focus on cooperation for the eDisclosure process within England and Wales. Practice Direction 31B requires that *"the parties and their legal representatives must, before the first case management conference, discuss the use of technology in the management of Electronic Documents and the conduct of proceedings"*. Consider a meeting with the other side where both parties have; their legal representation, the client(s), the client's IT representative(s) and the litigation support providers. Use this to agree the various processes you will undertake and how the information will be shared. There is still plenty of room for argument on all the other issues of the case, but in this area you are expected to present a united front to the Judge.

If you can't agree then you can apply for directions from the court, but this could be a risky business with no one liking the outcome. Far better to have discussed and agreed up front, and the earlier in the process the better. In some cases engaging an experienced neutral mediator to facilitate the parties in reaching a consensus may be a more satisfactory way of resolving disputes which may arise.





### **BEST PRACTICE: Cooperation is not collaboration.**

Working with the other side to smooth the path of eDisclosure is essential. You can still put your arguments and fight your case, just don't waste time and effort being obstructive. It will almost certainly add to the costs.

### **3.15 Summary**

By this stage a reader should be comfortable with the definition of eDisclosure and the various stages it encompasses. They should also be familiar (at a high level) of what involvement they as a lawyer might have with each part of the process and what tools and service providers are available to help them.

To summarise the current position, most of the significant "players" in the litigation software world have similar capabilities, albeit they might be grouped as ECA on one hand, or litigation support on the other. The main products are truly Unicode compliant, have near duplicate facilities, "cluster" data into concepts without intervention from users, as well delivering a rich search environment and the ability to easily manipulate the results of enquiries.

The differences are evident in which area of the EDRM the product addresses. The ECA tools are far more focused on processing large volumes of emails and their attachments, with emphasis on various techniques to try and identify the potentially relevant data. Litigation support software has more focus on the review of documents for relevance and privilege, and the preparation of a case around identified themes, leading to a disclosure exchange and downstream courtroom production. Confusion arises because the various products are continuing to mature by absorbing functionality from competitors. Thus ECA tools drift into the right of the EDRM and litigation support products to the left.

Now we add to this complex mix the whole concept of Computer Assisted Review (CAR) which can be presented as a "Black box technology that supplants lawyers, so be afraid, be very afraid", when nothing is further from the truth.

Where this leaves readers trying to assess which product they should choose, is that they have to evaluate what piece of software works best for them, and their circumstances. Unlike scanning, coding and (to some extent) forensic support services, it is not possible to select a supplier on price and functionality alone. Firms need to evaluate the software by means of demonstrations (preferably with their own data) and then (optionally) trialling rival products against each other to gain an understanding of what suits their individual unique requirements and work mix.

The remainder of this Guide aims to provide information to enable readers to achieve those aims.



### **NOTE: What's Next?**

The rest of the Guide take you through all the things you need to know in order to procure Litigation Support services and software. If you are not at that stage yet, then you can stop now, though there is some good detail on pitfalls and technical issues in Chapter 5 you might want to skim through.

### 4. TECHNOLOGY AREAS

The aim of this Chapter is to provide a brief outline of the various areas of technology in order to provide context for the rest of the Guide. It is not intended to provide a comprehensive description of each area, more a taste of the requirements and an overview of the main issues to be aware of.

The Chapter first looks at those areas that are outside the main scope of the guide and then goes through the remainder in a roughly chronological sequence within the timeframe of a project.

Though the Guide mainly focuses on eDisclosure, there is mention of scanning as many cases still involve paper alongside the ESI material, so the topic is covered for completeness.

 **NOTE: Do I really need to read this?**

This gives more context and detail on the different tools that you have at your disposal. If you think you have a good enough understanding already, skip to Chapter 5.

#### 4.1 Litigation Readiness / RIM / Email Archiving

This Section examines those technology areas which (as at this version of the guide) are outside of scope. It is included to provide background information on these areas, and might in subsequent issues also provide a springboard for the addition of more information on solutions within these topics.

##### 4.1.1 Litigation Readiness

A common analogy is that, if litigation support and eDisclosure are the ambulance at the bottom of the cliff, then litigation readiness is the fence at the top that stops you falling over. Litigation readiness is inexorably bound up with a sound Records Management policy, and this in itself is a good efficient business practice. Indeed for some firms in the financial sectors, the demands of Sarbanes Oxley, the Financial Services Act, Basel 2 and MiFID, make a sound records management strategy an essential element of their business. Increasingly, the way in which a business handles electronic data has a value in its own right and that value is being assessed in Merger and Acquisition situations. The demands of the Bribery Act only increase the pressure for organisations to have a good grasp on the control and management of their ESI.

As well as the regulatory and compliance drivers, there are increased risks for firms involved in global transactions and a poor or badly prepared response to litigation can result in significant brand tarnishment, or even the destruction of the company. On a more pragmatic level, there is a good business case for controlling the spiralling costs of eDisclosure, and let us not forget, a key element of the rules changes in both the US and England, was the requirement for lawyers to specifically address the challenges of eDisclosure.

For more information on this topic see the whitepaper stored [here](#).

##### 4.1.2 RIM / Document Retention Policy

As just mentioned, one of the other main elements in this area is that of policy as encapsulated by Records Information Management as a topic title, and Document Retention Policy as a specific concept. Of course what is really meant by a retention policy, is when can you delete or destroy records. That being said, a rational policy that at least removes all the superfluous duplicate copies of emails and other ESI

items, does pay dividends once litigation is underway and you have to collect and process all of those individual files.

The main priority in this area is to ensure you are doing the best you can to conform to the relevant legislation, so I would advise users to approach their normal provider of legal advice for guidance.

 **NOTE: Another BD opportunity**

Did I just hear someone say they wanted proactive legal advice on industry specific areas so I can show how much I know about your business and how I might help when it comes to litigation?.

### 4.1.3 Email Archiving

In a way, this is a Ronseal title, in that it does what it says on the tin, that is, these are systems that archive email. At a very high level the choices on offer mainly fall between having an in-house system, or using an external "cloud" based provider. Again at a high level, the first generation of offerings seem to be based around the in-house option, with more sophisticated functions and pricing coming for the second generation of cloud based products.

### 4.2 Collection – Forensic & Generic

Once the data you need has been identified, the next step is to collect the information. This is normally the preserve of vendors who provide specific services. Alternatives that normally should be avoided, are either using your own IT department to carry out the work, or letting the client's IT personnel do the collection. See Section 5.5 for more on the issues surrounding these choices.

The skills required to provide forensic services are very specialised, and take time to acquire. Therefore the firms operating in this area tend to be relatively small, even when the team itself is part of a large organisation such as the forensic groups of the big consultancy firms. It has been known for clients to form working relationships with specific individuals in the forensic world and remain "loyal" to that individual even when they change the organisation they work for.

The requirements tend to split into two areas, the provision of forensic services and the collection of ESI in a competent manner, which might have to conform to evidentiary standards. As a rule of thumb, forensic services are normally needed when fraud is suspected and information has to be retrieved from mainstream computer systems and/or more obscure places such as mobile phones, tablet devices and on-line social network sites.

See Section 6.4 for draft requirements within this area.

### 4.3 Scanning

By and large, scanning is a commodity item with most suppliers providing similar services. Prices are normally based on scanning black and white A4 pages that have printing on one side, and creating TIFF images at 200 or 300 Dots Per Inch (DPI). Exceptions to either the colour or size of the document cause the price to increase. It is normal to get the vendor to use a process called Optical Character Recognition (OCR) to derive a text version of the images. Even the best OCR process will contain spelling mistakes, with a 99.9% accuracy rate equating to 4-5 miss-spellings on a single sheet of A4.

The main issue to watch out for in scanning is that of unitisation, in this specific area we are focused on how the images that result from a document are then "bound"

together to form the set of "pages" representing the document. An issue can arise whereby the supplier carrying out the scanning obtains the images, but these are passed to a second supplier for coding purposes. The individuals in the second supplier look at the images and derive the unitisation of the documents from their interpretation of where document breaks occur, without being able to reference the original documents and thus seeing how they were stapled or attached via paperclips etc. together.

Scanning vendors have two approaches to this issue. The majority use their operators to "manually" unitise the images of the pages in the files. The more sophisticated minority have pre-prepared slip sheets that they insert within pages to show things like document start and end, paper clips, attached post-it notes etc. Their scanning software recognises all these coding forms (and strips out the images of the slip sheets) and is able to re-constitute the electronic version of the file so that it exactly matches the unitisation of the paper version.

For smaller scanning requirement, this issue is immaterial. However for larger projects (say over 20 or so lever arch files) it can cause significant problems unless addressed.

Finally it is normal practice to uniquely identify each images in some manner so that it can be referred to. The usual methodology used to be to apply BATES numbers to the document following a pre-arranged format, with a BATES number per page, though in some systems/projects this approach is now changing. As systems increasingly accept PDF's of whole documents rather than scans on individual pages, the need to individually number each page has started to recede, with document numbers being used to identify specific records.

See Section 6.2 for draft requirements within this area.

### **4.4 Objective & Subjective Coding**

It is normal process add coding to the review system to sit alongside the images (Tiffs or PDF's) of paper documents. The coding can be either Objective or Subjective coding, with most paper documents having a minimum of Objective coding. Objective coding is that information that can be derived from the document, usually this is seven fields:

- Document Date (With an additional field to show if the date had been estimated in any way).
- Document Title.
- Document Type.
- From.
- To.
- Copyee.

Subjective coding is information that is added by a suitably qualified individual on matters such as relevance, Privilege, Trade Secret, Personal data, etc.

There is debate about the need to add Objective coding to ESI. Email does not require any additional coding as it contains the date, title and addressees within itself. Sometimes coding is added to Word documents as it can be very difficult to identify the objective information from the metadata of a Word file. However, given the volumes of ESI, such coding (even when carried out overseas by an LPO) can add significant amounts to the cost.

The issue to be aware of is that there are many different dates held within the metadata of ESI items, such as date created, date last printed, date last saved, etc. Normal practice is to use the "date last saved" as the date of the document / spreadsheet / presentation / PDF, but this might well NOT be the date shown within the item. There is no easy answer here, just a requirement to be aware of the limitations of the reliance on metadata for dating items.

### **4.5 Litigation Support Tools**

This Section looks at the software in this area across three broad areas. A more detailed market analysis is shown in Section 5.2. whilst Section 6.5 has draft requirements within this area.

#### **4.5.1 Early Case/Data Assessment**

Once material has been collected, it is normally passed through some form of initial assessment/culling. The tools in this area allow users to "slice and dice" the information in many ways, from removing unwanted file types, grouping by date and custodian of the information, through to more sophisticated clustering of the data using semantic analysis. This last option is where the software groups "similar" items together. The computer determines what is "similar" by conducting a linguistic analysis on the content of the ESI items as well as comparing date, time and other objective data. The power of this approach is twofold. First, it groups superfluous material so that can easily be bulk coded as irrelevant. Second, the computer had no preconceptions about issues or keywords and can sometimes produce unexpected results in its grouping that a human reviewer would not have spotted.

#### **4.5.2 Litigation Support Systems**

The systems in this area are focused on the review of "documents" in preparation for initial disclosure to the other side, and (if the case progresses that far) a trial bundle. They have facilities for tagging documents for user defined issues, as well as powerful search tools and auditable production processes. The more recent tools have built in workflow that enables large scale reviews to be controlled in a much easier manner and "logic" checks that improve the Quality Control side of things. There are a range of tools on offer within this sector of the market, from reasonably "cheap and cheerful" up to top end products. That being said, most (if not all) now share common functionality and will enable users to deliver their end product, the key here is to match user requirement with the offered functionality and only buy enough to get the job done rather than over-specify the need.

#### **4.5.3 Multi-Purpose Tools**

There has been an increasing trend over the past few years for both the ECA and litigation support products to "drift" into each other's areas in terms of their functionality. Which is to be expected in a maturing marketplace. However there are also starting to appear offerings that span the whole of the two areas combined. These come in two flavours. First a single product that from the start has been designed to cover the entire spectrum, and second products that started as discrete offerings (sometimes from different companies) but by a process of acquisition and re-development now share a code base and have seamless integration between each part.

The issues here are about how well such an overarching aim can be met by a single set of software developers. The requirements of an ECA tool are quite different from that of a litigation support system and the interfaces and functionality for each area are very specific to those specific requirements. The danger here is the "Jack of all trades and Master of none" syndrome. However, as products encroach on each other's areas and as these multi-purpose tools evolve, it is probable that the

successful tools of the future will span all the areas, the trick is to make sure you don't buy too soon.

### **4.6 Presentation Systems**

The main focus in this area used to be the production of some form of court room bundle, rather than in-court presentation systems such as those deployed in major inquiries like the "Bloody Sunday", "Diana Inquest" or "Leveson" public events.

The main choice here used to be between the more traditional approach of a set of PDF files linked together into some form of eBible and more generic "cloud based" offerings. The suppliers of the eBibles tend to be those vendors with roots in scanning, whilst the preference in the cloud based solutions seems to be a choice between products from Merrill Corporation and Opus 2.

During 2013, the Magnum product from Opus 2 gained a significant amount of "traction" in the marketplace and should be explored by anyone who ends up taking a case into the courtroom.

During 2014, the CaseLines product from NetMaster solutions, was adopted by the UK Supreme court, on a trial basis, for the submission of all documents to the court.

### 5. MARKET SURVEY

This Chapter looks at the overall marketplace. It starts with a quick review on the changing UK legal environment and how that might impact upon the choice and use of technology. There then is a review of the various areas that make up the sector, followed by an analysis of the different types of vendors, and culminates in a look at the current "hot" topics for users of the guide to be aware of.

#### 5.1 Changing Legal Environment



It is assumed that users of this guide are well acquainted with the Civil Procedure Rules (CPR) that are the formal rules for this area within the UK. Of main interest to this guide is Practice Direction 31B - Disclosure of Electronic Documents, which took effect on the 1<sup>st</sup> October 2010 and comes with an Electronic Documents questionnaire. Further information on these topics can be found in Chapter 6. The point of mentioning these changes to the rules is that they prompted an increasing awareness amongst practitioners of law that electronic information existed and had to be disclosed (the real meaning of electronic disclosure, as opposed to arguing about the media used to hand over material).

The other key driver in this area has been Lord Justice Jackson's review of Litigation Costs that was published in its final form in January 2010. The suggestions on how costs might be managed have mainly been implemented, with judicial training on costs management starting in January 2013, and the required legislation being enacted in April 2013. For the purpose of this Guide the key factor is that parties should arrive at the first Case Management Conference with a plan for eDisclosure that they have agreed with the other side. Fundamental to the changes is that Judges will have been trained to explore how the disclosure exercise will be carried out, and if the proposed approach uses technology in an appropriate manner. So the days of printing everything, or conducting a linear review with an army of legal staff, or arguing over arcane lists of broad keywords are numbered.

Lawyers need to "tool up" with technology and understand how to fully use the tools they have at their disposal. It is hoped the rest of this Guide will help them achieve this goal.

### 5.2 Market review

This Section of the Guide looks provides a historical review of the marketplace in two main areas. First a review of the overall evolution of the technology and second a more UK specific analysis of the changes in specific technological areas.

#### **NOTE: What's this Section about?**

Section 5.2 gives the background to the differences between the types of software providers. If you are happy accepting that some are "pears" and some are "apples" then go to Section 5.3. If you just want a list of the main software products go to Section 5.7.

#### 5.2.1 Historical Market Review - Overall

The litigation support market is a maturing one, both in terms of the software products and the firms that provide them. The evolution of the software is best tracked by looking at a technology conference / exhibition called LegalTech that takes place in New York in January/February of each year. The author has been attending the exhibition for many years, and since 2008 produces an annual review of proceedings. The following summary is based on knowledge gained during those years as well as practical experience of different products. The summaries for the past 5 years only are shown below.

##### 2011

Two main themes came through; the rise of predictive coding (in all its names and guises) and the creeping expansion of Early Case Assessment (ECA) tools, though some commentators were calling this Early Data Assessment in a pedantic, but correct understanding of the focus of the process. The significance was that, in the previous year, the majority of ECA seemed to start once the data had been collected from the corporate environment, in this year, the tools were very firmly inside the corporate set up and presumably have continued to grow into the overall infrastructure.

The two predictions for next year's "hot topics" are first, how far products will have progressed in supporting tablet based computing, as the ubiquitous iPad faces competition from vendors offering alternative hardware and software. Second will be the progress made in proving tools to gather ESI from the more difficult locations such as Facebook, Twitter, "the cloud" and large structured databases.

Finally there was a strong trend in terms of people employing two screens on their desktops and the ability of software products to support this way of working.

##### 2012

This was finally the event that (after several years of trying) Computer/Technology Assisted Review (CAR or TAR) became an overnight success. It seemed as almost every litigation seminar was trumpeting the virtues of the approach, with some (such as Recommind) parading clients who had used the products in anger. Since then the impetus has continued on both sides of the Atlantic with judgements being delivered in the US on employing the technology and a more quiet adoption permeating through the UK courts.

As predicted there was an explosive growth in the tools enabling content to be extracted from social media, as well as several offerings for pure tablet (well iPad) based computing.



Also there was an increasing influence from the records management stream being driven by in-house counsel using technology not only to be litigation ready, but also to drive compliance with internal RIM policies.

### 2013

If last year's "buzzword(s)" were Something Assisted Review, this year (from nowhere) it was "Big Data". More on this in a minute. The rise and rise of Computer Assisted Review (CAR) continued, with virtually every vendor offering a product, and (according to one supplier) the number of actual cases using the technology rising from 1-2 a month at the start of 2012, to 1-2 a week, if not a day, by the end of the year.

Nuix took a big leap into the world of Information Governance with the launch of its Luminate product and a slogan "There's no such thing as Big Data, only Small Tools". Will be interesting to see how this strategy pans out during the year.

The functionality of "All in One" tools reached the point where they could challenge a "Best of Breed" combination, but the feeling was the breakthrough would come on pricing rather than functionality, as a deep backlash against per gigabyte pricing gathered momentum.

### 2014

A year of consolidation rather than any big announcements, with most software firms now offering similar functionality. Relativity was established as the product of choice for Review, though many would argue it is not the best product on the marketplace, very good, but not the best. Computer Assisted Review is now regarded as a mainstream tool, with the vendors arguing over the next level of functionality in bitter CAR wars. The significant movement was on the Information Governance side of things with Early Case/Data Assessment tools being incorporated at a strategic level into client's in-house software.

### 2015

Another year of consolidation in terms of the functionality of eDisclosure products with little to choose between the mainstream offerings. Some potentially disruptive events though. Microsoft bought the text analytics company Equivio, presumably to provide "good enough" eDiscovery functionality for Office 365. A number of suppliers embed Equivio within their software, as those licences run out it is assumed Microsoft will withdraw the product, leaving suppliers hunting around for alternatives.

Relativity continues its market leadership and for the first time availed itself of investment capital to build a "war chest" of some \$125M.

By the end of March, two UK litigation support suppliers should announce they have been bought by US companies to gain a foothold this side of the Atlantic.

The increased focus of products and sales continued to be within the Information Management / Governance area.

### 5.2.2 Historical Market Review – Litigation Support Products



To understand the differences between software products, it is necessary to look a little at the history of their development and they grew to meet different challenges at different time.

Initially litigation support tools were about dealing with scanned images of paper as this was the requirement in the 90's. The tools, such as Concordance and Summation, were basic search and review environments with additional products providing the ability to look at the images. The software evolved rapidly and a new generation of vendors appeared, with Ringtail and Steelpoint (which became IntroSpect) as the leaders in this area by the time you come into 2000 / 2001. They were still based on handling large volumes of images and struggled initially as the explosion of electronically stored information (ESI) hit them. Products emerged such as Kroll Ontrack's Electronic Data Review (which became Ontrack Inview and in 2013 ediscovery.com Review), Epiq's DocuMatrix and a host of others, most of which withered, or were bought out over the years. In a reflection of the struggle going on now between more "traditional" litigation support tools and their ECA brethren, so the products initially based on images and those on ESI mimicked each other's abilities, bought out software upgrades and eventually became a more homogeneous and mature market place.

The more recent products coming to the market have learnt from existing offerings and taken the best of the functionality, but wrapped it in a far more accessible interface. This now is the main differentiator between products, on the one hand you have Ontrack Inview, DocuMatrix and Ringtail, on the other are newer tools such as Relativity, cicayda and Viewpoint that have a far more "Outlook" type look and feel.

### 5.2.3 Historical Market Review – ECA Products

The genesis of ECA was the explosion in volumes of disclosable material brought about by electronically stored information (ESI), a shorthand acronym for emails, Word, Excel, PowerPoint, PDF's and all the other data that organisations and individuals produce. The main concept underpinning ECA is that the software groups items of ESI together by virtue of data analytics of their contents and metadata. The initial product in this area was called Attenex (now an integrated component of FTI Consulting's Ringtail product), with the name itself meant to be "At ten times", an indication of the increase in review speed you could obtain by using the product. Over the years other products have appeared, elements of ECA have been grafted into the main litigation support products and the capabilities of the offerings have expanded, with the cost also dropping exponentially. When Attenex first appeared it had a charging model of £2,000 per GB, now ECA can be accomplished for £200-350 per GB.

With a few hiccups, the other key player in this market is the UK based firm Autonomy. They (like Recommind) come to the arena of litigation support from a background of enterprise searching and knowledge management. Recommind realised they almost had a litigation support tool in their product and added functionality to make it work. Autonomy first bought IntroSpect to give themselves a litigation support product and re-built it around their IDOL search engine. Then they purchased iManage to give themselves a document management offering. In terms of market focus, Autonomy (more so than Recommind) was pushing for domination in the corporate environment where the three overlapping areas of Litigation Readiness (IntroSpect), Knowledge management (IDOL) and document management (iManage) exist. However the events of Autumn 2012, when HP accused Autonomy of false accounting during the takeover of Autonomy by HP means that this entire product range was under a cloud for some time. As at the date of this version of the guide, that cloud has lifted and HP are once again strongly selling Autonomy, though mainly into the Information Governance area, rather than litigation support.

The most significant current thing in the ECA world, is that it seems to have firmly breached the corporate firewall. By this I mean that the software runs inside a corporate environment and, when required, can by issue legal holds and then incorporate these into a focused search on "held" material to identify the data that needed to be processed further. Though the whole Legal Hold concept didn't really apply in the UK, there will be some clients in litigious marketplaces that this would be of interest to. Also the UK Bribery Act is providing an impetus for organisations to look again as to how they manage their electronic information. In this area, products from Access Data, eDiscovery tools, and Recommind are mentioned as ones to watch.

For the moment, the focus for the UK is on the ECA tools that mainly operate outside the end client's environment. In practice this has tended to mean one of three products, Clearwell, Nuix or Digital Reef, with (up to now) only the first two really having success. It seems that lawyers prefer Clearwell to Nuix because of its interface and seemingly better functionality, Technology departments chose the speed and performance of Nuix, over what they consider to be its slightly flashier competitor. The Recommind product range incorporates both ECA and standard litigation support tools, as does the Access Data product suite and Lateral Data's Viewpoint.

### 5.2.4 Historical Market Review – Predictive Coding Products

The phrase "Predictive Coding" is shorthand for any process that uses computing power and software algorithms to try and carry out coding of electronic documents. On one level the machine can carry out objective coding and scan the document for the data it can "recognise" to give you the From, To, Title, Date kind of material. So far so good. Next you get the programs that will "search" the document and highlight the terms that it thinks means the document should be relevant and even highly subjective calls such as Privilege.

However there are caveats. The software will only really work on fully electronic material, so you cannot get the same results on the OCR of images of scanned documents. Second, most products require the user to "seed" the review work with appropriate documents that have been reviewed by a human (normally senior) lawyer, so it is not a silver bullet that will solve all your problems. Finally, no one is (yet) suggesting that the relevance and privilege reviews are totally done by the computer, the software puts forward documents that meet criteria and asks humans to validate its choices.

What is significant, is that the documents that are not selected, are never looked at. Yet this in itself, ties into the UK approach to proportionality. To paraphrase the UK approach, there might indeed be a slight chance that a "smoking gun" exists in the far reaches of the potentially disclosable material, however, it can be far too expensive to review everything and so that faint possibility must not be allowed to drive the review strategy.

### 5.3 Vendor Analysis

#### **NOTE: And what's this Section about?**

This gives the background and detail of the different types of suppliers so that you can understand the relative strengths and weaknesses of each type when you ask them to demonstrate their software. If you just want a list of the main UK organisations go to Section 5.6.

The purpose of this section is to give a brief overview of the different types of vendor that users of this Guide will encounter in the marketplace. This is done so that the relationship between the software offerings and the people that supply them is understood. It is deliberately UK focused.

#### 5.3.1 Background / Gartner Report

The definitive guide to the eDisclosure marketplace is provided by the analyst firm Gartner. It has published annual reviews in May of each year since 2011. Retailing at some \$1,500 they can normally be obtained for free, via vendor's websites for the "cost" of an email address for marketing purposes. One of the key elements of a Gartner report is its use of a "Magic Quadrant" to categorise firms according to both their ability to deliver functionality and the completeness of their vision. It is a useful background document, but is very US centred and does not cover third party suppliers. That is the purpose of this Guide.

In 2014 one of the main themes of the reporting on the Gartner report was how similar the Magic Quadrant was to the previous year, suggesting that the market had paused and a period of consolidation was about to start.

#### 5.3.2 Consultancy Firms

Up until 2010, this group was mainly the accountancy / consultancy firms in Deloitte, KPMG, E&Y, PwC, Navigant, etc. In 2010 however, two formally independent third party suppliers were bought out by firms eager to provide litigation support to their clients. Legal Inc became part of Grant Thornton and Trilantic was bought by Huron Consulting. In both cases the litigation support firm gained the financial backing and larger access to market of their "parent", though there was perceived to be a slight disruption to their ability to deliver services during the initial "bedding in" period. This dissipated during the year.

2012 saw further consolidation with 7Safe being acquired by PA Consulting at the start of the year, and in June, Palmer Legal Technology (PLT) became part of Proven, a litigation support and investigations firm.

This group can realistically be split into two "camps". In one there are the "supermodels" of the big accountancy based firms, Deloitte, E&Y, KPMG, PA Consulting and PwC. This group are larger scale firms that tend to exist of a steady diet of work generated by the rest of the organisation. Some are interested in the bigger litigation projects, but users of this guide are more likely to encounter them when the client announces that they will be using their services and the law firm will just have to comply. In house counsel might have far more to do with this group, and

will have their own opinion on the strengths and weaknesses they bring to any project. I have labelled these the "supermodels" in that the litigation projects normally have to be of a certain size to warrant them "getting out of bed". If your matter is large enough to be of interest to them they can provide a premium service at (for the main) a premium price. If it's Friday and you have 1 GB of data you need to get processed by Monday, you probably don't bother with these guys, as the conflict checks alone might take the weekend, if not longer.

In the second sub-group are the relatively smaller consultancy organisations such as FTI Consulting, Grant Thornton, Huron Legal, Navigant and Proven. I use the words "relatively smaller" as though they might not be as large as their "supermodel" brethren, they are significant organisations in their own right and much larger than the third party suppliers they compete against. These are much faster at processing their conflict checks, taking hours rather than days, and are interested in smaller projects (using the "set a sprat to catch a mackerel" sales approach). It might be worthwhile approaching them on the ubiquitous Friday afternoon scenario, but do be aware they can take slightly longer to respond, as they come with their own QA process that does have an overhead. But if that is what you need, then they will be a Godsend.

In summary there are good people doing good work within the teams inside the large (and very large) organisations. There are pro's and con's with selecting a "larger" firm over a "smaller" one, these will emerge as each potential user evaluates their own requirements against the supplier's strengths in the procurement process.

### 5.3.3 Software Specific Organisations

This group is the firms that own the software that they bring to market and thus have greater control over its development path. However, obviously, their consultancy and approach to litigation services is predicated upon their own software. In the UK, this group is split between two groups, the more numerous UK arms of US based firms, and a smaller group of UK headquartered organisations.

In the first group there are firms such as; (a non-exclusive, alphabetical list follows) Access Data, Autonomy, Epiq, Kroll Ontrack, Merrill, Recommind, Stroz Friedberg and Zylab. In the second are Control Risks, PLT and eMag.

These firms are financially secure and (generally) have a depth of resources, though there is a perception that, for some of them, their project management teams always seem to be stretched. They are generally the more corporate offering as opposed the final grouping described next.

### 5.3.4 Solutions/Bureau Organisations

The members of this group tend to be relatively smaller firms that thrive on offering a variety of solutions to end users and can match their products to the specific requirement of a case. There is an element of this grouping that came from a scanning and coding background, with others from the forensic services area. These firms are sometimes more "nimble" than their bigger brothers and can be more focused on client care, but carry a slighter greater risk in terms of their financial standing and long term viability.

Rather than list the UK "players" here, readers should explore Chapter 8 to get a feel for the vendors that are out there and their offerings. There are significant number to choose from.

### 5.3.5 Outsourcing Organisations

There are a number of Legal Processing Organisations (LPO), with the majority of offerings based in either India or South Africa, though Integreon is alone in also

having a UK base and supplying services to a number of larger law firms. These organisations tend to be software agnostic and mainly (in this marketplace) provide a cheaper option for carrying out larger scale review work. Using these organisations is normally something that is done by the experienced litigation support client, so there is some coverage of LPO's in this guide, but not a significant amount. Again, readers should explore Chapter 8 to get a feel for the vendors that are out there and their offerings.

### 5.3.6 External Review Teams

There are a small, but gradually growing, number of organisations that will provide review teams of experienced legal staff (paralegals and/or lawyers). These teams can either work off-site or on your premises. The individuals are normally very familiar with a number of review tools and are agnostic in terms of the vendors. They have the advantage that the teams can be deployed very quickly and just as quickly reduced in numbers. The organisations also increasingly offer access to bilingual skills in Russian and other eastern European languages as well as the more common EU varieties. The ones in this version of the Guide include:

Codex Global, DTI Global, Huron Legal, i-Lit Paralegals, TransPerfect Legal Solutions.

### 5.3.7 Managed Review Facilities/Teams

Similar to the previous section, but over during 2014, there was a flurry of organisations offering managed review services within their own premises, in response to a growing demand from law firms. The suppliers offer a (normally) London based secure facility, alongside the ability to rapidly provide reviewers skilled in a specific review tool, very often with a specific language ability. All suppliers tell stories of being rung on a Thursday night with requests for "a team of 20 reviewers to work from Friday through the weekend in order to complete the project by Monday morning". If that's your idea of forward planning then these people exist to meet your needs.

The ones in this version of the Guide include:

Consilio, DTI Global, Epiq, Huron Legal, Kroll and Unified.

### 5.4 Current Issues / "What's Hot"

This Section of the guide looks at those issues that are "hot" within the marketplace. It will be revised with each version of the guide, and the author welcomes input on areas readers would like to know more about.

#### **NOTE:** Why do I need to read this

Some of these are the tools above and beyond key words, that can enable you to complete eDisclosure within a tight budget. Even if you aren't using them, the opposition might well be, so you need to know what they are talking about.

#### 5.4.1 Clustering

Clustering is the ability to automatically group together documents with similar content. It was pioneered by Attenex and their "petri dish" visualisation of the documents, with clusters running off a spine of a shared set of keywords. Other software companies have followed suit in terms of technology, if not the way they display it. Most useful in the context of "find me all documents similar to this one", which can enable bulk actions such as making the document set relevant, or eliminating it from the review process.

#### 5.4.2 Email Threading

Threading is the ability to display all the emails within a chain of correspondence as a single "thread". In its more sophisticated versions, any missing emails can be "inferred" by their presence in subsequent iterations of the chain, which might influence the collection decisions. The way in which a chain can branch out can also be captured, so that only a small number of emails have to be read in order to gain an understanding of the entire thread.

#### 5.4.3 Automatic Translation

Some programs have the ability to automatically translate a number of common languages. Most can spot that the text is in a foreign language, but the ability to translate is a little less common. No one is suggesting that the translation is of evidential quality, but normally it is enough to enable an initial view to be taken in terms of relevance etc. Practical experience has thrown up one or two issues. The software does not cope well with the presence of two languages in a document, you can get a number of "false positives" with say an English email which has some French words in its address footer, being wrongly categorised as "French". Also sometimes the document is correctly identified as being in a different language, but (if the module for that language is not installed) then it is arbitrarily categorised as some other country.

#### 5.4.4 Audio Files

A real growth area. This is the ability of certain programs (Intelligent Voice and Nexidia being two market leaders) to index digital audio as if it was text and then provide functionality enabling you to search in a similar manner. So, if you have an hour of a recording, the software will take you to the 30 second slot, some 45 minutes in, that contains the words "inside dealing". A specialist tool for specialist projects, but an absolute Godsend if you have thousands of hours of digital material to listen to. Further improvements allow the production of text, so that you can read the conversations rather than listening to them.

### 5.4.5 Computer/Technology Assisted Review

There is a school of thought that says predictive coding is set to be the most disruptive technology to effect lawyers, why is this so? The technology comes from the United States where the twin pressures of every increasing volumes of electronically stored information (ESI) coupled with a constrained financial environment, means in-house counsel are demanding law firms do more for far less fees. Though its genesis might be American, the changing way of working will have just as much impact over here.

There are a number of slightly different technologies out there, but for the purposes of this section, we will group them all under the single heading of Computer Assisted Review (CAR). with the following core approach at the heart of their products. When faced with a mass of ESI, a well-qualified person (or small number of individuals) are used to "train" the software in identifying which documents are relevant overall, important to specific topics, and (in some cases) Privileged. The training involves reviewing a batch of ESI, normally around 1,000 – 1,500 documents, which has been selected at random from the corpus of the material. The computer processes the results and provides another batch of documents, where it starts to suggest its values for relevance, topic association, etc. The reviewer codes this batch and the computer refines its algorithms, and repeats the process. Normally after five or so batches, the machine is ready to work on its own, and then codes the remainder of the collected material. What happens next depends upon the strategies adopted by the drivers of the CAR.

One possible approach is to select a level below which, the documents might be tentatively relevant, but proportionality would mean they could be discounted, say anything below 50%. At the top end of the coding spectrum, you might decide that any document that is marked between 100 and 80% is relevant and, at this stage, does not need human eyes to confirm what the computer has decided. Where you will spend time and money is reviewing the documents that the CAR process says are between 50 – 80% as these are the more marginal calls that need verification.

Using CAR technology has a number of benefits. Foremost is the significant reduction in time and cost of disclosure review work, with the experience of senior people being used up front where it makes most difference. Some cases studies show savings of over 60% in legal fees and review time.

Next, the process lends itself to a verifiable procedure, you can share samples of the documents in the different bands of relevance with the other side, thus proving the process works, without having to delve into the guts of the CAR logic engine. All studies to date, show that computers are far more consistent and accurate than humans in conducting review work, the silicon chip making no distinction between Monday morning or late on a Friday afternoon. Finally, as this is an IT technology, it is improving at an exponential rate, meaning that next year it will be twice as capable, four times so the year after that, and so on. It's a technology that is here to stay.

Be aware that from the middle to end of 2013 the next generation of CAR products started to appear split into two totally different "camps", on the one side is the more traditional pattern based approach that uses Linguistic Analysis (pattern matching) to train the software, and on the other side products emerging from all the research on information mining carried out by the US government in the aftermath of the 9/11 terrorist attack. It's a battle that will run for some time, you just need to be aware that it's going on when the eager salesperson is in front of you.

### 5.4.6 Collection of data from Social Media environments

As electronically stored information proliferates into different areas, so the ability to collect it from within those environments becomes more urgent. Various vendors are



developing tools (or buying up companies that have done the development) to enable them to hook into LinkedIn, Facebook, Twitter, Yammer, et al and extract information in a meaningful way. Again, the need for this functionality will depend on the area the matter is within, but increasingly data stored in social media is becoming important in more and more cases.

### 5.4.7 Small Quantities of ESI

See Section 6.7 below. This is a constant requirement that comes through every sized procurement and articulates the real need for users to "just read the emails". The key problem is that information is passed to lawyers in electronic format, yet (for very good reasons as far as the IT department is concerned) they are not allowed to use the firm's environment to review it. So, they are sat there with a PST of a small number of email, an email with 50 or so Word attachments, or a thumb drive with a couple of thousand items and they "just want to read them". Providing a quick and easy solution to this requirement will be a real game changer for the various suppliers. Towards the end of 2013, PA Consulting issued a product called "Doc Discovery" specifically designed to address this issue. See the vendor and software chapter for more details. Also, the product Cicayda has a focus on providing a more "streamlined" approach to functionality.

### 5.4.8 Charging Model

Just as lawyers are coming under increasing pressure on prices, so vendors are being stressed by their clients. The default model is that people will charge you by volume, so much per GB at various stages of the process. Increasingly users are looking for a fixed price solution so they have clarity of costs to pass on to their clients. In response to this, some vendors are offering a "managed solution" option that guarantees fixed pricing for users, irrespective of individual case volumes.

See Section 6.1 for more discussion on this.

### 5.4.9 Redaction tools for "Native" Formats

A bit of a specialist requirement, but one that could be significant if you really, really need it. What we are talking about here is the ability to redact (that is blank out the offending text, and remove it from all search capabilities) areas within things such as Word, Excel and PowerPoint documents. Normally this involves a cumbersome process of turning the "native" item into a PDF version and then redacting the PDF, but for things such as Excel spreadsheets this is not very workable. A handful of vendors are now starting to supply toolkits that let you redact within the "Native" mode. However, if you have Privileged information within a note on an Excel spreadsheet and the opposition has convinced the judge that you must supply the document in its original Native mode, this could be a lifesaver. My normal rule of thumb is that some 0.2% of documents in a collection end up being redacted, and they are Word files to start with, just how crucial the ability to redact Excel spreadsheets really is remains to be seen.

In 2015 The Payne Group produced a redaction tool that allows you to remove material from a native Excel spreadsheet. Other suppliers such as Hobs Legal Docs also provide Relativity plugins that enable bulk redactions of things such as personal data.

As ever look through Chapter 8 for all the products

### 5.5 Potential Problems

This sub-Section details some of the more common issues that can be encountered in using litigation support systems. It is not to say that a software package with one of these problems is automatically excluded from your procurement, there are very often workarounds, but you need to know the issues exist so you can factor them in to your evaluation criteria.

#### 5.5.1 Email Groups



#### **WARNING: This can cause serious amounts of delay and cost**

If there is one single issue you need to be aware of when selecting software, this is it.

In the United States it is possible to claim Privilege over an entire email family (that is an email with one or more attachments), this is not the case in the UK and other jurisdictions. However, some of the software packages treat the email family as a single entity and do not allow you to split out attachments because they are privileged. This can cause significant overheads at production time and should be an issue you are well aware of when selecting software. During 2013, Clearwell, the major "offender" in this area rectified the problem with its latest version, the trick now is to ensure your supplier is up to date with their software.

#### 5.5.2 Re-unitisation of Images of Paper Documents

Most of the software on offer comes from a background of handling electronic information, emails, Word documents and the like. Now the one thing a piece of Electronically Stored Information (ESI) never does, is change its boundaries, it is what it is. Compare this with scanning, storing and coding paper based images. With the best will in the world there will be time when the images that make up a paper document need to be re-unitised, that is the coding that encompasses say 6 pages, needs now to be split into two sets of coding, one for the first three pages and one for a second document of the last three pages. Not an issue, I hear you say, we will just split up the images in the software and change the coding as needed. This is where you hit the mind-set of the R&D team for ESI based software. They have no concept of the boundaries changing and so have little, or no functionality for re-unitising paper based records. Paradoxically the "ancient" software of Concordance and original Summation could do this with no problems as they came from a paper based background, it is the "new kids on the block" that have problems.

This won't affect you, unless you have significant amounts of paper to process for your disclosure exercise, but if you are in that situation, explore with your vendor partner how they will deal with this.

#### 5.5.3 High level allocation of alias for Names Normalisation

The issue here is the variety of names that appear during collection of emails. Not only do you get people who have different email hosts, so;

[andrew.haslam@allvision.co.uk](mailto:andrew.haslam@allvision.co.uk), [andrew.haslam@gmail.com](mailto:andrew.haslam@gmail.com), andrew.haslam@etc

Also in Outlook you have the option for a "Display as:", where you can edit the text in the "Display as" field. I like to differentiate between people's personal and work email addresses, so I change the text in the "Display as:" field to reflect this, so the entry with an email address of;

[andrew.haslam@allvision.co.uk](mailto:andrew.haslam@allvision.co.uk), could be displayed as Andrew Haslam (Work)

Now when an email is collected, the email address shown is Andrew Haslam (Work) not [andrew.haslam@allvision.co.uk](mailto:andrew.haslam@allvision.co.uk).

Also if you are collecting email from within an organisation, you can get the SMTP version of this that has all kinds of letters, brackets and punctuation.

Most Early Data Assessment tools are aware of this issue and will allow you to pick a set of names to search on, so if I was trying to get all emails sent by Andrew Haslam, I could tick the boxes to get the all the variants of my name. After a while this gets really boring, particularly when you want to start doing searches of email sent to and from a group of people, each with 4 or more versions of their email address.

What (in the author's humble opinion) is needed if a facility to have a single alias, to which all the variants could be assigned, and then you could far more easily be able to conduct complex searches. During 2013 and early 2014 some products started to incorporate this functionality into their offerings.

Or, you get the vendor to do all the heavy lifting for you, and you just tell them what you want.

### 5.5.4 Data Collection by Client or Law Firm's IT Department

The short version of this is. Don't Let Them Do It.

The longer version, is that data collection is not a matter of copying an item of ESI. If you don't know what you are doing, when you copy something you can change all the metadata associated with a document. What does this mean in the real world?

In one of the cases I was involved in, one set of clients used to present monthly reports to their board using a PowerPoint slide deck that had Excel spreadsheets underpinning all the graphs. The dispute revolved around actions that had taken place in 2006, so copies had been made by someone (client's IT department, incompetent vendor, some gremlin along the way) of the 2006 PowerPoint shows some time in 2010. Except they hadn't been forensically copied, and all of the shows now had a date displayed on the first slide of sometime in 2010, not the original correct 2006 date. So there we were in 2012, coming late to the case, relying on other people's efforts and evidence, and the other side kept demanding we give them the 2006 documents and all we had were "tainted" versions with no way of now collecting the originals.

The proposal to self-collect data normally comes from a client desperate to keep their costs down. Make sure they are well aware of the potential dangers before you let them do this. In close second, comes the lawyer, also keen to cut costs who volunteers their in-house IT team to get the information. In most cases, a law firm's IT department does not have the expertise, the time nor the professional indemnity insurance to be going anywhere near a data collection. Avoid it and get a professional to do the job, then, if it does all go wrong, their insurance can take the hit, not your reputation.

### 5.5.5 Issues of working in "Native" formats

Most litigation support platform have viewing tools that let you look at Word, Excel and PowerPoint documents without firing up the original software. This is fine for a quick glance, but of no use at all for real review. In a number of the real life cases I've been involved in, the text that makes a document Privileged has been contained in the Track Changes comments in a Word Document. (There's a whole Section's worth here on organisations that hand over Native documents without scrubbing this kind of data, but that's for another day). Similarly unless you look at the formula's and workings of Excel, how can you begin to understand the purpose of the spreadsheet.

The answer to this used to be that people would offer up PDF versions of the ESI. Nowadays that won't cut it and will be resisted (very strongly) by any half wake opponent. You need to be aware of the "iceberg" of issues that collecting and review

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Native data brings, and (at the very least) have protocols built into your review platform so you can see reviewers have downloaded the native document to review it. Plus, that the people doing the review have the technical skills to do things like look in Word Track Changes, or know how to remove the "hide" command in Excel.

## 5.6 Vendor list

The following table shows the main organisations in the UK, grouped under the headings used in the previous Section. It is shown to give a start point for readers to decide whom they wish to reach out to, for demonstrations and/or quotations. A more comprehensive listing of the service providers and their software products is shown in Chapter 8.

The assignment of organisations has been a relatively arbitrary process as some suppliers could lay reasonable claim to being under more than one heading. It has been done purely to try and group like with like, and is no reflection upon competence or suitability to task. It will be up to the Reader to decide what their requirements are, and then to approach the firms that best meet those needs.

A number of organisations provide services across the EDRM model, so just because their forte is in Forensics does not de-bar them from providing a review platform, and vice versa. You need to read the rest of the Guide to work out what your requirements are, and which kind of organisation best meets your needs, or indeed, if you should interview across the range of service providers to get a feel for their relative strengths and weaknesses.

| <b>Consultancy Firms (Large)</b>                                       |                           |                        |
|--|---------------------------|------------------------|
| 7Safe, (PA Consulting)   | Alvarez & Marsal          | BDO                    |
| Deloitte   | Ernst & Young             | KPMG                   |
| PwC  |                           |                        |
| <b>Consultancy Firms (Medium)</b>                                      |                           |                        |
| Absolute Discovery   | AlixPartners              | Consilio               |
| Forensic Risk Alliance   | FTI Consulting            | Grant Thornton UK      |
| Huron Legal  | Innovative Development    | Navigant Consulting    |
| Oyster IMS   | Proven                    | Smith & Williamson     |
| The Oliver Group   |                           |                        |
| <b>Software Specific Organisations</b>                                 |                           |                        |
| AccessData Group   | Control Risks             | Epiq Systems           |
| Exterro  | HP Autonomy               | Intelligent Voice      |
| Kroll Ontrack  | Merrill Corporation       | Netmaster              |
| Omnia  | Opus 2 International      | Recommind              |
| Stroz Friedberg  | Symantec                  | ZyLAB                  |
| Zylpha   |                           |                        |
| <b>Solutions / Bureau Organisations</b>                                |                           |                        |
| Altlaw   | Hobs Legal Docs           | Iris Data Services     |
| LDM Global   | Legastat                  | LINEAL                 |
| Millnet  | Resolution1 Security      | TransPerfect           |
| Unified  | Xerox Litigation Services |                        |
| <b>Forensic Services</b>   |                           |                        |
| BR Consult   | CCL Group                 | CDS                    |
| CYFOR Legal  | eMag                      | Evidence Talks Ltd     |
| Guidance Software  | IT Group UK               | MD5                    |
| Media Discovery  | RAID                      | Trusted Data Solutions |
| <b>Outsourcing Organisations / Document Review Firms / Translation</b> |                           |                        |
| Capita   | CAS                       | Cenza                  |
| Codex Global   | DTI Global                | Exigent                |
| Hayes Warren   | i-Lit                     | Integreon              |
| QuisLex  | The Review People         |                        |

### 5.7 Software list

Following on from the principles used in the previous Section, shown overleaf is a list of the major software products available within the UK and the organisations that supply them. Again the headings used to group the products are an outline rather than hard and fast differentiations. The aim is to allow readers to identify what products are in a similar category so they are able (as much as possible) to compare like with like.

No endorsement is made or implied for any of these products and their capabilities do evolve relatively quickly, so contact the supplier(s) to find out more.

There are suppliers and products in the Guide which are not shown in these tables, this is because they do not have a UK office. However you might still use their services depending upon the geographic location of your project. The advice, as ever, is read Chapter 8 and evaluate each supplier's offering.

## Chapter 5 – Market Survey

### 5.7.1 Software – By Supplier

| Product  | UK Supplier(s)  |
|--|---|
| <i>Collection</i>                                |   |
| Cellebrite                                       | Cellebrite, Espion.   |
| FTK  | Access Data, A&M  |
| Guidance EnCase                                  | CCL Group, Integreon  |
| SPEKTOR  | Evidence Talks Ltd  |
| <i>Processing and Early Case/Data Assessment</i> |   |
| Clearwell  | AlixPartners, A&M, Capita, CCL Group, CYFOR, Deloitte, Espion, Epiq, Ernst & Young, Grant Thornton, Hobs Legal Docs, IDS-Legal, Integreon, KPMG, LINEAL, Navigant, PLT, Symantec.   |
| Doc Discovery                                    | 7Safe/PA Consulting   |
| Digital Reef                                     | TransPerfect Legal Solutions.   |
| edt toolbox                                      | eDiscovery Tools  |
| HP Legal Hold                                    | HP  |
| ICE™   | Palmer Legal Technology (part of Proven group)  |
| In Control                                       | Navigant.   |
| Index Engines                                    | CDS, Deloitte, Integreon, Millnet.  |
| Intella  | 7Safe, Evidence Talks Ltd, IT Group   |
| IPRO (eCapture)                                  | Hobs Legal Docs, Espion, Integreon, Legastat.   |
| KOFAX Capture                                    | Legastat.   |
| Law PreDiscovery                                 | AlixPartners, A&M, Legastat, Navigant.  |
| MM/PC  | eMag Solutions.   |
| Nuix   | 7Safe, AlixPartners, Altlaw, A&M, Deloitte, Espion, Epiq, Ernst & Young, Grant Thornton, Huron Legal, KPMG, Legastat, Millnet, PwC, Unified.  |
| <i>Review &amp; Analytic Tools</i>               |   |
| Case Logistix                                    | Hobbs Legal Docs, Legastat.   |
| Concordance FYI                                  | AlixPartners, Hobs Legal Docs, Huron Legal, Integreon, Legastat.  |
| Equivio Relevance                                | AlixPartners, Epiq, Legastat, Millnet.<br>Equivio is often embedded into other litigation support products (particularly Relativity) to provide "Predictive Coding" functionality.  |
| iCONNECT   | AlixPartners, Huron Legal, PwC.   |
| Merrill Lextranet                                | Merrill Corporation.  |
| Relativity                                       | 7Safe, AlixPartners, Altlaw, A&M, BDO, Capita, CAS, CYFOR, Deloitte, Espion, Epiq, Ernst & Young, FRA, Forexus, Grant Thornton, Hobs Legal Docs, Huron Legal, IDS-Legal, Integreon, Iris, KPMG, Kroll Ontrack, LDM Global, LINEAL, Merrill Corporation, Millnet, Navigant, PLT, PwC, QuisLex, Stroz Friedberg, TransPerfect Legal Solutions, Unified. |
| Ringtail   | FTI Consulting, Grant Thornton, QuisLex.  |
| Xera   | Integreon   |

## Chapter 5 – Market Survey

| <b>Product</b>                                     | <b>UK Supplier(s)</b>                                    |
|--|--|
| <i>"All in One Products" (Both ECA and Review)</i> |  |
| AccessData (Summation)                             | Access Data  |
| cicayda  | Legastat   |
| Consilio Product Suite                             | Consilio   |
| Deal Interactive                                   | TransPerfect   |
| DocuMatrix   | Epiq Systems, QuisLex.                                   |
| eTriumTM   | Control Risks  |
| ediscovery.com Review                              | Kroll Ontrack, QuisLex.                                  |
| Exego  | Planet Data  |
| Exterro  | Exterro  |
| HP eDiscovery                                      | HP   |
| Integreon Tools                                    | Integreon  |
| Recommind Suite                                    | AlixPartners, Recommind.                                 |
| Resolution1 eDiscovery                             | Resolution1  |
| Stroz Software                                     | Stroz Friedberg  |
| Viewpoint  | LDM Global, QuisLex, Xerox Litigation Services (XLS)     |
| ZyLAB Systems                                      | ZyLAB  |
| <i>Digital Audio Review Tools</i>                  |  |
| Intelligent Voice                                  | Epiq, Intelligent Voice                                  |
| Nexidia  | 7Safe, CYFOR, Consilio, Deloitte, Hobs Legal Docs, KPMG. |
| <i>Pre and trial room systems</i>                  |  |
| CaseLines  | Netmaster  |
| ExhibitManager                                     | Causasoft LLC  |
| Magnum   | Opus 2 International                                     |
| Merrill Corporation                                | Merrill Corporation                                      |
| Zylpha   | Zylpha Solutions   |



## Chapter 5 – Market Survey

### 5.7.2 Software – By EDRM Function

The following table "maps" the different software offering to the areas of the EDRM model that they cover. This is not an exact science and you should check with vendors to obtain their viewpoint on where they sit and the facilities they offer.

| Area                | Software  |   |
|---------------------|---|---|
| Collection          | Cellebrite<br>Guidance EnCase<br>UFED   | FTK<br>SPEKTOR  |
| Processing          | Clearwell<br>Digital Reef<br>Index Engines<br>Intella<br>IPRO<br>Kofax<br>LAW<br>MM/PC<br>Nuix<br>Proprietary Systems | AccessData<br>Cicayda<br>Consilio<br>DocuMatrix<br>eTrium<br>ediscovery.com Review<br>Exterro<br>HP eDiscovery<br>Integreon Tools<br>Recommind Accelerate Suite |
| Review/<br>Analysis | Relativity*<br>Ringtail<br>Equivio Relevance<br>CaseLogistix<br>Concordance<br>ICONECT<br>Merrill Lextranet           | Resolution1 eDiscovery<br>Stroz Software<br>Viewpoint<br>ZyLAB Systems  |
| Presentation        | Magnum<br>PDF Bundling (e.g. Zylpha)<br>ExhibitManager  | Merrill Corporation<br>CaseLines  |

\* = In 2014 Relativity released **Processing** which provides Early Case Assessment / processing capabilities so it could also sit in the "All in One" category, for the moment it is still best known as a Review tool.

5.7.3 Software – Relativity "Plugins"

This is a Section introduced in the 2015 edition to showcase the increasing number of companies who provide additional software "plugins" for Relativity. The fact such a Section exists is testimony to the market domination being achieved by kCura and their products.

What is this all about? In the words of kCura;

*"The Relativity Ecosystem includes best-in-breed integrations and highly customized products that were built by Relativity developer partners and the advice@kCura team. It allows users to pick and choose the solutions that best suit their unique workflows, integrating them to more easily and efficiently transfer data between software packages that serve different stages of the e-discovery process."*

More details here:

<https://www.kcura.com/relativity/resources/ecosystem/>

The following product descriptions are taken from the various organisations' marketing material.

| Product                   | Short Description   |
|---------------------------|---|
| <b>Advanced Discovery</b> |   |
| Advanced Visibility       | Helps case administrators track case progress with real time data to effectively manage their projects  |
| Search Magnifier          | Automatically generates and runs multiple searches from the user's keywords and phrases. It turns a nine-step process into one simple step  |
| XpressLook                | XpressLook extracts raw files, de-duplicates, deNISTs and loads text and metadata into Relativity faster than other tools can ingest the data. It provides in-depth, multi-faceted data analysis, reporting and culling capabilities.   |
| <b>Hobs Legal Docs</b>    |   |
| RTK.Decrypt               | Reviewers are able to attempt the decryption of documents on the fly, or can submit files for bulk decryption, directly within Relativity.  |
| RTK.ExcelRedact           | Takes Excel documents of any shape and size and renders them as an interactive webpage which has been designed specifically for redacting Excel spreadsheets.   |
| RTK.Redact                | Enables you to redact a document, and with the click of a button seamlessly propagate these redactions across all instances of a document.  |
| RTK.Translate             | Enables the near-instant translation of an entire document, or a specified section of a document.   |
| <b>LitSavant</b>          |   |
| Conformity Engine         | Enables any authorised user to design and implement rules which can be applied to the data entry process.   |
| <b>Miliyi</b>             |   |
| Blackout                  | Blackout is an assisted redaction tool for Relativity. Streamline your redaction workflow and eliminate the time review attorneys spend applying redactions one-by-one. Simply select the criteria for redaction, the set of documents to review, and the redaction type, and Blackout does the tedious work for you. |
| Broadcast                 | Broadcast is a customizable reporting application within Relativity that lets you generate workspace-level dashboards where you can render important information  |

## Chapter 5 – Market Survey

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|                      |  |
|----------------------|--|
|                      | via custom charts, graphs, and HTML for users without leaving Relativity.  |
| Relay                | Relay is a Relativity application that cuts out the middleman when you need to import files into Relativity. Relay saves you time and money by importing directly into Relativity, eliminating the need to export and import load files. |
| <b>SYSTRAN</b>       |  |
| Relativity Connector | Provides a means of securely translating documents entirely within the Relativity system. All you have to do to translate a single document is to select “SYSTRAN Translate” from the context menu                                       |

### 6. PROCUREMENT APPROACH

This Chapter proposes a procurement approach that can be used in selecting vendors. It is anticipated that users might wish to cut and paste text from the chapter into their own documents so the word [CLIENT] has been used to enable a "find and replace" with firm specific details/name.

It provides an analysis of the types of pricing models suppliers might adopt, an overview of the procurement process, and then specific requirements for:

- Scanning.
- Unitisation and Coding Services.
- Data Collection.
- Litigation Support Services.
- Processing small volumes of ESI.



#### **BEST PRACTICE: When should I involve a service provider?**

As soon as possible in specific cases. Many law firms have been through procurement exercises and set up call off arrangements with a selected litigation support partner. They have an in-built advantage when it comes to eDisclosure in the Jackson era.

### 6.1 Supplier's Pricing / Client Tactics

The purpose of this Section is provide an overview of the various factors that affect service providers' pricing so that the reader is better equipped to compare like for like. It is included in the Guide because this is a very difficult area, so be prepared for some work when you obtain quotations.

If the three most important things about buying a house are location, location, location, then the three most important factors about costing eDisclosure projects are volume, volume, volume. That is to say, ESI is notorious for becoming a black hole of ever increasing volumes, and as such it can be difficult to price the work. That being said there are some words of advice that can help.

#### 6.1.1 Involve the supplier as soon as possible

The sooner a service provider knows what the project is about, the quicker they will be able to give you a price, and the more likely they are to be able to give you a more fixed cost. In an ideal world, readers will have selected a preferred supplier, (with a fall back in case of conflicts), familiarised themselves with the software and its capabilities, and have a call-off contract in place with a table of pricing. Failing that, you should at least have 2-3 known suppliers that you can call upon at short notice. If you telephone someone out the blue at 5 o'clock on a Friday afternoon and say you have 200 GB of data that you have to review by Monday, you will get a very different price than if you have pre-prepared the process.

#### 6.1.2 Tell them as much as possible about the case

A good supplier will want to come and talk to you to explore all the aspects of the case; where the data is stored, what technical "gotcha's" might be lurking in the shadows, any obscure software or products that have known issues (Lotus Notes for example, is a favourite of corporates and has a lot of pitfalls for the unwary). The

more they know about the task, the more they can advise you on the best way forwards and the more flexibility they will have on pricing. Treat them as you would any technical expert. They have a deep range of knowledge, that you need on your side.

### 6.1.3 Understand the supplier's constraints

Service providers have three main components to their cost base, these are the costs of; storage, software and their professional services.

Storage in the UK is typically charged from between £50 - £100 per GB, per month. Some organisations rent their storage space, and thus are constrained on how much flexibility they have on pricing, others own their environment and thus have more room to manoeuvre. There are still some significant margins in this area, so be prepared to press hard on pricing here, but equally be prepared to divulge how much work you might be putting their way, what's the average size in ESI terms of your cases, how many litigation cases you do a year, and those kind of things. You do have that information at your fingertips don't you?

Suppliers that use third party software that they don't own, may have limited room to manoeuvre in terms of pricing. The original supplier of the software sets price boundaries beyond which third parties cannot move. Normally the more volume a bureau puts through a product, the cheaper it is for them, and thus they can pass on the price reductions. This is why it is advisable to run a procurement exercise and establish a call off contract before you find yourself making the Friday 5PM call.

Finally there will always be an element of professional services. The software tools need to be managed, and there is a need for some overall project management. Be aware that when a vendor provides project management, it will not include managing the project from your end (unless you are specifically paying for these services). That normally ends up the role of some hapless junior associate who spends more time being an ad hoc litigation support manager than they do practising law.

### 6.1.4 Don't keep asking for the "best of three" quotes

Some law firms have a policy of always getting a number of quotes beforehand and then showing the end client that they have got the "Best Price". This is very short sighted and no substitute for a proper procurement exercise. Suppliers get tired very quickly of being asked at short notice for a "quick quote", when they are only given half the facts, put in a lot of effort to provide a professional response, only to miss out on the work. Unsurprisingly they stop replying to law firms who operate in such a manner, meaning that you are limiting your procurement pool to the desperate and/or inexperienced suppliers.

### 6.1.5 Ask for flexibility in pricing

Once you have built a relationship with a supplier, then you can explore what flexibility they can provide in pricing. Just as the courts and clients are looking to pass risks on to the law firms, so you could be looking to pass some of that onto your litigation support partner. Note the deliberate use of the word partner. You cannot get a good price by ringing round the suppliers and seeing who will give you the cheapest quote for "processing 50 GB".

Service providers are well aware of the implications of the Jackson reforms and should be looking to build relationships with you and give as firm a pricing as they

can. The “worst” case should be a straight per GB price, but this is becoming increasingly rare. Vendors have a range of pricing plans they have on offer. Some will not charge for the data going into the processing stage, only the material that emerges from the other end. Some will offer you a range of options for specific stages, and agree only to charge you the cheapest once the work is done and they can individually price what the components cost them. Some will ask for a retainer and then provide a fixed amount of capacity and processing for that price, which (if you are pushing the limits of the deal) can be good value.

The shorter version is that there are many ways to “skin this cat”, ask for them and then work out what suits you best.

### 6.1.6 Be prepared to do some work in comparing pricing

If the good news is that, there are many options for pricing, then the bad news is that, there are many options for pricing. You need to allocate some time and effort to getting the information and then putting it into a form so that you can compare like with like. It is not a simple matter of ringing three firms and asking them for their price to process 50 GB. You will tend to get three different sets of questions and then three different pricing models. If you haven’t set up a preferred vendor arrangement, then the best way to proceed, might be to have an example requirement, that mirrors one of your cases, complete with all the background information and assumptions, then pass that to the vendors so that you can get an idea of their pricing. Be prepared to build and maintain a spreadsheet for this.

You will have sensed by now the common theme running through this section of involving service providers as early and as fully as possible in the case. Try to build a partnership with one of the many competent firms out there and (in the main) you won’t go wrong. You will certainly be in a better position than those who don’t bother and leave it to the last possible minute.

The rest of this Chapter takes you through how to procure suppliers and software.

## 6.2 Overall Requirement/Approach

A generic procurement exercise will typically go through the following stages :

- Requirements scoping.
- Match potential vendors to requirement.
- Assess vendor capability.
- Short list.
- Demonstration with real data.
- Establish call off contracts.

### **NOTE: How much do I really need to do?**

As little or as much as you want. The aim is to end up with a preferred supplier, whether for one case or for many. Some law firms have followed a full procurement route taking weeks, others have asked 3 vendors in for demonstrations on one day and made a selection after that. The absolute minimum you must do is look at the software with the people who will support it, if you can use your own data for the demo, even better.

The main considerations for each of these stages are shown in the following sub sections.

### 6.2.1 Requirements scoping

All "Stakeholders" in the procurement should be interviewed. This not only includes the lawyers/legal staff in the litigation department, but might also embrace the legal teams from other disciplines. It should definitely include the IT department and (if one exists) the print room function. You would be amazed (or perhaps not if you are undertaking a procurement) as to how much stuff is still printed and photocopied.

The firm's accounting system might be examined to see which suppliers are already being paid for services, as well as a firm wide question on which suppliers people have heard about/used, and which they recommend/would never use again.

The aim of the exercise is to distil down the requirements of the various parties into a coherent whole, so that competing products can be assessed in an "apples" for "apples" manner.

One thing that will be needed is an estimate of the volumes of litigation that the firm undertakes. Firms should extract details from their Practice Management System on the number of new litigation matters created each month, and couple these with estimates on the number of "live" matters, a rough idea of how much each is worth, and how long the cases run for. In this way they will have some idea of the overall scope of their requirement, and also vendors will understand the approximate value of the work they might obtain, and can price their offering accordingly.

### 6.2.2 Match potential vendors to requirement

The aim here is to select a pool of potential vendors that match the requirement, with the trick being the elimination of those suppliers that do not "fit" the needs or ethos of the firm. This is a two way process, the vendors themselves are selective in their sales qualification process and will only focus on those prospects they have a real chance of winning. If your approach is too wide, you run the risk of alienating the marketplace, and only getting the desperate and the naïve bidding for your work.

### 6.2.3 Assess vendor capability

Assessing vendor capability can be done in a number of ways. More formal procurements go through a cycle of Request for Information (RFI) to gather market knowledge, followed by a much more detailed Request for Procurement (RFP), which would contain the types of requirements shown the following Sections.

Some firms prefer to go direct to a short list and straight into the formal RFP, whilst others will skip this stage entirely (with some advice) and invite a selected group in for demonstrations.

All approaches are valid, it depends upon the budget for the procurement exercise, the level of formality the firm requires and the scope of the requirements.

### 6.2.4 Short list

If a more formal RFP (and RFI) has been issued then the response will need to be evaluated, given some form of scoring (with or without weighting, depending upon the firm) and a short list selected. In cases where the circumstances warrant it, firms might move straight to this stage, relying upon their ability to identify which vendors might meet their requirements.

### 6.2.5 Demonstration with real data

The next stage is key. Firms must evaluate the software they are considering using by means of a demonstration, preferably using the firm's own data, ideally from a real life case, so that the issues with it are known. The panel looking at the products

should be consistent across all demonstrations, and feedback should be collated in a managed format, so that personal bias is reduced as much as possible.

References might also be taken up at this stage. Ultimately, however, it is the interaction between end users, the software and (most importantly) the vendor's staff, that is of greatest significance.

### 6.2.6 Establish call off contracts

Once vendors have been selected, the call-off contracts with discounted rates should be negotiated. It is better to use the law firms contract as a starting point, though the vendor T&C's should be examined. The trap to avoid here is the over eager in-house lawyer looking to make up their hours who sees this as an exercise to re-write everything from scratch.

## 6.3 Scanning

This Section explores the requirements for scanning services, which are mainly commodity items, with some room for added value in terms of the approach to project management and unitisation.

### 6.3.1 Overall Considerations

It is expected that documents will mainly comprise single sided black and white A4 pages. There might be some colour pages, and document sizes other than A4. These are normally dealt with by an exception process.

The documents will normally be provided from [CLIENT] offices, though occasionally they might need to be collected from clients. The collection and transport of files/documents to and from the supplier will be the responsibility of the supplier.

It is proposed that the scanning work will be carried out at the supplier's site, however, it is the responsibility of the supplier to meet [CLIENT] security and document-tracking requirements in order for this option to be followed.

An optimal process needs to be identified which will ensure accurate document scanning including physical unitisation at a document level.

The documents to be scanned will normally be provided in banker's boxes. Within these boxes, the documents will be sub-divided into individual files that vary in size, type and binding.

### 6.3.2 Example Requirements

The activities to be completed by the selected provider are:

- Document / file preparation.
- Physical unitisation.
- Electronic scanning.
- 100% Quality control.
- Reassembly of documents / files.
- Objective coding and logical unitisation.
- Electronic BATES numbering – post scanning and quality control processing.
- Delivery of single-page tiff images with unitisation and coded information for loading into the litigation support environment.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT].



- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

### 6.3.3 Possible Quotation Format

Please provide pricing for the following items.

Scan, OCR and BATES number 100,000 pages. The pages are contained in 333 files, each file holding 300 pages, estimated 3 pages per document. If charged separately please show the cost of preparing the pages and then re-constituting the files, and the provision of logical unitisation information.

Please provide the cost for the provision of each of the services shown below. [CLIENT] have "weighted" these costs as an overall percentage of processing 100,000 pages to reflect their real life experience of the frequency of these requirements being needed. For example, roughly 15% of the pages encountered by [CLIENT] also need glasswork copying before they can be scanned, whilst other services occur at even smaller percentages.

The services are:

- Glasswork A4 B/W Scan
- Large Format Scan (i.e. A3 and above)
- A4 Colour Scan
- Glasswork A4 Colour Scan
- Large Format Scan Colour
- Re-Binds (Documents that have to be un-bound before they can be scanned and then reconstituted in a bound state)

Suppliers should also quote for the cost of providing load files, DVD and any project management / professional services surrounding the scanning.

If there are any other costs associated with the provision of scanning services, suppliers should show them in their completed quotations.

A potential layout for a quotation spreadsheet is shown below:

## Chapter 6 – Procurement Approach

| All prices exclude VAT                             |         | Vendor : Vendor Name |            |           |                        |
|--|---------|----------------------|------------|-----------|------------------------|
| Bidding for provision of these services : Yes / No |         |                      |            |           |                        |
| Item/Activity                                      | No      | Unit                 | Unit Price | Total     | Suppliers Comments     |
| A4 B/W Scan  | 100,000 | Pages                |            | £0        |                        |
| OCR  | 100,000 | Pages                |            | £0        |                        |
| BATES Numbering                                    | 100,000 | Pages                |            | £0        |                        |
| Physical Unitisation                               | 33,333  | Docs                 |            | £0        |                        |
| File/Doc Handling                                  | 33,333  | Docs                 |            | £0        |                        |
| Glasswork A4 B/W Scan                              | 15,000  | Pages                |            | £0        |                        |
| Large Format Scan                                  | 20      | Pages                |            | £0        |                        |
| A4 Colour Scan                                     | 5,000   | Pages                |            | £0        |                        |
| Glasswork A4 Colour Scan                           | 200     | Pages                |            | £0        |                        |
| Large Format Scan Colour                           | 40      | Pages                |            | £0        |                        |
| Re-Binds   | 100     | Docs                 |            | £0        |                        |
| Load File Creation                                 | 10      | Per File             |            | £0        |                        |
| DVD/CD   | 10      | Per DVD              |            | £0        |                        |
| Technical Labour/PM                                | 2       | Days                 |            | £0        |                        |
|  |         |                      |            |           | Spare for supplier use |
|  |         |                      |            |           | Spare for supplier use |
|  |         |                      |            |           | Spare for supplier use |
| <b>TOTAL :</b>                                     |         |                      |            | <b>£0</b> |                        |
| <b>Assumptions</b>                                 |         |                      |            |           |                        |
| Pages / Document                                   | 3       |                      |            |           |                        |
| Pages / File                                       | 300     |                      |            |           |                        |
| Docs / File  | 100     |                      |            |           |                        |
| Total Docs   | 33,333  |                      |            |           |                        |
| Total Files  | 333     |                      |            |           |                        |

### 6.4 Unitisation and Coding Services

The key consideration within this Section is the decision on whether to objective code ESI items or not.

#### 6.4.1 Overall Considerations

There are advantages in using the firm that conducts the scanning to carry out the coding work, principally the overall control and cost saving that ensue.

The key to keeping prices down is to have the work carried out overseas. Most firms will offer a UK based service, but the cheaper rates come from shipping the work overseas. The service offerings do need to be explored, as some firms conduct their coding work in locations where the speed/quality of the internet connection is so poor, that the data needs to be transferred to that country for the coding work to be carried out. Other firms use organisations in countries where this is not an issue, and the data remains in the UK.

#### 6.4.2 Example Requirements

[CLIENT] require a supplier who will provide objective coding for [both] paper documents [and ESI]. The supplier will provide the environment in which the coding takes place.

[CLIENT] will allow the data required for the objective coding process to reside in an overseas location.

For the paper documents, suppliers will receive physical unitisation information including attachment groups and will apply logical unitisation alongside objective coding

The following coding fields will be required:

#### Paper Documents

- Document Title.
- Document Type (taken from a list provided by [CLIENT]).
- Document Date (either taken from document or by deduction from context within the original file.).
- Estimated Date (Yes/No field, if Yes, supplier and [CLIENT] to agree convention used).
- Author.
- Recipient.
- Copyee.

#### Word efiles

- Document Title.
- Document Date (either taken from document or meta-data).
- Author.
- Recipient.
- Copyee.

#### Excel and PowerPoint efiles

- Document Title.
- Document Date (either taken from document or meta-data).

The Author / Recipient / Copyee fields for paper and efiles should show the name(s) and organisation(s) in brackets as shown below.

e.g. Andrew Haslam [Allvision Computing], Fred Smith [Client PLC].

A process of names normalisation will need to be carried out.

It is assumed that the document type data for all efiles will be provided as a bulk update in the export process, i.e. all Word efiles will have a document type of "Word".

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT]
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

### 6.5 Data Collection

The skills required to provide forensic services are very specialised, and take time to acquire. Therefore the firms operating in this area tend to be relatively small, even when the team itself is part of a large organisation such as the forensic groups of the big consultancy firms. It has been known for clients to form working relationships with specific individuals in the forensic world and remain "loyal" to that individual even when they change the organisation they work for.

#### 6.5.1 Overall Considerations

There are two main types of data collection:

- Forensic services, such as imaging hard drives, copying data in a forensically sound manner (for example in fraud cases) or retrieval of deleted information.
- Data collection in accordance with the guidelines embodied in Senior Master Whitaker's ESI collection questionnaire.

#### 6.5.2 Example Requirements

The services to be provided by the selected supplier should include:

- Forensically sound imaging of individual PC's, laptops, Apple Macs.
- Provision of a "data map" describing where the ESI is located throughout the client's IT infrastructure
- Collection of selected ESI from client's infrastructure.
- Remote collection of selected ESI for overseas clients either by hardware or software based solutions.
- Sound knowledge of the data protection requirements in various countries.
- Support to [CLIENT] in exploring the collection of ESI from external devices such as pen drives, mobile phones, external hard drives, etc.
- Support to [CLIENT] in exploring the possible collection of ESI from on-line applications such as email systems or social networking software.
- Processing of back-up tapes.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT]
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

### **6.6 Litigation Support Services**

This Section is the main focus of the Guide and contains a significant amount of detail.

#### **6.6.1 Overall Considerations**

The following list of requirements is an extensive one. It is intended that users of this Guide will select those requirements that meet their needs and shape their procurement accordingly. The initial approach should be to determine what tools are available within the marketplace, and what their functionality might be. Vendors should not be disqualified from the selection process if they cannot supply some of the more advanced requirements, indeed users might not have need of that functionality for some time to come.

#### **6.6.2 Example Requirements**

The services to be provided by the selected supplier include:

- Provision of processing facilities to enable de-duplication and filtering of data.
- Processing of Outlook, Lotus Notes and GroupWise email files.
- Any visualisation of the connections between data custodians.
- Processing, display and review of family groups of ESI files.
- Processing, display and review of scanned and coded documents.
- Ability to display information across dual screens.
- Provision of OCR from imported image files.
- Ability to store, display, search and review PDF files.
- Handling of foreign language based ESI.
- Near-duplication.
- Concept clustering / searching.
- Any other analytics functionality.
- Email threading.
- Predictive / Technology Assisted / Computer Assisted coding.
- Handling of digital audio files.
- Automatic translation of foreign language ESI.
- Provision of objective and subjective coding (including issue/hot topic) fields.
- Full search capabilities, including Boolean logic, saved searches and dynamic search update.

- Disclosure production capabilities, including BATES numbering, production of Privilege and Trade Secret lists, mass burning to external media.
- Production of a courtroom bundle.
- Strategy for meeting the demands of "tablet" based computing.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT].
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

### **6.7 Processing small volumes of ESI**

Most firms have a need to "just read the emails" and this Section attempts to articulate that requirement.

#### **6.7.1 Overall Considerations**

A requirement has been identified to provide a mechanism whereby users in the firm can review relatively small amounts of electronic information. A classic scenario, is that a client will ask for an evaluation of a potential matter, often on the assumption, that they will either not be charged for this initial evaluation, or it will be a nominal fee. This need is not limited to the litigators in a firm, most lawyers/legal staff receive information in an electronic form and wish to quickly examine it. The issue is that it is difficult, if not impossible, to put this data into the firms in-house systems, as the IT department actively discourages ephemeral client data being added into the sanitised, backed-up, secure environment they provide for the lawyer's use.

The broad outline of the proposed approach is as follows:

- Vendors provide a solution with specific boundaries in terms of size of data, number of users and timeframe with a low price attached. For example, up to 500 MB of data, with one person looking at it, for one month at £50-100/month up to a maximum of 3 months.
- There is some form of easy to use mechanism whereby the Client information, PST file, email attachments, USB stick can be securely transferred to the vendor.
- The vendor loads the data into their litigation support environment without any additional processing and stores it under a client/matter reference.

#### **6.7.2 Example Requirements**

The services to be provided by the selected supplier will include:

- Provision of means to securely transfer the data between [CLIENT] and the supplier, probably using a secure file transfer mechanism known as "secure FTP".
- Loading of email and electronic files into the selected product in a speedy manner, (the aim will be an overnight service).
- Provision of tools to allow the initial reading and analysis of documents.
- Provision of review tools to meet the needs of a "quick peek" scenario.

## Chapter 6 – Procurement Approach

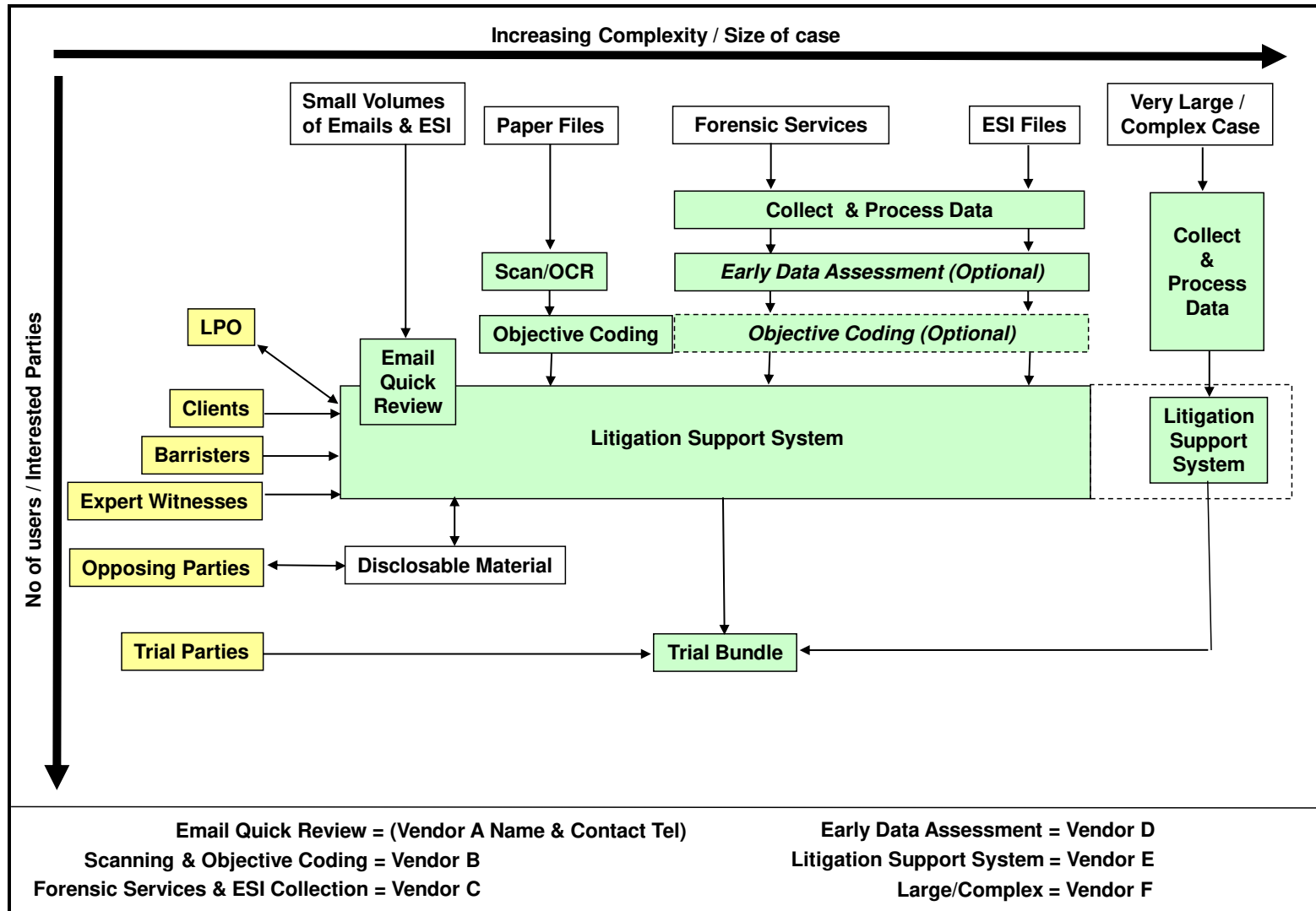
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- A well-defined route to export the data so that it can be processed and loaded into the "full blown" litigation support tool.
- Very competitive pricing.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT]
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

6.8 Schematic of Generic Requirements





### 6.9 Summary

This Chapter has provided users with the information for them to undertake a procurement exercise. As with all such exercises, the key to a successful project is a clear understanding of what the requirements are, and how best they might be met. Various potential requirements are shown, so that a selection can be made of the ones that best meet the user's needs. Once that framework is in place, and a shortlist of potential suppliers identified, then the proposed software solutions must be evaluated by means of a demonstration to a representative panel, preferably using the firm's own data.

### 7. ADDITIONAL RESOURCES

This Chapter provides a list of additional resources for users to refer to. It is not exhaustive and feedback on any additions is welcomed.

#### 7.1 Legal IT Insider

The Legal IT Insider is the leading media, information and communications organisation in legal IT. More details here:

<http://www.legaltechnology.com/>

#### 7.2 The e-Disclosure Information Project

The [e-Disclosure Information Project](#) is run by Chris Dale, a former commercial litigation partner turned e-Disclosure consultant. The Project aims to bring together lawyers, suppliers, courts and corporations with an interest in electronic disclosure, and to disseminate information about the court rules, the problems and the software and services available to handle them. It has an excellent resources section [here](#).

#### 7.3 The BONG! Emails (Jonathan Maas)

Jonathan Maas from Huron Legal provides, in his words, an "informal, occasional and personal selection of recent international eDisclosure/eDiscovery/legal IT/data protection/interesting news/articles" via his BONG! emails (named after the headlines on the main evening TV news in the UK, on which headlines are read out between strikes (bongs) of Big Ben). To find out more, or to subscribe, please contact Jonathan on [jmaas@huronconsultinggroup.com](mailto:jmaas@huronconsultinggroup.com).

#### 7.4 Clive Freedman (eDisclosure web site)

Clive Freedman maintains a website relating to electronic disclosure (mainly from an English perspective).

Clive is a Barrister of 3 Verulam Buildings, Gray's Inn, London, England. He was a member of the Working Party chaired by Senior Master Whitaker which was set up by the Civil Procedure Rule Committee, and which prepared drafts of Civil Procedure Rules Practice Direction 31B and the Electronic Documents Questionnaire. He also contributed to the TeCSA eDisclosure Protocol for use in the TCC.

The website can be found [here](#).

#### 7.5 The e-Discovery Matrix (US Focus)

The eDiscovery Matrix is a resource for eDiscovery and information governance professionals to quickly find, research, follow and compare solutions across a wide array of features. It is provided by the eDiscovery Journal (eDJ) team.

eDJ Group's analysts constantly update the eDiscovery Matrix based on interactions with eDiscovery buyers and suppliers. As such, the eDiscovery Matrix is a dynamic research tool that should be in the arsenal of anyone in the industry.

eDiscovery solutions are presented without subjective value statements or marketing language. eDiscovery Matrix Members are welcome to offer feedback, ask eDJ Group analysts questions about solutions, or get in touch with solution providers for further information. Members are invited to suggest new features, categories, companies or offerings, thus making the eDiscovery Matrix an interactive and dynamic tool for collaboration and information gathering.

The link to the Matrix is [here](#).

### **7.6 The TCC eDisclosure Protocol**

During 2013, the author was part of a Working Group charged with producing an eDisclosure protocol for use within the Technology and Construction Court. The protocol pack, and all the materials used in the training about the approach, can be found at the link shown below.

<http://www.tecsa.org.uk/e-disclosure>

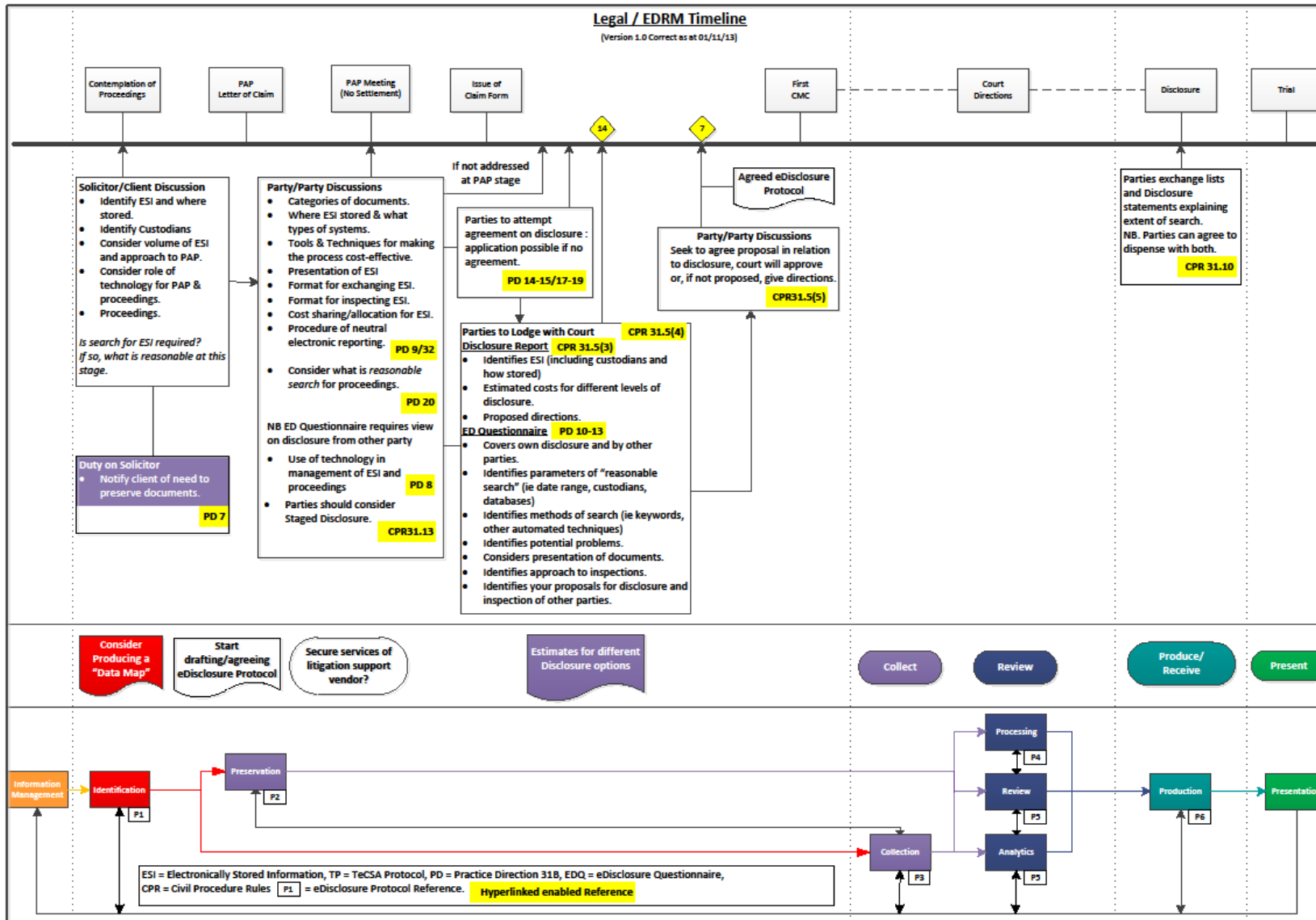
The timeline from the pack is shown overleaf and overlays the legal process with the EDRM model.

### **7.7 Civil Evidence for Practitioners**

The fourth edition of "Civil Evidence for Practitioners" written by Professor Peter Hibbert, published by Sweet & Maxwell, is now out, with chapters in eDisclosure making significant use of the TCC protocol and its supporting material, find it here:

<http://www.sweetandmaxwell.co.uk/Catalogue/ProductDetails.aspx?productid=639642&recordid=5762>

7.8 The TCC Legal/EDRM Timeline



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### 8. SUPPLIER & SOFTWARE DETAILS

This Chapter contains information provided by suppliers, albeit moderated by Andrew Haslam. See Annex B for the form used to provide feedback. Any omissions or corrections will be addressed in the next version of the Guide, please send material to Andrew in a Word format at:

[andrew.haslam@allvision.co.uk](mailto:andrew.haslam@allvision.co.uk)

The information is in alphabetical order.

Suppliers have been asked to provide the following:


- A brief (half a page maximum) synoptic description of themselves and their services.
- A listing of the software they use.
- A brief (half a page maximum) synoptic description of the software they provide.
- Contact details for anyone to approach them.

In the interests of brevity, the information is split into suppliers and software, with the software each supplier uses, merely listed in the supplier section, and a fuller description given in the software part of the Chapter. For example a number of vendors use the software package Relativity. This is described once in the software Section, and mentioned a number of times in the various supplier's descriptions.

### 8.1 Suppliers

The following pages show information provided by suppliers. It is mainly UK based, but some US organisations have asked to be included, so are within the pages.

8.1.1 7Safe, a PA Group Company

|  |  |
|--|--|
| Aidan Jarvis   |  |
| <a href="mailto:aidan.jarvis@paconsulting.com">aidan.jarvis@paconsulting.com</a>   |  |
| +44 207 730 9000   |  |
| 123 Buckingham Palace Road, London, SW1W 9SR   |  |
| <a href="http://ediscovery.7safe.com">http://ediscovery.7safe.com</a>  |  |
| <p><u>Company Description</u></p>  |  |
| <p>7Safe provides configurable, cost effective eDiscovery services to law firms and General Counsel. We were founded in 2002 and acquired by the global Management Consultancy, PA Consulting Group, in 2011.</p>  |  |
| <p><b>Our approach to eDiscovery is unique</b></p>   |  |
| <p>7Safe will always:</p>  |  |
| <ul style="list-style-type: none"> <li>• ensure that you find our eDiscovery services “<i>simple to use</i>”</li> <li>• provide you with a <b>fixed-price quote</b> for any eDiscovery matter</li> <li>• use our technical forensic skills during the collection, preservation and processing of data</li> <li>• accept complex challenges where innovation &amp; adaptability are necessary to manage the risk and cost</li> <li>• avoid “<i>imposing technology</i>” solutions on you – we will always adapt and configure the most relevant technology to fit your matter.</li> </ul> |  |
| <p><b>We have many years of experience in providing eDiscovery solutions</b></p>   |  |
| <p>7Safe uses a distinctive blend of highly-experienced computer forensics, IT infrastructure and information management professionals to continually refine and deliver our eDiscovery services. This ensures that our clients have access to the latest thinking and technologies to support their eDiscovery and legal needs. Our new services for 2015 include:</p>  |  |
| <p><b>Doc Discovery:</b> Searching for specific content in your emails just got a lot easier. Doc Discovery is a simple, accurate and safe email search tool that will help you quickly search all messages and their attachments. Doc Discovery is ideal for use as a Very Early Case Assessment (VECA) tool and can be downloaded for free from <a href="http://www.docdiscovery.net">http://www.docdiscovery.net</a></p>  |  |
| <p><b>DocReview:</b> DocReview is a quick-to-use, fixed-price, document review service that allows you to start reviewing large volumes of client emails/documents (up to 4GB) within 4 hours. DocReview is ideally suited as either an Early Case Assessment (ECA) tool or a small case, full review service tool. DocReview is provided on the Relativity™ review platform and provided through 7Safe’s secure online portal removing the need for you to handle, prepare and host the data on your own systems.</p>   |  |
| <p>Clients use 7Safe to help manage and control their global information challenges for litigation, regulation, investigation and arbitration matters. We are qualified experts in ensuring that electronic information is optimised for your investigation. Information Security is also now of paramount importance; 7Safe is one of the only firms that specialises in this field and makes us suitably placed to advise on, control and to protect your data.</p>  |  |
| <p><b>7Safe’s eDiscovery services will provide you with confidence</b></p>   |  |
| <p>Our services all offer:</p>   |  |
| <ul style="list-style-type: none"> <li>• <i>Transparency</i> – clients knowing <b>why</b> we are doing what we are doing</li> </ul>  |  |

- **Visibility** – clients see **what** we are doing at all times
- **Shared Commercial Risk** – 7Safe **appreciates and understands** the complexities of eDiscovery and are willing to share the risk with our clients.

### **We share knowledge & expertise at all stages of the disclosure process**

Our people are all experienced in bridging the communication gap between legal, IT, project managers and other stakeholders. They are fully conversant with the end-to-end processes and the pitfalls of complex projects including legal holds, dealing with custodians for data collections, processing, document review, predictive coding and production. We use methods developed in the computer forensics industry to ensure that your matter is legally defensible from start to finish.

### Vendor Offerings

#### **Our eDiscovery services are always individually configured for each specific client matter**

We use the best technology in the most appropriate way. Technology alone is not the answer, which is why we always work closely with you to ensure the technology is matched to the goals, resources and methods of each project:

- **the most suited technology** – we regularly review the market for the latest technologies to ensure we are offering the best functional and commercially viable applications. This process has kept us committed to Nuix (processing), Relativity (document review and predictive coding), Nexidia (audio discovery), together with our own DocDiscovery (VECA, ECA and SAR) and Social Media Intelligence solutions
- **eDiscovery expertise always on hand** – all our consultants are all information engineers who will manage and operate all elements of your matter from start to finish. This ensures continuity and detailed understanding of the case so as to remove any delays or service hold-ups
- **focused outcomes & delivery management** - irrespective of technology or technical skill, service remains the core of our trading ability, reputation and our industry standing. 7Safe's blend of investing in project delivery to achieve a great outcome is the very heart of what we stand for.

#### **7Safe eDiscovery services**

7Safe provides a premium end-to-end eDiscovery service, including:

- **Preservation & Collection** – 7Safe co-authored and published the original ACPO Guidelines for Computer-Based Evidence ([http://7Safe.com/electronic\\_evidence/](http://7Safe.com/electronic_evidence/)) and retains very advanced computer forensics skills. We are skilled at collecting and preserving data from all unusual devices through to retrieving backups from the “cloud”
- **Early Case Assessment** – in close collaboration with our clients, we focus a combination of price, speed and intelligence into generating early case visibility using our own unique tools and processes to provide early focus and help in the early stages of a case. This includes our *social media intelligence* capability which provides commercial insight and market intelligence extremely quickly
- **Processing** – our focus always is the price point and speed selection balance. Our Nuix data processing capability runs at industry leading speed, therefore giving you high quality results can be achieved fast and at minimal cost
- **Technology Assisted Review** - we configure our workflow processes and algorithms together with you to best suit your matter and achieve the very best outcome using such predictive technologies
- **Document Review Platform** - a highly-scalable, fast, enterprise Relativity platform



designed to support many thousands of users

- **Audio Discovery** – our forensic audio discovery service (powered by Nexidia) processes any form of audio / video and can accurately search such data using carefully crafted phonetic search terms. We use proprietary phonetic definition improvement methods to ensure all dialects and speech examples are correctly identified in the search results. This dramatically increase the speed of the review and much reduces the cost when compared with “voice-to-text” or other audio technologies
- **Air-Gapped, On-Site Solutions** – when legislative or privacy matters drive the specific location of data, we deploy solutions to ensure total control over where data is processed and reviewed. We have a number of “ready-to-deploy” servers available for small review cases (8 reviewers) which can be rented and deployed in half a day

Underpinning all of the above, is our absolute **focus on Information Security** around matter handling and management together with a **clear understanding of budgets** and other financial constraints that are prevalent in today’s eDiscovery market.

### **Information Management Advice**


Together, 7Safe and PA have a long established record of helping large global organisations organise their information better. A core part of our work with our clients is to help keep the cost of future eDiscovery down, as well as implementing workable records management policies, processes and IT to reduce exposure to litigation by advising on:

- Information governance & architecture
- Records management, including Legal Hold processes
- Data retention & protection.

8.1.2 Absolute Discovery

|  |  |
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| <p>Terry Chesney</p> <p><a href="mailto:tchesney@absolute-discovery.com">tchesney@absolute-discovery.com</a></p> <p>+44 (0) 20 7553 6979</p> <p>St Marks House, Shepherdess Walk,<br/>London N1 7LH</p> <p><a href="http://www.absolute-discovery.com">www.absolute-discovery.com</a></p>  |  |
| <p><u>Company Description</u></p> <p>Absolute Discovery, a service provider to law firms, corporates, professional services and consulting firms, brings together a highly skilled team with particular experience supporting clients' discovery and legal support services needs in challenging international environments. We work with clients in locations throughout Europe, Asia, Middle East, Africa and South America.</p> <p>Absolute Discovery has unique global coverage and knowledge allowing our teams to meet clients' needs swiftly and efficiently.</p> <ul style="list-style-type: none"> <li>• Headquartered in London, U.K. our global coverage includes:</li> <li>• London U.K. - Full Service Operations Centre</li> <li>• Hong Kong S.A.R. - Full Service Operations Centre</li> <li>• Dubai U.A.E. - Full Service Operations Centre</li> <li>• Bogotá, Colombia - Full Service Operations Centre</li> <li>• Shenzhen, China – Mainland China Operations Base</li> <li>• Szeged, Hungary – R&amp;D and European language support services centre</li> </ul> <p>Further operations centres will be opening in 2015 in support of our clients' growing global spread.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Discovery Services – capacity to host, collect, filter, organise and produce data. Document translation, paralegal support, project management and data management consulting.</p> <p>Paper services - capacity to copy, print, scan, unitise and code millions of pages of paper data making working with paper a manageable, organised process.</p> <p>Where necessary, due to legislation or any operational requirements, Absolute Discovery despatches teams and equipment to client sites or in jurisdiction locations to carry out support services to the same standards as from our operations centres.</p>   |  |

8.1.3 AccessData Group

|   |   |
|---|---|
| Keith James (EVP of World Wide Sales and Marketing)   |  |
| <a href="mailto:keith.james@accessdata.com">keith.james@accessdata.com</a>   +44 (0) 20 7010 7800   |   |
| 3rd floor, 1 Bedford Street, London, WC2E 9HG   |   |
| <a href="http://www.accessdata.com">www.accessdata.com</a>  |   |
| <p><u>Company Description</u></p> <p>AccessData Group has pioneered digital forensics and litigation support for more than twenty years. Over that time, the company has grown to provide both stand-alone and enterprise-class solutions that can synergistically work together to enable both criminal and civil E-Discovery of any kind, including digital investigations, computer forensics, legal review, compliance, auditing and information assurance. More than 130,000 customers in law enforcement, government agencies, corporations and law firms around the world rely on AccessData software solutions, and its premier digital investigations products and services. AccessData Group is also a leading provider of digital forensics training and certification, with our much sought after AccessData Certified Examiner® (ACE®) and Mobile Phone Examiner Certification AME programs.</p> <p>Because our solutions address any kind of digital investigation, we serve a variety of markets with a variety of digital investigations needs. Law enforcement and government agencies rely on our Forensic Toolkit (FTK) computer forensics product, as well as our decryption technology to perform criminal and internal investigations.</p> <p>Law firms and corporations rely on our market-leading eDiscovery solutions to search for, collect, process, cull and analyse electronic evidence for the purposes of litigation. In addition, our Summation line of legal review and case management product is the top choice among law firms. The Summation product line has a proven track record in handling cases consisting of millions of documents, including the antitrust action against Microsoft, the nationwide breast implant litigation, and many high-profile employment, securities, antitrust and toxic tort actions.</p> <p>Finally, government agencies and corporations rely on AccessData’s computer forensics, network forensics and information assurance technologies. Our FTK, MPE+, Enterprise and Cerberus technologies have become the solutions of choice among many DoD and civilian agencies. These agencies use these products for the purposes of homeland security, internal investigations, regulatory compliance and field investigations overseas.</p> <p>Relying on industry-leading technology from a single vendor, organizations are able to eliminate the hassle, risk and cost associated with juggling tools and inefficient processes. AccessData Group’s purpose is to make it possible for an organization to address all its digital investigations needs with one company.</p> <p>AccessData is headquartered in the United States with offices in Utah, Texas and Virginia. The company’s international headquarters are in London and it maintains satellite offices in Singapore, Frankfurt and Dubai.</p> |   |
| <p><u>Vendor Offerings</u></p> <p><b>AD Enterprise:</b> AD Enterprise supports the requirements of law enforcement, private sector and forensic practitioners everywhere with a battle tested solution. Built on our proven digital forensics processing engine, Forensic Toolkit (FTK®), AD Enterprise is the solution of choice for more than 2000 global clients. Enforce compliance and remediate damage by scanning thousands of endpoints for unapproved processes, and where applicable, kill specific processes and initiate batch remediation on either a single machine or multiple endpoints at across an organization’s entire infrastructure.</p>  |   |

An intuitive incident response console, secure batch remediation, unsurpassed searching and filtering, and comprehensive logging and reporting are just a few of the reasons AD Enterprise is the investigative tool of choice for data breach and IT security investigators around the globe.

The ability to forensically analyse multiple computers across your enterprise simultaneously is critical when performing root cause analysis and internal investigations. Furthermore, proactive use of this technology allows you to detect threats that have circumvented the typical signature-based tools, such as antivirus, intrusion detection and other alerting systems.

**Summation:** Staying true to its innovative roots, today's Summation is the first and only web-based solution that combines comprehensive data processing, early case assessment, final review and transcript management into a single platform—entirely eliminating the need for iterative processing, data loading and repetitive review cycles. Offered as a stand-alone, appliance or as a component of ResolutionOne eDiscovery, Summation covers the post data collection stages of the e-discovery process as well as transcript and case management functionality. All this plus a tool that still addresses the needs of desktop review and heritage Summation users.

Now Included in Summation:

- Data processing, ECA, and final review in one
- Technology Assisted Review (TAR)
- Advanced Visualization graphics of case data relationships and custodian communication patterns—now includes Geolocation and Heatmap!
- Email threading, deduplication, and near duplicate analysis
- Imports and exports load files for multiple review platforms including competitors'
- Offline mobile case review
- Transcript support with Realtime
- Concordance migration wizard
- Near native document viewer with word boundary redaction capability and multiple color selection
- Advanced case data filtering with 100s of unique facets
- Process 700+ data types (including PSTs/NSFs) while maintaining chain-of-custody
- Interoperability with AccessData's FTK and MPE+

**Mobile Phone Examiner + ("MPE+"):** Mobile Phone Examiner Plus (MPE+) is a stand-alone mobile device investigation solution that includes enhanced smart device acquisition and analysis capabilities. With a different approach to digital mobile forensics, MPE+ allows mobile forensic examiners to take control of the investigation by providing them with unique tools necessary to quickly collect, easily identify and effectively obtain the key data other solutions miss. MPE+ provides ANY organization with an integrated solution to address BYOD Risk, Big Data and Mobile Device Evidence, all in one tool.


With support for more than 7,000 cell phones and mobile devices, including Legacy GSM/CDMA devices, iOS®, Android®, Blackberry, Windows Mobile™, MPE+ enables examiners to perform advanced mobile device investigations without having to purchase an overpriced suite of modules or cumbersome hardware. Featuring advanced data collection capabilities, MPE+ extracts more data from iOS and Android devices 30% faster than any other solution on the market. The robust

## Chapter 8 – Supplier & Software Details

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support and superior analysis tools built into MPE+ puts a new take on examining mobile device data separating itself into a league of its own. MPE+ is the right choice for mobile forensics examiners looking to upgrade their capabilities and to handle the massive data sets aka Big Data of today.

8.1.4 Advanced Discovery (US)

|   |  |
|---|--|
| Rick Hutchinson   |  |
| <a href="mailto:rick.hutchinson@advanceddiscovery.com">rick.hutchinson@advanceddiscovery.com</a><br>+1 213 617 4040 |  |
| 13915 N. Mopac Expy., Ste. 210<br>Austin, TX 78728 USA  |  |
| <a href="http://www.AdvancedDiscovery.com">www.AdvancedDiscovery.com</a>  |  |

Advanced Discovery believes it takes more than software to effectively manage and deliver data for corporations, government agencies and global law firms. We have combined the right technology with the right people to make the process as efficient as possible. Our service offerings include litigation consulting services, document management assistance and electronic disclosure support to identify, manage and deliver evidentiary documents. Our team consists of 375 professionals working toward our clients' success. This group provides the perfect balance of technology solutions and human expertise. Advanced Discovery was named one of the fastest-growing private companies in the US for three consecutive years by Inc. Magazine.

Vendor Offerings

***End-to-End Solution Provider***

Advance Discovery is an end-to-end solution provider, offering services and technology across the spectrum from data collection to data production. The consulting team help clients to ensure that their processes are efficient, cost effective and defensible.

***Strategic Consulting***

The Advanced Discovery consulting team is comprised of experts with the experience to navigate the complexities of electronic disclosure. Our consultants serve as valuable weapons in our clients' arsenal, providing litigation preparedness, document review workflow design and implementation, as well as advice on best practices. Our consulting services adapt to our clients' needs, jurisdictions and the complexities of the case.

***Forensic Collection, Investigation, and Restoration***

Advanced Discovery provides consultative and practical services in relation to the identification, and collection of ESI. Consultants guide clients in the identification of relevant ESI sources, as well as proper preservation and collection protocols. While Advanced Discovery's forensic examiners are available for on-site preservation and analysis, the company also provides remote options ranging from guided self-collection to remote collections monitored by forensic examiners.

Forensic restoration engineers identify deleted files or file fragments found in slack or unallocated space and analyse histories to provide details in support of legal arguments or theories.

***Early Case Assessment***

Advanced Discovery has developed proprietary software, XpressLook®, to augment Relativity's internal functionalities. XpressLook helps legal teams analyse data to build disclosure plans, set litigation strategies and reduce costs 30%-99% right in Relativity. This powerful data analysis tool includes domain name filtering, interactive keyword analysis and testing, advanced metadata filtering, near-duplicate detection and grouping, as well as predictive analytics and conceptual search.

Search Magnifier is another tool in Advanced Discovery's arsenal of propriety software designed to streamline the discovery process. Search Magnifier automatically generates and runs multiple searches from the user's keywords and

phrases. It turns a nine-step process into one simple step. It displays results statistics: word hit count, document hit count and unique documents count to help attorneys prepare for their matters early in the process.

The e-disclosure experts at Advanced Discovery have extensive experience using the Relativity Technology Assisted Review (TAR) analytics. They can guide your legal team through the process to reduce review time, and limit expenses while maintaining accuracy.

### ***ESI Processing***

Advanced Discovery's XpressLook tool is an industry-leading e-disclosure technology that processes data twice as fast as previously available tools, to meet the demands of even the highest volume and most urgent projects.

To ensure that data is effectively processed for all uses, Advanced Discovery's highly trained e-disclosure processing team provides hands-on support for XpressLook, Relativity, Clearwell, Law and other processing software. Advanced Discovery processes hundreds of gigabytes of data each month and focuses on ensuring accuracy, efficiency, speed, and defensibility.


### ***Document Review Hosting***

Advanced Discovery delivers maximum review efficiency by combining expert project management, and proven best practices with state-of-the-art software. This combination of people, process and technology sets Advanced Discovery apart as a Relativity Premium Hosting Partner.

Document review management is augmented by Advanced Discovery's proprietary software solution, AdvancedVisibility, which is integrated into Relativity for all of the company's clients. AdvancedVisibility delivers transparent disclosure with interactive tracking, reporting and analysis based on real-time information: review progress, cost tracking, and data details.

Advanced Discovery provides web hosting in both Relativity and Clearwell.

8.1.5 AlixPartners

|   |   |
|---|---|
| <p>Paul Brabant (Director)<br/>Mike Brown (Director)</p>  |  |
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| <p>20 North Audley Street, London W1K</p>   |   |
| <p><a href="http://www.alixpartners.com">www.alixpartners.com</a></p>   |   |
| <p><u>Company Description</u></p> <p>AlixPartners is a global advisory firm with approximately 1,300 consultants in 25 locations world-wide. Our legal technology team includes approximately 150 consultants in several cities in the United States, United Kingdom and Germany, as well as in Buenos Aires, Paris, Zurich, Dubai, Hong Kong, Tokyo and Shanghai.</p> <p>AlixPartners focuses on corporate turnarounds and restructuring, operational improvement, expert financial services (forensic accounting, quantum, and economic analysis), and information management.</p> <p>AlixPartners' Legal Technology team was established in the US in 2002, and in the UK in 2006. With a current team of 45 consultants in London, we have grown organically based on the following principles, which continue to differentiate our offering today:</p> <ul style="list-style-type: none"> <li>(a) cautiously building our team of experts distinguished by their expertise and commitment to client work;</li> <li>(b) a service delivery model that emphasises accuracy, responsiveness, and accountability;</li> <li>(c) investing in a data management infrastructure focused on security and performance;</li> <li>(d) rigorously evaluating software platforms on a continual basis; and</li> <li>(e) supporting a dedicated technology support team, to provide 24x7 software and hardware support for our clients and consultants.</li> </ul> |   |
| <p><u>Vendor Offerings</u></p> <p><b>Overview</b></p> <p>AlixPartners' Litigation Technology team advises clients on every aspect of data management in litigation and investigations, including: information governance, data preservation, forensic analysis, data collection, data processing, database hosting, disclosure management, and claims management.</p> <p>Additionally, we provide secure data rooms for corporate mergers, acquisition, divestitures, and reorganisations.</p> <p><b>Discovery Management</b></p> <p>With respect to electronic disclosure, we advise legal teams to help them make sound decisions about the various aspects of data management and review. For example, we provide forecasts, detailed cost estimates, and tracking of expenditures against budget on a weekly basis.</p> <p>Using a combination of bespoke reporting, early case assessment, technology assisted review, and other means as appropriate, we encourage legal teams to leverage text analytics to safely accelerate review, whilst reducing overall cost. At the conclusion of the disclosure process, these tools are equally valuable to validate disclosure sets and avoid inadvertent disclosures.</p>   |   |



In relation to structured data, our approach is driven by our applied analytics practice:

- (a) advise on the means to extract data from corporate systems such as mainframes, SAP or Oracle, as well as proprietary databases;
- (b) validate the integrity of the extracted data;
- (c) present the information for analysis, overlaying tools to visualise this information in interactive dashboards, running what-if scenarios, and ultimately identify useful patterns.

### **Technology**


We continually evaluate a wide range of technology tools and implement those we consider to be the most capable and reliable for our purposes and our clients' requirements. Accordingly, we have also implemented alternate platforms as required to accommodate our clients' preference.

Currently we offer Relativity and Nuix. Additionally, we have integrated text analytics tools such as Content Analyst, Equivio Zoom, and Brainspace. For data processing we use Law and TunnelVision, and Systran for machine translation services.

Our preference is to license third-party software, but when suitable software is not available, we rely on our internal team of professional developers to design tools to suit a particular requirement. Consequently, we have developed a variety of bespoke applications, add-on features, and scripts to improve available tools and address our clients' requirements on specific projects. These include, for example, project dashboards, secure data rooms, remote collection tools to enable clients to run collections independently, and trial bundle management software.

Our internal team also provides numerous bespoke applications within Relativity.

8.1.6 Altlaw

|   |  |
|---|--|
| Steven Facer (Director)   |  |
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| <a href="http://www.altlaw.co.uk">www.altlaw.co.uk</a>  |  |
| <p><u>Company Description</u></p> <p>Founded over a decade ago, Altlaw provides technological expertise in electronic litigation support and legal document services and has become a recognised leader in the eDisclosure market. A personable and highly experienced team, we offer specialised products and services, coupled with proven procedures and techniques.</p> <p>With many years' experience of working with law firms and in-house counsel, Altlaw dramatically speeds up the process of identifying, reviewing and managing relevant data files.</p> <p>Our focus is to perfect techniques and processes which allow our clients to make better informed decisions at the earliest possible point in the litigation procedure.</p> <p>Altlaw works with all sizes of law firm, ranging from boutique litigation firms to silver circle, magic circle and international firms. Working comfortably across litigation, regulatory, investigatory and compliance matters, we have a particular experience with large construction cases and have worked closely with the leading firms in this area.</p> <p>With highly customisable, rapidly scalable solutions, Altlaw also has extensive experience with managing the international needs of its clients, having completed more than 65 different jobs with an international dimension, ranging from on the ground forensic collections through to international on-site hardcopy processing.</p> <p>Client references are available upon request.</p>  |  |
| <p><u>Vendor Offerings</u></p> <p>Offering a range of services, across the full spectrum of the EDRM, Altlaw is a highly capable organisation, able to provide a bespoke solution depending on your specific needs. With a dedicated project manager available throughout the project life cycle we offer:</p> <p><u>Forensic Collection &amp; Investigation</u></p> <p>Often key data is hidden, intentionally destroyed or password protected. To ensure all evidence is subject to a litigation review, Altlaw's computer forensics investigators can quickly build cases based on custodial data, revealing off-site email, portable storage usage or user-created passwords.</p> <p><u>Early Case Assessment using Nuix</u></p> <p>Altlaw's Early Case Assessment (ECA) tool is a powerful platform that dramatically reduces the time it takes to process vast volumes of data. Altlaw are capable of processing up to a terabyte of data per day. Altlaw also offers its 'light touch eDiscovery' service. This service, using light touch metadata scanning technology, allows you to take a quick and efficient look at your dataset, providing you with a faster, leaner, more accurate method of estimating costs and does so in a way that minimises pre-processing costs.</p> <p><u>Secure Online Review</u></p> <p>Altlaw's advanced online review platform (Relativity) makes the entire document review process easy to manage, and gives you full control over everyone in the review team. Hosted in our fully virtualised and secure London data centre, it's a web-based review platform that can be accessed from anywhere in the world. All</p> |  |

that's needed is an internet connection. This makes it ideal if there is a team of reviewers based in different locations, or third party reviewers. This allows you to:

- Search, review and organise the documents to rapidly identify whether or not a document is relevant.
- Manage everyone in the review team easily and effectively.
- Automatically allocate files to the different levels of the review team.
- Control which files team members have access to.
- Save valuable time and money in online review time.
- Full production capability, including converting to TIFF, redacting and bates stamping.
- Automated disclosure list creation.

### Altlaw Managed Review

Altlaw provide a localised solution for document intensive review from our secure premises in London. Our level of involvement can be tailored to what you require and where you seek to create greater efficiencies in the eDisclosure process. We can eliminate the time, effort and cost of both recruiting, training or retraining your staff. We also offer Technology Assisted Review (TAR) upon demand. Crucially, Altlaw Managed Review allows your legal team to focus on their core high-value case work, while we manage and reduce the time-consuming and costly process of first pass document review for litigation, regulatory, investigatory and compliance matters.

### Electronic Data Disclosure

All data is processed in the most efficient and intelligent way possible and a detailed audit trail is produced to ensure legal compliance. Everything is assigned a unique identifier – separating items such as emails and their attachments, while still maintaining a record of these relationships. The Chain of Custody is upheld throughout. Filters can be run based on dates and keywords. All the metadata remains intact, so there is no data spoliation. The data can be exported in different formats, compatible with all major review platforms. We have produced data for the Department of Justice and the Securities and Exchange Commission amongst others.

### Hardcopy and Document Production

Photocopying: Capable of huge volumes, our print room comprises of fast, networked high volume machines as well as smaller digital machines that are ideal for complex glasswork type jobs.

Scanning: Altlaw offers fully integrated scanning and image capture solutions. We are able to capture any size of document, from a business card up to 60" large format of virtually unlimited length or volume, in either b/w or full colour.

E-Bibles: Altlaw is able to produce a bespoke Electronic Transaction Bible based upon the universally used Adobe Acrobat format. We are able to incorporate both scanned images and supplied electronic formats.

### Experience

By way of example, this includes:

- Completing a multi-terabyte data collection project by dispatching forensic data collection specialists to the Channel Islands via private aircraft. This enabled analysis and processing of the data to commence on the same evening, a distinct advantage for the legal team under a tight deadline.
- Operating at short notice from the client, Altlaw was able to deploy a team on

the ground in Istanbul, Turkey to perform document scanning and ESI data collection across three separate locations. The data collated was then brought back to the UK for hosting purposes.

- A simultaneous forensic collection in the UK, Ireland and Asia, which demonstrated our flexibility and truly global capability.
- Numerous occasions where local document production was performed on behalf of international partners in the US and Europe.

Strategic partnerships developed with other trusted, proven vendors across the US and even into Asia, allowing us to provide a global synchronised, seamless eDiscovery service.

### Altlaw Capture

Our document and data capture services are all undertaken at our high tech and secure facility based just outside the City of London.

At Altlaw Capture we offer a complete Document and Data Capture suite of services to cater for all industry sectors and functions. Whether you are looking to scan a large document archive or looking to scan documents on a daily basis we are here to help.

Our Document and Data Capture Services allow your organisation to increase efficiency, ensure compliance, minimise space and reduce costs. We combine the very latest automated document scanning software, technology and processes to eliminate the burden of paper based processes within your organisation.

Whether you have an existing data capture process in place or are entirely reliant on paper or electronic information, there are a number of ways in which Altlaw Capture can help.

No matter the structure or format of your documents, our highly experienced data capture team will advise and configure a service or solution that will capture the data you need from any physical or electronic documents.

We understand that your data capture needs are unique to your organisation and for that reason the structure of your capture process, from document retrieval, through to scanning and electronic file transfer, is tailored to suit your specific business objectives.

Our services operate across multiple document types, systems, configurations and infrastructures. At Altlaw Capture we are known for our flexible approach to projects and our ability to provide tailored, unique document digitisation services to meet our clients' individual needs.

Key benefits:

- One Off Scanning
- Real Time Scanning
- Multiple Document Types
- Data Conversion to any Format
- Tailored and Bespoke Services
- Complete Document Digitisation
- 100% QC


Our Services Include:

- Archive Scanning
- Forms Processing

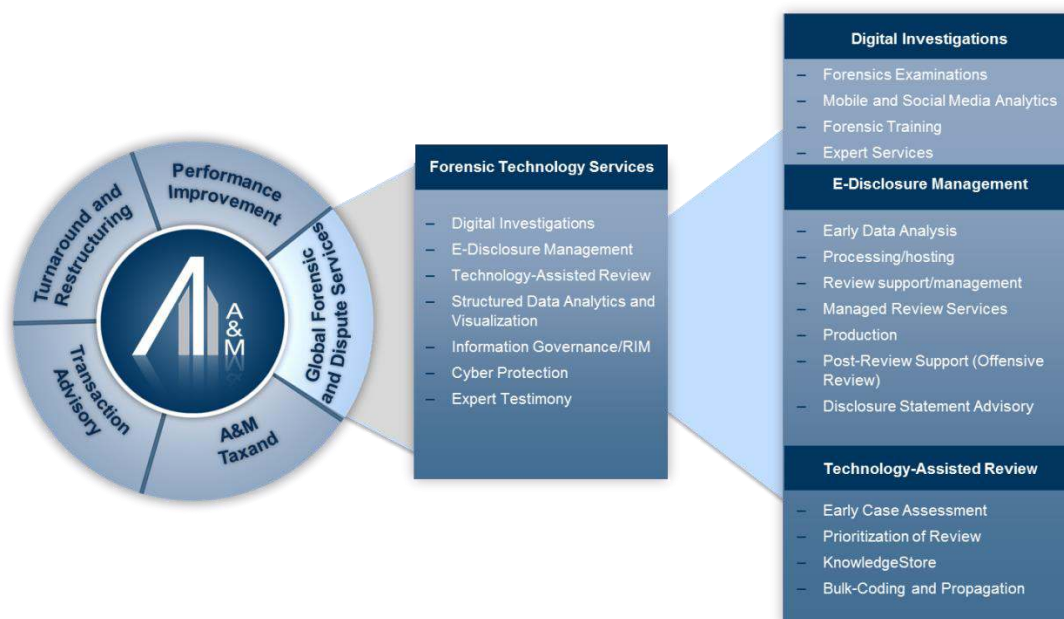
- Survey Scanning
- Digital Mailroom Solutions
- Indexing
- Data Conversion
- Hosting

If you would like to know more, please contact one of our team at +44 (0)20 7566 7566 or email us at [info@altlaw.co.uk](mailto:info@altlaw.co.uk). You can also find out more on Twitter, Facebook, Google+, LinkedIn and on our website: [www.altlaw.co.uk](http://www.altlaw.co.uk).

8.1.7 Alvarez & Marsal

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| <a href="http://www.alvarezandmarsal.co.uk">www.alvarezandmarsal.co.uk</a>   |   |
| <p><u>Company Description</u></p> <p>Alvarez &amp; Marsal (A&amp;M) is a global professional services firm specialising in turnaround and interim management, performance improvement and business advisory services. A&amp;M delivers specialist operational, consulting and industry expertise to management and investors seeking to accelerate performance, overcome challenges and maximise value across the corporate and investment lifecycles. The firm is known for its distinctive heritage, hands-on approach and relentless focus on execution and results.</p> <p>A&amp;M was founded in 1983 when Tony Alvarez II and Bryan Marsal recognised the opportunity to provide radically different advice and hands-on support to organisations facing operational and financial hurdles – situations demanding action, objectivity and real results.</p> <p>Committed to its core values, A&amp;M has since evolved from a boutique player to a leading global professional services firm, setting the standard for working with organisations to solve complex problems, boost operating performance and maximise value for stakeholders. Our more than 2,500 professionals spanning across 45+ offices located in North America, Europe, the Middle East, Asia and Latin America, constitute a diverse group of seasoned experts.</p> <p>Our team of seasoned experts and dispute specialists provide end-to-end advisory services across investigation and litigation lifecycles, in context of anti-bribery and corruption, anti-cartel, regulatory inquiries, complex financial disputes, accounting irregularities, M&amp;A disputes, security breaches, intellectual property theft, employment disputes and other general frauds. A&amp;M's professionals includes:</p> <ul style="list-style-type: none"> <li>• Forensic technologists;</li> <li>• digital investigators;</li> <li>• structured data analysis specialists;</li> <li>• cyber security specialists;</li> <li>• forensic accountants;</li> <li>• former industry executives;</li> <li>• former regulators;</li> <li>• former law enforcement officers;</li> <li>• PhD economists;</li> <li>• banking and securities professionals;</li> <li>• Certified Fraud Examiners;</li> <li>• Chartered Financial Analysts; and</li> <li>• former Big Four partners and staff.</li> </ul> |   |
| <p><u>Vendor Offerings</u></p> <p>A&amp;M's Forensic Technology professionals are located in major cities around the world and are able to quickly mobilise international teams and expertise across regions. Our Forensic Technology Services practice provides repeatable, auditable and proven solutions by combining our operational experience with innovative, legally prudent procedures and the “appropriate” technology.</p> <p>This allows A&amp;M to deliver rapid response to requests for electronic information; accurate results with fewer surprises; and reduction in costs by elimination of unnecessary efforts.</p>  |   |

Our core competencies within our Forensic Technology Services practice stretch across the information lifecycle, with specialisation in the management, extraction, analysis and presentation of vast volumes and complexities of electronic information.




A&M's collaborative approach to discovery management involves working alongside outside counsel, the clients' internal team and other professionals to deliver a comprehensive solution, combining advanced technology and expert advisory services to deliver strategic value.

A&M is generally tool-agnostic and continuously assess the leading tools in the industry that will best complement A&M's methodologies. Additionally, we are enthusiastic about customising our workflow according to the requirements from the client and establishing maximum efficiency and high quality. To this affect, we utilise a combination of third-party software and internally developed tools as appropriate. Some of the third-party tools currently utilised within A&M include EnCase, FTK, Raptor, LAW, Nuix, Clearwell, and Relativity, in addition to other workflow management, support and reporting platforms.

We regularly support large scale electronic document review exercises across multiple review platforms and regions, but some of our highlight credentials include:


- kCura Premium Hosting Partner with 5+ years Relativity support.
- 15+ dedicated review managers, between 4 and 8 years Relativity experience (including certified RCA's), strategically located throughout the US, Europe and Asia.
- Over 250 individual Relativity workspaces supported with more than 69M documents hosted - largest workspace has over 16M documents.
- Extensive experience in deployment of efficient review work flows incorporating advanced analytics features, including email threading, near-duplicate identification, and Technology-Assisted Review (TAR).
- Multiple self-developed custom platform workflows, applications, objects and advanced field deployments, including communicant and domain parsing and categorisation tools, advanced Pivot-based analytics, and redaction propagation.
- Clearwell hosted and mobile review platform deployment and support throughout US, Europe and Asia

8.1.8 Anya Designs Ltd (iLaw Legal Software)

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|---|--|
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| <a href="http://www.anyadesigns.co.uk">www.anyadesigns.co.uk</a>  |  |
| <p><u>Company Description</u></p> <p>iLaw is a team of legal technologists based in Brighton and specialising in developing software for lawyers. iLaw is focused on building the foundations of better legal practice and workflow support systems, enabling its clients to work more effectively and successfully with a higher profit margin. A proven success in the field, iLaw has been at the forefront of legal tech for 15 years and its products currently serve over 350 UK law firms. Offerings include both contentious and non-contentious document management, secure cloud-hosted, mobile solutions and some of the best and most innovative digital evidence collection and presentation systems, all with its renowned market leading customer support systems which have helped iLaw to achieve an average annual customer retention rate of over 95%.</p> |  |
| <p><u>Vendor Offerings</u></p> <p><b>iLaw Case Management:</b> full case management software and support services.</p> <p><b>iLaw Digital Advocate:</b> Digital evidence collection and presentation, including timelines and our unique touch-screen evidence presentation system</p> <p><b>iLaw Trial Service:</b> Preparation for digital trial presentations, including public presentation training and full service creation of all digital trial documents, presentations and bundles.</p> <p><b>iLaw Document, Client and Case Management Portals:</b> Secure Private Cloud Client Portals and Document Handling</p> <p><b>Birkman Profiling:</b> for key witnesses and parties in major litigation cases: find out the strengths and weaknesses of your trial team and key witnesses before the pressure sets in and clients give evidence.</p>                      |  |



8.1.9 BDO LLP

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| <a href="http://www.bdo.co.uk/services/forensic-accounting/forensic-technology">http://www.bdo.co.uk/services/forensic-accounting/forensic-technology</a>   |  |
| <p><b><u>Company Description</u></b></p> <p>BDO is an international network of public accounting, tax and advisory firms which perform professional services under the name of BDO. The BDO network, including the members of their exclusive alliances, has representation in 151 territories, with almost 60,000 people working out of 1,328 offices worldwide.</p> <p>Our distinctive reputation for building close personal relationships with our clients is built upon our commitment to all our stakeholders that what matters to them matters to us. We work with our clients to define what exceptional client service means to them and we aim always to bring insight and up to date thinking to help them meet their objectives. Our approach is to listen to our clients, understand the challenge and deliver the right solution.</p>   |  |
| <p><b><u>Vendor Offerings</u></b></p> <p>Our team has been providing eDiscovery services since the industry’s inception. Central to our practice, our well-credentialed, multidisciplinary team includes certified eDiscovery specialists, advanced programmers, certified fraud examiners, industry specialists, forensic accountants, IT professionals, and former members of law enforcement.</p> <ul style="list-style-type: none"> <li>• Our team has extensive experience providing fact and expert witness testimony at deposition and trial.</li> <li>• Our team has a proven track record in providing eDiscovery solutions: from the data associated with one individual through to multi-party, multi-custodian, multi-jurisdictional investigations in response to requests from national and international regulatory authorities.</li> <li>• Our team provides innovative, customized, cost-effective solutions to guide counsel through even the most complex litigation and investigative matters.</li> </ul> |  |

| <i>Forensic Technology Services</i> |                                  |   |                                 |
|-------------------------------------|----------------------------------|---|---------------------------------|
| Digital Forensics                   | Litigation Services              | Data Integrity                                | Training                        |
| Data Preservation                   | Litigation Scoping               | System & Data 'Health-Checks'                 | Regulatory Response             |
| Digital Forensics & Investigations  | Data Processing                  | IT Consultancy, Management and Implementation | Data & Evidential Best Practice |
| Mobile Devices                      | Early Case Assessment            | Proactive Fraud Detection                     | Data Protection & Disposal      |
| Network & Intrusion Response        | eDisclosure & Hosted Data Review | Archival &/or Destruction Validation          | CPD Credits                     |
| Expert Witness                      | 'On-Site' Review                 | IT & Security Audits                          | Technology Seminars             |
| Database extraction                 | Legal Data Hold                  | Human Resources: Leavers                      |                                 |
| Regulatory 'Shadowing'              | Data Analytics                   | Data Escrow (M&A)                             |                                 |
| Data Provenance                     |                                  | Network & Intrusion Testing                   |                                 |
|                                     |                                  | Virus Remediation                             |                                 |
|                                     |                                  | Corporate Intelligence & DD                   |                                 |
|                                     |                                  | Whistle-blowing Hotline                       |                                 |

**eDisclosure & Hosted Data Review**

Combining our experience and knowledge with state-of-the-art technology, we guide clients through all phases of eDiscovery, from information governance through to final presentation in a defensible, cost effective and efficient manner.

As well as the 'usual' forensic technology services expected of a leading service provider, BDO is a premium partner with kCura, hosting the Relativity eDiscovery platform for processing and review. In addition to hosting cases in the UK, we also deploy stand-alone environments wherever required.

No matter the size of 'your' data processing needs, our Forensic Technology team can identify and implement the most appropriate solution for the collection, preservation and review processes as recognised within the EDRM. BDO's solutions are tailored to satisfy the needs of your organisation.

**Computer Forensics**

Having preserved Electronically Stored Information (ESI) from thousands of devices on five continents – remotely and in person – our professionals have a depth of experience with ESI that is based in repeatable methodologies, comprehensive documentation and defensible strategies.

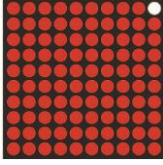
**Analytics**

Our professionals employ analytics and data visualization techniques at every stage of the eDiscovery process – from pre-collection through assisted review. We appreciate the strategic advantage this provides, in addition to the time and cost savings that this yields. We help our clients stay one step ahead of Big Data challenges.

8.1.10 Belkasoft (Russia)

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| <a href="http://belkasoft.com">http://belkasoft.com</a>  |  |
| <p><u>Company Description</u></p> <p>Founded in 2002, Belkasoft is a digital forensics software manufacturer. Belkasoft products back the company's "Forensics made easier" slogan, offering IT security experts and forensic investigators solutions that work right out of the box, without requiring a steep learning curve or any specific skills to operate. Belkasoft customers include government and private organizations in more than 60 countries, including the FBI, US Army, DHS, Deloitte, PwC, and police departments all over the world.</p>   |  |
| <p><u>Vendor Offerings</u></p> <p><a href="#">Belkasoft Evidence Center 2015</a> is a world renowned tool used by thousands of customers for conducting computer and mobile forensic investigations for law enforcement, intelligence and corporate security applications.</p> <p><a href="#">Belkasoft Acquisition and Analysis Suite</a> enables investigators to acquire, collect and analyse evidence from suspects' computers. The toolkit comes with everything required to acquire a running PC, discover evidence located in the computer's storage and volatile memory, and includes tools for capturing memory dumps, imaging hard drives and acquiring USB devices. The Ultimate edition of Belkasoft Evidence Center is supplied to perform evidence discovery and analysis.</p> |  |

8.1.11 BeyondRecognition LLC (US)

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|---|---|
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| <a href="http://www.BeyondRecognition.net">www.BeyondRecognition.net</a>  |   |
| <p><u>Company Description</u></p> <p>BeyondRecognition is a Houston-based information governance technology company.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p>BeyondRecognition provides visual classification for document-based information governance initiatives that depend on consistent, comprehensive, and scalable document classification, e.g., file share remediation, content migration, digitization, and silo consolidation. BeyondRecognition also provides highly automated document attribute extraction.</p> |   |

8.1.12 BeyondReview (US)

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| <a href="http://www.beyondreview.us">http://www.beyondreview.us</a>  |  |
| <p><u>Company Description</u></p>  |  |
| <p>Founded in 2011 as DW Legal and based in Houston, TX, <b>BeyondReview</b> is a data-driven discovery services company that uses visual classification technology and expert review attorneys to deliver end-to-end discovery with power, precision and speed. Experienced in managing the most complex managed document reviews in history, BeyondReview provides clients with a complete eDiscovery and document review solution.</p> <p>BeyondReview’s visual classification technology enables data management, analysis and governance tasks by automating the collection, reduction, classification and governance of large volumes of data. Highlighted by Gartner and Forbes and developed by BeyondRecognition, visual classification technology is unique as it supports data reduction and classification of any data file structure, format or type.</p> <p>BeyondReview’s new generation eDiscovery services are <b>differentiated</b> from previous discovery offerings in four distinct ways as they are the only eDiscovery services available that can:</p> <ol style="list-style-type: none"> <li>1. <b>Auto-classify</b> by visual similarity <b>any document type</b> regardless of the presence of text.</li> <li>2. Provide a <b>complete, secure and encrypted collection capability</b> enabled by a proprietary collection and storage connector device. The connector device also serves as a forensically sound and completely <b>defensible legal hold repository</b>, allowing organizations to continue regular disposition of in-use files.</li> <li>3. <b>Auto-redact</b> all document types based on visual similarity at a rate 15 times faster than traditional manual redaction processes.</li> <li>4. <b>Auto-classify</b> and process by visual similarity <b>all email attachments while fully maintaining family relationships</b>. Additionally email processing provides a <b>single instance email conversation chain</b> containing all communications without redundancy.</li> </ol> <p>Integrating our proven <b>people</b> and <b>processes</b> with a new generation of technology allows us to deliver <b>services from data collection through production</b> with power, precision and speed not available from text-based discovery platforms.</p> |  |
| <p><u>Vendor Offerings</u></p>   |  |
| <p><b>BeyondReview</b> provides clients a complete eDiscovery and document review solution with integrated services that are delivered in an approach that includes:</p> <ol style="list-style-type: none"> <li>1. Collection: Forensically sound collection and initial data processing.</li> <li>2. Visual Grouping: Completes processing and grouping of visually similar documents.</li> <li>3. Assessing Groups: Attorneys assess the potential relevance of document groups. One objective document group decision can affect thousands of individual documents.</li> <li>4. Applying Concepts: Attorneys create and apply concepts to determine potential relevance of documents within assessed groups. Only technology that offers positional search capabilities.</li> <li>5. Evaluating Sensitive Data: Attorneys identify and consider sensitive data prior to substantive review.</li> </ol>  |  |

6. Conducting Substantive Review: Attorneys review potentially relevant documents on the review platform of choice or with BeyondReview's integrated review tool.
7. Document Production: Appropriate documents as required.

BeyondReview provides all of the technology and talent fully supported by discovery experts, project managers and trained review attorneys.

Additionally, BeyondReview provides clients with the ability to address the significant challenges of **collections and legal holds**, defensibly handling **emails and attachments**, and **evaluating and redacting** sensitive data.

*To learn more about BeyondReview's seven-step approach to data reduction and review, visit: <http://www.beyondreview.us/approach/>.*

BeyondReview's **collection** and **legal hold** approach uses advanced technology to quickly and cost effectively:

- **Automate** collection and retention of legal hold documents with proprietary Collector Technology.
- **Continue** organizational content management and retention policies without the constraints of collected and retained legal hold copies.
- **Accomplish** defensible disposal of legal hold documents upon legal release.

BeyondReview uses the following comprehensive and defensible process to handle **emails and attachments**:

1. Emails and attachments **collected**.
2. Attachments are **grouped** for analysis.
3. Emails **deduped** based on hash value and message ID and then consolidated based on EML format.
4. Attachments **processed** and **assessed** using visual classification technology.
5. Discovery **concepts applied** to all emails and attachments.
6. Potentially relevant emails and attachments exported to review tool for **substantive review** and QC.
7. Emails and attachments **produced**.


BeyondReview's redaction capability leverages advanced visual classification technology to evaluate sensitive data and redact based on either word or pattern matching or on redacting certain zones within groupings of visually-similar documents. Called BeyondRedaction, this capability includes:

1. **Automated** grouping of documents to allow reviewers to learn the location of sensitive data.
2. **Targeted selection** of sensitive data to be redacted based on either text values or page coordinates.
3. **Defensible** redaction of sensitive data.

This capability allows corporations to quickly and cost effectively redact sensitive data at a rate far exceeding traditional manual redaction technologies and processes.

*To learn more about BeyondReview's collection and legal hold, email and attachment handling, and sensitive data evaluation and redaction, visit <http://www.beyondreview.us>.*

8.1.13 BR Consult Ltd

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|   |  |
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| <a href="http://www.brconsult.co.uk">www.brconsult.co.uk</a>  |   |
| <p><u>Company Description</u></p> <p>Legal technology and litigation support consultancy with a proven track record of digital forensics, data collection/production, audio/video enhancement and evidence presentation. The BR Consult team have been involved in some of the highest profile cases and trials in the last twenty years both in the UK and overseas.</p> <p>We provide niche managed services and define effective workflows to meet and exceed client requirements. All our products and services are fully supported and we have experience with large data sets ranging from gigabytes to tens of terabytes.</p> <p>Our bespoke applications can be tailored to client needs and integrated with proprietary software for seamless data processing and presentation.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p><b>Digital Evidence Presentation Services (DEPS) (EPPE Application)</b></p> <p>Our in-house framework has been used in several trials undertaken in the UK and Internationally. DEPS has helped shape best practices of case presentation from interactive timeline technology to document comparison in a single application. Previous presentations have included some modules such as:</p> <ul style="list-style-type: none"> <li>- Audio (probe footage, 999 calls, subtitling)</li> <li>- Video (multiplex, cctv, subtitling)</li> <li>- Photos (live zoom, thumbnail generation, flipbooks)</li> <li>- Powerpoint (seamless integration)</li> <li>- 3D/interactive 3D (crime scene reconstructions, information visualisation)</li> <li>- Documents (production bundles, signature/authenticity comparison)</li> <li>- Website/desktop reconstructions (visualising website/file access routes)</li> <li>- Interactive maps (animated, event-driven, linked media)</li> <li>- Interactive timelines</li> </ul> <p><b>Computer Forensics</b></p> <p>Our forensic experts are security cleared and experienced in the full range of computer forensic software and techniques from live forensics to mobile data recovery. We provide the right specialists to meet exact client requirements and manage the entire process from on and off site data capture to full disk analysis and extraction of ESI. We can deploy consultants for cases anywhere in the UK or abroad within 48 hours.</p> <p><b>On/Off-site Mobile Scanning facility</b></p> <p>We can scan, process, OCR and collate hard copy data on or off site ready for document review. Our team have been embedded both in the UK and overseas in various high profile and sensitive investigations.</p> <p><b>Media Capture &amp; Processing</b></p> <p>Our specialists can capture any type of AV or data from a variety of sources both new and obsolete including RACAL and NICE voice recording data, Umatic and other complex formats. We can deliver your data in virtually any digital format.</p> |   |

### **Audio Enhancement & Search**

We provide a range of post-production audio forensic services from advanced audio enhancement to audio discovery services including keyword searches of material - potentially saving hours of audio analysis.

### **3D modelling, Interactive 3D & Animation**

We have provided 3D services on many trials and enquiries. We can provide injury graphics, reconstruct crime scenes and visualise complex processes to help communicate information quickly and effectively.

### **Court Installations**


Our cost effective AV court installations can be set up within 24 hours and with options for LCD or wireless tablet presentations - your data can be shown in the best light.



8.1.14 Capita Legal Services Limited

|   |   |
|---|---|
| James Cowan   |  |
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| 17 Rochester Row, London, SW1P 1QT  |   |
| <a href="http://www.capita.co.uk/what-we-do/services/legal-process-outsourcing.aspx">http://www.capita.co.uk/what-we-do/services/legal-process-outsourcing.aspx</a>   |   |
| <p><u>Company Description</u></p> <p>Capita is the UK's leading provider of business process management and integrated professional support service solutions. At our core we save our clients' money and improve service quality by building expertise across the spectrum of common operational processes used in typical services and organisations. We employ over 70,000 people in 14 countries and in 2014 had a turnover in excess of £4bn.</p> <p>Capita has a highly skilled team of graduate paralegals within its 550 seat office in Krakow, Poland. The team comprehends the complexities that litigation cases present and approach the task of document review in a highly analytical and professional manner. Capita's expertise in the management of multifaceted processes is brought to bear and ensures the governance of the project enables you, the agent of the court, to discharge your professional duties to conduct increasingly complex litigation discovery in a robust and defensible manner.</p>   |   |
| <p><u>Vendor Offerings</u></p> <p>Working with leading domestic and international law firms, Capita has conducted disclosure review exercises on several high profile matters. Our experience is across market sectors including; regulatory investigations (primarily the FCA); litigation across trustee disputes (including breach of fiduciary duty), construction and general commercial litigation. We have supported litigation in the High Court in London, in off shore territories such the Royal Courts of Jersey and Guernsey and on mainland Europe.</p> <p>We work closely with several eDiscovery providers expert in collating the document repositories from which review exercises can be conducted. We are happy to co-ordinate with your own data gathering provider and are very familiar with using both the Relativity and Clearwell tools for conducting the review exercise. We will access the data remotely in Krakow so no data need leave the host jurisdiction.</p> <p>The team includes multi-lingual reviewers who are capable of supporting reviews in English alongside other European and international languages.</p> <p>The business centre offers hosted Telepresence and is within 20 minutes of the International airport making it ideal for near shore outsourcing of volume reviews.</p> <p>Capita understands the sensitivity of the data being handled in undertaking this service which is of high value and risk to both the client and Capita. The Krakow office is linked to Capita's data centre in the UK by a direct secure data link. Unless by exception for operational management, data is not held onsite in Capita but is viewed and processed on client systems in the UK and elsewhere.</p> <p>Quality assessment is fundamental to all Capita's service delivery and we strive to not only meet client's service delivery requirements, but rather to exceed expectations. Due to the level of interpretive judgment required in undertaking this work, quality assurance is at the centre of our process.</p> |   |


8.1.15 CAS

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| <a href="http://www.carillionplc.com/capabilities/support-services/advice-services.aspx">http://www.carillionplc.com/capabilities/support-services/advice-services.aspx</a>  |   |
| <p><b><u>Company Description</u></b></p> <p>CAS offers leadership and innovation in the expanding area of legal and advice services. CAS is part of Carillion plc, a leading integrated support services company with a substantial portfolio of clients worldwide and a proven ability to deliver a quality service. CAS has an exceptional track record in legal support services. We operate in both the public and private sector and we are known for the quality of our legal and advice services at highly competitive rates.</p> <p>CAS has a team of 50 caseworkers who are fully qualified to handle a wide range of managed legal services. . As well as working with the Carillion Group’s in-house legal teams globally, we provide cost effective solutions to assist law firms and corporate clients.</p>   |   |
| <p><b><u>Vendor Offerings</u></b></p> <p><b>Our Team</b></p> <p>Our highly skilled team are experts are looking at legal processes and unbundling tasks in light of the client’s requirements, while driving efficiencies and maintaining quality.</p> <p>We are set up to deal with high-volume, low to medium complexity work ranging from confidentiality agreements to legal research. Our work includes: both paper disclosure and e-disclosure at review stage, data room support, commercial contract reviews, litigation support and general legal support. We can also offer comprehensive project management and administrative support.</p> <p>In the e-disclosure field, CAS is able to work with clients to provide the resources needed to competently and professionally review electronic documents. Reviews will be completed within agreed time-scales whilst providing significant cost saving for the client.</p> <p>CAS will provide:</p> <ul style="list-style-type: none"> <li>• An experienced, legally trained document review team who can work remotely or on your premises.</li> <li>• Full supervision by experienced project managers or senior paralegals.</li> <li>• Auditable, qualitative, efficient document review.</li> <li>• Competitive and transparent pricing.</li> <li>• Friendly staff who develop a close professional relationship with the client.</li> </ul> <p><b>Our role in the e-disclosure process</b></p> <p>Using a document review platform, such as Relativity, CAS will:</p> <ul style="list-style-type: none"> <li>• Review the documents in line with the client’s requirements, removing any duplicates;</li> <li>• Assess and mark the documents according to their relevancy by reference to the document category schedule (or similar) provided by the client;</li> <li>• Where documents are assessed as relevant, also assess whether any</li> </ul> |   |


documents are potentially subject to legal privilege and mark accordingly;

- Carry out Quality Control checks on the reviewed documents to an extent and level agreed with the client in advance;
- Maintain frequent contact with the client to ensure that they are regularly updated and to provide and receive feedback on the reviews carried out to date;
- Produce both hard and electronic copies of the document bundle, if required by the client.


8.1.16 Causasoft LLC (Switzerland)

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| <a href="http://www.exhibitmanager.com">www.exhibitmanager.com</a>   |   |
| <p><u>Company Description</u></p> <p>Causasoft was founded in 2012 by a team of leading international litigation and arbitration lawyers and IT specialists to develop and market ExhibitManager. ExhibitManager has been developed to fulfil the daily needs of litigators and arbitration practitioners when writing legal briefs. ExhibitManager is a user-friendly software that frees you and your team from the distractions associated with handling exhibits in large legal submissions in order to concentrate on your core competence: advocacy.</p>   |   |
| <p><u>Vendor Offerings</u></p> <p>ExhibitManager is an intelligent software supporting litigators and arbitration practitioners in legal proceedings, from collecting and reviewing documents, to writing legal briefs as well as creating exhibit bundles with interactive eBriefs. ExhibitManager is the only solution of its kind on the market as it supports all three workstreams: (1) case analysis, (2) inserting exhibits (automatically numbered) into legal submissions with uniform and fully customizable styles, and (3) creating lists of exhibits, bundles and even hyperlinked eBriefs with just a few mouse clicks and without the need for external service providers.</p> <p>Litigators and arbitration practitioners from many jurisdictions are currently using ExhibitManager.</p> <p>Causasoft also offers ExhibitManager <b>trainings</b> onsite and remote for your team.</p> <p>For more information see the entry for ExhibitManager in the software section, or learn more about ExhibitManager on our <a href="#">web site</a></p> |   |


8.1.17 Cellebrite

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| <a href="http://www.cellebrite.com/mobile-forensics">http://www.cellebrite.com/mobile-forensics</a>   |  |
| <p><u>Company Description</u></p> <p>Founded in 1999 by a team of highly experienced telecom and mobile telephony professionals, Cellebrite is a global company known for its technological breakthroughs in the cellular industry.</p> <p>Cellebrite was the first company to recognize the outstanding market opportunity in users' mobile content. The company's advanced retail mobile solutions are unique in offering in-store phone-to-phone content transfer, backup and restore, diagnostics, and application and content delivery. In addition, Cellebrite offers retailers monitoring, statistics and analysis of sales activities.</p> <p>In the forensics division, Cellebrite's UFED (Universal Forensic Extraction Device), a high-end mobile forensics solution, extracts, decodes and analyses actionable data from legacy and smartphones, handheld tablets and portable GPS devices for use in law enforcement. Cellebrite also supports the extraction and analysis of Chinese manufactured phones.</p> <p>There are more than 20,000 UFED units deployed to law enforcement, police and security agencies in more than 60 countries.</p> <p>The company employs more than 300 people of whom 170 are engaged in R&amp;D.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>The UFED (Universal Forensic Extraction Device) series is a high-end mobile forensics solution, to extract, decode, and analyse actionable data from legacy and smartphones, handheld tablets and portable GPS devices. See Software sections for more details.</p>   |  |

8.1.18 Cenza Technologies

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| 19-21 Crawford Street, Suite 368, London, W1H 1PJ   |  |
| <a href="http://www.cenzatech.com">www.cenzatech.com</a>  |  |
| <p><b><u>Company Description:</u></b></p> <p>Cenza is a specialist provider of offshore legal services. Established in 1999, we have served the outsourced legal needs of our many clients from top tier global law firms to litigation support vendors. We operate one of the largest custom-built offshore litigation support delivery facilities in the world. With a proven track record in outsourcing and a commitment to client satisfaction, Cenza is your trusted legal services partner worldwide. We are ISO certified for Quality Management System (ISO 9001) and Information Security Management System (ISO 27001).</p>  |  |
| <p><b><u>Services:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Objective and Subjective Coding</b> <ul style="list-style-type: none"> <li>- Unitizing, Coding and in-text Data Capture</li> <li>- Remote coding solution ensures images and database reside within the UK or EU</li> </ul> </li> <li>• <b>Data Management Services</b> <ul style="list-style-type: none"> <li>- OCR &amp; Clean-up, Data/Image Conversion, Excel Formatting, Database Services, Redaction</li> <li>- eDisclosure Data Clean-up, Image Quality Control</li> </ul> </li> <li>• <b>Legal Word Processing, Document Formatting &amp; Hyperlinking</b></li> <li>• <b>Contract Management &amp; Contract Abstraction</b></li> </ul> |  |

8.1.19 CCL Group

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| 36 Cygnet Court, Timothy's Bridge Road, Stratford-upon-Avon CV37 9NW  |  |
| <a href="http://www.cclgrouppltd.com">www.cclgrouppltd.com</a>  |  |
| <p><b><u>Company Description</u></b></p> <p>CCL was established in 1986 as an independent IT consultancy, and has since grown to become the UK's largest digital forensics laboratory and a leading provider of electronic disclosure services.</p> <p>CCL has been in the e-disclosure market since 2009, using our digital forensics expertise to help our clients collect and analyse digital evidence for court cases, disputes, tribunals and internal investigations. Since 2009 CCL has been directly instructed by corporates and government agencies, as well as commercial litigators to provide e-disclosure services, so we benefit from having worked on 'both sides of the fence.'</p> <p>CCL provides full e-disclosure, digital forensics and data collection services, covering all phases of the electronic disclosure reference model, from identification and collection of data, through to production and presentation, including expert witness services, providing clarity on costs at all times.</p> <p>CCL's partnerships with leading technology providers such as Symantec's Clearwell, Nuix and Guidance Software mean that we provide the solution that is right for our clients' needs and budget.</p> |  |
| <p><b><u>Vendor Offerings</u></b></p> <p><b>Summary of services</b></p> <ul style="list-style-type: none"> <li>• Part 31 e-disclosure services</li> <li>• Part 25 search and seizure orders</li> <li>• Digital forensics</li> <li>• Data collections – forensic and non-forensic</li> <li>• Forensic internal investigations</li> <li>• Part 35 expert witness services</li> <li>• Consultancy</li> <li>• Scoping and mapping</li> <li>• Imaging</li> <li>• Pre-processing/early case assessment</li> <li>• Processing</li> <li>• Analysis</li> <li>• Production</li> <li>• Project management</li> <li>• Voice and chat processing</li> <li>• Managed review</li> </ul>  |  |

### Vital Statistics

CCL employs **over 100 security-cleared members of staff**, including over 60 analysts and consultants

To-date, CCL has completed:

- **220+ e-disclosure cases**
- 55,000 mobile device cases
- 2,200 consultancy engagements
- 750 civil and criminal cases
- 475 expert witness assignments

CCL has achieved a number of industry-leading accreditations, such as being the first, and only, digital forensics laboratory in the UK to be accredited to **ISO17025** for the analysis of computers, mobile phones and satellite navigation equipment. Other accreditations include **ISO27001**, **ISO9001** and our expert witnesses have **Sweet and Maxwell's 'Checked' status**. These ensure the highest level of quality and consistency for all projects.

Based from a **purpose-built 10,000sq ft. secure facility** in Stratford-upon-Avon means that any part of the country is within easy reach, but we benefit from lower overheads, meaning we are able to pass this cost-saving on to our clients.


CCL has operated on a **fixed scope, fixed price** basis since inception, transcending across our entire business, from IT consultancy to e-disclosure. This ensures we are able to provide as much clarity and predictability on costs as early as possible in the engagement.



8.1.20 cicayda LLC (US)

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| 222 2nd Ave North Ste 100, Nashville<br>TN 37201  |  |
| <a href="http://www.cicayda.com">www.cicayda.com</a>  |  |
| <p><u>Company Description</u></p> <p>Founded by former CaseLogistix partners and owned by former top litigators, cicayda is proprietary software and professional services for the eDiscovery, eDisclosure, and Information Governance markets. From natural language processing analytics to our search engine, cicayda is the only completely proprietary, web-based software platform featuring legal hold, data reduction, early case assessment, and document review. cicayda is elegantly designed, simple to use, workflow friendly, and lightning fast – searches in cicayda execute in milliseconds over terabytes of data and scores of concurrent users. cicayda’s unified platform, reprise, includes our robust review tool, advanced text and entity analytics, early case assessment, risks vs. costs analyzer, and super-fast search engine all in one place, all designed and developed by us. Our methods put the litigation professional first, the machine second.</p> <p>cicayda offers full legal services to its clients, including advanced data services and even managed document review, all a blend of software and services. cicayda was founded in 2011 and its key professionals have over 180 years of collective litigation experience. cicayda’s CEO, Roe Frazer, was one of the top litigation attorneys in the USA before he entered the legal software market with CaseLogistix, now owned by Thomson Reuters. cicayda’s exclusive partner in the U.K. is Legastat in London, offering all of cicayda’s software hosted in the European Union and Legastat’s array of professional services.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>cicayda’s main software platform is REPRISE, a robust, full-featured review tool for eDisclosure and eDiscovery. Within REPRISE, customers also gain data reduction features, early case assessment tools, risk versus cost metrics, a powerful search engine with advanced Boolean and latent semantic analysis, and also includes an advanced analytics tool predicated on natural language processing. cicayda’s platform also features a legal hold tool and a legal communications manager.</p>  |  |

8.1.21 Codex Global

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| Codex Global, Atlantic House, 351 Oxford Street, London, W1C 2JF  |   |
| <a href="http://www.codexglobal.net">www.codexglobal.net</a>  |   |
| <p><u>Company Description</u></p> <p>Codex specialises in translation and language services within the legal sector. We are driven by technology and underpinned by secure workflows in order to provide a robust service to our Global client base of leading law firms and in-house legal teams. Our in-house project managers as well as specialist network of linguists have vast knowledge of the legal sector in order to meet expectations at even the tightest of deadlines.</p> <p>Covering over 150 different languages, we are able to provide high quality translations for a number of content types relating to legal, finance, property, manufacturing, pharmaceuticals and automotive amongst other areas.</p>  |   |
| <p><u>Translation</u></p> <p>We offer high quality translation &amp; proofreading services, covering all subject matters. and we have the capability to turnaround large volumes of documents within short time periods. Our linguists are subject matter experts and we are able to build teams of linguists who will work simultaneously where necessary to meet tight deadlines. We will be pleased to discuss your requirements to determine the most appropriate workflow, taking into account the type of document, subject matter, timescales and end use of the translation.</p> <p><u>Multilingual Document Review</u></p> <p>We are able to provide expert linguists to review documents in multiple languages at your offices (or preferred location). This can prove an efficient way of determining which documents should then be fully translated for further investigation and which can be excluded from any further research.</p> <p><u>Interpreting</u></p> <p>Codex provides interpreting services for a range of scenarios including client meetings, court rooms, depositions, medical appointments and conferences. We will be pleased to provide you with CVs of linguists in advance of any assignments should you or your clients require this.</p> |   |

8.1.22 Consilio

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| <a href="http://www.consilio.com">www.consilio.com</a>  |  |
| <p><u>Company Description</u></p>   |  |
| <p>Established in 2002, Consilio combines world-class project management with industry-leading eDiscovery technology to deliver service excellence to law firm and corporate legal clients. The company’s services include data collection, computer forensics, complex data processing, document hosting and managed document review. Safe Harbor certified, the company can deploy its services rapidly and efficiently to clients anywhere in the world from offices and data centres in North America, Europe and Asia.</p>   |  |
| <p>Consilio experts are problem solvers who are capable of overcoming the challenges inherent in most complex, global projects. The company operates one of the industry’s largest international services, with experts who speak more than 10 languages and proprietary technology – Global RPM – capable of processing more than 135 languages. The company’s project managers have diverse law firm, corporate and consultancy backgrounds, averaging 10 years of industry experience in project management, litigation support, managed document review and forensic consulting. Consilio has worked on thousands of global projects, including dozens of landmark cases. In one project, the company hosted more than 80 million records in 34 languages and supported more than 1,000 reviewers around the globe.</p> |  |
| <p>Consilio offices and data centres are located in London, Brussels, Munich, Frankfurt, Zurich, Bangalore, Hong Kong, Tokyo, Los Angeles, Washington DC, New York. Established in 2002, Consilio combines world-class project management with industry-leading eDisclosure technology to deliver service excellence to law firm and corporate legal clients. The company’s services include data collection, complex data processing, document hosting, eDisclosure consulting and technology, digital forensic services, and document review services. Safe Harbor and ISO 27001 certified, the company can deploy its services rapidly and efficiently to clients anywhere in the world from offices and data centres in North America, Europe and Asia.</p>   |  |
| <p>Consilio experts are problem solvers who are capable of overcoming the challenges inherent in most complex, global projects. The company operates one of the industry’s largest international services, with experts who speak more than 10 languages and technology – Global RPM®– capable of processing more than 135 languages. The company’s project managers have diverse law firm, corporate and consultancy backgrounds, averaging 10 years of industry experience in project management, litigation support, managed document review and forensic consulting. Consilio has worked on thousands of global projects, including dozens of landmark cases. In one project, the company hosted more than 80 million records in 34 languages and supported more than 1,000 reviewers around the globe.</p>             |  |
| <p>Consilio offices and data centres are located in London, Brussels, Amsterdam, Munich, Frankfurt, Zurich, Bangalore, Hong Kong, Tokyo, Los Angeles, Washington, D.C. and New York.</p>  |  |
| <p><u>Vendor Offerings</u></p>  |  |
| <p>Consilio provides a range of services to assist law firms and corporate clients involved in litigation, arbitration, regulatory investigations, internal investigations and competition matters.</p>   |  |
| <p><b>eDisclosure Consulting</b></p>  |  |
| <p>Consilio delivers practical advice on approaches to eDisclosure projects, from initial</p>   |  |

scoping and production of eDisclosure budget estimates, to consultancy on complex matters involving global data collections, multiple languages and less easily accessible information sources such as Bloomberg® chat, bespoke databases, instant messages or recorded telephone conversations.

### **eDisclosure Technologies**

Consilio offers a range of technology solutions to support different stages in the eDisclosure process, from initial assessment of client data to processing, searching and document review. Consilio's review platform supports a wide range of information sources, including recorded telephone conversations and Bloomberg chat. Data is hosted within a global network of data centres, and is accessed by legal teams using highly secure, encrypted connections.

### **Digital Forensics Services**

Consilio Forensic experts engage with corporate IT departments in the early stages of a project to map out potentially relevant data sources before deploying to client premises and data centres to preserve, collect and analyse electronic data. Consilio Forensic experts are experienced in extracting data from laptops and workstations, servers, handheld devices, "Cloud" storage, and backup tapes or other media. Where data exists in structured form, Consilio experts will liaise with client legal teams to understand the aims of the review and will query the relevant database(s) to create reviewable reports.

Consilio provides digital, forensic-investigative services for a range of matters including theft of intellectual property, compliance investigations and determining the provenance and authenticity of electronic documents in litigation or arbitration. Consilio Forensic staff members are experienced in providing expert witness evidence in writing or in person.

### **Multilingual Document Review Services**


Consilio offers three models of Document Review Services to provide clients with the flexibility needed to produce consistent, defensible, high-quality results within compressed timetables:

- **Staffing:** Clients maintain their strategy for review and disclosure, but leave the management of amassing a talented team of reviewers to Consilio.
- **Coordinated Review:** Clients leverage the experience of Expert Recruiters and Review Coordinators while maintaining control over the review workflow.
- **Comprehensive Managed Review:** Consilio provides an inclusive end-to-end service leveraging its advanced technologies and best practices.

Whether the project is local or global, each option provides access to Consilio's Expert Recruiters who can assemble a skilled team in as little as 24 hours, drawing from a pool of legal professionals with native fluency in more than 30 languages and experience across varied matter types and industries. Review location is flexible—clients can choose from any of Consilio's Review Centres or utilise their own space. Plus, clients can choose the amount of review oversight needed for the matter.

Clients also have access to flexible pricing models—such as per-document pricing—that facilitate a high-quality and cost-effective review.

8.1.23 Control Risks

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|--|---|
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| <p>Cottons Centre, Cottons Lane, London SE1 2QG</p>  |   |
| <p><a href="http://www.controlrisks.com">www.controlrisks.com</a></p>  |   |
| <p><b><u>Company Description</u></b></p> <p>Control Risks is an independent, global risk consultancy specialising in political, integrity and security risk. Since its inception in 1975, Control Risks has worked in over 130 countries around the world. We help some of the most influential organisations in the world to understand and manage the risks and opportunities of operating in complex or hostile environments.</p> <p>We support clients by providing strategic consultancy, expert analysis and in-depth investigations through to handling sensitive political issues and providing practical on the ground protection and support. Our unique combination of services, our geographical reach and the trust our clients place in us, ensures we can help them effectively solve their problems and realise new opportunities across the world.</p> <p>The headquarters of Control Risks have been located in London since the company's foundation, but a strong global presence is at the core of the company's strategy. Working across five continents and with 33 offices worldwide, Control Risks provides a broad range of services to help our clients manage political, integrity and security risk.</p>  |   |
| <p><b><u>Vendor Offerings</u></b></p> <p><b>Electronic Disclosure</b></p> <p>Control Risks' offers eTrium™, Control Risks' hosted proprietary review tool, as well as Nuix and Relativity.</p> <p>eTrium™ is Control Risks' online hosted proprietary review system and has been developed to minimise the cost of managing litigation or investigations by helping to reduce the administrative time spent organising and filtering documents so that more time can be spent reviewing relevant material. Functionality such as language detection, translation 'on the fly', analytical tools for document comparison, extensive views of project documents and detailed searching and filtering allows the legal team to conduct a very efficient and effective document review exercise regardless of their location in the world. Since the system functions as a collaborative document database, anyone with permission can be provided with access including the legal team, Control Risks' investigators, experts and others.</p> <p>Control Risks legal technology service is a global operation, our project management and support is on a 24/7 basis, ensuring we cover all time zones. We work with clients to ascertain their support needs.</p> <p>Control Risks will process and host matter data in one of our nine secure data centre locations Berlin, London, Los Angeles, Panama City, Sao Paulo, Hong Kong, Shanghai, Shenzhen or Sydney.</p> <p><b>Digital Forensics</b></p> <p>The digital forensic experts at Control Risks have over 70 years' combined experience in the securing, recovery and analysis of digital systems. Whether examining standalone computers or large corporate networks, Control Risks has the experience, technology and expertise required to get the results you need. With trained forensic consultants spread across our office network supported by our worldwide team of investigators, we offer our clients a specialised, unrivalled service. Control Risks has first responder forensic consultants in five continents providing</p> |   |

localized expertise.

Our core digital forensics team are expert witnesses and has provided testimony in criminal and civil courts.

Our digital forensic services include:

- eDisclosure data mapping
- Electronic data collections
- Professional reporting, analysis and evidential production
- Execution of search, “discovery” and other orders
- Computer services:
  - Computer forensic examinations
  - Server based forensic examinations
  - Examination of data stored in cloud-based technologies
  - Email tracing services
- Mobile device services:
  - Mobile device forensic examinations; including iPhone and BlackBerry devices
  - Data recovery from SIM and handset
  - Production of call logs, messages, device locations, contacts, and stored data
- Media device forensics: iPads, iPods, USB storage, and memory cards
- Internet-based profiling and email investigations
- Password recovery

### **Due Diligence and Screening**

- Third Party vendor and agent screening.
- M&A due diligence.

### **Anti-corruption services**

- Corruption risk assessment and audit.
- Corruption investigations.
- Anti-corruption programme development.
- Anti-corruption training.
- Compliance and whistleblowing lines.


### **Investigations**

- Asset tracing and recovery.
- Forensic accounting.
- Intellectual property theft.
- Fraud and problem solving.
- Litigation support.

### **Strategic business intelligence**

- Strategic due diligence.
- Stakeholder analysis.

8.1.24 Critical Data Services (CDS)

|   |  |
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| 719 Northwest Business Park, Dublin 15, Ireland<br>Unit 1, Stevenage Business Park, Eastman Way,<br>Stevenage, SG14SZ, UK   |  |
| <a href="http://www.criticaldataservices.co.uk">www.criticaldataservices.co.uk</a>  |  |
| <p><b><u>Company Description</u></b></p> <p>Critical Data Services was established in Dublin in 2004 to serve the hard disk recovery needs of clients based in Ireland and further afield.</p> <p>Since formation, additional data retrieval services have been developed, most notably in the area of eDiscovery support in respect of extraction of legacy data stored on tape.</p> <p>Unlike many competitive businesses that provide tape extraction services as part of a wider eDiscovery offering, Critical Data Services has purposely adopted a position as an independent data extraction service, without data review offerings, thus avoiding potential internal or external conflicts of interest.</p> <p>In 2013, Critical Data Services became an accredited service partner of Index Engines, and through continued successes with global eDiscovery and consulting clients has become the Index Engine’s technically accredited tape service provider in Europe.</p> <p>Whereas hard disk data recovery work is usually carried out only at our Dublin lab, Critical Data Services can offer a mobile short-term or fixed long-term solution deployment anywhere in Europe as dictated by project scale, taking into account data security, data protection, legal and jurisdictional considerations.</p> <p>From an eDiscovery perspective, our focus is the minimisation of time to de-duplicated data from tape, and also on the resultant cost savings that are delivered by tape indexing over the traditional tape restoration which involves full (and duplicitous) restoration of tape content. Our proprietary process wrapped around our Index Engines core technology means that no third party service will restore selective responsive data from tape quicker than Critical Data Services.</p> |  |
| <p><b><u>Vendor Offerings</u></b></p> <p>Our proprietary process wrapped around our Index Engines core technology enables us to offer a range of tape services which deliver unmatched performance and minimum time to responsive data.</p> <ul style="list-style-type: none"> <li>• Litigation Support – CDS can rapidly extract selective responsive data from almost all tape formats based on content and/or metadata queries. Other services usually need to restore the full tape content to get to the data you need. The more tapes in question, the greater the performance benefits of our service compared to our competitors.</li> <li>• Backup Migration – in the case of migration to new backup software or new physical tape, we can cost-effectively migrate de-duplicated legacy data to the new tape format.</li> <li>• Digital Vaulting of Legacy Data - Our Index Engines-based offering is the best solution on the market for projects involving remediation of legacy mail from tape into a live digital enterprise vault.</li> <li>• Defensible Deletion Our leading-edge processes can be used to rapidly identify</li> </ul>   |  |


## Chapter 8 – Supplier & Software Details

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potentially toxic data and facilitate defensible culling of data to comply with complex data retention policies, and provide the simplest methodology for ongoing compliance.



8.1.25 CYFOR (CY4OR Legal Ltd)

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|---|---|
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| PO Box 439, Bury, BL8 9AG. UK<br>1 Eversholt Street, Euston, London, NW1 2DN  |   |
| <a href="http://www.cyfor.co.uk">www.cyfor.co.uk</a>  |   |
| <p><u>Company Description</u></p> <p>Formed in 2002, CYFOR has established itself as a leading UK <b>eDisclosure and Digital Forensics service provider</b> offering experience, knowledge and skill, coupled with proven techniques and cutting-edge technologies to the <b>foremost law firms, companies</b>, law enforcement agencies and public and private institutions. Headquartered in Manchester with two further offices in Aylesbury and London (the company has two North and South forensics labs), CYFOR is a team of <b>30 experts</b> providing <b>national and international coverage</b> in a range of cases varying in size, value and scope, from commercial litigation and dispute resolution to serious fraud and indecent image offences.</p> <p>With over a decade’s experience in handling clients’ electronic data, and a <b>proven track record</b> of assisting clients to manage data connected with litigation or regulatory enquiries, CYFOR has gained considerable experience with <b>small, medium and large scale cases</b> and volumes of data. The company’s portfolio of clients reflects its excellent reputation within the <b>diverse sectors</b> in which it operates. CYFOR’s breadth of expertise and skills enables it to give its clients the best possible advice across all services. Operating principally in the UK but having completed <b>investigations worldwide</b> including Europe, North America, Asia and the Middle East, CYFOR is well placed to offer local expertise within a global context.</p> <p><b>New Developments in 2015</b></p> <ul style="list-style-type: none"> <li>• CY4OR Legal Limited rebrands as <b>CYFOR</b>;</li> <li>• CYFOR invests in the full licence for <b>Relativity</b> software to support all stages of the eDisclosure workflow;</li> <li>• At the same time, CYFOR purchases the full-featured <b>Relativity Processing</b> environment;</li> <li>• CYFOR adds <b>Nuix Web Review &amp; Analytics</b> to its Nuix eDiscovery capability;</li> <li>• CYFOR opens a <b>new London office</b> at 1 Eversholt Street, Euston, NW1 2DN.</li> </ul> <p><b>CYFOR – Highly Experienced Team</b></p> <p>With a team of 30 skilled digital investigators, project managers and support staff, CYFOR possesses the resource capability to deploy personnel as soon as instructions are received. All CYFOR teams are led by investigators with either military or law enforcement backgrounds and therefore, if required, are comfortable working in politically sensitive and militarily active environments.</p> <p>CYFOR has earned a number of <b>industry-recognised accreditations</b> including:</p> <ul style="list-style-type: none"> <li>• ISO 9001</li> <li>• ISO 27001</li> <li>• UKAS Management Systems</li> </ul> |   |

### **CYFOR Core Services**

The core services provided by CYFOR are:

- **eDisclosure;**
- **Digital forensics;**
- Data hosting
- Search and seizure;
- Data collection;
- Deleted data recovery;
- Mobile phone investigations;
- Cell site analysis;
- Audio visual forensics;
- Part 35 expert witness service;
- Forensic readiness planning.

### **eDisclosure – Dedicated Expertise and State Of-The-Art Tools**

CYFOR provides configurable and **simple-to-use eDisclosure** workflows and computer forensic services to law firms and in-house counsel among others. Our foundation in forensic computing ensures we are able to conduct a detailed forensic investigation on your data should the need arise while ensuring the data is forensically preserved including all crucial metadata.

CYFOR's Civil Investigations & eDisclosure team offers a comprehensive **eDisclosure and litigation support** service deployable at every stage of the Electronic Disclosure Reference Model (EDRM), from collection, processing and review of electronic documents, through to production and presentation. The service is underlined by close **project management** support which is custom-fit to each case, thus, significantly improving the **efficiency and defensibility** of litigation and lowering the overall cost.

### **Digital Forensics – Skilled and Knowledgeable Professionals**

CYFOR has **over a decade's experience** in the provision of excellence in digital forensic investigations, accurate preservation of volatile evidence, comprehensive examinations, detailed reports, and experienced expert witness testimony.

CYFOR has conducted **high profile civil and criminal investigations** across the full range of digital devices - computers, mobile phones, external hard drives and servers - in numerous fraud, IIC, bribery, terrorism and regulatory cases amongst others.

### Vendor Offerings

#### **CYFOR's Comprehensive Vendor Offering**

CYFOR offers a complete range of **consulting and technologies**, across the full spectrum of computer forensics and eDisclosure, to ensure large and complex cases are handled efficiently and consistently and that **the right skills and resources** are deployed depending on your specific needs. A dedicated project manager is assigned to each matter to ensure the smooth running throughout the entire digital forensics investigation or eDisclosure (EDRM) life-cycle, and to develop the right strategy addressing data defensibility and proportionality.

#### eDisclosure - Cutting Edge Technologies

CYFOR's extensive experience with computer forensic and eDisclosure matters

allows us to provide the best solution for our clients across the entire EDRM workflow. We invest significant sums each year in cutting-edge **infrastructure, training and software** including:

- **Relativity** (including Relativity Analytics);
- **Relativity Processing**;
- **Nuix**;
- Nuix Web Review & Analytics;
- **Clearwell**;
- **Encase**;
- Encase Enterprise;
- Encase eDiscovery;
- **Nexidia**.

All our software **platforms are scalable**, allowing us to rapidly ‘burst’ data processing power to meet the unique demands of each client matter workflow.

We are able to provide a highly focussed and transparent pricing methodology to give visibility of costs at the start of any project, ensuring that budgets are accurately controlled and maintained. CYFOR has managed projects including small volumes of data to multi-jurisdictional cases involving multiple Terabytes of data and our unique blend of computer forensic and eDisclosure expertise also allows us to guide our clients through the resultant data. We take a holistic approach to the project by completely understanding the matter, engaging in dialogue with all relevant parties and then analysing the data and providing guidance.

### Digital Forensic - Investigation Services & Technologies

- **Forensic imaging** of computer hard drives, USBs and assorted storage media using Encase and FTK.
- **Mobile phone forensics** data extraction, decoding, analysis and reporting of using Cellebrite and XRY.
- **Cell Site Analysis and Call Data Records Analysis**
- **Audio Enhancement & Analysis** rapidly analyse large volumes of audio material and if necessary integrate into an existing e-disclosure matter for full review using Nexidia.

8.1.26 Deloitte LLP


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| <p>Athene Place, 66 Shoe Lane, London, EC4A 3BQ</p>  |  |
| <p><a href="http://www.deloitte.com/view/en_GB/uk/index.htm">http://www.deloitte.com/view/en_GB/uk/index.htm</a></p>   |  |
| <p><u>Company Description</u></p> <p>Deloitte LLP operates in 170 countries and has an annual turnover of \$27 billion.</p> <p>Over 1000 professionals across the globe are entirely focused on the provision of Deloitte’s Discovery Consultancy, fully integrated e-Discovery services and technologies.</p> <p>In the UK we have 70 professionals in the Forensic Technology team, and we have significant presence ‘in Country’ across Europe. Our management team has over 100 years of Discovery experience.</p> <p>Our approach is to fully understand our client’s requirements and help define the most effective workflows to meet them. We advise and provide services across the whole EDRM spectrum – these are detailed below.</p> <p>Deloitte is software agnostic, and constantly reviews and selects best products to add to the portfolio of our ‘primary products’. These products meet country requirements such as language and product support as well as offering global integration.</p> <p>Deloitte’s practical and operational knowledge of the variety of e-Discovery software provides the insight to develop bespoke applications to further enhance product functionality.</p> <p>Deloitte’s Project Management principles (such as accredited Prince 2 practitioners) ensure that wherever e-Discovery technology and services are required, all procedures, processes and extensive quality controls conform to the high quality standards demanded of a global professional services firm.</p> <p>Deloitte provides e-Discovery services on cases of all sizes – from tens to hundreds of Gigabytes and Terabytes.</p> <p>Deloitte specialises in cross border e-Discovery where data cannot leave the premises or Country. Our global presence, strategically positioned highly secure data centres and portable technologies, allow us to effectively manage cases where greater consideration may be given to data privacy issues and cultural attitudes..</p> <p>Deloitte specialises in the discovery of structured data – databases, telephones, SAP, ledgers, Instant Messaging etc.</p> <p>Deloitte specialises in Audio Discovery technologies and services.</p> <p>Deloitte specialises in Cyber Crime consultancy, technologies and services.</p> <p>Deloitte specialises in assisting many clients in the definition of their e-Discovery requirements; producing Tenders to software and services vendors; and helping in any required implementation.</p> <p>Please see : <a href="http://www.deloitte.com/view/en_GB/uk/about/index.htm">http://www.deloitte.com/view/en_GB/uk/about/index.htm</a></p> |  |

### Vendor Offerings

Deloitte's Forensic Technology teams provides services across in the following areas:

- Discovery Consulting.
- Data Collection.
- Data Processing.
- Data Hosting.
- Review Management and Case Support.
- Structured Data Discovery and services (Data Analytics).
- Audio Recovery and Discovery.
- Cyber Crime.
- Computer Forensics.
- Forensic Expert Services.

8.1.27 DTI

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| <a href="http://www.DTIGlobal.com">www.DTIGlobal.com</a>                                       |   |

Company Description

DTI is a legal process outsourcing (LPO) company serving law firms and corporations around the globe. DTI helps its clients accelerate the changes they must make to remain competitive. DTI is a preeminent leader in the management of information and processes. The company manages risks and minimizes costs associated with complex litigation and compliance functions. Its extensive experience in eDiscovery, managed services and litigation support are unmatched in the industry. To learn more about DTI's global footprint, flexibility, capacity and world-class project management, visit [www.DTIGlobal.com](http://www.DTIGlobal.com).

Vendor Offerings

**Discovery Consulting Including Information Governance, Litigation Readiness and Legal Hold**

Legal discovery is a complex process calling for a combination of legal acumen, information technology knowledge and process experience. As extensions of your legal team, DTI consultants offer all of the above. Whether your organization is developing a discovery response plan, preparing for disclosure or actively collecting, processing and reviewing documents in fulfillment of a production order, our consultants can help your team reduce risk, save money and establish a strong foundation for defending your discovery actions.

**Forensics and Expert Services**

The computer forensics professionals at DTI have the technical skills necessary to assist organizations with effectively meeting discovery obligations, execute inspection demands or recover electronic evidence in many types of investigations. DTI integrates industry-leading expertise with current technology and proven processes to deliver comprehensive and defensible computer forensics services, mitigating risk for enterprises faced with litigation or investigation.

**Collections, Processing and Hosting**

DTI is uniquely positioned to serve the needs of demanding legal teams managing complex litigation, regulatory and compliance matters nationwide. In the ESI processing and hosted review phases, our experienced discovery and technology professionals use proven data management strategies including filtering, de-duplication, metadata extraction, content analytics, and early case assessment to rapidly, accurately prepare documents for attorney review. All DTI processing capabilities include support for multi-language ESI, assuring that case teams will be informed and ready to handle international matters.

**Technology Assisted Review**

Use predictive coding to manage discovery cost and improve results. Document review is the single biggest expense in most litigation, and review of non-relevant documents can make it the most wasteful. There are many methods to identify and remove non-relevant documents at the start of the process, but with the growth of electronically stored information, these traditional culling methods need updating. Predictive coding, one of several Technology Assisted Review (TAR) methods available from DTI, brings sophisticated information retrieval technology to bear in discovery. Predictive coding helps keep the decision to settle or go to trial based on the merits of the case rather than on the expense of discovery.

### **Managed Document Review and Project Management**

DTI offers highly structured support for the review of data in connection with inquiries, investigations and litigation matters. Our experienced team of review professionals leverages industry-leading processes and best practices as well as technology-driven innovations to maximize performance and reduce costs across a wide spectrum of review services. Our document review services are provided on-site at client locations and through our highly secure network of DTI owned and operated Knowledge/Document Review Centres.

DTI offers exceptional Project Management, with the most experienced Project Managers in the industry. Our Project Management Team has developed over time, bringing our clients knowledgeable leaders with comprehensive experience in most review tools. With aggressive training and exploration of the strengths and weaknesses of each review platform we use, the Project Management Team has historically utilized smaller, more experienced teams to bring better value to our clients, anticipating the newer and more powerful review tools that support Technology Assisted Reviews and Predictive Coding. Other benefits of Managed Review include:

- Review Tool Consulting and Training
- Workflow Consultation and Set-up
- Productivity Reporting
- Quality Control Reporting
- Tagging Reporting
- Case Progression
- Budgeting
- Production QC

### **Paper Based Discovery**

Much focus of litigation support today is on electronic evidence, but DTI recognizes that not all litigation, regulatory or compliance matters involve strictly electronic data. That is why, in addition to DTI's industry-leading technology solutions for electronic discovery, we have proudly maintained our commitment to delivering high quality, cost effective services for paper-based litigation support.

### **Professional eDiscovery Education**


LitWorks™ is the legal industry's premier provider of formal training courses specifically developed for litigation support professionals. Our team of experts research and develop best practices and share those with attendees during courses targeted to specific roles and responsibilities. LitWorks™ offers courses that will strengthen your knowledge of basic litigation principals, sharpen your understanding of the latest technology, and arm you with practical strategies to employ in daily activities. LitWorks™ also offers custom, web-based team training programs for both large and small litigation support departments that are designed to focus on the topical areas most important to each class.

8.1.28 edt (Formally eDiscovery Tools)


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| <a href="http://www.discoveredt.com">www.discoveredt.com</a>   |  |
| <u>Company Description</u>   |  |
| <p>Since 2002 EDT has established an international reputation as the first provider of end-to-end software to manage disputes, investigations, and litigation. EDT is trusted by an international blue chip client base including Global 100 law firms, top tier accounting firms, corporations, government agencies, forensic experts and consulting service providers. With offices and clients throughout South East Asia, the United Kingdom, the United States and Canada, EDT is well positioned to address emerging challenges in this exciting, expanding legal technology industry.</p> |  |
| <u>Vendor Offerings</u>  |  |
| <p>Software provided – EDT. Covers case lifecycle from processing to production in one tool.</p> <p>Training and certification programs available.</p>   |  |



8.1.29 eMag Solutions

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| <a href="http://www.emagsolutions.com">www.emagsolutions.com</a>   |   |
| <p><u>Company Description</u></p>  |   |
| <p>Celebrating 50 successful years delivering service, eMag Solutions is a specialist tape restoration and data services company providing data, email, voice and Instant Messaging solutions. Uniquely, eMag has a heritage in the design, manufacture and processing of tape and have an in depth understanding of the media and corporate information storage methods. Much of the media that is today being restored in the course of litigation and regulatory inquires was manufactured by eMag.</p> |   |
| <p>Operating from secure centres in the UK and US and also on-site anywhere in the world, eMag are able to provide full support for any tape created using any backup format. Processing for all email and document types as well as voice recordings and IM systems completes the tape and data services portfolio.</p>   |   |
| <p><u>Vendor Offerings</u></p>   |   |
| <p>eMag solutions is a specialist tape and data services provider with unrivalled experience in the handling and restoration of back-up tape and the information stored upon it.</p>   |   |
| <p>Operating from secure UK and US premises (ISO 27001 certified) eMag can catalogue, index and restore data from any tape type, created using any backup-software. Voice tapes are also fully supported with indexing, selection and review of calls from a range of logger systems.</p>  |   |
| <p>The production centres in the UK and US are purpose designed and can quickly scale to handle jobs involving 1 tape or several thousand. Using automation and with a stock of hundreds of drives of all types eMag is able to process more tapes, of more types and formats more quickly, securely and effectively than any other provider.</p>  |   |
| <p>Utilising MM/PC - the robust and proven specialist tape restoration software - the original backup software and a range of specialist utilities, eMag ensures a level of accuracy of result that is not possible using alternative, single appliance type, solutions.</p>   |   |
| <p>With full email, voice and document processing capabilities – covering all systems – eMag can process data to the point of upload to your choice of review system.</p>  |   |
| <ul style="list-style-type: none"> <li>• Secure, purpose designed UK facilities</li> <li>• Solution for all tape types and formats</li> <li>• ISO 27001</li> <li>• Full service available on-site anywhere in the world</li> <li>• eMail, Voice &amp; Instant Messaging solutions</li> <li>• Highly scalable solutions to cater for any volume of tapes</li> </ul>   |   |

8.1.30 Epiq Systems

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| <a href="http://www.epiqsystems.co.uk">www.epiqsystems.co.uk</a>   |  |
| <p><u>Company Description</u></p> <p>Epiq Systems (NASDAQ: EPIQ) is a leading provider of integrated technology products and services for the legal profession. Epiq has nineteen (19) locations worldwide. For over 15 years, Epiq has been providing disclosure management solutions to the world’s leading law firms and companies.</p> <p>Epiq offers both third-party and proprietary eDisclosure software globally, providing clients with highly tailored solutions to suit each matter. Epiq is one of the fastest growing firms in the industry, principally because of its commitment to client satisfaction and continuous improvement, employing over 1000 eDisclosure professionals worldwide. Epiq listens to its clients and asks the right questions so that the project plan, so critical to the success of a project, is properly mapped-out. Key factors distinguishing Epiq from its competitors are its flexibility in meeting its clients’ needs, its intense commitment to client satisfaction and its enterprise-strength eDisclosure products.</p> <p>Top law firms and corporations around the world trust their work to Epiq, time and time again. 18 of the top 20 UK law firms and 47 of the Global 50 law firms use Epiq Systems. Many of Epiq’s project management and client services personnel have come from law firms and corporate legal departments, so they understand the urgency, the complexity and the need to get it right the first time.</p> <p>Epiq’s technology infrastructure meets the most stringent security protocols and our data centres across three continents are a minimum of Tier 3+, which is the maximum level of security available in the U.K. (and Tier 4 in North America and Asia). Epiq regularly evaluates its operational environments and implement security controls to minimise threats.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Epiq provides clients with the most comprehensive suite of software and services for managing electronic information for disclosure in litigation, regulatory and internal investigations, compliance, managed document review, audio review and related legal matters. As well as its flagship proprietary eDisclosure products, DocuMatrix<sup>®</sup>, and eDataMatrix<sup>®</sup>. Epiq also offers industry-leading third-party solutions, including Equivio’s Relevance, Nuix, Clearwell, Relativity and Content Analyst.</p> <p>Epiq’s new Web-based, user-friendly software, Epiq Analytics<sup>SM</sup>, enables you to immediately identify critical information and gain control over data minimisation.</p> <p>Epiq has the ability bring a team of experts and mobile technology to process, filter and review the data as appropriate, which enables clients to meet their disclosure demands while complying with EU and local laws.</p> <p>Epiq’s document review services are secure, flexible and customisable, providing simple staffing, a fully managed review, or anything in between to meet the needs of a matter. Epiq has the scale and flexibility to handle matters with 13 document review centres globally and a review seat capacity of 1,660. Epiq’s review facilities are purpose built with more than 75,000 feet of document review space and multi-level security at hardware, application and physical levels.</p>  |  |


## Chapter 8 – Supplier & Software Details

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Epiq has developed a repeatable documented workflow which enables clients to convert audio data to text so that it can be reviewed efficiently, cost effectively and defensibly.

Epiq is a Clearwell Systems Gold-Certified Partner, has integrated Equivio's Relevance into its products, and is the largest worldwide distributor of Relativity with data centres in Europe, North America and Asia.

8.1.31 Ernst & Young

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| <a href="http://www.ey.com/UK/en/Services/Assurance/Fraud-Investigation---Dispute-Services">www.ey.com/UK/en/Services/Assurance/Fraud-Investigation---Dispute-Services</a>   |  |
| <p><u>Company Description</u></p> <p>EY has been providing services in the eDiscovery space for over a decade. We assist organisations prepare and respond in a timely, cost-efficient and defensible manner to litigation and/or regulatory obligations. The majority of our senior team has at least 20 years' experience in this field. The cumulative experience represented in this practice and across our allied practice areas, such as IT forensics, Data Analytics, Cybersecurity, Data Privacy and eDiscovery Advisory, is available to all our clients.</p> <p>We are a truly global firm with fully connected operations in more than 150 countries with local, same-language support provided by our 190,000 professionals for most situations. Our sector-oriented strategy aligns well with our clients' diverse businesses, bringing in subject matter resources with deep industry knowledge. We are committed to innovation and our emphasis is not only on being a thought leader in the eDiscovery space, but also on being execution leaders as practitioners who continually strive to improve leading practices and obtain better results for our clients. Indeed, in a number of the main jurisdictions in which we operate we are leading, if not driving, the development of civil procedure in this area. One other key area of differentiation is our continual improvement based on harnessing experience across clients around the globe and turning insight into actionable innovation through acquiring or developing technology, or through adapting processes and protocols that improve client value. This relentless drive to improve based on real world situations has allowed us to deliver meaningful value to clients, often while reducing their costs.</p> |  |
| <p><u>Vendor Offerings</u></p> <p><b>eDiscovery investigations and engagement support</b></p> <ul style="list-style-type: none"> <li>• <b>Preservation and collection of ESI</b></li> </ul> <p>Perform time-critical forensically sound data preservation and collection activities globally and simultaneously.</p> <ul style="list-style-type: none"> <li>• <b>Computer forensics, data mining and analysis</b></li> </ul> <p>Support detailed forensic analysis of computing platforms, storage devices and mobile hardware to reveal electronic facts about structured and unstructured data with robust evidentiary integrity suitable for definitive investigatory or litigation conclusions.</p> <ul style="list-style-type: none"> <li>• <b>Managed Document Review</b></li> </ul> <p>Provide law firms and corporate legal departments with secure and scalable review facilities that are fully integrated with EY's proprietary management information platform.</p> <ul style="list-style-type: none"> <li>• <b>Hosted Services</b></li> </ul> <p>Provide our clients with a tailored, secure and scalable online review environment which is focused on injecting the right people, process and technology into the document review methodology.</p>  |  |

- **Structured Data Analysis**

Utilising data processing technologies to normalise unstructured data types, from various systems enabling instant messages, emails, audio and extracted structured datasets to be ingested and reviewed into a document-review environment.

- **Early case assessment**

Rapidly narrow the corpus of ESI through triage of the targeted data collection so that the most relevant information is passed into review.

- **Technology-Assisted Review (TAR)**

TAR is a proven, systematic method of leveraging and extending professional judgment through technology, linguistics, analytics and statistics to enhance document review.

- **Managed Services**

Act as an outsourced corporate eDiscovery function, taking away the challenge of day-to-day eDiscovery management.

We use commercial off-the-shelf software paired with thoroughly tested scripts to provide a truly agnostic approach to technology in eDiscovery. We have a large and highly disciplined development organisation that features dedicated quality control and over 4,000 software engineers, mainly in the US, India and Europe. The products we use to support eDiscovery are all managed by a former head of development at Guidance Software.

For document review we have invested in Relativity from KCura and have developed significant add-ons to increase our clients' involvement in and awareness of how their projects are being managed throughout their lives. We host regular Relativity administrator training courses at our offices in London. If Relativity securely hosted at our offices is deemed by a client not to be suitable for their project, for whatever reason, then we can either work with a mobile solution or work closely to use that client's in-house resources and technology in concert with our resources and services.

8.1.32 Espion (Ireland)

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| Colm Murphy  |  |
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| <a href="http://www.espiongroup.com">www.espiongroup.com</a>   |  |
| <p><b>Company Description</b></p> <p><b>Espion - managing and securing corporate information</b></p> <p>Espion provide expertise to clients on Identification, Protection, Compliance and Management of their Information. Established in 2001 and headquartered in Dublin, Ireland, we have seven offices spanning across Europe and the US.</p> <ul style="list-style-type: none"> <li>• We are ISO 27001:2013 – Information Security Management System – Certified and ISO 9001:2008 – Quality Management System – Certified</li> <li>• We are multiple winners in the Deloitte Technology Fast 50 since 2006</li> <li>• We have more than €1.3 million in research funds with partners throughout Europe</li> <li>• We have trained and helped certify over 1000 Security professionals</li> </ul> <p>We work with clients across all industry sectors and business functions. We solve their Information challenges through a combination of Consultancy, Technology, Research and Training. We provide these innovative solutions so that our clients feel protected, assured and empowered, confident in the knowledge that their challenges have been met. We are unrivalled experts in managing the complexities of corporate information, giving your people maximum access to and control of your company’s information.</p> <p>Espion delivers eDiscovery, Forensic, and Litigation Support services to in-house counsel, law firms, corporations and government agencies – combining innovative technologies, unrivalled experience and industry leading best practices.</p> <p><b>Service Provider &amp; Technology Reseller</b></p> <p>Distinctive from other eDiscovery vendors, we have assisted many enterprise clients in building their own internal capabilities through the technology partners we resell. We also offer clients a fully operational outsourced service via our data centre, and managed by our dedicated team of eDiscovery experts.</p> <p><b>Global Knowledge</b></p> <p>Our understanding of multi-jurisdictional international discovery requirements, European Data Protection Legislation, European Banking Secrecy laws and other regulatory requirements enables us to help EU and US law firms, corporations and government agencies manage their European eDiscovery obligations.</p> <p><b>Local Presence</b></p> <p>We can mobilise quickly across Europe to ensure clients have easy access to a local resource with the necessary language skills, technical expertise and experience dealing with large scale, multi-jurisdictional matters.</p> <p><b>Unparalleled Experience</b></p> <p>We provide eDiscovery services and related technological expertise to the some of the largest private sector organisations and law firms throughout Europe and U.S.</p> <p><b>Superior Service Delivery</b></p> <p>We follow industry defined best practices and utilising the most advanced technologies available allows clients to make informed decisions for their specific requirements.</p> |  |

### Technology partners

- **Clearwell eDiscovery Platform (part of Symantec)**  
Gold Partner  
Espion has 6 certified technical specialists in the Symantec eDiscovery platform
- **Nuix**  
Premier Partner
- **Brainspace Discovery**  
Premier Partner
- **Ipro**
- **Relativity**
- **Guidance Software**
- **Cellebrite**

### Electronic Discovery

Our highly-qualified professionals use the most advanced technologies available to collect and analyse information quickly and accurately, enabling clients to make informed decisions for their specific requirements.

#### Electronic Discovery Services:

- Hosted or On-Site eDiscovery Platform
- Information Management
- Identification
- Preservation
- Collection
- Early Case Assessment
- Processing
- Analysis
- Review
- Production


### Digital Investigations

Investigations are carried out in our ISO 27001 certified laboratory to ensure that both data security and client confidentiality are maintained to the highest standards at all times.

#### Digital Investigations Services:

- Computer & Document Forensics
- IP & Data Theft
- Data Misuse & Fraud Investigation
- Data Acquisitions
- Mobile Device Analysis

8.1.33 Evidence Talks Ltd

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|---|--|
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| <a href="http://www.evidencetalks.com">www.evidencetalks.com</a>  | <p>Evidence Talks Ltd (ETL) is one of the UK's leading authorities on forensic computing, servicing clients in the corporate, military, intelligence, and law-enforcement communities.</p> <p>We have been proving digital forensic, eDiscovery consulting, professional services and technology innovation for more than 20 years for many of the largest international organisations. It has continually proven to be an industry leader, winning awards for technical innovation, business excellence and forensic innovation.</p> <p>Founded on a reputation for excellence and reliability, Evidence Talks is an ISO 9000:2008 accredited company thriving on the challenges clients bring and continually out performing their expectations.</p> <p>The combination of our in-house forensic talent coupled with a dedicated forensic software development team makes us one of the most forward performing forensic companies in the UK.</p> <p>Our SPEKTOR® Forensic Intelligence solution was recently awarded the Runners Up Prize at the A D S Security Innovation Awards sponsored by General Dynamics UK and we have several patents pending on our forensic and intelligence technologies.</p> |
| <u>Vendor Offerings</u>   |  |
| <p>At the forefront of technical innovation in digital forensics and tactical intelligence acquisition, ETL provides a range of professional services and unique solutions to challenging issues.</p>   |  |
| <p><b>Software:</b></p>   |  |
| <p><u>SPEKTOR® Forensic Intelligence</u></p>  |  |
| <p>A fully integrated hardware and software solution that enables non-technical first responders and litigation support teams to quickly and safely preserve and examine potential evidence without the need for forensic skills.</p>   |  |
| <p><u>SPEKTOR® Drive</u></p>  |  |
| <p>The same powerful capabilities as SPEKTOR Forensic Intelligence (<i>without the mobile phone module</i>) on a bootable thumb drive that runs on any compatible PC platform.</p>  |  |
| <p><b>Professional Services:</b></p>  |  |
| <p><i>Forensic Incident Response:</i></p>   |  |
| <p>Rapid onsite or lab based data preservation and collection services from any digital systems including PC's Servers, NAS, SAN and tapes.</p>   |  |
| <p><i>Forensic Investigations:</i></p>  |  |
| <p>Using the latest tools and software covering everything from the simplest data-mining project to complex data and event reconstruction. With more than 5000 completed examinations, our experience includes both civil and criminal casework from multi-million dollar international frauds to abuse of appropriate use policies, theft of IP to child abuse investigations.</p> |  |



### *ETL Certified Digital Triage (CDT)*

The ETL Certified Digital Triage training (CDT) programmes combine the deep forensic knowledge and understanding of Evidence Talks trainers with practical, scenario driven sessions that are tuned to the specific demands of each course. Delegates are taught solid theory of Forensic Triage best practice and are able to put it to the test using powerful digital triage tools.

But it's more than just the training - In addition to accreditation, every student who successfully completes one of the ETL Certified Digital Triage training (CDT) programmes receives a fully working SPEKTOR Drive kit so that they leave the course ready and able to respond to their next incident using the latest Digital Triage technology.

#### *Hosted Review Platform:*

Supported by our forensic collection and data extraction services, our powerful, secure and low cost remote review platform, powered by Intella® from Vound Software, is ideal for up to 7 simultaneous reviewers and a case manager. All the capabilities you'd expect including full indexing, de-duplication, keyword search, custom tagging and case production features.

#### *Internet Investigations:*

A comprehensive range of covert/overt Internet investigation and analysis including email analysis, packet capture, web profiling, identity determination, posting and visibility monitoring, domain control mapping, identification of malicious posting sources, intellectual property intelligence services and internet risk/threat mitigation.

#### *Information Security Assessments:*

Conduct information security, IT security and physical security policy and procedure audits using trained and accredited staff.


#### *Information Security Evaluations:*

Perform external and internal penetration testing using NSA approved consultants and methods.

#### *Visualisation services:*

In support of the technologies and the training needs of our clients, our specialist "Visioneers" department creates photo-realistic CGI videos and graphics that aid courtroom presentation of general or case specific concepts, crime scenes and technologies.

8.1.34 Exigent Group Limited

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|---|--|
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| <a href="http://www.exigent-group.com">www.exigent-group.com</a>  |  |
| <p><b>Company Description</b></p> <p>Exigent is a leading global provider of legal and business support services to law firms and corporates in four major markets- USA, UK, Australia and South Africa. Founded in the UK in 2003, the company has expanded to include offices in 9 cities globally and delivery centres in South Africa, Australia and India. Our offering spans a range of services including Litigation Support, Commercial Services, Claims, Business Analytics and various support services.</p> <p>Exigent is now firmly established as one of the largest LPO industry players with market leading contract management technology and expert software development capability. As a provider of outsourced legal services, innovation and creativity are part of Exigent’s DNA. We have developed numerous service lines in the last 24 months and modelled our offer around providing solutions to challenges rather than being a low cost service provider dependent upon wage arbitrage to deliver value. In this space, clients do not package up their requirements into neat bundles very often, so, in order to deliver value, we always need to understand the objectives of the client. The services below are representations of our capability to weave process, technology and legal services together but each has been tailored to our clients’ needs.</p> |  |
| <p><u>Vendor Offerings</u></p> <p><b>SERVICES:</b></p> <p><b>LEGAL SERVICES</b></p> <ul style="list-style-type: none"> <li>• Commercial support</li> <li>• Litigation and claims support             <ul style="list-style-type: none"> <li>○ Document management advice</li> <li>○ Litigation Support Helpdesk</li> <li>○ Project advice</li> <li>○ Data identification, collection and preservation</li> <li>○ ESI Processing</li> <li>○ Early Case Assessment</li> <li>○ Objective coding</li> <li>○ Managed review</li> <li>○ Advanced analytics and TAR</li> <li>○ Production</li> <li>○ Presentation - (trial preparation - witness statements, evidence packs collation and bundling)</li> </ul> </li> <li>• Corporate compliance</li> <li>• IP management and administration (network of foreign counsel)</li> <li>• Immigration support</li> </ul>   |  |

- Knowledge management
- Legal research
- Foreign language support (network of language specialists)

### **ADVISORY SERVICES**

- Business transformation
- Process development (LPI)
- Change management
- Business analytics

### **SHARED SERVICES**

- Legal support
- Document services
- Secretarial support
- HR and finance support
- Creative support
- Business development and marketing support
- IT

### **SOFTWARE:**

#### **Contract Management**

Exigent has a market leading contract management solution, “Chameleon”, which is a cloud-based, maintenance-free, easy to use solution that is accessible from any device. It seamlessly interacts with most accounting, compliance and procurement systems to gather live data, and contextualise your contract information. Where clients do not have a system in place we use Chameleon as part of the offering, which allows standardisation, contract tracking and management, centralisation and process efficiency. Without such a system, efficiency benefits are harder to deliver: it is a key enabler in our view.

#### **e-Disclosure**

Exigent has partnered with innovative developers and providers of e-Disclosure technologies, services and solutions, to offer its clients a complete end-to-end managed document review service. The offering brings together experts in the fields of document collection, processing, hosting, reviewing and production. Uniquely, the software allows the end-user to play an active role in the early case assessment of the data. This in turn allows the client to make an informed decision as to how much data moves to the review stage, an important consideration in litigation budgeting. Exigent frequently adapts its systems to better collaborate with existing client practices, where bespoke solutions need to be implemented.

8.1.35 Exterro, Inc (US)

|  |  |
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| <p>4145 SW Watson Ave., Suite 400; Portland, OR 97005</p>  |  |
| <p><a href="http://www.exterro.com">www.exterro.com</a></p>  |  |
| <p><u>Company Description</u></p> <p>Exterro was founded in 2004 with the simple vision that applying the concepts of process optimization and data science to how companies respond to litigation would drive more successful outcomes at a lower cost. With software solutions that span the full e-discovery lifecycle and support information governance initiatives, Exterro helps some of the world’s largest organizations work smarter and more efficiently.</p> <p><b>The Preferred Choice of the Fortune 500</b><br/> <b>60%</b> of Exterro’s clients belong to the Fortune 500 and include such notable brands as Microsoft, Siemens and JP Morgan Chase. These discerning global companies rely on Exterro to meet their unique and complex e-discovery and information governance requirements. Our clients extend across every major industry, including the healthcare, finance and energy sectors.</p> <p><b>A Recognized Market Leader</b><br/> Exterro is recognized by industry analysts as one of the top software providers in the market. Among other industry recognitions, Exterro was positioned in the Leaders Quadrant in Gartner’s Magic Quadrant for E-Discovery Software in 2013 and 2014.</p> <p><b>Extensive Partner Network</b><br/> Exterro partners with a variety of leaders in the legal technology and service provider/consulting industries. Technology partnerships in areas like matter management and legal review enable Exterro customers to utilize previous investments while still integrating next-generation Exterro technology. Service and consulting partnerships allow users to leverage proven e-discovery experts to successfully implement and manage Exterro’s software.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>The Exterro E-Discovery Software Solution empowers in-house legal teams to <b>take complete control of e-discovery projects from identification to production</b>. It comprises the below Exterro software solutions that can be deployed on premise or in the cloud:</p> <p><b>EXTERRO DATA MAPPING</b><br/> The only application designed to create a data map of all of your company’s electronically stored information (ESI). It enables legal teams to rapidly identify the most relevant ESI repositories to a legal matter and eliminate those that add unnecessary cost and time.</p> <p><b>EXTERRO LEGAL HOLD</b><br/> Widely recognized as the gold standard for legal hold software for Global 2000 companies. Designed for paralegals up through the General Counsel, Legal Hold’s ease of use and rich feature set power immediate productivity gains.</p> <p><b>EXTERRO E-DISCOVERY DATA MANAGEMENT</b><br/> The sole data management solution on the market that identifies the most important ESI before collection. Leveraging advanced analytics and predictive technologies, in-</p>   |  |

house attorneys can gain early access key documents that can change the course of a legal matter.


### **EXTERRO PROJECT MANAGEMENT**

The only purpose-built project management system designed specifically for e-discovery. Leveraging built-in workflows and intuitive dashboards, Project Management automates repeatable processes for consistent, high quality projects.

### **EMPLOYEE CHANGE MONITOR**

An early warning system that mitigates the risk of ESI spoliation by detecting personnel changes and automatically taking corrective action. User-defined actions, such as automatic notification of a hold administrator, prevent loss of ESI that is subject to a legal hold or other compliance obligations.

8.1.36 Forensic Risk Alliance (FRA)

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|---|---|
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| <p>16-20 Ely Place, London, EC1N 6SN</p>  |   |
| <p><a href="http://www.forensicrisk.com">www.forensicrisk.com</a></p>   |   |
| <p><b>Company Description</b></p> <p>Founded in 1999, Forensic Risk Alliance is an expert provider of international eDiscovery, data forensic and forensic accounting services. As a litigation consulting firm, we specialise in supporting clients facing cross-border litigation and multi-jurisdictional anti-corruption investigations. We have extensive experience of guiding our clients through the most stringent of European Data Privacy laws.</p> <p>FRA has over 80 staff located across the UK, France, Switzerland, Canada and the US. We also have the ability to collect, host and process data in each of these jurisdictions.</p> <p>Our teams comprise of eDiscovery professionals, computer forensic specialists, software developers, data mining experts, forensic accounts and legal professionals. The combined experience of our in-house professionals allows us to provide a seamless end to end eDiscovery and forensic accounting experience to support our global client base.</p> <p>Many of our staff have served as expert witnesses, providing testimony for a number of cases heard in UK and US courts. Several of our partners, in particular David Lawler, Rik Workman, Derek Patterson, Jim Barratt, Frances McLeod, Greg Mason, have provided expert witness testimony.</p> <p>We have been involved in post raid recovery plans and Rik Workman spent several years seconded to the UK's Serious Fraud Office and has been involved in numerous civil and criminal dawn raids.</p> |   |
| <p><u>Vendor Offerings</u></p> <p><b>Project Management</b></p> <p>A strong project management methodology underpins all of our services. Our methodology has been developed using core components of industry standards such as Agile and Prince2. We have then internally developed these processes specifically for the eDiscovery consulting industry. Our project managers have been hand-picked from law firms, large corporates and leading consultancies for their experience in managing large scale multi-jurisdictional cases. FRA's project managers are responsible for managing projects within the agreed time and budget tolerances. We pride ourselves on administering a level of project support appropriate to our clients' needs.</p> <p><b>Forensic Data Collection</b></p> <p>Our data collection experts can collect data from anywhere in the world. Recent assignments have taken us to over 60 countries. This, coupled with our understanding of data privacy laws and regional data restrictions, means that we can always plan the best solution for managing the collection phase of a project. We employ a number of industry standard tools such as FTK Imager, EnCase, X-Ways, Helix, Raptor, and SAFE to preserve the integrity of the original media. We maintain a strict chain of custody which stays with all of the media collected through the entire project lifecycle.</p>   |   |

### **Mobile Forensics**

We offer Mobile forensics using industry leading tools such as Cellebrite UFED and Oxygen Forensic Suite. Our specialists can forensically extract and analyse data from a range of mobile devices such as cell phones, tablets, and PDA's. Depending on the device type and model, we are able to perform data acquisition at either a logical or physical level i.e. data that currently exists and is accessible on the device, as well as data that has been deleted but can still be recovered using forensic procedures.

### **Advanced Forensic Analysis**

E-Discovery exercises are typically guided by proportionality, focusing on collection, processing and review of data that is reasonably accessible. In some cases however, it may be necessary to conduct a more targeted forensic analysis to further examine items of evidentiary interest such as deleted data, encrypted data, and information related to specific events or user activity. For example, this may involve analysis of anti-forensics tools to determine a user's intent to maliciously destroy or despoil data under litigation hold. In addition, FRA offer extensive data recovery and decryption services, and our specialists have served as expert witnesses providing testimony based on their technical analysis. We have the ability to reverse engineer data that has been seized by law enforcement agencies, allowing our clients to quickly understand what has been taken and prepare their defence.

### **Data Processing**

Electronic data collected during the acquisition phase of a project must then be processed in order to standardise, validate, extract information from, and analyse the dataset. To suit our clients' e-Discovery or Computer Forensics requirements, FRA utilises a number of industry standard processing solutions such as Digital Reef, Nuix, AccessData FTK, EnCase, and X-Ways. This enables us to efficiently handle a range of data volumes and sources - from specific files on a single hard drive to many terabytes of server data.

### **Early Case Assessment**

FRA's proprietary developed ECA tool allows our clients and their lawyers oversight of their data at an early stage in the project. Data can be analysed within hours of being processed and reports generated to analyse the composition of the data. Data trends can be identified and any gaps that may exist in the corpus of data can be dealt with at an early stage. All of this helps to reduce costs and arms our clients with the appropriate information to make strategic case decisions. For instance review teams can be assembled based on the information gathered from early analysis. FRA's ECA tool seamlessly plugs into all of our other eDiscovery components.

### **Data Privacy Management**

FRA is a market leader with years of experience in developing solutions for managing data privacy. Our consultants have worked on numerous cross border projects throughout all major continents and in particular Europe. This experience has led us to increase our experience and develop our own Data Privacy Management (DPM) suite of tools. DPM has been tested on a number of multi-jurisdictional investigations and cross border litigation cases many of which have been heard before US and European courts.

### **Document Hosting**

We offer two document hosting options, our own internally developed E-Document Reviewer Platform (EDR) and we also offer kCura's Relativity review platform. All of our review platforms are available in the following locations: UK, France, Switzerland, Canada and the US. We believe it is important to collect and review the data in the country of origin and therefore we have several mobile options which can be set up in

the jurisdiction.

### **Technology Assisted Review**

We provide our clients with the ability to tactically take control of their review by using Equivio Relevance or Relativity analytics. Technology assisted review does not replace the lawyer but rather arms him or her with the tools to form a strategic approach to document review. This has allowed some of our boutique legal clients to compete on a level playing field with much large firms. Our clients have seen the benefit of cases being settled much quicker due to the ability to specifically target the most relevant documents faster.

### **Data Mining, Data Analytics and Forensic Accounting**

FRA helps international companies in all areas of white-collar crime and fraud, from preventive compliance activities to enforcement responses, investigations and post-enforcement compliance improvements. We also are retained on a number of cross border litigation matters in particular where there is a significant discovery element. We deploy leading edge data mining techniques together with data analytic tools. We are especially skilled at dealing with big data. Typical assignments have seen us reconstitute the data extracted from legacy financial accounting systems. Our investigators have solid investigative and forensic accounting experience to assist companies and their legal counsel in the following areas:


- Complex accounting issues
- Fine and disgorgement analysis
- M&A due diligence
- Financial statement fraud
- Regulatory agency investigations
- Securities fraud
- Bankruptcy related investigations
- Anti-money laundering analysis
- Terror financing issues
- Cross-border litigation

### **Litigation Holds, Data Preservation and Governance**


FRA has had extensive experience in helping companies implement litigation holds – especially in civil law jurisdictions with significant data privacy challenges. This in turn has led to consulting work regarding data retention, storage and destruction best practices in a variety of contexts – e.g. cloud, data consolidation and migration.



8.1.37 Forexus (Switzerland)

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| <a href="http://www.forexus.ch">www.forexus.ch</a>  |  |
| <p><u>Company Description</u></p> <p>In 2013, Dimitar Bobev and Martin Kos founded Forexus. We apply advanced technology and processes to meet eDiscovery and related challenges which arise from the unprecedented growth in electronic data</p> <p>We focus on eDiscovery as a managed service, helping our customers to develop eDiscovery processes that meet their specific business and litigation requirements. In addition, we develop bespoke solutions for processing and reviewing high volume non-standard e-communications.</p> <p>In IT &amp; Cyber Forensics we have in-depth knowledge in the investigation of data leakage and intellectual property theft.</p> <p>An additional field of expertise we have is processing SWIFT (for sanctions jobs) messages which are stored in an unstructured format (as text or PDF). We use different algorithms to identify all potential messages that need to be reviewed and load them onto our review tool.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Forexus provides the following services on the Swiss and European market:</p> <p><b>eDiscovery:</b> Consulting, Managed Services, ESI processing, Hosted Review, Litigation Support Services</p> <p><b>IT &amp; Cyber Forensics:</b> Data Collection, Digital Forensics, Data Recovery, Cyber Security, Information Discovery</p> <p><b>Data Analytics:</b> Content/Text Mining, Concept Mapping/Clustering, Sampling, Aggregation</p> <p>We use Open Source solutions where applicable (mostly in Forensics and Data Analytics): hadoop, mysql, dff, ocfa, pyflag, volatility, dff, autopsy, PTK, SleuthKit, foremost, scalpel, cuckoo and other (Unix) tools</p> <p>The commercial solutions we use are (mostly in ED): Nuix, Relativity, Recommind, Encase &amp; FTK</p>   |  |

8.1.38 FTI Technology (A practice of FTI Consulting)


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| <a href="http://www.ftitechnology.co.uk">www.ftitechnology.co.uk</a>   |  |
| <p><u>Company Description</u></p> <p>FTI Consulting, Inc. is a global business advisory firm dedicated to helping organisations to protect and enhance their enterprise value in an increasingly complex legal, regulatory and economic environment. With more than 3,800 employees located in 24 countries, FTI Consulting professionals work closely with clients to anticipate, highlight and overcome complex business challenges in areas such as investigations, litigation, mergers and acquisitions, regulatory issues, reputation management, strategic communications and restructuring. The company generated \$1.56 billion in revenues during fiscal 2011.</p> <p>FTI Technology, a business practice of FTI Consulting, helps clients manage the risk and complexity of e-disclosure. We collaborate with clients to develop and implement defensible e-disclosure strategies with keen focus on the productivity of document review. Our complete range of offerings, from forensic data collection to managed document review services, provides unprecedented flexibility to address and discovery challenge with confidence. Clients rely on our software, services and expertise to address matters ranging from internal investigations to large-scale litigation with global e-disclosure requirements. More information is available at <a href="http://www.ftitechnology.co.uk">www.ftitechnology.co.uk</a>.</p>  |  |
| <p><u>Vendor Offerings</u></p> <p>Our complete range of offerings, from forensic data collection to managed document review services, provides unprecedented flexibility to address and discovery challenge with confidence. Clients rely on our software, services and expertise to address matters ranging from internal investigations to large-scale litigation with global e-disclosure requirements. These include:</p> <p><b>Ringtail® E-disclosure Software:</b> a complete and easy-to-use e-disclosure and document review platform, Ringtail delivers defensible, cost effective review with advanced analytics, visual document review and predictive coding, unparalleled scalability and robust production capabilities. And with flexible workflows, nuanced security controls, intelligent reuse of data and multiple deployment options, Ringtail is as easy to manage as it is to use.</p> <p><b>E-disclosure Management:</b> Our managed services reduce costs, provide greater budget predictability and transparency while reducing the need for internal technology investments. Through a master data repository, materials are processed once then can be used across multiple matters, enabling the reuse and retention of valuable attorney work product such as privilege calls.</p> <p><b>Managed Review:</b> With Acuity, FTI's managed review offering, you can meet deadlines, stay within budget, and trust the quality of the review. Our managed review offering ensures that you can seamlessly scale to handle any matter with high-quality review attorneys, using expert workflow and advanced technology.</p> <p><b>Predictive Discovery:</b> Predictive Discovery is a service offering from FTI Technology that combines attorney expertise, statistical quality assurance and advanced technology in one comprehensive solution. It provides you with the benefits of predictive coding technology and the confidence that the project will be</p> |  |

completed in a cost-effective and defensible manner.

**Collections and Computer Forensics:** No matter the type, geography or scale of the investigation, or types of data involved, FTI delivers right-sized solutions comprising expert forensic investigators and leading e-disclosure technology. We can collect, process and review massive amounts of documents quickly, and provide expert witness testimony to verify the results.

**Consulting:** From defensible data destruction to broader information governance policies, our expert consultants work with corporations to develop and implement programs tailored to their unique requirements.

8.1.39 Grant Thornton UK LLP

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| Paul Wilson  |  |
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| 30 Finsbury Square   London   EC2P 2YU   |  |
| <a href="http://www.grant-thornton.co.uk">www.grant-thornton.co.uk</a>   |  |
| <p><u>Company Description</u></p> <p>What starts out as an investigatory or regulatory problem very quickly becomes a hunt for information – who said what to whom, where that information is located and how to keep control of it when it can be moved around internationally, indiscriminately and at lightning speed. So how can lawyers, investigators and regulators make business decisions when the one piece of potentially critical information that they may need is buried within a myriad of growing and disparate electronic data sources?</p> <p>Grant Thornton is one of the world's leading organisations of independent assurance, tax and advisory firms. Over 38,500 Grant Thornton people, across 120 countries, are focused on making a difference to clients, colleagues and the communities in which they live and work.</p> <p>Our dedicated Digital Forensics Group provides a highly specialised service which underpins our wider forensic and investigation offerings. Our team can be engaged in conjunction with an expert witness, as part of a wider investigation appointment or as a stand-alone engagement.</p> <p>Our specialists can assess the sources and structure of the data held within an organisation to determine the best route for capture and preservation. Once identified, we make use of our specialist software to collate and analyse the data in a secure and <b>evidentially-robust</b> manner.</p> <p>With data review being the single largest cost in any investigation or litigation support process, our Digital Forensics team can ensure that time is spent focusing on only the most critical information – <b>reducing volumes, review time and cost</b> - with the ultimate aim of assisting our clients in achieving the desired result.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>The Grant Thornton Digital Forensics Group offers a broad range of litigation support, technical and project management expertise within an ISO27001 accredited environment.</p> <p>Our team adheres to the core ethos that it is not simply the technologies and disclosure platforms, but the manner in which they are supplied which truly makes the difference. Our understanding of the technology is augmented by our deep experience of working alongside lawyers, litigation support teams and investigators.</p> <p><b>Computer Forensics</b></p> <p>Our forensic computing experts have a wealth of experience in the secure and forensic acquisition and analysis of electronic data. Using a range of forensic tools, and working in accordance with ACPO (Association of Chief Police Officers) guidelines, our team forensically image and secure data from hard drives, laptops, mobile phones and a range of tablet and other devices - ensuring that evidential data is preserved.</p> <p>Our experts are also able to employ techniques and tools to forensically analyse, interrogate and investigate computer systems, media, data and user activity, as well as to report on findings and provide expert witness services. We are also able to retrieve deleted data, recover lost passwords and prepare data for hosting and client review.</p> <p><b>eDisclosure Services</b></p> <p>We provide secure hosted eDisclosure solutions which enable our clients to perform early case assessment, simple and complex searching, analysis, review, redaction, categorisation</p>  |  |

and production of data in line with their matter specific requirements. Blending our experience, technical knowledge and solutions enables our clients to quickly and effectively reduce the volumes of data which may be subject to full review down to that which is deemed relevant to the matter in hand. This invariably saves both time and cost.

Our services allow for electronic data received from our clients or collected by our computer forensics experts to be fully processed, de-duplicated, filtered and indexed. Data is presented within user-friendly and feature-rich, web-based interfaces which require minimal training and allow our clients immediate access to search, analyse and review their data.



With paper documents still a factor in some cases, we also offer document scanning and coding services to present original paper material alongside any electronic data within the same eDisclosure platform.

### **Technology**


We work with our clients to discuss their requirements in order to select the best solution for each matter. Our team makes use of a range of market leading and best of breed eDisclosure platforms such as Symantec Clearwell (Gold Partner), kCura Relativity and Nuix. All of our solutions are hosted within secure premises in line with our ISO27001 accreditation.

In addition our experts use the best solutions available for forensic acquisition and analysis, including Access Data Forensic Toolkit (FTK); Guidance EnCase; Cellebrite and XRY (for mobile devices) and a host of utilities and tools to meet the particular needs of our clients.

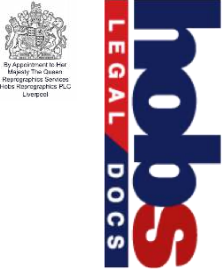
8.1.40 Guidance Software

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| Paul Inman (Account Executive)   |   |
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| 01753 757365   |  |
| Thames Central, 5 <sup>th</sup> Floor, Hatfield Road, Slough, Berkshire SL1 1QE  |  |
| <a href="http://www.guidancesoftware.com">www.guidancesoftware.com</a>   |  |
| <p><u>Company Description</u></p> <p>Guidance Software is recognized worldwide as the industry leader in digital investigative solutions. Its EnCase® Enterprise platform, deployed on over 20 million endpoints, is used by numerous government agencies, more than 65 percent of the Fortune 100, and more than 40 percent of the Fortune 500, to conduct digital investigations of servers, laptops, desktops and mobile devices. Built on the EnCase Enterprise platform are market-leading electronic discovery and cyber security solutions, EnCase® eDiscovery, EnCase® Cybersecurity and EnCase® Analytics. They empower organizations to respond to litigation discovery requests, perform sensitive data discovery for compliance purposes, conduct speedy and thorough security incident response, and reveal previously hidden advanced persistent threats or malicious insider activity.</p> <p>The company also provides customized services in e-discovery, incident response, computer forensics, evidence presentation and trial testimony using a team of former law enforcement professionals, e-discovery and litigation support experts, information assurance specialists and project managers who have front-line, hands-on experience in all areas of digital investigations.</p> <p>Guidance Software has trained more than 60,000 corporate, law enforcement and government professionals in the areas of computer and enterprise forensics, e-discovery, and computer incident response. Courses and materials are offered in a variety of languages at Guidance Software facilities worldwide, through partners and online.</p> <p>Our customers are corporations and government agencies in a wide variety of industries, such as financial and insurance, technology, defence, energy, pharmaceutical, manufacturing, government and retail.</p> |  |
| <p><u>Vendor Offerings</u></p> <p><u>EnCase® eDiscovery</u></p> <p>EnCase® eDiscovery is our industry leading electronic discovery (e-discovery) solution addressing the end-to-end e-discovery needs of corporations and government agencies. This comprehensive and scalable solution for effectively managing electronically stored documents in litigation, arbitration, and internal or regulatory investigations significantly reduces the risk and cost associated with e-discovery. Our complete product portfolio spans from legal hold to identification, collection, preservation, processing, first-pass review, best-in-class early case assessment (ECA), review, and production capabilities.</p>   |  |

8.1.41 Hayes Warren

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| Kingsway House, 134 - 140 Church Road, Hove<br>E. Sussex , BN3 2DL.  |  |
| <a href="http://www.hayeswarren.com">www.hayeswarren.com</a>   |  |
| <p><u>Company Description</u></p> <p>With experience recruiting legal professionals across the globe; Hayes Warren specialises exclusively in legal recruitment at all levels across private practice and in-house. Our network of clients and candidates allows us to attract the best local talent or canvas worldwide for the best lawyers. We have provided both contingency and retained search. Hayes Warren aims to epitomise the phrase "global capability, local knowledge". We provide our clients with a seamless service across countries and continents and sourcing the best talent in the market.</p> <p>In addition to permanent placements, we specialise in the supply of contract lawyers/paralegals for Litigation Support teams and Forensic and Dispute services, assisting them in their e-discovery process. We have extensive experience within the e-disclosure sector and are passionate about supplying litigation support teams with experienced and efficient reviewers.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Hayes Warren has extensive experience within the e-disclosure sector and are passionate about supplying litigation support teams with experienced and efficient reviewers. We have a proactive approach by maintaining close links with quality reviewers who have a variety of language skills and who have worked with most of the e-disclosure platforms. From our experience, our clients need reviewers who can hit the ground running without the need of additional training.</p>   |  |

8.1.42 Hobs Legal Docs

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|---|---|
| <p>Rob Crowley (General Manager), 0203 217 0303,<br/> <a href="mailto:rob.crowley@hobslegaldocs.com">rob.crowley@hobslegaldocs.com</a></p> <p>Jon Chan (Director of Technical Services), 0203 217 0308,<br/> <a href="mailto:jon.chan@hobslegaldocs.com">jon.chan@hobslegaldocs.com</a></p>   |  |
| <p>London: 58 Farringdon Road, London, EC1R 3BP. Manchester: 4 Whitworth Street West, Manchester, M1 5WY</p>  |   |
| <p><a href="http://www.hobslegaldocs.com">www.hobslegaldocs.com</a></p>   |   |
| <p><u>Company Description</u></p> <p>Hobs Legal Docs provides a full end-to-end solution from digital and hard copy data collection, through to processing and hosted document review. Hobs Legal Docs is positioned to serve both the London and regional markets with a team of 35 operating on a 24x7 basis out of Central London, as well as 8 staff in Manchester. In January 2015, we have also opened a Hobs Legal Docs hub in Bristol.</p> <p>Managing Director Rob Crowley brings a wealth of “big 4” experience combined with experience at predictive coding pioneers Recommind, and Jon Chan, Director of Technical Services brings significant large-scale project management and technical expertise, as well as being one of the first Relativity Certified Administrators in the UK. Dominic Tucker joined as a Senior Consultant in January 2015, having previously been Litigation Manager at a leading specialist litigation practice, bringing unique experience of document heavy disputes and investigations together with insight into the new case management regime and costs budgeting.</p> <p>Hobs Legal Docs have a diverse litigation support skillset including experienced eDisclosure project managers who are supported by software engineers, data analysts and litigation support managers.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p>Hobs Legal Docs is one of only a few providers to offer the full range of in house services, from forensic data collection and analysis (we have labs in London, Manchester and Bristol), through scanning and coding, data processing and early data assessment, and hosting review platforms to printing and copying, as well as eBible and trial bundle production.</p> <p>We also offer a range of proprietary Relativity enhancements developed in-house and available via the kCura Relativity Ecosystem, together with customised solutions developed and implemented on a case by case basis.</p> <p><b>Forensic data collection and analysis</b></p> <p>Hobs Legal Docs offer a full range of data collection services covering laptops and desktops, e-mail and file servers, backup tapes, as well as cloud and content management systems such as Office 365 and SharePoint. Our forensics team are all EnCase certified, and regularly provide expert witness testimony as part of their forensic analysis. Hobs Legal Docs also has significant expertise in the collection and processing of data from mobile devices such as mobile phones and tablets.</p> <p><b>Data processing and early data assessment</b></p> <p>Using the market-leading Nuix platform, Hobs Legal Docs is able to process data and provide early data assessment services at unrivalled speeds, supporting the widest range of file formats including all of the Microsoft Office applications, as well as more “specialist” applications including AutoCad drawings, and Mac applications. In addition to Nuix, Hobs Legal Docs is the largest UK user of the IPRO suite of products including eCapture which provides unrivalled imaging options and performance.</p> |   |



### **Hosted document review and analysis**

Hobs Legal Docs offers kCura's Relativity, which is a best of breed review platform capable of supporting both small and large document reviews alike. Hobs Legal Docs' project management team includes some of the first Relativity Certified Administrators (RCA) in the UK, and Relativity is hosted in an ISO 27001 datacentre based in London, and is built to support the largest of document reviews.

Hobs Legal Docs' project management teams have a variety of backgrounds ranging from data analysts, digital forensics professionals, ex-litigation support managers and software developers, and you will be allocated the correct set of skills to support your matter.

Hobs Legal Docs are unique in offering a range of proprietary Relativity applications which provide project management and collection/processing tracking and reporting, as well as a range of investigative and analytical tools which are fully integrated with the review platform. As such, Hobs Legal Docs are one of only a few service providers globally who offer a full range of custom development solutions in Relativity, utilising the full range of Application Programming Interfaces (APIs) Relativity provides. All of our products have been vetted by kCura and are listed on the kCura Relativity Ecosystem. The Hobs Legal Docs team have also had real-life experience deploying technology-assisted review (TAR) workflows, as well as using Relativity Analytics for document clustering, categorisation, near duplicate detection and e-mail threading.

Hobs Legal Docs also offer EDT and Symantec's Clearwell.

### **Mobile document processing and review, and managed services**


Whether you are looking for mobile document processing and review capabilities due to data privacy and security concerns, or looking for a partially or fully managed service, we have extensive experience in deployments of Relativity. Many of our team have managed some of the largest Relativity deployments in the world, and have direct experience building, and deploying behind-the-firewall instances of Relativity. We provide a flexible range of options starting from subscription and shared / multi-tenancy arrangements, all the way up to fully managed and hosted deployments of Relativity for corporations and law firms.

### **Reprographics services**


Hobs Legal Docs offer a 24x7 copying, scanning and coding service based out of our London, Manchester and Bristol offices and are able to collect and deliver documents at short notice. Hobs Legal Docs can service anything from a single lever arch file, or large format plans all the way up to the largest jobs involving thousands of archive boxes.

### **Additional services**

- managed review services through a close partnership with a London-based review provider with on-shore and near-shore review resources
- audio indexing and review using market-leading Nexidia software
- forensic investigation services including mobile and computer analysis, IP theft investigations, expert witness and cell site and call data records analysis
- fast turnaround eBibles, as well as trial and witness bundling (both digital and hard copy)
- advanced email investigation and analytics services ideal for use in competition, race for leniency and IP theft disputes
- augmented and virtual reality and 3D printing services to create models and animations to enhance the presentation of evidence in court
- custom development for eDisclosure – some screenshots of proprietary applications and Relativity integrations are shown overleaf:



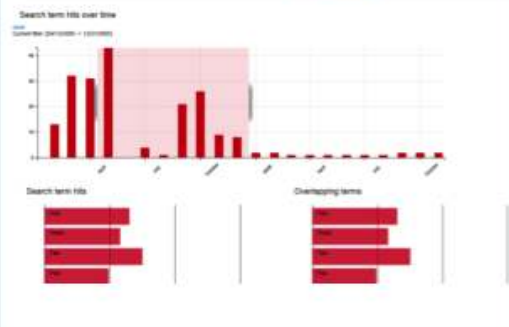
By Appointment to Her Majesty The Queen  
Reprographic Services  
Hobs Reprographic PLC  
Liverpool



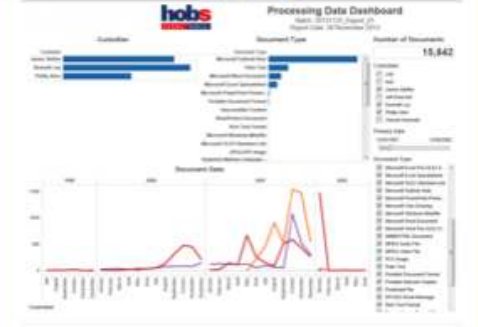
## Proprietary Relativity Applications and Integrations

### Search terms analysis

Search terms visualisation dashboard *Hobs Relativity Investigator*

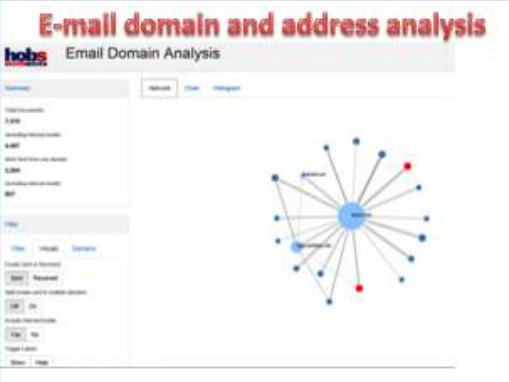


### Collection and processing tracking and reporting

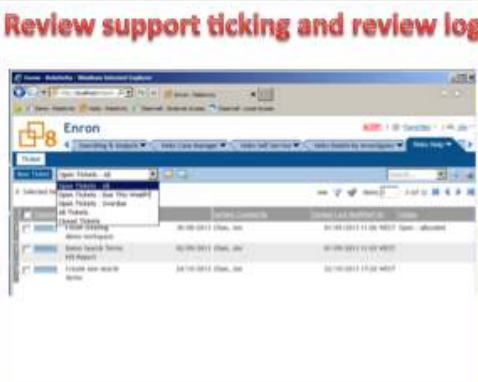


### E-mail domain and address analysis

Email Domain Analysis




### Review support ticking and review log



8.1.43 HP


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| David Kemp, EMEA Business Development Manager   |  |
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| 88 Wood St, London, EC2V 7QT  |   |
| <a href="http://www.autonomy.com/offerings/ediscovery">http://www.autonomy.com/offerings/ediscovery</a>   |   |
| <p><u>Company Description</u></p> <p>HP Software’s Big Data Group is a global leader in software that allows organizations to access, analyse, understand, and act on large amounts of human information from virtually any source, including both cloud and on premise, including text, image, audio, video, social media, and structured data in databases.</p>   |   |
| <p><u>Vendor Offerings</u></p> <p>HP’s eDiscovery market offering is a key component of our <a href="#">Information Governance portfolio</a>. This portfolio – comprised of Enterprise Content Management (ECM), information archiving, data protection, and eDiscovery market offerings – can be combined in a modular fashion to allow organizations to proactively prepare for litigation and achieve even greater eDiscovery time and cost savings.</p> <p>Underpinned by HP Intelligent Data Operating Layer (IDOL) platform, this portfolio allows organizations to access and understand a wide range of enterprise data across the organization, manage and control this information, and leverage and take action on it in accordance with business, legal, and data management objectives. IDOL also powers HP’s advanced pattern recognition and analytics that are embedded in our HP eDiscovery product, as well as uniquely provides customers with the ability to administer data in place that is especially relevant for legal holds customers. It is format and language agnostic providing customers with greater control in our increasingly flat world.</p> <p>HP’s eDiscovery market offering is comprised of two key products: HP Legal Hold and HP eDiscovery. Both are supported by our world-class delivery and professional services organizations, as needed.</p> |   |

8.1.44 Huron Legal

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| 1-3 Connaught Place, W2 2ET London  |  |
| <a href="http://www.huronconsultinggroup.com/legal">www.huronconsultinggroup.com/legal</a>  |  |
| <p><b><u>Company Description</u></b></p> <p>Huron Legal provides advisory and business services to assist legal departments and law firms to enhance organisational effectiveness and reduce legal spend.</p> <p>Huron Legal advises on and implements strategy, organisational design and development, outside counsel management, operational efficiency, and discovery solutions, and provides services relating to the management of matters, contracts, documents, records, digital evidence and eDisclosure.</p> <p>Our team delivers results such as sustainable cost reductions ranging from 15 to 40 percent, process and technology assessments followed by successful implementations and disclosure cost savings of up to 60 percent.</p>   |  |
| <p><b><u>Vendor Offerings</u></b></p> <p><b>Digital Forensics</b></p> <p>Huron Legal’s blend of expertise means that we can perform forensic investigations, identify, collect, extract and analyse electronically stored information, present comprehensive findings and conclusions and provide expert witness testimony.</p> <p><b>eDisclosure/Processing and Hosting of Data</b></p> <p>We offer a full, but flexible, range of solutions for the processing and hosting of data for legal review, whether for disclosure or for use in other types of legal matters. We can also provide early case assessment, conceptual analysis, machine translation and audio search technologies.</p> <p><b>Document Review</b></p> <p>Huron Legal offers comprehensive document review services, using a set of processes and quality control checks that have been developed over hundreds of reviews to assure accurate, efficient and cost-effective reviews. Our teams of qualified review professionals can carry out high-volume and time-pressured reviews on short notice, and can review documents in a number of different languages.</p> <p><b>On-Site Solutions</b></p> <p>Where needed or desired, Huron Legal can do everything – including data collection and scanning of documents, filtering, deduplication and processing of data, hosting, review and preparation of disclosure sets at client site(s) where documents are located.</p> <p><b>Litigation Management</b></p> <p>Huron Legal is an exclusive hosting provider of Allegory. Allegory is an innovative first-of-its-kind software solution for litigation teams. Allegory connects everything litigators need at their fingertips and nothing they don't, and is as intuitive and easy to use as technology is supposed to be.</p> <p>Services that Huron Legal can provide in conjunction with Allegory include:</p> <ul style="list-style-type: none"> <li>• Case set up</li> <li>• Seamless integration of produced documents</li> </ul> |  |

- Digesting and managing evidence
- Statement/Deposition preparation
- Digesting statement/deposition exhibits and testimony
- Trial preparation
- Litigation records management

8.1.45 I-Analysis Pte Ltd (Singapore)

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| Darren Cerasi  |  |
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| 24 Raffles Place, 07-03 Clifford Centre, Singapore 048621  |  |
| <a href="http://www.i-analysis.com.sg">www.i-analysis.com.sg</a>   |  |
| <b>Company Description</b>   |  |
| <p>Established in 2006, I-Analysis is a leading Digital Investigations and Electronic Discovery service provider in Asia. Our tailored electronic evidence services meet the unique needs of our individual clients.</p>   |  |
| <p>From forensic data collection through to production, our experienced team of consultants provides consistent and valuable support to law firms, in-house counsel and internal investigators. With data centres in Singapore and Hong Kong and a mobile electronic discovery solution, we offer flexibility as to where our clients' data is processed, stored and reviewed. We have extensive regional experience with many international matters and projects completed across Asia, Europe and North America.</p> |  |
| <p>Our team of 10, is split across the Singapore and Hong Kong offices, with 6 in Singapore and 4 in Hong Kong.</p>  |  |
| <b>Digital Forensics</b>   |  |
| <p>Clients dealing with an internal investigation, pending litigation, incident response or any other situation that involves electronic evidence, require trusted forensic consultants. We work with organisations of all sizes and handle cases with up to terabytes of data from multiple jurisdictions. Our Singapore and Hong Kong teams include professionals with significant government, law enforcement, legal and private industry experience.</p>   |  |
| <p>Our digital forensics practice offers a comprehensive approach and ensures that all evidence is sound and acceptable in a court of law. Our consultants have provided expert witness testimony in civil and criminal matters.</p>   |  |
| <p>With extensive regional experience our multi-lingual consultants are regularly deployed in countries around Asia to provide on-the-ground support. As electronic evidence plays a more prominent role in investigations, litigation and eDiscovery, companies need to rely on knowledgeable forensic consultants to get the evidence they need.</p>   |  |
| <b>Electronic Discovery</b>  |  |
| <p>We provide tailored eDiscovery services to match the unique needs of our clients. We support all processes throughout the eDiscovery lifecycle, with dedicated project management and a portfolio comprised of leading-edge software.</p>   |  |
| <p>Our flexible and responsive approach supports differing types and sizes of projects.</p>  |  |
| <p>Drawing upon the considerable experience of our team, our approach is to take out the complexity of eDiscovery and avoid spiralling litigation costs throughout the matter from collection through to production.</p>   |  |
| <p>Our consultants have experience with various discovery obligations such as Singapore's Practice Direction No.3, the United Kingdom's Civil Procedure Rules, Australia's Practice Note 17 and the United States Federal Rules of Civil Procedure (FRCP).</p>   |  |
| <p>We have extensive experience both in the Singapore and Hong Kong courts. We have also managed many projects across the region and our multi-lingual</p>   |  |

consultants have been deployed in numerous Asian countries.

### **Vendor Offerings**

In addition to Digital Forensics and eDiscovery, I-Analysis' services include:


- Data Recovery
- Online Investigations
- Information Governance
- Training

We have an extensive catalogue of forensic, discovery and recovery software which includes but is not limited to:

- EnCase
- FTK
- X-Ways
- Clearwell eDiscovery Platform
- Catalyst
- Index Engines
- Intella
- NUIX
- Cellebrite
- Oxygen
- Paraben
- Internet Evidence Finder
- X1 Social Discovery
- Internet Examiner Toolkit
- P2 Commander
- F-Response
- Gargoyle Investigator
- Recover My Email
- Deep Spar
- Data Rescue
- R-Studio
- Passware
- Elcomsoft Phone Breaker
- Mercure V3


## Chapter 8 – Supplier & Software Details

### 8.1.46 iCONNECT Development LLC (US)

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| Cathy Monaghan   |  |
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| 800 S. Pacific Coast Highway #8-503 Redondo Beach 90277  |   |
| <a href="http://www.iconect.com">www.iconect.com</a>   |   |
| <u>Company Description</u>   |   |
| <p>At iCONNECT we build advanced legal review software that helps law firms, corporations and government agencies big and small complete complex review projects more cost effectively. It's as simple as that. In fact, we've been creating powerful software solutions for more than a decade – truly innovative tools that empower people and organizations to optimize workflows and manage big data in the cloud worldwide.</p> <p>With the release of our revolutionary XERA Review Platform, iCONNECT continues to blaze the trail for next generation thinking. In a world where eDiscovery applications many times create more confusion than clarity, our XERA Review Platform sets a new paradigm for intuitive, real-life software that blends powerful functionality with easy to use features – based upon how people actually think and interact with technology versus how we think they should.</p> <p>Genuine innovation doesn't stop at just products. It runs through our veins with everything we do - from ingenious software to exemplary customer service and strategic programs each engineered to help our partners excel in multiple roles, industries and markets worldwide.</p> <p>At iCONNECT, innovation is more than just a loose cliché claimed by other companies – it's a holistic lifestyle - inspired by listening to people like you who help us create the tools to empower your world.</p> <p>iCONNECT services the legal, government, corporate and hosting partner markets with offices throughout the United States and Canada.</p> |   |
| <u>Vendor Offerings</u>  |   |
| <p>XERA is an intuitive, multi-browser, hosted eDiscovery review platform built to optimize the review, analysis and production of electronically stored information (ESI).</p>  |   |



8.1.47 IDS-Legal (India)

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| <p>Partap K. Aggarwal (Managing Director)<br/> <a href="mailto:partap@idsil.com">partap@idsil.com</a> +91 172 505 3601 602</p>   |  |
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| <p><a href="http://www.ids-legal.com/">www.ids-legal.com/</a> <a href="http://www.idsil.com">www.idsil.com</a></p>   |  |
| <p>IDS-Legal, a business unit of IDS Infotech Ltd., was founded in 1999, at the onset of the LPO industry in India. We have grown to become a global provider of legal support services with offices in 6 locations globally including London, New York, India and Netherlands; catering to the legal needs of Law Firms and Corporations in the UK and US. IDS-Legal provides its clients with an elite group of on-shore and off-shore professionals assigned to eDiscovery Services, Paralegal and Corporate Transactional Services.</p> <p>In addition to 60+ full time attorneys, IDS-Legal presents its clients with a highly educated, trained legal support team, including certified ESI processors, attorney reviewers, project managers and litigation analysts and a pool of temp resources to complete high volume projects in time.</p> <p>We add value by providing resources and business process expertise to Law Firms and Corporations in each and every stage of Electronic Data Discovery life cycle, starting from Collection stage to the Presentation stage.</p> <p>IDS-Legal performs Legal Coding using the in-house developed proprietary solution <math>\Sigma</math>SIGma, which is based on our concept of SICO (Simple Input Customized Output).</p> <p>IDS-Legal is “platform agnostic” and has in-house e-Discovery expertise for Relativity, Clearwell, Nuix, Law Pre-Discovery, iConect, IPRO, Autonomy, Concordance and Catalyst certified resources.</p> <p>Our dedicated team of 100+ software developers have developed a variety of bespoke applications for Project Management and CRM besides supporting our clients in developing e-Discovery software which are widely used in the Litigation Industry.</p> <p>IDS-Legal has 24*7 operations with state-of-the-art infrastructure, strict adherence to Six Sigma processes and industry leading accreditations such as 27001:2005 and 9001:2008 by the International Organization for Standardization (ISO).</p> |  |
| <p>IDS-Legal’s eDiscovery service offerings include:</p> <ul style="list-style-type: none"> <li>• Staff Augmentation <ul style="list-style-type: none"> <li>▪ Attorney Review: Experienced attorneys on multiple industry standard software like Relativity, iConect, Catalyst certified, Autonomy, Clearwell for reviewing the documents for responsiveness, privilege review support, confidentiality and privacy screening, redaction etc.</li> <li>▪ EDD: Experienced team of engineers trained on Law PreDiscovery, Nuix, IPRO</li> </ul> </li> <li>• Document Management Services like OCR, image bates capturing, bates stamping, image conversion and renaming, redaction and data entry</li> <li>• eDiscovery Services: IDS-Legal uses its proprietary solution <math>\Sigma</math>SIGma for legal coding which ensures faster data processing with customized deliverables like Ringtail, Summation, IPRO, Concordance. We also perform Legal Coding on Cloud Server maintaining the confidentiality and</li> </ul>  |  |

security of your data.


- Objective Coding
- Subjective Coding

We also provide Legal Coding to law firms as part of Case Management Services.


- IDS-Legal also has a specialized team of attorneys to perform Paralegal Services like Case Summarization, Deposition Summarization (including expert testimonies) and Contract Abstraction for law firms.

## Chapter 8 – Supplier & Software Details


### 8.1.48 i-Lit Limited & i-Lit Paralegals Ltd

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| Mike Taylor (Managing Director)   |  |
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| Rushwood House, Richmond, North Yorks, DL10 6BG   |  |
| <a href="http://www.i-lit.co.uk">www.i-lit.co.uk</a>  |  |
| <p><u>Company Description</u></p> <p>Founded in 2006 i-Lit Limited provides independent e-disclosure training, project scoping, vendor procurement and project management services to law firms. Mike Taylor of i-Lit Limited is recognised as one of the UK's leading e-disclosure experts who regularly writes on advances in law and technology.</p>                                 |  |
| <p><u>Vendor Offerings</u></p> <ul style="list-style-type: none"> <li>• Scoping e-disclosure exercises.</li> <li>• Drafting e-disclosure protocols.</li> <li>• Completing e-disclosure Questionnaires.</li> <li>• Procuring external service provider support.</li> <li>• Advising on communications from other parties.</li> <li>• Project Management.</li> <li>• Training.</li> </ul> |  |

### i-Lit Paralegals Limited

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| Mike Taylor (Managing Director)  |  |
| <a href="mailto:MTaylor@i-litparalegals.co.uk">MTaylor@i-litparalegals.co.uk</a> , 01748 810221  |   |
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| <a href="http://www.i-litparalegals.co.uk">www.i-litparalegals.co.uk</a>   |   |
| <p><u>Company Description</u></p> <p>Founded in 2010 i-Lit Paralegals Limited provides temporary document review staff to law firms and companies. Uniquely focussed on the document review industry i-Lit Paralegals provides staff throughout the UK and Europe to organisations who need to effectively and efficiently review large quantities of documents.</p> <p>We are "review platform agnostic" and can provide staff experienced in the sector of your review, in the software you are using and who speak the same languages as the document population.</p> <p>Our minimum educational requirement is the successful completion of the LPC although we regularly supply teams of fully qualified staff. Our service is focussed on quality and is bespoke on every occasion and as such we are used to delivering the most demanding of client requirements.</p> <p>We price on either an "hourly" pricing model, a "per document" pricing model which just covers review or a "per document" pricing model that covers project scoping, data processing and document review.</p> |   |
| <p><u>Vendor Offerings</u></p> <ul style="list-style-type: none"> <li>• Document Review.</li> <li>• Review Management.</li> <li>• Workflow Management.</li> <li>• Technology Assisted Review.</li> </ul>   |   |

8.1.49 Innovative Development LLC

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| <p>Paul Jones (UK)<br/> <a href="mailto:paul.jones@id-llc.com">paul.jones@id-llc.com</a>   +44 (0) 20 3608 1275</p>   |  |
| <p>Steven Rodi, (USA)<br/> <a href="mailto:steven.rodidi@id-llc.com">steven.rodidi@id-llc.com</a>   +1 215 230-4130</p>   |  |
| <p>5 New Street Square, London, EC4A 3TW.</p>   |  |
| <p><a href="http://www.idediscovery.com">www.idediscovery.com</a></p>   |  |
| <p><u>Company Description</u></p> <p>Innovative Development provides strategic consulting and outsourcing of project teams, service teams, or a combination of each. When clients need to outsource part or all of their eDiscovery services, we can deliver on-site or off-site in the United States and internationally.</p> <p>For the past decade, we have continuously improved our eDiscovery solutions, based on a flexible, customer-focused model and affordable, predictable costs. Our procedures utilize the Electronic Discovery Reference Model (EDRM), Information Technology Infrastructure Library (ITIL), and Information Technology Service Management (ITSM) standards.</p> <p>Our consulting teams in the UK and USA have extensive knowledge of eDiscovery, Information Governance, Records Management, Hosting and Review platforms, Production and Presentation processes associated with the EDRM across a range of industry sectors. We provide internal and external eDiscovery services for some of the largest pharmaceutical companies in the world, historically the most litigious industry sector with a very high volume of investigations across both structured and unstructured data sources.</p>  |  |
| <p><u>Vendor Offerings</u></p> <p>Innovative Development provides consulting services in eDiscovery and Information Governance, helping clients to define and implement their processes for repeatable, defensible eDiscovery. As well as defining process we can install knowledgeable teams on-site to work with client legal teams to operate their discovery services. We are software agnostic, using the best software tools for the scenario encountered.</p> <p><b>Multiple Service Models</b></p> <p>Our clients choose from several sourcing options, each with the single goal of achieving excellent results. For example:</p> <ul style="list-style-type: none"> <li>• A corporate legal department may use a broader service range, which can include preparing discovery requests related to electronic documents, assessing eDiscovery responses, and assisting in evidence recovery as well as identifying and collecting the relevant Electronically Stored Information (ESI) while preparing the ESI for Hosting and Review Platforms of the client's choice. This includes the full Lifecycle of EDRM services from Information Governance through Presentation allowing a client to have a single source of full EDRM services.</li> <li>• A corporate IT department needs support developing eDiscovery standards and processes for all ESI, applications, and records retention policies. This includes propagating those standards across the organization and notifying all affected third-party vendors and service providers of their responsibilities.</li> <li>• A national law firm might utilize our technology expertise while managing collection and review in-house.</li> <li>• Innovative Development can be a transparent partner with a law firm working</li> </ul> |  |

with its client.

### **Internal, External, On-site, Off-site**

Corporate legal departments, IT departments, and outside counsel can all work with our eDiscovery services in customized and affordable ways. Internally or externally, on-site or off-site, we work with our clients to provide the best solutions in a service model customized to specific needs in the United States and internationally.

- Corporate legal departments can utilize our services to provide dedicated eDiscovery legal support using an eDiscovery Response Team (eDRT).
- IT departments can work with our consultants to develop and implement the eDiscovery service model across all data stores and applications.
- Outside counsel can leverage our eDiscovery expertise to provide value-added services to their clients as embedded team members or as outside support.


We can build large and small expert teams to meet our clients specific requirements, with skills in the following areas:

- Expert eDiscovery Analysts
- eDiscovery Quality Assurance Analysts
- Certified Forensic Technicians
- Project Management Professionals (PMP)
- eDiscovery Application System Experts
- Records Management Experts
- Legal Support Specialists
- Hosting and Review Platform Experts
- Production and Presentation Specialists

8.1.50 Integreon

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| <a href="http://www.integreon.com">www.integreon.com</a>  |  |
| <p><u>Company Description</u></p> <p>Integreon is a trusted provider of integrated legal, research and business support solutions to discerning professionals at leading corporations, financial services organisations and professional services firms, including law firms and corporate law departments. Founded in 1998, Integreon has grown to 2,000+ associates who work globally to support its clients in areas such as market and competitive intelligence, discovery, legal process outsourcing (LPO), operating model transformation and back office redesign. Integreon also excels in business support services such as IT, document processing, finance, and HR. With unrivalled outsourcing experience and its industry-leading onshore and offshore capabilities, clients increasingly rely on Integreon to meet their needs in a demanding business environment. Integreon provides its services to its global client base with delivery capabilities from the US, UK, India, Philippines, South Africa and China.</p>   |  |
| <p><u>Vendor Offerings</u></p> <ul style="list-style-type: none"> <li>• <b>eView™</b> hosted review platform for legal discovery/disclosure.</li> <li>• <b>Seek &amp; Collect™</b> appliance for guided self-collection.</li> <li>• <b>E3™</b> processing platform for legal discovery/disclosure.</li> <li>• <b>Tachyon™</b> automated project management tool for streamlining workflows.</li> <li>• <b>CompareDocs™</b> document comparison tool.</li> <li>• <b>Relativity</b> hosted review platform for legal discovery/disclosure.</li> <li>• <b>Clearwell</b> processing, analysis and hosting platform for legal discovery.</li> <li>• <b>iCONNECT XERA</b> hosted review platform for legal discovery/disclosure.</li> <li>• <b>IPRO eCapture</b> processing platform for legal discovery/disclosure.</li> <li>• <b>Mindseye TunnelVision</b> processing platform for legal discovery/disclosure.</li> <li>• <b>Concordance FYI</b> hosted review platform for legal discovery/disclosure.</li> <li>• <b>Index Engines</b> for indexing/restoration of backup tapes.</li> <li>• <b>Guidance Encase Command Center</b> for remote collection from across the network.</li> </ul> <p>Integreon is a Premium Hosting Partner for Relativity.</p> <p>Integreon is one of the longest term Clearwell (now part of Symantec) partners and has been offering the platform to its law firm and corporate clients since 2006.</p> <p>Integreon has been an authorized iCONNECT partner for more than 12 years. Our high standards of service, security and customer support have been repeatedly recognized by iCONNECT as a Top 10 Application Service Provider.</p> |  |

8.1.51 Intelligent Voice


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| St Clare House, 30-33 Minories, London EC3N 1BP  |   |
| <a href="http://www.intelligentvoice.com">www.intelligentvoice.com</a>   |   |
| <p><u>Company Description</u></p> <p>From the team who brought you the Courtroom of the Future and the first true eDiscovery system (R/KYV), Intelligent Voice provides fast, affordable and accurate audio to text and ECA</p> <p>Nigel Cannings, CTO, is a lawyer with 25 years' experience in and around the legal and IT marketplaces.</p> <p>Ben Shellie, CEO, has worked in the Insurance and financial services industry for 40 years,</p> <p>Bill Cannings, Chairman, sold his first computer 50 years ago in 1964 at NCR, and is responsible for the first ever personal computer sales in Europe in 1978 through his Byte Shop, and introduced commercial OCR to Europe in 1989 with his ground-breaking R/KYV product.</p> <p>The company operates in the UK and US, and has experience of supporting clients from San Francisco to Hong Kong</p>   |   |
| <p><u>Vendor Offerings</u></p> <p><b>Intelligent Voice®</b></p> <p>Speech to text from telephone calls, audio and video that can be ingested into any eDiscovery system.</p> <p>No-one needs to be sold on the need for audio review: or if they do, they are missing the single biggest new trend in the eDiscovery market, and are losing clients to their competition</p> <p>Historically, however, audio has been reduced to a silo, with “Phonetic Search” the only answer, However, this type of technology has several significant drawbacks:</p> <ol style="list-style-type: none"> <li>1. You need to know what you need to know. Search does not give you “unknown unknowns”, so negating the benefits of many eDiscovery systems</li> <li>2. People like text. Current workflows and systems rely on text based review. Newer technologies such as machine-learning and predictive coding insist on text</li> <li>3. It hides what it doesn't retrieve. You only ever see what you have retrieved, not what you didn't, which makes the accuracy opaque.</li> </ol> <p>Undoubtedly, phonetic search does have its place, and can be used as a supplement to speech-to-text, but with ever advancing accuracy in speech-to-text, it is becoming less and less relevant.</p> <p>Intelligent Voice® was designed by a team that has actually had to perform review, and the toolset is easy to use and intuitive. In particular, the unique (and pat pending) JumpTo™ audio player cuts down review times significantly. Intelligent Voice gives great power out of the box, but only exposes what is relevant to an individual user or organisation.</p> <p>See the Intelligent Voice entry in the Software Section for more details.</p> |   |

8.1.52 InterLegis (US)


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| <a href="http://www.interlegis.com">www.interlegis.com</a>   |  |
| <p><b><u>Company Description</u></b></p> <p>InterLegis is a fifteen year-old company that provides e-Discovery technologies and services to the legal profession. Since inception, InterLegis has developed its own technology to process and analyze discovery data. Only a few companies own the technology they use; therefore, this controlled asset enables InterLegis to quickly respond to the diverse needs of our clients as the industry changes. Discovery360 guides the user through the discovery life cycle from collection, through early case assessment, culling, data processing, review and production.</p>   |  |
| <p><b><u>Vendor Offerings</u></b></p> <p>InterLegis offers <i>Discovery360</i>, a powerful enterprise level, end-to-end e-Discovery platform that provides legal teams with the ability to quickly assess, process, cull, review and produce collected data to opposing counsel in either a hosted or installed version.</p> <p>It is a high-speed data processing engine built with the latest technological advancements, including distributed network processing, “big data” database technologies, a cross-compatible operating system, and multi-faceted search. In addition, advanced technology-assisted review tools are being developed over the next few months to further enhance our client’s productivity.</p> <p><i>Discovery360 Enterprise</i> provides multiple document analytic capabilities in a single in-house, “do-it-yourself” solution. With a cost-effective licensing model, you are able to reduce the need for the costly and time-consuming process of outsourcing by installing and managing your projects ‘in-house’.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="437 1339 756 1447" style="border: 1px solid #ccc; padding: 5px; text-align: center;">  </div> <div data-bbox="839 1339 1158 1447" style="border: 1px solid #ccc; padding: 5px; text-align: center;">  </div> </div> <p><i>Discovery360 Hosted</i> is our in-house discovery solution. Our mission-critical infrastructure can handle any project size, from just a few gigabytes to many terabytes. Our experienced project managers and data analysts will shepherd your discovery data through processing, culling, and review ... while communicating with you every step of the way.</p> |  |



8.1.53 Iris Data Services Ltd

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| <a href="http://www.irisds.com">www.irisds.com</a>  |  |
| <p><u>Company Description</u></p> <p>Iris Data Systems is the global leader in eDisclosure managed services. Iris has a laser focus on being the best eDisclosure service provider you've ever had. Iris was founded in 2007, providing both transactional services and eDisclosure software to law firms and corporate legal departments. By 2010, it was clear that our strength was customer service and the integration of best-in-class technologies into a standard eDisclosure workflow. In 2011, we realised that the prevailing eDisclosure vendor model was flawed, giving us opposite financial incentives to our clients: clients benefited from short, simple cases, while vendors made the most profit when cases got bigger and longer. The model was a clear barrier.</p> <p>This realisation initiated two key changes in how Iris did business: the first change we made was transforming our business to focus on eDisclosure managed services. Managed services acts as an eDisclosure extension to your current litigation support department, furnishing the software, hardware, &amp; processes so that you don't have to. This workflow is custom-developed for each client.</p> <p>Second, we switched to all-inclusive, per-custodian pricing for project-based work. This pricing model is now known as Iris Vision. Iris now has over 30 managed services clients and is the global leader in eDisclosure managed services. Iris' European headquarters is in London and its U.S. headquarters is in Kansas City. Iris also maintains offices throughout the United States, Europe, India, and China.</p>   |  |
| <p><u>Vendor Offerings</u></p> <p><b>Arc:</b> Iris' managed services review product. Arc gives you your own Relativity environment without the hardware, software, or license to buy. It combines the industry-leading eDisclosure review platform, Relativity, with the workflows and backend support from Iris to manage eDisclosure of any size. In short, when you buy Arc, you buy Relativity with the added bonus of a user-friendly interface.</p> <p><b>Vision:</b> Iris' per-custodian pricing model that covers the entire cost of all selected services for a full year. Available services include any combination of: forensic collection, forensic culling, early case assessment, native or TIFF-all processing, full analytics, technology assisted review, Relativity hosting, all productions, project management and support, and managed document review. Because the price is fixed on a per-custodian basis, you have total cost predictability of your eDisclosure spend. The pricing model allows you to reduce your data while defensibly managing the disclosure process.</p> <p><b>Iris Horizon:</b> Iris' managed services processing workflow that seamlessly integrates three best-in-class eDisclosure applications (Nuix, LAW, and IPRO) to allow each product to do what it does best. By licensing Horizon, you avoid the limitations of each individual tool and are guaranteed the capacity for expansion.</p> <p><b>Infrastructure as a Service (IaaS):</b> IaaS gives clients who wish to directly license an eDisclosure processing or review application the ability to have it hosted and managed by Iris. Your team retains complete control from a direct license on the front end, while Iris manages upgrades, infrastructure, and storage on the backend.</p> |  |

8.1.54 IT Group UK Ltd

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| <p>Chris Poulson<br/> <a href="mailto:chris.poulson@itgroup-uk.com">chris.poulson@itgroup-uk.com</a> +44 (0)845 226 0331</p>   |  |
| <p>Preston Technology Management Centre, Marsh Lane,<br/>                 Preston, PR1 8UQ<br/>                 160 Fleet Street, London, EC4A 2DQ</p>   |  |
| <p><a href="http://www.itgroup-uk.com">www.itgroup-uk.com</a></p>  |  |
| <p><b>Overview</b></p> <p>IT Group UK Ltd (ITG) is headed up by Tony Sykes and Jason Coyne, both of whom have over 20 years of experience giving evidence in the High Court (TCC), Magistrates and County Court. ITG provide a range of services to lawyers, insurance companies and corporate clients.</p> <p>These services include, but are not limited to, Expert Witness, e-Disclosure, forensic investigations, data collection and IT consultancy and provide practical support, assistance and advice; an outlook that is a hallmark of our attitude to our work.</p> <p>ITG's many accreditations include ISO 9001:2008 quality standard and ISO 27001:2005 IT Security Standard, plus numerous accreditations as Expert Witnesses.</p> <p>Our experts are often instructed to provide part 35 compliant expert reports in Civil disputes, including several of the ground-breaking cases that have defined disputes involving technology over recent years.</p> <p><b>History</b></p> <p>ITG was founded in 2005 and at that time its main focus was in IT Consultancy for IT Disputes and Expert Witness work. The forensic examination of computer systems necessary for this work, led quickly to the recovery and collection of data for litigation purposes and the development of our e-Disclosure service.</p> <p>These services are now provided to a variety of legal departments including commercial litigation, fraud, insurance/financial litigation, construction, IT/IP, employment and crime. <a href="#">IT Group - Directory of Services</a></p> |  |
| <p><b>Vendor Offerings</b></p> <p>ITG specialise in e-Disclosure services ranging from forensic data collection through to disclosure bundle production.</p> <p>There is a particular focus on making our disclosure services available for the smaller document volumes that legal teams manage on a daily basis, but at a commensurate price. Document volumes have ranged from just a few hundred emails to several millions, but cases comprising 10s of thousands of documents for review are common.</p> <p>For these cases, that often don't go to court and do not have heavy document volumes, the potential cost and complication of data collection and e-Disclosure can be off-putting to both lawyer and client, who revert to what can still prove to be a costly print and review process. ITG removes these concerns by offering:-</p> <p><b>Standardised Early Case Assessment</b></p> <ul style="list-style-type: none"> <li>• The client collects the documents (with instruction/advice/oversight by ITG if necessary) in their Native or pdf format and sends them to ITG on a portable storage device.</li> <li>• ITG run virus checks, deNISTS, loads and indexes the data using our</li> </ul>   |  |

Intella®Connect platform.

- ITG run agreed search terms, custodians, etc. with de-duplication and produce a report giving the numbers and breakdown of the documents found.
- The lawyer then decides whether to print for review or remain on Intella®Connect for search, review and disclosure. If the former, we provide a print file with index, if the latter we quote for continuing with Intella®Connect at our standard rates.
- Cost – is based on the number of documents found, not those collected, to ensure proportionality.

### **ITG's pragmatic solutions for e-Disclosure include:-**


1. A fast and effective data imaging service designed to overcome issues surrounding 'litigation hold'. This works well for those organisations which do not have a verified procedure in place.
2. Forensic or generic non-forensic collection of documents/data. ITG have many years of experience in forensic data gathering from a range of devices and storage media. In addition, should the client decide to collect the documents themselves, we offer a service designed to assist and avoid the risk of modifying those documents.
3. Data reduction using multiple search facets to slice, dice and cull data. Culling data early in the process is often the most effective method to keep review costs down.
4. Data analysis, scoping and case assessment. Understanding the scope of the case to better judge the review requirements and understand costs.
5. **Fully hosted search and review platform** – this is a wholly web based service based on **Intella® Connect**. With no requirement to load 'client' software onto the reviewers' PCs, this 'zero client' method allows the service to be used from any PC with a web browser from any location, minimising time and cost for setup and enabling the involvement of clients, barristers and other experts, as required.
6. The intelligent data processing and extraction carried out by Intella® means that there is no requirement for data to be re-analysed as a case progresses or for search methods to be carried out by ITG consultants. This goes a long way to maintaining cost certainty.

### **Costs start low for smaller everyday cases and can be fixed at the outset.**


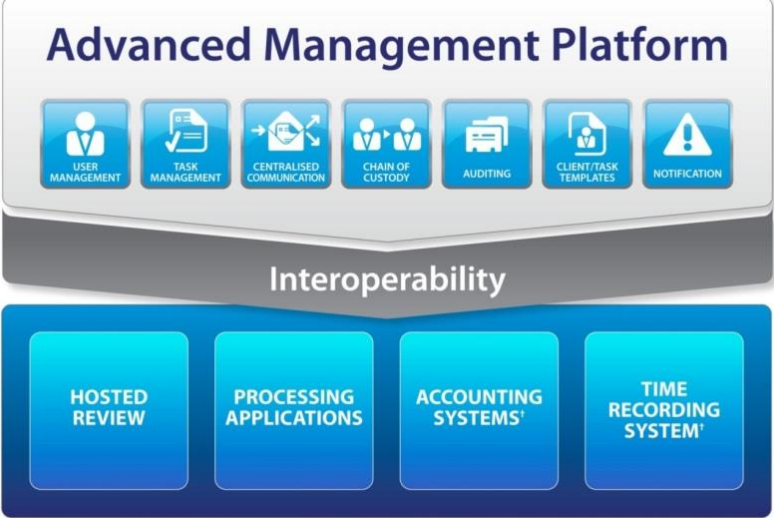
IT Group also offer specialist fraud services which include stages of collection and analysis that are used to scope, locate, acquire, test, verify and provide expert reports for the data. This combination of data mining techniques and fraudulent document analysis, when allied to the experience of our forensic technologists and accountants, is used to identify and detect anomalies within the data.

Our services provide real-life pragmatic solutions to working with documents and data to achieve the best outcomes at proportionate cost.


8.1.55 kCura (US)

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| 231 South LaSalle Street, 8th Floor, Chicago, IL 60604   |  |
| <a href="http://kcura.com/relativity/">http://kcura.com/relativity/</a>  |  |
| <p><b><u>Company Description</u></b></p>   |  |
| <p>Founded in 2001, kCura are the developers of the e-disclosure software Relativity, a fully featured web-based platform. Relativity has more than 100,000 active users worldwide from organisations including the U.S. Department of Justice and 195 of the top 200 law firms in the United States. kCura has been ranked the 175th fastest-growing technology company in North America on Deloitte's Technology Fast 500 and named one of Chicago's Top Workplaces by the Chicago Tribune. kCura helps corporations, law firms, and government agencies meet e-discovery challenges by installing Relativity on-premises and providing hosted, on-demand solutions through a global network of partners.</p>  |  |
| <p><b><u>Vendor Offerings</u></b></p>  |  |
| <p>Relativity provides a comprehensive e-discovery solution for hold through production, and allows users to create and automate custom workflows, take advantage of a complete set of text analytics capabilities, including computer-assisted review, and make use of fully integrated processing capabilities—so case teams can ingest data and begin review quickly without leaving the system. The Relativity Ecosystem allows users, consultants, and third-party software providers to design, build, and integrate applications to extend functionality and provide additional solutions suited to all users' workflows. Relativity gives users the flexibility and scalability to handle complex litigation projects and is offered as an in-house installation or on demand through a global network of channel partners.</p> <p>For more information see the entry for Relativity in the software sub-section following this one.</p> |  |

8.1.56 KOOBY


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| <p>KOOBY</p>   |  |
| <p><a href="mailto:info@kooby.co.uk">info@kooby.co.uk</a>   0800 567 7979</p>  |  |
| <p>Providence House, Providence Place, London, N1 0NT</p>  |  |
| <p><a href="http://www.kooby.co.uk">www.kooby.co.uk</a></p>  |  |
| <p><u>Company Description</u></p> <p>KOOBY is a software provider specialising in the custom development of Legal support applications.</p> <p>KOOBY has developed a unique project management system called <b>Advanced Management Platform (AMP)</b>. AMP is specifically designed for litigation support and eDisclosure/eDiscovery projects and provides a framework to create defensible workflows and an audit tool with customisable reporting dashboards.</p> <p>Users of AMP comprise; eDisclosure service providers, Law Firm litigation support departments and the legal and compliance departments of major corporations.</p>   |  |
| <p><u>Vendor Offerings</u></p> <p>KOOBY have developed AMP, which provides a powerful collaborative tool to manage the multiple interdependent tasks and parties associated with eDisclosure on a matter(s).</p> <p>Functionality of the system includes task templating and management, chain of custody and audit trail, centralised communications and notifications and reporting dashboards including for document review.</p>  |  |
| <div style="text-align: center;">  <p><small>*Integration with popular applications coming soon</small></p> <p><small>© KOOBY LLP</small></p> </div>   |  |
| <p>AMP allows authorised users to benefit from a single ‘wide-angle’ overview across multiple matters and tasks and users activity. Importantly, the system integrates with a company’s existing applications, both industry standard and proprietary e.g.</p> <ul style="list-style-type: none"> <li>• Processing applications (NUIX, LAW, Clearwell).</li> <li>• Hosted review platforms (Relativity).</li> <li>• In-house time recording and matter logging databases.</li> <li>• Accounting systems.</li> </ul> <p>AMP has been developed to save time, increase efficiency and transparency, maintain defensibility and facilitate the rapid provision of relevant and critical reports on legal matters.</p> |  |

8.1.57 KPMG LLP


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| <a href="http://www.kpmg.com/uk">http://www.kpmg.com/uk</a>   |   |
| <p><u>Company Description</u></p> <p>KPMG enables clients to rapidly respond to sensitive data disclosures and regulatory demands.</p> <p>We provide end-to-end data management expertise and technology to help our clients respond to urgent regulatory issues, litigation and investigations.</p> <p>KPMG brings a consistency of quality and the ability to organise large, complex projects and multi-jurisdictional matters.</p> <p>By deploying best of breed technology, analytics and visualisation, coupled with innovative, transparent commercial models, we help our clients manage risk and reduce cost at every stage of the process.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p><b>KPMG Value Proposition</b></p> <ul style="list-style-type: none"> <li>• Global reach with local expertise. Over 500 staff in 37 jurisdictions and 14 data centres globally.</li> <li>• Industry leading security and infrastructure.</li> <li>• Optimised workflows leveraging best-of-breed technology, analytics and visualisation.</li> <li>• Dedicated project management and deep industry and functional experience.</li> </ul> <p><b>We help our clients:</b></p> <ul style="list-style-type: none"> <li>• Manage and respond to increasing investigation, litigation and regulatory burden and risk.</li> <li>• Formulate and support crisis response capability to regulatory and litigation matters.</li> <li>• Establish budget and forecast of spend; increase visibility on costs.</li> <li>• Develop consistent approach to discovery across the firm, including multi-jurisdictional issues.</li> <li>• Mitigate poor quality internal data; develop internal skills and technology resources.</li> <li>• Satisfy their requirement to monitor and verify compliance as well as meet regulatory undertakings.</li> <li>• Re-purpose discovery related data for customer insight or performance improvement.</li> <li>• Respond to dawn raids and update response plans</li> </ul> <p>KPMG LLP, a UK limited liability partnership, is a subsidiary of KPMG Europe LLP and operates from 22 offices across the UK with over 10,000 partners and staff. KPMG is a global network of professional firms providing Audit, Tax, and Advisory services.</p> |   |

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8.1.58 Kroll Ontrack Legal Technologies

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| <a href="http://www.ediscovery.com/uk">www.ediscovery.com/uk</a>   |   |
| <p><u>Company Description</u></p> <p>Kroll Ontrack provides corporations, law firms and government entities with technology and consulting services to assist with a range of matters including digital forensic investigations, compliance audits, regulatory investigations, competition cases, litigation and alternative dispute resolution.</p> <p>We understand better than anyone the challenges faced when managing electronic evidence. For over 15 years Kroll Ontrack has been the leader in electronic evidence services. We attribute our success in part to our client focused services, our premier document review platform and our expert legal and technical teams. This ensures that risk is minimised and a high quality service is delivered.</p> <p>We operate in over 24 offices in 17 countries around the world. With more than 1,100 employees dedicated to assisting clients, we can deploy consultants familiar with local laws, languages and cultural issues, offering a truly global service. Our European head office is located in London where we have over 100 staff and carry out in the region of 500 assignments per annum.</p> <p>We have data centres currently in the UK, the US, Germany and Japan. We also started 2015 by opening a data centre in France.</p>   |   |
| <p><u>Vendor Offerings</u></p> <p><b>Ediscovery.com Review:</b> Enabling reviewers to conduct early data assessment, analysis, review and production in a single eDiscovery software platform while exercising unprecedented control of data volumes.</p> <p><b>Ediscovery.com Onsite:</b> Control, control, control. That's what you get when you manage eDiscovery in-house with ediscovery.com Onsite. We are able to rapidly deploy industry-leading eDiscovery technology in any country or location allowing the avoidance of data transfer outside your organisation or to third-party providers. This assists in meeting legal obligations, without sacrificing quality or control.</p> <p><b>Managed Review Services:</b> Kroll Ontrack ensures the highest calibre of review lawyers assist with your cases, working closely with you to deliver the precision in document categorisation that you would expect from lawyers at your own firm. We have state-of-the-art facilities based in the heart of London with capacity for over 50 lawyers. This can be delivered on a nimble and ad-hoc basis with multi-lingual lawyers available at short notice delivered on a highly cost-effective basis.</p> <p><b>Strategic Consulting &amp; Case Assessment:</b> Kroll Ontrack has a team of experts who offer strategic consultancy and case assessments to add further value to our services. We are experienced in engaging with clients and undertaking meetings designed to interrogate data and refine the data set. Our clients' needs are paramount and the focal point is on saving time, money and improving their experience. One of our clients found this to be a particularly useful exercise, stating that it allowed them to complete <i>"Four weeks' worth of work in one afternoon!"</i></p> |   |

8.1.59 Lateral Data, a Xerox Company (US)

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| <a href="http://www.lateraldata.com">www.lateraldata.com</a>  |  |
| <p><b>Company Description</b></p>   |  |
| <p><b>Mission:</b> Lateral Data’s mission is to reduce clients’ litigation costs through innovation, automation and distribution of all possible electronic tasks with an all-inclusive, single platform for end-to-end e-discovery.</p>  |  |
| <p><b>Background:</b> As a services company founded in 2003, Lateral Data used Viewpoint to manage its entire e-discovery offering for its AmLaw 200 and corporate client base. In 2009, Lateral Data transitioned from the services business into the software business, with leading AmLaw 100 law firms, e-discovery service providers and consulting firms becoming the company’s first software clients. In July, 2012, <a href="#">Lateral Data was acquired by Xerox Corporation</a> (NYSE: XRX), a \$22 billion enterprise for business process services and technology. Now part of Xerox’s e-discovery division, Lateral Data is part of a team of over more than 530 e-discovery professionals worldwide, including the U.S., UK and India. The acquisition of Smart Data Consulting by Xerox in 2014 expanded the breadth and depth of Viewpoint services offerings.</p>  |  |
| <p>Lateral Data owns and controls all of its core technology, allowing it to constantly expand its technological capabilities and deliver the first and most efficient, useful and powerful all-in-one solution for the industry, from collection through production.</p>   |  |
| <p><b>Value Proposition:</b> Viewpoint’s integrated e-discovery platform drives better outcomes and predictable costs in e-discovery.</p>   |  |
| <ul style="list-style-type: none"> <li>• Massively scalable computing architecture enables users to process, search and analyse Terabytes of electronic data in short timeframes and add capacity as needed.</li> <li>• Unlike other e-discovery providers that manage only parts of the process and outsource others, Viewpoint offers comprehensive, integrated functionality with advanced features, including technology-assisted review, that automate critical processes. There are no add-ons or third-party software or plugins required; all functionality is seamlessly integrated and core to the product.</li> <li>• Viewpoint can be flexibly deployed based on the needs of the customer: (i) do-it-yourself platform installed and managed behind the organization’s firewall, (ii) on-demand hosted software-as-a-service with zero e-discovery infrastructure investments, (iii) fully outsourced managed services; and (iv) mobile discovery support (Viewpoint “Backpack”) for short-term projects (e.g., cross-border projects in which data needs to stay on site due to privacy regulations; internal investigations; other matters with short turnaround times).</li> <li>• All functionality can be leveraged at a single fixed cost, including all advanced analytics and Viewpoint Assisted Review (technology-assisted review module).</li> <li>• Users can scale volume and number of users without investing in additional licenses or paying additional per user fees.</li> <li>• There is no need to import data from one module or system to another, significantly reducing errors and risk.</li> <li>• Tasks can be conducted concurrently, with no performance degradation.</li> </ul> |  |



Representative Viewpoint customers include:

Law Firms: Bryan Cave, Kelley Drye, Fenwick & West, Vorys, Sater, Seymour and Pease, LLP, Kramer Levin, Sullivan Cromwell, Quinn Emanuel, Brown Rudnick, Siskind (Canada), Kim & Chang (Korea)

Service Providers/Consulting Firms: Deloitte, Grant Thornton, D4, Analytic Focus, Assist Legal Technologies, Discovery eQ , Claritas Data Solutions, Convergence DataForce, Copi-Quinn Emanuel, Evolve Discovery, DigiSource, Edison Litigation Technology, eLit, Elite Document Technology, Espy Case Solutions, Forensics Consulting Solutions, Froese Forensics Partners, Ji2 (US & Japan), Jurlnnov, KNJ Consulting Group, LDM Global (US & UK), Litigation Logistics, LSI Legal, Mountain States Imaging, Myriad Litigation Solutions, OmniVere, Pathway Forensics, Precise, QDiscovery,

### Vendor Offerings

Viewpoint is an all-in-one fully integrated e-discovery platform for law firms, corporations and service providers to manage their and their clients' e-discovery projects, end-to-end. Viewpoint integrates data [collection](#), [pre-processing](#) and [processing](#), [review](#) and administration, [analytics](#), [technology-assisted review](#) and [production](#) functionality in a single product, eliminating the costs associated with using multiple e-discovery products, along with the time and risk involved in moving and copying data between tools.


8.1.60 LDM Global

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| <a href="http://www.ldmglobal.com">www.ldmglobal.com</a>   |  |
| <p><u>Company Description</u></p> <p><b>Since 1996 LDM Global</b> has remained at the forefront of the legal industry. Our in-depth industry knowledge and innovative <b>end-to-end solutions</b> enable the legal profession, corporations and government institutions to quickly and cost effectively review and manage critical discovery data.</p> <p>LDM Global provides service from <a href="#">three main regions</a> – the United States, United Kingdom and Australia. As we partner with the world’s leading electronic disclosure software vendors, we have access to a <b>comprehensive portfolio of state of the art technology solutions</b>.</p> <p>To <b>provide the very best possible service to our clients</b>, it is essential to focus on our internal processes with the same level of professionalism and attention to detail as we put into the quality of service we deliver to our clients. We are committed to achieving the highest standards in all areas of our operations - from the staff we recruit, to the systems we use and how we use them.</p> <p>We have achieved <b>ISO 9001</b> (Quality Management systems), as well as the <b>Investors in People</b> and <b>Safe Harbor</b> accreditations. While some organisations may view these accreditations as having fulfilled their obligations, we see them as the starting point to an ongoing commitment to continually review, analyse and improve our company’s performance.</p> <p>Whether your work is based in a single jurisdiction or spread among many countries or continents, LDM Global has both the expertise and technical capabilities to provide <b>custom tailored solutions</b> coupled with <b>best in brand customer service</b>.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Our expert legal and technology resources include:</p> <ul style="list-style-type: none"> <li>• <b>Data Collections and Forensic Services</b></li> <li>• <b>Electronic Discovery &amp; Data Processing</b></li> <li>• <b>Early Case Assessment</b></li> <li>• <b>Hosted Document Review</b></li> <li>• <b>Offshore Review</b></li> <li>• <b>Paper Discovery</b></li> <li>• <b>Tape Restoration</b></li> <li>• <b>Legal Copy &amp; Imaging Services</b></li> <li>• <b>International Project Management &amp; Coordination</b></li> </ul> <p>We operate <b>three hosting environments</b> in the <b>UK, US and Australia</b>. While being first to market with <b>Relativity</b>, we also offer <b>Viewpoint</b>, one of the <b>latest technology platforms</b> providing an all-in-tool and thus giving our clients options for the tool that best fits their needs.</p> <p>We are committed to providing our clients with <b>high quality service</b> and the flexibility of <b>predictable and fixed fee pricing</b>. This enables the use of large case technology to be deployed on small matters and is a cost benefit to our clients. We focus on applying best of breed tools and technology, combined with expert consultancy and dedicated project management which sets us apart from the competition.</p>  |  |


8.1.61 @Legal Discovery LLC (US)

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| <p><b>Company Description</b></p> <p>At @Legal Discovery, our mission is to provide the latest and most sophisticated eDiscovery technology in the market, delivered with a commitment to quality service and excellence. We provide superior professional services to assist our clients in developing, implementing, delivering and managing their entire eDiscovery life cycle. We are dedicated to providing our clients with high quality, cost-effective total solutions, including: experienced and effective personnel, proven corporate methodologies, responsive management, and a company culture that places the customer’s needs first. @Legal Discovery, with our extensive IT and litigation expertise, will help your organization develop plausible eDiscovery strategies that align to your mission and goals, while providing the technology, guidance and professional personnel required to implement these strategies.</p> |  |
| <p><b>Vendor Offerings</b></p> <p>@Legal Discovery provides attorneys, litigation support and other legal professionals with advanced software and services that span the entire Electronic Discovery Reference Model. CasePoint, @Legal’s SaaS platform, allows users to manage large amounts of eDiscovery data from ingestion through production. The company’s services include data collection, early case assessment, processing, hosting, production and consulting, delivered by seasoned eDiscovery experts, including attorneys, technologists, litigation support professionals and consultants.</p>  |  |

8.1.62 Legastat

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| <a href="http://www.legastat.co.uk">www.legastat.co.uk</a>   |   |
| <p><u>Company Description</u></p> <p>Established in 1953 Legastat have been providing litigation support services throughout the UK for over 60 years. Today, Legastat combines a range of traditional legal reprographics services with innovative technologies for eDisclosure, maintaining our focus on high quality and excellent customer care.</p> <p>Located in the heart of legal London we've been trusted to deliver an independent, professional and efficient service to top law firms, corporations, government agencies, small law firms and sole practitioners; all of whom rely on us to meet their litigation support and disclosure obligations on time, accurately and efficiently.</p> <p>At Legastat we put our customers' needs, quality and confidentiality at the heart of everything we do. This is demonstrated by our ISO 9001 accreditation for quality management and ISO 27001 accreditation for information security management. Our extensive work with UK Government and position on the Government Procurement Service eDisclosure Services and Hardcopy framework (RM924) are further testament to the high standards we maintain throughout our business.</p> <p>In 2014 Legastat enhanced our reputation as a leading provider of eDisclosure and litigation support services to the Public Sector, by launching our IL3 accredited review and processing services. Already in use by a range of Government organisations, our solution robustly addresses our customers concerns of information security when using remote access review systems.</p> <p>As the only original litigation support provider in London still operating today, Legastat is a business with a rich history and vibrant personality. We are proud of our heritage and the core principles of quality, integrity and innovation that make us what we are today.</p> |   |
| <p><u>Vendor Offerings</u></p> <p>Along with our full reprographics offerings, Legastat offer a range of software and service solutions to assist our Clients with their eDisclosure needs. Our service offering covers both hardcopy and softcopy solutions.</p> <p>Since 2013, Legastat have been the exclusive UK provider for the exciting Cloud based eDisclosure suite of products from Nashville based cicayda LLC. These products combine intuitive interfaces, lightning fast scalable data delivery and transparent pricing, offering unlimited users at no additional cost. Our product offerings include review, ECA, ESI analysis and Legal Hold, putting Legastat at the very heart of the next generation of legal technologies offering genuine Cloud based tools.</p> <p>In 2014 Legastat added a highly secure and fully accredited to IL3 solution to our toolkit, enabling us to handle protectively marked material up to RESTRICTED/OFFICIAL SENSITIVE for both processing and review. If you work with the Public Sector, please speak to us about how we can assist you.</p> <p>Our full range of services provides everything from forensic collection of data, filtering, analysis, review and production of documents. To enable us to do this we use some of the world's leading software and hardware solutions, including Nuix, CaseLogistix, Case Notebook, Concordance, Equivio, LAW, KOFAX and IPRO.</p>  |   |

8.1.63 LINEAL


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| <a href="http://www.linealservices.com">www.linealservices.com</a>   |  |
| <p><u>Company Description</u></p> <p>Lineal is a specialist litigation support and eDiscovery services provider – trusted by some of the largest law firms and enterprises in the world to deliver best in class, comprehensive, end to end solutions across the EDRM. With a highly skilled team of industry experts, Lineal combines significant processing capabilities with the highest levels of ISO 27001:2013 certified data security to maintain an accurate, efficient, and defensible review environment, mitigating risks and controlling costs. Lineal's superior project management delivers consistent and predictable outcomes and our flexibility and scalability ensure adequate and timely resources for any project, anywhere in the world.</p> <p>Lineal operates one of the most advanced Legal Document Services facilities in the industry. Supported by the latest technology and a team of tenured operators we print, copy, scan, code, OCR, and unitise millions of paper documents every month. Lineal's page-by-page quality control processes ensure accuracy, whilst our 24-hour, seven day per week operation ensures the fastest possible turnaround.</p> <p>Lineal provides Legal and Business Process Outsourcing services to the world's top 100 and boutique law firms. On your site or ours, we provide contract review staff (lawyers and paralegals) with a wide range of specialities and language fluency. Lineal delivers fully managed review services, dramatically reducing the time and costs associated with the eDiscovery process, and translation and transcription services for over 300 languages. We re-design, deploy, and manage on-site post/print rooms, reducing real estate, staff and equipment expenditures, and integrate with our Legal Document Services facilities. Lineal also provides managed print services, ensuring the lowest costs for your fleet of convenience/floor copiers and printers.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>LINEAL provides a full range of services across the EDRM. We consult during the Legal Hold stage, providing assistance with the Information Governance and Identification Phases. We help locate potentially responsive information, in either electronic or hard copy formats. We provide assistance in the Preservation Phase by contacting and surveying key custodians, alerting them to the need to maintain their data, and helping them do so. LINEAL offers a comprehensive forensic collections service, to a legally defensible standard, maintaining a full chain of custody. We often present our results in the form of expert reports, affidavits, or testimony at depositions, hearings, and trials. We have experts in the areas of digital forensics, computer crime, electronic discovery and disclosure, and fraud.</p> <p>LINEAL is a full service Electronic Discovery and Disclosure services provider. We have both Relativity and Clearwell installations in-house and are able to process an unlimited volume of ESI using their processing engines or with LexisNexis LAW Prediscovery. LINEAL provides the tools and expertly certified project management resources required to ensure the smooth, full analysis and review of our clients' data. Our analytics capabilities ensure that clients are able to identify documents and correspondence that are crucial to each matter and we have significant experience</p>  |  |

and success with Computer Assisted Review/Predictive Coding exercises.


LINEAL is a full service Legal and Business Process Outsourcing provider. We provide experienced and well trained contract review staff, set up and operate virtual data rooms, manage front of house/reception services and provide on-site/off-site legal document and mailroom services.

LINEAL operates a full service Legal Document Production Facility, open 24 hours per day, 7 days per week. We provide a complete range of printing, scanning, objective coding, OCR, logical unitisation, and finishing services. LINEAL's Document Services Bureau produces e-Bibles/e-Bundles for some of the world's leading law firms and enterprises, making available and searchable all of our clients' documents from their desktops, on removable media or mobile devices.

8.1.64 Liquid Litigation Management (US)

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| <a href="http://www.liquidlitigation.com">www.liquidlitigation.com</a>   |  |
| <p><u>Company Description</u></p> <p>LLM, Inc. provides essential litigation tools that make your job easier. We offer something completely unique in the industry discovery and case management in <b>one product</b>. This allows legal teams to better prepare for and engage in litigation in the most effective way possible. We feature a customer-driven solution and the most responsive customer support in the industry.</p> <p>We provide a state-of-the-art web-based application to maximize your litigation efficiency so that you can focus on what you do best: winning cases.</p> <p>Customer care and superior service are part of our dynamic product line. We know that every document and every minute are crucial in litigation, so our customer service team is available at all times to accommodate your requests and provide you with ongoing expert assistance. In fact, we work closely with you to ensure your success. Your colleagues know their account manager by name and often request them on subsequent cases.</p> <p>Over the past 13 years, we have worked with some of the most stellar legal teams on the most important cases of the year who have entrusted us with their success time and time again. In fact, 99% of our clients have continued to utilize our expertise and the power of Liquid Lit Manager™ for all their casework. We've become a trusted partner for attorneys and corporations everywhere.</p> <p>Liquid Litigation Management is an essential member of your litigation team. Our product, Liquid Lit Manager™ is favoured by many AmLaw 100 &amp; 200 law firms, Global 100 firms and Fortune 100 companies.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Liquid Lit Manager™</p> <p>Liquid Lit Manager Outlines (iPad App)</p> <p>Liquid Lit Manager Timelines (iPAsd App)</p> <p>Timelines by LLM (iPad App)</p> <p>Corporate Advantage</p> <p>Services</p>  |  |

8.1.65 LitSavant Ltd

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| <a href="http://www.litsavant.com">www.litsavant.com</a>   |   |
| <p><b><u>Company Description</u></b></p> <p>Mark Dingle founded LitSavant Ltd in January 2010 having spent 11 years in the litigation support industry including 8 years working for 2 top 20 London law firms as their Litigation Support Manager.</p> <p>LitSavant Ltd has provided consultancy advice and training in the general area of litigation support to law firms, litigation support providers and also to corporations. Some of our clients are represented in this guide.</p> <p>Mark remains the sole consultant for LitSavant and is especially well placed to bridge the gap between litigation support providers and their clients. With his understanding of both technology and the law Mark is able to take a pro-active role to ensure that legal teams are able to make the best possible use of their service providers and that service providers are able to obtain timely and complete instructions to ensure that they provide the best possible service to their clients.</p> <p>LitSavant now have a range of clients across Europe and the US. As a result of these engagements, LitSavant have developed considerable expertise in the use of kCura's Relativity™ litigation support platform and Mark is recognised by kCura as one of only two Independent Relativity Consultants in the world today.</p> <p>In his various consultancy roles LitSavant identified an area within kCura's Relativity where there was room for automation to enhance the effectiveness of documents review. As a result the company developed the LitSavant Conformity Engine application. This software has been recognised by kCura and now forms part of their Relativity Ecosystem.</p> <p>The LitSavant Conformity Engine is available to any party that has a Relativity installation on an annual licensing basis.</p> |   |
| <p><b><u>Vendor Offerings</u></b></p> <p><b>Training</b></p> <p>As the first Relativity Certified Administrator in Europe, Mark has extensive experience with Relativity and can provide customised training to end users and Administrators for law firms, service providers and corporations alike.</p> <p>LitSavant can also provide training to legal teams on eDisclosure.</p> <p><b>Consultancy</b></p> <p>LitSavant can provide the services of a Litigation Support Manager for hire on a Consultancy (hourly) basis. Law firms that do not have the luxury of an in-house person in such a role can take advantage of these services on an ad hoc (and disbursement) basis. For those firms that do have an in-house expert, LitSavant can provide sickness and holiday cover as well as providing an additional resource for when things become exceptionally busy.</p> <p>LitSavant can provide consultancy services for litigation support providers such as holiday and sickness cover and overflow support when business is particularly busy. In addition, we can provide advice on Relativity template design and best practices as well as Application design and support within the Relativity system.</p> <p>LitSavant can also provide consultancy services for corporations in areas relating to litigation support and litigation readiness. Such consultancy might include departmental design and best practices as well as identifying whether Litigation Support should be partially or wholly run in house or as an outsourced operation.</p>   |   |




### **Software**

#### LitSavant Conformity Engine


The LitSavant Conformity Engine is a Relativity® application which enables any authorised user to design and implement rules which can be applied to the data entry process.

See the software section for more details.



8.1.66 MD5 Limited

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| <a href="http://www.md5.uk.com">www.md5.uk.com</a>  |  |
| <p><u>Company Description</u></p> <p>MD5's services include eDisclosure and forensic investigations of computers, mobile phones, social media and Web-based information.</p> <p>We support lawyers engaged across the spectrum of commercial litigation, regulatory and criminal defence cases.</p> <p>Our offices are in London and West Yorkshire.</p>  |  |
| <p><u>Litigation Support Services</u></p> <p><b>eDisclosure</b></p> <p>MD5 aim to simplify and reduce the cost of reviewing emails and electronic documents whether the case involves a single custodian or an organisation's entire dataset.</p> <p>Recent cases range from investigating the emails of a custodian suspected of IP theft, to a significant eDisclosure exercise arising out of the £130m claim in a professional negligence dispute quoted as a "Top 20 Case for 2014 " in The Lawyer</p> <p>MD5's eDisclosure solution is proportionate, efficient and easily understood by all the participants. No previous eDisclosure experience is necessary as our experts assist lawyers throughout the eDisclosure process.</p> <p><b>Computer Forensics</b></p> <p>With so much vital information stored electronically on computers, MD5 can be relied upon to help our clients establish the legal facts in a clear, simple and efficient fashion. Recent scenarios we have investigated include when:-</p> <ul style="list-style-type: none"> <li>• Information has been lost or deleted</li> <li>• There has been theft of Intellectual Property</li> <li>• There are doubts over the authenticity of electronic documents</li> <li>• A chain of digital events needs establishing</li> </ul> <p><b>Social Media and Web Investigations</b></p> <p>MD5 forensically investigates the vast amounts of data that may exist as social media content from the leading social media networking sites such as Instagram, Facebook, Twitter and LinkedIn.</p> <p>Our advanced software can also crawl, capture and instantly search content from websites, web based email and YouTube so that the search results can be incorporated into an eDisclosure exercise alongside the usual email and document datasets.</p> <p><b>Mobile Phone Forensics</b></p> <p>With so much focus on the recovery of data from computers, it is easy to underestimate the vital information stored on handsets. The data recovered from phones is often more personal and therefore more revealing than any other electronic data source. This is why MD5 have invested the time and energy to become UK leaders in chip removal examinations, meaning we are frequently able to recover more data from damaged and passcode protected handsets than others thought possible.</p> |  |


8.1.67 Media Discovery

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| Church Croft house, Station Road, Rugeley, Staffordshire, WS15 2HE  |  |
| <a href="http://www.media-discovery.com">www.media-discovery.com</a>  |  |
| <p><u>Company Description</u></p> <p>After some 30 years of trading as Media Resources, in 2014 we are re-branding as Media Discovery.</p> <p>Media Discovery is a leading professional tape services organisation, providing tape data restoration services, with specific expertise in identifying and extracting targeted information, for Electronic Data Discovery (e-Discovery), Information Management and Corporate Compliance purposes.</p> <p>Our mission is to work with our customers to reduce the business pressures associated with tape e-discovery and other tape restoration requirements, by providing them with swift access to required data that resides on backup tape media.</p> <p>Our Expertise centres on our ability to restore information from virtually all physical tape formats and logical backup formats. Our services are delivered by highly experienced professionals, with tape specific expertise, in our dedicated and secure Data Services centre.</p>  |  |
| <p><u>Vendor Offerings</u></p> <p><b>Our Solutions</b>, both reactive and pro-active, are designed to deliver significant business benefits when organisations are faced with complex and expensive tape preservation and restoration demands. They include;</p> <ul style="list-style-type: none"> <li>➤ Tape e-Discovery</li> <li>➤ Tape Restoration on Demand</li> <li>➤ Tape Discovery and Remediation</li> <li>➤ Audio Restoration &amp; Processing</li> </ul> <p><b>Our Processes</b> enable us to swiftly identify, extract, and return required data, residing on backup tape, via the most appropriate methodologies - and are designed to save time, reduce risk and lower the costs associated with such processes.</p> <p><b>Our Tape Discovery and Restoration services;</b></p> <ul style="list-style-type: none"> <li>➤ Incorporate Engineering skills to deliver a highly scalable service.</li> <li>➤ Utilise efficient workflows.</li> <li>➤ Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.</li> <li>➤ Follow a forensically sound and legally defensible process.</li> </ul> |  |

8.1.68 Media Resources

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| Nicholas Tomkinson-Hill  | <br> |
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| <a href="http://www.media-resources.co.uk">www.media-resources.co.uk</a>   |  |
| <p><u>Company Description</u></p> <p>Media Resources is a leading professional tape services organisation, providing data storage solutions including data restoration services, with specific expertise in identifying and extracting targeted information, for Electronic Data Discovery (e-Discovery), Information Management and Corporate Compliance purposes.</p> <p>Our mission is to work with our clients to reduce the risks, costs and business pressures associated with tape processing environments. We address 3 key areas;</p> <ol style="list-style-type: none"> <li>1. The supply of tape media.</li> <li>2. Ensuring the ongoing accessibility of data.</li> <li>3. The secure retirement of data bearing assets.</li> </ol> <p>Our process allows us identify, extract and restore information from virtually all physical tape formats and logical backup formats, without recreating the original environment, therefore allowing access to required data in the fastest possible time and at the lowest possible costs.</p> <p>Whether required for e-discovery or other tape restoration requirements, our services are delivered by highly experienced professionals, with tape specific expertise of over 30 years, in our dedicated and secure Data Services centre, centrally located less than an hour's drive from London.</p> |  |
| <p><u>Vendor Offerings</u></p> <p><b>Our Solutions</b>, both reactive and pro-active, are designed to deliver significant business benefits when organisations are faced with complex and expensive tape preservation and restoration demands. They include;</p> <ol style="list-style-type: none"> <li>1. Tape e-Discovery</li> <li>2. Tape restoration on demand</li> <li>3. Tape discovery and remediation</li> <li>4. Audio Restoration and Processing</li> </ol> <p><b>Our Tape Discovery and Restoration services;</b></p> <ul style="list-style-type: none"> <li>• Incorporate Engineering skills to deliver a highly scalable service.</li> <li>• Utilise efficient workflows.</li> <li>• Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.</li> <li>• Follow a forensically sound and legally defensible process.</li> </ul>   |  |

8.1.69 Merrill Corporation Ltd

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|---|--|
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| <a href="http://www.merrillcorp.com/mls">www.merrillcorp.com/mls</a>  |  |
| <p><u>Legal Solutions from Merrill Corporation.</u></p> <p>Merrill Corporation (<a href="http://www.merrillcorp.com">www.merrillcorp.com</a>) is a leading provider of outsourced solutions for complex business communication and information management. Merrill's services include document and data management, litigation support, language translation services, branded communications programs, fulfilment, imaging and printing. Merrill's target markets include the legal, financial services, insurance and real estate industries. With more than 5,000 people in 40 US and 22 international locations, Merrill empowers the communications of the world's leading companies.</p> <p>With a 20-year pedigree in providing services to dispute resolution lawyers, Merrill Corporation provides end-to-end solutions around the world. Our operations centre is ISO-27001 certified. After further vetting by the Home Office and following their review of our security, processes and procedures we were awarded the Hillsborough Independent Panel disclosure and Hillsborough Coroner's Inquests projects. Additionally, we are the leading service provider for public and private inquiries in the UK, having hosted the documents for the inquest into the deaths caused by the July 7 London Bombings, the Vale of Leven Hospital Inquiry and the Leveson Inquiry to name a few. Merrill also holds the ISO-9001 accreditation relating to quality management policies and procedures.</p> <p>Merrill understands that each case presents different issues and clients are best served by a vendor with a flexible and knowledgeable approach. Our early consultative service includes the option to have Merrill staff work with the legal teams when preparing eDisclosure plans and calculating related costs for budgeting. We understand that legal costs are influenced by key decision made at the collection and processing stages which in turn affects resource demands of the legal teams. We work closely with our clients to define and agree approaches that satisfy disclosure requirements whilst being reasonable and proportionate.</p> |  |
| <p><u>Vendor Offerings</u></p> <p><b>eDisclosure Consultancy and Information Management</b></p> <p>Advising on best practises for organisation of electronically stored information, adopting an eDisclosure plan and related budgeting. Merrill brings expertise and guidance to assist clients with preparing accurate estimates of costs and can advise on how to complete eDisclosure questionnaires.</p> <p><b>Capture Services - Forensic Collection / Data Acquisition / Hard Copy Scanning</b></p> <p>Collection of electronic data from difference sources and devices, carried out by qualified forensic technicians maintaining full chain of custody throughout the project. Digitisation of paper material carried out at our secure facility in London or at client sites.</p> <p><b>Electronically Stored Information (ESI) Processing and Hosting</b></p> <p>Flexible document processing options built to support cases of all scales and types. Hosting of documents for online review within secure repository using Relativity. Training and guidance from our experienced team of project managers is key to our</p>   |  |

service particularly as we understand that many clients appreciate informed support when addressing these often complex areas of technology.

### **Automatic Language Identification / Machine and Human Translation**

With the increase in cross-border matters, Merrill provides a number of language solutions, in-house. Automatically identify languages across a large document population to create efficient workflows and ensure the right documents are delivered to members of the legal

### **Bibliographic Coding**

Objective coding, capturing Author, Date, Type, Title of documents, etc. of scanned material for use in searches and disclosure lists.

### **Interpreting Services**

To complete our language services, Merrill offers a full service of simultaneous and consecutive Interpreting for client meetings, witness interviews, trials, depositions and arbitrations. Our interpreters are highly qualified and experienced and can work with you all through your matter.

### **Managed Document Review**

Outsourced legal document review to assist on cases with large document volumes or requiring specific skills, such as specialist legal knowledge or languages other than English support. Subject to data protection and client confidentiality obligations document review is available using off-shore resources in Merrill's facility in Chennai, India or using local labour.

### **Transcription Services**

Merrill is the leading provider of transcription services for litigation, arbitration, highly secure Inquiries and Inquests and internal investigations. Transcription services are used for witness interviews, phone calls, and creating transcriptions from other audio and visual evidence.


### **Deposition Services**

Full range of deposition services including real-time reporting, videography, interpreting and notary public.

### **Trial/Arbitration Services**

The leading provider of daily and real-time transcription services using LegalCraft® Transcend. Linking of electronic trial bundles using LegalCraft® Transform to enable searching, annotation, linking and generating reports on documents and transcripts. Electronic presentation of evidence and Interpreting.

8.1.70 Millnet Limited

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| 29-33 Scrutton Street, London, UK, EC2A 4HU   |   |
| <a href="http://www.millnet.co.uk">www.millnet.co.uk</a>  |   |
| <p><u>Company Description</u></p> <p>Millnet is the largest and longest established UK based eDiscovery firm. Established in 1996, Millnet has supported law firms and their clients on thousands of commercial disputes, regulatory investigations and other matters requiring electronic and hard copy collection, processing, analysis, presentation, production and associated consulting services.</p> <p>Millnet’s team consists of over 120 highly experienced professionals with backgrounds in forensic collection and analysis, law, litigation support, project management and IT. Millnet’s service is genuinely ‘one-stop’ with all aspects of electronic and hard copy document collection through to production provided by Millnet staff based in London.</p> <p>Millnet maintains extremely high levels of IT and staff security and has met the standards required to provide long term contracted services on UK public sector contracts, most notably for the processing of evidence relating to Financial Services Authority ‘FSA’ investigations.</p> <p>Following assessment by independent accreditation bodies, Millnet has been awarded ISO 9001, ISO 14001 and now ISO 27001 certifications. These prestigious awards for Quality, Environmental Management and Information Security systems are supported by the Government and are recognised worldwide.</p> <p>We are able to offer a custom mix of services including digital forensics, document processing and review, on-site processing and review, litigation coding, document hosting, financial document production, electronic due diligence, medical records management and virtual data/deal rooms.</p>                                |   |
| <p><u>Vendor Offerings</u></p> <p><b>Scoping &amp; Consultancy</b></p> <p>Millnet provides professional and expert consultation and advice with a particular emphasis on using our forensic and legal expertise to determine an effective approach to collecting data in a way that helps minimise costs where possible whilst maintaining a “defensible” approach.</p> <p><b>Preserve and Collect</b></p> <p>Millnet provides a full range of forensic collection and investigation services on matters from commercial disputes through to regulatory, fraud, employment and any other requirements where investigation, forensic preservation and analysis of electronic documents may be required. Millnet’s primary collection tools include Encase, FTK and Cellebrite.</p> <p><b>Process – Early Case Assessment, Search, Analysis, De-Duplication</b></p> <p>Millnet’s approach to the initial document assessment phase is fast, extremely cost effective and easy to budget. Millnet’s primary processing tools include Index Engines (used with backup tapes and capable of delivering a very cost-effective “overview”) and Nuix. Having indexed metadata and text, the electronic documents can be searched, filtered, and culled. Documents that are either selected for legal review or comprise the balance of documents left after ‘culling’ documents by criteria such as date range are extracted and processed.</p> <p><b>Review – Relativity and Predictive Coding</b></p> <p>Millnet is the leading provider of Relativity headquartered in the UK. Millnet has enviable certifications in the UK:</p> <ul style="list-style-type: none"> <li>• Millnet have attained Best in Service for 2015</li> </ul> |   |

- Largest UK team of Relativity certified project managers – seven certified administrators
- Six Relativity Review Specialist
- Experts in Relativity Analytics and Technology Assisted Review – Relativity Assisted Review & Relativity Analytics Specialist
- ISO27001 accreditation for IT security and two Relativity Infrastructure Specialists

Millnet has invested in the IT infrastructure around the Relativity software to provide speed, reliability and capacity far beyond the level of most alternative providers of Relativity. Millnet also offers managed review services to assist with reviews when clients do not have the staff available.

### **Hard Copy**

Millnet has the largest UK based legal scanning and coding capacity and can provide assistance in circumstances where there are both hard copy and electronic documents of potential relevance. For instance, Millnet can assist with assessing the cost versus benefits of collecting (and thereafter processing) hard copy versus electronic documents. Millnet can deploy team(s) on-site with as little as 48 hours' notice virtually anywhere in the world. Millnet has undertaken engagements throughout Europe including Russia and the former Soviet Union as well as the Middle East and Asia. Scanned and coded hard copy documents can be loaded onto the Relativity review system for legal review in the same way as for electronic documents.

### **Production**

Millnet has the largest 24/7 print and bundle production operation in the UK and can customise production of bundles in hard copy and electronic formats to meet virtually any requirements; including production sets, trial bundles, eBibles, witness bundles, hard copy print outs and any additional documentation you require.

### **Digital Print**


Millnet has a 20,000 sq. ft. production facility in central London offering 24/7 operation and providing state-of-the-art (two Xerox iGen 150's), quality and accurate printing, binding, lamination, encapsulation and foam board mounting, 365 days a year, offering a range of marketing materials at short notice.

### **DocBuster®**

Developed by Millnet, DocBuster® is a cost effective, powerful and easy to use data reporting and batch print software. It enables law firms to batch print from electronic documents such as emails, PDFs and Office Documents as well as analyse data before printing in order to evaluate costs etc. Currently, DocBuster® is installed in over 20 of the top 100 UK Law firms.



8.1.71 Milyli


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| <a href="http://www.milyli.com">www.milyli.com</a>  |   |
| <p><u>Company Description</u></p> <p>Milyli – which stands for “Make it like you like it” – is a boutique software development firm with more than six years’ experience providing expert customization of kCura’s Relativity platform for clients both within the US and internationally. Over the years, we have developed dozens of custom Relativity solutions to help law firms and service providers integrate third-party applications or systems into Relativity, automate troublesome parts of the review workflow, and bring new functionality into Relativity with applications built from scratch. With scores of custom Relativity projects and applications under our belt, we have seen it all, built it all, and can take on any project you can dream up to make Relativity work for you and your users.</p> <p>Our experience developing custom Relativity applications for clients and close working relationship with kCura have also allowed us to gather real-world insight about what eDiscovery professionals need to make the review process go smoothly. With that insight, we’ve developed a suite of ready-to-install Relativity applications to address common pain points in the review process and ensure a more accurate and efficient review.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p><b>Relativity Customizations</b></p> <p>Noticing bottlenecks in your firm’s review process? Just purchased a system that doesn’t work well with Relativity? Finding it difficult to distinguish yourself from other Relativity service providers? We’ve got you covered. Whether you need a custom page, a new event handler, or an agent built from scratch, we can take on any aspect of Relativity and find a way to meet your or your clients’ needs. If it’s a new Relativity application you’re dreaming of, we are fully fluent in the Relativity Services API and have developed a number of our own applications, so we’d love to work with you to bring your ideas to light.</p> <p>Some of the Relativity services that we offer are:</p> <ul style="list-style-type: none"> <li>• <b>Software Integrations:</b> We can help you seamlessly integrate the applications or third-party systems you use – like the ones you need for collection, processing, etc. – with Relativity to reduce your reviewers’ or your clients’ time and frustration spent switching back and forth.</li> <li>• <b>Workflow Improvements:</b> Tell us what’s slowing down your Relativity users, and we’ll work with you to tweak or even automate workflows – like adding automated redactions or creating text-searchable PDFs from native files – to speed up your review process and ensure a higher quality review.</li> <li>• <b>Custom Applications:</b> Have an idea for a game-changing Relativity app, but don’t have the development manpower to build it? Looking to go mobile? We’ve collaborated with dozens of law firms and service providers to build apps that help them stand out – one of which even won a Relativity Fest Innovation Award in 2014.</li> </ul> |   |

### ***Relativity Applications***

We keep our ears to the ground for common issues and pain points Relativity users and administrators are experiencing, and we've used that information to develop our own solutions to those problems. Our current Relativity product suite includes:

- **Blackout:** Blackout is an assisted redaction tool for Relativity. Streamline your redaction workflow and eliminate the time review attorneys spend applying redactions one-by-one. Simply select the criteria for redaction, the set of documents to review, and the redaction type, and Blackout does the tedious work for you.
- **Broadcast:** Broadcast is a customizable reporting application within Relativity that lets you generate workspace-level dashboards where you can render important information via custom charts, graphs, and HTML for users without leaving Relativity.
- **Relay:** Relay is a Relativity application that cuts out the middleman when you need to import files into Relativity. Relay saves you time and money by importing directly into Relativity, eliminating the need to export and import load files.

8.1.72 Navigant Consulting

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| <p><a href="http://www.navigant.com">www.navigant.com</a></p>   |   |
| <p><u>Company Description</u></p> <p>Navigant (NYSE: NCI) is a specialised, global expert services firm dedicated to assisting clients in creating and protecting value in the face of critical business risks and opportunities. Through senior level engagement with clients, Navigant professionals combine technical expertise in Disputes and Investigations, Economics, Financial Advisory and Management Consulting, with business pragmatism in the highly regulated Construction, Energy, Financial Services and Healthcare industries to support clients in addressing their most critical business needs.</p> <p>Navigant’s Technology Solutions group provides innovative solutions for complex data management challenges. We work in collaboration with our clients and their counsel to uncover and overcome their data management challenges, whether from our Data Analytics and Advisory expertise, our Digital Solutions and Development capabilities, or our Discovery Management offerings. We leverage our unique combination of in-depth legal, industry, and technology experience, along with our global capabilities, to deliver cost effective, actionable solutions. We continuously prove the value of our unique capabilities, and earn our clients’ trust time and time again.</p>   |   |
| <p><u>Vendor Offerings</u></p> <p><b><u>Electronic Disclosure</u></b></p> <p>Navigant provides an intuitive and user-friendly web-based interface so that clients are productive immediately with minimal training. Our solutions seamlessly integrate with Navigant’s collection process and allow us to consolidate all processing, analysis, review, and production tools into one platform. Navigant delivers unique and powerful capabilities in the most critical phases of e-disclosure:-</p> <p><b>Analysis</b> -Performs additional analysis on the case data to power a unique set of analysis features. These features allow users to “slice-and-dice” case data in dozens of different ways to uncover case facts and review information in context. Key analytical features include: discussion thread identification, topic clustering, participant, file, and term analytics. Navigant embeds Early Case Assessment (ECA), predictive analytics and technology assisted review (TAR) functionality directly within our review environments, and searching can begin as soon as data is ingested with no pre-processing required. Using ECA, conceptual searching, document theming, and categorisation are available through a powerful text analytics engine on-demand in a matter of minutes.</p> <p><b>Search &amp; Cull-Down</b> -Lowers processing costs and reduces review workload by rapidly searching and culling-down case datasets to only the relevant data—typically 10-20% of the original case dataset. As a result, clients review only what is relevant. Key search and culling functionalities include: full search transparency (search filtering, sampling, and reporting), Concept Search, advanced field search, relevance rank, content search, auto-filters, hit-highlighting and transparent TAR.</p> <p>Beyond the traditional cost-management reasons for implementing TAR, our clients have also been using predictive coding to proactively mitigate risk by validating that the right documents were collected and reviewed, and that the review was performed accurately. A validation process that incorporates predictive coding can help demonstrate to the court and the opposition that the process is thorough and effective. Navigant’s extensive experience with TAR technologies has provided our clients with creative implementation strategies that help establish the facts of the case quickly and enhance the quality of review while lowering</p> |   |

the cost.

**Review** -Accelerates the document review process, improves reviewer consistency, and supports a flexible e-disclosure workflow without requiring prior native or TIFF file conversions. Key review features include: native viewer, redaction, decision tree tagging, nested review folders, and optimised review interface.

**Production** -Streamlines the e-disclosure process by offering efficient, scalable document production capabilities. The document production features allow users to complete the entire legal e-discovery workflow within our review solution. Key document production features include: native and image-based productions, integrated production folders, bates stamping, and rolling production support.

**Case Management** - Navigant provides market leading case management functionality that delivers consistently intuitive reporting and fully transparent results. Clients are fully integrated into the process of successfully managing and auditing the progress of their matters. Features of the functionality include full case analytics, multi-case architecture allowing ease of navigation, user management, extensive audit and activity reporting and highly customizable case by case configuration.

### **Computer Forensics**

Navigant's experts are skilled at interrogating a vast range of computer systems to identify relevant intelligence and evidence quickly, accurately and cost effectively. Navigant's professionals possess a unique blend of skills to help clients formulate their strategy, understand their position and deliver answers efficiently. Navigant adopts an agnostic approach to utilising market leading tools to ensure complete success with forensic collections and would analyse which tool is the best and most efficient fit for the client's needs and requirements. Navigant will provide detailed reasons and explanations for tool selection so that the client fully understands the service being provided to them. Navigant is able to intelligently interrogate data to meet specific client requirements which includes recovery of deleted material, analysis of artefacts and identification of malicious applications and/or data. Navigant will create a deliverable that is easy to comprehend and understand, be it witness statements, affidavits or expert reports.

### **Data Analytics**


The data analytics team at Navigant delivers strategic business solutions for clients requiring in-depth analysis of large, disparate sets of financial, operational, and transactional data. The team uses leading edge technologies and proven methodologies to identify, acquire, and transform massive amounts of complex and diverse information into workable databases. These tools allow for the development of new approaches to assessing and prioritising what is relevant when managing critical cases and issues. The team uses business and industry expertise to analyse problems or opportunities and identify solutions to achieve optimal outcomes for clients.

Navigant offers the collection, modelling and analysis of the content of databases (e.g. General Ledgers, accounting, HR systems, supply chain / logistics systems, Accounts Payable, CRM systems, customer transactions, etc.). Navigant has the critical combination of Business, Legal Process and IT knowledge to bridge the gap between the key players. This data can be displayed for general analysis, trending, review, and redaction in Navigant's secure on-line hosted environments.


Navigant's team works with outside counsel, client IT and business executives to understand the nature, scope and relevance of critical databases to the particular issue at hand in order to develop a defensible approach to preserving, analysing, and producing enterprise information. In a major investigation or litigation, it is critical to understand the relevant IT systems, how to acquire the data and protect it in the litigation, and how to derive value from the data in order to resolve the business issues.

Navigant offer in-depth reporting on the data associated with structured data by combining analytical methods and advanced graphical solutions, using software such as Tableau.

8.1.73 Netmaster Solutions Ltd (CaseLines)

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| <a href="http://www.caselines.co.uk">www.caselines.co.uk</a>  |  |
| <b><u>Company Description</u></b>   |  |
| <p>Netmaster Solutions Ltd provides systems to the legal sector for the preparation and presentation of electronic bundles. The CaseLines system is in use across law firms in the UK and around the world.</p> <p>The CaseLines system is well known for its ease-of-use in preparing electronic bundles and straightforward access to the electronic bundle by all parties. Lawyers can prepare and cross-reference the trial bundle in a collaborative and self-service manner while Counsel have early access to the papers and a quick turnaround to required changes.</p> <p>It is a mandatory requirement to present cases on CaseLines in the UK Supreme Court and the Judicial Committee of the Privy Council. Feedback on using CaseLines to prepare and present trial bundles is unanimously positive.</p> |  |
| <b>Legal e-Bundle Preparation</b>   |  |
| <p>CaseLines is a highly useful cloud tool for preparing legal electronic bundles of any size. CaseLines significantly reduces the time and effort required to prepare legal eBundles. CaseLines gives you secure and easy-to-use internet technology to collaboratively produce, disclose and deliver quality professional legal eBundles.</p>   |  |
| <b>How do I use CaseLines?</b>  |  |
| CaseLines is used in three complimentary ways:  |  |
| <b><u>1. Self Service</u></b>   |  |
| <p>Load documents directly into the electronic bundle using secure cloud-based facilities. No software to install and extremely easy to use. CaseLines automatically creates new versions of the index and re-paginates the e-Bundle, putting sections into date order automatically with sub-numbering for late arriving documents. Cross-referencing can be started early before the document set is finalised.</p>   |  |
| <b><u>2. Serviced e-Bundles</u></b>   |  |
| <p>Our experienced team creates the legal e-Bundle for you from the paper and electronic documents that you provide. After creation of the legal e-Bundle you review and modify the e-Bundle using secure cloud-based facilities.</p>   |  |
| <b><u>3. eBundle Distribution, Collaboration and Paperless Hearings</u></b>   |  |
| <p>CaseLines gives you paperless options for distributing legal e-Bundles to other parties and the courts. CaseLines provides secure email, cloud-based access and court room review apps. CaseLines imports bundles and documents prepared on other systems.</p>   |  |

8.1.74 NightOwl Discovery (Ireland)

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| <p><u>Company Description</u></p> <p>Founded in 1991, NightOwl Discovery helps companies in the most demanding industries reach their discovery, data investigations, data management and analysis objectives. Customised programs, technology, and consultancy, complement and maximise our clients' existing software investments in people, process, expertise, and technology. We offer services spanning the EDRM spectrum and the entire case portfolio, including information lifecycle governance and data remediation. We have grown as our clients' needs have. Headquartered in Minneapolis, Minnesota, we continue to grow our global team and technology centres, helping to ensure that clients have access to the talent and resources required. We have offices in New York, San Francisco, Nashville, Chicago, with our EU headquarters in Dublin, Ireland.</p> <p><b>We do this every day</b></p> <p>NightOwl Discovery is a global thought leader in discovery, having led the development of and contributed to numerous national and international standards in the discovery arena. Our team has significant experience in providing a wide range of discovery services to support investigations, regulatory reviews, and disputes/litigation.</p> <p><b>We work as your trusted advisor</b></p> <p>Identifying, preserving/collecting, and processing data is only where we begin. We understand the demands which a discovery project can bring, and the complex environment which corporations and law firms operate within. We pride ourselves on working as an extension of our client's team through all aspects of a project, explaining technical concepts in plain language, and taking an active role in negotiating a reasonable approach to each phase of a project. We frequently work with parties to make initial determinations on readily accessible versus not readily accessible data sources. We take an active role in assisting our clients and their legal advisors to develop and test keywords and other filters, allowing informed decisions to be made based on expert advice. We also assist in creating cost-shifting or burden arguments and assist in the use of predictive coding and other advanced analytics.</p> <p><b>We are ready</b></p> <p>We have invested heavily in our team, infrastructure, tools, and methodologies. Our team members are qualified and experienced in execution. We continually innovate and train our team on new methodologies and technologies, so that we can bring the best solutions for our clients benefit. We have extensive, documented, evidence management procedures which have undergone scrutiny in legal processes internationally. We are technology agnostic, meaning that we will choose the most appropriate tools for each phase of our clients' projects, ensuring our clients get the right fit for their needs, and at the right price. We have access to and extensive experience using the latest analytics and predictive coding technologies, which can bring significant risk reduction and cost savings to any project. Our dedicated secure data centres in Dublin, Hong Kong, Chicago, and Minneapolis are built for securely processing and hosting large volumes of data. Our hosted review platforms can be accessed from anywhere in minutes through a secure Internet connection, without the need for complex software and systems installation.</p> |  |

### **We have a certified, dedicated and scalable team**

At NightOwl Discovery, we believe that our team is our most important asset, and therefore our most important resource. We provide clients with access to a global team of subject matter experts, from our core delivery team in Dublin, to our technology experts and subject matter experts located across the US. We can manage our clients' eDiscovery requirements, seamlessly, at any time and from any location.

### Vendor Offerings

NightOwl Discovery provides the following services across the EU:

#### **Discovery Management**

As a leader in corporate discovery and information management for over 20 years, NightOwl Discovery has deep understanding in this complex high-stakes arena. Our end-to-end discovery services combine the most advanced technology and proven processes with 24/7 support from our lawyers and certified discovery specialists. NightOwl's dedicated team is always vetting the newest technologies so that we can deliver comprehensive evaluation on emerging products and best assess their capabilities in relation to our clients' needs. Our Dublin operations centre provides secure, high performance data processing, hosted review, advanced analytics and production capabilities. In addition, we offer data preservation and collection services across the EU. Work with us on a specific project or maximise the value of our services with a managed program built around your needs, processes, and long-term goals, for a fixed monthly program fee.

#### **Review Management**

Document review can represent the greatest commitment of time and money in disputes, investigations, and regulatory reviews. Using trained lawyers specially deployed for the purpose can reduce the costs significantly. NightOwl Discovery offers comprehensive document review services in support of litigation, pre-litigation, regulatory investigations and compliance matters. We bring unmatched experience in technology assisted review methods, including predictive coding and advanced analytics to bring considerable efficiencies to the process. Our project managers handle every detail while giving our clients full control and visibility throughout the process. The result is a faster, transparent, more accurate, and cost-effective solution.

#### **Incident Management & Forensic Investigations**

Businesses are faced with incidents ranging from employee misuse of computer systems, hacking, denial of service, through to sensitive data theft/loss and sophisticated cyber-attacks. Our rapid-response teams assist organisations from initial response through full forensic investigation and resolution of IT security incidents. Our understanding of the civil and criminal legal considerations at play, coupled with our experienced team and leading-edge technology, allow us to assist our clients in bringing an incident to a close with minimal impact and cost. Our experience of presenting evidence in a variety of legal and administrative processes means we have a focus on the end result from the very start.

#### **Information Management**

Organisations typically store vast quantities of structured and unstructured data, often in an ad-hoc manner and for longer than is necessary. This data can both pose significant risks to a business, in addition to holding untapped value. NightOwl Discovery helps our clients get the most from their data and significantly reduce the risks associated with it. This may start with the development of policies and procedures for data classification and retention, followed by an assessment and clean up (defensible deletion) of their existing data universe. Risks, such as breaches of IT security, computer misuse, data theft or loss, and competition law issues, can often be identified through a pro-active data-driven compliance assessment. Such early detection can prevent potential issues becoming a full-blown incident. Whether it is a pro-active email review, or managing large volumes of unstructured data through a migration in support of a merger or acquisition, we bring the latest technology coupled with our expertise and experience, to assist our clients with actively managing their data.

### **Strategic Consulting**

What's your company's discovery strategy? Let NightOwl Discovery guide you through this ever-changing landscape. Our seasoned consultants can evaluate your readiness for legal hold and recommend the tactics and resources you need to implement a robust and defensible process. From identifying potential sources of ESI to helping you deploy and manage your discovery technology, NightOwl experts bring a simple, smart, and systematic approach.

While discovery can typically be managed as a well-planned project, unfortunately the same is not the case when responding to an incident. The key to effective incident management is to have a plan in place, along with a trained team, both of which have been tested. No two organisations are alike, nor are any two incidents the same. Therefore, your response plan and team will be unique to your organisation. NightOwl Discovery can assist with in developing an effective incident management plan, implementing, and testing it. We leverage our extensive experience in managing incidents for our clients, to assist organisations in preparing for their own effective response.

### **Software Information**

At NightOwl Discovery, we are software and systems agnostic, meaning that we will choose the best solution for our client's projects. In our experience, there are hundreds of different technology solutions, which may be used to support each phase of a typical project, but there is no one technology, which can be effectively used to support all phases. As with all technology, each product has its own strengths and weaknesses, and all can fail without warning. To further complicate matters, the way in which a technology is implemented will also have its own unique advantages and disadvantages.

For each phase of a project, we will choose the most appropriate tools for the job. We also consider the technical capability of our clients and their legal advisors, and work with them to develop a solution, which best leverages existing capabilities.

Data collections require the greatest variety of tools and techniques, largely driven by the ever-expanding variety of data sources, which need to be collected. We always have more than one option for each data source type, as quite frequently one option won't work due to one reason or another. Our key tools for data collection are EnCase, Access Data FTK, and Cellebrite (mobile device acquisition).

Just like most cars have the same set of features, data processing tools and review platforms typically have very similar features. This is due to the fact that they are all designed to do the same thing. What's important is having the experience and quality control processes to detect when they fail (sometimes silently).

At NightOwl Discovery we primarily use Nuix and/or LexisNexis LAW for processing large volumes of unstructured data. We have found them to be very reliable at processing large volumes of data at high throughput rates. We have built robust processes around them, and are confident that they will deliver every time.

Relativity is our hosted review platform in our Dublin data centre. It is a full-feature review platform, which is accessed through our secure Internet connection using strong authentication. Two-factor authentication can be enabled upon request. We have found Relativity to be excellent at small, medium, and large scale reviews, allowing multiple review passes for any number of simultaneous reviewers.


Equivio Zoom is a tool which we use in conjunction with Relativity for analytics and predictive coding. It integrates seamlessly within the Relativity hosted platform allowing the review team to utilise all of its features without ever leaving Relativity.

We also utilize Clearwell, which along with Relativity, can be deployed as an appliance within our clients' environment, or can be used as a hosted solution through our Dublin data centre.

The use of all of our tools is surrounded by comprehensive, documented workflows, which have quality control steps built in at all key stages in the process.




8.1.75 Nuix

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| <a href="http://www.nuix.com/Enterprise-eDiscovery">http://www.nuix.com/Enterprise-eDiscovery</a>  |   |
| <p><u>Company Information</u></p>  |   |
| <p>Nuix began in 2000 with a vision of making vast quantities of unstructured data easily searchable. The result was a unique, world-class data processing engine which was commercialised in 2006. Nuix's patented parallel processing engine enables powerful and intuitive search across a virtually unlimited quantity of unstructured data.</p> <p>Over the past three years Nuix has seen over 400% revenue growth. It has built a team of high-calibre forensic investigation, eDiscovery, cybersecurity and information governance experts. As of 2015, Nuix has customers in over 50 countries, with a 99% customer retention rate. Its marquee customers include the world's leading advisory firms and litigation support providers; enterprises such as Barclays, Motorola, Credit Suisse and Airbus; and not-for-profit organisations such as the International Consortium of Investigative Journalists (<a href="http://www.nuix.com/case-study-ICIJ">www.nuix.com/case-study-ICIJ</a>).</p>   |   |
| <p><u>Software Information</u></p>   |   |
| <p>Nuix is the world's fastest and most scalable electronic discovery platform. It can extract content and metadata from small or vast quantities of unstructured data, in virtually any format, at unmatched speed and scale.</p> <p>Nuix offers a suite of powerful, integrated tools to streamline the entire eDiscovery process, including legal hold, collection, processing, culling, search, early case assessment, review and production.</p> <p>Powered by the patented Nuix Engine, <b>Nuix eDiscovery</b> directly indexes virtually all forms of unstructured information, in any language, and makes it easy to investigate, analyse, cull, review and export content. <b>Nuix Web Review &amp; Analytics</b> quickly and simply provides multi-user access to case data through a web browser, with powerful searching, data visualisation and analytics capabilities. <b>Nuix Director</b> is a web application for template-driven eDiscovery workflow automation. <b>Nuix Collector</b> performs survey and collection of data across individual systems or entire networks according to defined criteria.</p> <p>For those getting started in the discovery process, Nuix offers <b>Proof Finder</b>, which in return for a charitable donation to Room to Read (<a href="http://www.roomtoread.org">www.roomtoread.org</a>) allows the use of Nuix on smaller cases. So far Nuix users have raised more than \$150,000 for Room to Read, which has enabled communities in India, Laos, Nepal and Sri Lanka to build schools and libraries, publish local-language schoolbooks and support girls who want to finish high school.</p> |   |

## Chapter 8 – Supplier & Software Details


### 8.1.76 Omnia Legal Software Limited

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|---|---|
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| <a href="http://www.omniasoftware.co.uk">www.omniasoftware.co.uk</a>  |   |
| <b><u>Company Description</u></b>   |   |
| <p>Omnia Software, founded in 2012, was born out of Sue Nash's 25 years' experience advising on litigation costs. Sue is a renowned expert in the field of costs law and in particular the new discipline of costs management. She is also Managing Director of Litigation Costs Services Ltd, a legal costs consultancy offering full costs budgeting and billing services and specialising in group action and high value, complex actions.</p>   |   |
| <b><u>Vendor offering</u></b>   |   |
| <p>Since 1st April 2013, following the Jackson Reforms, there is a mandatory costs budgeting process for multi-track litigation cases with a value of up to £10M. One of the major prescribed litigation phases is disclosure. Cases such as Mitchell have made it vital that firms comply with the Rules and court directions. Solicitors therefore need to find solutions that enable them to comply and Omnia is a software solution that addresses this need. The need for a system to monitor legal spend against court mandated budgets has never been more important and Omnia enables solicitors to do this.</p> <p>In particular Omnia:</p> <ul style="list-style-type: none"><li>• Is a flexible, web-based solution accessible anywhere; it can be used on desktops, laptops, tablets and smartphones</li><li>• Enables firms to prepare Precedent H and, crucially, to monitor costs budgets</li><li>• Contains a dashboard for key date and budget alerts, which can also be emailed to fee earners and/or supervisors</li><li>• Analyses completed cases to produce template budgets for different types of case</li><li>• Enables importation of time from any case or practice management system</li><li>• Is clear and easy to use</li><li>• Is inexpensive with a user licence costing as little as £40.00 a month (or from £5 per month per case)</li><li>• Is fully scalable from a single user to hundreds</li></ul> |   |
| <b><u>On-going development</u></b>  |   |
| <p>Omnia is Software as a Service so users will be supplied with updates to accommodate, for example, the new J-codes. Current (Woolf) Bills and Schedules of costs can also be produced. New format (Jackson) bills and schedules should be available within a month of their format being announced (currently expected to be in May/June 2015). Using an analysis function already built into Omnia, a legal project management module has been scoped and is planned to be available during 2016, as is a module to enable the importation and comparison of opponent' costs budgets.</p>   |   |

8.1.77 Opus 2 International

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| <a href="http://www.opus2international.com">www.opus2international.com</a>  |   |
| <p><u>Company Description</u></p>   |   |
| <p>Opus 2 International is a court reporting and litigation software development company founded by Graham Smith-Bernal, the creator of LiveNote. Opus 2 provides cutting edge technology globally, with an emphasis on high quality services delivered through the cloud based software Opus 2 Magnum and Magnum Realtime.</p>   |   |
| <p><u>Vendor Offerings</u></p>  |   |
| <p><b>Opus 2 Magnum</b> – a proprietary document management and electronic bundling tool which has made paperless trials a reality and is revolutionising the way in which lawyers access, share and manage their documents in the trial preparation phase and beyond. A versatile tool – Magnum can be used at any stage of the litigation/arbitration lifecycle.</p>  |   |
| <p><b>Opus 2 Magnum Realtime</b> – a court transcription tool that allows access to the live feed of proceedings as the action unfolds. Realtime is a highly secure, sophisticated portal to your live hearings. Whether they occur in a nearby courtroom or an arbitration centre in another hemisphere, you may access the entire live proceedings from anywhere – not just from within the hearing room. At the conclusion of the day’s session, Opus 2 synchronises the audio from the live session to the final transcript, allowing all participants to log in and re-live any moment from the day’s proceedings.</p> |   |
| <p><b>Electronic Presentation of Evidence (EPE)</b> – any evidence called in the hearing room will be instantly displayed on any number of screens controlled by our experienced EPE officer. If used in conjunction with Magnum, individuals will be able to gain immediate access to their own versions of the documents (with all annotations) alongside the full, clean version of the document that is shared throughout the hearing room.</p>   |   |
| <p>Alongside the services listed, all clients will be given a dedicated, experienced Project/Case Manager who will act as a primary point of contact, providing consultative services throughout the client’s hearing and ensuring that the transition from a paper to electronic trial bundle runs efficiently and exceeds client expectations.</p>  |   |

8.1.78 Oyster IMS


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| <a href="http://oyster-ims.com">oyster-ims.com</a>   |   |
| <p><u>Company Description</u></p> <p>Oyster IMS is an independent, professional services company that helps organisations to extract value from the growing amounts of information they generate, receive, store and manage.</p> <p>Founded in 2003, and based in Central London we are experienced in information governance consulting, systems implementation and on-going support for clients all over the world.</p> <p>Our team delivers practical and effective information management solutions. We work across all sectors and have track records of providing information management solutions in financial services, government, pharmaceuticals, energy and more.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p><b>Consultancy</b></p> <p>Oyster IMS provides high quality professional consultancy services to a variety of organisations in a multitude of sectors. Typical examples of consultancy work include:</p> <ul style="list-style-type: none"> <li>Information Management Strategy</li> <li>Information Audit and Data Assessment Services</li> <li>Information Governance Maturity Assessment</li> <li>Information Architecture, Classification and Retention Policy</li> <li>Process Consulting</li> </ul> <p><b>Software</b></p> <p>We work with the world’s leading software vendors to provide solutions, to transform information and records management regimes, reduce storage overheads and meet compliance and regulatory requirements. Oyster IMS solutions are much more than just software, strategically aligned with effective, integrated workflow. Our partners include:</p> <p><u>HP Records Manager</u>: a scalable enterprise document and records management solution (EDRMS) that simplifies the capture, lifecycle management, security and access to information</p> <p><u>HP ControlPoint</u>: the leading information governance platform, offering centralised information governance connected to all your data. ControlPoint offers powerful tools for analysis, optimization, classification and policy application.</p> <p><u>MS SharePoint</u>: Our SharePoint practice includes information architecture, analysis, design and implementation together with configuration, policy development and data migration. All of this is backed by our on-going support services.</p> <p><u>Repstor</u>: Improve user adoption for SharePoint and ECM projects. Repstor is a simple, intuitive tool, which integrates with MS Outlook and helps encourage user adoption of SharePoint and other ECM systems. In short Repstor makes Outlook into the interface with your ECM systems and file shares.</p> <p><u>EzeScan</u>: Scan, capture, index and file your electronic and hard copy files. EzeScan allows a high degree of automation and is tightly integrated with most document and</p> |   |

records management systems, for easy and seamless information capture.


### **Implementation**

Oyster IMS offers implementation services for a comprehensive information management product set. Our skills and tested procedures ensure thoroughly tested installations, reliable configurations and smooth integration.

8.1.79 Payne Group (US)

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| <a href="http://www.thepaynegroup.com">www.thepaynegroup.com</a>  |   |
| <p><b><u>Company Description</u></b></p> <p>Since 1994, PayneGroup has become a leading provider of secure communication software including Metadata Assistant, the first metadata removal software on the market, Outlook Send Assistant, which prevents Reply to All, bcc and other potential accidental disclosures, and Redact Assistant, which is a redaction tool for Word and Excel files. The Workflow product division includes Forms and Numbering Assistants, which aid in the creation and formatting of documents thereby reducing the time required to create complex documents.</p> <p>PayneGroup also provides extensive professional services, ranging from software migration consulting and training services to project management and courseware development. PayneGroup has also authored 13 books on Microsoft Office, including their latest book, <i>Word 2013 for Law Firms</i>. While based in the United States, PayneGroup has clients in 56 countries worldwide in legal, government, corporate, entertainment and healthcare. PayneGroup is a Microsoft® Gold Partner and Donna Payne was named ILTA's 2013 Vendor Thought Leader of the Year.</p> |   |
| <p><b><u>Vendor Offerings</u></b></p> <p><b>SOFTWARE:</b></p> <p><b>Redact Assistant</b> – Redaction tool for use on native Word and Excel files without have to convert the file to a graphic image, and without losing application functionality on these files.</p> <p><b>Metadata Assistant</b> – Metadata/hidden data removal tool that includes a PDF converter and removes the most metadata from many different types of files.</p> <p><b>Outlook Send Assistant</b> – Prevents accidental disclosure when sending and responding to Outlook email messages.</p>  |   |

8.1.80 Planet Data Solutions (US)

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| <p>555 Taxter Road – Suite 150 – Elmsford, NY 10523</p>  |  |
| <p><a href="http://www.PlanetData.com">www.PlanetData.com</a></p>  |  |
| <p><u>Company Description</u></p> <p>Founded in 2001, Planet Data is a leading global Discovery Management firm that places a premium on industry expertise and client satisfaction. Planet Data offers best-in-class eDiscovery technology and services from Collection, Processing and Early Case Assessment to Technology Assisted Review. Recognized as a global leader in Early Case Assessment and Discovery Management Services, Planet Data is SSAE 16 Type II and US Safe Harbor certified.</p> <p>Planet Data is the exclusive home of Exego, the single-platform eDiscovery destination for processing, indexing, searching, culling and reviewing data. And now, the U.S. Patent and Trademark office has granted Planet Data US Patent #8,924,395 B2 for its eDiscovery text extraction process.</p> <p>The patent, titled <i>System and Method for Indexing Electronic Discovery Data</i>, is an invention for text extraction from embedded documents and objects during eDiscovery processing. Through the proprietary Planet Data process, text is extracted in a unique way to ensure search results are more accurate.</p> <p>Smart and simple, Exego completely processes data then combines the best of ECA and Review in one place, to deliver the stress-free experience clients want.</p> <p>We've assembled the best and most dedicated people in the industry to create a world class development team, a dedicated hosting team, and a squad of expert project managers that bring hundreds of cases of experience and a passion for problem solving to the table.</p> <p>Learn more about us <a href="#">here</a>.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Planet Data Services</p> <ul style="list-style-type: none"> <li>• eDiscovery Consulting</li> <li>• On-site and Virtual Data Collections</li> <li>• Exego ESI Processing, Early Case Assessment and Review</li> <li>• Advanced Analytics and TAR</li> <li>• Relativity Hosting and Review</li> <li>• Productions</li> <li>• Managed Review</li> </ul> <p>Learn more about our services <a href="#">here</a>.</p>  |  |

8.1.81 Proven Legal Technologies (PLT)

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| <a href="http://www.provenlt.com">www.provenlt.com</a>   |  |

At Proven Legal Technologies (PLT) we have the sector's foremost experts at our clients' disposal to advise them on addressing the rigours of **regulatory response, forensic investigations and e-disclosure processes**.

Our service is a highly consultative one. The PLT team works alongside our client from the outset and has the ability and experience to provide expert advice in any country or jurisdiction in the world.

Our high degree of technical competence is blended with an excellent knowledge of legal processes and requirements; a combination which allows us to draft Electronic Document Questionnaires (EDQs), to assist at Case Management Conferences (CMCs) and to provide expert reports.

PLT's understanding of the most complex IT systems enables us to determine searches that are reasonable, proportionate and cost-effective. Our combination of proprietary processing technology and market-leading secure review platforms ensures a level of dexterity and flexibility that cannot be achieved with commercially available packages alone.

Our experience and client base are equally broad. PLT is regularly instructed by leading law firms, financial institutions, corporate and high-value private clients in matters of regulatory inquiry, internal investigation, fraud, thefts of intellectual property and employment tribunals to name just a few.

We are proud to be a part of the G3 Good Governance Group, a specialist litigation support and global investigations business.

**Electronic Disclosure**

The PLT approach to e-disclosure involves the **identification, capture, processing, review and production** of large volumes of electronic documents and scanned images of hard copy as part of the process of disclosure in civil litigation. It is an approach that subscribes to the principles of the Electronic Discovery Reference Model (EDRM) whilst retaining an essential flexibility.

Our blend of technical knowledge and knowledge of court procedure is invaluable to our clients. All PLT experts are fully conversant with Part 31 of the Civil Procedure Rules and Practice Direction 31B. This allows us to take responsibility in key areas such as data mapping and the drafting of Electronic Document Questionnaires (EDQs), and to help guide counsel through Case Management Conferences (CMCs).

Proportionality and efficiency are paramount when intelligently identifying and extracting relevant data. Our use of keyword analytics helps to determine a search that is both reasonable and cost-efficient.

We securely employ the market-leading document review platforms Relativity® and Clearwell as well as harnessing the power of Technology Assisted Review (TAR). This technology can be deployed anywhere in the world to ensure the exact same processes are followed at all times and in all locations when data cannot be



transferred.

PLT also offers outstanding project management all the way through the e-disclosure process. Our advisers are on hand 24/7 to answer any questions a client may have as well as possessing the ability to train review teams and consult on efficient strategies and divisions of labour.

### **Forensic Investigations**

A forensic investigation is the science of determining who did what, where, when and how. The aim is to intelligently identify evidence, and pinpoint supporting relevant activity that may be of value, in a legally defensible manner. It is a discipline that can encompass a wide range of matters including deception/fraud, misuse of computers, cartel activity, competition law and intellectual property theft.

At Proven Legal Technologies, we capture all information that has the potential for relevance and then interrogate it to determine its relevance to the investigation.

We have the ability to investigate anything from a single computer, to a complex IT system or combination of systems, a smart phone or a tablet. All accessible material, including files and folders, deleted files, internet activity and other system files that can be used to determine user activity is incorporated into our investigation.

All investigations conducted by our team adhere to the Association of Chief Police Officers' (ACPO) guidelines on digital evidence. Failure to collect evidence in the proper manner can result in it being deemed inadmissible and our experts' thorough knowledge of both IT and court procedure ensures this never happens.

PLT also provides an outstanding expert witness service, and our experts have given evidence on numerous occasions in the High Court, the Court of Appeal and the International Court of Justice.

We are also well-versed in the execution of Civil Search Orders, incident response and the interrogation of documents or emails to determine their veracity.

### **Regulatory Response**

Regulatory investigation can be a challenging and confusing experience for those subject to it whether it comes as the result of a dawn raid or a Request for Information (RFI).

Such investigations are not launched without good reason and it is the element of suspected wrongdoing that makes them different to a traditional discovery process in the litigation sphere.

In all regulatory matters, a swift and correct response is crucial as the regulator may offer leniency or preferential treatment to those who choose to co-operate early. For that reason, it is of paramount importance that the client engages Proven Legal Technologies' services as soon as possible.

Whatever information is requested by the regulator quite simply must be provided. Our experience of working with regulators, whether the Serious Fraud Office (SFO), the Financial Conduct Authority (FCA), the Department of Justice (DoJ) or, in multi-jurisdictional cases, a body such as the European Commission (EC), is considerable. This depth of experience means our experts are able to work with the regulator to ensure the task is not unnecessarily onerous.

Our experts do this by determining a reasonable search, an efficient review strategy and workable deadlines, all of which save time and expense and present our clients in a favourable light before the regulator.

### **Consultancy**

PLT is a highly consultative organisation to whom our law firm partners regularly delegate much of the responsibility for Identification and collection of Electronically Stored Information (“ESI”). As such we regularly draft Electronic Document Questionnaires for the fee earners in difficult scenarios or where the ultimate client’s IT staff are not communicating effectively with the legal team.

### **EDQ and Case Management Conferences (CMC)**

In addition, PLT acts as an expert in the challenge of an opponent’s EDQ and/or processes; Our leadership team is made up of experts whose experience and reputations precede them. Their wide range of complementary capabilities combined with PLT’s uniquely consultative approach allows us to offer our clients a results-driven service tailor-made to their needs, they are regularly called upon to brief counsel or attend Case Management Conferences to pursue proper disclosure from those opponents.

### **Data Mapping/Early Data Assessment**

PLT has been a pioneer in the creation of ‘Data Map’ reports to assist the instructing party to meet its obligations as to a Reasonable Search. In our extensive experience the required approach is for informal interviews of the Client’s IT representatives to be conducted so that a full understanding of the storage systems and applications that may be associated with ‘Relevant Custodians’ can be understood and formally documented.

PLT has a great degree of experience in interviewing IT staff from a range of organisations from small to multi-national. We understand network topologies, storage systems and disaster recovery/archive procedures and technology.

Once the infrastructure and storage policies have been fully understood and any quantitative & qualitative sampling has been conducted, PLT provides advice as to those sources that require collection and those that it can be reasonably argued do not require collection. In both cases, a detailed explanation of why a source is required or why it can reasonably be ignored is provided so that the formal report can be used to support the reasonableness of a proposed collection process either before or at the Case Management Conference.

PLT is occasionally required to challenge the Search and Collection decisions and processes that are employed by the opponents and where necessary to support counsel in formalising these challenges.

### **Keyword Analytics / Contribution Lists**

The other main Unique Selling Point of PLT is its mid-process reports, enabling the client to understand the efficiency of any keyword filtering choices, PLT provides both Keyword Analytics and Contribution Analysis, enabling the client to determine which keywords are overly inclusive and should be mitigated therefore. These reports also highlight the interplay and combinations of individual key words so that further refinements can be made. PLT are able to provide multiple “iterations” of the analysis per batch of data processed until the client is satisfied that they have included relevant documents for review.

### **Software Tools**

#### **Data Processing Software**

ICE™

Over the last seven years, PLT has invested in the development of ICE™, a proprietary distributed technology that ensures a level of power, dexterity and flexibility that cannot be achieved with commercially available packages.

ICE™ allows clients’ electronically stored information (ESI) to be ingested, filtered

and processed with great speed and accuracy. Through ICE™, PLT has the in-house capability to process terabytes of data in one day which is, typically, far more than is required.

ICE™ continues to evolve and now provides enhanced reporting capabilities such as exceptions reporting and key word analytics. Such resources afford our consultants and clients unique insights into the data which allow them to make more informed decisions.

Its efficiency also relates to cost. PLT leads the market in reducing the expense attached to high quality ESI processing due to its investment and confidence in ICE™.

### **Document Review Platforms**

#### **Relativity®**

Relativity® “Best in Service”

Relativity® is one of the most popular e-discovery platforms in the market today. We recommend Relativity® where you expect larger volumes of data with several phases and a project growing in complexity. It is ideal for matters that employ multiple reviewers and when important redaction and production needs are expected. Relativity® possesses both linear and non-linear review capability and employs concept searching methods in an easy-to-use review platform which gives users the flexibility and scalability to handle any project.

PLT is the first vendor outside of the US to achieve ‘Best in Service’ and has four qualified Relativity® administrators, which is more than any other provider.

#### **Clearwell®**


Clearwell is an Early Case Assessment (ECA) tool and one of the leading electronic document review platforms. We recommend it when a review requires an investigative approach, when the data set is small to medium (less than 500GB), and/or when data protection/privacy restricts the first review to the country in which the data is stored.

Clearwell is very user-friendly. It can easily be shipped and installed on the client’s network, or isolated, to allow for a local review of data. PLT’s experts are experienced in hosting multi-jurisdiction reviews in Clearwell throughout Europe.


For further information please log on to our website at: [www.provenit.com](http://www.provenit.com), alternatively you can contact the team on +44 (0) 20 7015 5370.

## Chapter 8 – Supplier & Software Details

### 8.1.82 PwC PricewaterhouseCoopers LLP

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| <p>Electronically-stored information is growing faster than most organisations' ability to manage it. Typical information systems often hold vast amounts of data but are not designed to respond to critical incidents that create an immediate need for specific data to be preserved, analysed and produced.</p> <p>The Forensic Technology team at PwC helps clients to manage their electronic data and navigate the legal and business processes that are mandated by critical events ensuring quality at every stage and minimisation of risk to the client. We have extensive expertise in the following areas: information governance, legal and regulatory electronic disclosure, investigations relating to fraud, bribery, corruption, price fixing or other breaches of compliance, disputes and assertion or defence of claims (including warranty, breach of contract and other such claims).</p> <p>Our discovery and investigation support capabilities help clients to locate, capture and search their data to get to the right information fast, irrespective of data type, volume or location. Our document review tools and forensic data analytics allow clients and their lawyers to conduct early case assessment to determine the merits of an action, review evidence in fraud, corruption, compliance investigations, conduct privilege and relevance reviews and disclose responsive information to opposing parties or regulators. We can also assist with project management, drafting and implementing preservation orders, proving compliance, arguing reasonableness and proportionality, conducting first and second stage document review in any language and create electronic trial bundles.</p> <p>Our proactive information governance solutions help clients to understand their information and design appropriate programmes to reduce the risks associated with poorly managed information. In providing clients with a robust framework of controls we help to identify and address operational, security, compliance and discovery risks. Together, we implement good practice ahead of technology, account for readiness and maturity in a scalable way and take control of information to turn potential liabilities into assets.</p> <p>Our team comprises 1500 forensic technology professionals spanning 40 countries globally, with over 90 forensic technology staff in the UK based out of offices in London, Belfast, Birmingham, Leeds and Edinburgh.</p> |   |
| <p><b><u>Services</u></b></p> <ul style="list-style-type: none"> <li>• Legal and regulatory electronic disclosure:             <ul style="list-style-type: none"> <li>○ data capture</li> <li>○ data analysis</li> <li>○ data hosting and search</li> <li>○ production</li> </ul> </li> <li>• Document review</li> <li>• Investigation support</li> <li>• Project management</li> <li>• Electronic trial bundling</li> <li>• Information Governance/ Records Management</li> </ul>  | <p><b><u>Technology</u></b></p> <p><i>Data Collection:</i></p> <ul style="list-style-type: none"> <li>• Encase</li> <li>• Helix</li> <li>• FTK imager</li> </ul> <p><i>Decryption:</i></p> <ul style="list-style-type: none"> <li>• Passware</li> </ul> <p><i>Processing:</i></p> <ul style="list-style-type: none"> <li>• Nuix</li> </ul> <p><i>OCR:</i></p> <ul style="list-style-type: none"> <li>• ABBYY Recognition Server</li> </ul> <p><i>Data Hosting Platform:</i></p> <ul style="list-style-type: none"> <li>• Relativity</li> </ul> <p><i>Analytics:</i></p> <ul style="list-style-type: none"> <li>• Relativity Analytics</li> <li>• PwC eDiscovery Module</li> </ul> |

8.1.83 QuisLex

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| <a href="http://www.quislex.com">www.quislex.com</a>  |  |
| <p><u>Company Description</u></p>   |  |
| <p>QuisLex is an award-winning legal services provider specializing in executing complex document review projects for FTSE 100 and Fortune 500 companies, as well as Magic Circle and Am Law 100 firms throughout the world. Since its founding in 2004, QuisLex has been a pioneer in the offshore legal services industry. With more than 1000 lawyers, process experts, statisticians and linguists, QuisLex continues that tradition today by delivering solutions that reduce costs, mitigate risks, and enhance quality. The company's expertise in providing these benefits has been acknowledged by both clients and the legal industry at large, including being recognized by Chambers &amp; Partners as a Band 1 legal outsourcing provider, <i>The New York Law Journal</i> as a top managed document review provider, and the IACCM as its "Outstanding Service Provider" for contract management solutions.</p> |  |
| <p>To date, QuisLex has reviewed over three billion pages, created privilege logs running into tens of thousands of entries in highly compressed timeframes, worked on matters before most major jurisdictions and regulatory agencies worldwide and is the partner of choice for many of the world's leading law firms. The company's clients trust it with complex, highly visible bet-the-company matters, such as global regulatory investigations in the financial services industry or decisive patent litigations in the technology industry. It also has significant experience in competition/antitrust matters and FCPA/anti-bribery investigations.</p>  |  |
| <p>QuisLex has assisted numerous clients in responding timely and efficiently to high-profile, high-stakes investigations by the Financial Conduct Authority, Serious Fraud Office and Office of Fair Trading in the UK. It has also assisted in regulatory and internal investigations throughout the EU and before the European Commission, as well as the Securities and Exchange Commission, Department of Justice, Federal Trade Commission, FINRA and OFAC in the US.</p>   |  |
| <p>QuisLex holds the ISO 9001:2008 certification for its Legal Quality Management System and the ISO/IEC 27001:2013 certification for its Information Security Management System. QuisLex holds EU and Swiss Safe Harbor self-certifications and is both SSAE 16 (formerly SAS 70 Type II) and HIPPA compliant.</p>   |  |
| <p><u>Vendor Offerings</u></p>  |  |
| <p>The company's litigation services focus around its core managed document review service, which includes complete end-to-end project management and quality control and seamlessly integrates with outside counsel. QuisLex helps clients to prepare for the first CMC and compile defensible and proportionate disclosure strategies, as well as accurate cost budgets. QuisLex also prepares privilege logs, performs redactions for privilege, trade secrets and confidentiality and have vast experience with reviews involving multiple languages, including French, German, Italian and Mandarin.</p>   |  |
| <p>Many clients involve QuisLex early in a matter to perform services that some might not traditionally associate with a document review provider. While document review companies may routinely review the documents provided to them, a key aspect of QuisLex's value-add is to proactively identify efficiencies for their clients, which allows them to streamline the process and review fewer documents where possible. This can include making large scale changes to search terms and finding other ways to cull document sets, or creating matter-specific strategies to optimize review.</p>  |  |

On the back end, clients rely on QuisLex to leverage the expertise gained during the review (knowledge of the documents, custodians, important issues, and key facts) to assist law firms with post-review activities such as preparing for depositions. This pairing allows law firms to focus on the substantive aspects of the matter, while QuisLex can perform the more labour intensive but nevertheless critical activities such as searching for, analysing, or summarising specific factual content. Having recently been immersed in the document population, QuisLex lawyers are well-positioned to leverage the company's search and analytics expertise to perform these activities, and as permanent employees, they remain available despite the common start and stop nature of these post review stages.


The company's execution and delivery is further enhanced by the involvement of their Quality Team comprised of Six Sigma Master Black Belts, Black Belts and Quality Analysts whose sole function in the company is to monitor and improve the quality of the work product they deliver. This team serves as an independent check on every project and contributes significantly to their industry leadership. The company's Six Sigma rigour and the expertise of their Quality Team allow them to execute projects on shorter time frames and with a higher degree of quality and budgetary certainty.

QuisLex also utilizes a highly specialized Legal Technology Group comprised of search specialists, linguists and statisticians that test, refine and validate search results, use statistically valid sampling methodologies backed by advanced statistical concepts to test results, and create efficient iterative feedback loops to drive quality and efficiency at every stage of the project.


### **Software Knowledge**

While QuisLex does not provide its own document review platform or software, they have experience with all of the major platforms, such as Relativity, Kroll OnTrack, Xerox, Documatrix and Ringtail. A key function of its Legal Technology Group is to leverage the capabilities of the client-chosen platform, implementing sophisticated search and other analytical tools to create intelligent workflows. QuisLex also maintains a team of technologists and programmers who are able to design customized applications (e.g., a privilege log processing application) in cases where a given review platform does not provide certain functionality. At all times, QuisLex remotely and securely access the review platform, meaning that the data is never hosted by QuisLex but remains hosted by the corporate client, law firm or third party technology vendor.

8.1.84 RAID (Realtime Alert Investigation & Discovery)

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| <a href="http://www.raidtech.co.uk">www.raidtech.co.uk</a>   |   |
| <p><u>Company Description</u></p> <p>We provide an innovative software as a service (SaaS) solution utilising open source intelligence (OSINT) and social media intelligence (SOCMINT) for the law enforcement and security sectors.</p> <p>Our flexible platform can process masses of data from an extensible range of sources and incorporates advanced technology to visualise geo-temporal data, transforming the way organisations use social media.</p>   |   |
| <p><u>Vendor Offerings</u></p> <p>Advanced social media monitoring and secure intelligence gathering platform.</p> <p>RAID (Realtime Alert Investigation &amp; Discovery) is designed specifically for the law-enforcement and security sectors.</p> <p>Users can easily extract actionable intelligence and evidence from multiple data sources to assist investigations. Using a powerful arsenal of tools for collection, review and disclosure of social media intelligence data (SOCMINT) both in real-time and historically - is simple.</p> |   |

8.1.85 Recommind

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| <a href="http://www.recommind.com">www.recommind.com</a>  |  |
| <p><u>Company Description</u></p> <p>Recommind is a leader in information intelligence, delivering breakthrough software applications that harness the power of information to solve concrete business problems. Recommind customers include AstraZeneca, BMW, Cisco, Clifford Chance, Marathon Oil, Morgan Lewis, the U.S. Securities and Exchange Commission (SEC), Swiss Re, the U.S. Department of Energy (DOE), White &amp; Case and WilmerHale. Recommind has offices in London, New York, Boston, Sydney and Bonn, Germany and is headquartered in San Francisco. For more information go to <a href="http://www.recommind.com">www.recommind.com</a>.</p>   |  |
| <p><u>Vendor Offerings</u></p> <p>Recommind's Product Suites</p> <p><b>The Core Platform</b></p> <p>All Recommind products are built on top of the powerful CORE platform (Context Optimised Relevancy Engine), a fully integrated set of technologies that deliver the most accurate information - irrespective of language, type, volume, or keyword - to the applications and users who need it, automatically.</p> <p><b>Axcelerate – eDiscovery</b></p> <p>Only Recommind offers an end-to-end eDiscovery solution available on-premise and in-the-cloud, with license and subscription options to meet the needs of any corporation or firm.</p> <p><b>Axcelerate ECA &amp; Collection</b></p> <p>Preserve, Collect, Process and Analyse ESI quickly across the enterprise</p> <p><b>Axcelerate Review &amp; Analysis</b></p> <p>With unique Predictive Analytics and Predictive Coding functionality, Axcelerate Review &amp; Analysis is able to pinpoint key documents quickly while automatically assessing issue relation, document responsiveness, and privilege—whether all or only a portion of a collection is reviewed.</p> <p><b>Axcelerate eDiscovery On-Demand</b></p> <p>ECA, processing, review, analysis and production all in one hosted electronic discovery solution. Axcelerate Unlimited ECA, processing, review, analysis and production all in one hosted electronic discovery solution for a set price.</p> <p><b>Decisiv Search</b></p> <p>Providing knowledge workers with access to the information they need securely, instantly and in context. Access information scattered across the enterprise and beyond with accurate, automated concept search.</p> <p><b>Decisiv Search - Content Delivery for SharePoint®</b></p> <p>CDS provides enterprises with an easy way to deliver relevant content to SharePoint 2010 from various data sources without moving the data.</p> <p><b>Decisiv Search - QwikFind</b></p> <p>QwikFind allows users to find information from anywhere on the desktop, without opening a separate application.</p> |  |



### **Decisiv Search – Projects & Expertise**

Projects & Expertise allows employees to identify and benefit from the


### **Decisiv Categorisation**

Using Reconnind's powerful automatic categorization and concept search engine, organizations can dramatically reduce the time and effort needed to organise, tag and manage information.

8.1.86 Resolution1 Security

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| <p><a href="http://www.resolution1security.com">www.resolution1security.com</a></p>   |  |
| <p><u>Company Description</u></p> <p>Resolution1 Security, a spin-off of AccessData Group founded in 1987, delivers the world’s most advanced and intuitive incident resolution solutions – including e-discovery and cybersecurity - for global enterprises and governments.</p> <p>Headquartered in Menlo Park, California, Resolution1 has offices worldwide including United Kingdom, Singapore, Germany, Dubai, Washington, DC, New York, Lindon and Houston; as well as training centres in Germany, Japan, Netherlands. United Kingdom, United States.</p> <p>Whether organizations are protecting critical assets from attackers, seeking to resolve an incident in real-time, or collecting evidence to pursue legal action – Resolution1 has you covered.</p>   |  |
| <p><u>Vendor Offerings</u></p> <p><b>Resolution1 eDiscovery</b></p> <p>Resolution1 eDiscovery equips IT and corporate legal teams to efficiently and seamlessly conduct enterprise-wide search, targeted collection, systemized preservation, litigation hold, processing, data assessment and complete legal review – all while keeping costs in line and reducing risk.</p> <p><b>Resolution1 CyberSecurity</b></p> <p>Resolution1 CyberSecurity equips security-conscious organizations to confidently respond to, validate and resolve security incidents in a fraction of the time it takes using traditional approaches. Unlike other security products, Resolution1 CyberSecurity provides the visibility, context and automation required to identify security breaches as they are unfolding, enabling security teams to quickly focus on the incidents that matter.</p> |  |

8.1.87 Smith & Williamson LLP

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| <a href="http://www.smith.williamson.co.uk">www.smith.williamson.co.uk</a>   |   |
| <p><b><u>Company Description</u></b></p> <p>Smith &amp; Williamson was founded in Glasgow in 1881 and has, for many years, combined an independent firm of accountants with an investment management and private banking house. Our business spans 12 principal offices and 1,500 staff located across the UK and Ireland with a turnover of approximately £212 million to April 2013. We provide audit &amp; accountancy, forensic services, tax and financial advisory services to corporates, owner-managed businesses, professional practices and private clients.</p> <p>At Smith &amp; Williamson, our prime aim is to help clients achieve their financial ambitions, both corporate and personal, focusing on wealth creation, wealth management and wealth preservation. This unique approach singles us out from our peers and larger competitors, being the only UK financial services firm to combine a top 10 accountancy practice (Accountancy Age 2014) with an investment management and private banking house.</p>  |   |
| <p><b><u>Vendor Offerings</u></b></p> <p><b>Forensic technology</b></p> <p>Our forensic technology team provides a scalable and technically focused solution to issues surrounding the recovery, retention, investigation and presentation of electronic data, both in investigations and during the disclosure process.</p> <p><b>Our team</b></p> <p>With over 40 years' combined experience, our team consists of former police officers, IT professionals and lecturers who are not only technically adept, but commercially minded ensuring minimal disruption to a client's business. We can assist those less experienced to gain the maximum benefit from the technology and suggest appropriate ways to maintain proportionality.</p> <p><b>Investigations</b></p> <p>Working together with our forensic investigations team, we investigate both criminal and civil cases and can:</p> <ul style="list-style-type: none"> <li>• secure electronic data using overt or covert techniques</li> <li>• review servers with minimal disruption to networks</li> <li>• identify and recover deleted and hidden data from all forms of electronic media</li> <li>• provide clear, non-technical reports on our findings.</li> </ul> <p><b>e-disclosure</b></p> <p>We offer a complete e-disclosure solution that:</p> <ul style="list-style-type: none"> <li>• consults, collects and prepares documents for electronic review</li> <li>• reduces the cost of e-disclosure through flexible charging structures</li> <li>• saves time and money through more cost-effective planning</li> </ul> |   |

- simplifies even the most complex e-disclosure exercise through advanced analytics
- delivers cost efficiency to clients
- allows our clients to regain control of the case.

At the heart of our e-disclosure solution is IPRO Enterprise - featuring Early Case Assessment, web-based review including computer assisted review, near duplicate analysis, concept clustering and high speed processing tools. With these tools, clients can choose to manage the e-disclosure process themselves or our multi-disciplined team is on hand to guide them through any stage of the process if required. By working as part of the client team, we give the insight and assistance needed to ensure a smooth e-disclosure exercise every time.

8.1.88 Stroz Friedberg

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| Capital House, 85 King William Street, London, EC4N 7BL  |                        |
| <a href="http://www.strozfriedberg.com">www.strozfriedberg.com</a>   |                        |
| <p><u>Company Description</u></p> <p><b>Stroz Friedberg</b> was founded in 2000. Headquartered in New York, NY, Stroz Friedberg currently has 12 client-facing office locations in the United States and the United Kingdom, two dedicated Data Centres (US and UK) and a Research and Development Centre. Our staff has significant government litigation and investigatory experience, including as former federal and state prosecutors and federal agents, and have held key leadership positions in government, civic, and corporate organisations breaking new ground in the areas of digital fraud investigation, cybercrime, eDisclosure, data preservation, and data breach response. We regularly are called upon to provide expert witness services and often are appointed by Courts as independent experts in forensics and electronic disclosure matters.</p> <p>Our team of developers is led by Michael Sperling, the designer of our proprietary platform, who holds a PhD in Computer Science. Our developers and engineers have been creating advanced analytics for many years; well before the current industry buzz surrounding predictive coding. From the start, Stroz Friedberg was focused on advanced analytical offerings such as AutoSuggest (predictive coding), Stroz Extract (extracting structured data from unstructured text), Stroz Elevate (rules-based natural language processing which automatically classifies documents), and Privilege Analytics (identifies and classifies potentially-privileged documents). Our Oracle-based platform also incorporates patented sentiment analysis technology (Warm Touch), unsupervised clustering, latent semantic analysis, proprietary near-duplicate detection for which a patent application is pending, automated redaction, and a proprietary tool used to extract and log Personally Identifiable Information contained within client data (PII Extraction Module). Moreover, we were the first to offer a fully mobile processing, review, and production platform—NOMAD – to deal with clients’ data privacy requirements. NOMAD devices have been deployed successfully across the globe in some of the most sensitive matters where we are currently hosting multi-terabyte document collections.</p> <p>Our engagement managers and eDisclosure specialists responsible for overseeing client matters have experience guiding clients through the nuances of technology assisted review, ensuring that clients achieve their desired results in the most cost efficient manner. We have helped many organisations assure opposing parties (and government regulators) about the actual digital facts by leveraging our reputation for objectivity, getting it right, and demonstrating the highest level of skills in digital forensics and eDisclosure. Stroz Friedberg is a global leader in investigations, intelligence and risk services. To help our clients manage risks, we have assembled a collection of the brightest minds in the fields of Digital Forensics, Incident Response, Security Science, Intelligence and Investigations, Data Disclosure, Forensic Accounting and Compliance. Together, we are driven by a defining purpose: seeking truth for our clients.</p> <p>Stroz Friedberg has offices in London, Zurich, and Hong Kong as well as across the United States. We can provide forensic collections in almost any country worldwide and can host eDiscovery data from our highly secure data centres in New York, London and Zurich. Where data cannot leave a client site, we are also able to provide our Oracle based processing and hosting in a mobile “Nomad” solution. We have successfully run eDisclosure projects involving over 8 Tb of data on these</p> |                        |


Nomad solutions.

Our Engagement Managers include law enforcement and regulatory personnel as well as technology lawyers and information security professionals. We provide consultancy to assist with the full spectrum of the EDRM, and to support the application of appropriate legal eDisclosure protocols such as the TeCSA protocol. We specialise in providing advice and tools to scope and preserve data collections and achieve defensible reductions in data for review, as well as bringing to bear TAR and other technologies to reduce the burden of document review. We routinely collect and process non-standard types of data.

### Vendor Offerings

Stroz Friedberg offers processing and hosting for review through our proprietary platform, Stroz Review®, incorporating our Early Case Assessment tool, First Glance. We also offer hosting through kCura's Relativity platform.

8.1.89 Symantec

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| <p><u>Company Description</u></p> <p>Symantec protects the world’s information, and is the global leader in security, backup and availability solutions. Our innovative products and services protect people and information in any environment – from the smallest mobile device, to the enterprise data centre, to cloud-based systems. Our industry-leading expertise in protecting data, identities and interactions gives our customers confidence in a connected world. More information is available at <a href="http://www.symantec.com">www.symantec.com</a> or by connecting with Symantec at: <a href="http://go.symantec.com/socialmedia">go.symantec.com/socialmedia</a>.</p>   |   |
| <p><u>Vendor Offerings</u></p> <p>Symantec eDiscovery Platform powered by Clearwell.</p> <p><b>Intelligent Electronic Discovery Software</b></p> <p>The Symantec eDiscovery Platform powered by Clearwell brings transparency and control to the electronic discovery process. From collection to production, our workflow speeds time to resolution, improves accuracy and lowers costs. With better insight and less complexity, the eDiscovery Platform enables you to focus on strategy and create business value.</p> <p><b>Key Features</b></p> <p><i>Transparent Predictive Coding</i></p> <p>Open up the black box of technology-assisted review with <a href="#">Transparent Predictive Coding</a>. This feature leverages machine learning technology to improve the efficiency and effectiveness of traditional linear review with increased accuracy, workflow defensibility, and tagging transparency.</p> <p><i>Audio Processing, Search, &amp; Review</i></p> <p>Multimedia content is growing rapidly within organizations and recent regulatory activity, including the Dodd-Frank Act, has brought these file types into the electronic discovery spotlight. Symantec offers <a href="#">a powerful phonetic-based solution</a> for rapidly processing audio content and making it immediately available for search and review.</p> <p><i>Enterprise Vault Collector</i></p> <p>Manage data through the entire <a href="#">EDRM</a> workflow with a single application by collecting content directly from Enterprise Vault. Using Enterprise Vault Collector you can apply legal holds to content in the archive from the eDiscovery Platform.</p> <p><i>Distributed Architecture</i></p> <p>Quickly and easily add capacity on demand with the distributed architecture of the eDiscovery Platform. For the largest and most complex cases, this flexibility improves processing speed, user scalability, and export efficiency.</p> <p><b>Key Benefits</b></p> <p>Bring transparency and control to the entire electronic discovery process from legal hold and collection through production with a single platform and reduce costs.</p> <p>Reduce the time of attorney document review and cut costs by up to 98% with Transparent Predictive Coding.</p> <p>Speed time to resolution and lower costs by reducing information for review by 90%.</p> <p>Improve productivity of legal and IT staff immediately with an intuitive interface that is easy to</p> |   |

use with minimal training.


Deploy the eDiscovery Platform as a single unified application or tailor the solution with just the modules you need.




8.1.90 SYSTRAN (France)

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| <a href="http://www.systransoft.com">www.systransoft.com</a>   |  |
| <p><u>Company Description</u></p> <p>For over four decades, SYSTRAN has been the market leader in language-translation products and solutions. With the ability to facilitate communication in 130+ language combinations, SYSTRAN is the leading choice of global companies, Defense and Security organisations, and Language Service Providers.</p> <p>SYSTRAN is headquartered in Seoul with offices in Daejeon, South Korea; Paris, France; and San Diego, North America.</p>  |  |
| <p><u>Vendor Offerings</u></p> <p><u>SYSTRAN Relativity Connector</u></p> <p>The SYSTRAN Relativity Connector provides a bridge between Relativity and the SYSTRAN Enterprise Server allowing you to securely translate confidential information in real-time. Our software has the capability to translate in 45+ languages and can also be customised to translate domain-specific information, making it useable in every industry.</p> <p>With over 40 years in the automated translation business and customers worldwide, SYSTRAN provides you with the quality software necessary to quickly understand and make searchable large volumes of multilingual documents during the e-discovery process.</p> |  |


8.1.91 The Oliver Group

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|---|---|
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| 29 Wilson St, London, EC2M 2SJ  |   |
| <a href="http://www.the-olivergroup.com">http://www.the-olivergroup.com</a>   |   |
| <p><u>Company Description</u></p>   |   |
| <p>The Oliver Group (TOG), founded in 1997, provides data forensic and media restoration e-discovery services to corporations, litigation support providers, and law firms.</p>   |   |
| <p>TOG is a proven, reliable partner with extensive experience that includes some of the world's most publicized corporate legal actions of the last decade. Our North American headquarters are located in Connecticut and our European Union headquarters are located in London.</p>  |   |
| <p><b>What We Do</b></p>  |   |
| <p>TOG helps clients navigate the early stages of the e-discovery process through service offerings that include:</p>   |   |
| <ul style="list-style-type: none"> <li>• Data Acquisition &amp; Forensic Analysis.</li> <li>• Media Restoration &amp; Conversion.</li> <li>• Data Preservation &amp; Remediation.</li> <li>• Data Filtering, Culling and Searching.</li> <li>• Litigation &amp; Compliance Readiness Assessments.</li> <li>• Consulting &amp; Project Management.</li> </ul>  |   |
| <p><u>Vendor Offerings</u></p>  |   |
| <ul style="list-style-type: none"> <li>• Data Acquisition &amp; Forensic Analysis – onsite or remote</li> <li>• Media Restoration &amp; Email Conversion – via Native process<br/>e.g.: GroupWise to .pst</li> <li>• Data Preservation &amp; Remediation<br/>One to one copy,</li> <li>• Data Filtering, Culling and Searching</li> <li>• Data Migration<br/>e.g.: Exchange to Office 365 from backup tapes</li> <li>• Legacy System Decommissioning</li> <li>• Litigation &amp; Compliance Readiness Assessments</li> <li>• Consulting &amp; Project Management</li> </ul> |   |
| <p>We use industry standard tools such as Encase, FTK, Cellebrite, etc. as well as our own fully defensible developed in house software.</p>  |   |

8.1.92 The Review People

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| Maggi Healey   |  |
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| +44 (0) 20 3667 5007<br>+ 44 (0) 7932 714593   |  |
| 38 Commercial Street, London<br>E1 6LP   |  |
| <a href="http://www.thereviewpeople.com">www.thereviewpeople.com</a>   |  |
| <p><u>Company Description</u></p> <p>Maggi Healey (Solicitor and former litigator) and Toby Berryman (eDisclosure recruiter and head-hunter) are the joint owners and directors of The Review People which was started in 2012. Simply put:</p> <p>"The company is about People and we specialise in Review."</p>  |  |
| <p><u>Vendor Offerings</u></p> <p>E disclosure review services for Litigation, Investigations and Arbitrations.</p> <p>The company provides experienced professional contract reviewers, in particular, foreign language and also provides consultancy services for review strategy in e disclosure.</p> <p>Their USP is their hands on experience in the e disclosure review market that enables them to work with and bid for, work with technology service providers, ( such as Iris Data Services) offering a genuine ' end to end ' service in e disclosure as well as providing reviewers on a temporary basis for individual projects. Consultancy service for review strategy from collection to exchange.</p> <p>Clients include city law firms, consultancies , technology service providers</p> |  |

8.1.93 TransPerfect Legal Solutions

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|---|--|
| Robert Wagner (EU Practice Manager)   |  <p><b>TRANSPERFECT</b><br/>LEGAL SOLUTIONS</p> |
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| 45 Moorfields, 5 <sup>th</sup> Floor, London EC2Y 9AE   |  |
| <a href="http://www.transperfectlegal.com">www.transperfectlegal.com</a>  |  |
| <b><u>Company Description</u></b>   |  |
| <p>Since our founding in 1992, TransPerfect Legal Solutions (TLS) has completed more than 120,000 legal projects across every imaginable legal field and practice area. For 20 years TLS has been providing a comprehensive suite of solutions that facilitates every aspect of our clients’ legal matters. From e-discovery and deposition services to virtual data rooms for M&amp;A and bankruptcy cases, TLS is a full service provider for the global legal industry.</p> <p>As a specialised division of TransPerfect, the world’s largest privately held language services provider, TLS is the only legal support services company that also offers a full array of translation, interpretation and other multilingual solutions. Supported by over 80 offices on 5 continents, TLS is a trusted provider of every Global 100 law firm, as well as many FTSE 100 companies.</p> <p>TLS offers expert solutions in every practice area. Here are just a few examples of how TLS can lighten your caseload:</p> <ul style="list-style-type: none"> <li>• <b><u>Litigation Support</u></b> – TLS provides a full suite of services to support each case from start to finish. From early case assessment to digital closing book technology, our customizable solutions will help your firm save time, cut costs and significantly streamline the management and organization of your multilingual documents and ESI. Our skilled ESI consultants and cutting-edge hosting solutions will help simplify the discovery process, allowing you to focus on your case and not the rising stack of boxes in your office.</li> <li>• <b><u>M&amp;A / Bankruptcy &amp; Restructuring</u></b> – Our dynamic virtual data room technology, Deal Interactive, allows you to efficiently manage and share all transaction documents and communication through a centralized, ease-to-use platform on the web. Offered in over 20 languages, Deal Interactive is the world's only multilingual virtual data room.</li> <li>• <b><u>Intellectual Property</u></b> – Having translated over 250,000 patents, TLS has the in-depth knowledge and understanding that only an experienced firm can offer. Our linguists are specialized in a variety of technical areas, including: biology, chemistry, engineering and physics. We also offer cutting-edge Translation Memory technology that can significantly reduce the costs associated with translation of global patents.</li> </ul> |  |
| <b><u>Services Offered by TLS</u></b>   |  |
| <b><u>Digital Preservation and Forensics</u></b>  |  |
| <p>TLS maintains laboratories located in the EU, US and Asia. TLS’s 20 forensic examiners are available to deploy to client sites for on-site preservation and/or analysis. TLS Digital Forensics professionals have testified via deposition, affidavit, courtroom jury and bench trials and hearings 70+ times in both criminal and civil proceedings.</p>  |  |
| <b><u>E-Discovery Processing</u></b>  |  |
| <p>TLS utilizes industry-leading e-discovery tools that process data to meet even the most complex specifications. TLS’s proprietary processing engine Digital Reef offers unparalleled processing speeds by ingesting and indexing up to 17 terabytes per day making it the fastest processing engine in the industry.</p>   |  |
| <p>TLS’s e-discovery processing team is trained and certified in all major review platforms</p>   |  |

(Relativity, Ringtail, Concordance, Summation, etc.) to ensure that data is effectively processed for all end-level uses.

While TLS regularly processes English language datasets, we employ an industry-leading, highly specialized process for handling foreign language datasets. By utilizing Unicode-compliant tools and qualifying the output with a certified linguist, we ensure that linguistic content is analysed and preserved throughout the life of the project.

### **Data Hosting**

TLS offers technological solutions that allow law firms, corporate legal departments and co-counsel alike to host, review and cull down large document sets for litigation and arbitration, as well as manage M&A due diligence/closing documents. TLS's hosting platforms include: **Relativity** for litigation & arbitrations, **Digital Reef** for early case assessment and **Deal Interactive** virtual data rooms for M&A or bankruptcy due diligence documents.

TLS has developed a proprietary translation-on-the-fly tool that works directly within the Relativity interface. This machine translation functionality allows instant translation between any of 33 different languages: Arabic, Simplified Chinese, Traditional Chinese, Dutch, English, French, German, Greek, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish, Bulgarian, Czech, Danish, Finnish, Hausa, Hebrew, Hindi, Hungarian, Norwegian, Pashto, Persian, Polish, Romanian, Serbian, Somali, Thai, Turkish and Urdu.

TLS has also built a human translation workflow into Relativity, which can push documents into the TLS human translation pipeline, thereby minimising the client-side administrative overhead of handling translations.

TLS has been re-certified as the "**Best in Service**" designation which is exclusively reserved for Relativity Premium Hosting Partners who pass a rigorous audit of their technological and service capabilities. This audit is conducted by kCura, the Chicago-based company that develops Relativity. The goal of the program is to recognise partners (like TLS) who consistently go above and beyond to provide an excellent Relativity experience for their clients. TLS are now at the "**Orange Level**" within this designation, the highest option available.

### **Document Review**

In cases where large volumes of documents must be scrutinized in one or more languages, TLS regularly provides linguists for on-site work at any location needed.

### **Language Services**

TLS is a specialized division of TransPerfect, the world's largest privately held language services provider. As such, TLS combines the resources and global footprint of TransPerfect with an in-depth knowledge of the legal industry to provide language solutions specifically designed for the legal field. With experience in over 170 languages, TLS is truly a one-stop-shop for all your language service needs.

### **Court Reporting**

TLS court reporting specialists are trained to meet the extensive challenges associated with large-scale international litigation. Drawing on teams of experienced court reporters and videographers, as well as multimedia and language professionals, TLS offers a full spectrum of deposition support and court reporting services backed by our renowned commitment to client service.

### **Paper Discovery and Disclosure**

On top of providing superior digital solutions to manage your legal documents, TLS offers traditional reprographic and document management services.

### **Legal Staffing**


At TLS, finding the perfect temporary or permanent candidates to suit your organization's legal staffing needs is what we do best. Whether managing a confidential legal project,

## Chapter 8 – Supplier & Software Details

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efficiently handling peak workloads, or recruiting a permanent placement, TLS Legal Staffing can furnish talented legal professionals and specialists for any field and across all levels.

8.1.94 Trusted Data Solutions Ltd

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|---|---|
| Debbie Williams   |  |
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| Unit 2, Cefn Coed Business Park, Nantgarw,<br>Cardiff. CF15 7QQ   |   |
| <a href="http://www.tdsllc.co.uk">www.tdsllc.co.uk</a>  |   |
| <p><u>Company Description</u></p> <p>Trusted Data Solutions is the leading provider of backup tape restoration, strategic tape discovery, big data migration, email processing, and audio tape conversion services. TDS services offered include proactive tape discovery which strategically and defensibly assists clients to reduce the cost and risk of maintaining legacy data they are not mandated to keep, and <b>AtOM</b>, the email archive industry’s only true services based migration solution for migrating from an on premise archive to a cloud based services provider. We provide these services in support of litigation, compliance, risk management and disaster recovery</p> <p>With offices in New York, Los Angeles, London and Wales (UK), TDS is the trusted partner of corporations, consultancies, leading electronic disclosure providers and law firms, offering its top tier services and project management to clients around the world.</p> <p>Our specialist team includes leading innovators in the field of backup tape related electronic disclosure and legacy data management. With 30 years' experience, we are committed to upholding the highest ethical and professional standards whilst maintaining client confidence and trust. Our streamlined project management methodologies and reporting capabilities allow projects to run efficiently, on time and on budget.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p><b><u>Backup Tape Services</u></b></p> <p>Our core capabilities and experience involving the restoration and processing of backup data is unparalleled in the industry. Our talented group has been recognised as the leading subject matter experts in this area combining the technical expertise to “crack” any format with the engineering skills to scale these capabilities for large volume restoration projects.</p> <p>Should backup tapes need to be included in litigation or regulatory audit events, we have extensive knowledge, experience and expertise to strategically discover and restore legacy formats in a technically sound and legally defensible process.</p> <p><b><u>Strategic Tape Discovery</u></b></p> <p>TDS specialises in helping companies to systematically identify the content of their backup tapes in order to mitigate the risks of maintaining Electronically Stored Information (ESI). The proactive implementation of our Strategic Tape Discovery service helps organisations to defensibly mitigate data management risks and significantly reduce the costs associated with risks.</p> <p><b><u>Restoration Assurance Programme</u></b></p> <p>TDS’ Restoration Assurance Program (RAP) allows clients to decommission outdated equipment thereby eliminating costs associated with maintaining legacy systems. RAP includes a service level agreement that guarantees costs and delivery time frames in the event legacy media requires restoration. At TDS, we work with our clients to assure them that their data is accessible.</p> |   |

### **email Processing**

The TDS team has been at the forefront in email archive migration for over a decade. We have executed countless email back-file conversion projects involving the extraction of legacy email from backup tapes. The emails are then de-duplicated and converted to an appropriate load file suitable for ingestion into any email archive. Our team has also developed the most comprehensive set of tools and processes in order to migrate archived email from on premise to cloud based archive systems.

### **Audio Restoration & Processing**

TDS engineers pioneered voice-logging and audio tape processing many years before regulators broadened the definition of discoverable electronic evidence and audio search technologies reached their current maturity. The ability to restore and convert recordings and metadata non-natively ensures that your organisation can respond to litigation requests whilst maintaining Chain of Custody and data integrity.

TDS can restore recordings and metadata from voice-logger tape or optical disk non-natively (i.e. without the equipment originally used to write the data), convert the audio data from a proprietary format into .wav or .mp3 files and associate recovered metadata to individual recordings for objective culling. The output can then be prepared as a load file for ingestion into a third-party audio review platform or in spreadsheet format.


### **Big Data Migration**

The TDS team has performed hundreds of archive migrations. Comprised of early industry pioneers with more combined, hands-on experience than any other group in the world, TDS understands that migrating data from an on-premise archive system to a cloud based solution isn't easy. If it was, you would do it yourself!

TDS believes archive migrations are about managed services, not about selling software tools. We understand how complex archive migrations can be and we know the most critical aspect of a migration is achieving successful results. It is for this reason, we offer an end-to-end managed service solution for migrating an on-premise archive to a cloud-based archive solution.



8.1.95 Unified

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|---|--|
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| 120 Moorgate, London, EC2M 6UR  |  |
| <a href="http://www.unif-id.com">www.unif-id.com</a>  |  |
| <p><u>Company Description</u></p> <p>Unified is an international legal support services provider, offering the full spectrum of data collection, processing, review, disclosure, production, eCourt and analytics services.</p> <p>We work around the world for law firms, investment banks, corporate GCs, government departments and regulatory agencies, engaging on projects as diverse as they are challenging. These range across the litigation support, compliance, investigation, governance, remediation and contract management spaces, with a complementary focus on LPO frameworks and delivery models.</p> <p>We wouldn't claim to be unique in what we do, but we are different in the way that we do it. We never start at the beginning. For us, the only logical starting point is the end, specifically the client's desired outcome; and not some nebulous notion of cost or time or risk, but a clearly defined, granular target. Only then can we design and deploy with sufficient clarity and rigour to secure that ultimate objective.</p> <p>When it comes to execution, there's also another outcome that drives us and governs our output: the very real potential that we personally will have to stand before a court or a regulator and attest to the defensibility of our work. That's our reputation, our company, our future at risk – which should go some way to explaining why everything we do is predicated on truth, integrity and assurance.</p> <p>Providers often talk of bringing technology, people and process together but in building Unified, we have been more exacting than that. For people, read talent, individuals of proven tenure and pedigree that enable us to forge teams built on character, consistency and continuity. We may use industry-leading technology but we also leverage in-house R&amp;D to develop bespoke tools that can unlock more innovative approaches. And for every standard, tried and trusted process, there'll be a creative technique or fresh methodology to cut through complexity and improve our effectiveness.</p> <p>In this way, Unified is precision engineering for legal: high-grade components specifically designed to work together, finely tuned and subject to aggressive QA to guarantee a quality output – and your optimum outcome.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Unified has built an end-to-end legal support service by first optimizing each of the components before integrating them in one turnkey proposition. It's best-of-breed design underpinning best-in-class delivery.</p> <p>That thinking also influences our approach to technology – by remaining vendor agnostic but market aware, we are free to build the tool set that best supports our preferred outcomes.</p> <p>It leaves us free to develop service and charging models that can drive better value and greater cost certainty for our clients. We lead the way in managed eDisclosure and fully managed review offerings, highly engineered LPO-based solutions that share the risk through a move to fixed monthly charges or capped project pricing</p> <p>Common to every Unified project is the use of our bespoke management and assurance system, Advanced Management Platform (AMP). AMP is akin to a continuous mark of quality, charting progress, collating statistics, generating alerts, documenting inputs and outputs, and providing a granular, defensible audit of every action and decision.</p>  |  |

Core services include:

- Litigation readiness consulting
- Regulatory, governance and remediation strategy
- Legal hold
- Data mapping
- Early Data Assessment (EDA)
- Forensic collection and investigation
- Scanning and coding
- Early Case Assessment (ECA)
- eDisclosure
- Secure online review
- Production
- eCourt
- Fully managed eDisclosure
- Fully managed review
- Contract discovery
- Lease extraction and management

Common platforms include:

*Forensics:*

Encase

FTK Imager

Helix

Passware

Oxygen

*Data Processing & Review:*

Lexis Nexis Law

Relativity

Nuix

Clearwell

Recommind

Ringtail

Inview


Documatrix

## Chapter 8 – Supplier & Software Details


### 8.1.96 UnitedLex (US)

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|--|---|
| Christine Alemany  |  |
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| 880 Third Ave, New York, NY  |   |
| <a href="http://www.Unitedlex.com">www.Unitedlex.com</a>   |   |
| <p><u>Company Description</u></p> <p>UnitedLex is a global leader in legal and data solutions with a singular mission to improve the performance of leading corporations, law firms and academic institutions. UnitedLex provides unparalleled solutions resulting in risk mitigation, efficiency improvements and cost optimization for its clients in North America, Europe and Asia– including offerings such as Questio™, a managed service that changes the traditional approach to eDiscovery and data management. UnitedLex's more than 1,800 attorneys, engineers and consultants focus on the broadly defined areas of litigation, contracting and intellectual property to drive seven and eight figure benefits to its clients. Founded in 2006, and with more than \$250 million in assets and committed capital, UnitedLex deploys the right blend of service and technology in supporting the world's leading corporations and law firms. UnitedLex is committed to empowering legal leadership in the design, build and execution of a spectrum of solutions in line with their immediate and long term objectives.</p> <p>Committed to delivering excellence, UnitedLex collaborates with clients helping them become high-performance businesses by transforming their existing legal and business operations. UnitedLex's Design for Six Sigma (DFSS) process methodology is embedded in our state-of-the-art technology platforms which optimize analytic, search, repository and reporting capability. Our solutions approach has been carefully crafted to take advantage of our unique combination of strategic insight, deep industry expertise and technology.</p> |   |
| <p><u>Vendor Offerings</u></p> <ol style="list-style-type: none"> <li>1. Complete Litigation Lifecycle             <ol style="list-style-type: none"> <li>a) Data Collection and Forensics</li> <li>b) Data Hosting</li> <li>c) Managed Review</li> <li>d) Advisory Services</li> </ol> </li> <li>2. Cyber Risk Solutions</li> <li>3. Intellectual Property</li> </ol>   |   |

8.1.97 Vound Software (Intella) (US)

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|---|---|
| Peter Mercer (Founder and CTO)  |  |
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| <a href="http://www.vound-software.com">http://www.vound-software.com</a>   |   |
| <p><u>Company Description</u></p> <p>Vound develops and markets the <b>Intella®</b> suite of e-discovery software, a solution designed with the customer in mind.</p> <p>Integrating state-of-the-art technology and processing speeds with remarkable simplicity, Intella enables even the novice user to quickly find evidence and make an informed decision on their data, without the complexity or costs associated with similar products.</p> <p>Intella products are recognised as one of the most intuitive and easy to use Early Case Assessment and e-discovery solutions on the market and is trusted by many of the world’s best-known legal service providers, enterprises, banks, law enforcement and government agencies for e-discovery and digital investigations.</p> <p>For more information, visit <a href="http://www.vound-software.com">www.vound-software.com</a>.</p>  |   |
| <p><u>Vendor Offerings</u></p> <p>Find your evidence fast.</p> <p>Intella delivers powerful process, search and analysis capabilities in an easy-to-use platform for single-user investigations through to multiple-reviewer teams starting from \$895.</p> <p>Intella’s key features are designed to help you get the job done as quickly and simply as possible, whether you are a seasoned litigation support professional or lawyer in a small firm.</p> <ul style="list-style-type: none"> <li>• Market-leading indexing speeds for faster evidence processing</li> <li>• Enhanced search and analysis capabilities of mobile data collections, forensic images, email, attachments and embedded objects, archives, headers, and metadata</li> <li>• Load file support for all major legal export formats, to include ingestion of existing load file productions</li> <li>• Task and export wizards to create and implement repeatable, template-driven processing steps</li> <li>• Additional file level support for indexing native EnCase images, DD, L01, MacOS, GPT and ISO</li> <li>• Multiple analytic visualizations, including Intella’s unique Cluster Map and Sets View</li> </ul> <p>With Intella’s unique Cluster Map technology, relationships and timelines between custodians and Electronically Stored Information (ESI) are instantly visualized, so you can quickly drill down through terabytes of information to find the most pertinent of evidence.</p> <p>This innovative approach to digital forensic search minimizes the need for product experts and significantly cuts the time and costs organizations normally need to carry out digital investigations, audit requests and e-discovery.</p> |   |

8.1.98 Xerox Litigation Services

|   |  |
|---|--|
| Jason Alvares (Client Services Manager)   |  |
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| 29 Long Lane, 1st Floor, London, SE1 4PL  |  |
| <a href="http://www.xerox-xls.com">http://www.xerox-xls.com</a>   |  |
| <p><b><u>Company Description</u></b></p> <p>Xerox Litigation Services is the e-discovery division of Xerox Corp. (NYSE: XRX), a business engineering company that delivers transformative solutions. Xerox is the fourth largest global providers of e-discovery solutions to Fortune 1000 corporations and law firms, helping re-engineer complex e-discovery processes to enable business and individual success. Xerox uses Big Data and advanced analytics to provide differentiated solutions that are highly scalable, accurate and fast. Combining legal knowledge, deep subject matter expertise and innovative technology operating over 15 Petabytes of data per month. Core services include data collection, processing, hosting and production.</p> <p><b><u>Background:</u></b> Founded in 2002 as Amici LLC and acquired by Xerox in 2006, Xerox Litigation Services employees over 600 employees and 20 offices globally, with data centres in Albany, New York, and the UK. In 2012, Xerox acquired <a href="#">Lateral Data</a> – known for its flagship all-in-one e-discovery software, Viewpoint, and in 2014 acquired Smart Data Consulting.</p> <p><b><u>Value Proposition:</u></b></p> <ul style="list-style-type: none"> <li>• Global scale</li> <li>• Xerox financial strength, track record and brand name</li> <li>• Client service delivery: (i) 90+ full service client managers across the globe—the largest staff in the industry; (ii) unparalleled processing power—the ability to process massive amounts of data in very short timeframes with high accuracy; (iii) flexible deployment—ability to provide onsite staffing and to delivery technology services via the cloud, as a managed service, on-site or a hybrid approach</li> <li>• Maximum flexibility to simplify clients’ complex data management challenges across litigation and investigations, compliance and risk, and information governance</li> <li>• Analytics bench strength: Leveraging Xerox’s 500 data scientists to focus on legal client-driven applications</li> </ul> |  |
| <p><b><u>Vendor Offerings</u></b></p> <p><b><u>Viewpoint All-in-One E-Discovery Platform</u></b></p> <ul style="list-style-type: none"> <li>• Viewpoint all-in-one e-discovery software offers completely integrated functionality in a single product: collection, pre-processing/processing, ECA, review, analysis, production and case management.</li> <li>• All functionality, including advanced analytics and assisted review, is offered at a single fixed cost</li> <li>• No need to import, export or copy data between third-party tools--saves time and money</li> <li>• Advanced analytical capabilities and visualization tools for Big Data</li> <li>• Connectors streamline collection and analysis (Google Docs, Microsoft SharePoint, etc.)</li> <li>• Data filtering and processing capabilities at a fraction of the time it would</li> </ul>   |  |

normally take

- Concurrent license and unlimited usage model allows clients to grow business without incurring additional fees
- Flexible deployment—on premises software, hosted, managed service or delivered on-site as a service (leveraging appliance) for short-term projects in which data needs to stay on-site (i.e., cross-border matters with data privacy requirements)

### **OmniX Hosted Review Platform**

- OmniX cloud-based review platform architected and designed for litigation. Storage for all types of data on a single database--limitless scalability.
- No investment in hardware or software, maintenance or scaling
- Allows re-use of documents on multiple cases
- Privilege calls may be re-used between cases
- Secure multi-party access; access is determined at the document level
- Robust search, analytics, reporting, workflow and administrative tools
- Robust reporting and administrative tools
- Integration with technology-assisted review prioritization dashboard
- Integration with legal hold module
- Supported by full suite of outsourced professional services

### **CategoriX Technology-Assisted Review**

- Outsourced technology-assisted review – no software/hardware to purchase or install
- Attorney review samples and prioritized results seamlessly integrated into OmniX
- Supported by linguists, statisticians and consultants that drive technology, workflow and provide expertise around algorithm enhancement, sampling and measurement of results
- Use cases – document prioritization, QC enhancement, first-pass review, issue coding, data reduction

### **Mobile E-Discovery Support**

Mobile deployment of all-in-one Viewpoint e-discovery appliance for short-term projects:

- Cost-effective way to manage critical on-site projects without investing in, managing or scaling hardware and software
- Xerox professionals “backpack” in to client site with Viewpoint appliance
- Assist with data collection, processing, review and productions
- Upon project completion, data can be produced, moved to the Xerox cloud for hosted review or exported to an in-house e-discovery solution
- Typical use cases: data privacy, short timelines, geographically dispersed locations, internal investigations, limited internal resources

### **Managed Review**

Managed review (document review) services support clients’ use of Xerox review technologies or reviews on third-party platforms for litigation, compliance and government investigations.

- Guided by experienced document review management
- Senior project managers responsible for project ownership and execution
- First-level review and higher analysis by senior review attorneys

- Privilege review
- Consulting and process management to meet client-specific requirements
- Industry-leading processes

### **Foreign Language Translation Services**

Translation support for document reviews in multiple languages:

- Access to teams of translators and document reviewers with expertise in more than 40 languages
- Deep subject matter expertise—FCPA, ITAR, other compliance and regulatory, product liability, employment, contract breach, IP, antitrust
- Leverages Xerox's team of linguists to capture cultural, colloquialism and slang derivatives.
- Translators will attest via affidavit to the comprehensiveness of a review or translation project

### **E-Discovery Consulting**

Xerox's team of experienced consultants provide strategic and tactical guidance throughout the e-discovery lifecycle:

- Litigation readiness
- Data collection and collection strategy
- Early data assessment (EDA)
- Strategic search and search consulting
- Rule 26(f) meet-and-confer support
- Defensible data reduction
- Technology-assisted review consulting

### **Risk and Compliance**

Proactive mining and monitoring of unstructured data to detect hidden and emerging risk within the organization:

- Target high-profile risks: FCPA violations, ITAR issues, financial services fraud, pharmaceutical compliance
- Technology implementation, analytics tuning, hosting and review supplementation


### **Information Governance**

Technology-driven services designed to assist clients in developing and implementing an information governance program.

Customized, search-based system for ongoing data classification, prioritization, promotion and deletion, leveraging advanced analytics to attain knowledge of what information exists across disparate sources of data.

- Data identification—prior to data/archive migrations, application retirement and data reduction
- Preservation of data—for legal hold, regulatory compliance, business use
- Litigation readiness—ensuring quick access to relevant data
- Defensible deletion—eliminating redundant, obsolete and trivial data
- Unstructured data classification

8.1.99 ZyLAB UK Ltd

|   |   |
|---|---|
| Lennert Hoogvliet (VP Sales EMEA / APAC)  |  |
| <a href="mailto:lennert.hoogvliet@zylab.com">lennert.hoogvliet@zylab.com</a>   +44 (0)1344 747105   |   |
| Venture House, 2 Arlington Square, Bracknell, Berkshire, RG12 1WA   |   |
| <a href="http://www.zylab.co.uk">www.zylab.co.uk</a>  |   |
| <p><u>Company Description</u></p> <p>ZyLAB’s industry-leading, modular eDiscovery and Intelligent Information Governance technology puts organizations in command of boundless enterprise data in order to increase productivity, mitigate risk, reduce costs, investigate matters and elicit business knowledge and intelligence.</p> <p>ZyLAB straddles the convergence of eDiscovery and various aspects of Information Governance to help employees to be productive and competitive by significantly reducing data volumes and organizing unstructured information and at the same time, lowering litigation, regulatory and eDiscovery risks and cost.</p> <p>In the process, ZyLAB uncovers the huge business value hidden in the infinite types of data that corporations and government agencies store, and which, once exposed, brings positive benefits in terms of easier access to critical information and many other profits.</p> <p>The company’s products and services are used on an enterprise level by corporations, government agencies, courts, and law firms, as well as on specific projects for legal services, auditing, and accounting providers. ZyLAB systems are also available in a Software-as-a-Services (SaaS) model.</p> <p>ZyLAB is a dominant player in eDiscovery- and Intelligent Information Governance related solutions, offering advanced capabilities for multi-language support, searching, text-mining, content analytics, efficient information classification &amp; reviewing, monitoring. The open and sustainable enterprise-level archiving and records management capabilities are approved and used by high-profile organizations such as the US-NARA, White House and the UN.</p> <p>Overall, ZyLAB serves over 1.7 million licensed users through more than 9,000 installations. All of our solutions include full installation, project management and integration services.</p> <p>ZyLAB is positioned by Gartner as one of the strongest “Visionaries” in the 2013 and 2014 Magic Quadrants for eDiscovery Software and has received numerous other industry accolades over the last 3 decades.</p> <p>Headquartered in Amsterdam, the Netherlands and McLean, Virginia, ZyLAB also serves local markets from regional offices in New York, Barcelona, Frankfurt, London, Paris, and Singapore. To learn more about ZyLAB visit <a href="http://www.zylab.com">www.zylab.com</a>.</p> |   |
| <p><u>Vendor Offerings</u></p> <p>ZyLAB’s eDiscovery is a complete end-to-end defensible solution for all eDiscovery requirements. The different stages of the Electronic Discovery Reference Model (EDRM) are fully supported and seamlessly integrated into the solution to make sure that the eDiscovery process runs efficient, effective, smoothly and uninterrupted.</p> <p>ZyLAB’s eDiscovery contains modules for Legal Hold, Collection, Processing, Analysis, Review and Production and are built according to strict guidelines to guarantee the best possible solution for eDiscovery processes.</p> <p>ZyLAB’s eDiscovery can be integrated with ZyLAB’s Intelligent Information Governance which is the longer-term answer to the challenges of frequent litigation,</p>  |   |



eDiscovery requests or regulatory investigations.

ZyLAB's Intelligent Information Governance includes the best file analysis technology to conduct regular or real-time compliance assessments, checking activities against requirements from regulators and identifies and protects sensitive, personal or confidential information in order to prevent accidental disclosures or leakage of such data.

### **Core Technologies & Solutions**

ZyLAB has developed a product range that offers a comprehensive array of capabilities. Available modules:

- Content Connectors
- ESI Processing
- Scan and OCR
- Audio Search
- Visual Classification
- Machine Translation
- Professional Text Mining
- Server-based Email Archiving
- SharePoint Integration
- TIFF Archiving
- Records Management
- Web Publishing
- Workflow
- Development and Integration

Our solutions are extremely open and scalable, with installations managing some of the largest collections of mission-critical data in the world. The award-winning technology bundles our core capabilities into four specialized, all-in-one system deployments:

- Intelligent Information Governance Platform
- eDiscovery Platform
- FOIA and Public Records Platform
- Law Enforcement and Investigation Platform

8.1.100 Zylpha

|   |  |
|---|--|
| Tim Long CEO  |  |
| <a href="mailto:t.long@zylpha.com">t.long@zylpha.com</a>   01962 658881   |  |
| Suite 4, Poles Copse, Poles Lane, Winchester, Hampshire, SO21 2DZ   |  |
| <a href="http://www.zylpha.com">www.zylpha.com</a>  |  |
| <p><u>Company Description</u></p> <p>Zylpha was started in 2004 by Tim Long, the current CEO as a specialist consultancy working in the legal sector as Case Management Specialists, having being involved in the development of Visualfiles for Solicitec (now Lexis Nexis).</p> <p>In 2008 Zylpha launched its first software offering; Electronic Document Bundling for lawyers producing Court Bundles, Contract Document Bundles and Deal Bibles. In 2010 Zylpha added secure document delivery to overcome the insecurity and file size limitations inherent in email. In 2012/13 new products have been added to integrate CMS's with the MOJ RTA and EL/PL Portals and most recently a system for client electronic signature acceptance of documentation to automate practice compliance.</p> <p>Zylpha is a lean organisation with 9 staff currently and an anticipated turnover of £900K in the current financial year.</p> <p>The focus of the organisation has not changed, namely that the company's key clients (80) are legal practices or the internal legal departments of local authorities, where process automation is vital to remain competitive and keep costs under control.</p> <p>But Zylpha's reputation today is down to the success and the benefits gained from its market leading Court and Document Bundling solution.</p> |  |
| <p><u>Vendor Offerings</u></p> <p>Electronic Document Bundling and Delivery</p> <p>Automating Client Document Authorisation and Compliance</p> <p>Automating information exchange with the MOJ Portal for RTA and EL/PL</p>   |  |

### 8.2 Software

This Section details the software used by various companies. As there are firms that use third party products, at the end of each section is a box showing which company owns/supplies the product and a second line show which firms use the software as part of their offering to the marketplace.

|                     |  |
|---------------------|--|
| Owned/Supplied by : |  |
| Used by :           |  |

### 8.2.1 AccessData (FTK & Summation)

The process of e-discovery with AccessData software is integrated yet modular. All AccessData e-discovery products are built on the highly regarded FTK processing core. Each was crafted by the AccessData engineering team from that same foundation to be completely integrated and interchangeable. There are no cobbled-together 'end to end solutions' with AccessData – the integration is real and from the ground up. However, AD never locks customers into a solution either – each of our products is modular so that users can purchase what they need and nothing more. And of course AD is philosophically opposed to throughput fees or hidden add-ons of any kind.

#### **AD eDiscovery**

**Litigation hold to final review and everything in between on one platform.**

#### **Litigation Hold**

- Easy-to-use and wizard-driven.
- Hold notifications can include documentation, interview questions, notification to other required entities.
- Real-time hold status.
- Comprehensive reporting.

#### **Collection**

- Collect from workstations, laptops, network shares, email servers, databases, 30+ structured data repositories and the web including: (Google Docs, Exchange 2003/2007/2010, Exchange Pre-index, SharePoint 2003/2007/2010, Oracle URM, FileNet, Opentext, Documentum, Office 365 SharePoint, Xerox Docushare, IMAP & POP email, Symantec EV (journal/archive/files), websites, both Domino (Lotus) inbox and filtered, and others)
- Collect all custodian data (even when custodian is off-network) or perform a targeted collection.
- Perform incremental collections on data that has changed since a previous collection or pick up where an interrupted collection left off.
- Reuse & associate collections with multiple cases.

#### **Data Processing**

- Processing
- Process 700+ data types as you collect, while maintaining chain of custody.
- Distributed processing for increased efficiency and greatly reduced processing time.
- Automatically identifies and categorizes data, even encrypted files.
- De-duplicate email and ESI across the matter or for a specific custodian, de-NiST and OCR.

#### **Early Case Assessment / First Pass Review**

- Includes all functionality of [AD ECA](#) product and no through-put fees.
- Cull data by custodian, data source, document metadata and type.
- Advanced analysis via hundreds of unique data filters.
- Export to all industry standard load files and EDRM XML.

#### **Final Review and Production**

- Includes all functionality of [Summation](#) products, including clustering and technology assisted review

- Scanned document, electronic document, email and transcript review.
- Production tools including bates stamping, burned-in redactions and production history.
- Advanced search, with keyword, concept and '4-D'.
- Offline, mobile capability.

### **Summation**

Classic legal review software rebuilt from the ground up and now including processing functionality.

### **Processing**

- Process 700+ data types and associated meta-data while maintaining chain of custody
- Distributed processing that harnesses current hardware technology for unmatched speeds
- Automatically identifies and categorizes data, even encrypted files
- De-duplicate email and ESI across the matter or for a specific custodian, de-NiST and OCR

### **Early Case Assessment / First Pass Review**

- Full data analysis and processing without throughput fees
- Cull data by custodian, data source, document metadata and type
- Advanced email threading and analytics.
- Advanced search with hundreds of unique data filters
- Custom tagging and bookmarking
- Export to all industry standard load files and EDRM XML

### **Final Review and Production**

- Next Generation E-Discovery Review Features
  - Advanced search, including concept and '4D'
  - Web based with multi-user, multi-site support
  - Email threading, related documents, document family views, and linking
  - New issue coding & tagging panel with customized radio buttons and pick lists
  - Redact in near native view with word boundary support
- Classic Summation Functionality
  - Transcript review with notes, colour highlighting and reporting
  - Production tools including bates stamping, burned-in redactions and production history
  - Offline, mobile capability – take case offline, work on it, then sync up later

### **Mobile Phone Examiner+**

**Software for easily collecting and reviewing evidence stored on mobile devices and tablets.**

- Easy to use, push-button collection
- Works on over 6800 devices including iPhone, iPad, Android, Blackberry & more
- Collects data in minutes, including deleted.

## Chapter 8 – Supplier & Software Details

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- Leaves chain of custody unbroken
- Clean graphical review interface including timeline and social activity analyser
- Exports an AD1 file for review in AD eDiscovery or Summation

|                     |                                   |
|---------------------|-----------------------------------|
| Owned/Supplied by : | <b>Access Data</b>                |
| Used by :           | <b>Access Data, A&amp;M, FRA.</b> |

### 8.2.2 Advanced Discovery Software Suite

Advanced Discovery offers four proprietary software tools: XpressLook, Search Magnifier, Advanced Visibility and DiscoveryCore. All are integrated into the Relativity platform and are available solely to the clients of Advanced Discovery:

**XpressLook** is Advanced Discovery's proprietary early case assessment tool. XpressLook extracts raw files, de-duplicates, deNISTs and loads text and metadata into Relativity faster than other tools can ingest the data. It provides in-depth, multi-faceted data analysis, reporting and culling capabilities.

- Accurately extracts data from virtually all file types
- Provides extracted metadata and text for efficient culling and data minimization
- Delivers early, low cost access to any data set without the need to incur the full cost of native processing
- Reduces risk by identifying potential data issues sooner

*Access all functions available in Relativity with enhanced capabilities:*

- Custom triggers, pivots and views analyze the metadata from multiple angles.
- Email threading allows for grouping, searching and conversation based review.
- Near duplicate detection groups similar documents to reduce review time.
- Prioritize and organize data for review
- Search, analyze, cull and perform TAR on just the extracted text and metadata

*Additional features within Relativity, yielding faster and more accurate results:*

- Native-on-the-fly promotes documents to native review on demand while maintaining all previous work product in one workspace.
- Batch, search and report by file type and name from the toolbar.
- Instantly view custodian and container reports.
- Understand your data set with custodian overlap and exclusion counts.
- Reduce the review set with near duplicate detection.
- Initiate machine language translation on an as-needed basis.

*Custodian Priority Management* delivers the speed and economy of global deduplication while it captures details about each instance of a document, providing flexibility in productions.

- Select and prioritize key custodians with interactive deduplication.
- Change custodian deduplication order in real time.

*Privilege Log Normalization* groups all uses of each custodian's name:

- Streamline the tedious process of assembling custodian names.
- Simplify custodian name assembly and ensure consistent spelling by entering it only once.
- Use previous custodian normalization on future cases for case over case efficiencies.

**Search Magnifier** Automatically generates and runs multiple searches from the user's keywords and phrases. It turns a nine-step process into one simple step. This powerful tool is unique to the e-disclosure industry. Instantly view results statistics:

- Word hit count
- Document hit count

- Unique documents count

Apply this information to your search term decisions, and generate activity logs to support your keyword decisions.

**Advanced Visibility** helps case administrators track case progress with real time data to effectively manage their projects.

*Interactive Tracking*

- Transparency is a single mouse-click away
- Instant reporting and analysis
- In-depth views
- Visual dashboards
- Real-time reporting on individual cases and across caseloads
- Scenario building, forecasting and tracking

*Real-Time Information*

- Real-time, full minute-by-minute progress updates
- Real-time cost tracking
- Real-time data details

*Compatibility*

Advanced Visibility 2.1 includes compatibility with all web browsers, an iPad version and caseload reporting with a user-friendly graphical dashboard.

*Collaborative*

Shared workspace between counsel, client and Advanced Discovery facilitates collaboration.

**DiscoveryCore**

DiscoveryCore is a multi-matter e-disclosure repository primed for data reuse. DiscoveryCore was designed to manage costs and increase efficiency by processing once then reusing work product from one case across multiple matters. Employing this central repository and database, clients can base the decision to proceed with a matter on the strength of the case rather than the cost of e-disclosure.

Practice proactive e-disclosure with DiscoveryCore.

- **Reduce spend:** Eliminate reprocessing of data for multiple cases.
- **Shorten review time:** Save key information such as privilege decisions, key issues or notes to share across matters.
- **Increase control:** Manage multiple separate review databases through a single repository.
- **Gain transparency:** Get in-depth reporting and analysis across matters: review rates, cost/budget tracking, data patterns and custodian tracking.
- **Reuse evidentiary data:** Leverage prior work product
- **Boost intelligence:** Retain global document history and institutional knowledge.
- **Expedite e-disclosure:** Begin review more quickly.
- **Proceed with confidence:** Forecast risk and resources based on previous cases.

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|---------------------|---------------------------|
| Owned/Supplied by : | <b>Advanced Discovery</b> |
| Used by :           | <b>Advanced Discovery</b> |



### 8.2.3 AMP

AMP is specifically designed for litigation support and eDisclosure/eDiscovery projects and provides a framework to create defensible workflows and an audit tool with customisable reporting dashboards.

AMP is unique in providing functionality that is specifically designed for eDisclosure, having been developed in collaboration with litigation support professionals, lawyers, service providers and technologists.

The functionality of the system includes task templating and management, chain of custody and audit trail, centralised communications and notifications and reporting dashboards, including for document review.

Users benefit from a single 'wide-angle' overview across multiple matters and tasks and users activity. Importantly, the system integrates with a organisations existing applications, both industry standard and proprietary.

AMP dashboards and reports are customisable to the user or to the organisation, with granular permission control allowing 3<sup>rd</sup> party 'overview' access to end clients whilst ensuring users only have access to the matters they should.

The screenshot displays the AMP software interface with three callout boxes highlighting key features:

- Job Management:** Points to the top navigation bar and the main job list table. The table includes columns for Job Num, Project #, Company, Job Type, Date Cre, Date Rec, Date Cor, Date App, Date Bill, Date Pay, Created, and Billable. Sample rows show jobs for 'Pantheon' and 'Martyrology'.
- Dashboarding:** Points to the central dashboard area featuring a 'Summary' for 'Ben Hammerton' (Active Projects: 89, Jobs In Progress: 276, Tasks Assigned: 0) and several charts: 'Tasks due during the selected period' (Aug 21, 2012 - Aug 26, 2012), 'Jobs Due' (Aug 21, 2012 - Aug 26, 2012), and 'Batches due during the selected period' (Aug 21, 2012 - Aug 26, 2012).
- Activity logging:** Points to the 'Work Log by Consultant' section, which shows a detailed line chart of hours worked by various consultants (e.g., UNI - Susie Huff, UNI - Lorena Stein) from April 2011 to August 2012.

For more information please see the KOOBY listing in this guide.

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| Owned/Supplied by : | <b>KOOBY</b>   |
| Used by :           | <b>UNIFIED</b> |

8.2.4 Belkasoft Evidence Center

**Belkasoft Evidence Center** makes it easy for an investigator to search, analyze, store and share digital evidence found on the hard drive or the computer's volatile memory. The toolkit will extract digital evidence from multiple sources by analyzing hard drives, volatile memory dumps, iOS, Blackberry and Android backups, UFED, JTAG and chip-off dumps. Evidence Center will help investigators quickly locate and analyze information found in social network remnants, instant messenger logs, internet browser histories, mailboxes of popular email clients, peer-to-peer data, multi-player game chats, office documents, pictures, videos, encrypted files, mobile backups, system and registry files.

Belkasoft Evidence Center can locate a huge number of artefacts, retrieving user's chats, communications, Web browsing and file sharing activities occurring in a wide range of software. These artefacts include:

- All popular [email clients](#)
- All major [office document types](#) (Microsoft Office, OpenOffice, PDF, RTF)
- [Mobile device backups](#) (iPhone, iPad, Android and Blackberry). Android/iOS UFED, JTAG and chip-off physical dumps are supported
- [System files](#) including Jumplists, Thumbnail files (Windows 7 and older, as well as Windows 8 new format), SQLite databases, Event logs
- [Windows registry files](#)
- [Social networks](#) and [cloud applications](#)
- All major 100+ [instant messengers](#) (Windows, Mac OS X, Linux/Unix, Android, iPhone/iPad)
- All major [web browsers](#)
- Still [images and video files](#) analysed for [pornography](#), [faces](#) and [embedded text](#) (e.g. scanned documents) in more than 90 picture formats
- [Encrypted files](#) detection for more than 200 encrypted file types
- Popular [online multi-player games](#)
- Major [peer-to-peer \(P2P\) software](#)

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| Owned/Supplied by : | <b>Belkasoft</b> |
| Used by :           | <b>Belkasoft</b> |

### 8.2.5 BeyondRecognition | BeyondReview

#### **BeyondRecognition**

BeyondRecognition's software automatically creates clusters of visually-similar documents. Because the documents are so similar many information governance initiative-type decisions can be made by examining one or two documents per cluster. For example, determining if the documents are "records" or not, what document type label to designate for the cluster, who should have access to the documents, and how long they ought to be retained.

Unlike virtually all other document classification systems, BeyondRecognition bases its classification on the visual appearance of the documents, not on the text that may or may not be associated with the document. This is significant because while all documents can be represented visually, not all documents have associated text, e.g., scanned paper records or files saved to an image-only PDF format. Collections in some organizations can have 20-30% or more non-textual documents which are essentially invisible to text-dependent classification software.

Because the clustering is automatic, users do not need to script classification rules, select exemplars, or select seed sets of documents.

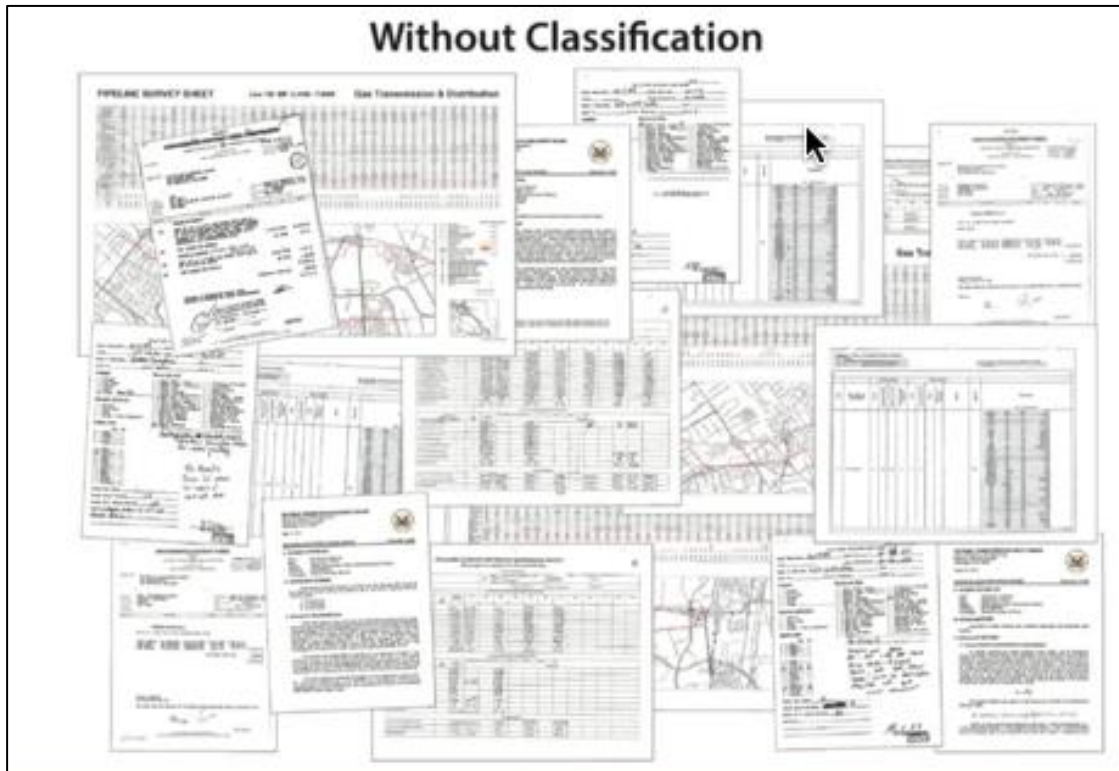
The BR process involves collection, clustering, review, document-type designation, attribute extraction, and ultimately creating load files for content management systems. Documents can be automatically redacted to remove personally-identifiable information.

### BeyondReview

BeyondReview's **visual classification technology**, developed by Beyond Recognition is the only technology that classifies all document types regardless of amount or quality of associated text.

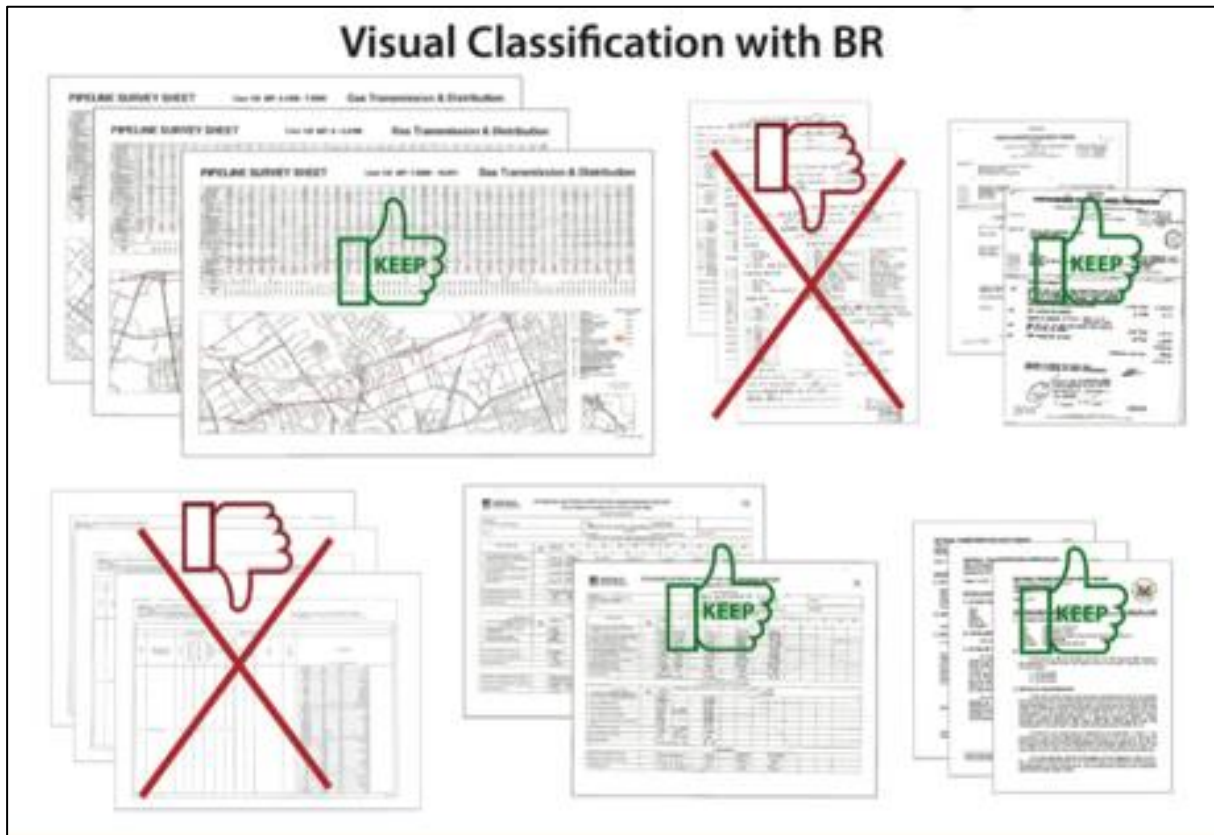
From the user perspective, visual classification is extremely easy to understand and work with. Once documents are collected, visual classification groups documents based on their appearance. This normalizes documents regardless of the types of files holding the content. The Word document that was saved to PDF will be grouped with that PDF and with the TIF that was made from scanning a paper copy of either document.

The grouping is automatic, there are no rules to write up front, no exemplars to select, no seed sets to try to tune. This is what a collection of documents might look like before visual classification is applied – no order and no way to classify the documents:



## Chapter 8 – Supplier & Software Details

When the initial results of visual classification are presented to the client, the groups are arranged according to the number of documents in each grouping. Reviewing the first group impacts the most documents. Based on reviewing one or two documents per group, the reviewer is able to determine (a) should the documents in the group be retained, and (b) if they should be retained, what document-type label to associate with the group.



By easily eliminating groups that have no business or regulatory value, content collections can be dramatically reduced. Groups that remain can have granular retention policies applied, be kept under appropriate access restrictions, and can be assigned business unit owners. Plus of course, the document-type labels can greatly assist users trying to find specific documents.

Visual classification is persistent meaning that as new documents are processed, the same decisions that were made about the initial documents are extended to the new documents. At some point the process reaches convergence and the documents being processed all fall into groups that have been previously examined.

## Chapter 8 – Supplier & Software Details

Because the documents have been grouped by visual similarity, users can use zonal attribute extraction technology to identify and extract attributes that are apparent on the face of the documents:

### Attribution

Example: Selecting the zone for an attribute on one document extracts those values for all documents in the cluster - which could be thousands of documents. This example displays zones for three attributes: date, type report, and report number, and shows how the date is formatted.

Report No. 11-089

Report No. 11-075

Report No. 11-056

**NATIONAL TRANSPORTATION SAFETY BOARD**  
Office of Research and Engineering  
Materials Laboratory Division  
Washington, D.C. 20594

August 15, 2011

**MATERIALS LABORATORY STUDY REPORT** Report No. 11-089

**A. ACCIDENT INFORMATION**

Place : San Bruno, California  
Date : September 9, 2010  
Vehicle : PG&E Natural Gas Transmission Pipeline  
NTSB No. : DCA10MP008  
Investigator : Ravindra Chhatre, RPH-20

| Date      | Type Report    | Report No | Place     |
|-----------|----------------|-----------|-----------|
| AUG-15-11 | Study Report   | 11-089    | San Bruno |
| AUG-08-11 | Study Report   | 11-075    | San Bruno |
| MAY-15-11 | Factual Report | 11-056    | San Bruno |

Typical use cases for visual classification beyond the usage in the legal discovery and review arena (BeyondReview) include digitizing paper archives, remediating file shares or content collections, and migrating content to a common platform.

### About BeyondRecognition

BeyondRecognition (BR) is a technology company that enables data-driven information governance.

BR's visual classification technology enables data management, analysis and governance tasks. BR technology automates the collection, reduction, classification and governance of large volumes of data. It is unique in the fact that it supports data in any file structure, format or type.

To learn more about BeyondReview's visual classification technology, visit <http://www.beyondreview.us/technology>.

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| Owned/Supplied by : | <b>BeyondReview</b> |
| Used by :           | <b>BeyondReview</b> |

8.2.6 CaseLines

Court e-Bundles: CaseLines prepares highly professional court e-Bundles from scanned and electronic documents. The e-Bundle is repaginated after each change and is available for print or electronic disclosure in PDF format. The e-Bundle is fully searchable using OCR technology and duplications are detected. The e-Bundle can be reviewed online through the secure cloud facility using ordinary browsers. Counsel can gain early access to the e-Bundle and the court can operate a paperless trial if required.

Working with 'Other Parties' and the Courts

When the e-Bundle has been created the next step is to disclose the e-Bundle to the other party or take it to court. Traditionally this has meant printing copies of the bundle and organising dispatch to multiple addresses.

CaseLines allows you to electronically disclose the e-Bundle. Disclosure takes 30 seconds following which the other party have access to the e-Bundle. You decide the kind of access. Disclosure is usually provided on a 'read-only' basis, unless you have agreed to collaboratively work on a section documents in which case you provide 'update access' to that section.

The other party have the option to download and print the e-Bundle if required, and at their cost.

And finally the e-Bundle can be accessed electronically in the court room with facilities for fast navigation, note taking, annotation sharing and access to the latest version of the e-Bundle following the inclusion of a late arriving document.

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| Owned/Supplied by : | <b>Netmaster Solutions</b> |
| Used by :           | <b>UK Supreme Court</b>    |

8.2.7 Case Logistix

Case Logistix is a robust document-review and production platform offering you a quick, simple, and accurate way to review electronically stored information (ESI) and traditional "paper" throughout the discovery process.

Case Logistix makes it easy to meet the challenges of eDiscovery.

- **Intuitive Design:** Case Logistix looks and feels like other common office tools.
- **Native Review:** Case Logistix lets you review documents in native formats, maintaining key formatting and metadata.
- **Flexibility:** You can customize Case Logistix to meet the need of the case – rather than forcing the case to adjust to the application.
- **Scalability:** Built on a Microsoft® SQL database foundation, Case Logistix can scale from single-server/desktop configurations to robust multi-server solutions storing many millions of documents.
- **Security:** Control security at folder, document, data, and functional levels, ensuring that users see only what they need to see and do only what they need to do.
- **Global Capabilities:** Case Logistix is Unicode-capable, allowing you to find and review foreign language documents and localize to particular languages.

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| Owned/Supplied by : | <b>Thomson Reuters</b>            |
| Used by :           | <b>Hobs Legal Docs, Legastat.</b> |



8.2.8 CasePoint

CasePoint is a unified eDiscovery platform that spans the entire Electronic Discovery Reference Model. The private and secure cloud-based Software as a Service allows legal professionals to manage large amounts of data from ingestion through production. It includes features for early case assessment, TIFF conversion, filtering, OCR, technology-assisted review, productions and reporting.

The current version of CasePoint offers a revolutionary way to collect data from Web sources. In the past, user names and passwords needed to be exchanged in order to gain access to case-related documents. With CasePoint, the collection process is fully automated and requires no secure personal information. In addition to Gmail and Microsoft Office 365 mail, CasePoint can also collect data from other common business tools, such as Google Drive, Dropbox and Microsoft OneDrive.

Other advances include 30 to 50 percent faster document open times, the addition of dynamic analytics, and an updated interface that improves experiences on mobile devices and tablets. Because CasePoint was developed using HTML5, it functions the same across all devices, including desktops, laptops, tablets and mobile phones.

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| Owned/Supplied by : | <b>@Legal Discovery</b> |
| Used by :           | <b>@Legal Discovery</b> |

**8.2.9 Cicayda software suite (REPRISE)**

cicayda’s REPRISE proprietary software platform is web-based and hosted both in the European Union, for purposes of data privacy and internet speed, and in the U.S. The software platform is unified, offering all one needs for eDiscovery in one user-friendly place. REPRISE includes a full-featured review tool, data reduction functionality, early case assessment features, advanced Boolean search, latent semantic concept analytics, and even natural language processing analytics. Additionally different workflow interfaces are included. For example, the review user interface features one for a managed document review workflow with a review manager separate, and also a review user interface for the attorney or barrister in a more traditional document review workflow. cicayda’s legal hold software, fermata, provides deep analytical metrics, legal hold auto-defensibility, and communications management for legal holds and all other legal communications, offering a dynamic template questionnaire system that can be deployed in myriad work-flow scenarios.

|                     |                    |
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| Owned/Supplied by : | <b>Cicayda LLC</b> |
| Used by :           | <b>Legastat.</b>   |

### 8.2.10 Symantec eDiscovery Platform powered by Clearwell



## eDiscovery Platform powered by Clearwell

### End to end Intelligent Electronic Discovery Software

#### New Features in Version 8.0

- **Production Performance Enhancements**—Improved system resilience allows you to get data out of the eDiscovery Platform up to 6 times faster
- **Item-Level Review**—Optimized review interface allows for quicker identification of relevant documents
- **EV.cloud Direct Connect**—Streamlined search and collection directly from [Symantec's cloud archive](#), including collections from **Office 365**
- **Workflow Automation**—Rules-based templates automatically folder and tag documents to eliminate repetitive tasks for case administrators

For information about what's new in 8.0, download the [What's New Data Sheet](#).

The Symantec eDiscovery Platform powered by Clearwell brings transparency and control to the electronic discovery process. From collection to production, our workflow speeds time to resolution, improves accuracy and lowers costs. With better insight and less complexity, the eDiscovery Platform enables you to focus on strategy and create business value.

It allows enterprises, governments, litigation support partners and law firms to manage legal, regulatory and investigative matters using a single application. Making it easy for organizations to cost effectively and defensibly solve real-world challenges across the entire eDiscovery lifecycle.

#### Key Features

##### *Transparent Predictive Coding*

Open up the black box of technology-assisted review with [Transparent Predictive Coding](#). This feature leverages machine learning technology to improve the efficiency and effectiveness of traditional linear review with increased accuracy, workflow defensibility, and tagging transparency.

##### *Audio Processing, Search, & Review*

Multimedia content is growing rapidly within organizations and recent regulatory activity, including the Dodd-Frank Act, has brought these file types into the electronic discovery spotlight. Symantec offers [a powerful phonetic-based solution](#) for rapidly processing audio content and making it immediately available for search and review.

##### *Enterprise Vault Collector*

Manage data through the entire [EDRM](#) workflow with a single application by collecting content directly from Enterprise Vault. Using Enterprise Vault Collector you can apply legal holds to content in the archive from the eDiscovery Platform.

##### *Distributed Architecture*

Quickly and easily add capacity on demand with the distributed architecture of the eDiscovery Platform. For the largest and most complex cases, this flexibility improves processing speed, user scalability, and export efficiency.

##### *Key Benefits*

## Chapter 8 – Supplier & Software Details

Bring transparency and control to the entire electronic discovery process from legal hold and collection through production with a single platform and reduce costs.

Reduce the time of legal document review and cut costs by up to 98% with Transparent Predictive Coding.

Speed time to resolution and lower costs by reducing information for review by 90%.

Improve productivity of legal and IT staff immediately with an intuitive interface that is easy to use with minimal training.

Deploy the eDiscovery Platform as a single unified application or tailor the solution with just the modules you need.

Empower users to be productive immediately through an intuitive, Web-based platform that is easy to use and administer.

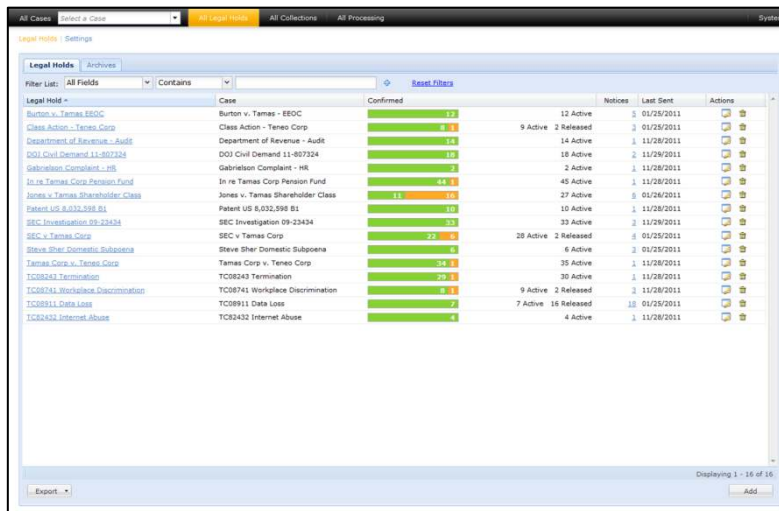


Figure 1. Automated tracking and reporting: View the status of all legal hold notices across all cases in a single view.



Figure 2. Collection analytics: Provide a complete portfolio of analytical charts and tables that offer real-time visibility into the status of the collection

## Chapter 8 – Supplier & Software Details

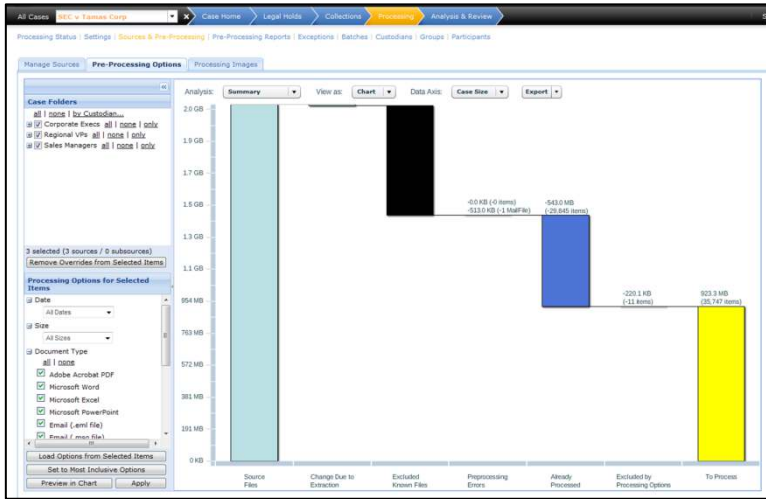


Figure 3. Pre-processing analytics: Graphically depict data volume, file types and time frames of collected data prior to processing



Figure 4. Concept search explorer: Provides a visual interface to dynamically explore and discover new relevant concepts

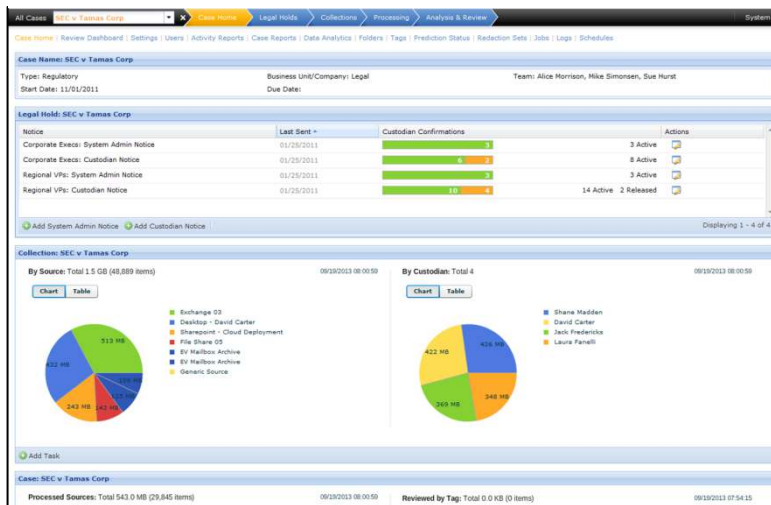


Figure 5. Lifecycle reporting: Summarizes case status from collection through production in a single dashboard

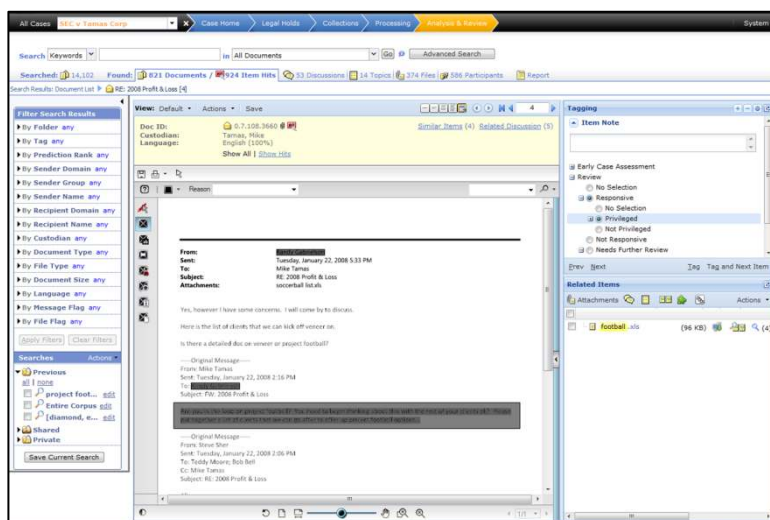


Figure 6. Near-native viewer: Access documents, attachments and email threads in near-native formats for review, tagging and redaction

## Archiving & eDiscovery

*Improve Information Governance, Reduce Risk and Save Money*

With Symantec Enterprise Vault™ and the eDiscovery Platform, Symantec delivers the first fully integrated electronic discovery and archiving solution. Legal and investigative teams now have a single, seamless interface to search and collect data, place holds within the archive, and perform analysis and review. Both Enterprise Vault and the eDiscovery Platform have achieved Gartner Magic Quadrant Leader status year after year. Over half the Fortune 100 and more than 16,000 organizations rely on Symantec Archiving and eDiscovery for faster resolution at a lower cost.

### More Information

For data sheets, product updates and more detail on the features and benefits, visit;

[www.symantec.com/ediscovery-platform](http://www.symantec.com/ediscovery-platform)

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| Used by :           | <b>AlixPartners, A&amp;M, Capita, CCL Group, CYFOR, Deloitte, Epiq, Ernst &amp; Young, Espion, Grant Thornton, Hobs Legal Docs, IDS-Legal, Integreon, KPMG, LINEAL, Navigant, PLT, Symantec.</b> |

## Chapter 8 – Supplier & Software Details

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### 8.2.11 Concordance FYI

Concordance® e-discovery management software decreases the complexity of managing discovery and allows your team to search, review, organize, produce and share litigation documents - scanned paper, email and other e-discovery - generated during discovery.

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### 8.2.12 Consilio Product Suite

#### **TRUE Processing**

TRUE is a proprietary processing platform which has been built to handle any data from any application, in any encoding format. Document content and metadata are extracted from every file and indexed to facilitate rapid data searching and selection of documents for legal review. Scanned documents can be processed with optical character recognition technology to allow similar search functionality. TRUE offers further flexible and reversible de-duplication—either within custodian, globally across the collection or according to custom specifications.

Consilio is a leading expert in handling non-English language data. TRUE is language agnostic, allowing it to extract and index text in any language and support any number of languages within any given project. Specific linguistic tools such as Language Vector Analysis assist by identifying and quantifying documents by the language in which they are written. This provides the legal team with early insight into the linguistic make-up of the document set, allowing them to craft keyword searches in appropriate languages, and assemble a review team with the relevant language skills. Where reviewers with the appropriate language skills are unavailable, TRUE can provide machine translations of non-English documents, enabling review teams to assess a specific document's relevance.

#### **Document Review in Global RPM®**

Global RPM is a secure, web-based document review platform designed and built by Consilio's in-house development team to meet the challenges of complex eDisclosure exercises. Global RPM is hosted in Consilio data centres across the globe to aid compliance with local data privacy restrictions.

The platform supports both small- and large-scale document review exercises and offers a range of features designed to simplify and speed up the review process, such as intuitive, customisable review interfaces and highly efficient workflow-management tools.

Users have the ability to perform simple or complex searches, create tags and folders, apply redactions and comments to documents, and select groups of documents for production. Global RPM allows searching and review of electronic documents in any language.

Using dynamic visuals such as dashboards, timelines and enhanced statistics, review managers can gauge resource requirements, monitor review progress, track reviewer productivity and adjust workflow to meet deadlines.

#### **Technology Assisted Review in Global RPM**

Advanced analytical technology identifies and groups near-duplicate and conceptually similar documents as well as email threads; concept searching and clustering enable lawyers to prioritise documents for review more efficiently and deploy computer-assisted review techniques in appropriate cases.

Consilio offers clients a fully supported predictive coding solution as a cost- and time-efficient alternative to manual human review. The predictive coding technology, Backstop, allows for the creation and optimisation of multiple predictive coding models concurrently within the same review process. Each predictive model (tag specific) is independent of one another; thus each document will receive a probability score from each predictive model generated. The technology also handles sets of documents in multiple language without the need to create separate workflows. Consilio project managers support clients throughout each stage of the process ensuring that results are understood and optimised.

#### **Enhanced Audio Review in Global RPM**

Global RPM fully integrates Nexidia's world-leading, patented phonetic-indexing and search technology to allow the searching and review of audio files such as telephone conversations in the same platform as the rest of the disclosure material. This streamlined one-system



approach delivers dramatic improvements in accuracy and the opportunity for significant cost reduction.

**Enhanced Bloomberg® Chat Review in Global RPM**

Consilio’s Enhanced Bloomberg Chat solution is fully integrated into Global RPM and overcomes the challenges associated with Bloomberg chat reviews. In addition to keyword searching and date range filtering, the search engine allows for filtering and searching over chat specific fields which enables our clients to focus their review on specific chat participants, companies, participant count, and other fields of interest. Furthermore, dynamic filtering out of the chat “noise” of disclaimers, entry-exit and history events significantly improves the accuracy and efficiency of the review process.

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| Used by :           | <b>Consilio</b> |

8.2.13 Deal Interactive (TransPerfect)

Deal Interactive, TLS's proprietary virtual data room tool, is the industry's first and only multilingual virtual data room (VDR). With this ground breaking technology, dealmakers now have an unprecedented opportunity to quickly and accurately complete the due diligence phase of cross-border transactions.

VDRs securely host due diligence documents online for M&A or bankruptcy transactions, significantly speeding up the due diligence phase. They are of particular importance to international dealmakers, as they provide valuable time-saving and expense-reducing benefits to professionals, who won't have to fly around the globe to close a transaction.

We invite you to experience first-hand all the ways Deal Interactive can streamline your cross-border transactions.

- **Speed** – Most VDRs can be set up in four hours or less, and our innovative software design ensures that documents can be opened very quickly.
- **Ease of Use** – Deal Interactive is so intuitive that end users typically require no training at all. Generally, administrator training takes less than 30 minutes.
- **Security** – Deal Interactive's robust security standards include SAS 70 Level II Compliance, Intrusion Detection Systems, and Random Security Audits.
- **In-House [Translation](#)** – Deal Interactive can provide rapid, seamless translation of the documents in your virtual data room. Combined with our multilingual user interface capability, our translation services allow members of your data room to experience the full due diligence process in their native language.
- **Service** – TLS takes pride in providing the most responsive customer service on the market. The average time for closing a service call is three minutes.

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| Used by :           | <b>TransPerfect Legal Solutions</b> |

### 8.2.14 Digital Reef (A TransPerfect Company)

TransPerfect's Digital Reef is the only processing and ECA platform that has proven it can process 17 TB in a single day. The processing engine scales across available servers and processing cores to support any size case and is not limited to single server scalability like other tools. Nearly all data types are supported, including mail archives such as Microsoft PST and OST, and Lotus Notes NSF files. In addition, forensic containers such as E01 and L01 files are automatically mounted, deNISTed and processed, without requiring that they are first flattened by hand.

On top of this powerful processing engine, our clients enjoy an intuitive yet powerful ECA interface that allows datasets to be culled quickly and easily. Each client has full access to their case data for Boolean searching, reporting, tagging, and advanced similarity analytics. Analytics offers "find more like this" searching, clustering, and near-duplicate analysis which is included in the ingestion rate. Email Threading is provided using both email metadata and content, depending on the quality of the data. OCR is also built-in so that image-only TIFFs, PDFs, and low content PDFs can be automatically scanned for textual content.

# Chapter 8 – Supplier & Software Details

## Interface

The screenshot displays the DIGITALREEF interface for 'Matter XYZ123'. The search query is 'vioxx OR defense'. The search results are categorized by document type and class.

**Search Results Summary:**

- Search Type: Simple
- Target: Matter XYZ123
- Query Entered: (vioxx OR defense)
- Doc Count: 679
- Include Metadata: Enabled

**Document Classification Table:**

| Document Class          | Count | Size     | De-duplicated Count | De-duplicated Size |
|-------------------------|-------|----------|---------------------|--------------------|
| NIST EDoc Files         | 0     | 0 bytes  |                     |                    |
| Directories             | 0     | 0 bytes  |                     |                    |
| Container Files         | 0     | 0 bytes  |                     |                    |
| Messages                | 8     | 151 KB   | 8                   | 151 KB             |
| Message Attachments     | 0     | 0 bytes  | 0                   | 0 bytes            |
| Non-NIST EDoc Files     | 568   | 365.4 MB | 568                 | 345 MB             |
| EDoc OLE Attachments    | 73    | 4 MB     | 68                  | 3.8 MB             |
| Message OLE Attachments | 0     | 0 bytes  | 0                   | 0 bytes            |

**Document Types by Size:**

- Office Files: 428.2 MB
- EDoc (385.4 MB)
- PDF: 381.5 MB
- Other: 333.8 MB

**Document Class by Size:**

- Message: 12.2 GB
- Message Attachment: 9.9 GB
- Message OLE Attachment: 1.7 GB

**Table: Clause, Doc Count, Unique, Duplicates, Family Expansions, Family Doc Cou**

| Clause  | Doc Count | Unique | Duplicates | Family Expansions | Family Doc Cou |
|---------|-----------|--------|------------|-------------------|----------------|
| defense | 450       | 415    | 10         | 35                | 448            |
| vioxx   | 204       | 163    | 26         | 25                | 199            |

The screenshot displays the DIGITALREEF interface for 'Matter123'. The document analysis is visualized using a pie chart and a bar chart.

**Document Types by Count:**

- Email Messages: 134,128
- Unknown: 2,540
- Images: 16,888
- Office Files: 27,606
- Other: 62,750
- PDF: 5,888

**Document Class by Size:**

- Message: 12.2 GB
- Message Attachment: 9.9 GB
- Message OLE Attachment: 1.7 GB

## Chapter 8 – Supplier & Software Details

### Example capabilities:

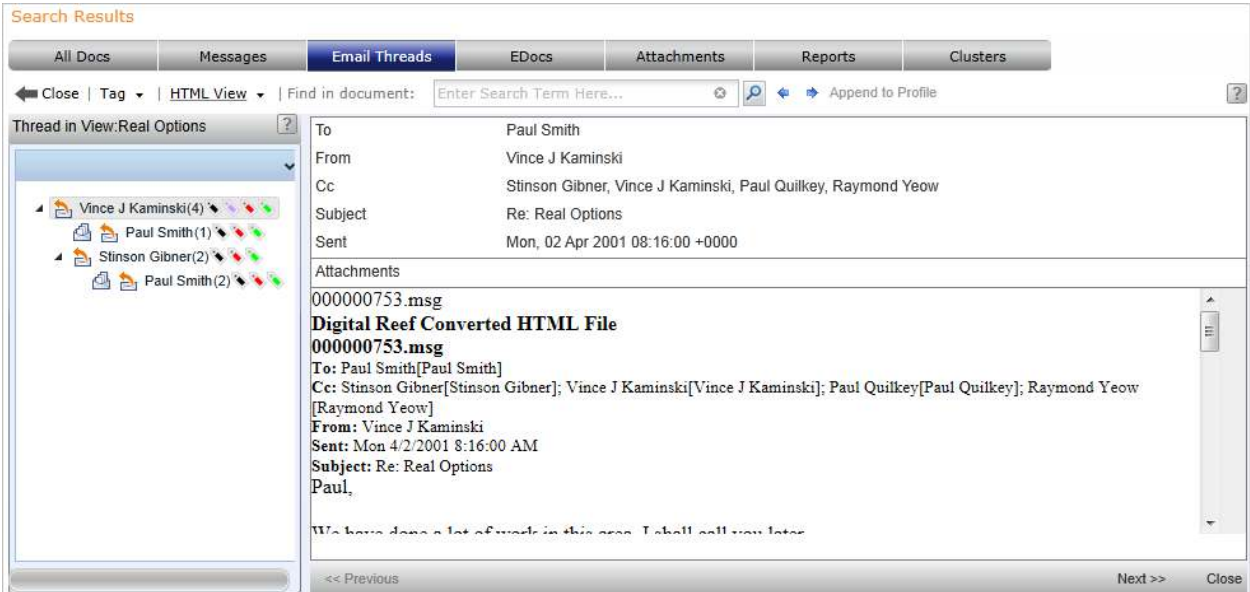
The screenshot shows the DIGITALREEF search interface. The top navigation bar includes 'Case Summary' and 'Pre-Review'. The sidebar on the left contains 'Matter123' with sub-sections for 'Matter Data', 'Custodians', and 'Searches'. The main content area displays search results for 'Matter123' with a search bar and filters. The results table has columns for Doc Number, Tag, File, To, Date, and Score. Two results are shown: one from Stinson Gibner (2001-04-04-16-29) and one from Paul Smith (2001-04-05-10-00). A tooltip for 'More like this' is visible over the second result.

**More-Like-This-Searching results in rank order similar results.**

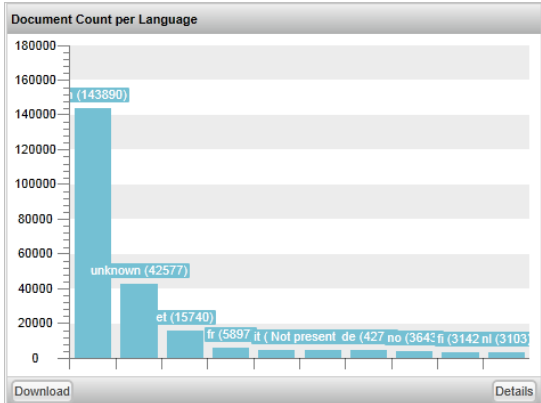
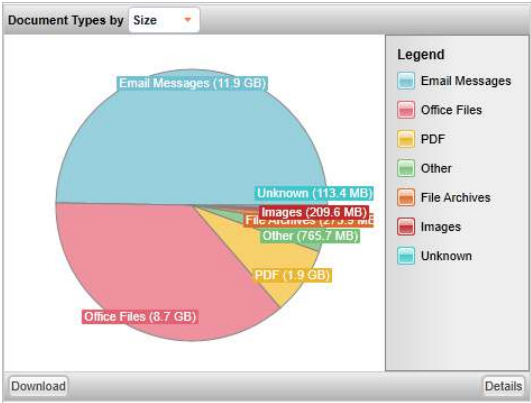
The screenshot shows the DIGITALREEF search builder interface. It features a form with several sections: 'Results must include' with fields for 'One or more of these words', 'and all of these words', 'and this exact phrase', 'and none of these words', and 'and any of these words'; 'Limit results to' with fields for 'From Sender(s)', 'sent between', 'To Recipient(s)', and 'with subject'; 'Tags' with fields for 'One or more of these tags' and 'and all of these tags'; and 'Date filters' and 'Additional filters' sections.

**Boolean searches can be created with the integrated search builder or via free form.**

# Chapter 8 – Supplier & Software Details



**Email Threads are reconstructed and denote inclusivity.**



**File Types/Extensions are selectable for foldering, tagging, or removing from the case.**

**Built-in Language Detection.**

The screenshot shows the 'Document Type Details' window for 'File Type'. It includes a table with columns for Name, Count, and Size. The data is as follows:

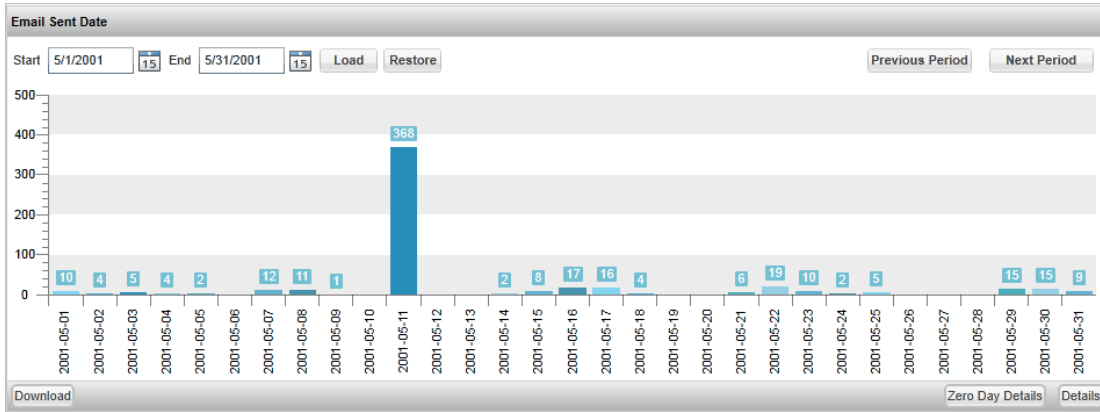
| Name                         | Count  | Size     |
|------------------------------|--------|----------|
| email                        | 134128 | 11.9 GB  |
| MS Outlook                   | 39307  | 352.8 MB |
| Text - 7-Bit File            | 21115  | 19 MB    |
| Microsoft Word 97/98         | 9305   | 1 GB     |
| Microsoft Excel 97/98/2004   | 6070   | 3.6 GB   |
| Adobe Acrobat (PDF)          | 5868   | 1.9 GB   |
| Microsoft Word 2000          | 5341   | 761.1 MB |
| Microsoft Excel 2000         | 2997   | 1.2 GB   |
| Microsoft PowerPoint 97-2004 | 2869   | 1.7 GB   |

The screenshot shows the 'Document Type Details' window for 'File Extension'. It includes a table with columns for Name, Count, and Size. The data is as follows:

| Name | Count  | Size     |
|------|--------|----------|
| msg  | 173412 | 12.2 GB  |
| url  | 18592  | 1.4 MB   |
| doc  | 15374  | 1.8 GB   |
| xls  | 9551   | 5.2 GB   |
| pdf  | 5868   | 1.9 GB   |
| ppt  | 3033   | 1.8 GB   |
| dat  | 2382   | 105.4 MB |
| txt  | 1143   | 7.2 MB   |
| jpg  | 881    | 92.9 MB  |

**Extensive reporting by file type and extension.**

## Chapter 8 – Supplier & Software Details



**Email Histograms can show gaps in collection and spikes in activity.**

Query Executed: >

Synonym Expansion: Disabled

Doc Count: 42236

Include Families: Enabled

Include Metadata: Enabled

| Clause  | Doc Count | Unique | Clause Ratio | Duplicates | Family Expansions | Family Doc Count |
|---------|-----------|--------|--------------|------------|-------------------|------------------|
| options | 12912     | 7013   | 30.57        | 9506       | 13652             | 9421             |
| trade   | 11109     | 5590   | 26.3         | 7934       | 10934             | 7838             |
| stock   | 8171      | 3392   | 19.35        | 5533       | 11049             | 6283             |

**Extensive search reporting.**

## Chapter 8 – Supplier & Software Details

**Search Results**

All Docs | Messages | Email Threads | EDocs | Attachments | Reports | **Clusters**

Update | Subcluster | Uncluster | Download Report | Rebuild

All Clusters

| Name                                       | Top Terms   | Documents | Tags |
|--|---|-----------|------|
| More like Re: Real Options in Matter123-2  | vince,ect,kaminski,hou,subject,enron,token-email,please,forwarded,can           | 1653      |      |
| More like Re: Real Options in Matter123-3  | enron_development,vince,ect,paul,sydney,presentation,july,raymond,kaminski,can  | 103       |      |
| More like Re: Real Options in Matter123-4  | enron_development,ect,enron,subject,hou,gas,cairn,doug,please,forwarded         | 307       |      |
| More like Re: Real Options in Matter123-5  | options,option,price,value,spread,real,time,pricing,prices,can                  | 428       |      |
| More like Re: Real Options in Matter123-6  | options,real,valuation,group,risk,value,conference,management,energy,business   | 339       |      |
| More like Re: Real Options in Matter123-7  | real,time,conference,options,token-email,call,power,please,electric,perspective | 43        |      |
| More like Re: Real Options in Matter123-8  | paul,token-email,vince,work,some,management,message,might,call,other            | 229       |      |
| More like Re: Real Options in Matter123-9  | ect,vince,can,hou,kaminski,enron,options,subject,please,houston                 | 152       |      |
| More like Re: Real Options in Matter123-10 | vince,sandeep,india,enron_development,ect,reminder,subject,houston,kaminski,dpc | 26        |      |
| Unclaimed List                             |   | 0         |      |

Page: 1 of 1 | Display: 1 - 11 of 11

Save | Tag | Remove | More like these | Create | Manifest | Table View | Find in Results: Enter Search Term Here... Find Total (0) | Found (0)

| Doc Number | Tag | File   | To | Date             | Score |
|------------|-----|--|----|------------------|-------|
| 1.60.2892  |     | <p>Open Thread Find More Tag</p> <p>Author: vkamins</p> <p>Filename: final0524.doc</p> <p>7 EXOTIC OPTIONS Vincent Kaminski, Stinson Gibner and Krishnarao Pinnamaneni   Enron Corp. Exotic options continue to increase in use as a means of controlling exposure to energy prices. One factor contributing to this increased popularity stems from</p> |    | 2000-05-22-15-57 | 67    |
| 1.61.2852  |     | <p>Open Thread Find More Tag</p> <p>Author: EGS LAN MGR</p>  |    | 2000-10-12-15-59 | 65    |

Page: 1 of 3 | Display: 1 - 50 of 147

**Clusters automatically categorize search results for further analysis and tagging.**

### Digital Reef Processing and ECA Key Features:

- Powerful multi-server grid architecture
- Processing tools for litigation support personnel
- Intuitive ECA interface for case team and attorneys
- Email threading viewable and exportable
- Clustering based on advanced similarity analytics
- De-duplication, de-NISTing and near-duplicate detection
- Multi-byte Unicode for support of all foreign languages
- All ECA work product (such as tagging) exportable to review
- Extensive reports, include search breakdowns and email histograms

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| Used by :           | <b>FRA, TransPerfect Legal Solutions</b> |



8.2.15 Doc Discovery



Email search made easy



Searching for specific content in your emails just got a lot easier. Doc Discovery is a do-it-yourself email search tool that will help you quickly search all messages and their attachments. Doc Discovery is ideal for use as a Very Early Case Assessment (VECA) tool.



- simple to use:** the simplest and quickest PST search tool to setup and use
- accurate and thorough:** searches message content AND all attachments
- safe to install:** designed to work safely on all corporate pcs
- free to all:** Doc Discovery is free to use – download now

Get started with Doc Discovery, register now at [www.docdiscovery.net](http://www.docdiscovery.net) to download this free search tool.



[www.docdiscovery.net](http://www.docdiscovery.net)

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| Used by :           | <b>PA Consulting, 7Safe; Individual lawyers</b> |

### 8.2.16 DocuMatrix Suite & Epiq Analytics<sup>SM</sup>

The following products are the flagship proprietary eDisclosure offerings from Epiq:

- eDataMatrix®.
- DocuMatrix®.

#### **eDataMatrix® (Early Case/Data Assessment Tool)**

eDataMatrix, Epiq's proprietary, high-volume processing tool, optimises documents for efficient review. eDataMatrix delivers the most powerful data processing in the industry. With eDataMatrix, Epiq can accurately assess, capture and process all relevant information to gain advantage early in a case. Excavating deep into data files, eDataMatrix® fully extracts metadata, text, embedded objects and domains, so you don't miss information critical to your matter.

With the constant evolution of file types, Epiq's software engineers are continuously strengthening the eDataMatrix tool in order to accommodate a wide range of diverse data formats, including Lotus Notes, Bloomberg data, Unix Mail, Chat, WIKI, SharePoint, audio and video files as well as those that are just emerging.

With eDataMatrix, everything is processed faster, using a distributed processing network and with less scope for error. And, since eDataMatrix uses the native application interfaces to analyse, extract and ingest metadata, everything you load into the tool remains in a format you can recognise and review online instantly. No need to adjust. No time-consuming TIFF and PDF conversions. And because Epiq develops proprietary technology, Epiq can easily meet specific customer requirements by prioritising custom data fixes with its dedicated in-house development teams.

#### **DocuMatrix®**

With DocuMatrix, Epiq's hosted proprietary review software, clients are equipped with essential disclosure management tools for an efficient, intelligent assessment and review.

DocuMatrix enables a client to assess data early in the process, identify vital documents and rapidly eliminate less relevant documents that have no value, leaving a smaller, more focused data set. Users reduce the risk of human error and keep data and crucial steps from falling through the cracks with automated workflows and review accelerators. DocuMatrix review accelerators increase review speeds by up to three times to dramatically reduce document review costs by using:

- Sophisticated email threading.
- Near-duplicate identification.
- Comprehensive workflows.
- Focused reporting.
- Search and cull methodologies.
- Clustering and categorisation capabilities.

Foreign language matters are simplified with DocuMatrix's complete foreign language support. Epiq's full range of advanced features and customised workflows are fully integrated to support more than 195 languages. Multiple parties can safely work on the same project. DocuMatrix supports multiparty project collaboration, while providing a minimum of Tier 3+ security to safeguard work product and productions.

### **Epiq Analytics<sup>SM</sup>**

With conceptual search, powerful analytics, intuitive data visualisation and interactive reporting, filtering and culling tools, Epiq Analytics<sup>SM</sup> is the Web-based user-friendly software that enables you to immediately identify critical information and gain control over data minimisation.

Legal teams need to make key case strategy decisions as early as possible in the electronic disclosure process. Quickly assessing the risks, time and costs involved in handling large amounts of data is crucial for reducing expenses and time to production.

#### **Conceptual Search and Clustering**

Powerful search capabilities enable quick and accurate analysis of large volumes of data in context.

- Search terms: Interactive search term refinement and detailed real-time hit counts
- Conceptual search: Categorise major concepts within data sets to produce more relevant results
- Clustering: View documents clustered graphically by similarity to quickly identify major topics and subtopics
- Saved searches: Create and save powerful, complex queries and search against all metadata up front

#### **Interactive Reporting**

Get high-level views<sup>SM</sup> of existing data and create and export reports on the fly.

- Produce detailed search term hit reports in real time, without waiting for offline work or third parties
- Create ad hoc reports using the export-to-Excel feature
- Capture query history and results with document summary reports
- Easily export filter panel charts to multiple formats

#### **Powerful Analytics**

Focus on critical information and uncover relevant data flows.

- Analyse data from multiple sources and get a clear view of eDisclosure projects
- Exploratory data analysis supports investigations where parameters are not yet well defined
- Quickly identify relevant information and tag for potential review or other action
- Use relationship analysis to discover relevant connections between custodians

#### **Data Visualisation**

Easily identify patterns and key interest areas via visual data navigation, interactive tools and a superior user experience.

- Drill down or broaden concepts and search results to analyse and uncover information in real time
- Quickly identify key areas of interest, such as foreign languages, data anomalies or hot clusters

#### **Filtering and Culling**

Easy-to-use tools allow you to minimise data so you can reduce expenses and time to production.

- Easily filter large data sets by domain, file type, custodian and other criteria

## Chapter 8 – Supplier & Software Details

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- Eliminate redundant or obsolete data to appropriately scope collection requests
- Cull by target date ranges, names of individuals or key words to pass only relevant data downstream

### Onsite Solutions

Epiq's on-site capabilities allow legal teams to respond to litigation events, regulatory investigations and compliance issues while abiding by local data protection or privacy laws and corporate security concerns. The technology, coupled with Epiq's Consulting Services team, enables lawyer review wherever an investigation may occur.

Epiq's on-site solutions provide clients with a means to analyse and process their data and to perform an on-premise document review in a self-contained portable environment behind and in conjunction with a corporation's IT infrastructure. Sensitive data containing highly confidential corporate information, and data which cannot be transferred cross border for data protection or data privacy reasons, can be safely processed and reviewed on premise .

|                     |                               |
|---------------------|-------------------------------|
| Owned/Supplied by : | <b>Epiq Systems</b>           |
| Used by :           | <b>Epiq Systems, QuisLex.</b> |

### 8.2.17 ediscovery.com (Kroll Software Suite)

#### EDISCOVERY.COM REVIEW

Whether your project is large or small, ediscovery.com Review is your go-to review tool.

Whether utilising the industry's most powerful predictive coding technology, or taking advantage of groundbreaking data storage options, ediscovery.com Review delivers fast and accurate results to save time and money.



Small matters, big cases and everything in between. Rediscover Ediscovery.

Ediscovery.com Review enables you to:

- » Use predictive coding at any phase of the review including data assessment at no extra charge
- » Utilise review teams of unlimited size with no reviewer access charges
- » Move data to near line storage to save on hosting costs and retrieve when necessary
- » Evaluate key project metrics in real time
- » Achieve significant gains in efficiency and cost savings
- » Phonetically search and review your audio files at no extra cost
- » Use a variety of advanced search capabilities
- » Review documents in native format
- » Identify, search and machine translate multilingual documents
- » Manage paper documents
- » Take control of managing your own reviewers without intervention of Kroll Ontrack
- » Avoid unnecessary costs by not paying for user license fees

The screenshot displays the ediscovery.com Review software interface. At the top, there is a navigation bar with tabs for Home, Technology Assisted Review, Search, Data, View, and Admin. Below this is a toolbar with icons for QC Sample, Set Up, Metrics, Train, Design, Distribute Documents, Override Location, and Move. The main area is divided into several sections. On the left, there is a 'Database' section with a tree view showing folders like Business Applications, Container, Database, Email, Graphic, HTML, Multimedia, PDF, Presentation, Spreadsheet, System Files, Text, Word Processing, and Unknown. The central part of the interface is a table with columns: Control #, Custodian, File Name/Subject, Date Modified/Sent, To, From, Primary Language, Family ID, Duplicate ID, and Email - Span. The table contains several rows of data, including entries for 'Bader, Robert' with various file names and dates. Below the table is a 'Document' viewer showing a preview of an email document. The document text includes a header with 'From: Robert Badeer [Robert Badeer]', 'Sent: Thursday, June 15, 2000 2:30:00 PM', and 'Subject: BFM'. The body of the email contains the text 'real time market' and a disclaimer: 'EDRM Enron Email Data Set has been produced in EML, PST and NSF format by ZL Technologies, Inc. This Data Set is licensed under a Creative Commons Attribution 3.0 United States License &lt;http://creativecommons.org/licenses/by/3.0/us/&gt;. To provide attribution, please cite to "ZL Technologies, Inc. (http://www.zll.com)."'. On the right side of the document viewer, there is a 'Category' section with a tree view showing various review categories like Responsiveness, Privilege Determination, and QC Complete. The bottom of the interface shows a status bar with information like 'Document: 1 of 51031', 'Logged On: 0 hrs, 4 mins', and 'Current File Type: Email'.

#### EDISCOVERY.COM MANAGE

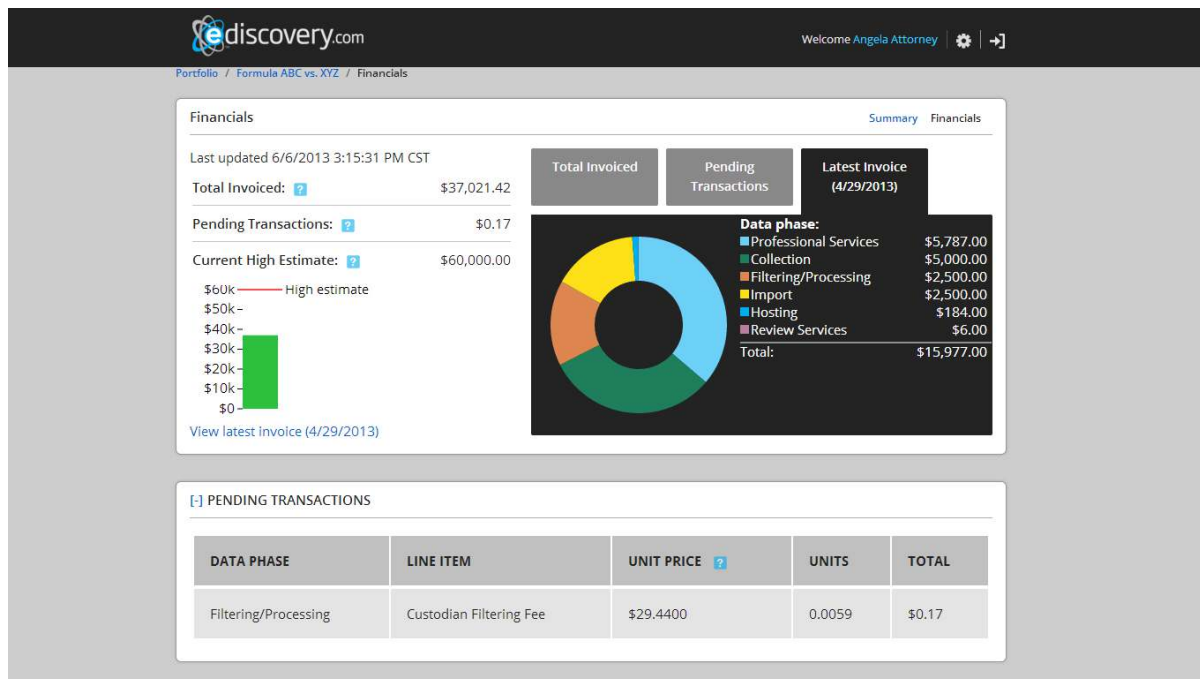
## Chapter 8 – Supplier & Software Details

Ediscovery.com Manage is a platform that gathers and graphically displays your full portfolio of eDisclosure projects via a dynamic dashboard with real-time project updates and communication, on your laptop, tablet or smartphone. Manage offers full access and transparency to your entire eDisclosure portfolio for a fixed price, which makes budgeting and planning current and future projects much easier.



Manage enables you to:

- » Consolidate eDisclosure projects into one portfolio view
- » Accurately track and forecast your eDisclosure spend
- » Compare and contrast project specific data



### EDISCOVERY.COM COLLECT

Collect addresses the legal and technical complexities associated with forensic collections. Driven by Ontrack® PowerControls™ the software helps IT administrators search, identify, preserve and collect potentially relevant metadata with minimal disruption, in either Microsoft® Exchange Server or Microsoft® Office SharePoint® Server environments.



When in-depth forensic investigations are needed, Kroll Ontrack's team of digital forensic consultants are on hand to provide expert forensic collection and preservation services. Our team uses a variety of tools and has the ability to extract data from almost any source in a secure and defensible manner.

**EDISCOVERY.COM ONSITE**



For cases with highly sensitive data or stringent privacy regulations, ediscovery.com Onsite is a managed, mobile eDisclosure solution that gives you the benefits of a service provider’s expertise and technology, in-house at your offices.



How it works:

- » The solution can be rapidly deployed to any country or location globally
- » Kroll Ontrack sets up the solution at your facility, including both hardware and software
- » Edisclosure projects are processed on-site, with technical management of the solution conducted by Kroll Ontrack either on-site or remotely.

With ediscovery.com Onsite:

- » The edisclosure infrastructure is housed within your facility providing your organisation with complete control
- » You determine if, or when, data leaves your site
- » You leverage the latest edisclosure technology - robust searching and filtering, online review functionality, data analytics and visualisations, and automated workflow, resulting in a quality, cost-effective approach to edisclosure
- » You avoid data transfer outside your organisation or to third-party providers
- » You meet your edisclosure obligations, without sacrificing quality or control
- » Edisclosure projects are managed by expert Kroll Ontrack consultants, ensuring efficiency, a defensible and repeatable process, and timeliness of review and production

|                     |                               |
|---------------------|-------------------------------|
| Owned/Supplied by : | <b>Kroll Ontrack</b>          |
| Used by :           | <b>Kroll Ontrack, QuisLex</b> |

### 8.2.18 edt Toolbox

One Database. One Search Engine. True Integration.

In the real world litigation and investigations are iterative, fluid and unpredictable. Early data culling decisions often need to be revisited as a case evolves and new issues come to light. EDT software delivers a fresh approach and true integration. Its single database is shared by all processing, analysis, review and production functions. So, there's no moving data between multiple tools and no need to create load files. This single product solution delivers significant efficiency across the entire case lifecycle. This makes the EDT solution ideal as a portable solution for off-site jobs.

Unicode compliant and customisable language indexing for foreign language document review.

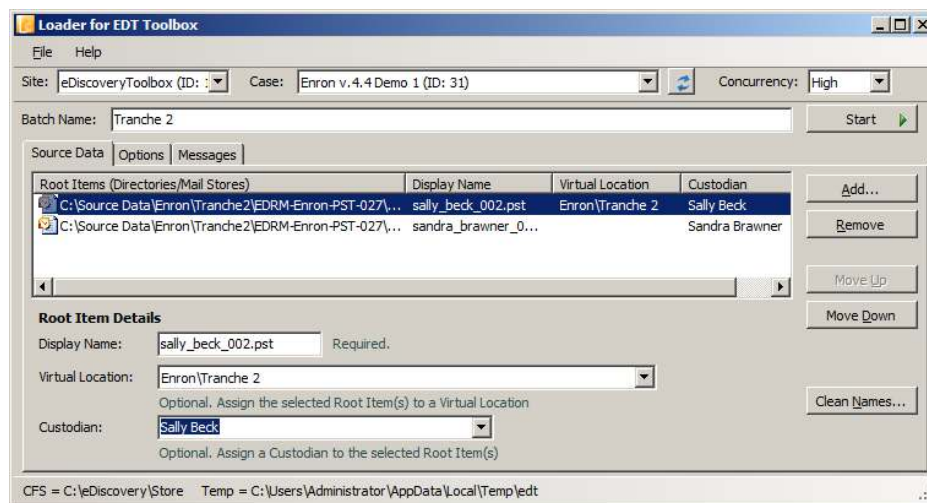
EDT is comprised of six elements forming an integrated 'all-in-one' eDiscovery solution. EDT is backed by a Microsoft SQL database which is open to users who wish to interact with SQL directly.

Toolbox has now been designed to integrate with Equivio, to give access to predictive coding, clustering and near duplicate functionality.

### Agent Service

EDT Agent Service is a processing engine used to execute tasks such as generating export packages and retrieving native files from source data. Multi-tasking efficiency and reliability is achieved through the execution of multiple agents, providing a truly scalable eDiscovery option for legal teams of any size, locations or workload.

### Loader



EDT Loader extracts and loads metadata from source data into a Toolbox case with an easy-to-use interface. The Loader enables you to select the source data to be loaded, assign custodians, remove unwanted file types, and also set your duplicate, time zone and text extraction options.

Native data of multiple formats can be ingested, including pst, nsf and forensic image files. All file information is added to Analyst for early case assessment, and processed data is made immediately available without needing to wait for the batch to complete.

### Importer

EDT Importer imports documents via load files to Analyst or Reviewer. Importer is flexible and can use generic load files and those generated by other eDiscovery software. Existing documents can also be updated using Importer.



## Chapter 8 – Supplier & Software Details

Whereas Loader adds unprocessed data to the Analyst application, pre-processed data is added directly to Analyst or Reviewer through Importer.

### QA Manager

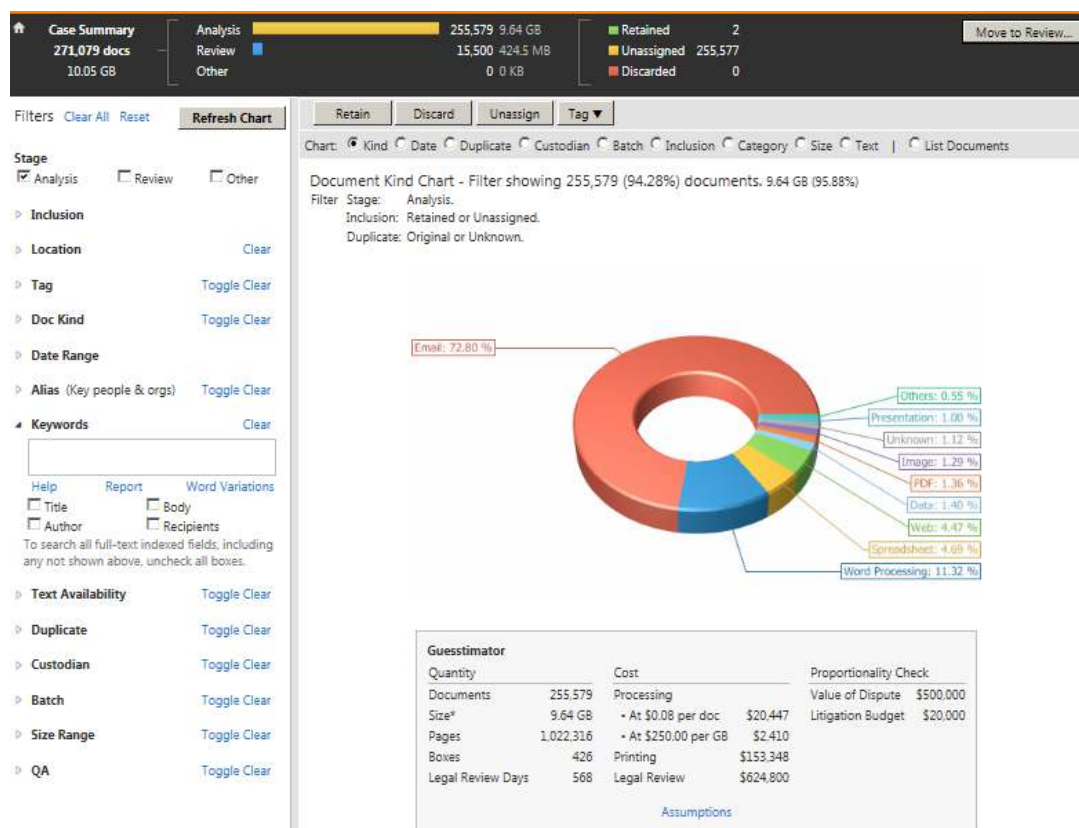
EDT QA Manager is used to identify documents that have failed to process fully, then apply fixes or passwords, completing the ingestion process begun by Loader. Examples of such documents are corrupt or password protected files.

### Analyst

A case assessment (ECA) web browser-based interface that provides graphical tools to analyse and report on the documents ingested. Analyst shows metadata characteristics and filters to enable the promotion of priority documents to Review or removal of irrelevant documents.

On-the-fly calculators estimate the potential costs involved in processing, printing and conducting legal review, and provides a proportionality check early on in the case lifecycle to compare these costs against the litigation budget and the amount at stake. Analyst is a key tool for planning effective disclosure strategies that keeps costs within budget and proportionate to the issues at stake.

Analysis here is available for documents at the Analyst stage or for those already moved to Review enabling simple movement of documents from Analyst to Reviewer and back again.

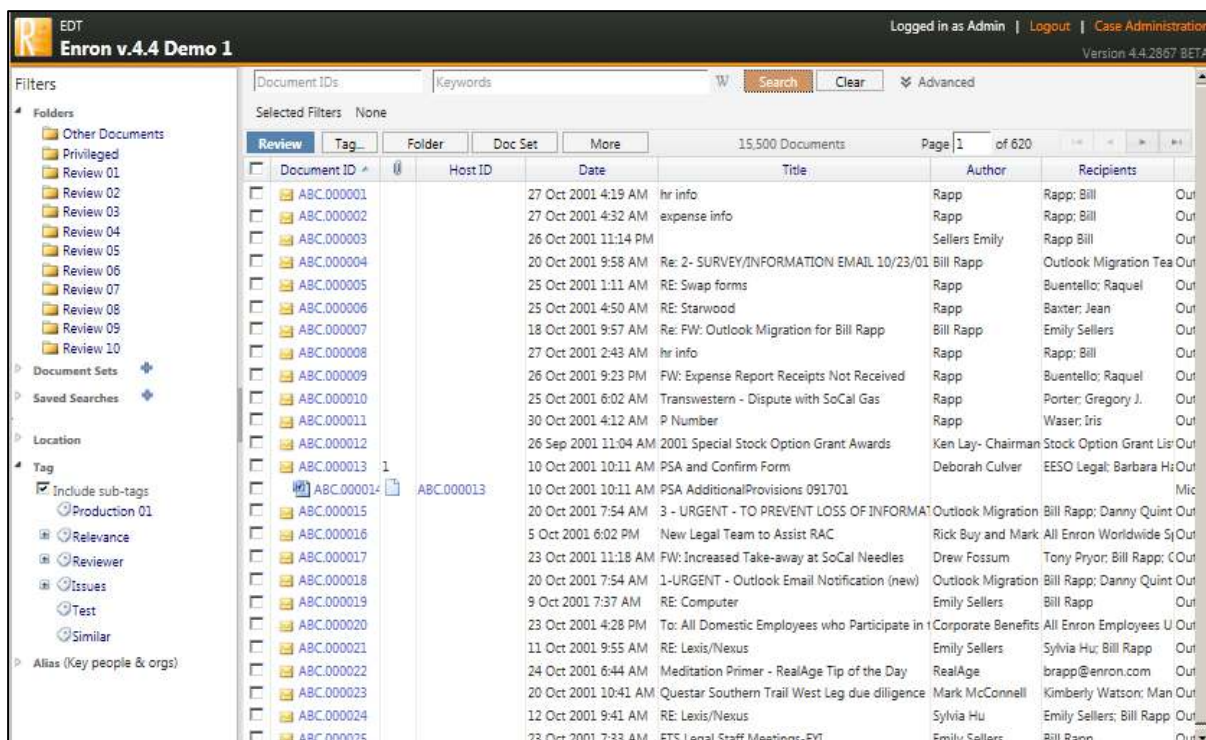


**Reviewer**

Designed to enable legal teams to review large volumes of documents.

Reviewer is an easy to use, web-browser based legal review platform that integrates seamlessly with the EDT suite.

Documents are displayed in Reviewer in Text, Native, PDF or Tiff formats. Review is highly customisable and simplified with single-click tagging, intuitive search and browsing features, plus document redaction and annotation functionality.



Intuitive search features enable the user to build, save and load complex search queries. Included is the Alias function which normalises multiple email addresses into one common 'Alias' name, allowing for documents to be searched from / to / or between key individuals, organisations or domains.

Documents in Analyst and Reviewer are exportable in highly customisable formats for document production to Ringtail, Relativity, Summation, Concordance and other formats, enabling the processing of selected data into load files. Production to Native, Text, PDF or TIFF formats.

Case Study with Empire Discovery and Allen & Overy available at:

<http://discoveredt.com/support/documentation/>

|                     |   |
|---------------------|---|
| Owned/Supplied by : | <b>edt</b>  |
| Used by :           | <b>A number of corporates, law firm in-house litigation support departments, service providers and government departments in the United States, Europe, Asia and Australia.</b> |

### 8.2.19 Enterprise Vault

#### Key Features

- Unified Document Archiving Software Platform moves less-frequently accessed information off of expensive primary storage to lower-cost storage.
- E-Discovery and Search roles-based access for legal users to search, preserve, review and export electronically-stored information efficiently.
- Global de-duplication of Archived Content (i.e. email, files, SharePoint, IM, databases).
- Active Content Collection to extend search, indexing and classification of data beyond the archive.

#### Key Benefits

- Enterprise archiving reduces storage footprint and costs by up to 60% or more by moving de-duplication and compression closer to the source while retention and deletion policies keep information for only as long as it is needed.
- Streamlines backup and recovery times by moving older, infrequently accessed data from production sources into a centralised archive.
- Enables an in-depth search of Electronically-Stored Information (ESI) across the enterprise, giving organisations clear visibility into and control of the discovery, assessment, and management of unstructured and semi-structured information.
- Allows for immediate early case assessments, legal hold and review without manual, time-consuming collection processes.
- Quickly find all relevant information across email, SharePoint, files, IMs, etc., based on custodian and target searches to individual custodians within a case for increased search precision and recall.
- Extend compliance policies to sites such as Facebook, Twitter, and LinkedIn and preserve social media communications for eDiscovery requests.
- Extend governance to SharePoint. Archive SharePoint document libraries for storage optimisation and compliance. Archive SharePoint document libraries, wiki's custom SharePoint lists, social content and more.

|                     |                 |
|---------------------|-----------------|
| Owned/Supplied by : | <b>Symantec</b> |
| Used by :           | <b>Symantec</b> |

8.2.20 Enterprise Vault.cloud

**Key Features**

- Cloud-based information archiving (no required hardware, software or client plug-ins).
- Intuitive end user experience with seamless archive access from Outlook, Outlook Web App, Notes or supported web browsers.
- Rapid search functionality and world-class collaborative eDiscovery workflow.
- Unlimited storage and retention for a predictable monthly fee.
- Support for Microsoft Exchange Server, Microsoft Office 365, IBM Lotus Domino, Microsoft SharePoint, Salesforce Chatter and Box.

**Key Benefits**

- Reduces the management burden for IT with rapid deployment and automatic upgrades and support.
- Expedite searches for archived information with scalable grid architecture and advanced, search-within-search capabilities that deliver results in seconds.
- Accelerate the legal discovery process by giving legal teams self-service access to the archive.
- Impose mailbox quotas without inhibiting user productivity by providing users with virtually unlimited mailboxes via their archives.
- Improve server performance and shrink backup and recovery times by storing information in the archive and confidently expiring messages saved on the mail server.
- Ensure email high availability with Enterprise Vault Mailbox Continuity.cloud, a failover system for your primary mail platform.

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| Owned/Supplied by : | <b>Symantec</b> |
| Used by :           | <b>Symantec</b> |

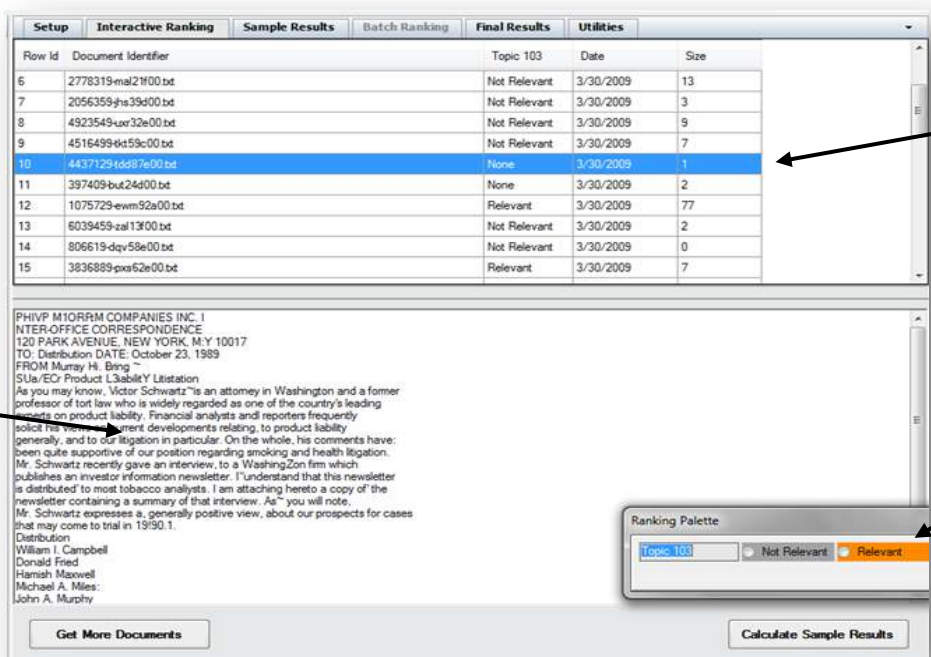
8.2.21 Equivio Relevance

Equivio Relevance is a lawyer guided software tool for scoring documents by relevance. From a sample of documents that have been classified by a lawyer as ‘relevant’ or ‘not relevant’, the software generates relevance scores for all documents in a collection. Equivio Relevance can be used at various stages in the legal document review process to save time and cost including:

- Initial case assessment – to rapidly assess key issues
- Culling of irrelevant documents that are responsive to typical keyword / phrase search techniques.
- Prioritisation of review – start the document review with the most relevant documents
- Post-review quality assurance – to assist in identifying review inconsistencies.

How does the Service Work?

1. The documents to be ranked for relevance are selected. For instance, they may be documents identified via the application of searches / filtering by say custodians, date range, file type etc. Alternatively, they may be the documents as selected by the client or documents received on disclosure.
2. The collection of documents to be reviewed are firstly de-duplicated and text extracted from electronic documents such as Word, email, PowerPoint etc. and for hard copy or scanned files text is created via optical character recognition ‘OCR’.
3. The text from the files to be reviewed is loaded into the Equivio Relevance software. There is the option to ‘seed’ the review with sample relevant documents and / or keywords. Alternatively, the software will select a representative batch of 40 documents for the lawyer to review.
4. The software is simple to use and does not require any training (see screenshot below). All that is required is for the lawyer to read the text from each document and decide whether the document is ‘relevant’ or ‘not relevant’. Note that it is also possible to review documents by ‘issue’.



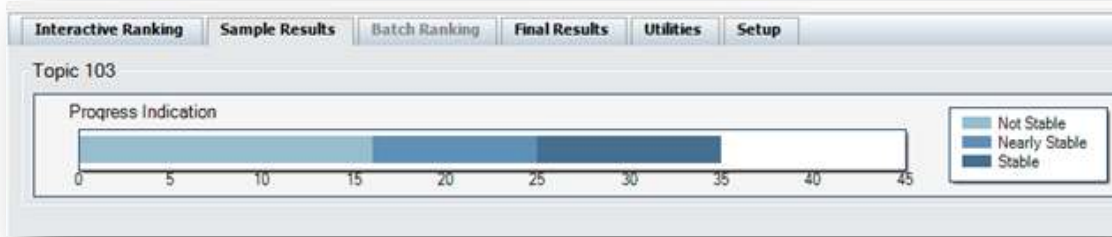
List of Documents

Document Text for Review

Click 'Not Relevant' or 'Relevant'

## Chapter 8 – Supplier & Software Details

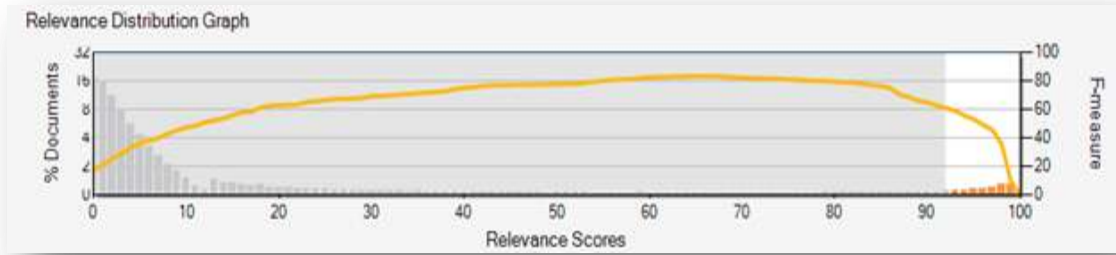
- The software presents to the lawyer batches of 40 documents at a time. Upon completion of each batch of 40 documents the software takes between 2 and 5 minutes to assess the results and create another batch of 40 documents for review. In the background, the Relevance software is effectively 'second guessing' the lawyer's classification of documents. The process typically requires between 30 and 45 batches of 40 documents each (i.e. 1,200 – 1,800 documents) to become 'stable' (see the screenshot below showing the number of batches reviewed and progress towards reaching 'stability'). 'Stable' means the software has reached a point where it is correctly assessing the relevant / not relevant classification in line with the lawyer review with a high degree of consistency.



- At completion of the review process, the software typically takes between 1 and 3 hours to calculate a 'relevance score' for all of the documents in the collection. The score is a number between 0 and 100.
- The Relevance software also provides useful statistics including a list of keywords / phrases used ranking in relation to the importance the software has placed upon such words / phrases in relation to determining the 'relevant' and 'not relevant' status of documents (see below for an example screenshot).

| Include: |                  |        | Exclude: |               |        |
|----------|------------------|--------|----------|---------------|--------|
|          | Keyword          | Weight |          | Keyword       | Weight |
| ▶        | brand            | 0.20   | ▶        | tobacco       | -0.13  |
|          | value            | 0.18   |          | day           | -0.09  |
|          | display          | 0.17   |          | received      | -0.07  |
|          | accounts         | 0.16   |          | were          | -0.07  |
|          | field            | 0.14   |          | ph            | -0.07  |
|          | stores           | 0.14   |          | vantage ultra | -0.06  |
|          | program          | 0.14   |          | tbe           | -0.06  |
|          | spanish speaking | 0.14   |          | protocol      | -0.06  |

- Depending on the nature of the documents to be reviewed, it is normal to find that the relevance scores are grouped towards either end of the 0-100 scale. The final analysis includes various statistics including a graphical representation of the distribution of the relevance scores (see screenshot below) so as to assist with formulating an approach to reviewing documents thereafter.



- Finally, the documents along with their relevance score are loaded into an online review platform such as Relativity, CaseLogistix or Concordance. The legal review team can then use the relevance score to prioritise, quality check and potentially eliminate documents with very low relevance scores.

|                     |  |
|---------------------|--|
| Owned/Supplied by : | <b>Equivio (Acquired by Microsoft in January 2015)</b>   |
| Used by :           | <p><b>AlixPartners, Epiq, FRA, Iris, Legastat, Millnet.</b></p> <p><b>Equivio is often embedded into other litigation support products (particularly Relativity) to provide "Predictive Coding" functionality.</b></p> <p><b>Expect this to change as Microsoft terminate support for embedded options as contracts with suppliers expire.</b></p> |

8.2.22 eTrium™ – Control Risks' Toolkit

Control Risks' eTrium™ was developed by Control Risks and we have a dedicated development team that work exclusively in maintaining it and adding functionality, often by the request of clients. eTrium™ goes beyond the industry standards of flexibility and scalability to deliver a tailored solution to meet our clients' unique case needs, reducing costs and risks during document review.

**Powerful searching and analysis**

eTrium™ has a search and filter technology which can cull large volumes of data while maintaining its integrity. From basic keyword searching and term expansion to more complex analytical sampling and concept grouping, we offer a full range of methodologies. Keyword highlighting and direct access to related documents simplify navigation while progressive analytical tools group and filter documents by discussion thread, textual similarity or concept.

**Ease of use**

eTrium™ has an intuitive interface which makes the review process efficient and cost effective, while custom document views let users set their own preferences.

**Management and reporting tools to control data and costs**

eTrium™ includes comprehensive tools to track user activity and document workflow and costs throughout the project lifecycle. Custom reporting options – including exception reporting and chain of custody – make timelines more predictable, while process tracking and notifications keep users informed at all stages of the project.

**Data production and export**

Drawing on our experience of working with many government agencies, Control Risks can support even the most complex eDisclosure production requirements. Our technical experts will work with you to meet agreed production format requirements, making delays less likely in the final stages of production. Our industry leading technology, eTrium™ ensures relevant evidence is produced quickly and flexibly.

**eTrium™: key features**

- Advanced security architecture – Enables users to securely manage and produce documents through a single interface.
- Flexible production features – Allows users access to the original and produced versions of a document within the same workspace, or lock down access to only the production documents; this eliminates the need for a separate production database, thereby decreasing confusion and human error.
- Full export functionality – Allows quick and easy data export to any format.
- Dedicated export toolkit – Reduces human error and allows users to quickly create privilege logs.
- Rolling production support – Enables large volumes of data to be produced in a short time frame.
- Production reporting logs – Tracks the progress of each production in real time.

|                     |                      |
|---------------------|----------------------|
| Owned/Supplied by : | <b>Control Risks</b> |
| Used by :           | <b>Control Risks</b> |



8.2.23 Exego (Planet Data S/W)

Planet Data is the exclusive home of Exego, our data processing workhorse with built-in ECA and review platforms that has revolutionized the eDiscovery landscape.

Exego was built for pin-point accuracy, speed and efficiency. It's the simplest, fastest and most effective eDiscovery resource of its kind. Processing countless projects since 2004, Exego has reduced review times and costs for our clients through its built-in ECA platform, easy-to-use TAR workflows and a self-documenting validation process.

Exego Early Case Assessment is an accurate, defensible – and most of all, a stress-free eDiscovery experience.

A dramatic departure from the expected, Exego ECA is a favourite amongst our clients. Exego ECA dramatically cuts review time and discovery costs by accurately reducing the amount of data needed to be reviewed. Best of all, Exego ECA comes with a staff of expert project managers with hundreds of cases of experience ready to work for you.

Exego is web-based, has a self-documenting workflow for validation of your ECA strategy, and a library of customizable reporting. When combined with new Exego Review, it won't take you long to see why our clients think eDiscovery is better on Planet Data.

What do you get when you take the power of Exego and add a highly-advanced review platform? Exego Review: the latest and greatest step forward in eDiscovery.

Using the unique speed and precision of Planet Data's exclusive Exego technology, Exego Review gives our clients an end-to-end discovery solution with a detailed dashboard, collaborative tools, and an expert hosting team standing by. All of this without ever leaving the agile and convenient Exego interface.

On Planet Data, we're committed to providing high-quality, stress-free eDiscovery and Exego Review is the newest example of how we deliver on those goals. Exego Review is another addition to the long list of reasons why on Planet Data, clients are so happy, they stay.

Learn more about Exego ECA [here](#).

Learn more about Exego Review [here](#).

|                     |                             |
|---------------------|-----------------------------|
| Owned/Supplied by : | <b>Planet Data</b>          |
| Used by :           | <b>Exigent, Planet Data</b> |

### 8.2.24 ExhibitManager

ExhibitManager is the intelligent and user-friendly software that supports litigators and arbitration practitioners in legal proceedings, from collecting and reviewing documents, to writing legal submissions, as well as creating exhibit bundles and interactive eBriefs.

We have developed ExhibitManager in collaboration with leading international litigation and arbitration lawyers. ExhibitManager frees you and your team from the distractions associated with handling exhibits in large legal submissions so that you can concentrate on your core competence: advocacy.

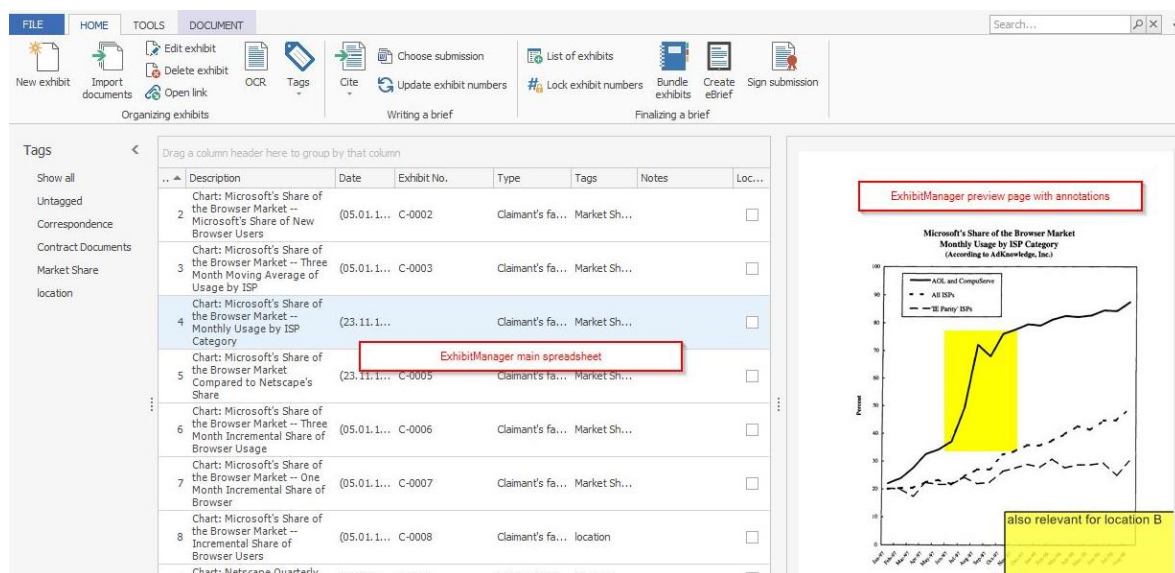
ExhibitManager perfectly adapts to your daily workflow: Exhibits and other evidence are stored in the ExhibitManager database. Searching, reviewing and inserting exhibits into your submission become an easy, straightforward process. Exhibits will be automatically numbered and formatted according to your specifications. Once you have finished your submission, ExhibitManager generates the necessary lists of exhibits and bundles. You can even create interactive eBriefs in PDF format with a few mouse-clicks.

Litigators and arbitration practitioners from many jurisdictions are using ExhibitManager. You may fully adapt the numbering and formatting of exhibits to suit the requirements of your Code of Civil Procedure or Arbitration Rules.

ExhibitManager promotes teamwork as all lawyers working on a legal brief are accessing the same documents. Team members benefit from ExhibitManager during case analysis, when writing and finalizing legal submissions:

#### 1. Case analysis

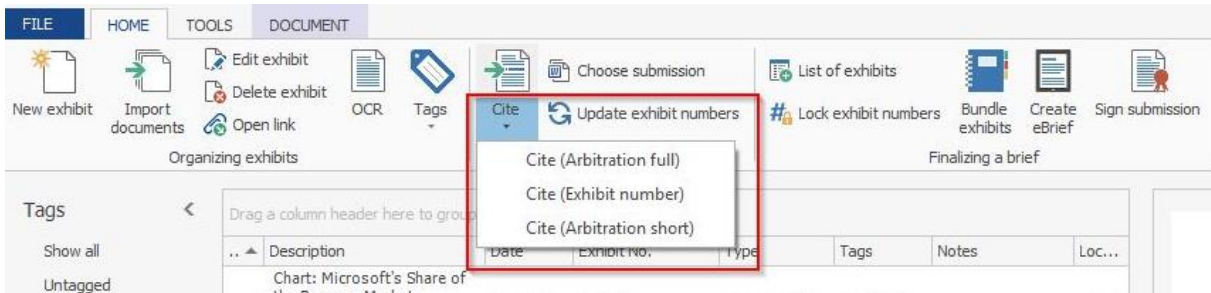
You may organize exhibits in different ways, e.g. by tags/issue, by exhibit number, chronologically etc. OCR and full-text search exhibits to find relevant information in a user-friendly document previewer. You can annotate exhibits and share knowhow within your team.



**Description Screenshot 1:** ExhibitManager main view; left: overview of organized exhibits by tag/issue, right: exhibit in preview with annotations.

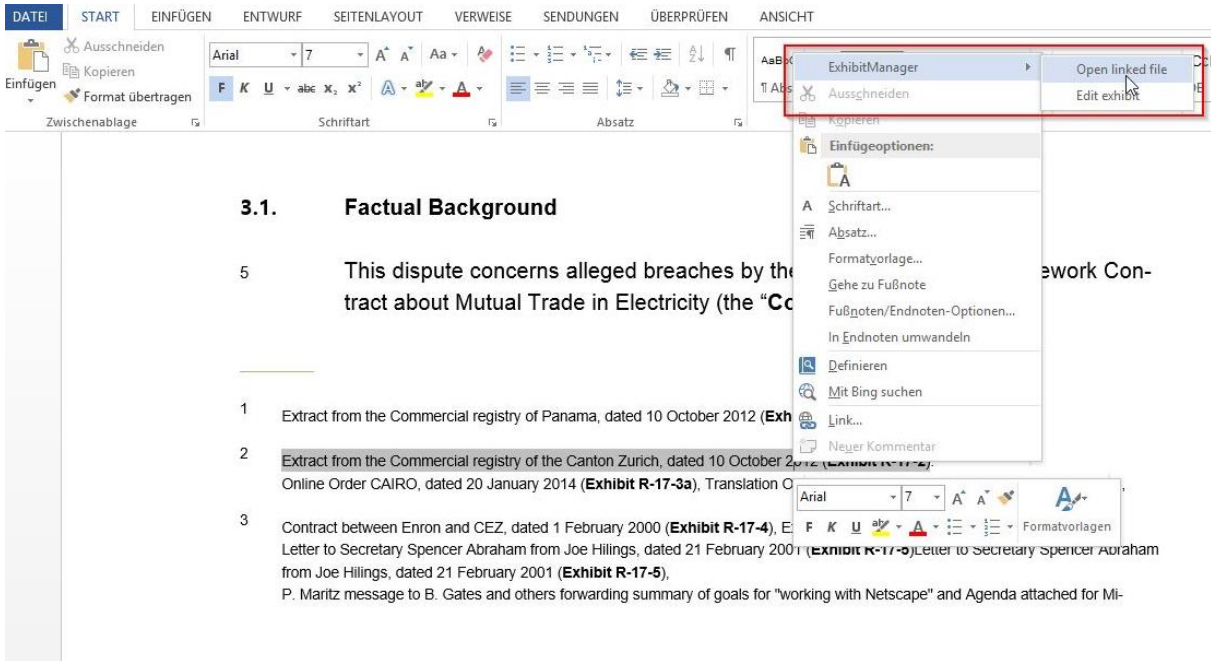
## 2. Writing legal submissions

Insert exhibits into your legal submission with uniform and fully customizable styles. Exhibits can be numbered automatically. They may be updated with a single mouse click when their order has changed in your submission.



Description Screenshot 2: Citation Buttons and Button update exhibit numbers

ExhibitManager integrates seamlessly with Microsoft Word: You can easily review exhibits cited in the submission by right clicking on the exhibit citation.

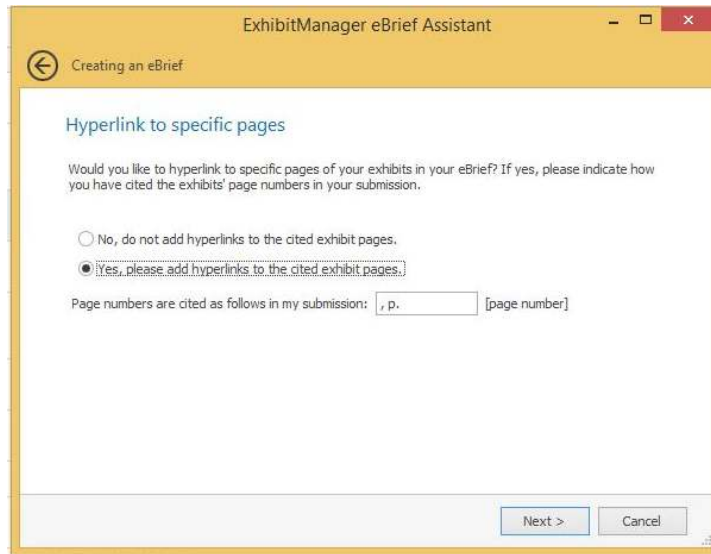


Description Screenshot 3: ExhibitManager offers reviews of exhibits when working in Microsoft Word.

**3. Finalize submissions**

ExhibitManager supports you in various ways when finalizing your submission:

- **Lists of exhibits** can contain one or more exhibit type (e.g. Claimant’s fact exhibits) and be ordered by exhibit number or chronologically. Creating combined chronological lists of exhibits is now a matter of seconds.
- ExhibitManager creates **bundles** and stamps exhibits automatically. In addition to the exhibit number, stamps may include any additional information such as draft, version etc. All documents in the electronic bundle are named properly.
- Create a **hyperlinked eBrief** (.pdf or .docx format) of your submission with a few mouse clicks. No more external service providers are needed. This saves you valuable time and you can do last minute changes, if necessary.



**Description Screenshot 4:** eBrief Assistant to create your eBrief within minutes.

For more information, please see the video [“Introduction to ExhibitManager”](#).

**System requirements**

- Microsoft Windows Vista, Windows 7 or Windows 8 with .NET 4 framework installed.
- Microsoft Word 2007/2010/2013.
- ExhibitManager uses an embedded, industrial-strength SQLite Database (included). Alternatively, the ExhibitManager database can be run on a Microsoft SQL Server 2005 or newer (MS SQL Server licenses are not included). This configuration is particularly recommended for larger teams working on one project concurrently.

|                     |                      |
|---------------------|----------------------|
| Owned/Supplied by : | <b>Causasoft LLC</b> |
| Used by :           | <b>Causasoft LLC</b> |

8.2.25 FRA Software Suite

**Data Privacy Management Suite (DPM)**

FRA’s software development team created the DPM suite in response to our client’s legal obligations to manage data privacy in several jurisdictions. This application is often implemented on projects that involve a European discovery element.

DPM is a rules based system that is flexible enough to manage on the most complex of cases. Rules can be applied at the project level, custodian level or individual media level. A full audit trail is maintained within the system which can be exported to support any disclosure that is provided to regulators or opposing parties. DPM is wholly owned and maintained by FRA.

*Exclusion Rule Hierarchy*

Exclusion rules can be defined at multiple levels, as described in the table below:

| LEVEL     | DESCRIPTION  |
|-----------|--|
| Project   | This is the highest rule level, and will apply to all custodians and media in the project. |
| Custodian | Rules defined at the custodian level will apply to all media for the specified custodian.  |
| Media     | Rules defined at the media level will only apply to the specified media.                   |

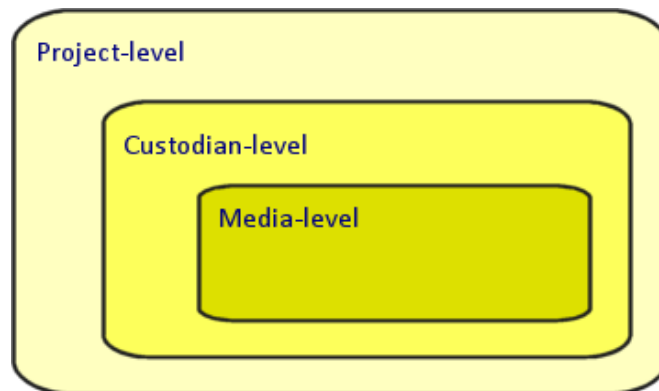


Fig 1 - Rule level hierarchy

*Exclusion Rule Types*

Several types of exclusion rules can be defined:

| RULE TYPE        | DESCRIPTION   |
|------------------|---|
| No Exclusion     | Specifies that no exclusion rules should be applied for the project, selected custodian, or selected media. |
| File Path        | Any file path containing the rule’s text will be excluded from searches.                                    |
| Sender\Recipient | Any emails between the two parties defined in the rule will be excluded from searches.                      |
| Email Subject    | Any emails containing rule text in the email subject will be excluded from searches.                        |
| Email Folder     | Any email folders containing the rule’s text will be excluded from searches.                                |

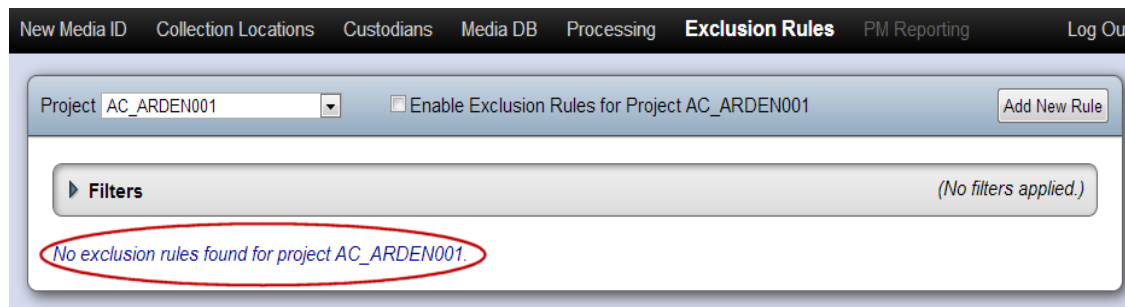
*Accessing Exclusion Rules*

## Chapter 8 – Supplier & Software Details

Data privacy exclusion rules can be viewed, added, and edited from within the MediaWebApp utility. After logging into the web application, click on the Exclusion Rules link (shown below) within the navigation section of any page.



After clicking the Exclusion Rules link, the Exclusion Rules page will appear. If no rules presently exist for the selected project, the page will appear with a message stating that no rules were found for the project:



When rules do exist for the selected project, they'll be shown in a table:

The screenshot shows the 'Exclusion Rules' page for project 'AL013'. The 'Enable Exclusion Rules for Project' checkbox is checked. Below the filters section, a table displays the following rules:

|                      | Project | Active?                             | Level     | Rule Type    | Value 1                        | Value 2 | Custodian | Media | Comment                                       | Created By | Created             | Edited By | Edited              |
|----------------------|---------|-------------------------------------|-----------|--------------|--------------------------------|---------|-----------|-------|---|------------|---------------------|-----------|---------------------|
| <a href="#">Edit</a> | AL013   | <input checked="" type="checkbox"/> | Custodian | File Path    | My pictures\                   |         |           |       | Added per spreadsheet in ticket request 2408. | cryan      | 7/1/2013 3:58:52 PM | cryan     | 7/1/2013 4:04:47 PM |
| <a href="#">Edit</a> | AL013   | <input checked="" type="checkbox"/> | Custodian | Email Folder | \Personnel\                    |         |           |       | Added per spreadsheet in ticket request 2408. | cryan      | 7/1/2013 3:59:11 PM | cryan     | 7/1/2013 3:59:11 PM |
| <a href="#">Edit</a> | AL013   | <input checked="" type="checkbox"/> | Custodian | File Path    | \\mesdocuments\CB\utile\       |         |           |       | Added per spreadsheet in ticket request 2408. | cryan      | 7/1/2013 4:01:58 PM | cryan     | 7/1/2013 4:01:58 PM |
| <a href="#">Edit</a> | AL013   | <input checked="" type="checkbox"/> | Custodian | File Path    | \\commercial\travail\cb\utile\ |         |           |       | Added per spreadsheet in ticket request 2408. | cryan      | 7/1/2013 4:02:13 PM | cryan     | 7/1/2013 4:02:13 PM |
| <a href="#">Edit</a> | AL013   | <input checked="" type="checkbox"/> | Custodian | File Path    | /Services France/Photos/       |         |           |       | Added per spreadsheet in                      | cryan      | 6/28/2013 4:49:40   | cryan     | 7/1/2013 4:48:54    |

*(Each of the columns in this table can be sorted by clicking on a column header.)*

A full audit trail is maintained within the system which can be exported to support any disclosure that is provided to regulators or opposing parties. DPM is wholly owned and maintained by FRA.

### FRA-Early Case Assessment (ECA) Tool

The FRA-ECA tool has been developed to provide a streamlined way to understand the make-up of complex processed data sets at the earliest opportunities. FRA's project managers have the ability to guide clients through various reporting options to validate or corroborate expected outcomes based on the data that has been collected. Several key components of the ECA tool include:

- Reporting on de-duplicated totals in real time and within hours of the data being uploaded.
- Reports by custodian.
- Reports by file type.
- Keywords can be tested for responsiveness.
- Review strategy can be determined based on document numbers, language type or file type.
- Exception volumes can be determined such as the number of encrypted files.
- Billing accuracy can be determined due to real-time data volume reports.

ECA works seamlessly with all of FRA's hosted review environments and data staging platforms.

When a user first logs into the ECA tool they are taken to the home page which provides key information about the project, such as the total document population, the method of de-duplication, the number of custodians and media within the project.

Early Case Assessment

Home

Navigation [Disconnect](#)

Refresh

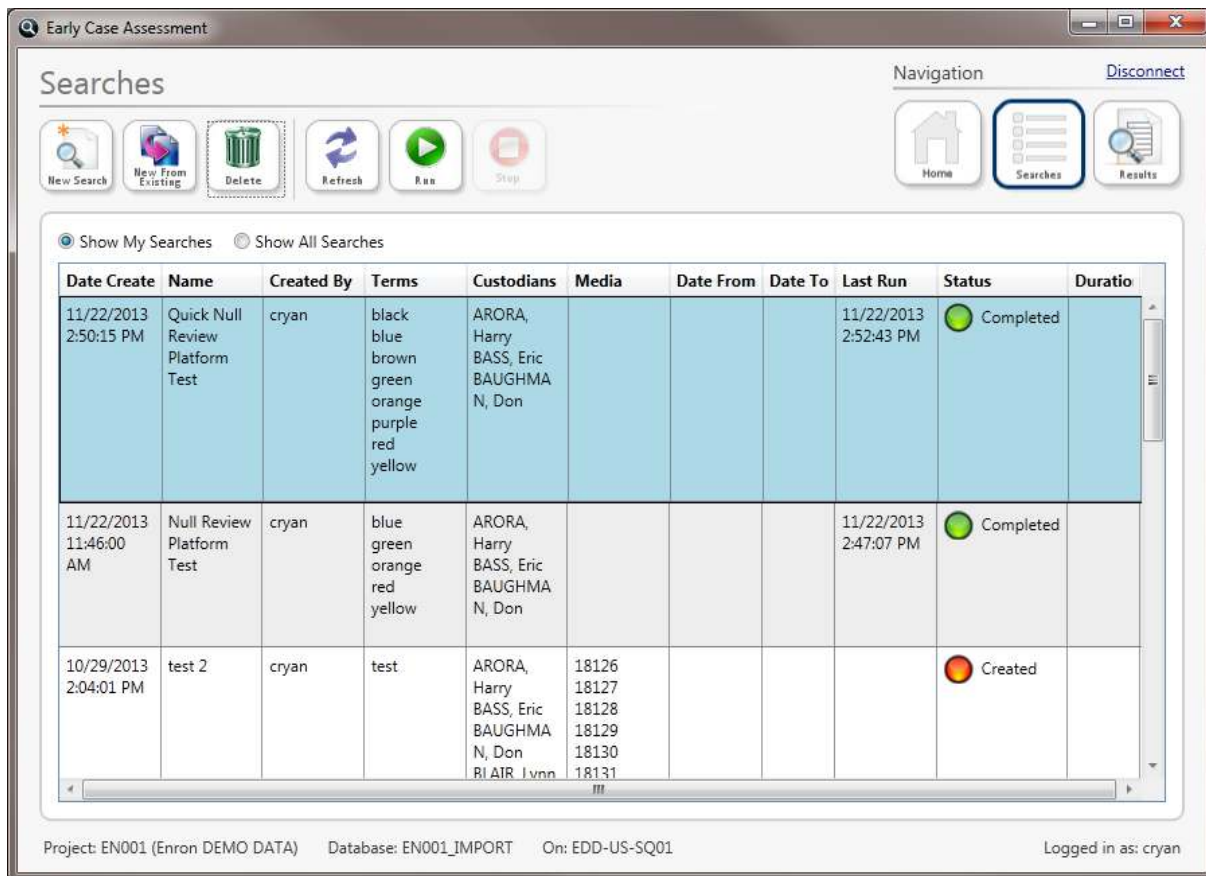
Home Searches Results

Project Name: Enron DEMO DATA  
Description: \*\* DEMO \*\*  
Project Manager: Meg Hinton  
Relationship Manager: Frances McLeod  
Country: US  
Review Platform Database: [No Server Defined],[No DB Defined]  
Number of Custodians: 78  
Total Project Media: 97  
Default De-duplication Setting: Within Custodian (Multiple active rules)  
Total Documents in Universe (Size): 631475 (62.9306 GB)  
Total Documents Subject to Searching (Size; Billable Size): 631475 (62.9306 GB; 18.0565 GB)  
Total Documents in Review Platform (Billable Size): 0 (0.0000 GB)  
Oldest Document Load Date: 9/3/2013 4:19:59 PM  
Newest Document Load Date: 9/3/2013 5:52:25 PM  
Number of Searches Created by You: 8  
Total Number of Searches: 17  
Number of Running Searches: 0

Project: EN001 (Enron DEMO DATA) Database: EN001\_IMPORT On: EDD-US-SQ01 Logged in as: cryan

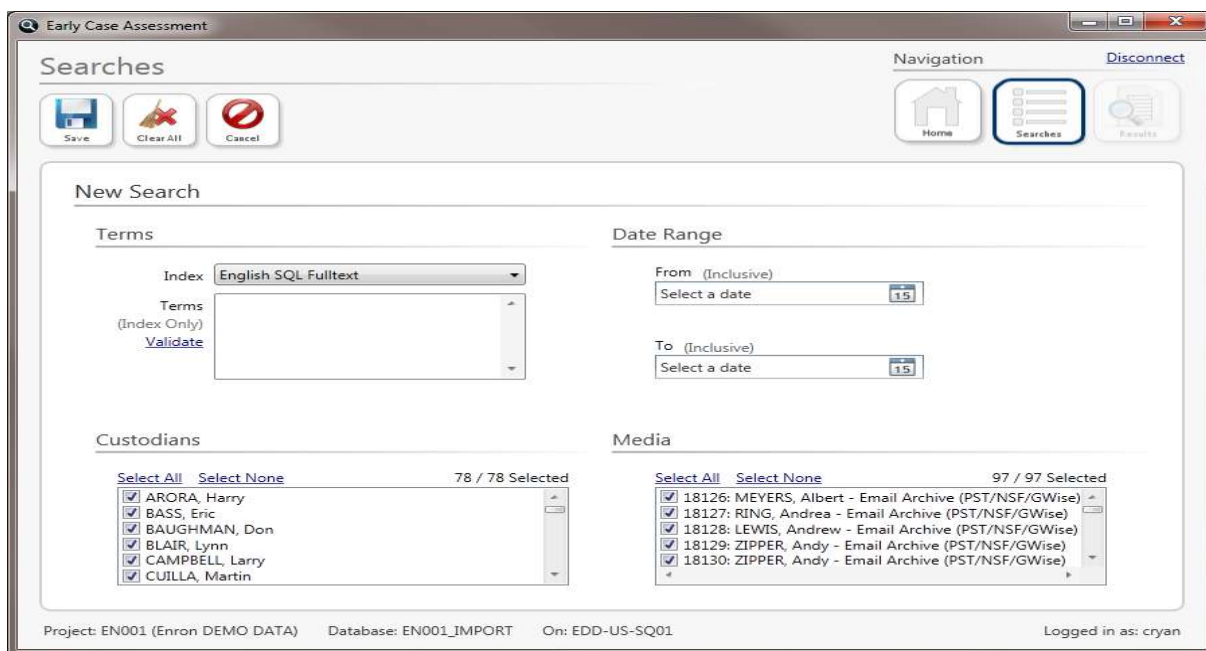
Searches

The Searches page acts as the main “hub” for the selected project. The Searches screen displays a list of all searches that have been created for the project, and it also provides an interface for creating new searches.



New Search Screen

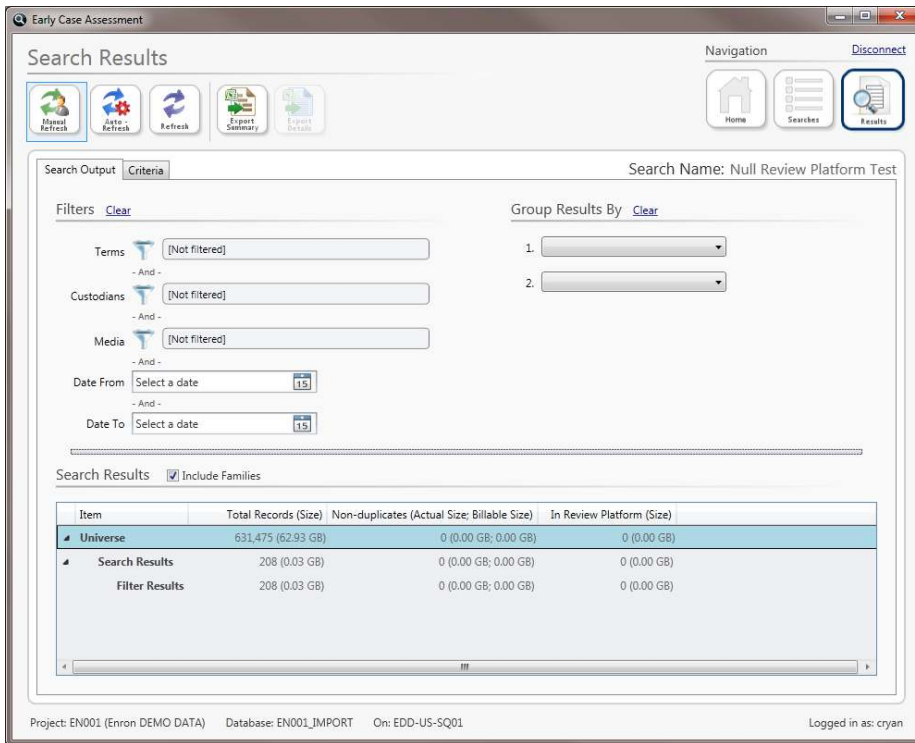
The New Search screen provides an interface for creating new searches for the currently selected project.





Search Results

The Search Results screen will only be enabled for searches that have been completed.



Reports can be generated and exported to Excel for further analysis. FRA clients can instantly reap the benefits of analysing their data sets well in advance of reviewing any documents.

|                     |            |
|---------------------|------------|
| Owned/Supplied by : | <b>FRA</b> |
| Used by :           | <b>FRA</b> |

**8.2.26 Guidance EnCase eDiscovery**

**EnCase® eDiscovery**

EnCase® eDiscovery is our industry leading electronic discovery (e-discovery) solution addressing the end-to-end e-discovery needs of corporations and government agencies. This comprehensive and scalable solution for effectively managing electronically stored documents in litigation, arbitration, and internal or regulatory investigations significantly reduces the risk and cost associated with e-discovery. Our complete product portfolio spans from legal hold to identification, collection, preservation, processing, first-pass review, best-in-class early case assessment (ECA), review, and production capabilities.

|                     |  |
|---------------------|--|
| Owned/Supplied by : | <b>Guidance Software</b>   |
| Used by :           | <b>A&amp;M, CCL Group, CYFOR, Espion, FRA, Forexus, Integreon.</b> |

### 8.2.27 Hobs Legal Docs Review Tool Kit (RTK) Suite

RTK is a suite of Relativity plug-ins created by Hobs Legal Docs' in-house software development team using Relativity's platform. The individual products within the RTK suite are designed to enhance specific areas of workflow including document decryption, translation and redaction, as well as project management and processing applications including contemporaneous note taking and loadfile manipulation. All of the products in the RTK suite can be installed using Relativity's Application Deployment System (ADS) and are compatible with versions 8.1 of Relativity and above.

For more information, visit <http://www.hobslegaldocs.com/solutions>

or contact [solutions@hobslegaldocs.com](mailto:solutions@hobslegaldocs.com)

#### **Flex**

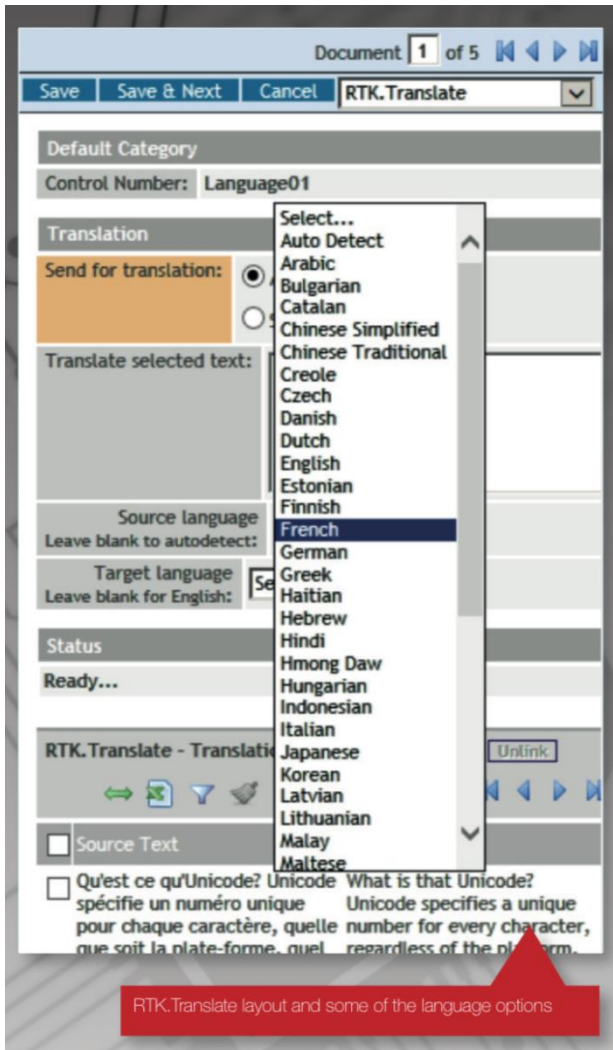
Flex is our proprietary application designed for early case scenarios where a client provides several hundred documents by various emails or USB drives. Traditionally, legal teams would either need to print the documents or spend time trying to access various file types including mailboxes. Alternatively, legal teams would engage a data processing vendor to process the data and load it into an online review platform. Such volumes would not usually warrant the use of a specialist database, and often at the start of a matter, clients can be reluctant to incur costs until the case progresses to a stage where this can be warranted.

Flex allows legal teams to directly load documents into a simplified version of Relativity in order to quickly sort, review and advise upon far more quickly and cost-efficiently. Users benefit from the time saving and ease of using a sophisticated database, without the same level of processing and hosting costs which would usually deter the use of a database in these circumstances.

### RTK.Translate

Standard translation workflows involve the tagging of foreign language documents, then exporting documents, en-masse, for translation. The translations are then uploaded to Relativity for review at a later date. Keeping on top of this import, export and re-review process is an unnecessary and time-consuming distraction.

Using a custom document layout, which can be secured from groups of reviewers, RTK.Translate allows for the near-instant translation of an entire document, or a specified section of a document.



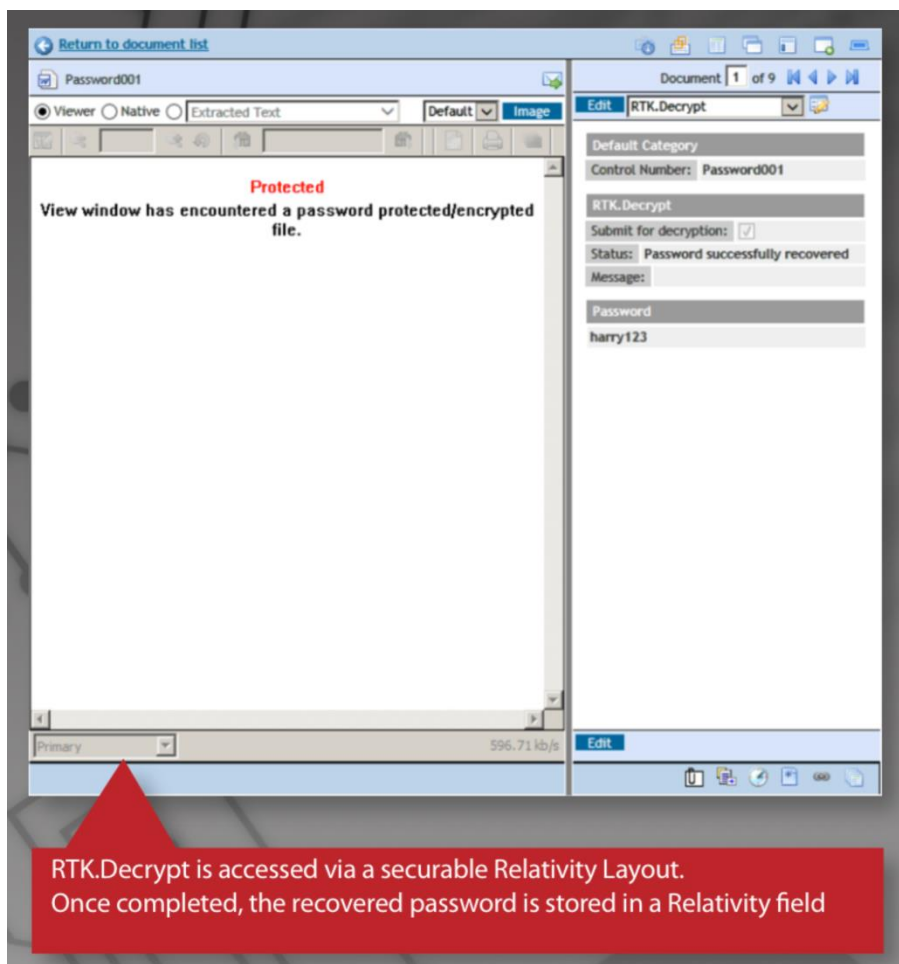
Using RTK.Translate allows reviewers to get a near-instant machine translation which will likely help a reviewer decide whether a document is relevant, or not relevant. Machine translation is the most cost-effective means of translation for early phases of a review, where many documents will not be relevant. It also allows the reviewer to work uninterrupted, without having to tag the document as requiring translation, then having these documents exported, translated, and their translations re-imported only to have reviewers re-review the documents.

All translation attempts are logged, to provide full transparency of the application's usage, and can be used to drive management reporting.

### RTK.Decrypt

Encrypted documents often contain critical information relating to your case. Typical eDiscovery workflows require either the costly decryption of all encrypted documents, or ad hoc decryption of files. Due to the cost and inconvenience of these methodologies, legal teams often ignore password protected documents completely.

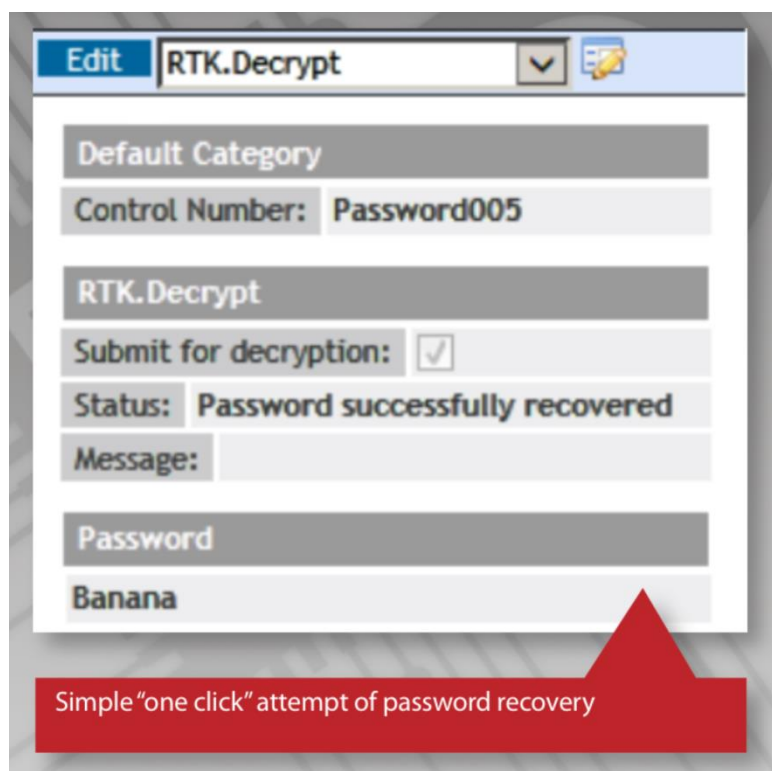
Using RTK.Decrypt's custom Relativity layout, reviewers are able to attempt the decryption of documents on the fly, or can submit files for bulk decryption, directly within Relativity. If a password list is available, RTK.Decrypt will attempt to use these before beginning more sophisticated attacks.



RTK.Decrypt recovers passwords from more than 200 different file types including PDFs, Excel spreadsheets (2000 – 2013), Word documents, PowerPoint presentations and more. Recovered passwords are automatically populated into the RTK.Decrypt custom layout for future reference.

For Microsoft Office documents, the system can also generate an unprotected copy of the file, or can populate a Relativity field with the recovered password.

With RTK.Decrypt, reviewers or case managers can work with password protected documents on a case-by-case basis. An encrypted document can be selected for decryption without having to contact a project manager, or sending an email request. Alternatively all password protected documents within the case can be submitted for decryption. RTK.Decrypt will handle the decryption and reporting.

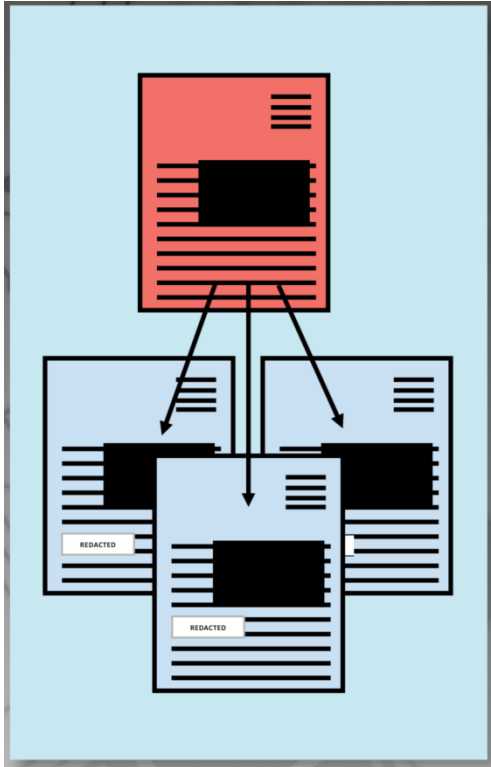


As we utilize Relativity's background processing Agents, we can distribute the work and attempt decryption on several documents simultaneously without interrupting the review. All decryption attempts are logged, to provide full transparency of the application's usage, and can be used to drive management reporting.

In terms of the attacks, many files can be instantly cracked, and if not, we employ a further 8 different types of attack including rainbow tables and brute force, as well as application-specific attacks.

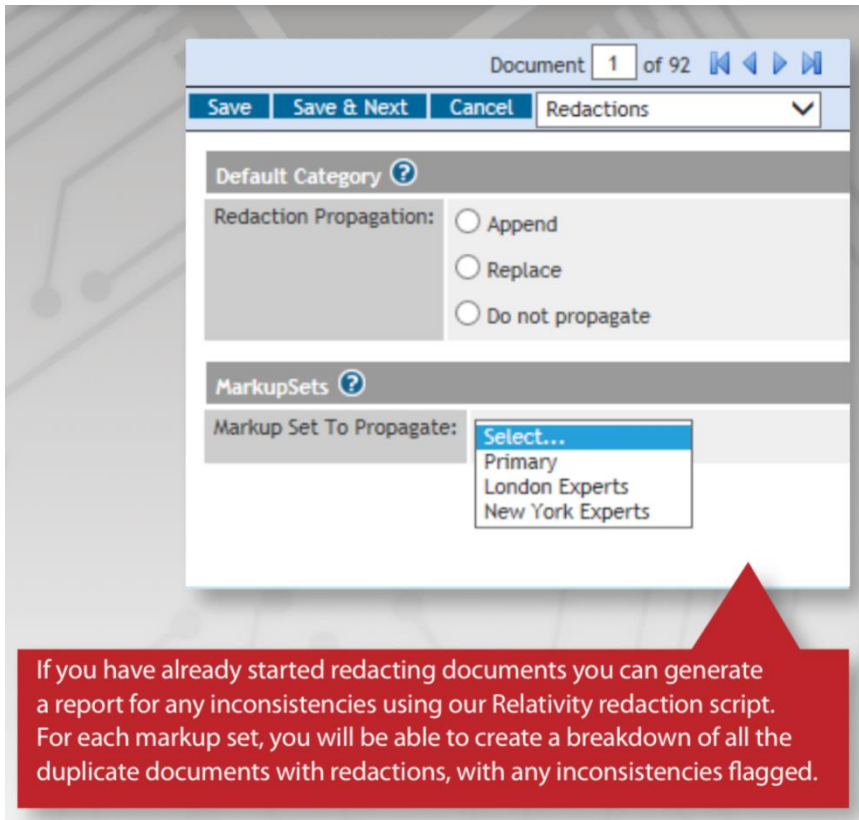
### RTK.Redact

Redaction is an important part of many document reviews. Redacting content throughout a case is time consuming and prone to error, especially in relation to duplicate items. You would probably like duplicates to be treated consistently without requiring work to be repeated across many duplicate documents.



Using RTK.Redact you will be able to avoid these inconsistencies, and quickly and efficiently complete your redaction exercise. RTK.Redact enables you to redact a document, and with the click of a button seamlessly propagate these redactions across all instances of a document. This process not only saves time and manpower, it also allows for a higher level of consistency across a workspace, by copying redactions exactly between duplicates.

An intuitive layout will allow you to create your redaction(s), and quickly decide whether to append the redaction(s) to duplicate documents, replace the redactions, or to apply redactions only to that document. We allow users to select a specific mark-up set to propagate across, whilst also respecting Relativity's security model. As you would expect, all redactions made via RTK.Redact are fully audited using Relativity's built-in History.



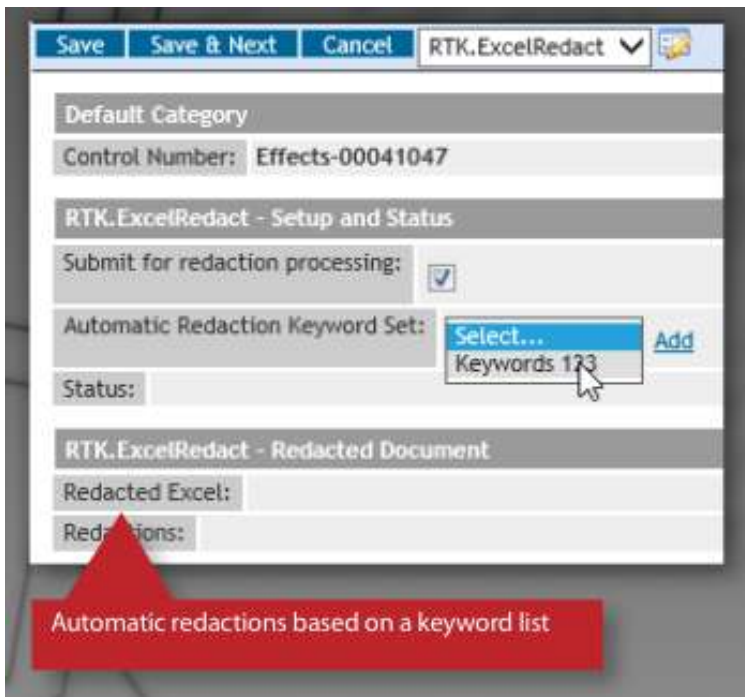
RTK.Redact has been built by Relativity users, for Relativity users and has been designed and built by a team of Relativity Certified Administrators. This means that we replicate the same straightforward functionality, workflow, look and feel that you have come to expect from Relativity.



### RTK.ExcelRedact

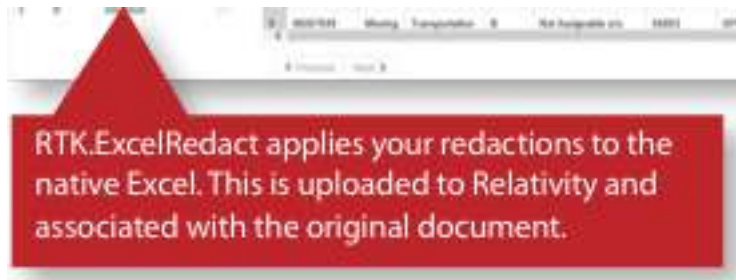
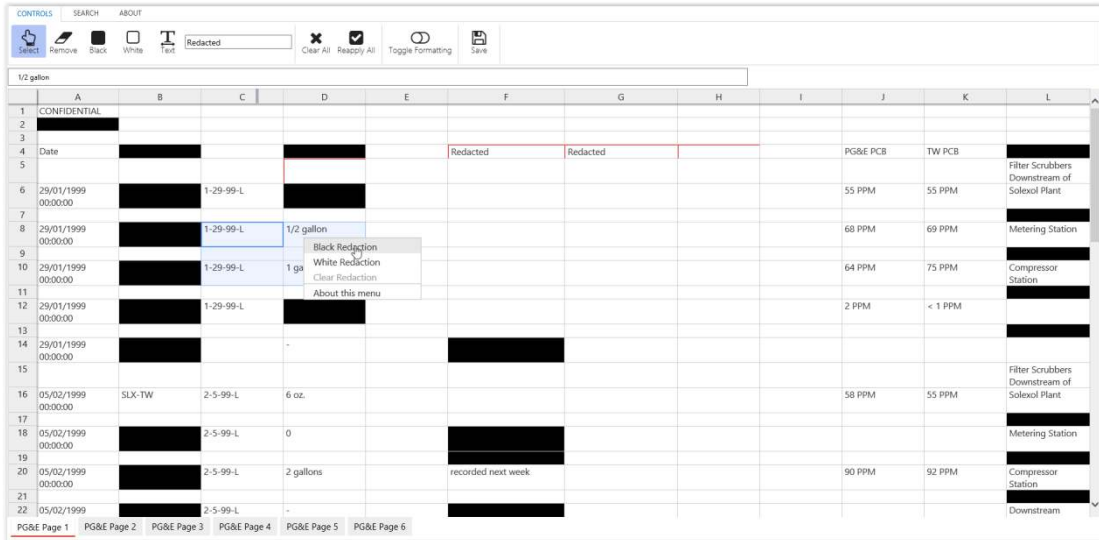
Microsoft Excel spreadsheets often contain sensitive information that is difficult to redact. eDiscovery rules in most jurisdictions require the exchange of data in native, and useable formats. TIFF versions of redacted Excel spreadsheets are difficult to create and their usability is questionable.

The current method of redactions requires the petrification of a document to an image format such as TIFF or PDF. This works well for documents that are printable but since Excel spreadsheets don't have the notion of a page, image renderings of an Excel spreadsheet will likely be poorly paginated, making redaction difficult. Currently, the only way around this is to manually create TIFFs of Excel spreadsheets which involves significant manual time and cost, or to redact directly in Excel, risking breaking formulae and missing the redaction of content.



## Chapter 8 – Supplier & Software Details

RTK.ExcelRedact takes Excel documents of any shape and size and renders them as an interactive webpage which has been designed specifically for redacting Excel spreadsheets. You can quickly apply a variety of redactions to the document (black, white, with text), search for keywords, and switch between worksheets. Once you're finished simply click save and our system will upload a redacted Excel spreadsheet and associate this with the original document. All formulae are dealt with in the background for you.



|                     |                        |
|---------------------|------------------------|
| Owned/Supplied by : | <b>Hobs Legal Docs</b> |
| Used by :           | <b>Hobs Legal Docs</b> |

### 8.2.28 HP Legal Hold and eDiscovery

#### **HP Legal Hold:**

HP Legal Hold enables customers to identify, preserve and collect potentially relevant information. It provides an automated means for managing legal hold notifications and custodian interviews in a repeatable, defensible manner. It also provides a comprehensive solution for managing the release and disposition of data at the end of a matter.

The product delivers complete case management, interoperability with external matter management systems, custodian management, and configurable legal hold status and statistical data tracking. Notices and interviews are sent digitally, and are digitally signed, with proactive tracking, escalation, and case reminders. Collections and preservations are automated, and can be initiated automatically against email archives, records systems, and custodian desktops.

#### **a) Notification and interview management**

HP Legal Hold allows customers to automate notification workflows and interviews ensuring defensibility by tracking and documenting notifications, acknowledgements, and reminders.

#### **b) Litigation lifecycle management**

Automatically track data throughout the litigation lifecycle: HP Legal Hold provides a comprehensive, online collaboration and tracking environment that facilitates initiation of hold actions, tracking of results, review of activity, and reporting.

#### **c) Matter management integration**

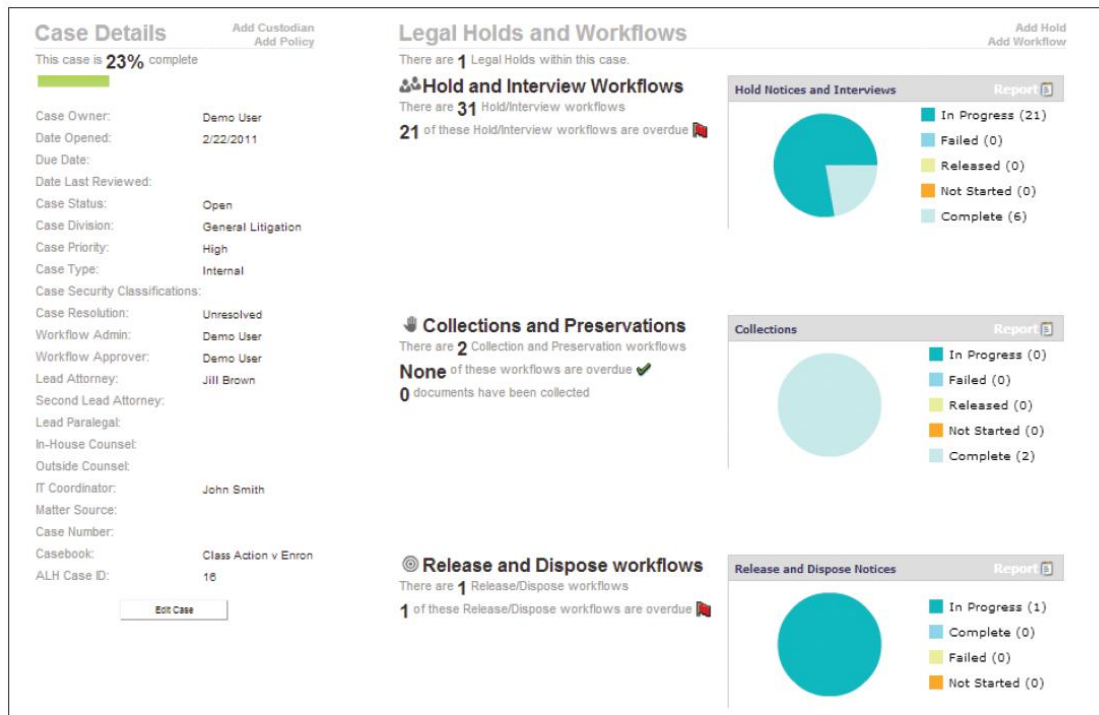
- Interoperate with existing matter management systems
- Allow legal staff to relate collections and notices to a set of matters
- Content collected or preserved can be shared among all of the matters

#### **d) Preservation and collection**

Preserving content using HP Legal Hold is accomplished by forensically sound collection (copying native content and metadata) or, for certain repositories, in-place preservation (locking the content and metadata within its current repository). In place preservation is available for:

- On-premise HP repositories such as HP Consolidated Archive or HP WorkSite;
- Third-party data repositories such as Windows file shares or SharePoint; and
- Laptops and desktops (through the Desktop Legal Hold agent).

HP Legal hold is an on-premise offering; however SaaS-based legal hold capabilities are available with certain HP archiving solutions.



Legal hold case data may be aggregated and managed centrally by legal staff

### HP eDiscovery

HP eDiscovery is a complete, full-featured eDiscovery product that combines processing, Early Case Assessment, analysis, review (including Technology-Assisted Review), and production into a single solution. All functionality is proprietary and provided without add-on costs to the customer.

HP's market-leading eDiscovery solution handles the world's most complex matters and investigations, while providing a powerful and efficient way to process, cull, review, package, and produce information using a highly intuitive and customisable workflow interface. With our solution, you can meet your eDiscovery challenges efficiently and defensibly. We enable massive scalability, language and format independence and end-to-end coverage across the entire eDiscovery process—from information management, to identification, preservation, collection, analysis, review and production.

HP's eDiscovery solution delivers a broad set of unique capabilities to streamline the eDiscovery process, including:

- a) **Early Case Assessment (ECA):** Enables customers to gain insight into large volumes of data using advanced analytics such as automated concept clustering, communications mapping and multi-faceted filtering. These tools help customers identify common themes, spheres of influence, unknown custodians and unusual behaviour in a simple, streamlined process. ECA also helps customers determine collection parameters and prepare for negotiations with opposing parties as well as court-mandated status conferences.

### Data Analytics

HP eDiscovery leverages HP IDOL (Intelligent Data Operating Layer) which provides access to hundreds of data types and reaches across myriad data silos throughout the enterprise. This patented software helps provide a human understanding of your data so you can search by ideas and concepts—far beyond traditional keywords—to

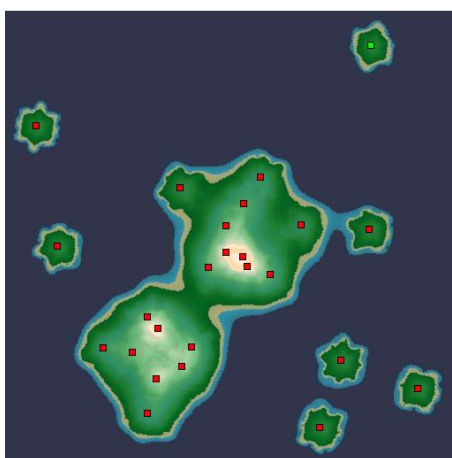
quickly and efficiently cull large volumes of information so you can put the early in early case assessment.

- Full text indexing of all processed content
- Automatic data relationship analysis
- Understand hundreds of languages and file types

### Visual Analytics

Cull and prioritise large volumes of data to make initial case or investigatory decisions using practical visualization tools:

- 2D concept cluster maps for investigations and prioritisation
- Link maps for networking analysis to uncover hidden custodians
- Parametric searches for enhanced filtering



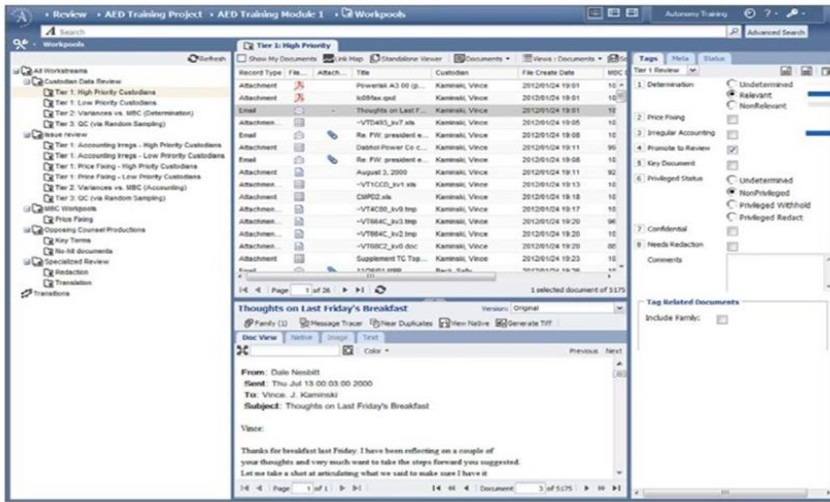
Link maps for networking analysis and Conceptual Information Clusters

- b) **Analysis, Review, and Production:** Combining years of technical expertise in processing and filtering with advanced data categorization and visualization tools, HP eDiscovery helps customers quickly and cost effectively identify data in a large document collection with the highest probability of being responsive. Built with enough flexibility to match the right workflow with each unique matter, customers have a choice of review workflows—from traditional linear review, non-linear (clustering-enabled) review, or Technology-Assisted Review. Further, as a pioneer in TAR delivering maximum time and cost savings with accuracy that exceeds human-only review, HP has developed multiple unique options to use predictive technology for even greater flexibility.

### Review and Analytics

At the heart of HP eDiscovery is the most advanced, user-friendly review tool that, although web-based, feels and functions like a desktop application.

- Familiar 'inbox' look and feel
- Perform basic linear review, complex non-linear review, or a mixture of both
- Built-in, automated, policy-based workflow for early case assessment and high productivity document review



Review documents in a familiar message inbox-like interface

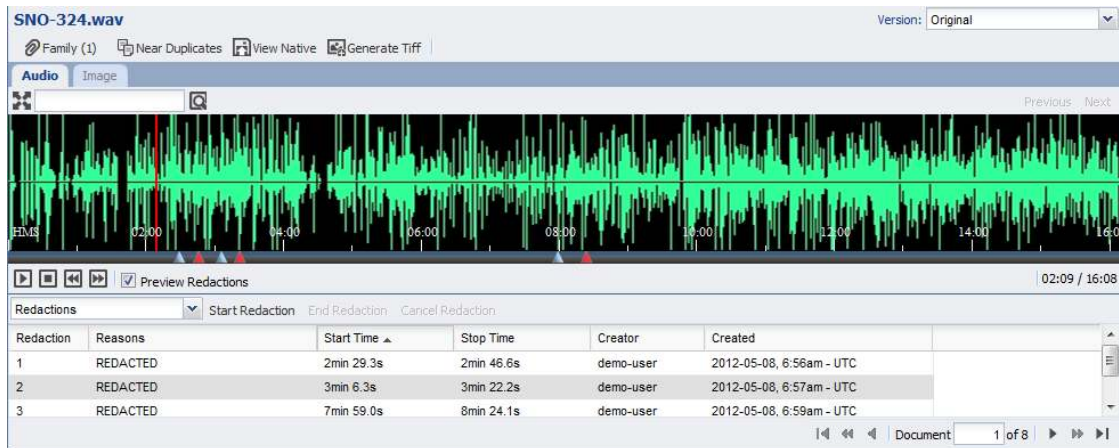
### Technology-Assisted Review

A pioneer in Technology-Assisted Review, HP is a market leader in applying predictive technology to expedite the analysis of large volumes of data which ultimately allows customers to drive significant savings into document review, which generally accounts for the majority of total eDiscovery time and cost.

- Facilitate review using dynamic, real-time coding recommendations regarding relevance to one or more issues in a matter
- Dramatically accelerate Early Case Assessment and increase accuracy over linear, human review by applying uniform objectivity
- Speed and simplify quality assurance by creating exemplar or training sets

### Audio

HP eDiscovery has a built in audio viewer so you can directly search and redact, as well as tag, audio files.



Deployment options are on-premise software, an appliance, full-service SaaS, and OnDemand (our self-service, cloud-based option). This technology has been battle tested in some of the largest and most-complex matters of the century.

|                     |                    |
|---------------------|--------------------|
| Owned/Supplied by : | <b>HP Autonomy</b> |
| Used by :           | <b>HP Autonomy</b> |

**8.2.29 ICE™ (From PLT)**

Over the last 7 years, PLT has regularly invested in the development of proprietary technology and 'best of breed', commercially available solutions.

PLT has a proprietary processing platform for the ingestion, filtering and processing of clients' Electronically Stored Information ("ESI") which is called ICE™.

Version 2 of ICE™, which has been benchmarked against the most popular commercial tools, was released in early 2012, ICE™ was developed to provide a high-speed and highly accurate processing platform with enhanced reporting capability such as 'Exceptions Reporting' and 'Key Word Analytics' which together provide a very high quality service.

ICE™ employs distributed processing thereby allowing computer processor resources to be added as and when required to cover significant peaks in operational demand. The efficiency of this proprietary technology is such that it is allowing PLT to lead the market in reducing the costs of high quality, ESI processing.

|                     |            |
|---------------------|------------|
| Owned/Supplied by : | <b>PLT</b> |
| Used by :           | <b>PLT</b> |

8.2.30 iCONNECT

In today’s digital age, the e-discovery process requires more strength and scalability to handle increasing electronic documents and data - no matter how large or small the project.

Robust and reliable, iCONNECT nXT is trusted by prestigious Am Law 100 law firms, corporate legal departments, government agencies, and their Legal Service Providers (LSPs) for document review, mergers and acquisitions, and multilingual, multi-party international cases.

iCONNECT nXT can be deployed in-house or hosted by one of more than 60 authorized iCONNECT LSPs worldwide. Or, you can opt to host iCONNECT nXT with a service provider and administer it yourself. Whichever option best fits your needs, you can be sure that your iCONNECT nXT review platform is secure, robust, and scalable.

**Smart Analytics**

- One-click review of e-mail relationships using 6 Degrees - Relationship Visualizer.
- Toggle between e-mails with attachments and near-duplicates\* for fast review and consistent coding.
- Easily view and assess e-mails and attachments with the same review designations.
- Quick display financial review, using Formula Fields to build calculations upon numeric and statistical data in your database.

**Simplified, Consistent Review**

- Streamline reviews by creating and assigning document batches to reviewers.
- Enhance workflow processes and ensure review accuracy by setting rules for document coding.
- Work with documents in any language, including Chinese, Japanese, Korean.
- Instantly determine edit and production status for each document, and keep the report front and centre as you navigate from document to document.

**Comprehensive Search Capabilities**

- Enhance conceptual review with concept sentence/phrase highlighting and clustering capability to reduce review time and improve accuracy (with use of an analytics tool).
- Streamline reviews and collaboration by saving search queries for re-use.

**Mobile Review**

- Law firms, corporate legal departments, government agencies and legal service providers can efficiently and effectively manage discovery and review regardless of where the data resides.
- Host discovery data on nXT in-house or on-site and receive administrative and technical support from LSPs in remote locations.
- Lower your overall risk and ensure that data privacy, security and confidentiality protocol are upheld.

|                     |                        |
|---------------------|------------------------|
| Owned/Supplied by : | <b>iCONNECT</b>        |
| Used by :           | <b>IDS-Legal, PwC.</b> |



### 8.2.31 iLaw Trial Software

Digital Documents including:

- Secure PDFs served by CPS.
- Standard PDF's.
- Word, excel, rtf document formats.
- PowerPoint presentations.
- Sound files.
- Video files.
- Detailed case workflow.

|                     |                         |
|---------------------|-------------------------|
| Owned/Supplied by : | <b>Anya Designs Ltd</b> |
| Used by :           | <b>Anya Designs Ltd</b> |

**8.2.32 In Control (Reveal Data Systems)**

The InControl review platform from Reveal Data Corporation is similar to Clearwell in offering an analysis, review and production platform that:

- Over any internet browser on PC or Mac and on an iPad, review documents in their original native format, with the option of converting to image with true TIFF on-the-fly capability, without incurring any additional fees,
- Built-in document alerts notify the reviewer of hidden attributes in the native file, such as hidden columns and rows, track changes, or speaker notes,
- Review and bulk tag families, threads, and duplicates in a single easy-to-use screen,
- Near-duplicate identification detects similar documents quickly. Users can sort and organize to expedite review and maximize efficiency; coupled with actual duplicate identification and bulk tagging, this can save immeasurable time and maximize work product. Thresholds for similarity can be customized on a case-by-case or collection-by-collection basis,
- Perform quick entity searches using analytics and pre-clustered data (quick entities) to do a first pass on data and identify volumes of junk emails (non-responsive groups of e-files, by file type and/or by file name).

|                     |                                |
|---------------------|--------------------------------|
| Owned/Supplied by : | <b>Reveal Data Corporation</b> |
| Used by :           | <b>Navigant.</b>               |

8.2.33 Index Engines

It is important to select a identification, collection and preserving platform that supports backup tapes. Backup tapes have been neglected as a source of ESI in the past, however they have quickly become a reliable and convenient source of ESI. Backup tapes are a point in time snapshot of user data and emails. It is far more convenient to collect data from tape than from a live production environment.

Index Engines provides a cost-effective and comprehensive, electronic discovery and early data assessment solution for backup tapes. Index Engines solutions provide the following:

**ACCESS:** Delivers a single unified view into all data sources, from forensic images and networks to legacy backup types. No other product can get access to all this data allowing de-duplication and queries to be performed across a wide data set, simplifying the culling process and ensuring all ESI is forensically sound and reliable.

**AUTOMATION:** Index Engines has automated the workflow, accelerating the process of identifying and collecting ESI. Automated, stored queries can run on a scheduled basis to automatically find and extract ESI from any source. Automation minimizes manpower requirements and reduces the time and cost to collect data.

**EFFICIENCY:** Process large volumes of data quickly, from networks to backup tapes. A unique patented architecture processes speeds of 1TB per hour using a single node. Large volumes of data can be quickly processed and culled in order to meet even the tightest deadlines. A single Index Engine can process up to 70TB of data from any source.

**FLEXIBILITY:** Deployment options allow access to Index Engines technology through onsite deployment to manage the ESI collection process in house. Additionally, a cloud service is available for backup tapes so they can be indexed and searched using a web-based interface, where you can tag relevant ESI for extraction.

**EASE OF USE:** Most important is to have an interface that is automated and easy to use. Index Engines automatically eliminates unnecessary files and emails using powerful deNISTing and de-duplication algorithms. The intuitive interface allows one click culling to eliminate full email domains and file locations, allowing for rapid filtering of the content.

**LOWERING COST:** Index Engines provides a cost effective platform for delivering access to data on networks, forensic images and even backup tapes. Because of the efficiency built into the platform the predictable costs are lower than other solutions and are in line with your client's budget. Additionally, Index Engines allows you to consolidate multiple tools into a single unified identification and collection platform that simplifies the project and delivers more reliable results.

|                     |   |
|---------------------|---|
| Owned/Supplied by : | <b>Index Engines</b>                      |
| Used by :           | <b>CDS, Deloitte, Integreon, Millnet.</b> |

### 8.2.34 Integreon Tools

**eView™** is Integreon's proprietary application for hosted document review. eView enables better management of the workflow, productivity, and quality of large, complex review projects. Users can choose to utilize Integreon's hosting infrastructure or package eView with services provided by our experienced reviewers and project managers. eView provides:

- **Built-in analytics** – Enables project leaders to assess data collections prior to the start of reviews to determine the most efficient workflow and approach for managing each project.
- **Intelligent review process** – Unlike some systems that force you to adopt a pre-configured, one-size-fits-all approach, eView offers project leaders their choice of workflows.
- **Technology-assisted review** – eView can expedite the review process with Integreon's Adaptive Coding technology for automated coding of large document sets based on their conceptual nature.
- **Integrated privilege management** – Improves efficiency by automatically generating privilege logs while reviewers work.
- **In-depth reporting** – Managers can assess the real-time progress of all their document review projects as well as the progress of specific teams and individual reviewers.

**Seek & Collect™** is Integreon proprietary technology that simplifies the e-discovery (disclosure) process with a convenient, economical approach to targeted, defensible data collection from remote locations. Seek & Collect was designed by Integreon's digital forensics team and has defensibly captured ESI from thousands of data custodians in dozens of countries, saving clients up to 75 per cent on collection costs as compared to traditional collection methods requiring the presence of forensic specialists.

Seek & Collect's plug-and-play functionality minimizes work disruption for employees to minutes rather than the hours typically associated with traditional methods. In addition, Seek & Collect executes automatically when connected to computers running Windows, Linux and Macintosh operating systems. The data capacity is also flexible, with the ability to provide Seek & Collect on a variety of media types, including USB memory sticks and portable hard drives.

During a Seek & Collect service engagement, Integreon forensic experts consult with each client's counsel to determine the critical files needed for preservation and then configure appliances to collect forensically sound, logical copies of those files and their directories. The system does this without altering dates or metadata to avoid data spoliation. Seek & Collect then creates unique hash value identifiers for each collected file (using MD5 hashing algorithms) and saves the entire dataset into an encrypted archive container for secure transport. When the collection is completed, the device is returned to Integreon via courier.

Data received from Seek & Collect is then stored in Integreon's secure evidence room, which boasts state-of-the-art physical security and a closed IT network. Throughout the entire collection process, Integreon strictly adheres to the standards set forth by the National Institute of Justice for preserving the authenticity and integrity of evidence, including the chain of custody.

**E3™** is Integreon's proprietary platform that expedites e-discovery (disclosure) with rapid processing of documents needed for review. Our tools extract full text and metadata from hundreds of file formats and help you narrow the universe of potentially relevant documents by delivering advanced keyword search capabilities, date restrictions, de-duplication, and file type restrictions. Our software separates e-mail files and attachments, and removes non-responsive and privileged items. We can customize data filtering to match the needs of your case. Key benefits of the E3 platform include:

- **Fast, efficient, distributive processing** – E3 only processes the unique occurrences of files which significantly reduces processing time required.
- **Streamlined workflow** – By simplifying the steps to load and process ESI and by providing a repeatable sequence of operations, you benefit from more consistent output.
- **Advanced archive extraction** – In addition to common archives such as PST and ZIP files, E3 can process other types of archives such as MBX, EML, and SF.
- **Customizable production** – E3 supports a variety of custom production options including database, numbering, inserting placeholders on export, and many export load file formats.

**Tachyon™** is Integreon’s proprietary secure digital workspace for efficiently managing workflows. You can submit job requests, upload files, track order status, and retrieve complete files. The Web-based application delivers capabilities needed by a variety of users. End users can submit source files, provide specific instructions, request turnaround times, and specify recipients for completed files. Production managers can view the status of all in-progress jobs as well as completion estimates, monitor availability of production staff and assign jobs accordingly, and run management reports on time tracking, utilisation, and work volumes. Benefits of the system include:

- **Large file distribution** – Deliver documents as large as 100MB.
- **Secure file distribution** – 128-bit encrypted upload/download provides much higher security than e-mail.
- **E-mail notifications** – System alerts users to availability of downloads and provides order acknowledgements.
- **Web-based interface** – Provides anytime, anywhere access to the application.

**CompareDocs™** is an Integreon application for converting documents from one format to another – for example from Word or PDF to SEC-compliant ASCII or HTML – which can otherwise introduce errors such as loss of vital data, duplication, or format changes. Integreon developed CompareDocs to easily ensure that documents have been converted correctly. This fast, accurate, and reliable document comparison tool enables you to rapidly compare even the most difficult and complex documents.

CompareDocs provides a user-friendly interface to compare two documents, or two versions of a document, and lists the differences between them enabling you to quickly and easily locate changes. The tool provides you with a variety of capabilities including the ability to:

- Compare Excel data embedded in Word documents.
- See the content of both the source and processed documents at the same time.
- Generate a summary report detailing the differences between documents.
- Send an e-mail with the source document, processed document, and summary report as attachments.
- Ignore user-defined characters such as dashes, dot leaders, underscores, bullets, cases, and symbols.
- Ignore non-content errors.
- Sort and filter mismatches listed in the summary report.

|                     |                  |
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| Used by :           | <b>Integreon</b> |

### 8.2.35 Intella Suite (Vound Software)

#### **INTELLA TEAM**

Intella Team enables multiple individuals (reviewers, investigators, paralegals etc.) to independently and simultaneously review Electronically Stored Information (ESI) / digital evidence.

With advanced export and sharing features, Intella Team makes it easy for analysts and reviewers to collaborate on investigations within a purpose-built platform.

Intella's robust indexing engine delivers market-leading speeds for faster processing of data sets. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including our unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

Intella® TEAM is comprised of two components:

#### Intella **TEAM Manager for one case manager**

- Index & prepare case data or evidence
- Share case data between team members
- Combine, review and approve work of team members

#### Intella **TEAM Reviewers** for up to 3 team members

- Independently search, filter, bookmark, tag, and comment on case data
- Transfer work back to the TEAM Manager for review and approval.

#### **INTELLA PRO**

Intella Pro licenses are unlimited in case data sizes, making it ideal for corporate investigators, professional service firms and consultants who work on cases with large volumes of Electronically Stored Information (ESI) / digital evidence.

Intella's robust indexing engine delivers market-leading speeds for faster processing of data sets. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

#### **INTELLA 250**

Intella 250 is a powerful yet intuitive digital investigation tool for single users working on cases with data sizes up to 250 GB.

Intella's robust indexing engine delivers market-leading speeds for faster ESI / digital evidence processing. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

#### **INTELLA 100**

Intella 100 is a powerful yet intuitive digital investigation tool for single users working on cases with data sizes up to 100 GB.

Intella's robust indexing engine delivers market-leading speeds for faster ESI / digital evidence processing. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

#### **INTELLA 10**

Intella 10 is a powerful yet intuitive digital investigation tool for single users working on cases with data sizes up to 10 GB.

## Chapter 8 – Supplier & Software Details

Intella's robust indexing engine delivers market-leading speeds for faster ESI / digital evidence processing. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

### Intella Functionality

Intella has an easy to use interface, that allows both high quality results and review with simple ease.

The screenshot displays the Intella TEAM Manager 1.7.3 interface. The main window is titled "Nat - Intella TEAM Manager 1.7.3". The interface is divided into several sections:

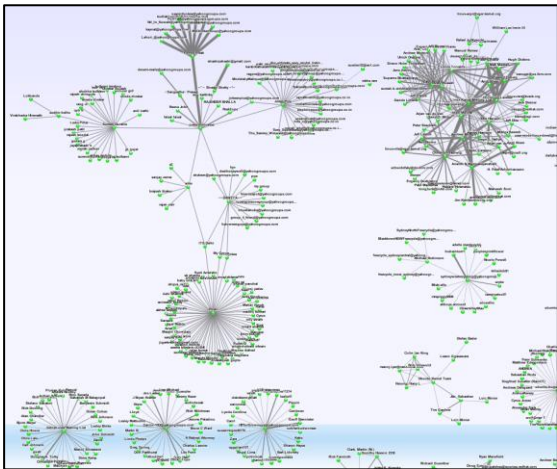
- Search:** A search bar with the text "find" and buttons for "Search" and "Options".
- Facets:** A list of search filters including Saved Searches, Features, Tags, Location, Email Address, Phone Number, Date, Type, Author, Content Analysis, Keyword Lists, MD5 and Message Hash, and Item ID Lists.
- Results:** A large area displaying a Cluster Map visualization. The map shows a central node labeled "431" in a red circle, connected to several other nodes in various colors (green, blue, yellow, red). The nodes are labeled with "Info" and "Email".
- Searches:** A summary of search statistics: "look" (145), "see" (613), and "find" (269). It also includes "Includes" and "Excludes" sections with "Save", "Stop", and "Clear" buttons.
- Details:** A table showing 42 unique results, 48 total. The table has columns for "Flagged", "Item ID", "Location", "Type", "Size", "Su...", and "Source". The "Source" column lists various email addresses and domains.

| Flagged                  | Item ID | Location | Type                    | Size          | Su... | Source               |
|--------------------------|---------|----------|-------------------------|---------------|-------|----------------------|
| <input type="checkbox"/> | 1       | 4287     | Documents...box/Patch   | Email Message | 3 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 2       | 4434     | Documents...box/Patch   | Email Message | 3 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 3       | 5435     | Documents...s/Inbox/alt | Email Message | 28 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 4       | 5437     | Documents...s/Inbox/alt | Email Message | 37 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 5       | 5438     | Documents...s/Inbox/alt | Email Message | 34 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 6       | 5439     | Documents...s/Inbox/alt | Email Message | 35 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 7       | 5508     | Documents...ders/Inbox  | Email Message | 28 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 8       | 5587     | Documents...ders/Inbox  | Email Message | 37 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 9       | 5592     | Documents...ders/Inbox  | Email Message | 34 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 10      | 5594     | Documents...ders/Inbox  | Email Message | 35 KB | 25... Outlook_55.pst |
| <input type="checkbox"/> | 11      | 4082     | Documents...ox/Debian   | Email Message | 1 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 12      | 4083     | Documents...ox/Debian   | Email Message | 2 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 13      | 4087     | Documents...ox/Debian   | Email Message | 1 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 14      | 4088     | Documents...ox/Debian   | Email Message | 4 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 15      | 4097     | Documents...ox/Debian   | Email Message | 3 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 16      | 4099     | Documents...ox/Debian   | Email Message | 3 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 17      | 4100     | Documents...ox/Debian   | Email Message | 3 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 18      | 4090     | Documents...ox/Debian   | Email Message | 2 KB  | Re... Outlook_55.pst |
| <input type="checkbox"/> | 19      | 4165     | Documents...India Stock | Email Message | 16 KB | [n... Outlook_55.pst |
| <input type="checkbox"/> | 20      | 4167     | Documents...India Stock | Email Message | 19 KB | Re... Outlook_55.pst |
| <input type="checkbox"/> | 21      | 5602     | Documents...ders/Inbox  | Email Message | 20 KB | [H... Outlook_55.pst |
| <input type="checkbox"/> | 22      | 4279     | Documents...box/Patch   | Email Message | 45 KB | [R... Outlook_55.pst |

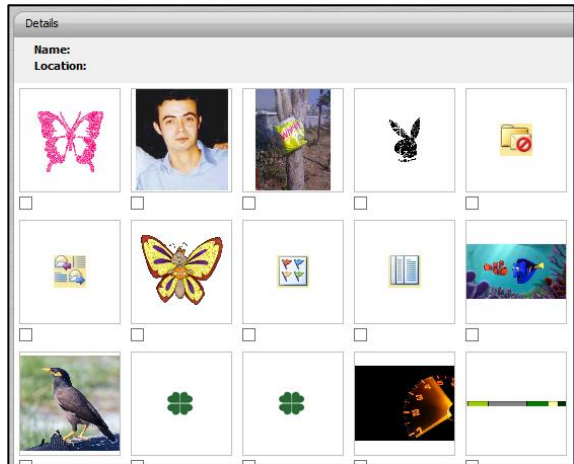
# Chapter 8 – Supplier & Software Details

## Product Functionality

Mapping of Custodians Communication Networks



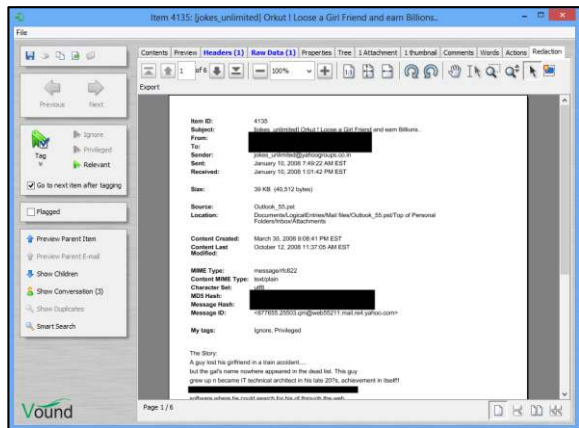
Extraction and display of all images from the ESI



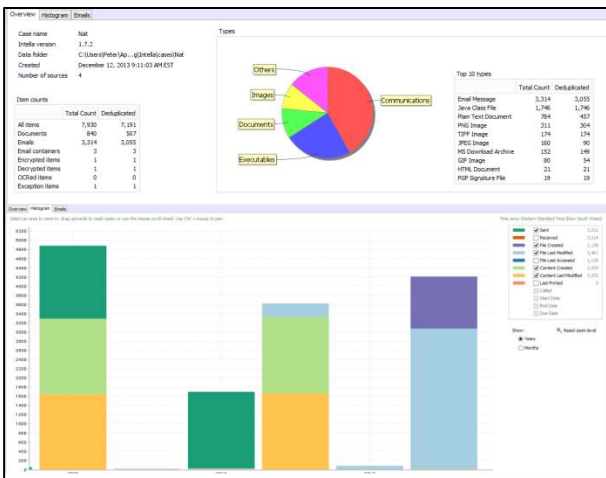
Easy to use review interface



Redaction editor



Statistical overview of case and ESI





## Intella Connect

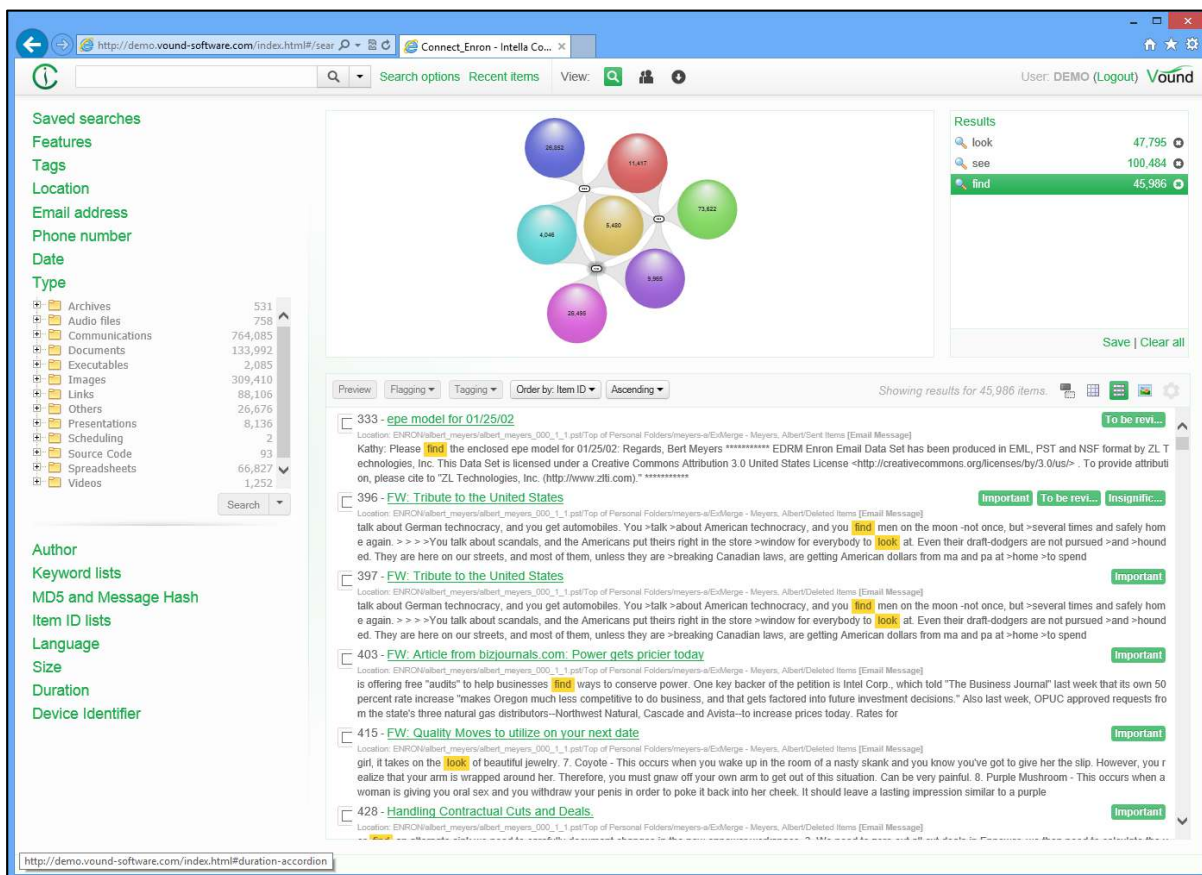
Intella® Connect is a web-enabled document review platform allowing multiple reviewers to simultaneously work on the same case without software installation or complex network and system configurations.

Intella Connect is remarkably easy to use and requires little-to-no-training for users, making it ideal for:

- Consultants who allow clients remote access to review a case
- Organizations with multiple or remote locations who investigate and review the same case
- Multiple departments and review teams that need to jointly review the same case

Using a web browser over HTTP or HTTPS, Intella Connect is managed and installed on a workstation in your environment. You control whether Intella Connect is used only on the local network or hosted on the cloud for access by remote users.

The single Intella Connect installer file configures all necessary components needed to manage and share a case directly with your reviewers. Reviewers do not need a dongle and only require a compatible web browser to review a case and data; no client installation or download is required.



|                     |  |
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| Owned/Supplied by : | <b>Vound Software</b>                          |
| Used by :           | <b>7Safe, Evidence Talks Ltd, IT Group Ltd</b> |

### 8.2.36 Intelligent Voice®

Speech to text from telephone calls that can be ingested into any eDiscovery system.

No-one needs to be sold on the need for audio review: or if they do, they are missing the single biggest new trend in the eDiscovery market, and are losing clients to their competition

Historically, however, audio has been reduced to a silo, with “Phonetic Search” the only answer. However, this type of technology has several significant drawbacks:

1. You need to know what you need to know. Search does not give you “unknown unknowns”, so negating the benefits of many eDiscovery systems
2. People like text. Current workflows and systems rely on text based review. Newer technologies such as machine-learning and predictive coding insist on text
3. It hides what it doesn't retrieve. You only ever see what you have retrieved, not what you didn't, which makes the accuracy opaque.

Undoubtedly, phonetic search does have its place, and can be used as a supplement to speech-to-text, but with ever advancing accuracy in speech-to-text, it is becoming less and less relevant.

Intelligent Voice® was designed by a team that has actually had to perform review, and the toolset is easy to use and intuitive. In particular, the unique (and pat pending) JumpTo™ audio player cuts down review times significantly. Intelligent Voice gives great power out of the box, but only exposes what is relevant to an individual user or organisation:

#### Integration

By producing a completely encapsulated transcript, with metadata, transcript and audio all in one file, the output from Intelligent Voice can be ingested into any existing document review workflow or product.

Intelligent Voice also offers a fully featured API to allow deeper integration with current platforms.

Other data types, such as email, IM, SMS and trade data can be ingested for a richer search and intelligent learning experience.

#### Speaker Separation

A transcript is important to allow you to understand what is being said. Even more important is who is saying what and when. Using advanced biometric techniques, Intelligent Voice can show who is speaking. As the volume of speech builds up in the system, this biometric information can be used to verify phone record metadata (exception reporting), and even to search for a particular custodian using their biometric information

*Example of separated speech:*

**Speaker 1:** Which Means That We Need To Clarify Is It These Exposures Continue Strange One Of The Two Sides Of The Same Trade I Can't Sam Why Would We Would What We Hav

**Speaker 2:** I This Is What If You Could Explain To Me What You Understand In Asset

**Speaker 1:** Well This Is This Is This Is The Net Value Of The Unsettled Trades Though If Yo

#### Speech to Text

Fundamental to the Intelligent Voice system is a powerful speech to text engine that is constantly being tuned with new data, and uses the latest available technologies and techniques: Intelligent Voice does not licence in any commercial third party technology, allowing it to be nimble and flexible in its approach.

The R&D team behind Intelligent Voice is led by one of the leading lights in the Speech Technology industry, Gérard Chollet, an Emeritus Director of Research at the French National Centre for Scientific Research (CNRS).

### **JumpTo™**

The very first version of the system was specified and coded by the CTO, Nigel Cannings. His mission was to take audio review from being a lengthy chore, to something that had the hallmarks and speed of document review. He knew from experience the soul-destroying drudgery of manual physical document review, and could see that audio review using people and headphones was equally as inefficient.

He developed the “**JumpTo™**” system, which analyses the transcription and looks (using a pat pending methodology) for key phrases and words in the text. This not only gives a visual representation of what was said in the call (for ultra-fast relevance review), but acts as navigation, so a phrase can be clicked, and the relevant audio is played for the user

### **Search and ECA**

It is also possible to perform search and ECA from the Intelligent Voice interface. This functionality is “baked in” to the product, but is optional in day-to-day use. It is possible to ingest audio files and generate transcripts with a linked JumpTo™ player without the need to interact with the system further, enabling the user complete freedom to use their existing text-based review platforms

However, for those users who do want to perform quick review of audio, Intelligent Voice comes equipped with a suite of tools:

Topic Map

A rapid visualisation of what is contained in a search collection:

The screenshot displays a 'Topic Map' interface with three tabs: 'Automatic Topics', 'Search Results', and 'People Map'. The 'Automatic Topics' tab is active, showing a grid of topic tags. The tags are arranged in a grid that is roughly 10 columns wide and 10 rows high, with some tags missing, creating an irregular shape. The tags include:

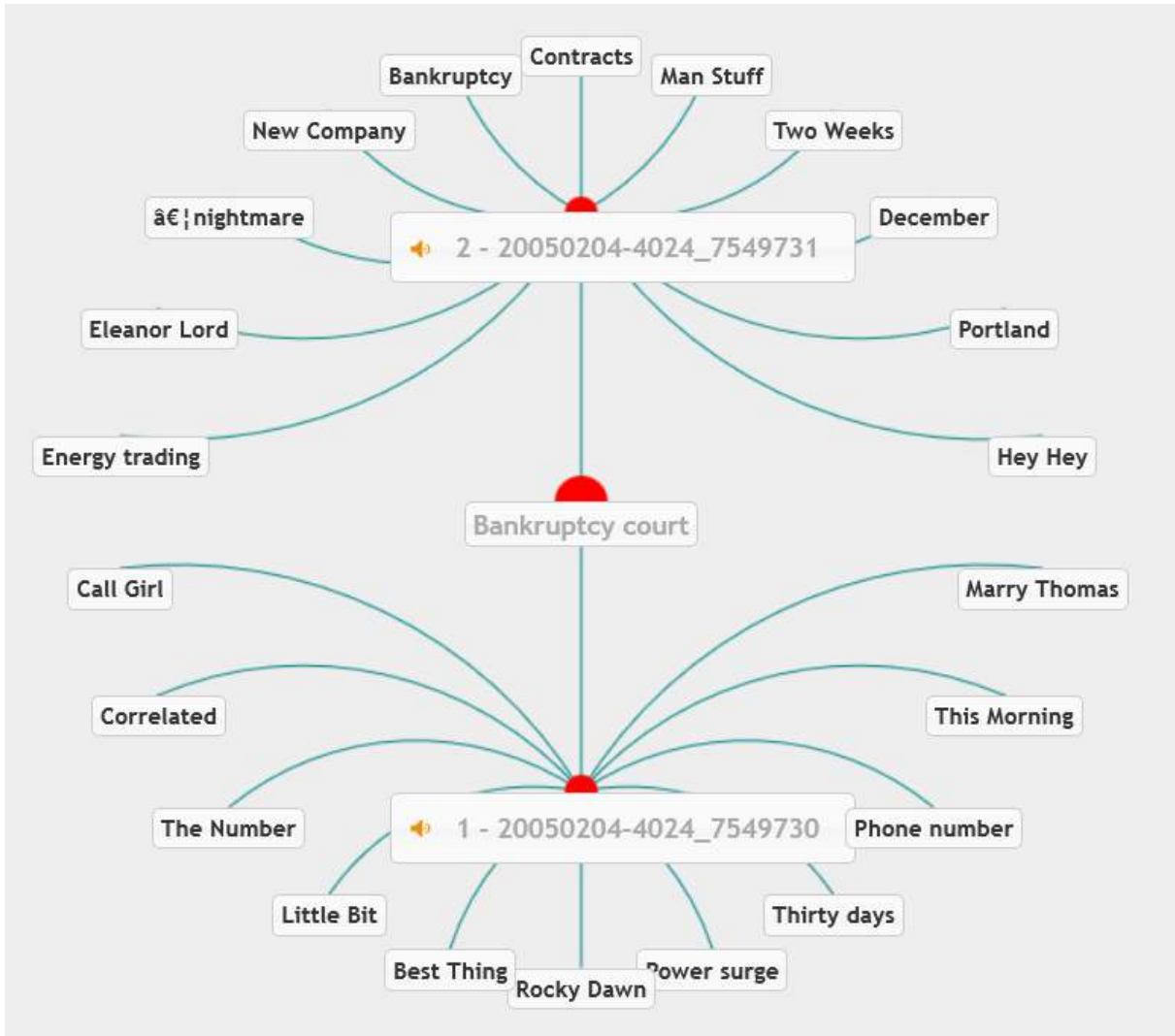
- San Francisco Chronicle
- Artificial intelligence
- Voice activity detection
- Chief executive officer
- Journal of Molecular Biology
- Natural language processing
- Limited liability partnership
- Mobile virtual network operator
- Corporate social responsibility
- Chief operating officer
- Financial Conduct Authority
- Collective intelligence
- Nottingham University Business School
- University of Nottingham
- Lecture Notes in Computer Science

At the bottom of the grid, there is a summary line: 'Audio, Email, Starting: 2015-1-24 12:55, Ending: 2015-1-31 12:55'. A vertical scrollbar is visible on the right side of the grid.

*Hypertree*

Click on a topic to see what communications link to it

Either click on a subtopic to explore the data set, or select a communication to review



*JumpTo Player:*

Click on a “JumpTo Topic” to be taken immediately to the key point in the call:

**JumpTo Topics**

- Risk Adjusted Return
- Portfolio Manager
- Twenty Percent(2,3)
- Percent Return(2)
- Opportunities(2,3)
- Fucking Crazy
- Track Record
- Ninety Eight
- Number Two
- Forty Five
- Indicative
- Organising
- Bankruptcy
- Management
- Good Stuff
- The Latest
- Businesses
- Little Bit
- Portfolio(2)
- Investors(2)
- Valuation(2)

From: Enron\_User ;  
 To: 4c60a26ea286b06641dd9a5a6b1e4b66 <4c60a26ea286b06641dd9a5a6b1e4b66@upload.intelligentvoice.com>;  
 Sun, 01 Feb 2015 04:00:09  
 20050204-4024\_7549722

▶ Play
⚡ Export item
Open WAV file

Speaker 1: Scott Whatever Scott How You Doing It's Ongoing John How Are You I'm Alright Man All Right Yeah What's The What's The Latest And.

Speaker 2: How It's Fucking Crazy Eh It's All Those Coming On Monday A I'm Not Sure Whether Those Two Things On Monday Or Tuesday The Kind Of A Proposal To A Record Of Paid As Well As Possible Or Whatever.

Speaker 1: Businesses And On Management Suggest Right Yep Yeah 'cause You Know What I Heard Was That They Were Trying To They Weren't Doing Laps Are Keeping Everyone On Because If They're Gonna Declare Bankruptcy They Wanted People On The Payroll When That Happened That Essentially Protected You Guys Right Your Severance Better.

**Technology**

Often the “how” something is achieved is less relevant than the quality of the output. However, Intelligent Voice seeks to overcome some of the criticisms levelled at speech-to-text technology using innovative and advanced technology and techniques.

**“It’s slow”:** A criticism that until recently has been justified. Speech systems can be thought of in two parts (although see below, even that paradigm is shifting): Acoustic and language

The acoustic stage is common across phonetic search systems and speech-to-text systems. The audio signal is analysed to extract “phonemes”, a mathematical construct that is supposed to mimic the sounds that humans make. Based on research going back to the 1960’s, these have a habit of being inaccurate, particularly in telephone or co-mingled speech.

Phonetic systems produce a “confusion matrix”, simply put, a lattice of the original phonemes, and then alternative phonemes that might be similar. This goes into a database, and awaits a search term. The search term is deconstructed into its phonetic components, and that is matched to the database

Speech-to-text, on the other hand, takes those phonemes at source, and attempts to reconstruct the original sentence based on context, using a language model. This is a computationally intensive process, and is the reason why speech-to-text has historically been bound to short runs.

Intelligent Voice uses nVidia GPU technology to allow the processing of thousands of hours of data in the time it would traditionally have taken to process dozens, all using small hardware appliances. Intelligent Voice is the world’s first commercially available speech-to-text system to run on nVidia GPU’s

**“It’s not accurate enough”:** In the last two years, the speech recognition world has changed, significantly. GPU technology also allows you to harness the power of machine learning and Neural Networking. Rather than forcing a system to rely on a forced linguistic structure, you give it the freedom to decide what has been said based on pure data and what it has learned previously. Not only does this give you greater accuracy in difficult environments such as noisy offices or where there is music, it also allows the system to “guess” phrases that were traditionally considered to be “out-of-vocabulary”.

If you ask Google what the next wave in speech technology is, they will point you to their Neural Networking and Deep Speech projects. In 2-3 years’ time, you will never hear mention of the word “Phoneme” or “Phonetic” again.

|                     |                                 |
|---------------------|---------------------------------|
| Owned/Supplied by : | <b>Intelligent Voice</b>        |
| Used by :           | <b>Epiq, Intelligent Voice.</b> |

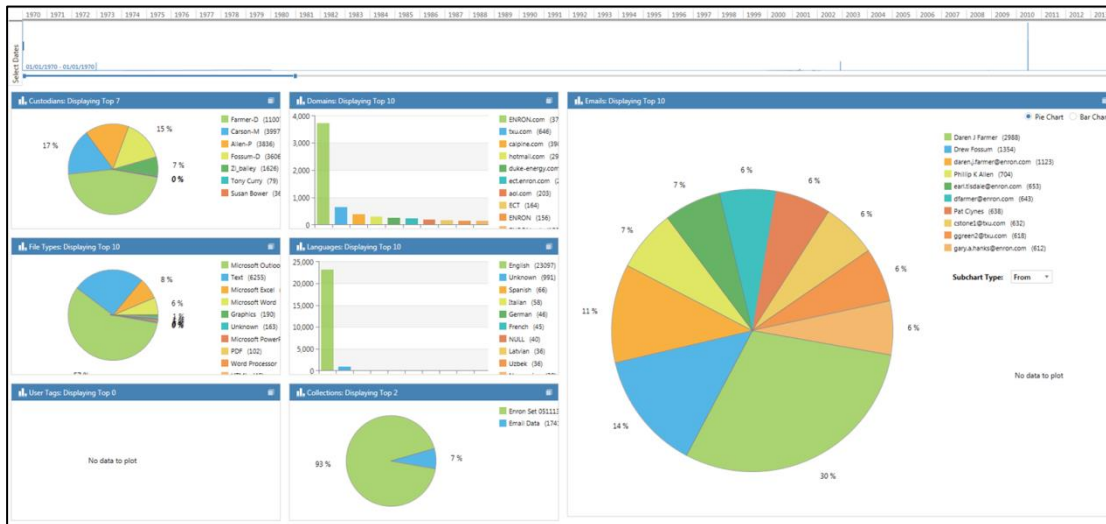
8.2.37 IPRO Suite

**Allegro (Early Case Assessment)**

An interactive tool that allows users to plan the scale and scope of data review so they can carry out the e-disclosure process more efficiently with clear and accurate estimates of anticipated costs. It provides answers to key questions such as:

- which custodians, search terms and date ranges should be included in the e-disclosure plan for the case?
- how many documents will respond to each proposed search term?
- what proportion of the documents collected will need to be reviewed?

Users can estimate the cost for the review of documents under multiple combinations of search terms and date ranges before any review takes place. It presents a user-friendly overview of all the documents collected using interactive graphs, charts and timelines. Users can then drill down into specific date ranges, search terms, key custodians and relevant metadata to identify potentially relevant documents for review before any significant costs are incurred.



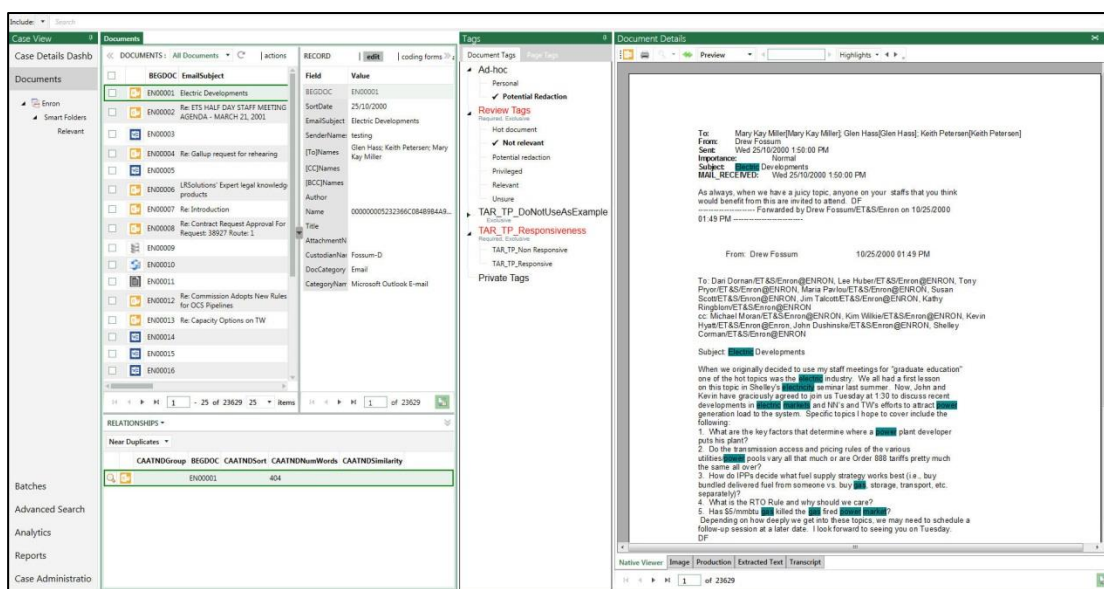
**Eclipse (Web-based review featuring advanced analytics)**

After culling in Allegro, files can be immediately made available in the review platform, Eclipse, for native file review, or sent to the document production element of the system called eCapture for enhanced disclosure options and document imaging. It is not necessary to create new copies of the electronically stored files, saving time and storage costs while keeping the document collection pristine and reducing the chance of errors or missing files.

Eclipse incorporates advanced analytics, computer assisted review functionality and cutting-edge features which allow users to streamline workflow, reducing inefficiency and saving time and money throughout the review process.

Eclipse uses advanced analytics to identify and thread email conversations, find and compare near duplicate documents, and cluster conceptually like documents together, to give an immediate ‘first look’ at the collection before even starting the review. The use of Analytics can speed up review times and increase accuracy by reviewing logical ‘clusters’ of documents in the same batch.

The analytics package found within Eclipse is able to prioritise documents based on relevance by using a small set of ‘sample’ documents. After an initial human review of the sample set, Eclipse quickly uses this set to sort the population into categories and leaves irrelevant documents as ‘uncategorised’. By using advanced document categorisation technology this computer assisted workflow allowing users to achieve better reviews faster.



### IPRO eCapture

IPRO eCapture is a high-speed and infinitely-scalable ESI processing engine designed to perform electronic data discovery, processing, and production tasks efficiently and accurately. Already used as the processing powerhouse of leading legal service providers around the world, eCapture is real-world tested and trial proven. With distributed architecture as well as automated and self-healing work stations, businesses are able to process and produce even the most daunting litigation document collections at rated speeds.

The key components of eCapture are:

#### Centralized Management

The processing and export of electronic data is designed for control from a centralized console, allowing one individual to control and monitor all processing. Jobs can be created, configured, prioritized or re-prioritized, monitored and controlled from one computer. Utilizing Windows Remote Desktop, one user can control multiple processing environments in one or more data centres from any location.

#### Scalability

While eCapture uses a centralized management console for job control, the heavy work of electronic file processing is carried out with distributed automated 'worker' computers that perform all the functions of identification, indexing, extraction, tiffing and export. These 'worker' machines are configured once for the proper SQL server and then automatically receive task assignments to process files. Scaling is achieved by increasing the number of computers, not personnel.

#### Stability

Each eCapture 'worker' application utilizes multiple threads in memory to allow processing multiple files in parallel on each machine. The application monitors every thread and adjusts for any application or problem file issues. Periodically, each worker machine clears all applications and memory to maintain stable and reliable memory and file processing. A centralized service monitors the activity of every 'worker' on the system and each 'worker' remains in communication with the central service. Any loss of communication is immediately accounted for by the service and all files for that worker are reassigned until the worker machine performs a total reset. This assures that all files are processed and no orphans exist to delay job completion.

#### Flexibility

eCapture provides flexibility and control over ESI discovery through offering users the ability to perform powerful searching, de-duping, filtering and compound document handling. Users



## Chapter 8 – Supplier & Software Details

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setup processing rules to automate the process and minimize human intervention. eCapture's export is fully distributed allowing for fast, high volume production of native files, images, searchable PDF files, and load files for major litigation software packages. The export offers a full range of options including endorsements, single or multipage images and/or text files and native file export.

|                     |  |
|---------------------|--|
| Owned/Supplied by : | <b>IPRO</b>  |
| Used by :           | <b>Espion, Hobs Legal Docs, Integreon, Iris, Legastat, Smith &amp; Williamson.</b> |

**8.2.38 KOFAX Capture**

Kofax Capture automates and accelerates business processes by capturing all types of paper and electronic documents and forms, transforming them into accurate and actionable information, and delivering it all into your core business applications, processes and workflows. Whether your information is on paper or in electronic files, parked at a central office or scattered on desktops and remote offices throughout the world, Kofax Capture can help you handle it all.

Offering unmatched scalability, Kofax Capture is a powerful, enterprise ready, production level capture platform. It captures information from virtually any source: scanner, multi-function printer, print stream, email, fax, web service or folder. It automates capture driven processes at the perimeter of the organization or wherever documents are received, regardless of the location, source, language or type.

No matter what hardware or enterprise applications you choose now or in the future, you can count on Kofax Capture to ensure consistent document capture, indexing and validation of your important information.

|                     |                 |
|---------------------|-----------------|
| Owned/Supplied by : | <b>KOFAX</b>    |
| Used by :           | <b>Legastat</b> |

**8.2.39 Law PreDiscovery**

Law PreDiscovery software combines production-level imaging and electronic discovery processing in one powerful, easy-to-use application that also includes the following functionality;

- Load electronic documents and mail stores, scan paper documents, and import TIFF images and load files,
- Extract text and metadata for other database applications,
- Process e-documents, mail stores, file lists and Microsoft Outlook folders simultaneously,
- Perform de-duplication and culling to process and review only responsive data,
- Use enhanced filtering capabilities for faster, more effective searching and culling.

|                     |  |
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| Owned/Supplied by : | <b>LexisNexis</b>  |
| Used by :           | <b>AlixPartners, A&amp;M, Iris, Legastat, LINEAL, Navigant</b> |

**8.2.40 Liquid Lit Manager**

Liquid Lit Manager™ is the only web-based product on the market to take you through discovery to trial in a single solution. Built for attorneys and enterprises, our feature rich product is changing the way legal teams everywhere litigate and manage their cases.

- Key product features include:
- Legal Holds
- Cross Case Dashboard
- Technology Assisted Review
- Clustering
- Discovery Set
- Concept Search
- Review Predictor
- Review/Redaction
- Produce
- Search
- Case Documents
- BinderBuilder
- Transcript Management
- Witness Pages

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| Owned/Supplied by : | <b>Liquid Litigation Management</b> |
| Used by :           | <b>Liquid Litigation Management</b> |

### 8.2.41 LitSavant Conformity Engine

The LitSavant Conformity Engine is a Relativity® application which enables any authorised user to design and implement rules which can be applied to the data entry process.

These rules can perform various functions such as generating an onscreen alert (to warn the user of potential mistakes in their work), sending emails (to alert users that something important has been discovered) or to enter consequential information against the active record (such as who entered the information and when).

The innovation in this application is that it puts control of the process of designing and deploying the data entry rules into the hands of a standard Relativity user. Relativity's standard interface is used to enter the rules and no programming knowledge is required.

Before the advent of the LitSavant Conformity Engine, this sort of functionality could only be implemented by the use of event handlers (event handlers are pieces of software code that are written by a programmer). Commissioning an event handler has obvious time and cost disadvantages; but there is also a hidden problem in that it will often be necessary to rewrite event handlers each time Relativity is upgraded.

We developed the LitSavant Conformity Engine to replace the need for event handlers for all but the most complex of tasks and to remove the need to upgrade them as and when Relativity upgraded. Our aim was that it would be easy to design and refine the rules to be applied - in short we wanted our clients to be able to apply their rules to their data! The LitSavant Conformity Engine is a Relativity® application which enables any authorised user to design and implement rules which can be applied to the data entry process.

These rules can be used in various ways. They can validate data entry against a set of rules to ensure coding consistency and generate an onscreen alert (to warn a user of potential mistakes in their work). They can automatically send emails to alert users that something important has been discovered or they can automate the coding of information such as who entered the information and when. They can also monitor and log when mistakes in coding are made.

The innovation in this application is that it puts control of the process of designing and deploying the data entry rules into the hands of a standard Relativity user. No programming knowledge is required and the user enters the rules using the standard Relativity user interface.

Before the advent of the LitSavant Conformity Engine, this sort of functionality could only be implemented by commissioning software code that had to be written by a programmer. Aside from the time and cost disadvantages, this code would often need to be rewritten following each upgrade.

In short the LitSavant Conformity Engine enables our clients to apply their rules to their data!!

|                     |                  |
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| Owned/Supplied by : | <b>LitSavant</b> |
| Used by :           | <b>LitSavant</b> |

8.2.42 LegalCraft® Transcend

- Real-time transcription and evidence management software with integrated documents to enable searching, annotation, linking and generating reports on documents and transcripts using Transcend.
- Transcripts and documents accessible from iPad and transcripts from other mobile devices.
- Electronic Presentation of Evidence for viewing relevant material in the hearing room.
- Daily reporting, transcription, simultaneous and consecutive interpreting.
- Full deposition service using Transcend including in-house videography.

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| Owned/Supplied by : | <b>Merrill Corporation Ltd</b> |
| Used by :           | <b>Merrill Corporation Ltd</b> |

### 8.2.43 Magnum

Opus 2 Magnum is a secure web-based service that allows your team to access, annotate and collaborate on any legal content. Transcripts and documents, including hyperlinked pleadings/witness statements/skeleton arguments, web research or entire trial bundles are securely hosted within a simple interface which allows users to annotate and easily share comments with team members (barristers, solicitors, experts).

Opus 2 Magnum is an indispensable tool for trial preparation, providing significant cost benefits and giving your whole team access to one central workspace, from the office or remotely from any location with an internet connection, thereby eliminating the need to print and regularly update expensive hard copy sets.

#### **Core Functionality**

- Hosting of key documents/trial bundles and access online from anywhere
- Annotation of documents. Collaborate across the key materials with your wider team
- Hyperlinked documents: Transcripts to bundle references; Witness Statements to exhibits; Opening/ Closing Submissions to supporting material
- Create your own 'Custom Bundles' from the documents in the case
- Ability to capture and annotate your web research

#### **Advanced Transcript Features**

- Access your transcript from anywhere, using any device
- Annotate and share notes made in LiveNote securely with your team
- Listen to synchronized audio of the hearing
- Simple filtering system to review your team's notes and annotations

#### **Lawyers Choose Opus 2 Magnum**

*"The Opus 2 Magnum system enables instant access electronically to all the documents in the case. We've now reached the closing submissions stage where the system pays big dividends because the written closings can be researched, cut, pasted and finalised from the screen. I suspect that this is how all major litigation will, in the future, be conducted. I would say this is the most important development in trial work I've ever experienced in my time at the Bar."* - Lord Gribner, QC, One Essex Court

#### **Judges Choose Opus 2 Magnum**

*"[Opus 2 Magnum] enabled the trial to be concluded within the allotted timetable, and with the maximum efficiency. It also provided the inestimable advantage, from my perspective, of being able to access my notes made during trial, and the full galaxy of the trial bundles, from wherever I was and at whatever time of day (or night)."* - Gloster J in her judgment on *Berezovsky v Abramovich*

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| Owned/Supplied by : | <b>Opus 2 International</b> |
| Used by :           | <b>Opus 2 International</b> |

8.2.44 Merrill Lextranet

Award-winning proprietary software designed to simplify and speed up litigations, arbitrations and regulatory investigations. Keep all case documents in Lextranet for efficient organisation of document sets, enabling effective search capabilities, review accelerators, including Smart Review, visual clustering, near duplicate detection, email threading, social networking and the disclosure of documents. All hosted in a secure document hosting environment which is ISO27001 certified and supported by legally trained project managers working to ISO9001 quality standards.

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| Owned/Supplied by : | <b>Merrill Corporation Ltd</b> |
| Used by :           | <b>Merrill Corporation Ltd</b> |



8.2.45 Millnet DocBuster



**eDocBuster is developed by Millnet, the UK’s leading provider of legal document services to law firms.**

DocBuster is an integral part of Millnet’s 24/7 document operation, and is used by businesses across the UK. DocBuster makes it easy for law firms to batch print documents such as emails and their attachments, and common file types including Word, Excel and PDF. DocBuster is tried and tested technology, used within leading UK law firms. Millnet has printed in excess of 100 million pages of emails, MS Office documents (Word, Excel, PowerPoint), PDFs and other file types with the program over the past 10 years. DocBuster is easy to install, requiring little or no IT involvement.

**DocBuster is designed to be**

- Easy to Use.
- Powerful.
- Cost Effective.

**Main Features**

- Page count reporting.
- Identifies password protected and corrupted files.
- Chronological ordering of emails.
- Formatting of Excel spread sheets.
- Page capping on large documents.
- Detailed slip sheets, making it easier to identify a documents origin.
- Plus many other features that will assist lawyers in their day-to-day work requirements.
- UK based support, DocBuster is backed up by the largest outsourced secure 24/7 legal document production facility in the UK.

|                     |                |
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| Owned/Supplied by : | <b>Millnet</b> |
| Used by :           | <b>Millnet</b> |

### 8.2.46 Milyli Relativity product suite

The Milyli Relativity product suite includes:

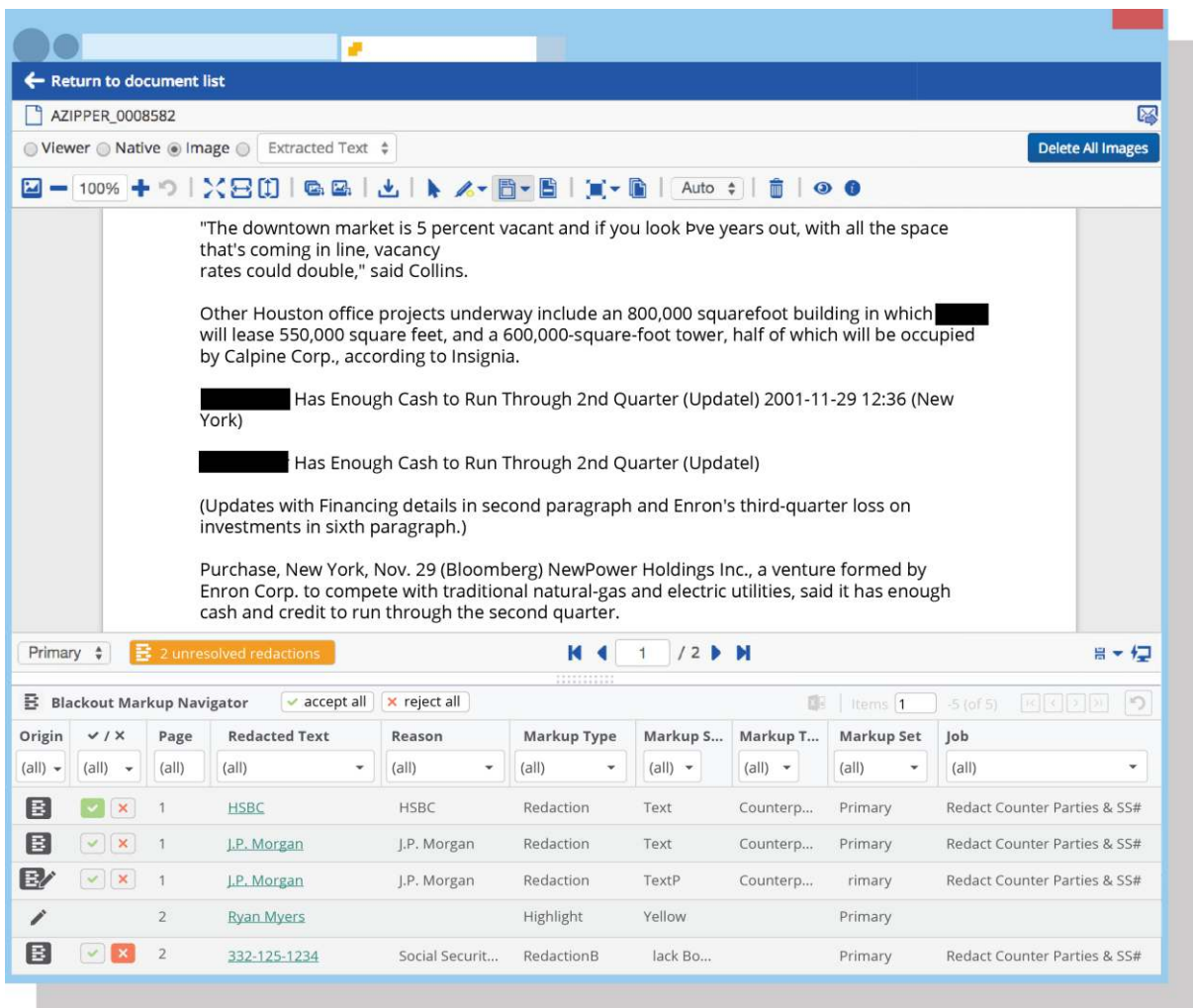
- **Blackout:** Blackout is an assisted redaction tool for Relativity. Streamline your redaction workflow and eliminate the time review attorneys spend applying redactions one-by-one. Simply select the criteria for redaction, the set of documents to review, and the redaction type, and Blackout does the tedious work for you.
- **Broadcast:** Broadcast is a customizable reporting application within Relativity that lets you generate workspace-level dashboards where you can render important information via custom charts, graphs, and HTML for users without leaving Relativity.
- **Relay:** Relay is a Relativity application that cuts out the middleman when you need to import files into Relativity. Relay saves you time and money by importing directly into Relativity, eliminating the need to export and import load files.

Blackout



Looking for an easier, more cost-effective way to apply redactions?

Blackout is a brand-new assisted redaction application developed by Milyli that automatically redacts documents to streamline your redaction workflow in Relativity.



With Blackout, you can:

- Easily apply redactions across a Saved Search based on words, phrases, or regular expressions you want to redact
- Select from all Relativity-supported redaction types – black, cross, text, white, inverse, or full-page
- Quality check Blackout’s redactions to approve, reject, or manually override them

## Chapter 8 – Supplier & Software Details

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- Review redactions within the Relativity document viewer without interrupting the review workflow
- Stop, start, or re-run redaction jobs, and Blackout will only review changed documents
- View progress of current redaction review and logs for past redactions

Get a more accurate, efficient review and save your reviewers the tedious work of applying redactions one-by-one by integrating Blackout into your review workflow.



|                     |   |
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| Owned/Supplied by : | <b>Milyli</b>                             |
| Used by :           | <b>Milyli, Altep, Merrill Corporation</b> |

### Broadcast



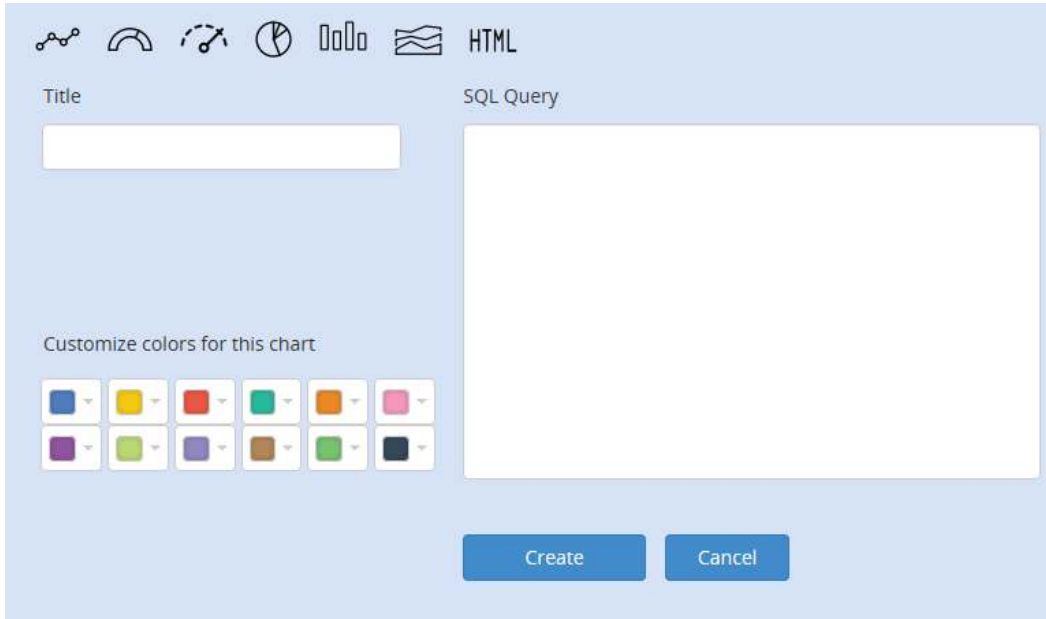
Wish you had a centralized place within Relativity where you could host reports and other data you and your users need?

Broadcast is a Relativity application built by Milyli that gives you workspace-level reporting dashboards to render the information you need within your Relativity environment.



With Broadcast, you can:

- Generate custom graphs based on SQL queries – such as document counts or review progress data
- Represent case data via bar charts, line graphs, pie charts, area graphs, and gauges
- Customize dashboard layouts, as you drag, drop, resize, and set custom colour palettes for each of your widgets to make the most important information stand out
- Add your own HTML to host relevant content, links, or messages to your users and administrators



- Manage permissions by specifying which groups can view each dashboard and which can edit
- Avoid the costs and technical challenges of creating your own reports or widgets with this out-of-the-box solution
- Provide users with self-serve reporting – within Relativity or on mobile devices – to stay up to speed on the state of the review

Broadcast gives you a customizable, easy-to-use hub within Relativity to display the data that's most important to you.

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| Owned/Supplied by : | <b>Milyli</b>                      |
| Used by :           | <b>Milyli, ProSearch, Inventus</b> |

Relay



Tired of having to go through a middleman every time you need to import documents into Relativity?

Relay is a Relativity application that cuts out the Relativity Desktop Client, letting you import documents and data directly into Relativity. With Relay, you can:

- Choose which databases or processing engines you want to import from
- Eliminate the need to export and import load files using the RDC
- Load natives, images, extracted text, and document metadata
- Customize and secure the UI to only the groups you want and audit all import activity
- Quickly set up and deploy the application as part of a case template
- Streamline the import process, saving you time and money



The process of bringing data into Relativity can be tedious and time-consuming, but Relay offers a simple, efficient shortcut.

|                     |                                      |
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| Owned/Supplied by : | <b>Milyli</b>                        |
| Used by :           | <b>Milyli and various law firms.</b> |

### 8.2.47 Mindseye TunnelVision

Mindseye TunnelVision is a leading third party platform for the processing of electronic data during legal proceedings. TunnelVision provides powerful data assessment, interactive filtering and native processing.

#### **Simple, Workflow-based Navigation**

TunnelVision was designed with a clean, straightforward, easy-to-use interface. And because TunnelVision is organized based on workflow, how you use it maps to steps in the process – it has built-in stop-points around key quality control or decision points.

#### **Comprehensive – and Easy – Reporting that Tells a Story**

Reporting is a critical function, but one that often falls short of real-world needs. TunnelVision excels at delivering the data you need, when you need it, because it was built with reporting as part of the initial design, not added as an afterthought. And while some systems provide dashboards that focus on the processing project, or even custodians of the data set, TunnelVision delivers detailed reports around the lifecycle of each file and processing step to help you build and share the story of your data. You can create reports based on actions you've performed in the application – giving you the ability to view the story from multiple perspectives, as broad or granular as you wish. And you can generate and export reports right through the TunnelVision interface – no back-end, manual database queries required.

#### **Clear Exception Reporting and Handling**

When it comes to eDiscovery, unknowns represent big risks. And if you can't account for everything in your data set, your unknowns – and your risks – increase. TunnelVision tracks every file you enter into the system and documents whether it's filtered, is an exception, or has been exported. Not only does TunnelVision report on exceptions, it also lets you know when there is a processing issue and gives you additional details to support defensibility.

TunnelVision provides:

- Simple and intuitive web-based design created to support any level of user with minimal training, anywhere.
- Rapid native processing quickly makes data discoverable.
- Powerful and transparent search features enable drill down results to see all variations, sampling to validate precision, and flexibility to refine as necessary.
- Extensive metadata filtering and analysis features assist in prioritizing what to look at and when.
- Flexible investigative and analysis tools enable better insight into any data identified.
- 30+ report formats enable users to save all work product and details to several formats including PDF, Excel, Word, and many more.
- Fast export of targeted data and work product to downstream review.

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| Owned/Supplied by : | <b>Mindseye</b>             |
| Used by :           | <b>Integreon, Navigant.</b> |



8.2.48 MM/PC

MM/PC, written and wholly owned by eMag Solutions, is used around the world by corporations, Law Firms, Service Providers, eDiscovery Vendors, Law Enforcement bodies and Government Agencies to provide tape services.

MM/PC restores data from tapes of any type, created using any backup software. eMag also utilises original (native) systems such as Netbackup, Arcserve, Tivoli etc. and other specialist tape utilities to supplement services.

A wide range of voice recording systems is also fully supported by MM/PC, quickly and cost effectively providing an index to calls stored on tape and providing the ability to select and review those calls.

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| Owned/Supplied by : | <b>eMag Solutions</b> |
| Used by :           | <b>eMag Solutions</b> |

### 8.2.49 Nexidia

The growth of electronic communications including voicemail, call-centre recordings, regulatory compliance, and digital conferences, has resulted in increased volumes of discoverable audio content. Searching these recorded audio and video files presents significant issues for legal professionals, corporate compliance managers, and government regulators. Nexidia has focused on audio and video content for over a decade and brings unparalleled experience and technology to your team.

Nexidia's Audio Discovery technology uncovers relevant information and solves the considerable challenges of audio search and review by:

- Quickly locating relevant content - helping legal professionals understand the nature of the evidence.
- Significantly reducing the cost of audio review by allowing reviewers to quickly pinpoint searches and deliver relevant data.
- Complementing and incorporating traditional electronic document discovery.

Nexidia enables law firms, corporate legal departments, and regulators to locate critical evidence in the shortest time, with the highest accuracy, and at the most affordable price. Nexidia's patented audio search technology increases the speed and accuracy of searches against large collections of audio content by eliminating the need to convert speech to text. Organizations can now review and search large amounts of unstructured content in a matter of days, rather than months, significantly reducing total project costs and making short deadlines achievable.

#### **Audio Discovery**

Nexidia is the fastest and only scalable audio discovery solution that combines technology, audio expertise, and the highest levels of project management. Traditionally, law firms and electronic discovery companies have relied on manual transcription or human listening to review and investigate audio files. However, transcription is slow and costly, and human listening is an ineffective process for locating relevant content. Neither transcription nor human listening is scalable or capable of economically handling the large amounts of audio data being demanded and produced today.

Automating the review process eliminates the errors caused by fatigue, boredom and other distractions that typically result from human listening. Nexidia's technology returns highly accurate results regardless of audio quality, speaker accents, dialects, slang, and non-standard grammatical patterns.

Nexidia's audio discovery consultants work every day with highly sensitive content. They know that processing audio discovery is different from other forms of electronic information and work closely with reviewers to maximize productivity, workflow, and achieve the best possible result.

#### **Compliance and Corporate Governance**

Whether required by a regulatory agency or internal policy, corporations are creating and storing significant volumes of audio and video files. Nexidia allows counsel and corporate officers to proactively monitor and quickly identify audio content for discovery, internal, or regulatory investigations. This flexible platform significantly speeds the legal review process by allowing counsel to organize and effectively search all recorded content and pertinent data, including metadata.

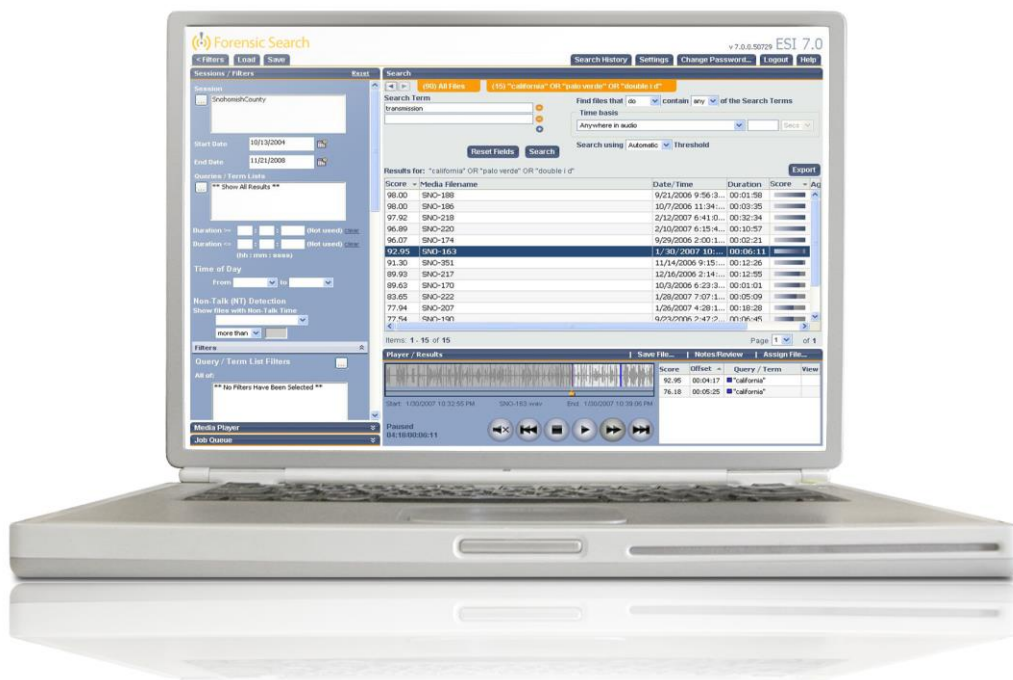
#### **Nexidia Forensic Search**

Whether your challenge is legal discovery, corporate compliance, or governance, Nexidia Forensic Search offers tremendous flexibility and speed, indexing recorded audio up to 20,000 hours per day. This makes large volumes of audio available in just a matter of days for search, automated analysis, in-depth review, and targeted listening.

As a result of its patented phonetic technology and approach, Nexidia:

## Chapter 8 – Supplier & Software Details

- Provides better ROI by creating a more thorough approach, at a fraction of the costs of traditional methods of transcription or human listening.
- Quickly and accurately allows legal professionals to identify, prioritize, and review relevant data and respond to short deadlines.
- Enables compliance and corporate officers to identify subject matter, conduct preliminary searches, and prioritize the most relevant records for listening
- Provides a disciplined framework to review audio files for privilege, responsiveness, and other issues.
- Reduces judgment errors caused by fatigue, and provides an accurate assessment of critical content.
- Gives users an easy-to-use interface enabling quick, efficient ad-hoc searches and drill-down into specific content - even proper names, jargon, and specialized industry terms.
- Allows users to continue using their preferred platform for non-audio/video processing and review.



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| Owned/Supplied by : | <b>Nexidia</b>   |
| Used by :           | <b>7Safe, CYFOR, Consilio Deloitte, Hobs Legal Docs, KPMG.</b> |

### 8.2.50 Nuix

#### **Nuix eDiscovery**

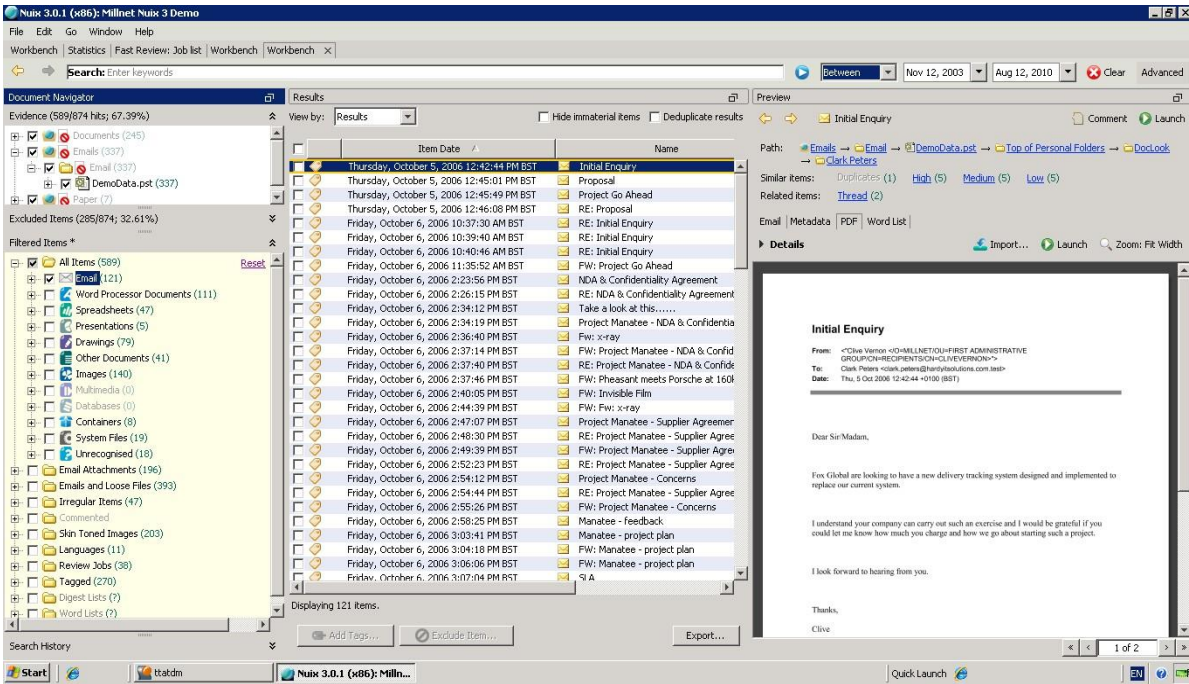
Nuix eDiscovery directly indexes virtually all forms of unstructured information, in any language. It can process complex proprietary formats such as Lotus Notes, Microsoft Exchange, Microsoft SharePoint, webmail and forensic images. Nuix identifies and makes searchable the information other software routinely skips. All the data is processed in a forensically preserved and defensible manner with a complete audit trail and detailed client-ready reports for each stage of the eDiscovery process.

Nuix eDiscovery:

- Processes text, metadata, images and binary data faster than any technology on the market
- Is quick to deploy and simple to use software
- Is a supremely scalable platform; customers can license as many processors as you need to meet your case size and timeframe requirements
- Extracts data from hard drives, flash memory, smartphones, file shares, Lotus Notes, Microsoft Exchange, Microsoft SharePoint, common forensic images, enterprise archives and many more formats
- Exports into all major legal export formats and review platforms, including Nuix subcases, Nuix eDiscovery Reviewer, Nuix Web Review & Analytics and deep integration with [kCura Relativity](#)
- Provides bulk redaction of sensitive terms
- Offers secure remote access and graphical reports of data for staff, clients and reviewers
- Includes predictive coding technology at no extra cost
- Includes thread detection and analysis for inclusive endpoints included at no extra cost
- Includes topic extraction and document clustering
- Supports all foreign languages
- Provides powerful deduplication and near-duplicate management to simplify searching and minimising data sets
- Intuitive email-like interface makes it easy to investigate, analyse and review content
- Delivers [i](#) enable reviewers to drill down to the most pertinent information quickly
- Is the investigation and early case assessment software of choice for major UK and US regulatory agencies including the Serious Fraud Office, Financial Services Authority, Her Majesty's Revenue and Customs and the United States Securities and Exchange Commission.
- Runs on Windows, Mac OS X and Linux.

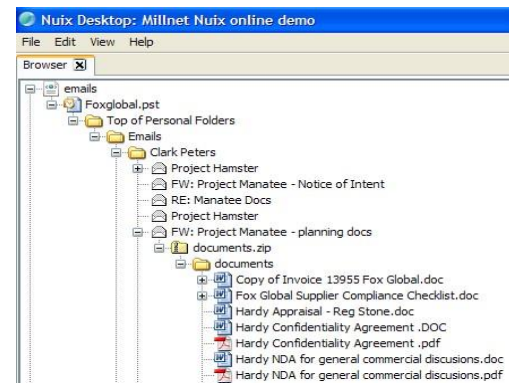
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Nuix is used for early case assessment right through to full document review depending upon specific case requirements. The software is intuitive and easy to use with a layout **similar to that of Microsoft Outlook** as per the screenshot below

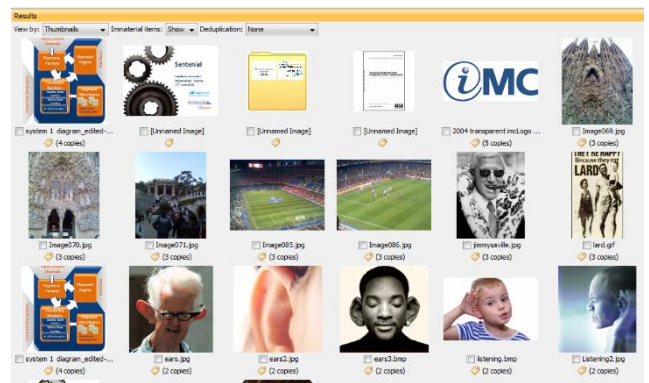


**Figure 7: The Nuix Workbench interface.**

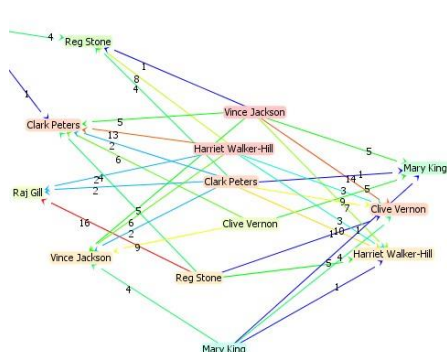
Nuix incorporates a wide range of features that enable legal teams to undertake fast and efficient search and review of relevant documents.



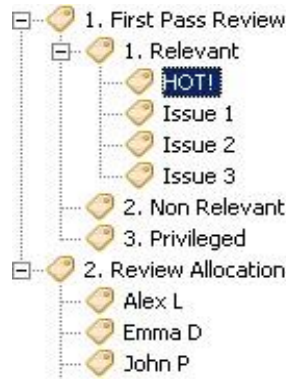
**Figure 8: 'Windows Explorer' like view of documents / emails.**



**Figure 10: Quickly assessing the relevance of images.**



**Figure 9: Visualising networks of email communications.**



**Figure 11: Setting up and applying tags to items.**

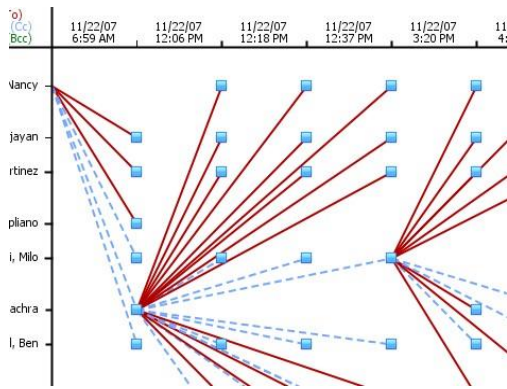


Figure 12: Visualising timelines.

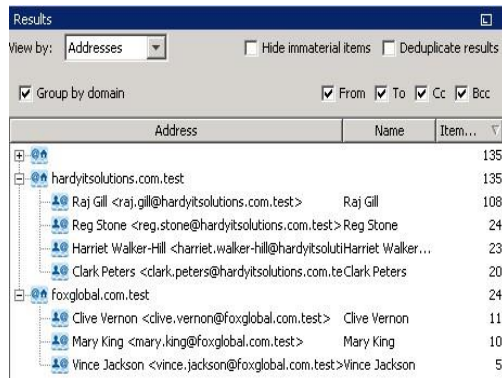


Figure 13: Quickly identifying all email addresses.

### Nuix Web Review and Analytics

Released in 2014, **Nuix Web Review and Analytics** is a web-based front end to the same Nuix case file created by the other Nuix products, allowing earlier access to the data for case experts, legal teams and other stakeholders.

Powerful analytics make it easier to understand the data in context and therefore make an earlier assessment of the merits of the case.

#### Nuix Web Review and Analytics:

- Provides convenient multi-user access to case data using the same case file as Nuix's other products
- Is simple to configure with no database back end or client plugins
- Uses HTML5 design for cross-browser support without plugins
- Offers an integrated review pane with coding and redaction
- Includes fully customisable dashboard templates

## Chapter 8 – Supplier & Software Details

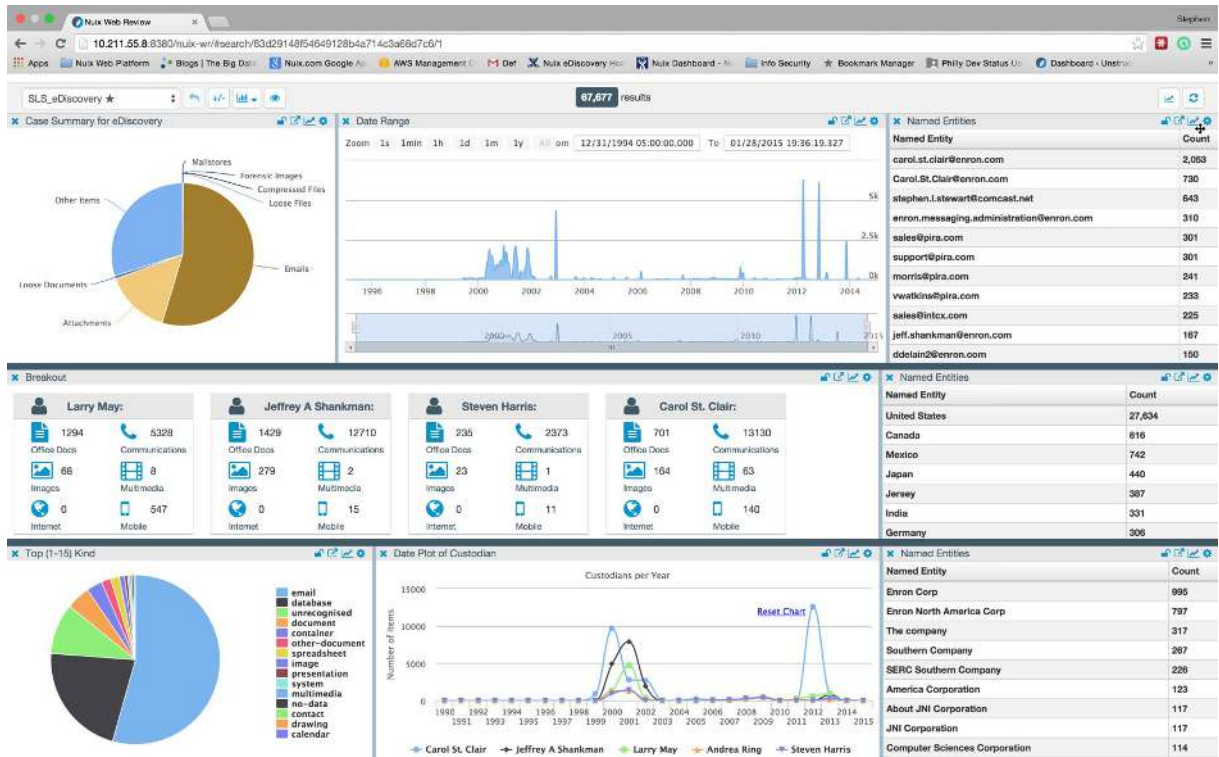


Figure 14: Nux Web Review & Analytics case insight dashboard.

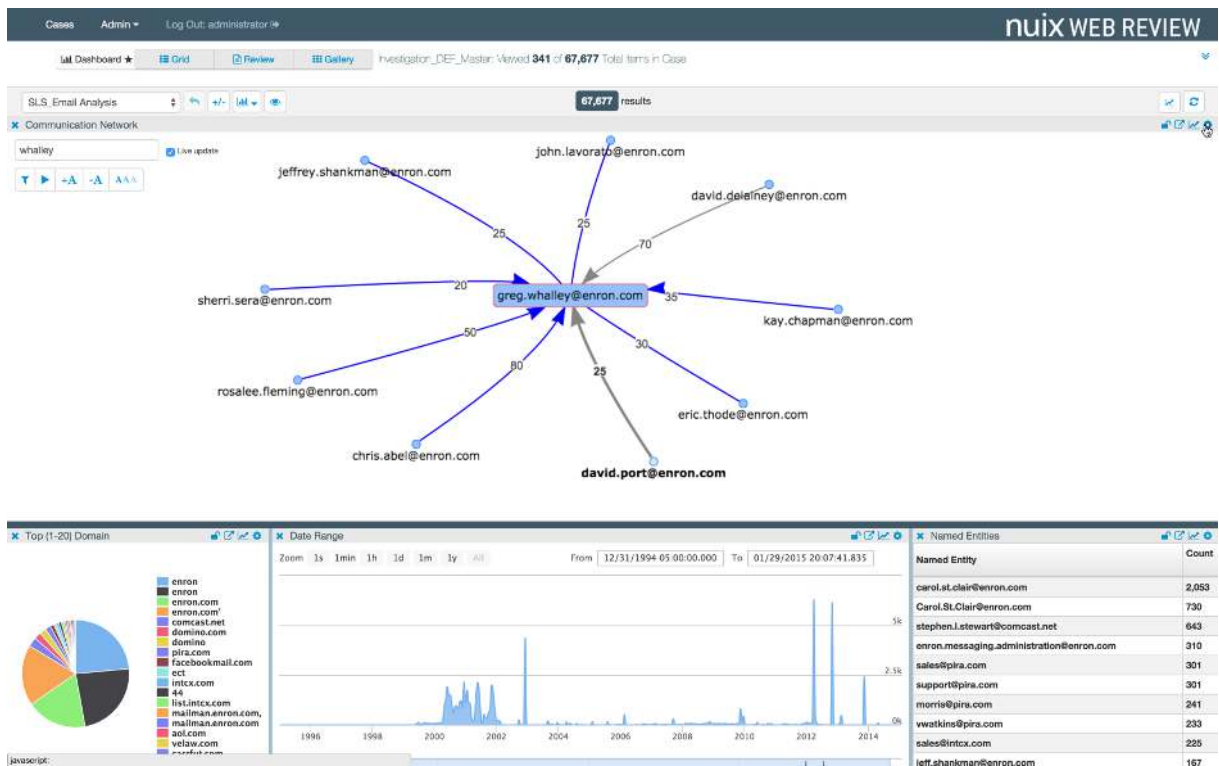


Figure 15: Analytics help deliver rapid insights into case data.

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The screenshot displays the NUIX WEB REVIEW interface. At the top, there's a navigation bar with 'Cases', 'Admin', and 'Log Out: administrator'. Below it, a breadcrumb trail shows 'Dashboard > Grid > Review > Gallery' and a project focus: 'Project Focus: Ravi Thurasingham - Interview Schedule.doc. Viewed 1,331 of 82,800 Total Items in Case:'. The main content area shows a document titled 'INTEROFFICE MEMORANDUM' with a distribution list table. The sidebar on the right contains 'Tags', 'Secured Fields', 'Relevant' (No, Yes, Unsure), 'First Pass Notes', 'Technical Issues', 'Contract Issues', 'Comments', 'Near Duplicates', and 'Family Items'.

| Time            | Date    | Interviewer      | Title     | Location |
|-----------------|---------|------------------|-----------|----------|
| 03:00 - 03:30pm | 9/27/01 | Rob Fuller       | Associate | ES2947   |
| 03:30 - 04:00pm | 9/27/01 | Mario De La Ossa | Manager   | ES 2947  |
| 01:30 - 02:00pm | 9/28/01 | Larry May        | Director  | ES 3241  |
| 02:00 - 02:30pm | 9/28/01 | Jeff Shankman    | COO       | ES 3303  |
| 02:45 - 03:15pm | 9/28/01 | John Arnold      | VP        | ES 3241  |

Figure 16: Integrated manual and bulk redaction.

### Nuix Director

**Nuix Director** is a web application for template-driven eDiscovery workflow automation. It reduces opportunities for error and helps legal service providers cut costs while increasing consistency. Nuix Director features an easy-to-use and intuitive dashboard that displays processing progress and results at a glance.

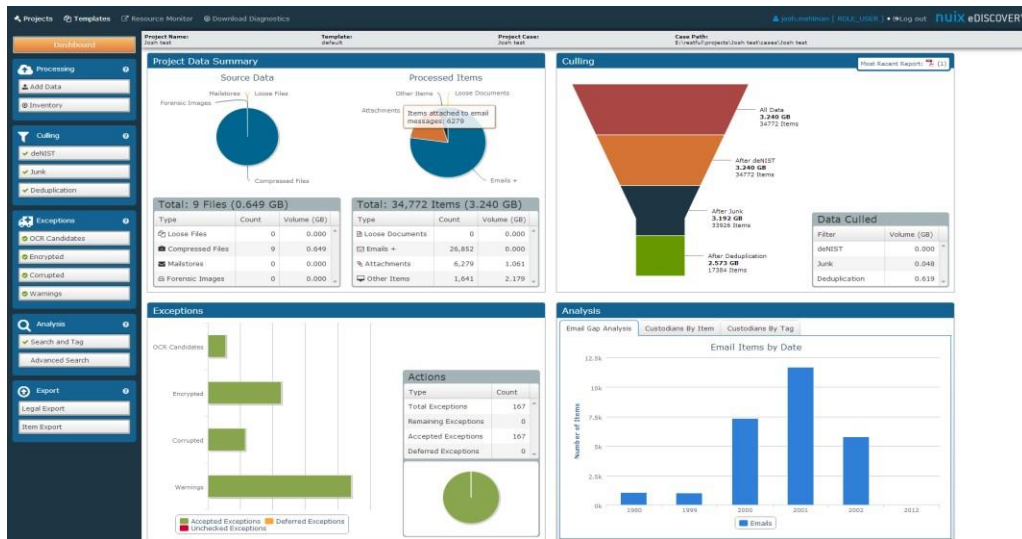


Figure 17: Nuix Director processing overview dashboard.

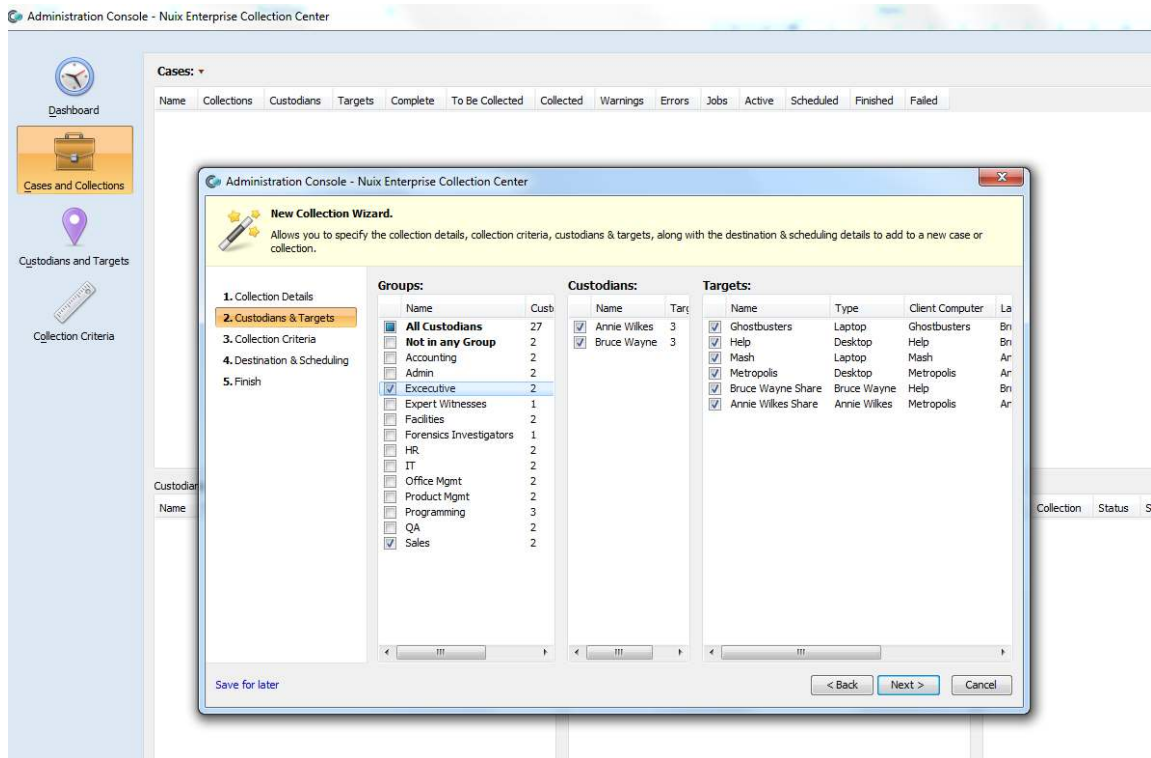


**Nuix Collector**

**Nuix Collector** is a separate component which can be fully integrated with Nuix Director and Nuix eDiscovery. Nuix Collector performs survey and collection of data according to defined criteria.

**Nuix Collector:**

- Gathers data from local hard drives, file shares and Microsoft SharePoint sites from same console
- Offers survey-only and collect modes
- Includes a comprehensive reporting console



**Figure 18: Nuix Collection reporting console.**

|                     |  |
|---------------------|--|
| Owned/Supplied by : | <b>Nuix</b>  |
| Used by :           | <b>7Safe, Altlaw, A&amp;M, CCL Group, CYFOR, Deloitte, Epiq, Ernst &amp; Young, FRA, Forexus, Grant Thornton, HOBS Legal Docs, IDS-Legal, Iris, KPMG, Legastat, Millnet, PwC, Unified.</b> |

8.2.51 Omnia Software

Omnia has the following functionality:

- Produce Form H in (Excel format) as required by the court.
- The ability to set and re-set budget alerts for each phase of a case and for each component of each phase (profit costs, Counsel's fees etc.).
- The capability to monitor and control costs on a budgeted case with instant, visible dashboard alerts which can also be emailed to you.
- The ability to create calendar dashboard alerts for the Precedent H submission deadline, the hearing date and any other customised alerts which can also be emailed to you.
- The system allows you to create any number of budget versions to reflect how the budget may change on negotiation with the other side, court approval, and subsequent applications to amend.
- Budgets can be filtered by many variables for budget and management control.
- There is also a group edit function which allows a number of budget entries to be edited in one go.
- Average template budgets can be created using data taken from completed cases of a similar type and factors.
- The system can be used to produce the Costs of Summary Assessment Form (N260) and as from March 2014, 3 and 6 column bills of costs.
- Time recording data can be easily automatically imported into Omnia from other systems. Alternatively the system can be used as a time recording system.
- It is also possible to set up teams and monitor work done by fee earner or by case.
- Fee earner time recording and productivity can be assessed by the fee earners or their managers.
- All aspects of the system are supported by an online help system, tool tips and a comprehensive manual.

|                     |              |
|---------------------|--------------|
| Owned/Supplied by : | <b>Omnia</b> |
| Used by :           | <b>Omnia</b> |

### 8.2.52 Oyster IMS Software Suite

#### **HP Records Manager**

HP Records Manager is a scalable enterprise document and records management solution (EDRMS) that simplifies the capture, lifecycle management, security and access to information.

Records Manager is a comprehensive, out-of-the-box software solution that enables you to effectively manage documents and records, email, web content, images, video, and workflows and provides document-centric collaboration capabilities.

It enables organisations to comply with governance and regulatory obligations and provides authoritative records of business activities, while ensuring transparent, policy-based lifetime management of all information, regardless of format, system, location or source.

HP Records Manager provides insights about information that help organisations know what to retain, what is needed for legal and operational purposes, and what is ready for disposition.

Key features include:

- Enterprise Records Management – Manage physical and electronic content, including Microsoft Outlook and SharePoint, to simplify access, improve productivity, and increase efficiency
- Information Governance – Manage risk with real-time policy enforcement, compliance, supervision, and surveillance capabilities
- Compliance – Simplify compliance obligations by using a single governance platform to apply retention and disposition rules automatically across all records
- eDiscovery Preparedness – Reduce eDiscovery complexity, costs, and risks with policy-based, records management
- In Place Management – Manage content in-place to eliminate the expensive, time-consuming task of moving it to a centralized repository
- Integrations - with MS Outlook 2013 and SharePoint 2013, WORM drives
- Zero-footprint deployment - using HTML5 web client
- Mobility - Lightweight, secure mobile accessibility for touch devices - tablets and smartphones
- Security – Deploy extensive and granular security and audit capabilities to improve corporate accountability
- Certifications - HP Records Manager is designed to the international standards of records management, ISO 15489: 2001, and elements of ISO16175.
- Flexible Deployment – Choices include on-premise, cloud, hybrid, or appliance deployments to reduce costs and mitigate risk.

### HP ControlPoint

**HP ControlPoint**, the leading information governance platform, delivers centralised information governance for all connected data. ControlPoint offers powerful tools for analysis, optimization, classification and policy application.

ControlPoint gives you control over a broad range of unstructured content, visualising information, intelligently classifying it and making it easier to apply policies. This reduces cost, minimise risk and supports the application of a consistent information compliance infrastructure, across the entire enterprise.

ControlPoint's connectors to file shares, Microsoft SharePoint, Microsoft Exchange and Records Manager provide powerful capabilities to search for, find and reveal information, which can then be managed in place - so there's no need to transfer data from existing repositories. Your data is left in place, classified and put under policy control until it is due for disposition.

Key features include:

- Information Lifecycle Governance- Automated policy application governs all aspects of the information lifecycle, including retention, storage management and ultimately disposition
- De-duplication - Minimise storage costs and reduce discovery times by removing duplicates and near duplicates
- eDiscovery Preparation – Reduce eDiscovery complexity, costs and risks with policy-based records management
- Risk Notifications and Compliance Dashboard - Monitoring and analysis of all electronic communications including email, IM and voice traffic in real time with automatic alerts to compliance officers, lawyers, managers and employees in order to mitigate potential risk and governance violations



Our MS SharePoint practice includes information architecture, analysis, design and implementation together with configuration, policy development and data migration. All of this is backed by our on-going support services.

We are able to offer a range of services and SharePoint partner products to optimise your SharePoint environment.

We adopt a 5- point plan proving clear steps to develop a sustainable plan for SharePoint:

1. **Understand your existing situation:** Do you have an older SharePoint installation, are you looking to upgrade, move to cloud-based SharePoint, or making a fresh start?
2. **Engage stakeholders:** business leaders, users, records managers, compliance and risk managers, IT and your information architect. Your solution has to be effective for all parties.
3. **Analyse work flows:** organisational, departmental and team requirements to understand document access and usage patterns. To help improve decisions on structure, access, metadata and controls.
4. **Develop your implementation plan:** a pilot study, a phased roll-out by site or department, or a clean installation? This is key to success and will be dependent on your own situation
5. **Communicate the plan:** This may imply process changes, benefits, impacts, transition management and training



Improve user adoption for SharePoint and ECM projects. Repstor is a simple, intuitive tool which integrates with MS Outlook and helps encourage user adoption of SharePoint and other ECM systems. In short Repstor makes Outlook into the interface with your ECM systems and file shares.

Repstor provides a highly effective solution by integrating Outlook with multiple repositories to make document and records management so much easier. By making access to the content system easy and intuitive for users, Repstor overcomes the main cause of failed deployments of ECM systems – failure of users to adopt the system.

Outlook's familiar interface means less effort and change for users, leading to better compliance and valuable time savings.

### Key Repstor benefits

- Convenience: Access through the familiar Microsoft Outlook folders interface. This approach allows for rapid adoption of the technology.
- Email Management: drag and drop, or Quick File emails to folders, emails are then automatically synchronized to the central server.
- Easy access: to deep document hierarchies for filing or accessing content.
- Client-side software: The only requirement is Microsoft Outlook and an internet connection, there are no other pre-requisites.
- Maintains Performance: There is no impact on Outlook performance.
- Outlook search is fully supported (including all synchronized content and filed email attachments) to find information easily.
- Smart integration: Users can add, open and edit documents remotely while offline.
- Central configuration control: ensures that users see only the appropriate content and allows users to be alerted to new content as it is created or updated.



Scan, capture, index and file your electronic and hard copy files. EzeScan allows a high degree of automation and is tightly integrated with most document and records management systems, for easy and seamless information capture.

Summary of EzeScan functions:

Scan - Create batches of one or more documents, scan in one go, and process them with ease.

Capture - Capture data from your documents and speed up data entry, search and retrieval.

Automate - To simplify batch document preparation, scanning, QA, indexing, storing documents.

Integrate - Send your valuable data - images and metadata - into your line of business applications.

Key features of EzeScan:

- Captures your unstructured hard-copy documents in electronic format
- Saves money, EzeScan slashes your scanning deployment costs by up to 2/3rds
- Buy only the modules you need, upgrade to other modules later
- Integrates with leading ECM and DMS products
- Saves time, EzeScan's simple installation and configuration gets you up and running fast
- Deploy your scanners anywhere (mail room, department, workgroup, or to every desktop)
- Scan as many pages as you like without incurring extra transaction based license fees
- A flexible, all in one product
- Excellent service and support
- Minimise your training costs with this simple, easy to use application.

|                     |                   |
|---------------------|-------------------|
| Owned/Supplied by : | <b>Various</b>    |
| Used by :           | <b>Oyster IMS</b> |

### 8.2.53 Questio

Questio fundamentally alters the litigation landscape. Unlike any other offering, Questio bridges the gap between the practice of law and the use of technology in addition to data analysis to provide litigation professionals with the insight needed to win at budget levels never before possible. Benefit from the game changing service that slashes litigation costs and provides legal intelligence to shape case strategy.

#### **Early Legal Intelligence**

Questio™ legal intelligence allows counsel to set case strategy early. In partnership with Questio™ consultants, counsel can strengthen their understanding of the strengths and weakness of the case before document review begins. Questio™ clients are able to uncover legal intelligence within the data including the underlying facts of a matter, custodians and even key documents before processing collected data. Given this legal intelligence, Questio™ clients can reinforce themes, know which posture to take, what to protect and what is worth negotiating.

#### **Data Reduction**

Even with eDiscovery unit rates crashing, the total cost of discovery continues to rise with rapidly increasing data volumes. Independent industry research confirms that 80% of documents promoted, reviewed, and hosted are non-responsive. To avoid this, the Questio™ service materially decreases the volume of false hits before incurring processing, hosting and document review charges. On average, Questio™ clients save \$2/document by identifying false hits prior to processing and eliminating the “junk” or irrelevant, non-responsive data. A recent case study resulted total savings of over \$2.2 million, in one matter alone.

#### **Risk Mitigation**

The fear of targeted collections not being sufficient or complete creates an unhealthy tension with the desire to weigh that risk against the cost of “over collection.” To address this tension, the Questio™ technology helps identify what is missing by exposing gaps and anomalies in information, presenting them in easy-to-understand, graphical and table-based reports shortly after collection and prior to loading to any external platform. Thereafter, Questio™ consultants leverage their deep domain and e-discovery expertise to identify new custodians and missing data during collection. Plus, the Questio™ service is built on repeatable, defensible processes that are fully documented, including data reduction decisions and analysis backing up those decisions.

|                     |                  |
|---------------------|------------------|
| Owned/Supplied by : | <b>UnitedLex</b> |
| Used by :           | <b>UnitedLex</b> |



### 8.2.54 RAID – (Realtime Alert Investigation & Discovery)

RAID (Real-time Alert Investigation & Discovery) is an advanced social media monitoring and secure intelligence gathering platform.

Users can easily extract actionable intelligence from multiple data sources to assist investigations. RAID's powerful arsenal of tools makes social media data collection, both in real-time or historically - simple and effective.

RAID Features:

- Gather OSINT and SOCMINT in real-time or historically
- Review, refine and export data in a single application
- Map GPS data and geo-tagged posts
- Geofence searching
- Referencing for compliance and evidence continuity
- Support for 160+ languages
- Robust security features & flexible hosting options
- Rapid implementation processes for adding new sources
- High burst rates



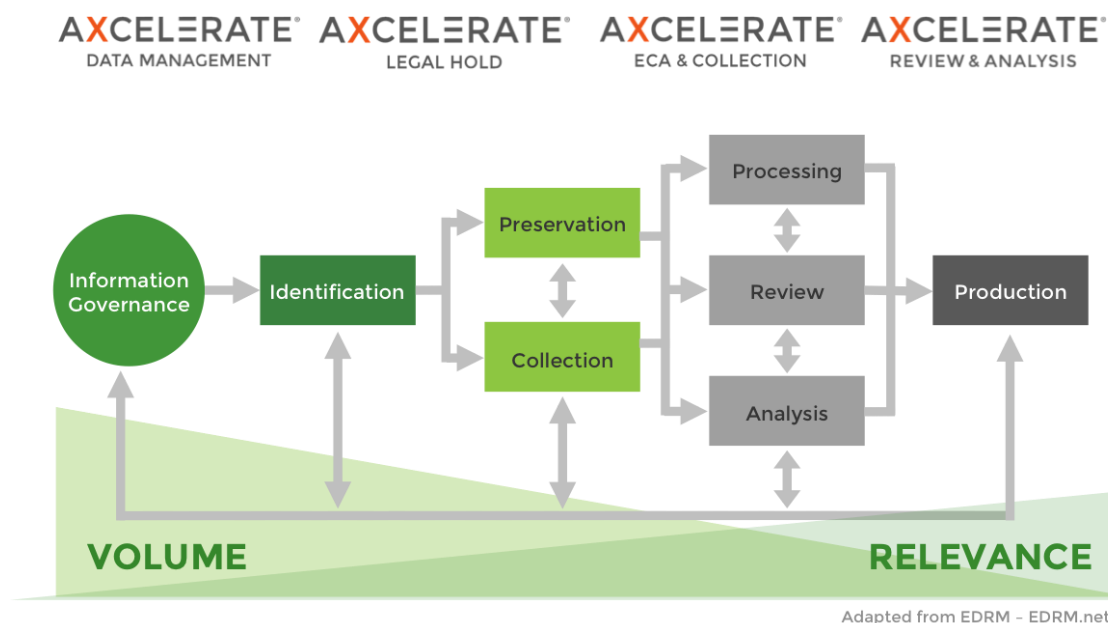
RAID For..

- Riots and civil disorder
- Missing persons, suicide and online bullying
- Sexual and domestic violence
- Gang tensions and activity
- Drug and human trafficking
- Terrorism and piracy
- Corporate investigation
- Fraud and financial misconduct
- Due diligence
- Political risk and asset protection

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|---------------------|--------------------|
| Owned/Supplied by : | <b>RAID</b>        |
| Used by :           | <b>BR Consult.</b> |

### 8.2.56 Recommind Suite (CORE & Axcelerate)

Axcelerate is a complete, end to end eDiscovery platform featuring best-in-industry analytics and unparalleled ease of use.



### **Axcelerate Legal Hold**

Axcelerate Legal Hold is a simpler and less expensive way to defensibly manage legal holds across enterprises large and small. With Axcelerate Legal Hold, litigation holds are created, managed, and tracked with a simple to use interface, thus allowing your company to focus on the merits of the litigation and spend less time managing preservation obligations.

Unlike other litigation hold management systems that require network resources and maintenance, Axcelerate Legal Hold is a fully cloud-based solution. There is no hardware to purchase and maintain, nor software to install and keep up to date. Your hold notification reports can be accessed from anywhere in the world at any time of day via your browser. Additionally, flexible pricing plans enable you to pay only for the service you need, making Axcelerate the most cost-effective legal hold solution available.

Axcelerate Legal Hold provides a detailed audit trail so your company will know exactly what happened and when. All the information is saved in a single database, so a complete audit trail report can be produced with a click of a button. Throughout the legal hold process, periodic reminders are sent to ensure hold obligations are being met. Additionally, holds can be revised, reissued, and released simply, with all activity being tracked by the system and logged to the audit trail.

Axcelerate Legal Hold incorporates strict data access controls, with Secure Sockets Layer (SSL) authentication and secure log-in credentials. User information is encrypted when stored on the application server, all servers are protected behind multi-layer firewalls, and passwords are stored using one-way encryption employing hash values that are inaccessible.

By developing Axcelerate Legal Hold as a complementary application to our eDiscovery suite, Recommind eliminated yet another common gap among eDiscovery applications. Fewer gaps means decreased risk and cost for your enterprise. Recommind offers a complete, fully integrated eDiscovery solution built

on a common underlying platform (CORE) to take your enterprise seamlessly from information governance to production.

### **Axcelerate ECA & Collection**

Axcelerate ECA & Collection addresses multiple stages of eDisclosure in a single product. By proactively handling identification, preservation, collection and processing, Axcelerate ECA & Collection enables dramatic cost savings while minimising risk.

Utilising Axcelerate ECA & Collection, users can conduct in-place analysis for litigation, regulatory compliance or investigations. Explore-in-Place can be conducted even down to the file level, reducing the amount of data to be processed. For example, specific email messages and attachments can be identified and explored rather than collecting the entire Outlook .PST file. Sophisticated Smart-Taggers™ and Smart Filters™ identify relevant data and users can sample, review and preserve only the data needed.

Axcelerate ECA & Collection's built-in collection and processing capabilities enable companies to avoid costly third party fees. With Axcelerate ECA & Collection, corporate data is accessed in its original location, with no data ingestion necessary, resulting in valuable time and cost savings. All relevant metadata and full text are extracted as part of the collection process eliminating processing charges from external service providers.

Data sources for custodians frequently named in litigation (such as C-level executives), can be monitored on a regular basis. When a lawsuit or investigation begins, relevant documents can be instantly identified, so preservation and collection can start immediately. Using Axcelerate ECA & Collection reduces – if not eliminates entirely - the risk of evidence spoliation.

To satisfy an enterprise's need to institute a defensible and documented process, Axcelerate ECA & Collection provides users with granular reporting on numerous legal hold activities including chain of custody reporting and search parameter/results reporting.

Axcelerate ECA & Collection can connect to and be integrated with laptops, desktops, file shares, email servers, email archives, and document and records management systems. Axcelerate ECA & Collection can directly ingest native file types including Microsoft Outlook/Lotus Notes email, MS Office files, and over 400 additional file types. Axcelerate detects foreign languages automatically and can conduct searches in more than 30 different languages.

Axcelerate ECA & Collection identifies crawls and indexes information from virtually any enterprise data source on an ad-hoc or scheduled basis. From these indices, enterprises can conduct in-place explorations of data to quickly and accurately locate potentially relevant data and then selectively collect and preserve data by applying a legal hold. As new data is added or metadata is altered, Axcelerate ECA & Collection can automatically update the hold to ensure continued compliance with legal hold requirements. Axcelerate ECA & Collection also provides enterprises with a comprehensive view across multiple holds and matters for effective case management and risk mitigation.

### **Axcelerate Review & Analysis**

Axcelerate leverages Recommind's advanced analytics to transform the discovery process. With an elegant, consumer grade user experience, interactive visualisation tools and streamlined, flexible workflows, Axcelerate simplifies the eDiscovery process. Axcelerate's powerful analytics with patented machine learning further enable review optimisation and prioritisation. Whether deployed On-Premise, On-

Demand, or via SaaS, Axcelerate Review and Analysis provides the following benefits and features:

### EARLY INSIGHTS

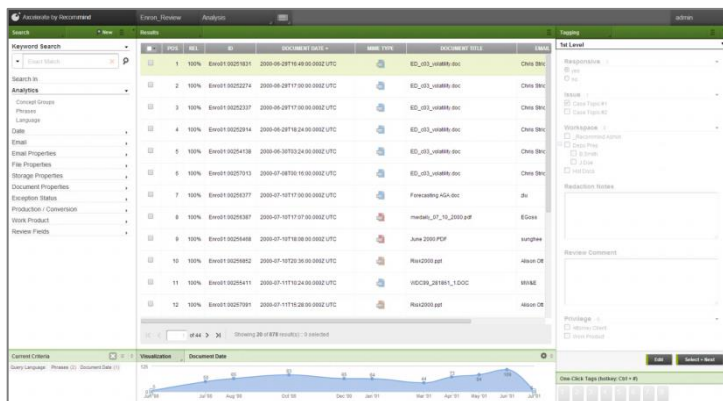
Axcelerate 5 helps you find the documents that will make or break your case, sooner and more reliably. Utilise powerful search, categorisation and analytics with greater ease than ever before -- to uncover key facts, validate collection decisions, identify risks, evaluate review implications, and formulate winning strategies. Axcelerate 5's powerful capabilities amplify your legal skills.

### REVIEW EFFICIENCY

With Axcelerate 5, legal practitioners review what matters -- faster and more accurately. From best-in-industry Predictive Coding, to built-in End of Branch email analysis, to streamlined case management that lets reviewers work proactively with less administrative support, the entire platform is engineered to support quicker and better results. Axcelerate 5 helps legal teams achieve new heights of document review productivity.

### CONFIDENCE AND CONTROL

Axcelerate 5 provides unparalleled transparency into your review workflow -- anticipating your destination, showing your status at every stage along the way, and helping you know when you've arrived. Interactive, visualised displays ensure a more confident review experience and provide greater control over your costs and timelines, as well as your strategy.



### Consumer Grade Interface

Axcelerate 5's reimagined interface has been constructed from the ground up for unprecedented simplicity, leveraging the design principles and technologies used in leading consumer web applications (including HTML5). With uncluttered, intuitive controls and advanced visualisation – interactive charts, timelines, and dashboards – this is enterprise software that doesn't *feel* like enterprise software.

### Hypergraph

Uncover hidden connections and useful patterns across up to millions of email communications. Hypergraph provides an interactive, visual representation of the relationships among custodians and other entities -- to help validate collection choices, identify potential risks, and prioritize review efforts for faster and more accurate results.





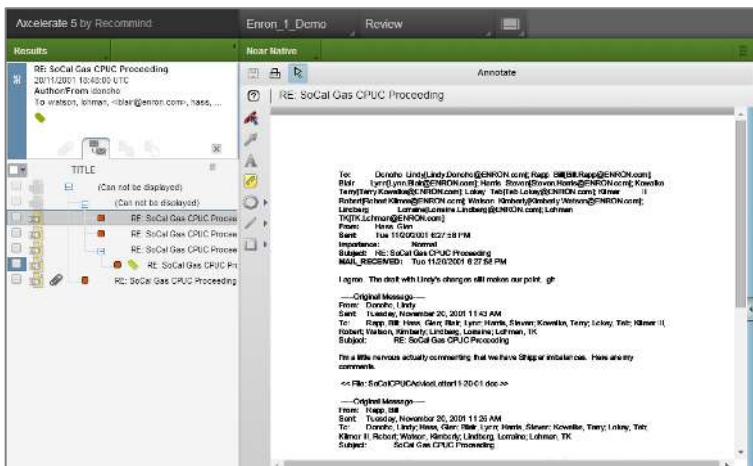
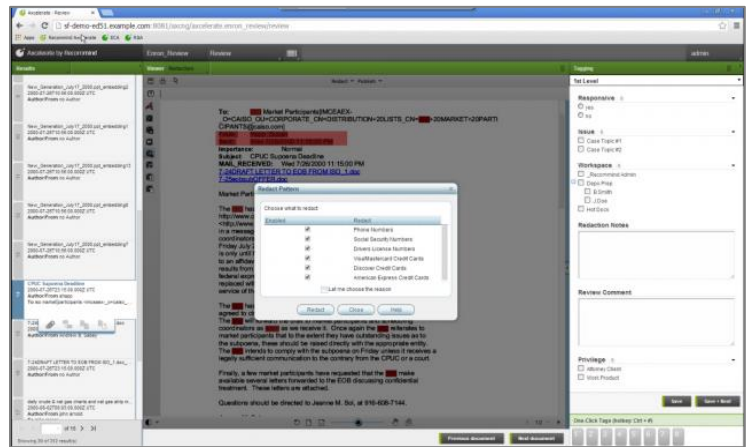
with the most complex and detailed of documents.

### Zero-Footprint HTML5 Viewer

Built in HTML5. Axcelerate 5's document viewer is a major step forward for eDiscovery convenience and productivity. With no plugins to download or install, and works from any browser on any computer. New SVG (scalable vector graphics) rendering technology ensures the highest fidelity near-native experience, even

### Smart Redactions

Redact-on-the-fly in your near-native view - with Axcelerate 5 there's no need to wait or pay for unnecessary conversion to TIFF. Redact full pages or selected search terms, perform negative redactions, and even use analytics to find personally identifiable information (PII), such as social security and credit card numbers, and redact them instantly across entire data sets.



### End-of-Branch Email Analysis

Dramatically reduce your review volumes. Using sophisticated analytics, Axcelerate 5 accurately identifies every component of email threads and displays the unique branches clearly, so you can confidently focus review efforts on just the most inclusive communications at the end of each branch. No external processing is needed, saving time, cost, and risk.

### Interactive Review Dashboards

How much responsive data is likely out there, and when will you have found all you need? Axcelerate 5's Predictive Coding Dashboard maps your review journey, shows your status along the way, and helps predict costs and timelines. For matters of all sizes, it's now easier than ever to review only what you need to -- and to know when you're done.



### Business Intelligence

Axcelerate 5 provides the industry's first integrated business intelligence solution for total visibility into the review process. Axcelerate Business Intelligence comes equipped with pre-configured Sheets -- dynamic dashboards that can be quickly adjusted to specific criteria as desired. Sheets can be easily copied, edited, and saved for user-driven, customised analysis with a wide

range of visualisations -- to help control the time, cost and quality of eDiscovery review.

Using Axcelerate Review & Analysis, lawyers and paralegals – whether in-house or outside counsel – can quickly discern what a document collection is about before review begins, vastly improve the organisation of the review process, and significantly expedite document review. At the same time, Axcelerate Review & Analysis significantly improves review accuracy and consistency. The end result is a quicker, more accurate and cost effective document review process which benefits law firms and clients alike.

In order to overcome the challenges associated with the rapidly growing amount of data being produced electronically, enterprises and outside counsel must be able to conduct quicker and more accurate data review. The automated ECA functionality in Axcelerate Review & Analysis allows legal professionals to organise their review data in a strategic manner, uncover the most important documents more quickly, and conduct proper resource and budgetary planning.

Axcelerate Review & Analysis' capabilities include SmartFilters, concept grouping, phrase and keyword identification and relevancy scoring. These built-in features automatically organise a document population in auto-generated or manually created categories for a quicker, smarter and more precise review.

Simultaneously, Axcelerate Review & Analysis' patented Predictive Coding feature makes a computer-generated judgment – with explicit confidence score – about the relevance, responsiveness, and privileged nature of each document. This functionality dramatically expedites the actual review process while concurrently improving accuracy and lowering the risk of missing key documents.

To ensure a defensible review process, Axcelerate Review & Analysis has integrated random sampling and reporting within the application for users to conduct quality control and quality assurance testing.

Users can select from a variety of search options including keyword, fuzzy, stemmed, one/all/none of exact, or concept searching including Reconnind's patented concept-based search capabilities.

Axcelerate Review & Analysis provides full production capabilities including batch printing, TIFF "on the fly", Smart Redactions, annotations and endorsements. These features can be monitored on a real-time basis.

Directly ingest native files (Outlook/Lotus Notes email, MS Office files, and up to 400 other file types) into Axcelerate Review & Analysis for automated early case assessment, culling and review. Axcelerate Review & Analysis also provides robust processing and filtering of documents, saving clients valuable time and money they would otherwise spend on third party processing vendors.

With its ability to incorporate reviewer coding decisions in real time, Axcelerate Review & Analysis allows senior lawyers to automatically tap into the collective work-product of the entire review process – regardless of the number or location of reviewers or review teams – providing maximum visibility into the review effort while dramatically improving review speed and flexibility.

### **Axcelerate On-Demand**

Axcelerate OnDemand combines the power of the Axcelerate eDiscovery Suite with world class service and online hosting, with security and scalability trusted by the world's top technology companies and financial institutions. Axcelerate OnDemand includes:

- Processing: Full Quality Control, exception handling and de-duplication.
- Early Case Assessment: Powerful, hands-on culling, sampling, and analysis.
- Predictive Analytics: Axcelerate adds an automated layer of analysis through:
  - Concepts: Automated conceptual categorisation organises documents in contextually similar groups/topics facilitating non-linear review.
  - Accurate Search: False negatives and false positives are identified and categorised based upon meaning.
  - Metadata Enrichment: Includes automated phrase extraction, multiple language identification, term hit and string sampling.
  - Near Dupes: Quick content-based location of near duplicates for bulk coding.
  - Culling: Built-in and configurable SmartFilters™ allow users to dynamically filter non-relevant data.
- Predictive Coding: Leverages the work product of subject matter experts to prioritize and minimize manual review.
- Review: Linear and non-linear review are supported with custom templates and automated Predictive Coding workflows.
- Built-In QA/ QC: Document sets can be quality tested and sampled on demand during any stage of the review process with Predictive Sampling™ methodology. Missed documents and miscoded documents are automatically identified in minutes and flagged for resolution.
- Production: Full service production including redaction, endorsements, printing, and load file creation.



## Chapter 8 – Supplier & Software Details

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Axcelerate On-Demand provides the most sophisticated hosting facilities available. Dedicated project teams provide 24/7 support from expert project managers and technical support professionals. Using a consultative approach, the project team advises on proven processes and provides tested eDisclosure review and Predictive Coding workflows.

### Facility Specifications:

- State-of-the-art Data Centre with full redundancy (100% Data Protection).
- Infrastructure as a Service (IaaS) flexibility and speed of deployment.
- Scalable to terabytes of data and thousands of users.
- ISO and PCI DSS certified.
- Superior Network and Bandwidth Capability.
- 24x7 Security with Multiple Entry Checks.
- Expertly Managed Data Centres.

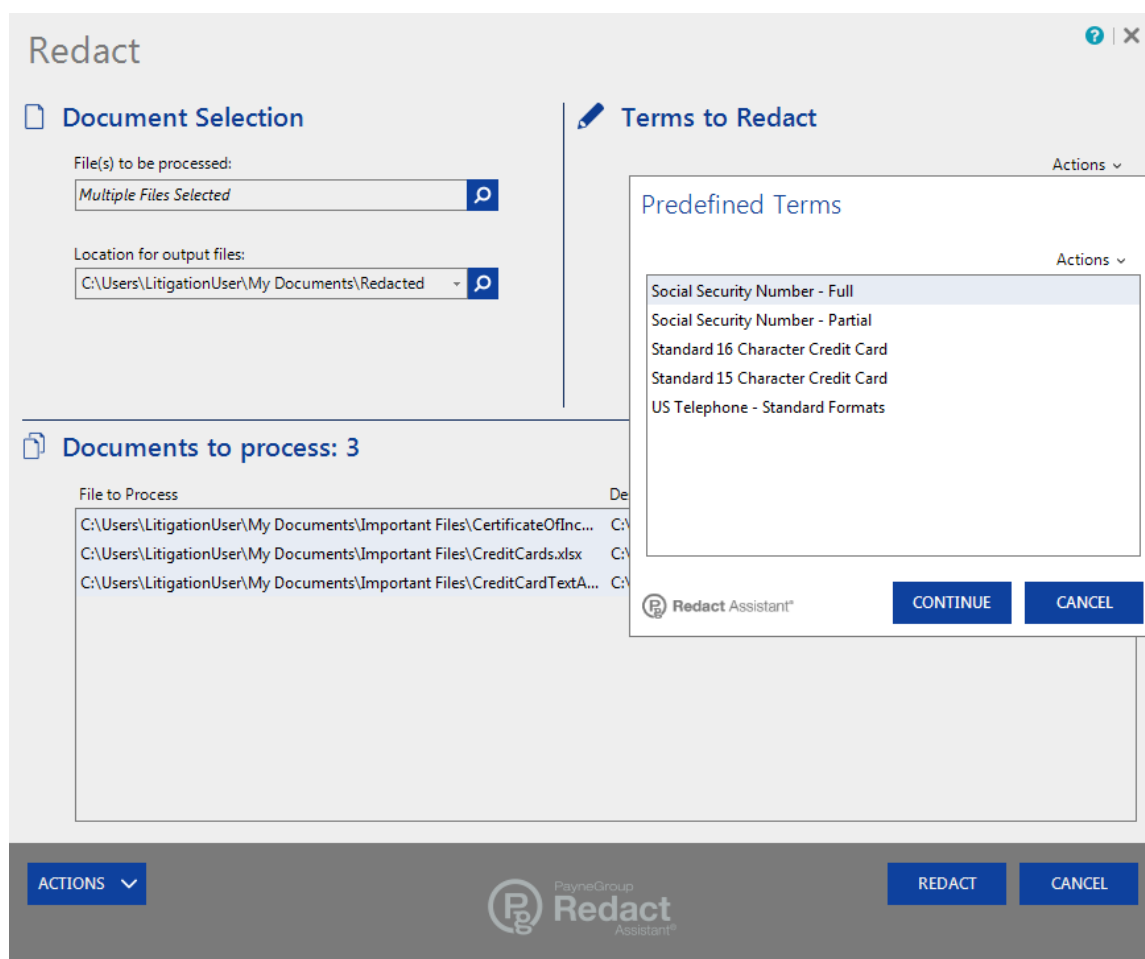
### Benefits of Axcelerate On-Demand:

- Rapid Deployment.
- Reduce costs 50-90% with Predictive Coding.
- Secure and Flexible Application.
- Focus on Review– Not Technical Issues.

|                     |   |
|---------------------|---|
| Owned/Supplied by : | <b>Recommind</b>                        |
| Used by :           | <b>AlixPartners, Forexus, Recommind</b> |

### 8.2.57 Redact Assistant

**Redact Assistant** is a software program used to “black out” or hide specific text in Microsoft® Word or Excel files in order to obscure part of the file’s text for legal or security reasons. This obscuring process is referred to as redaction. The Redact Assistant is the only tool that will allow redaction of files in their native format while at the same time retaining the functionality of the Word or Excel file. Individual files can be redacted within Word or Excel. Redaction can also be performed via the standalone program, which also allows for simultaneous redaction of multiple files.



### Redact Assistant Features & Benefits

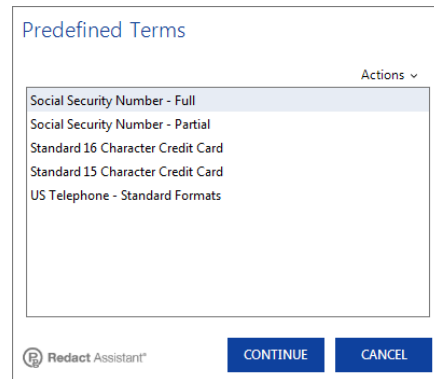
- Easy to use with simplified user interface.
- Multiple terms (words or patterns) redaction within Word or Excel files simultaneously.
- Quick redaction of selected text in either a document or workbook.
- Search for and redact or replace multiple terms (words or patterns) at one time in a document or workbook.
- Secure: The original redacted text cannot be exposed by the native application or any other tool.
- Document wrapping and alignment is retained when text is redacted.

## Chapter 8 – Supplier & Software Details

- Save search terms to a personalized list for future use and to share with co-workers.
- Generate detailed reports containing file names, results, and details of redacted terms.
- Program can be launched from within Word and Excel or as a Standalone program.

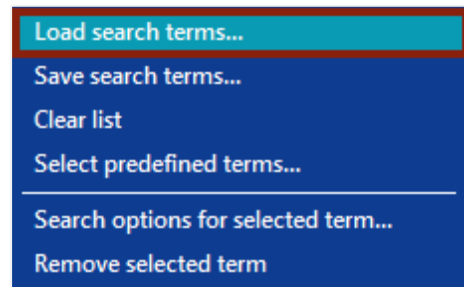
### Predefined Terms

To redact common terms used, select from a predefined terms list. The following is an example of the capabilities available in the product.

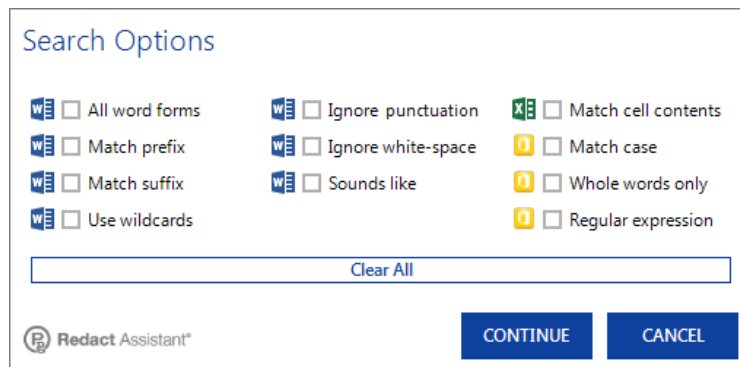


### Create Search Term Lists

To save time and effort, the Redact Assistant allows you to save and reuse lists of search terms in Word, Excel, or in the standalone version. Standard search term lists can also be shared with others.



### Search Options



When working with the Redact Assistant, search options are available to help refine or broaden the search.

The product roadmap includes expanding applications that can be redacted as well adding more regular expressions and built-in formats.

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| Owned/Supplied by : | <b>Payne Group</b>  |
| Used by :           | <b>Payne Group,</b> |

### 8.2.58 Relativity

Legal Hold – Legal Hold is a workflow and notification system designed to manage legal hold and risk assessment procedures performed by law firms, corporations, and service providers. Legal Hold simplifies the following steps in maintaining a defensibly-sound audit trail of all communications with relevant parties:

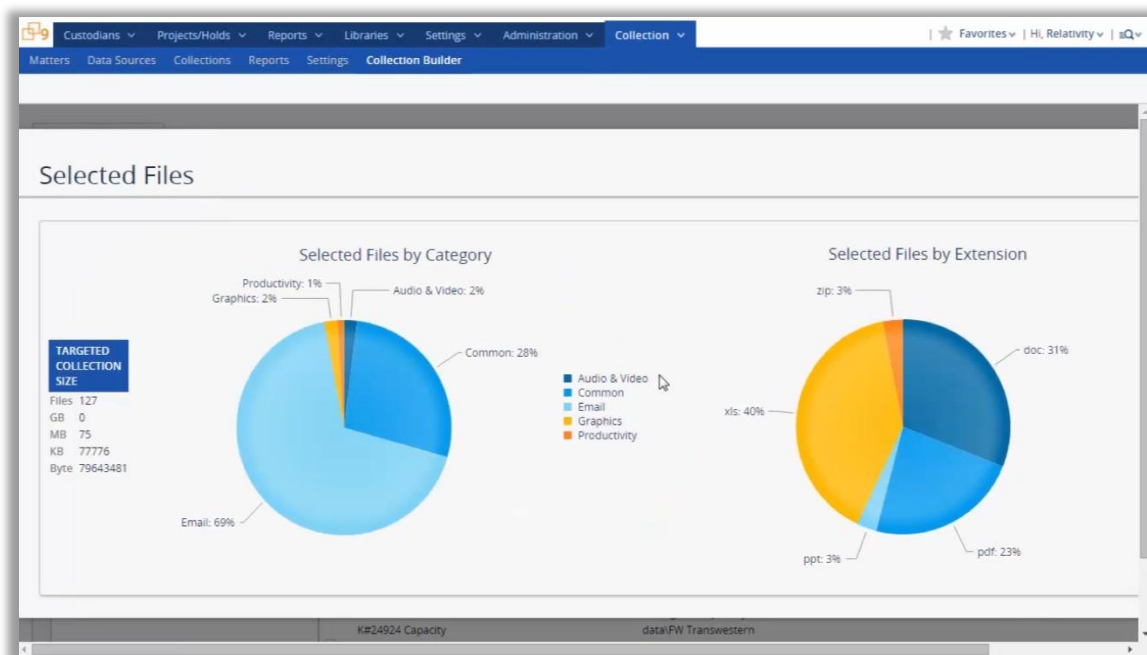
- Send out legal hold notifications by email
- Interview custodians to gather relevant information
- Track and analyse responses
- Generate detailed reports



Collection – Collection allows users to collect from anyone, anywhere, without disrupting the work day. The quick and flexible workspace provides early insight and simplifies the following processes:

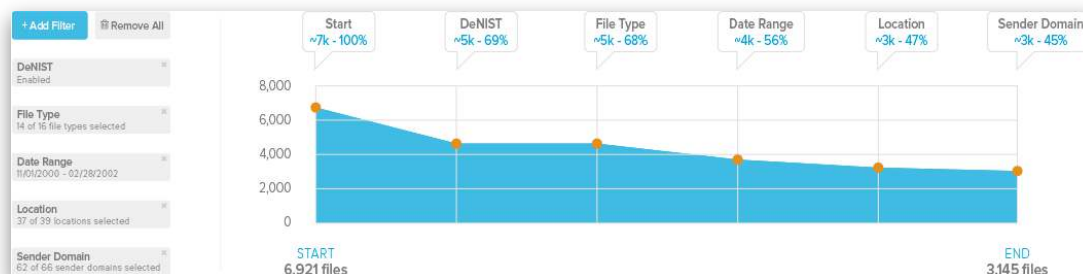
- Quickly and remotely view folder structure, file names, and system metadata using Relativity's unique scout feature.
- Start the collection process and make defensible decisions on what gets collected without needing assistance from IT.
- Collect remotely via email, through Relativity on a custodian's machine, or with a preconfigured USB drive.

## Chapter 8 – Supplier & Software Details



Processing – Processing streamlines your workflow so you can go from native files to review quicker than ever before with fewer manual steps, less effort monitoring your processing jobs, and quick and easy error handling. An inventory stage gives you quick insight into your processing set and allows you to filter out junk before fully processing files. Processing is the total solution, offering:

- Full metadata and container extraction
- Domain parsing
- Native application imaging



Assisted Review - Assisted Review is the flexible and transparent computer-assisted review workflow that combines process and technology. The benefits of using Relativity Assisted Review include:

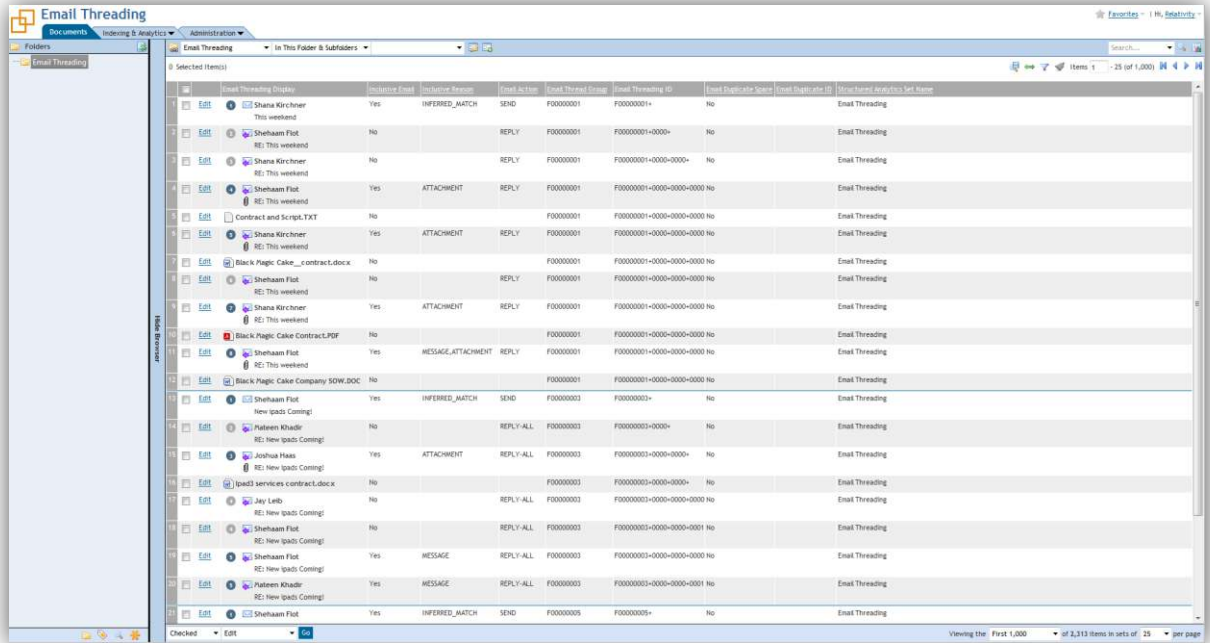
- Time and cost savings by reducing the amount of data manually reviewed
- No training required, as the software runs in the background without assistance
- Flexibility to run for first pass reviews or be adapted for more sophisticated issues
- Validation logic that delivers confident results
- Transparency to understand the decisions made
- Comprehensive text analytics that can quickly cluster documents, find conceptually similar documents, do advanced analysis of keywords, and more



Analytics - Analytics automatically clusters conceptually similar documents, allowing users to increase their review speed and increase accuracy. With Relativity Analytics, users can do the following more efficiently:

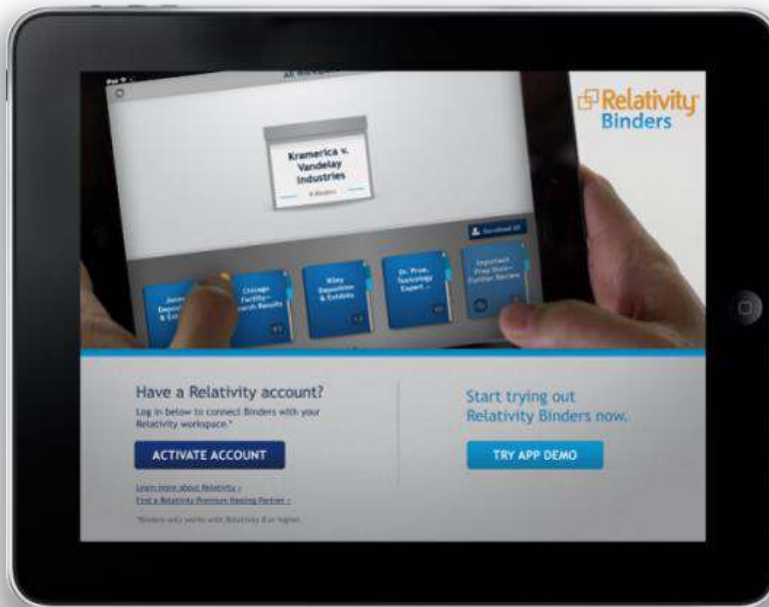
- Email threading
- Foreign language identification
- Near-duplicate detection
- Advanced keyword analysis

## Chapter 8 – Supplier & Software Details



| ID | Email Threading Display                               | Inclusive Email | Inclusive Reason   | Email Action | Email Thread Group | Email Threading ID      | Email Duplicate Status | Email Duplicate ID | Structured Analytics Ref Name |
|----|---|-----------------|--------------------|--------------|--------------------|-------------------------|------------------------|--------------------|-------------------------------|
| 1  | Shana Kirchner<br>RE: This weekend                    | Yes             | INFERRED_MATCH     | SEND         | F0000001           | F0000001+               | No                     |                    | Email Threading               |
| 2  | Shehaam Flat<br>RE: This weekend                      | No              |                    | REPLY        | F0000001           | F0000001+0000-0000+     | No                     |                    | Email Threading               |
| 3  | Shana Kirchner<br>RE: This weekend                    | No              |                    | REPLY        | F0000001           | F0000001+0000-0000+     | No                     |                    | Email Threading               |
| 4  | Shehaam Flat<br>RE: This weekend                      | Yes             | ATTACHMENT         | REPLY        | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 5  | Contract and Script.TXT<br>RE: This weekend           | No              |                    |              | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 6  | Shana Kirchner<br>RE: This weekend                    | Yes             | ATTACHMENT         | REPLY        | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 7  | Black Plagic Cake_contract.docx<br>RE: This weekend   | No              |                    |              | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 8  | Shehaam Flat<br>RE: This weekend                      | No              |                    | REPLY        | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 9  | Shana Kirchner<br>RE: This weekend                    | Yes             | ATTACHMENT         | REPLY        | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 10 | Black Plagic Cake Contract.PDF<br>RE: This weekend    | No              |                    |              | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 11 | Shehaam Flat<br>RE: This weekend                      | Yes             | MESSAGE_ATTACHMENT | REPLY        | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 12 | Black Plagic Cake Company SOW.DOC<br>RE: This weekend | No              |                    |              | F0000001           | F0000001+0000-0000-0000 | No                     |                    | Email Threading               |
| 13 | Shehaam Flat<br>RE: New Spads Conting                 | Yes             | INFERRED_MATCH     | SEND         | F0000003           | F0000003+               | No                     |                    | Email Threading               |
| 14 | Platenn Khadir<br>RE: New Spads Conting               | No              |                    | REPLY-ALL    | F0000003           | F0000003+0000+          | No                     |                    | Email Threading               |
| 15 | Joshua Haas<br>RE: New Spads Conting                  | Yes             | ATTACHMENT         | REPLY-ALL    | F0000003           | F0000003+0000+0000+     | No                     |                    | Email Threading               |
| 16 | ipad3 services contract.docx<br>RE: New Spads Conting | No              |                    |              | F0000003           | F0000003+0000+0000+     | No                     |                    | Email Threading               |
| 17 | Jay Leib<br>RE: New Spads Conting                     | No              |                    | REPLY-ALL    | F0000003           | F0000003+0000+0000-0000 | No                     |                    | Email Threading               |
| 18 | Shehaam Flat<br>RE: New Spads Conting                 | No              |                    | REPLY-ALL    | F0000003           | F0000003+0000+0000-0001 | No                     |                    | Email Threading               |
| 19 | Shehaam Flat<br>RE: New Spads Conting                 | Yes             | MESSAGE            | REPLY-ALL    | F0000003           | F0000003+0000+0000-0000 | No                     |                    | Email Threading               |
| 20 | Platenn Khadir<br>RE: New Spads Conting               | Yes             | MESSAGE            | REPLY-ALL    | F0000003           | F0000003+0000+0000-0001 | No                     |                    | Email Threading               |
| 21 | Shehaam Flat<br>RE: New Spads Conting                 | Yes             | INFERRED_MATCH     | SEND         | F0000005           | F0000005+               | No                     |                    | Email Threading               |

Binders - Binders is an iPad app designed for partner-level attorneys who need quick and secure access to case documents at any time. Binders can be used to prepare for depositions, client interactions, and trial without the time and cost of shipping or carrying large volumes of printed material. Because Binders syncs with Relativity, users can pull down new documents every time internet connection is made available. The intuitive interface of Binders allows users to do all of the following to highlight, annotate, search, print, and email documents straight from the app.



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| Owned/Supplied by : | <b>KCura</b>   |
| Used by :           | <b>7Safe, AlixPartners, Altlaw, A&amp;M, BDO, Capita, CAS, CYFOR, Deloitte, Epiq, Ernst &amp; Young, FRA, Forexus, Grant Thornton, Hobs Legal Docs, Huron Legal, IDS-Legal, Integreon, Iris, Kroll Ontrack, LDM Global, LINEAL, Merrill Corporation, Millnet, Navigant, PLT, PwC, QuisLex, Stroz Friedberg, TransPerfect Legal Solutions, Unified.</b> |

**(31 organisations)**



### 8.2.59 Resolution1 Security (eDiscovery and CyberSecurity)

#### **Resolution1 eDiscovery**

Resolution1 eDiscovery equips IT and corporate legal teams to efficiently and seamlessly conduct enterprise-wide search, targeted collection, systemized preservation, litigation hold, processing, data assessment and complete legal review – all while keeping costs in line and reducing risk. eDiscovery provides the reliability, predictability and efficiency required to enable your team to:

- **Mitigate Corporate Risk.** Limit handoffs between vendors and technologies with a single, secure end-to-end solution and protect against spoliation, data loss and theft.
- **Ensure Compliance.** Make sure data preservation needs are systematic and defensible in accordance with US and international preservation requirements for litigation, and governmental regulatory requirements.
- **Improve Response Efficiency.** Rapidly access, capture and analyze information across a broad range of repositories and targets by leveraging mature and broadly adopted, forensic grade technology.
- **Lower Overall Cost.** Process all potentially relevant information, structured and unstructured, inside and outside the enterprise with a single integrated solution.

#### What You Can Do With eDiscovery

- **Collect Evidence Without Manual Investigation.** Forensically preserve electronically stored information (ESI) from all data sources, including email systems, more than 30 commercial data repositories, shared drives, laptops, desktops, servers and cloud sources, such as Google Drive and Office 365. Set up recurring and scheduled jobs to perform ongoing incremental collections - anytime, anywhere – during off peak hours, both behind and external to the corporate firewall.
- **Expedite Analysis.** Search, visualize and organize collected data with no need to recursively move data to a different repository or third party vendor, for faster analysis and access by both internal and external stakeholders, through secure web and role based access.
- **Perform Deep Content Analytics.** Leverage advanced interactive visualization of case data to quickly identify relationships and custodian communication patterns within email archives. Further analyze structured and unstructured data using geo-location maps, document type, date stamps and other metadata attributes.
- **Eliminate Spoliation or Tampering Claims.** Preserve the original ESI content and metadata for litigation – regardless of data volume, target or collection frequency. Process over 700 data types (including ZPSTs/NSFs) with full forensic logging using MD5 hashes to eliminate chances of spoliation claims. Reuse collected data across numerous cases to better manage “serial custodians” and growing data volumes.
- **Perform Full or Targeted Collection, On or Off the Network.** Collect data using complex filtering techniques based on content, data, owner, custodian and data type with Boolean logic. Forensically image entire systems when required for criminal or internal security investigations, even over tenuous network links.
- **Reduce Custodian and Litigation Hold Complexity.** Streamline the management of case custodians and all necessary litigation hold notifications

with out-of-the-box integrations with the leading HR database solutions such as SAP and Oracle's PeopleSoft. The integrated litigation hold wizard supports dynamic and static custodian entry, automated escalation, reminders and custodian Q&A.

- **Reduce Overall Cost and Time to Key Decisions using Technology Assisted Review (TAR).** Expedite data culling, coding and categorization of large document collections, speeding up the review process using eDiscovery's proprietary statistical TAR engine. The TAR engine includes precision and confidence scores as well as quality control checks; and comes with the product free of charge.

### Resolution1 CyberSecurity

Resolution1 CyberSecurity equips organizations to confidently respond to, validate and resolve security incidents in a fraction of the time it takes using conventional approaches. With unparalleled visibility, context and automation security teams are able to:

- **Identify And Stop Targeted Attacks Just As They Are Beginning.** Identify malicious behaviour, validate threats, automate remediation and analysis workflows, as well as proactively hunt for threats.
- **Correlate Activity With Other Security Investments.** Effectively assess and validate alerts generated by existing security products, such as network-based security solutions or SIEMs.
- **Make Better Informed Decisions Faster.** Automated incident response processes, applied threat analytics and deep visibility into malicious activity wherever it is taking place.
- **Decrease the Impact of and Time to Resolve Incidents.** Apply automation, context, visibility, and key security performance metrics to quickly validate, respond, and ultimately resolve an incident.

### What You Can Do With CyberSecurity

- **Eliminate Blind Spots.** Identify threats as they happen no matter where in the environment—network, endpoint (on and off the network) or mobile.
- **Respond Immediately.** Integrate with SIEMs, next-generation firewalls, alerting tools and other monitoring devices to automatically link disparate information and enable effective response.
- **Identify Compromised Endpoints.** Automatically validate an IOC and sweep endpoints for signs of compromise. Endpoint Threat Alerting will also automatically trigger an alert any time a threat indicator is found on an endpoint and initiate the appropriate response action.
- **Proactively Hunt for Threats.** Leverage intelligence in any format, from simple to complex, to search for and identify compromised endpoints and automatically take action.
- **Accelerate Triage and Validation of Suspected Incidents.** Automatically harvest rich system data from endpoints, correlate that against threat reputation services, advanced threat detectors and threat intelligence to deliver confirmation an endpoint is compromised—without the use of multiple point products or analyst's time.
- **Know What Happened, Without Manual Investigation.** The Endpoint Threat Monitoring (ETM) technology records activity (file, processes, registry, network, DNS & URL) even if malware is cleaning up forensic traces or slow

rolling, and delivers a timeline related to a suspected incident along with prioritized alerts.

- **Automate Incident Response Workflows.** Easily create and customize response workflows specific to the organization. Automatically kick off remediation or deep analysis actions by leveraging the alert response workflow engine to define trigger rules as well as the appropriate response.
- **Automatically Remediate Impacted Endpoints.** Immediately halt data exfiltration and lateral movement from endpoints using endpoint isolation, process halting, file wiping, anti-virus scans or custom scripted routines on the endpoints.
- **See Exactly What’s Happening on the Network.** Monitor, capture, analyze and graphically visualize network traffic during a proactive audit or cyber investigation.

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|---------------------|-----------------------------|
| Owned/Supplied by : | <b>Resolution1 Security</b> |
| Used by :           | <b>Resolution1 Security</b> |

### 8.2.60 Ringtail

Ringtail provides a complete e-disclosure solution that combines case management and document review in a single platform. This includes innovative data analytics and visual review tools that dramatically increase the productivity and efficiency of legal review. In total, Ringtail is a powerful e-disclosure platform with flexible deployment options and market-leading functionality designed to increase reviewer productivity and reduce the overall costs of e-disclosure. For more information on how Ringtail can help you reduce legal review costs, please visit [www.ftitechnology.com/ringtail](http://www.ftitechnology.com/ringtail).

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| Owned/Supplied by : | <b>FTI Consulting Technology Practice</b>                           |
| Used by :           | <b>FTI Consulting Technology Practice, Grant Thornton, QuisLex.</b> |

8.2.61 ΣSIGma (IDS-Legal Software)

IDS-Legal works closely with its in-house software team of 100+ software engineers to continuously build solutions to better serve its clients.

IDS-Legal has a proprietary solution ΣSIGma to support its needs for Legal Coding and Contract Abstraction. ΣSIGma, the coding software, is a simple and accurate way for all kind of Objective and Subjective Coding and Document Management requirements. It is a multi-functional software with simple user interface based on our concept of SICO (Simple Input Customized Output).

**Features:**

1. Integrated software for unitization, coding and quality management.
2. Has capability of coding from .tiff, multi-tiff and pdf files.
3. Input and output validations
4. Distributive allocation and processing
5. Strong Dashboard

**Functions:**

1. Objective coding
2. Subjective coding
3. In-text coding
4. Customized load files
5. Redaction
6. Image conversion and renaming
7. Creating OCR'd text files at document level
8. Bates Capturing and Stamping
9. In-text coding
10. Create hyperlinks

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| Owned/Supplied by : | <b>IDS-Legal</b> |
| Used by :           | <b>IDS-Legal</b> |

### 8.2.62 SPEKTOR Suite

#### SPEKTOR® Forensic Intelligence

A fully integrated hardware and software solution that enables non-technical first responders and litigation support teams to perform the following tasks quickly and safely:

#### **DATA ACQUISITION**

- Collect, forensically preserve & analyses data from computers (PC, MAC, Linux) , hard disks, removable media, cell phones, Sat phones , GPS and tablet devices
- Creates forensic images in dd, ENCASE®, FTK®, SMART® formats
- Live incident response including volatile data preservation on Windows (32bit and 64bit)
- Process driven, touch screen interface. Fully audited. Forensically & evidentially sound.
- Collect from “running” and “powered off” systems. Collect live and deleted data
- Quickly create and store unlimited re-usable collection profiles using our unique 6 step profile wizard.
- Collect data based on file dates, types and/or content using powerful signature analysis
- Allow remote data custodians to preserve their own data using secure collector technology
- Simultaneous collections from an unlimited number of devices
- Everything in one box - all hardware, software, accessories and peripherals are included.

#### **DATA ANALYSIS**

- Auto-analysis and easy review of email, images, documents, movies, audio, system registry, browser activity, social media, chat, IRC, volatile network data, recent activity, system users, attached device history, installed software, network configurations.
- Recovers online chat and web browsing account details including passwords, online search term history, file transfers. Reconstructs webpages visited by users.
- Very powerful filtering and sorting using a simple interface – find interesting data faster
- Instant keyword searching: Full indexing of file names, paths, file content and file metadata.
- Instantly locates valid bank card numbers found in any collected data
- Store unlimited keyword lists with unlimited number of keywords
- Search in multiple languages using keyword lists or the onscreen keyboard
- Find known files using unlimited hash values – every collected file is hashed with MD5 & SHA1
- Quickly import and store unlimited numbers of hash lists, each with unlimited number of hashes

## Chapter 8 – Supplier & Software Details

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- Auto identifies high risk files such as those with incorrect or missing file extensions, encryption, steganography and known indecent images or terrorist materials
- Powerful reporting to PDF or HTML
- Easily export to 3<sup>rd</sup> party review, visualisation and decision support platforms

SPEKTOR Forensic Intelligence software is supplied with all the required hardware and peripherals in a small rugged hand carry case ready for instant deployment.

### SPEKTOR® Drive

The Pocket Forensic Lab™ - The same outstanding capabilities as SPEKTOR® Forensic Intelligence\* on a bootable thumb drive that runs on any compatible PC platform, temporarily turning it into a powerful forensic workstation. An invaluable pocket sized incident response tool for compliance, e-discovery and security professionals.

*\* excludes the mobile phone module*

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| Owned/Supplied by : | <b>ETL</b> |
| Used by :           | <b>ETL</b> |

### 8.2.63 Stroz Software – First Glance & Stroz Review

**First Glance Early Case Assessment** - Our early case assessment tool, First Glance, is built into our processing and review platform, Stroz Discovery. First Glance ingests document families and uses latent semantic indexing to cluster and map related topics within a document set, according to keywords and concepts. Documents can be culled, promoted for automated full processing and review, or retained for further searching based on key metadata and conceptual analysis. As well as quickly identifying relevant or non-relevant subject matter from the concept clustering, First Glance can suggest additional keywords which are closely correlated to your initial search terms. This expanded vocabulary enables rapid assembly of relevant keywords (including code words) based on the terminology actually used in the document set. The enhanced keyword list helps assure comprehensive relevant document results, whilst limiting burdensome false positives.

First Glance also offers concept searching based on the same index. The correlated terms for the concept provided by First Glance can be viewed and amended by researchers, providing transparency and a clear audit trail for concept searches. First Glance also provides powerful interactive visualisations for communication patterns and key metadata to enable swift investigation, assessment and culling of documents.

**Stroz Review®** - Stroz Friedberg's online review platform is a hosted database repository that enables clients to review their data securely from multiple locations. As well as providing streamlined document review, Stroz Review allows legal teams to utilise unique data retrieval and text analytical tools to expedite identification and review of critical documents.

- **Stroz Extract** automatically extracts key information from the text of electronic documents and TIFF copies of paper documents, recognising the printed date of the document, the actual author, addressees, organisations from which the document originated and to which the document was sent, persons and entities discussed in the document, and other dates within any text. These are normalised into a consistent format for easier searching. Because this technology works on both native ESI files and scanned paper documents, Stroz Extract typically eliminates the need to apply manual "objective coding" to paper documents ingested for review.
- **Auto Redact/Pattern Matching** programmatically identifies items repeated throughout a data set, e.g., social security numbers, account numbers and other personally identifiable information, and applies automated redactions.
- **Privilege Analytics** identifies and ranks potentially privileged documents by: a) examining communication patterns among external law firms, in-house legal teams, and internal company personnel in combination with explicit mentions of lawyers within documents; b) locating explicit statements of privilege such as "privileged and confidential," and c) identifying implicit statements that indicate a document may be privileged such as "Our lawyer advised...". Documents are classified according to the probability that they are privileged, allowing for speedy and effective privilege reviews.
- **AutoSuggest** (a feature of Stroz Review) is a predictive coding technology that classifies documents based on similarity to sample sets of data reviewed by experts. Our workflow enables us to test and calibrate the predictive coding model so as to start to deliver high precision results from the first round of samples reviewed. We have successfully used this model on foreign language data sets and data sets with extremely low levels of relevant documents. Auto Suggest can be used to eliminate non-relevant documents from first level review, identify and prioritise richly relevant data sets for immediate review by experts, and to quality control human review.
- **Foreign Language Support** - Stroz Review is fully Unicode compliant, including support for searching and review in CJK languages. This support includes automatic



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language identification, OCR (including OCR of mixed alphabet documents), and secure machine translation available on demand or in bulk.

- **Near Duplicate Identification** highlights differences between similar documents and displays them for the user in a side-by-side viewer. Users are able to dictate the sensitivity of our near duplicate tool, allowing them to view more or fewer near duplicates as the case demands. Our proprietary near duplicate detection process can pivot on any document and can integrate new documents without any reprocessing of existing document sets.
- **Email Threading** identifies and maps not just messages processed into Stroz Review, but also messages identified as part of a discussion, but not collected.

**Relativity** – In addition to Stroz Review, we can also host document reviews in kCura's Relativity platform. In addition to Relativity's powerful Analytics capabilities, data from Stroz Extract and Privilege Analytics can be provided to enhance the Relativity database. To speed the transfer of data into Relativity we have designed and built custom tools that automatically transfer processed data to Relativity when ready for release, as well as building production tools that enable us to apply the same protections and automated quality controls to productions as are used in the Stroz Review platform.

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| Owned/Supplied by : | <b>Stroz Friedberg</b> |
| Used by :           | <b>Stroz Friedberg</b> |

### 8.2.64 SYSTRAN Relativity Connector

SYSTRAN Enterprise Server: Your Language Translation Solution for eDiscovery.

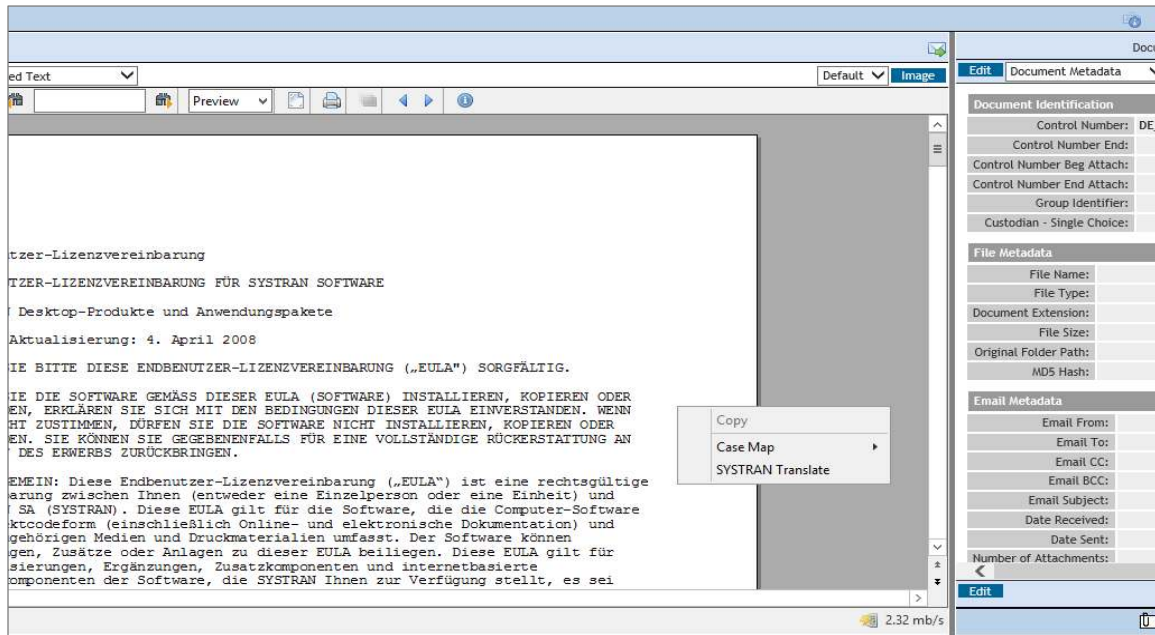
The product consists of:

- A translation server installed **on premises**.
- An online **translation portal** where users can instantly translate texts, emails, Web pages, RSS feeds and documents (TXT, DOC, DOCX, PPTX, XLSX, PDF, HTML, XLM, OpenOffice).
- **Toolbar add-ons** which allow quick access to user-friendly translation tools integrated within MS Office Suite and major Internet browsers
- A **Relativity connector** that provides a secure bridge between kCura Relativity and SYSTRAN translation server.

Key Benefits

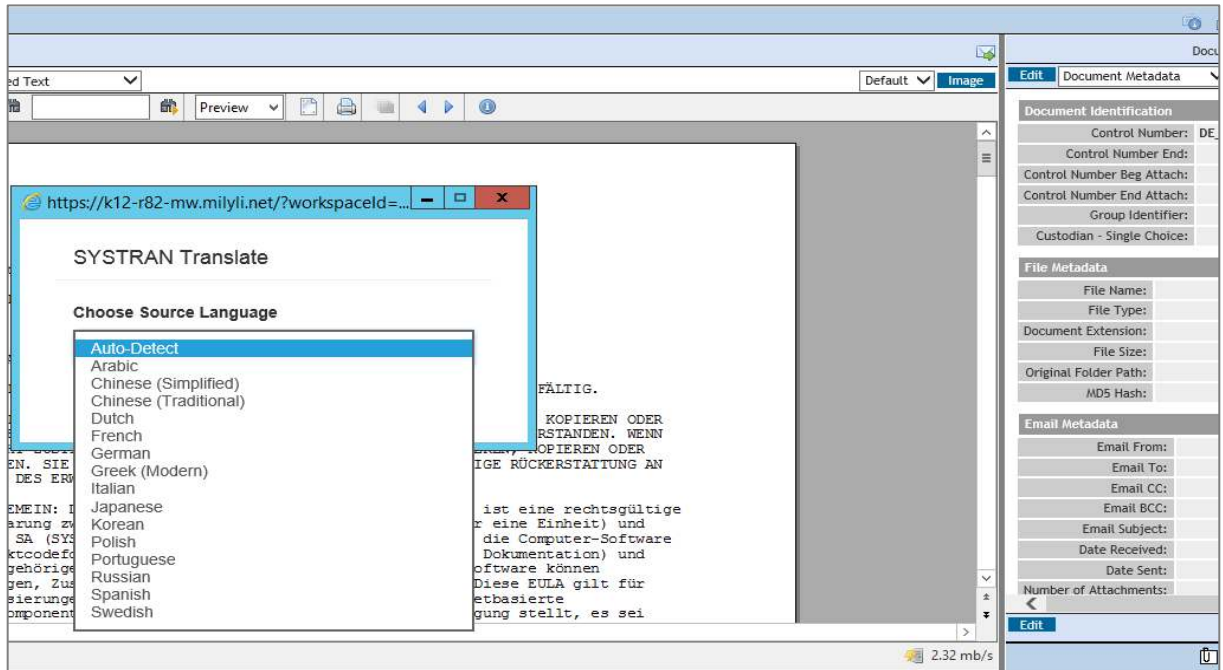
- Ensure information security
- Reduce translation costs
- Quickly translate large volumes of content
- Make your eDiscovery software smarter

The SYSTRAN Relativity Connector provides a means of securely translating documents entirely within the Relativity system. All you have to do to translate a single document is to select “SYSTRAN Translate” from the context menu.

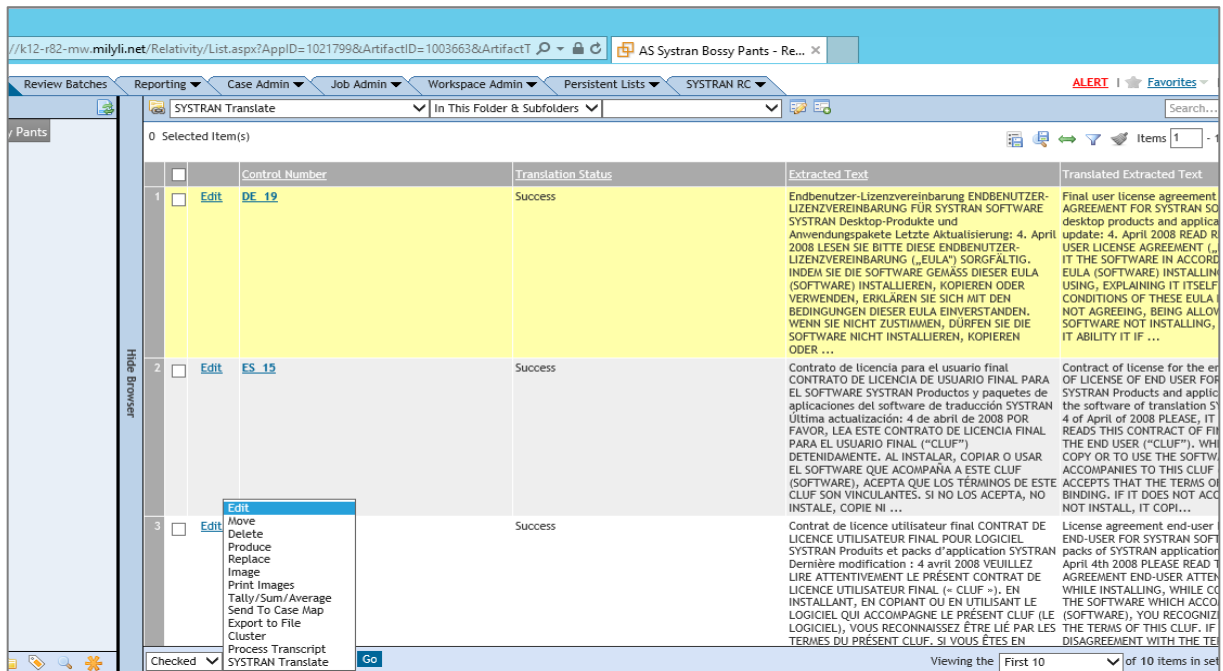


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With the SYSTRAN Pop-up Window, you can also automatically detect languages contained within a collection.



You can also decide to translate multiple documents using the Relativity mass action feature.



Your translations are then stored in a special Relativity field called “Translated Text” so the results permanently remain accessible in your workspace.

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| Owned/Supplied by : | <b>SYSTRAN</b> |
| Used by :           | <b>SYSTRAN</b> |

### 8.2.65 UFED Series

The UFED Series consists of Hardware and Software products providing professionals a set of effective tools to extract, decode, analyse and report of data from mobile devices. It covers the full range of data collection for investigative and eDiscovery purposes and is used by law enforcement and litigation support professionals worldwide.

Cellebrite's UFED Touch and UFED4PC Ultimate enable the most technologically advanced **extraction, decoding, analysis and reporting** of mobile data. It performs **physical, logical, file system and password extraction** of all data (even if deleted) from the widest range of devices including legacy and feature phones, smartphones, portable GPS devices, tablets and phones manufactured with Chinese chipsets.

With proprietary hardware, an integrated battery, an intuitive GUI and touch screen, the UFED Touch Ultimate speeds up the investigation process, meeting the demands of the mobile forensic industry.

**UFED 4PC Ultimate** is a versatile offering, that runs on existing hardware alongside other third-party software. It comes with a range of applications, invaluable for investigators to close cases faster:

- [UFED Physical Analyzer](#) – The advanced application for decoding, analysis and reporting
- [UFED Phone Detective](#) – For instant mobile phone identification
- [UFED Reader](#) – Enables authorized personnel to share information with others

#### Highlights:

- Physical extraction from BlackBerry devices running OS 4-7. Exclusive decoding: BBM data, apps, emails, Bluetooth etc.
- Widest support for Apple devices running iOS3+.
- Physical extraction and decoding while bypassing pattern lock / password / PIN from Android devices including HTC, Motorola, Samsung Galaxy SIII family and more.
- Physical extraction from Nokia BB5 devices – password extraction from selected devices.
- File system extraction from any device running Windows phone 7.5 and 8 including Nokia, HTC, Samsung, Huawei and ZTE.
- The most powerful solution for phones with Chinese chipsets.
- TomTom trip-log decryption, and data extraction from other portable GPS devices.
- Obtain existing and deleted data: apps, passwords, emails, call history, SMS, contacts, calendar, media files, geotags, location information, GPS fixes etc.
- Proprietary technology and boot loaders ensure forensically sound extractions.
- Frequent updates to ensure compatibility with new phones as they enter the market.

Cellebrite's UFED Link Analysis is a new application which immediately identifies and visualizes the connections and communication methods used between multiple mobile devices, based on data extraction reports.

**UFED Link Analysis** provides fast results for first responders and creates a bigger picture of any investigation:

- Reveal communication links between multiple mobile devices based on a rich data set: mutual contacts, calls, SMS, MMS, email messages, chats, application transactions, Bluetooth devices, locations and more.
- Understand how entities are connected by visualizing data from multiple devices.
- Visualize the communication directions between entities, pinpointing bidirectional and unidirectional communication.
- Discover if entities were at the same place at the same time.
- Drill down to specific events.
- Share your findings with other investigators.

Main Features:

- **Entities analytics:** Statistical data shows the frequency of communication and preferred communication methods.
- **Timeline:** Displaying a list of events in chronological order.
- **Location analytics:** Analyse multiple suspects locations on a single map.
- **Mutual and all links graphs:** View the suspects and the entities.
- **Advanced filters:** Filter data based on date and time, communication methods, location types and distance.
- **Investigation data enrichment:** Add data or pictures on entities in extractions.
- **Advanced search:** Search for information based on free text or several parameters.
- **Project and table search:** Text search on all data available in the project or table.
- **Report generation:** Customize reports containing detailed information and graphs.
- **Graph snapshot:** Save an image of the current view.
- **Project management:** Save the project information.
- **Suspect's data management:** Add data and pictures collected during the investigation.

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| Owned/Supplied by : | <b>Cellebrite</b>      |
| Used by :           | <b>Cellebrite, FRA</b> |

8.2.66 VF<sub>2</sub>C Software & Smart Phone Investigator (MD5)



**VF<sub>2</sub>C Software** is a forensic tool developed by MD5's laboratory that enables the analysis of structured data in its native environment so that evidence can be viewed as it would have been on the original machine.

This saves considerable effort and time in analysing complex and large scale databases etc.



**Smart Phone Investigator** is a fully automated software package that forensically extracts live and deleted data from all generations of iPhones, iPhone images and iPads.

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| Owned/Supplied by : | <b>MD5</b> |
| Used by :           | <b>MD5</b> |

### 8.2.67 Viewpoint

#### **VIEWPOINT FEATURES:**

**Identification:** Viewpoint maintains the capability to access any machine connected to the network to identify, mark and copy files contained on file servers and other sources by file type, custodian, date of last access, date creation, system or key terms.

**Collection and Preservation:** The Viewpoint Collection and Preservation module allows users who have implemented Viewpoint within their own network infrastructure to perform active file collection and preservation. Through a simple point-and-click interface, corporations may filter by a number of parameters to collect and preserve electronically stored information, forensically copied and preserved directly into the Viewpoint's Evidence Repository.

**Evidence Repository:** Viewpoint's Evidence Repository preserves all data collected for every project throughout the lifecycle of the matter. All data is forensically maintained prior to filtering, culling or deduplication to provide an easily acceptable data warehouse that allows the legal team to repeatedly access evidence as refinement of the parameters in the case unfold. The ability for the legal team to easily "go back to the well" to further sample additional terms, concepts and other criteria is fully integrated with a robust reporting engine to display results of various "what if" scenarios.

**Pre-Processing:** The Viewpoint Pre-Processing solution enables clients to greatly reduce electronic data sizes at the earliest stages in the e-Discovery lifecycle. For a fraction of full processing costs, Viewpoint pre-processing will de-nist, de-dupe and even apply dynamic date filters to quickly cull large sets of data. By removing system files and unwanted documents before processing begins, Viewpoint will save you both time and money throughout the e-Discovery process

#### **Viewpoint's unique pre-processing features include:**

- Data cataloguing
- File extension filtering
- Fully recursive document level date/time filtering
- File type identification
- User-directed file folder removal
- MD5 Hash calculation NIST filtering, system file removal
- De-duplication

**Processing:** Viewpoint's lightning fast processing solution offers advanced capabilities to provide channel partners, corporations and law firms the ability to filter and process large volumes of data in a fraction of the time it would normally take. With our scalable technology, clients can begin to review and analyse data sooner, as well as perform analytics and data assessments early on in the case to assist in 26(f) planning and analysis before data is posted for review. Viewpoint Processing is the perfect solution for cutting back on burdensome review costs.

**Early Filtering:** Viewpoint's advanced early filtering capabilities allow users to apply one or any combination of available filters such as custodian, file type, date range, file size and many more. Early filtering greatly reduces unnecessary and costly processing and review. With a few quick and easy mouse clicks, users can apply custom filters to view only the results they're interested in.

**Systematic Deduplication:** Clients can avoid wasteful analysis and review time by de-duping within or across all custodians and sources. Viewpoint's intelligent de-

dupe algorithm gives the administrator or user choices as the data moves through the system into review. Additionally, one can always be assured that every document is tracked, saved and available for export by custodian for a completely defensible process.

**Multi-language support:** Full Unicode and double byte character support is included within the processing platform and currently supports 26 languages. All multi-language documents are fully supported for review, coding, indexing, searching, metadata filtering and production.

Viewpoint also includes:

- Data staging
- Recursive email and e-file container extraction
- Recursive embedded object extraction
- Metadata extraction
- Text extraction
- HTML creation
- Near duplicate identification
- Indexing all data using dtSearch™ engine
- Strata Map (Heat Mapping)
- Visual Index & key term analysis
- File type (extension) analysis
- Email thread redundancy identification
- File validation confirming identity of file type
- TIFF generation
- OCR processing

**Viewpoint Assisted Review:** Viewpoint's technology-assisted review module is an integrated module within Viewpoint at no additional cost – cuts cost and time by automating review for document prioritization, QC enhancement or wholesale binary review. Viewpoint Assisted Review allows users to:

- Leverage it alongside Viewpoint's analytical tools to build the most efficient "seed" set and drive the most accurate review results
- Utilize it in combination with traditional culling techniques to further minimize the review population in a defensible manner
- Isolate the most highly relevant documents for ECA purposes in order to understand facts of the case early in the matter

**Analytics:** Viewpoint analytics are seamlessly integrated into your Viewpoint review workflow at no additional charge.

**Near Duplicate Review:** Eliminate redundant data to accelerate review speed and productivity. Using Near Dupe Similarity Viewer:

- Automatically group similar documents – email, spreadsheets, text files and other electronic data – for any number of custodians
- Review side-by-side version comparison and code individually or en masse
- Exclude non-relevant data from the review process early on to save time and costs



**Email redundancy and thread management:** Identify and group messages that are 100% contained in subsequent emails in the same thread with a redundancy algorithm that analyses the content of each message to ensure that previous versions of the same thread are contained within subsequent threads.

- Defensibly reduce data volumes by only reviewing the last email in the email thread
- Have 100% confidence that previous emails in a thread are included within the last email
- Identify where an email thread breaks down, and review the last email of the new thread
- Easily detect subject line changes, the addition or removal of correspondents, or where emails are missing all together
- Identify families across multiple custodians to ensure consistent treatment of each thread
- Code entire families at once, preventing inconsistencies across custodians or messages

**Relationship Analysis:** Identify the who, what and when of email communications between custodians with simple graphic visuals and maps.

- See spikes in communications between custodians early in a matter – eliminating the review of unnecessary data later on
- Identify communications between known custodians and unknown parties to help you comply with discovery requirements
- Know who sent and received important documents within specific timeframes
- Understand communication patterns of interest among various custodians
- Dynamically group communications sent to various network domains (i.e., outside of the company)

**Concept Analyzer:** Search and visually cluster documents by concepts for one or more sources based on multiple criteria. Clustered concepts can be reviewed immediately, saved or made available to multiple users to access, review and code.

- Quickly identify important topics and groupings of related documents across and between concepts
- Prioritize review early on in a case and focus on what matters most right from the start
- Automatically cluster, search, group, merge, sort, save and print by concept
- Create a focused sampling of documents across the global data set when used in conjunction with Near Duplicate Identification

**Visual Index:** Get an in-depth look at your search term results – without running time-consuming searches – using the powerful Visual Index search term refinement and document reduction feature.

- Easily identify and exclude false positives in a data set prior to building review assignments
- Reverse the functionality by selecting only the specific terms required for a search
- Generate a tree containing populated search results corresponding to each search term, with a listing of all wildcard and proximity search results

- Refine your original keyword list to generate more targeted and accurate search results using Spelling Suggestion
- Further refine search results by easily incorporating potentially useful terms gathered from the search index
- Easily modify your original search criteria and rebuild your views based on newly fetched search information generated

**Strata Map:** The Strata's functionality is used to identify and group documents based on user-specified document attributes. Strata's allows users to create multiple layers (or levels) of grouping to help them pinpoint documents for review/investigation or mass tagging.

**Review:** Viewpoint Review platform is the ideal linear review application. Containing advanced analytical features, Viewpoint Review allows users to perform simple document coding as well as mass coding among email threads or suggestive coding among near dupe families. By decreasing the amount of time it takes for review, clients can accelerate their litigation process while keeping costs low. Our leading-edge review tools include:

*Customizable Layout:* Viewpoint contains a series of customizable panels that may be located anywhere on the user's desktop and saved in accordance with the reviewer's own preference. Default settings may be controlled by the administrator and dual monitors are supported. Having a clean and manageable workspace will make the review process easier and more efficient.

*View Manager Search Preview:* Users can not only examine their search results prior to creating a document batch, but they can also ensure that their search and filter criteria were correctly enabled and exclude any false positive occurrences. Clients can also remove documents or add any relevant document not populated by their search.

*Native Viewer:* Users can review more than 400 documents types in their native format without having to open corresponding applications. This will cut down on review time, further lowering litigation costs.

*Suggestive Coding:* Users can significantly reduce their review time with Viewpoint's suggestive coding. One can instantly see similar documents across the entire database already coded by other reviewers. Where documents are not exact duplicates, Viewpoint's suggestive coding helps to eliminate conflicting coding and duplicate review of highly similar documents.

*Inline Redaction:* Our intelligent redaction tool can be used to trim parts of or entire documents. The "redact out" feature is useful for quickly and efficiently blacking out large areas by only having to select the small non-privileged parts. Users can redact 5,000 page Excel spreadsheets in literally seconds.

*Keyword Filtering and Hit Highlighting:* Upon populating one's keyword results, our dynamic filtering capabilities can be used to display documents containing one or more hits within the entire view. All search terms are clearly highlighted across any document type to help accelerate review time and keep litigation costs low.

**Production:** Lateral Data’s Viewpoint Production Platform offers efficient document production features that are seamlessly integrated into our enterprise software suite. Lateral Data’s production capabilities enable users to complete the entire electronic discovery process within our vertically integrated system. Viewpoint enables users to manage both outbound and inbound productions in one centralized location. Our advanced production features include:

*Native and TIFF Production:* Documents can be produced in native, TIFF or other image based formats. All industry standard delivery formats are supported by our flexible production capabilities. Duplicates may be reloaded into productions or suppressed and flagged. Additionally, many customizable delivery features allow users to accomplish the most complicated requirements.

*Categorized production folders:* Clients will stay organized and efficient by producing and storing documents in the same folder sets utilized during review.

*Rolling Production:* With rolling production, users can easily produce data on a rolling basis throughout the entire e-Discovery process. Deliveries and all included metadata may be viewed prior to and after actual production within Viewpoint’s production module, ensuring that users have complete control over their data.

*Production Security:* Once data is produced, users can instantly lock all review folders and documents to preserve coding integrity and prevent others from making changes to delivered data.

**Case Management:** Lateral Data’s Viewpoint Case Management includes the integrated View Manager for creating and editing document batches and assignments as well as a sophisticated dashboard for selecting projects and viewing project analytics. With Viewpoint’s case management, one can monitor the progress of each case and can be assured that time constraints are being met. Lateral Data’s case management features include:

*Viewpoint View Manager:* This is the central searching, filtering and project lifecycle console for project managers and reviewers during all phases of the review process. Project managers can use the View Manager to completely automate the creation or editing of unlimited document batches and assignments simultaneously based on one or more search criteria and/or filters.

*User Management:* Project managers can use the View Manager to enable, disable or modify user accounts and settings. Specific roles can be set up to allow secure access to only certain folders or features.

*Activity Logs:* Clients can monitor their reviewer’s activity with our dynamic activity log system. All actions such as login, logout, searching and coding can be monitored. By eyeing a team’s progress, project managers will be aware whether or not their team is achieving maximum efficiency.

*Viewpoint Dashboard:* Our graphical user interface is useful for simplifying administration and providing statistics for predictive reporting, deadline compliance, resource quantification, end-user productivity, coding statistics and other detailed reporting required to successfully manage a project.

|                     |   |
|---------------------|---|
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| Used by :           | <b>LDM Global, QuisLex, Xerox Litigation Services</b> |

### 8.2.68 Xera

XERA represents the evolution of online hosted review platforms that improve efficiency and streamline workflows for legal review and collaborative investigations. The XERA Platform is a comprehensive litigation review and production solution developed in HTML5. It integrates modern design, intuitive functionality supports multiple browsers and operates on a SQL® or Oracle® database. Designed by studying how you use the web, smartphones and tablet devices, XERA delivers familiar technology in an elegant platform for greater efficiency and accuracy.

#### Gain a competitive edge with iCONNECT XERA:

##### *FLEXIBILITY, SCALABILITY AND POWER*

- Easily adapt to changing case-loads with expanded data storage: leverage your existing SQL® or Oracle® investments or use iCONNECT-XERA with an embedded database.
- Flexible browsing: use iCONNECT-XERA with IE®, Chrome®, Firefox® or Safari®.

##### *SIMPLIFIED, CONSISTENT REVIEW*

- Streamline reviews with intelligent batching; batch documents by similar concepts.
- Ensure review accuracy using coding groups and enforcement of data entry in key fields.
- Instantly determine project status by reviewing Comments, Tasks and Messages from team members.
- Quickly code all related documents with the same designation for quick and accurate review.
- Optimize native file and image review with dual monitor use.

##### *INTERNATIONAL PROJECT READY*

- Built-in languages enable users to work with iCONNECT-XERA in their own language, including Russian, Japanese and German.
- Search, view and code international documents in any language.

##### *SPEED AND ACCURACY*

- Speed up review with clustering, statistical sampling, conceptual analysis, report graphs, automated learning and predictive review
- Fast Advanced Analytics: Identify significant documents with Xmplar®; retrieve all related documents with one click in Document View.
- Simplify coding choices with Document Compare by pinpointing differences in near duplicate or other similar documents.
- Custom related panels fuel insightful analytic review and leverage third party applications to display related content.
- Easily view and assess e-mail threads, near-duplicates, and conceptually similar documents.

##### *COMPREHENSIVE SEARCH CAPABILITIES*

- Speed up and refine complex searches using keywords, facets, filters and other search tools.
- Streamline reviews and collaboration by sharing saved searches and iVIEW Data Visualizer graphs with your review team.

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- Provide quick visual search cues with word lists and automatic keyword search highlighting.

### *FASTER, PRECISE PRODUCTION TOOLS*

- Gain production flexibility with mixed productions, including native files, images, and PDF.
- Annotate or redact key files as they are identified.

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| Used by :           | <b>Integreon</b> |

### 8.2.69 ZyLAB Systems

#### ZyLAB's eDiscovery Platform

The ZyLAB eDiscovery Platform is directly aligned with the Electronic Discovery Reference Model (EDRM) and features modules for forensically sound collection, culling, processing and legal review. The eDiscovery software is available:

- On demand, a SaaS solution hosted in the cloud.
- On premise, installed on your servers on your network, managed by yourselves.
- On command, a hybrid solution, with software either in the cloud or on your servers but managed by ZyLAB.

ZyLAB eDiscovery & Production contains the following modules:

#### LEGAL HOLD

ZyLAB's Legal Hold is a complete management application to create, manage and track legal holds. Automated legal hold notifications, acknowledgements, follow up, reminders, escalation and lift notifications avoid the risk of data spoliation.

#### COLLECTION AND PROCESSING

Automated collections and periodic recollections from many different locations and repositories into one location offer tremendous savings on time and IT resources and avoid the accumulation of back tapes during the legal hold period. Our advanced processing technology detects and assimilates complex files, culls content, de-duplicates, enriches this content, and preps it for thorough legal analysis. With ZyLAB's collection and processing you can lower the need to create expensive forensic images and save tremendously on the cost of specialist service providers.

#### EARLY CASE ASSESSMENT

With ZyLAB's thorough Early Case Assessment (ECA) on a data sample or in-place data sources you can quickly assess the prevalence of keywords, potential liabilities and estimate the potential scope of an impending legal hold and collection. It will allow you to make a full cost-benefit analysis, shape your strategy, steer settlement conferences and identify weaknesses in internal systems that need attention. ECA also allows immediate searching and data analysis for in-house efforts to settle a case on the most favourable terms.

#### LEGAL REVIEW

The intuitive and easy to use Legal Review interface allows reviewers and investigators to quickly search, browse, tag, annotate and redact documents. Controlling your data on your own legal review platform allows you to optimize the usage of in-house and outside counsel, control your external expenditure, and measure productivity. The Legal Review Dashboard gives users direct insight in relevant information and allows quick access and filtering of the documents

ZyLAB’s modules

AUDIO SEARCH

ZyLAB’s intuitive and cost effective Audio Search add-on utilizes high accuracy, high performance speech technology that is capable of complex searches to significantly reduce the resources required to analyse audio and video files.

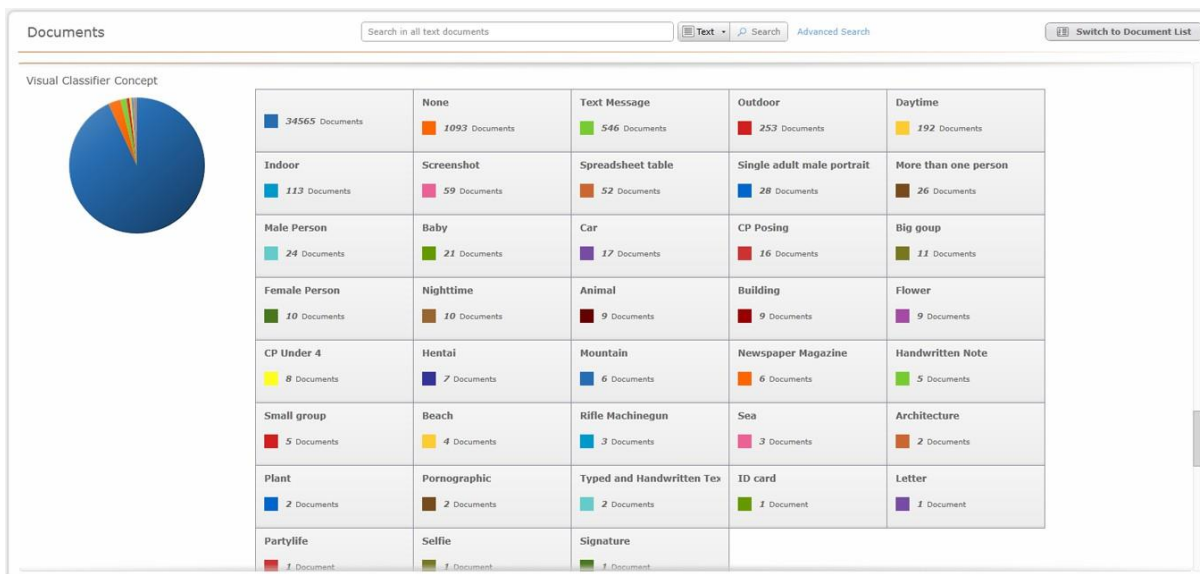


ZyLAB’s Audio Search is the first eDiscovery application to incorporate audio speech search technology as part of a standard review platform to enable users to search, review and analyse audio data so that they can quickly pinpoint the relevant subset.

ZyLAB’s Audio Search provides insight for legal disputes and forensic data searches with true phonetic speech technology to release valuable intelligence.

VISUAL CLASSIFICATION

The Visual Classification add-on automatically recognizes the content of pictures and videos and identifies amongst others: people, babies, elderly people, flowers, cars, planes, indoor and outdoor scenes, and many other concepts. ZyLAB’s Visual Classification is aligned with the Electronic Discovery Reference Model (EDRM) and dramatically accelerates the process of searching and identifying non-textual information.



Visual classification can be used for the identification of images that contain personal identifiable information (PII), potential intellectual property (PI), handwritten notes, checks, ID's, and other information that otherwise cannot be recognized automatically and would require a full manual review.

The identified objects can be tagged directly and if needed, investigated in more detail. The Visual Classification tool can also be used as a culling facility by easily identifying irrelevant images.

### CONTENT CONNECTORS

In addition to the collectors for Exchange, SharePoint and many other content repositories, ZyLAB's Content Connectors allow the Legal Processing application to collect information from over 35 different Content Management systems. Each connector addresses the specific requirements for these content management systems. We offer connectors for top content systems without the need for custom development and custom connectors for anything else. [Available connectors](#)

### ELECTRONICALLY STORED INFORMATION (ESI) PROCESSING

ZyLAB collects information from file shares, e-mail servers and - accounts, cloud and content managements systems directly into the Information Management solution. All ingested files are processed to be searched at the lowest possible level. Compressed file formats, e-mail files with attachments and file and document properties are extracted, photos and bitmaps (even in PDF files) are OCR'ed and all extracted textual information is indexed, de-duplicated and made available for investigation and review.

All ingested information can be organized and structured automatically by extracting relevant information using query-based tagging, regular expression extraction and language detection. The ESI Processing option can be extended with similar functionality as the Legal Processing functionality of the eDiscovery solution, leveraging Visual Classification, Professional Text Mining, Machine Translation, OCR and using different Content Connectors.

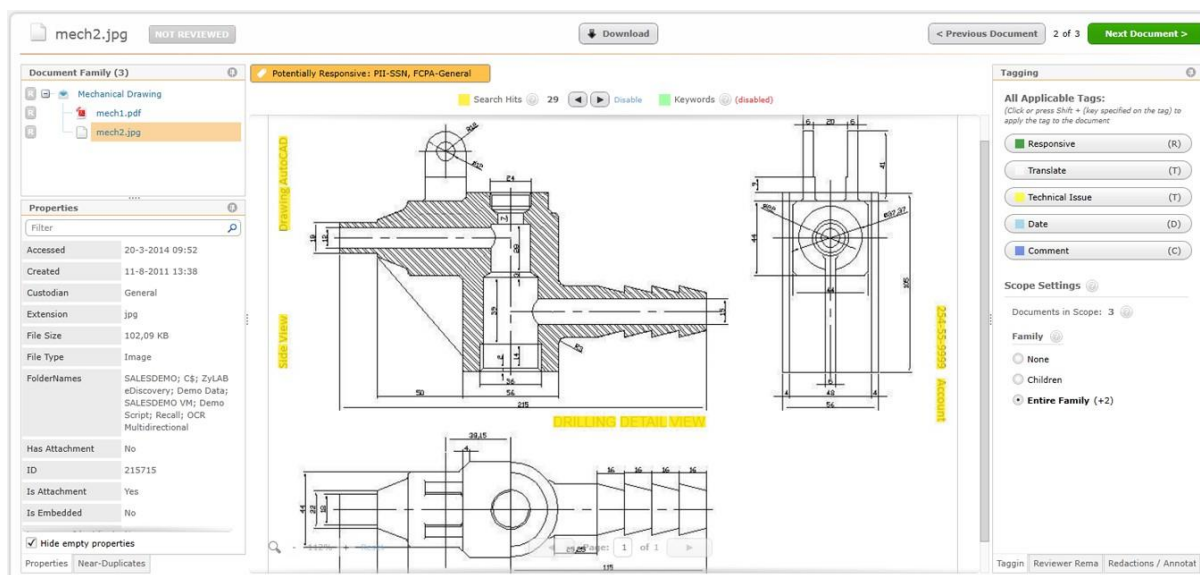
### SCAN AND OPTICAL CHARACTER RECOGNITION (OCR)

ZyLAB's advanced scanning and OCR functionalities make even original signed contracts, construction blueprints, complex workflow schematics, photo's, images, bitmaps and PDF files available for search and ready for digitally archiving.

ZyLAB's scanning solution drives scanners from different brands such as Fujitsu, Canon and Kodak. The advanced OCR engines support content scanned in multiple directions (i.e., fax headers at 0, 90, 180, and 270 degrees), recognizes more than 400 foreign languages and supports voting algorithms, auto-orientation, full-colour OCR and much more.



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ZyLAB's Scan and OCR combines powerful functionality and 30 years of experience to increase recall and provide superb recognition results.

### MACHINE TRANSLATION

ZyLAB's Machine Translation add-on offers the unique ability to handle high volumes of translations quickly. Instead of passing on documents you can't read for review to a native speaker or translator, ZyLAB's Machine Translation option creates a fully automated translation. Translation support is offered for over 50 language pairs and can be performed during the review of the document or in batch during processing. Translations are stored as a child document to the original making sure that you can always return to the original when needed.

ZyLAB's systems leverage translation software that is based on statistics instead of complex linguistic rules. This software learns to accurately translate new information by examining previous human translations. While the translations may not be admissible in court, they do provide great insights into the content of large document and e-mail collections.

Machine translation is most relevant to intelligence, security, law enforcement, compliance, eDiscovery, and auditing work, and prevents costly and timely manual translations.

### PROFESSIONAL TEXT MINING

ZyLAB's Professional Text Mining add-on leverages various mathematical, statistical, linguistic and pattern-recognition techniques to extract unknown or obscured information and knowledge from unstructured text.

By focusing on patterns and characteristics and the use of advanced techniques such as natural language processing and machine learning, text mining can produce better search results and deeper data analysis, to quickly retrieve information that otherwise would remain hidden.

ZyLAB's Professional Text Mining adds value to any circumstance in which all potentially relevant hits—as opposed to just the obvious hits—are required, such as criminal investigations, legal discovery, and due diligence investigations.

### SERVER-BASED EMAIL ARCHIVING

E-mail today is still the most vital - or at least, the most readily used - organizational communication tool. Stricter regulatory statutes for compliance and retention of growing data populations add pressure to the situation. Organizations need to

consider the business risks and legal consequences of personal or organization-wide use or misuse of e-mail systems.

ZyLAB's Server-based E-mail Archiving helps organizations to manage and archive e-mail messages and to create a structure in which the information retained in these e-mails can be found and used quickly and effectively.

ZyLAB's Server-based Email Archiving add-on automatically copies e-mails and newsgroups directly from the server and stores this as XML files along with any additional attachments. This will allow users to find information not only in the email messages but also in all attachments.

### MICROSOFT SHAREPOINT INTEGRATION

ZyLAB's MS SharePoint Integration migrates content created on the MS Office SharePoint Server to a sustainable XML repository. It captures content in an open and consolidated infrastructure for records retention, reuse, and possible eDiscovery needs.

With ZyLAB's MS SharePoint Integration you optimize your MS SharePoint performance and enjoy the enhanced archiving, search and text-analytics ability of ZyLAB, which is essential for discoveries, auditing and compliance. In addition, you save on storage costs by offloading your SharePoint servers.

Users can rely on ZyLAB's migrated SharePoint repositories to continue to collaborate, share, store, access and organize the wealth of unstructured information that is a common part of their daily work whereas IT departments can rely on a stable SharePoint environment and an open and sustainable document archive in ZyLAB.

### TIFF ARCHIVING

For sustainable archiving, ZyLAB provides tremendous flexibility to meet a variety of requirements. The TIFF Archiving option not only outputs TIFF files, but also converts batches of electronic files into TIFF, native formats, or other user-defined formats for long-term archiving.

ZyLAB's TIFF Archiving offers a wide variety of customization as well as the ability to add metadata to the file (or store metadata in a separate file), and output a uniform, sustainable and enduring format.

The TIFF Archiving option helps to ensure a uniform, sustainable, enduring, and stable document archive by allowing you to archive documents from any application as searchable TIFFs.

### RECORDS MANAGEMENT

Through the application of ZyLAB's fully DoD and Sox Compliant Records Management functionalities organizations can enforce compliance, achieve litigation readiness, foster enterprise-wide corporate governance and minimize disruptions and risks from future litigation or regulatory audits.

ZyLAB's Record Management option supports the creation, maintenance and removal of millions of dynamic and static files – from board meeting minutes, to human resource records, to e-mail and multimedia, and any other content archives.

Around the world, corporate counsels, executive boards, and human resources teams are turning to ZyLAB to enhance their efficiency and optimize the performance of their internal processes.

### WEB PUBLISHING

ZyLAB's Web Publishing add-on allows you to share the wealth of the public information within your ZyLAB archives over an intranet or on the internet with the rest of the world.

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ZyLAB's Web Publishing is the ideal solution to simplify Freedom of Information Act (FOIA) responses or to enable the public to access digital libraries of key resources, such as meeting minutes or public works project documents.

Leverage the content from your document repositories and make your valuable information more visible on intranet or internet search engines like Google.

### WORKFLOW

ZyLAB's Workflow add-on enables you to manage specific workflow processes and link documents from a ZyLAB archive to specific steps in your workflow process.

The add-on integrates any type of document into the end users tasks by linking directly to documents stored in ZyLAB's open-standard, XML-based data repository. ZyLAB's Workflow lets you conduct organizational processes accurately and efficiently in order to shorten process-cycles, reduce costs, improve accountability, gain better visibility of process status, reduce risks, enhance regulatory compliance, and improve customer satisfaction.

ZyLAB's Workflow ensures immediate access to the documentation related to the task at hand and easily molds to established procedures, requiring little or no modification to internal tasks.

### Development and Integration

#### DEVELOPMENT AND INTEGRATION

ZyLAB's development and integration options enable you to create fast and easy integrations between large collections of paper and electronic documents in ZyLAB data repositories and your existing CRM, ERP, Workflow, database or other workgroup applications.

ZyLAB's development and integration options include extensive licensing and training options for clients as well as guaranteed backwards compatibility of your development efforts with future versions of ZyLAB software.

Functionalities include SOAP service for accessing information in ZyLAB repositories and documentation. With these source code examples, integrations to other ODBC compatible database can be easily developed.

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8.2.70 Zylpha Solutions

Electronic Document Bundling

Bundles can be produced from all the standard document formats including PDF's, Word, Excel, Visio, Pictures, images and evidence such as CCTV.

- Document Bundling with indexation and pagination.
- Court Bundling with indexation, pagination as well as the case particulars.
- Deal Bibles.
- Secure Document Delivery through a private encrypted network, removing the inherent risks of the normal email networks.

| Manual Solutions                            | Zylpha Solution                            |
|---|--|
| × Very labour intensive                     | ✓ Fully automatic                          |
| × Error prone                               | ✓ Eliminates errors in collation           |
| × Long production times                     | ✓ Generates the largest bundles in seconds |
| × Lack of Security and Confidentiality      | ✓ Completely Secure and Encrypted          |
| × Reliance on third parties (DX or Courier) | ✓ Under your full control and electronic   |
| × Costs can run into hundreds of pounds     | ✓ Costs are measured in pence              |
| × Uses quantities of paper, toner and files | ✓ Paperless and no environmental waste     |

As well as court bundles and document bundles a variety of documents are being produced by users including contract packs, tender responses, board reports, minutes and meeting agendas.

Key benefits:

- ✓ Elimination of risk from errors
- ✓ Ensuring confidentiality
- ✓ Minimises repetitive tasks
- ✓ Optimises operating efficiency
- ✓ Minimises waste
- ✓ Environmentally friendly
- ✓ Improves the image and reputation of the practice

Client Document Authorisation and Compliance

Automated secure and encrypted client document delivery direct from your Case Management System for e-signature by Zylpha in partnership with EchoSign, the leading global secure digital signature solution from Adobe.

- Terms of business documentation
- Client authorisation documentation
- Provides notifications and alerts to clients and fee earners
- Keeps a detailed audit trail to ensure full compliance
- Send multiple documents to multiple signers

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Case Management users can take advantage of the Zylpha solution to automatically send documents out for e-signature with built-in tracking of all events and actions, notifying the parties at key stages.

1. Clients receive documents within seconds for e-signature with clear and simple instructions.
2. Documents can be e-signed on a Computer, Tablet or on the move via Smartphone.
3. All parties get a PDF copy of the final signed agreement which is automatically filed in the Case Management System.

Key benefits:

- ✓ Key Documentation authorised in minutes – not days
- ✓ Automates your Compliance Process
- ✓ Minimises Staff Time
- ✓ Eliminates Postage and Courier Costs
- ✓ Secure and Encrypted
- ✓ Eliminates Confidentiality and Delivery Risks

Automating information exchange with the MOJ Portal for RTA and EL/PL

The fastest, easiest, most functional and cost effective integration with the MOJ Claims Portal.

The Portal went live on April 30th 2010 to streamline and speed up the processing of low cost Claims within the new 15 day time limit. With 500,000 claims per annum expected and over 500 organisations already registered to use the Portal, it has rapidly become the logical approach to processing claims in the industry.

Manual web-based data input is laborious and error prone, which negates many of the advantages of using the Portal.

Zylpha offers an automated yet fully customisable integration solution to process claims rapidly and seamlessly through the Portal, saving you time, effort and cost whilst maximising your profit margins.

By automating the process the risks associated with the Portal are also minimised.

Key benefits:

- ✓ A system developed in close collaboration with practising industry leading claims experts
- ✓ Extends the lifetime and cost effectiveness of current case management investments
- ✓ Gives full exploitation of Portal functionality
- ✓ Minimises risk
- ✓ Minimises costs and enhances the cost benefits of using the Portal

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### ANNEX A - TECHNICAL GLOSSARY

**ACTIVE OR LIVE DATA:** Information residing on a computer's hard drive or servers which is readily visible to users (e.g. a document, spreadsheet or an e-mail).

**ALGORITHM:** A detailed formula or set of steps for solving a particular problem (e.g. searching for relevant electronic documents, such as, MDS# or SHA-1#).

**APPLICATION:** A collection of one or more related software programmes that allow a user to enter, store, view, change or extract information from files or databases (e.g. Word, Excel and Microsoft Office). Also referred to as "programmes" or "software".

**ARCHITECTURE:** Hardware and/or software comprising a computer system or network.

**ARCHIVAL DATA:** Information that is not directly accessible to the user of a computer system but is data that the organisation maintains for long term storage and record keeping purposes (e.g. backup data).

**ATTACHMENT:** A record or file associated with another record for the purposes of retention or transfer. The attachment is commonly referred to as the "child" with the record it is attached to as the "parent". If the attachment itself has an attachment this would be a "grandchild" and so on. A synonym is an **ATTACHED DOCUMENT**, which means a Document attached to, or embedded in, a **HOST DOCUMENT**.

**AUDIT TRAIL:** Information about where data has been, in whose possession and why, held in sufficient detail so as to allow the reconstruction of that activity.

**AUTHOR:** The person, office or designated person responsible for a document's creation or issuance. Also referred to as "originator".

**BACKUP DATA:** A copy of data created as a precaution against the loss or damage of the original data. Backup data is information that is not presently in use by an organisation and is routinely stored separately upon portable media, to free up space and permit data recovery in the event of disaster. Backup data can be incremental (where only new data is saved) or complete (where all data is saved).

**BACKUP TAPE RECYCLING:** The process whereby an organisation's backup tapes are overwritten with new backup data, usually on a fixed schedule (e.g. the use of nightly backup tapes for each day of the week with a daily backup tape for a particular day being overwritten on the same day the following week; weekly and monthly backups being stored offsite for a specified period of time before being placed back in rotation).

**BATES NUMBERING:** is used in the legal, medical, and business fields to place identifying numbers and/or date/time-marks on images and documents as they are scanned or processed, for example, during the discovery stage of preparations for trial or identifying business receipts. Bates stamping can be used to mark and identify images with copyrights by putting a company name, logo and/or legal copyright on them. This process provides identification, protection, and automatic consecutive numbering of the images. The process is named after the late 19th century inventor Edwin G. Bates of New York City.

**BYTE:** The basic measurement of most computer data.

**CD-ROM (CD READ ONLY MEMORY):** Data storage medium that uses compact discs to store about 1,500 floppy discs worth of data, that is, approximately 55,000 pages. Variations include CD-Rs (CD Recordable) and CD-RWs (CD Re-Writable).

**CLUSTERING:** Functionality whereby ESI containing similar content is grouped together by the software without human intervention. Results might be shown in a pictorial manner with items of ESI "clustered" together, or by folders of similar documents.

**COMPRESSION:** The reduction of the size of a file to save storage space. "Compression ratio" is the ratio of the size of an uncompressed file to a compressed file.

**COMPUTER ASSISTED REVIEW (CAR):** Also known as **Technology Assisted Review (TAR)**. A process of having computer software electronically classify documents based on input from expert reviewers, in an effort to expedite the organization and prioritization of the document collection. The computer classification may include broad topics pertaining to discovery responsiveness, privilege, and other designated issues. Also see: **Predictive Coding**.

**COMPUTER ASSISTED REVIEW REFERENCE MODEL (CARRM):** Model used to show stages of process of Computer Assisted review (CAR).

**COMPUTER FORENSICS:** The use of specialised techniques for recovery, authentication, and analysis of electronic data.

**CSV FILE:** A computer file containing a list of values separated by a comma or other delimiter.

**CUSTODIAN:** Person having control of a network, computer or specific electronic folder.

**DAT (DIGITAL AUDIO TAPE):** A high capacity storage medium. Used in some backup systems.

**DATA MAP:** A written description (possibly with a diagram or two) of where the client's data sources are.

Data sampling: See Sampling.

**DE-DUPLICATION:** The process of identifying and removing duplicate Documents from a collection of Documents so that only one unique copy of each document remains. A cryptographic hash function such as the Message Digest algorithm 5 may be used to generate a digital fingerprint for an Electronic Document. The digital fingerprint of a Document can then be electronically compared against the digital fingerprint of any other Document to determine whether the Documents are exact duplicates. De-duplication may also be implemented by using a cryptographic hash function applied to a group of Documents.

**DELETED DATA:** Data that, in the past, existed on the computer as live data and which has been deleted by the computer system or end-user. Deleted data remains on storage media in whole or part until it is overwritten by on-going usage or "wiped" with a software program specifically designed to remove deleted data. Even after the data itself has been wiped, directory entries, pointers, or other metadata relating to the deleted data may remain on the computer.

**DELETION:** The process whereby data is removed from active files and other data storage structures on computers and rendered inaccessible except by using special data recovery tools designed to recover deleted data.

**DISC (DISK):** It may be a floppy disk, or it may be a hard disk. Either way, it is a magnetic storage medium on which data is digitally stored.

**DISCLOSURE DATA:** Data relating to disclosed Documents, including for example the type of document, the date of the document, the names of the author/sender and the recipient, and the party disclosing the document. See **OBJECTIVE** and **SUBJECTIVE CODING**. Normally only **OBJECTIVE CODING** is disclosed with documents.

**DISTRIBUTED DATA:** Information belonging to an organisation which resides on portable media and non-local devices such as remote offices, home computers, laptop computers, personal digital assistants (PDA's), wireless communication

devices (e.g. Blackberry) and internet repositories (such as email hosted by internet service provider or portals and web sites).

**DOCUMENT:** Anything in which information of any description is recorded (see CPR Rule 31.4). It includes all ESI.

**DOCUMENT CODING:** The process of identifying and recording case-relevant information (e.g. author, date authored, date sent, recipient, date opened, etc.) from a document. Can be automated or manual. Also referred to as **INDEXING**. See also **OBJECTIVE CODING** and **SUBJECTIVE CODING**.

**DOCUMENT MANAGEMENT:** The manual and automated processes for the management of documents during the course of proceedings, including the identification, preservation, collection, processing, analysis, review, production and exchange of documents.

**DVD (DIGITAL VIDEO DISC OR DIGITAL VERSATILE DISC):** Data storage medium, like a compact disc, upon which data can be written and read. DVDs are faster, can hold more information, and can support more data formats than **CDs**.

**EARLY CASE ASSESSMENT (ECA):** Also known as "**EARLY DATA ASSESSMENT**". Initial process in the EDRM approach whereby a large volume of data (normally emails and attachments) goes through various processes such as clustering, semantic analysis, and email threading to enable early decisions to be taken on the relevance of ESI.

**ELECTRONIC DATA DISCLOSURE (EDD):** Also known as **EDISCLOSURE**. Process of disclosing ESI. Not to be confused with using electronic means to carry out the disclosure of images of paper documents or printed out emails, Word documents etc.

**ELECTRONIC DISCOVERY REFERENCE MODEL (EDRM):** Model used to show stages of process of electronic discovery.

Electronic Document: see Electronically Stored Information (ESI).

**ELECTRONIC IMAGE:** an electronic representation of a paper document or Electronically Stored Information. An Electronic Image may be a **SEARCHABLE IMAGE** or an **UNSEARCHABLE IMAGE**. Examples are image PDF files and TIF (/TIFF) files.

**ELECTRONIC STORAGE SYSTEM:** A system or medium for retaining Electronically Stored Information.

**ELECTRONICALLY STORED INFORMATION (ESI):** Electronic files on a computer such as emails, Word, Excel, PowerPoint, Adobe PDF documents. It includes (for example) e-mail and other electronic communications such as SMS and voicemail, word-processed documents and databases, and documents stored on portable devices such as memory sticks and mobile phones. In addition to documents that are readily accessible from computer systems and other electronic devices and media, it includes documents that are stored on servers and back-up systems and electronic documents that have been 'deleted'. It also includes **METADATA** and **EMBEDDED DATA**.

**EMAIL THREADING:** Software functionality that pulls together the various emails that make up a "thread of conversation" and display them in an easy to understand manner. The normal aim is have the final email in a chain readily identifiable so that all the secondary emails in the conversation can be read in one pass.

**EMBEDDED DATA:** Text or other information which is not typically visible to the user viewing the output display on screen or as a print-out. Examples of Embedded Data include spreadsheet formulae (which display as the result of the formula operation), hidden columns, externally or internally linked files (e.g., sound files in PowerPoint presentations), references to external files and content (e.g., hyperlinks to HTML files or URLs), references and fields (e.g., the field codes for an auto-numbered



document), and certain database information if the data is part of a database (e.g. a date field in a database will display as a formatted date, but its actual value is typically a long integer).

**ENCRYPTION:** Procedure whereby the contents of a message or file are scrambled or made unintelligible to anyone not authorised to use it.

**FIELD:** A section of data in a database, for example a field containing the date of a document.

**FILE SLACK SPACE:** A form of residual data, slack space is the amount of on-disk file space from the end of their logical record information to the end of the physical disk record. Slack space can contain information soft-deleted from the record, information from prior records stored at the same physical location as current records, metadata fragments and other information useful for forensic analysis of computer systems.

**FORENSIC COPY:** An extract copy of an entire physical storage medium (hard drive, CD-ROM, DVD, tape etc.). Also referred to as "mirror imaged copies", "imaging" and "disc mirroring".

**FORMAT:** The way in which Electronic Images and other documents are stored and made accessible.

**GIF (GRAPHIC INTERCHANGE FORMAT):** A computer compression format for pictures.

**GIGABYTE (GB):** A measure of computer data storage capacity and equivalent to a billion (1,000,000,000) bytes. Also referred to as a "gig".

**HARD DRIVE:** The primary storage unit on PCs, consisting of one or more magnetic media platters on which digital data can be written and erased magnetically.

**HOST DOCUMENT:** A Document with one or more ATTACHED DOCUMENTS. For example, an e-mail is a Host Document and any Documents attached to the e-mail are its Attached Documents.

Indexing: See Document Coding.

**INTERNET SERVICE PROVIDER (ISP):** A business that provides access to the Internet.

**JPEG (JOINT PHOTOGRAPHIC EXPERTS GROUP):** An image compression standard for photographs.

**KEYWORD SEARCH:** A search for documents containing one or more words that are specified by a user. Normally conducted on **ELECTRONICALLY STORED INFORMATION**, but can also be carried out on **OCR TEXT**.

**KILOBYTE (KB):** A measure of computer data storage capacity and equivalent to a thousand (1,000) bytes.

**LEGACY DATA:** Information that has been created or stored by the use of software and/or hardware that has become obsolete or has been replaced ("Legacy Systems").

**LEGACY SYSTEMS:** Systems containing legacy data.

**LITIGATION HOLD:** An instruction issued as a result of current or anticipated litigation, audit investigation or other such matter that suspends the normal processing or disposal of records.

**LITIGATION SUPPORT SOFTWARE/SYSTEM:** Application that supports the process of litigation. In terms of the EDRM approach this stage occurs after the Early Case Assessment stage.

**LOOSE DOCUMENT:** An Electronic Document that is stored in its Native Form in a file system or directory system but not an email box. An email or document attached to

an email, even if extracted from the email box in which it was originally stored, is not a Loose Document.

**MEDIA FREE SPACE:** Unused space on storage media that is available for storage.

**MEGABYTE (MB):** A measure of computer data storage capacity and equivalent to a million (1,000,000) bytes. Also referred to as a "meg".

**METADATA:** Commonly described as "data about data". It is information that may describe, for example, how, when and by whom it was received, created, accessed, modified and how it is formatted. Some metadata, such as file date and sizes, can easily be seen by users. Other metadata can be hidden or embedded and is unavailable to computer users who are not technically adept. Metadata is generally not reproduced in full form when a document is printed.

**MIGRATED DATA:** Information that has been moved from one database or format to another.

**MIRROR IMAGE:** Used in computer forensic investigations and some electronic disclosure investigations, a mirror image is an exact bit-by-bit copy of a computer hard drive that ensures the operating system is not altered during the forensic examination. May also be referred to as "disc mirroring", or as a "forensic copy" or "imaged copy".

**MPEG (MOVING PICTURES EXPERT GROUP):** An image compression standard for full motion video.

**NATIVE FORMAT:** An associated file structure for an electronic document defined by the original creating application. Viewing or searching documents in the native format may require the original application (for example, viewing a Microsoft Word document may require the Microsoft Word application).

**NETWORK:** A group of one or more computers and other devices connected together for the exchange and sharing of data and resources.

**OBJECTIVE CODING:** Coded information that can be derived from a document without any specific legal training. Normally comprises; Date, Estimated Date, Document Title, Document Type, From, To, Copyee. Objective coding is normally conducted by a vendor (often overseas to provide a cheaper service).

**OFF-LINE DATA:** The storage of electronic data outside the network in daily use that is only accessible through the off-line storage system.

**Optical Character Recognition ('OCR'):** means the computer-facilitated recognition of printed or written text characters in an Unsearchable Image

**OFF-LINE DATA:** The storage of electronic data outside the network in daily use that is only accessible through the off-line storage system.

**ON LINE DATA:** Electronic data stored on the network in daily use.

**PDF (PORTABLE DOCUMENT FORMAT):** A common format for images of documents which enables documents to be displayed or printed a manner which preserves the formatting originally used by the author. A PDF file may be either a Searchable Image file or an Unsearchable Image file.

**PETABYTE (PB):** A petabyte is a measure of computer data storage capacity and equivalent to one quadrillion (1,000,000,000,000,000) bytes.

**PERSONAL DATA:** Information of a personal nature that must not be disclosed, such as medical records, salary, home addresses, relationship discussions, social security numbers, etc. Personal data is normally **REDACTED**.

**PREDICTIVE CODING:** Functionality that automatically codes records by conducting analysis on the ESI. The coding can encompass **OBJECTIVE** and **SUBJECTIVE CODING**. Objective coding is usually a simpler process than the Subjective work which requires the software to be "seeded" with examples of relevant and/or Privilege documents. The application then "learns" what criteria it uses to arrive at the Subjective decisions and (once trained) will identify those documents and pass them to a user for confirmation on the coding calls. See also: **COMPUTER ASSISTED REVIEW REFERENCE MODEL (CARRM)**.

**PST (PERSONAL STORE):** The place where Microsoft Outlook stores its data (when Outlook is used without Microsoft Exchange Server). A PST file is created when a mail account is set up. Additional PST files can be created for backing up and archiving Outlook folders, messages, forms and files. The file extension given to PST files is .pst. Can be broken down into individual emails called .msg.

**RETENTION PERIOD:** The length of time a given records series must be kept, expressed as either a time period (e.g. four years), an event or action (e.g. audit), or a combination (e.g. six months after audit).

**REDACTION:** The process whereby sensitive information is hidden by rendering part of a document unreadable. It is sometimes referred to as 'Masking'. Redaction is typically used to render unreadable; confidential, privileged or personal data portions of an otherwise disclosable document.

**RESIDUAL DATA:** Data that is not active on a computer system (sometimes referred to as "Ambient Data"). Residual data includes (1) data found on media free space; (2) data found in file slack space; and (3) data within files that has functionally been deleted, in that it is not visible using the application with which the file was created, without use of undelete or special data recovery techniques.

**RESTORE:** To transfer data from a backup medium (such as tapes) to an on-line system, often for the purposes of recovery from a problem, failure, or disaster. Restoration of archival media is the transfer of data from an archival store to an on-line system for the purposes of processing (such as query, analysis, extraction or disposition of that data). Archival restoration of systems may require not only data restoration but also replication of the original hardware and software operating environment. Restoration of systems is often called "recovery".

**SAMPLING:** Usually (but not always) refers to the process of statistically testing a data set for the likelihood of relevant information. It can be a useful technique in addressing a number of issues relating to litigation, including decisions as to which repositories of data should be preserved and reviewed, and determinations of the validity and effectiveness of searches or other data extraction procedures. Sampling can be useful in providing information to the court about the relative cost burden versus benefit of requiring a party to review certain electronic records.

**SEARCHABLE IMAGE:** An **ELECTRONIC IMAGE** in which the text-based contents can be searched electronically.

**SEMANTIC ANALYSIS :** Method by which a number of products conduct clustering. Refers to the "automatic" identification of key words and concepts within a document so that there is a "spine" of a central concept, off which related groups of documents are clustered.

**SCANNING:** The process of converting a hard copy paper document into a digital image for use in a computer system. Often associated with the **OCR** process, as in "documents will be scanned and subject to an OCR process".

**SUBJECTIVE CODING:** Information held in a litigation support system about records (either paper or electronic). Subjective coding requires legal input and covers initial

## Annex A - Technical Glossary

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calls on Relevance, Privilege and Trade Secret as well as case specific issue and matter coding.

**TECHNOLOGY ASSISTED REVIEW (TAR):** See: **Computer Assisted Review (CAR)** and **Predictive Coding**.

**TERABYTE (TB):** A measure of computer data storage capacity and equivalent to one trillion (1,000,000,000,000) bytes.

**TIF OR TIFF (TAGGED IMAGE FILE FORMAT):** One of the most widely supported file formats for storing bit-mapped images. Files in TIFF format often end with a .tiff extension. Other file formats include JPG and BMP.

**Unattached Document:** An Electronic Document without a Host Document.

**UNSEARCHABLE IMAGE:** An ELECTRONIC IMAGE in which the text-based contents cannot be searched electronically.

**ANNEX B – BLANK VENDOR FORM**

The following form was distributed to all the vendors shown in the Guide. Should any organisation wish to be entered into future versions, please complete the document and submit it. There is no charge for inclusion in the Guide.

**Vendor Information**

|  |           |
|--|-----------|
| Vendor Name  | Logo here |
| Contact (name), phone number, email.   |           |
| Address as a single line.  |           |
| Company Website.   |           |
| <p><u>Company Description</u></p> <p>Synoptic paragraph (or two) on the history of the company and its background, You might want to provide details on:</p> <ul style="list-style-type: none"> <li>• When the company was founded, and its history.</li> <li>• Size (both in personnel and financials) in the UK and overall.</li> <li>• Focus of the organisation.</li> <li>• Any particular individuals / specialisations you are known for.</li> </ul> <p>But basically it's up to you. We will be trying to keep the Vendor pages to a relatively uniform size so reserve the right to trim your 14 page opus down to a few paragraphs.</p> |           |
| <p><u>Vendor Offerings</u></p> <p>What services and software you provide. Mention software by name only, there is a separate section to describe it in detail. Don't want price lists or short term offers, this information will be in the document for at least a year. Don't just mention the software, explain (briefly) what you do with it in terms the layman can understand.</p>   |           |
| <p><u>Sign off from organisation</u></p> <p>Who in the organisation is providing the information and should be contacted over any issues. Will also be the person responsible for all text and factual content.</p>  |           |

**Software Information**

Some software is owned and only provided by certain vendors, but other applications are used by a number of people, so we are splitting out the software into a separate section.

Again, please only about a page of information on each bit of software and what it does, less is good, but make sure you give enough detail so that users of the Guide can compare like with like. We reserve the right to take competing descriptions of the same application and use the one that seems to suits our needs best, but will show in the Guide all the vendors that supply that software.

### ANNEX C – ALLVISION EDISCLOSURE TRAINING COURSES

#### C 1.1 eDisclosure Training

Allvision provides a variety of training courses on eDisclosure, the details of which are shown in the following Sections. The courses are:

1. A 60 minute (normally lunchtime) session, which purely looks at the technology you can use throughout the EDRM model.
2. A 90 minute (normally lunchtime) session, as above plus some of the legal background to eDisclosure and supplier information.
3. A 120 minutes V\_1.0 session, as above but in far more detail on all aspects.
4. A 120 minutes V\_2.0 session, which has a cut down version of the slides with space for an hour's workshop for practical consolidation of the lessons.
5. Full day course on all aspects of eDisclosure including a 90 minute workshop session which in addition to the above topics also looks at a costing exercise.

The first two courses are normally provided at no cost, so long as they are located in central London. Both the 3 hour courses would normally be charged at £1,000, if they are located in central London the price is reduced to £800. The price for an onsite version of the one day course is £1,500, normally for a maximum of 12 delegates. There are public versions of the one day course available see [Section C 1.6](#) below for dates and prices.

#### ***Why choose Andrew Haslam?***

I am the UK's leading independent litigation support consultant, who since 1997 has provided specialist legal IT advice and eDisclosure strategy to the UK's top law firms. I started my professional career serving 12 years in the British Army where I acquired an IT degree and an abiding interest in how computing can help people work more efficiently. I then spent a decade delivering document management solutions to clients in the Military, Central Government and Pharmaceutical sectors. From early 2004, I have been at the forefront of developments in eDisclosure, and am recognised as one of the UK's leading consultants in this field, speaking at many conferences and authoring a series of white papers on a variety of technology topics. In 2013 I was the technical adviser to the working party that produced the Technology and Construction Court eDisclosure protocol and continues to serve on the team overseeing the protocol's evolution. I produce an online Buyer's Guide to eDisclosure systems, with the previous edition being downloaded over 1,800 times.

I have provided eDisclosure consultancy (sometimes on multiple occasions) to a number of law firms including Hogan Lovells, BLP, RPC, Geldards, SJ Berwin, Mishcon de Reya, Hugh James, Berrymans Lace Mawer, Heath Buckeridge, Thomas Eggar, Pinsent Masons, Curtis Davis Garrard and Dentons.

## Annex C – Allvision eDisclosure Training Courses

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### C 1.2 60 Minute eDisclosure Seminar

**Proposition** : Allvision has developed a 60 minute tailored seminar on eDisclosure, which is shown below.

**Participants** : NQ's and 1-4 PQE's of the litigation group at the client law firm

**Course Objectives** : By the end of the course, participants will:

- Have an understanding of the EDRM model, what lawyers and suppliers need to do at each stage of it, and the various technologies that can assist them.
- Understand the basic requirements for Collection, Processing, Review and Analysis.
- Gain an understanding of Computer Assisted Review.

**Benefits** : Gain a solid introduction to eDisclosure and the technology that supports it. Know what the overall issues are, and where to go for more help. Understand the different approaches that are open to lawyers at the start of an eDisclosure exercise.

**Logistics** : The course can be run at client offices

Allvision will provide all course material in electronic format, it will be the responsibility of the client law firm to produce a documentation pack for each of the delegates.

Date : TBC.

Number of participants : Dependent on size of lecture hall, can do up to 50.

## Annex C – Allvision eDisclosure Training Courses

|               |  |
|---------------|--|
| 00<br>-<br>05 | <p><i>EDRM Stages.</i> Look at EDRM and briefly explain at each stage, what has got to be done, who can help and what technology is available. Acts as an introduction to the next stages.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 1: EDRM Graphic</p>   |
| 05<br>-<br>15 | <p><i>Collection.</i> Who does it and to what standard; Forensic level (+ chain of evidence) v "standard". Dangers in letting a client do self-collection. Why you might want to bring a supplier to first meeting with the client. Why Client's IT department should also be there. Client's responsibility to preserve data, not the US "Legal Hold", but still need to explore with IT department about things like in-box limits, back-up tape use / over-writing, disaster recovery infrastructure (might be easier to collect data from mirror site)<br/>Concept of data custodians, what do you do about people who have left.<br/>Concept of a Data Map, trying to identify the "silos" of information, in an easy to use form. NOT a detailed plan of the IT infrastructure.<br/>Non-standard data (social media, BYOD devices, databases, mobile phones).<br/>Supporting material : Slides   Appendix 2 : EDRM collection checklist &amp; collection spreadsheet</p> |
| 15<br>-<br>30 | <p><i>Processing.</i> Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates.<br/>What is the NIST list and how does it get used.<br/>De-duplication, the theory and issues that surround it.<br/>Possible use of clustering and other concept based techniques.<br/>First mention of keywords and what you might do with them.<br/>How some software / suppliers can start giving initial pricing estimates<br/>Supporting material : Slides (including screenshots of different s/w)</p>  |
| 30<br>-<br>45 | <p><i>Review.</i> Basics of coding. Practical issues in running teams. Search functionality / keywords<br/>Show a review screen and explain the common layout of a "view" of the ESI in one window, with coding fields in another. What do we mean by a tiff/PDF/a "view" v Native mode. Issues with Word &amp; Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments<br/>Meta-data fields, coding categories, database fields.<br/>Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches.<br/>Redaction practicalities.<br/>Logic rules on coding and batch checking, all in support of production line issues for larger projects..<br/>Supporting material : Slides (including screenshots of different s/w).</p>  |
| 45<br>-<br>55 | <p><i>Analysis.</i> Interwoven with Review. Clustering. Email threading.<br/>More powerful tools, Clustering and concept groups. Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them. Digital audio search.<br/>Supporting material : Slides (including screenshots of different s/w)</p>   |
| 55<br>-<br>60 | <p><i>Computer Assisted Review.</i> Explain the CARRM model and stages. Explain how, with the correct methodology courts are only interested in the results, not how the software arrives at its conclusion. Take people through the version 1.0 approach to CAR, and detail the time and effort it takes, but also saves. Touch back to Goodale ruling<br/>Pick up on version 2.0 of the traditional approach and then describe the opposing "camp" in terms of the cicayda (and others) approach in using the data mining techniques developed by the US after the 9/11 attack.<br/>Supporting material : Slides   Appendix 3 : Copy of CARRM model.</p>   |



## Annex C – Allvision eDisclosure Training Courses

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### C 1.3 90 Minute eDisclosure Seminar

**Proposition** : Allvision has developed a 90 minute tailored seminar on eDisclosure, which is shown below.

**Participants** : NQ's and 1-4 PQE's of the litigation group at the client law firm

**Course Objectives** : By the end of the course, participants will:

- History and background to Part 31, the EDQ, Jackson and the TCC Protocol.
- Have an understanding of the EDRM model, what lawyers and suppliers need to do at each stage of it, and the various technologies that can assist them.
- Understand the basic requirements for Collection, Processing, Review and Analysis.
- Gain an understanding of Computer Assisted Review.

**Benefits** : Gain a solid introduction to eDisclosure and the technology that supports it. Know what the overall issues are, and where to go for more help. Understand the different approaches that are open to lawyers at the start of an eDisclosure exercise.

**Logistics** : The course can be run at client offices

Allvision will provide all course material in electronic format, it will be the responsibility of the client law firm to produce a documentation pack for each of the delegates.

Date : TBC.

Number of participants : Dependent on size of lecture hall, can do up to 50.

## Annex C – Allvision eDisclosure Training Courses

|               |   |
|---------------|---|
| 00<br>-<br>05 | <p><i>How the legal rules have changed over the years, leading to current climate.</i> Explain about Civil Procedure Rules (CPR) and how they have evolved. What is the eDisclosure Practice Direction (PD). Emergence of Electronic Data Questionnaire (EDQ). Jackson Reforms and focus on costs is a catalyst to eDisclosure finally being addressed.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 1 : CPR 31 &amp; PD 31B.   Appendix 2 : EDQ &amp; Disclosure Report</p> |
| 05<br>–<br>10 | <p><i>When does all this happen.</i> Walk through the TCC Legal/EDRM timeline to explain both the legal process and how these various forms fit into that workflow.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 3 : A3 copy of TCC Legal/EDRM timeline</p>  |
| 10<br>-<br>12 | <p><i>What else is out there.</i> TCC Protocol. Skim through the document. Emphasise it is best practice rather than unique to the TCC.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 4 : TCC Protocol   Appendix 5 : Guidance notes to Protocol.</p>   |
| 12<br>-<br>15 | <p><i>EDRM Stages.</i> Look at EDRM and briefly explain at each stage, what has got to be done, who can help and what technology is available. Acts as an introduction to the next stages.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 6: EDRM</p>  |

## Annex C – Allvision eDisclosure Training Courses

|               |  |
|---------------|--|
| 15<br>-<br>30 | <p><i>Collection.</i> Who does it and to what standard; Forensic level (+ chain of evidence) v "standard". Dangers in letting a client do self-collection. Why you might want to bring a supplier to first meeting with the client. Why Client's IT department should also be there. Client's responsibility to preserve data, not the US "Legal Hold", but still need to explore with IT department about things like in-box limits, back-up tape use / over-writing, disaster recovery infrastructure (might be easier to collect data from mirror site)</p> <p>Concept of data custodians, what do you do about people who have left.</p> <p>Concept of a Data Map, trying to identify the "silos" of information, in an easy to use form. NOT a detailed plan of the IT infrastructure.</p> <p>Non-standard data (social media, BYOD devices, databases, mobile phones).</p> <p>All the data protection issues that come with Overseas collections.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 7 : EDRM collection checklist &amp; collection spreadsheet</p> |
| 30<br>-<br>45 | <p><i>Processing.</i> Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates.</p> <p>What is the NIST list and how does it get used.</p> <p>De-duplication, the theory and issues that surround it.</p> <p>Possible use of clustering and other concept based techniques.</p> <p>First mention of keywords and what you might do with them.</p> <p>How some software / suppliers can start giving initial pricing estimates</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w)</p>   |
| 45<br>-<br>60 | <p><i>Review.</i> Basics of coding. Practical issues in running teams. Search functionality / keywords</p> <p>Show a review screen and explain the common layout of a "view" of the ESI in one window, with coding fields in another. What do we mean by a tiff/PDF/a "view" v Native mode. Issues with Word &amp; Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments</p> <p>Meta-data fields, coding categories, database fields.</p> <p>Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches.</p> <p>Redaction practicalities.</p> <p>Running a team, creating review batches, principles of QC checking and optional layer of QA review. Logic rules on coding and batch checking, all in support of production line issues for larger projects..</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w).</p>   |
| 60<br>-<br>75 | <p><i>Analysis.</i> Interwoven with Review. Clustering. Email threading.</p> <p>More powerful tools, very brief mention of CAR functionality (more in session 3).</p> <p>Clustering and concept groups.</p> <p>Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them.</p> <p>Digital audio search.</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w)</p>  |
| 75<br>-<br>85 | <p><i>Computer Assisted Review.</i> Explain the CARRM model and stages. Explain how, with the correct methodology courts are only interested in the results, not how the software arrives at its conclusion. Take people through the version 1.0 approach to CAR, and detail the time and effort it takes, but also saves. Refer to practical examples of projects using CAR and the issues they might encounter. Touch back to Goodale ruling where Senior Master Whitaker endorses the use of the approach.</p> <p>Pick up on version 2.0 of the traditional approach and then describe the opposing "camp" in terms of the cicayda (and others) approach in using the data mining techniques developed by the US after the 9/11 attack. Explain they need to be aware of the options, more detail will come when they need it.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 8 : Copy of CARRM model.</p>   |
| 85<br>-<br>90 | <p><i>eDisclosure Marketplace.</i> Give an overview of the different organisations in the eDisclosure marketplace; 1) Consultancy firms (Very large and large), 2) Software specific organisations, 3) Solutions/Bureau organisations (including specialist forensic firms), 4) LPO's, 5) External Review teams.</p> <p>Software split by functional areas across the Collection/Processing/Review/Analysis stages. Explain how some span both Early Case Assessment stage and Review/Analysis stages.</p>   |
|               | Supporting material : Slides.  |

## Annex C – Allvision eDisclosure Training Courses

### C 1.4 3 Hour eDisclosure Seminar V1 0 (All slides)

**Proposition** : Allvision has developed a tailored seminar on eDisclosure, which is shown below.

**Participants** : 0 – 4 year PQE's.

**Course Objectives** : By the end of the course, participants will:

- Have an understanding of the EDRM model, what lawyers and suppliers need to do at each stage of it, and the various technologies that can assist them.
- Understand the basic requirements for Collection, Processing, Review and Analysis.
- Be aware of the common pitfalls along the way, and the key issues they need to focus upon.
- Gain an understanding of the current "hot topics" within the eDisclosure marketplace.

**Benefits** : Gain a solid introduction to eDisclosure and the technology that supports it. Know what the overall issues are, and where to go for more help. Understand the different approaches that are open to lawyers at the start of an eDisclosure exercise.

**Logistics** : The course will be run at the requesting law firm's office, either in the morning or afternoon.

The course will be split into 3 sessions with a break for coffee in-between sessions two and three. Andrew will remain on-site after the course to participate in an informal question and answer session.

Allvision will provide all course material in electronic format, it will be the responsibility of the law firm to produce a documentation pack for each of the delegates.

|               |   |                                       |
|---------------|---|---------------------------------------|
| 00:00 – 00:35 | 1 | Background; Legal and Technical       |
| 00:35 – 01:50 | 2 | Collection/Processing/Review/Analysis |
| 01:50 – 02:05 |   | Coffee                                |
| 02:05 – 02:50 | 3 | "Hot Topics" in eDisclosure           |
| 02:50 – 03:00 |   | Float / Q&A                           |

Date : TBC

Number of participants : TBC:

## Annex C – Allvision eDisclosure Training Courses

### Session 1 : Background; Legal and Technical (35 Minutes)

|               |  |
|---------------|--|
| 00<br>-<br>05 | <p><i>What is Disclosure in general and eDisclosure in particular.</i> Exchange of material in legal matters, eDisclosure = exchange of ESI (not format of exchange medium).</p> <p><i>EDRM model.</i> First of many times we will be referring to this, talk briefly through all stages, note how processes are related with double headed arrows, lots of looping around stages.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 1: EDRM</p>   |
| 05<br>-<br>10 | <p><i>When does all this happen.</i> Walk through the TCC Legal/EDRM timeline to explain both the legal process and how the various forms fit into that workflow. Brief mention of arbitration and other processes that use ESI. <b>See Instructor Notes.</b></p> <p style="text-align: right;">Supporting material : Slides   Appendix 2 : A3 copy of TCC Legal/EDRM timeline</p>   |
| 10<br>-<br>15 | <p><i>What else is out there.</i> TCC Protocol. Skim through the document. Emphasise it is best practice rather than unique to the TCC. Pick up on Jackson emphasis on cooperation (which is not collaboration).</p> <p style="text-align: right;">Supporting material : Slides   Appendix 3 : TCC Protocol   Appendix 4 : Guidance notes to Protocol.</p>   |
| 15<br>-<br>20 | <p><i>EDRM Stages.</i> Return to EDRM and briefly explain at each stage, what has got to be done, who can help and what technology is available. Note that we will be returning to the "core" areas of this in greater detail in session 2. <b>See Instructor Notes.</b></p> <p style="text-align: right;">Supporting material : Slides</p>  |
| 20<br>-<br>25 | <p><i>eDisclosure Marketplace.</i> Carrying on from one of the elements of the previous section, give an overview of the different organisations in the eDisclosure marketplace; 1) Consultancy firms (Very large and large), 2) Software specific organisations, 3) Solutions/Bureau organisations (including specialist forensic firms), 4) LPO's, 5) External Review teams.</p> <p>Software split by functional areas across the Collection/Processing/Review/Analysis stages. Explain how some span both Early Case Assessment stage and Review/Analysis stages.</p> <p style="text-align: right;">Supporting material : Slides.</p> |
| 25<br>-<br>30 | <p>Who else can help. Mention 1) Chris Dale, 2) Legal IT Insider, 3) TeCSA eDisclosure page, 4) Damian Murphy, 5) Buyer's Guide (particularly the bits before the "Yellow Pages" entries.</p> <p style="text-align: right;">Supporting material Slides   : Appendix 5 : List of useful Websites.</p>   |
| 30<br>-<br>35 | <p><i>Session Summary.</i> Review of what we have covered. Any questions. [Quick quiz on 5 key points]</p> <p style="text-align: right;">Supporting material : Slides.</p>   |

## Annex C – Allvision eDisclosure Training Courses

### Session 2: Collection/Processing/Review/Analysis (1 hour 15 minutes)

|               |  |
|---------------|--|
| 00<br>-<br>15 | <p><i>Collection.</i> Who does it and to what standard; Forensic level (+ chain of evidence) v "standard". Dangers in letting a client do self-collection. Why you might want to bring a supplier to first meeting with the client. Why Client's IT department should also be there. Client's responsibility to preserve data, not the US "Legal Hold", but still need to explore with IT department about things like in-box limits, back-up tape use / over-writing, disaster recovery infrastructure (might be easier to collect data from mirror site)</p> <p>Concept of data custodians, what do you do about people who have left.</p> <p>Concept of a Data Map, trying to identify the "silos" of information, in an easy to use form. NOT a detailed plan of the IT infrastructure.</p> <p>Non-standard data (social media, BYOD devices, databases, mobile phones).</p> <p>All the data protection issues that come with Overseas collections.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 6 : EDRM collection checklist &amp; collection spreadsheet</p> |
| 15<br>-<br>30 | <p><i>Processing.</i> Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates.</p> <p>What is the NIST list and how does it get used.</p> <p>De-duplication, the theory and issues that surround it.</p> <p>Possible use of clustering and other concept based techniques.</p> <p>First mention of keywords and what you might do with them.</p> <p>How some software / suppliers can start giving initial pricing estimates</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w)</p>   |
| 30<br>-<br>45 | <p><i>Review.</i> Basics of coding. Practical issues in running teams. Search functionality / keywords</p> <p>Show a review screen and explain the common layout of a "view" of the ESI in one window, with coding fields in another. What do we mean by a tiff/PDF/a "view" v Native mode. Issues with Word &amp; Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments</p> <p>Meta-data fields, coding categories, database fields.</p> <p>Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches.</p> <p>Redaction practicalities.</p> <p>Running a team, creating review batches, principles of QC checking and optional layer of QA review. Logic rules on coding and batch checking, all in support of production line issues for larger projects..</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w).</p>   |
| 45<br>-<br>60 | <p><i>Analysis.</i> Interwoven with Review. Clustering. Email threading.</p> <p>More powerful tools, very brief mention of CAR functionality (more in session 3).</p> <p>Clustering and concept groups.</p> <p>Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them.</p> <p>Digital audio search.</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w)</p>  |
| 60<br>-<br>75 | <p><i>Float / Summary.</i> Review of what we have covered. Any questions. [Quick quiz on 5 key points]</p> <p style="text-align: right;">Supporting material : Slides.</p>   |

## Annex C – Allvision eDisclosure Training Courses

### Session 3 : Hot Topics (45 Minutes)

|               |  |
|---------------|--|
| 00<br>-<br>10 | <p><i>Computer Assisted Review.</i> Explain the CARRM model and stages. Explain how, with the correct methodology courts are only interested in the results, not how the software arrives at its conclusion. Take people through the version 1.0 approach to CAR, and detail the time and effort it takes, but also saves. Refer to practical examples of projects using CAR and the issues they might encounter. Touch back to Goodale ruling where Senior Master Whitaker endorses the use of the approach.</p> <p>Pick up on version 2.0 of the traditional approach and then describe the opposing "camp" in terms of the cicayda (and others) approach in using the data mining techniques developed by the US after the 9/11 attack. Explain they need to be aware of the options, more detail will come when they need it.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 7 : Copy of CARRM model.</p> |
| 15<br>-<br>20 | <p><i>Specific tools for collecting other types of data.</i> Touch upon ever widening places to store information. The goldmine that is a Mobile phone. Software for sucking data out of Facebook, LinkedIn, Twitter. Software for use inside the firewall for capturing internal websites in a reviewable form.</p> <p style="text-align: right;">Supporting material : Slides.</p>   |
| 20<br>-<br>25 | <p><i>Client Communications.</i> Use of Action Point Register to communicate tasks, responsibilities and progress.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 8 : Example APR &amp; APR Aide Memoire</p>  |
| 25<br>-<br>30 | <p><i>Pricing Models.</i> The pressure the per gigabyte model is under. What supplier margins are, what they support, and why they need to exist. Move towards "fixed project price" or alternatives to the /GB offering. How you can avail yourself of this by involving suppliers as soon as possible.</p> <p style="text-align: right;">Supporting material : Slides.</p>   |
| 30<br>-<br>35 | <p><i>Courtroom Presentation Software.</i> Concept of PDF bundles and the software that exists to create such a thing. Actual courtroom bundle software from Opus 2 and Magnum, plus the Merrill enquiry software. Brief overview of the efficiencies that such software brings, also the issues of transferring material into them. Touch upon use of CaseLines by UK Supreme Court.</p> <p style="text-align: right;">Supporting material : Slides.</p>  |
| 35<br>-<br>40 | <p><i>AI and the Law.</i> Brief mention of the various initiatives in this area, and that the notes page for this slide contains links to all the various articles/sites. Watson &amp; IPSoft's Amelia, Australian IP lawyers, use of analytics to spot bad behaviour.</p> <p style="text-align: right;">Supporting material : Slides.</p>   |
| 40<br>-<br>45 | <p><i>Session Summary.</i> Review of what we have covered. Any questions.</p> <p style="text-align: right;">Supporting material : Slides.</p>  |

## Annex C – Allvision eDisclosure Training Courses

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### C 1.5 3 Hour eDisclosure Seminar V2 0 (Slides + 1 Hour Workshop)

**Proposition** : Allvision has developed a tailored seminar on eDisclosure, which is shown below.

**Participants** : NQ's and 1-4 PQE's of the litigation group at Client law firm.

**Course Objectives** : By the end of the course, participants will:

- Have an understanding of the history and background to Part 31, the EDQ, Jackson and the TCC Protocol.
- Have an understanding of the EDRM model, what lawyers and suppliers need to do at each stage of it, and the various technologies that can assist them.
- Understand the basic requirements for Collection, Processing, Review and Analysis.
- Gain an understanding of Computer Assisted Review.
- Participate in a workshop exercise to consolidate the lessons of the session. The workshop will require delegates to operate in three groups.

**Benefits** : Gain a solid introduction to eDisclosure and the technology that supports it. Know what the overall issues are, and where to go for more help. Understand the different approaches that are open to lawyers at the start of an eDisclosure exercise.

**Logistics** : The course can be run at client offices.

Allvision will provide all course material in electronic format, it will be the responsibility of the client law firm to produce a documentation pack for each of the delegates.

Date : TBC

Number of participants : Around 12 if in one location, possible more if in three separate sites (connected via video link)



## Annex C – Allvision eDisclosure Training Courses

|               |   |
|---------------|---|
| 00<br>-<br>05 | <p><i>What is Disclosure in general and eDisclosure in particular.</i> Exchange of material in legal matters, eDisclosure = exchange of ESI (not format of exchange medium).<br/><i>EDRM model.</i> First of many times we will be referring to this, talk briefly through all stages, note how processes are related with double headed arrows, lots of looping around stages.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 1: EDRM</p>   |
| 05<br>-<br>10 | <p><i>How the legal rules have changed over the years, leading to current climate.</i> Explain about Civil Procedure Rules (CPR) and how they have evolved. What is the eDisclosure Practice Direction (PD). Emergence of Electronic Data Questionnaire (EDQ). Jackson Reforms and its focus on costs is a catalyst to eDisclosure finally being addressed.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 2 : CPR 31 &amp; PD 31B.   Appendix 3 : EDQ &amp; Disclosure Report</p>   |
| 10<br>-<br>15 | <p><i>Significant cases and the practical issues that arise from them.</i> 1) Digicel v Cable &amp; Wireless, 2) Abela v Hammonds Suddards, 3) Earles v Barclays, 4) Vector Investments v JD Williams, 5) Al-Sweady v Secretary of State for Defence, 6) Goodale v The MOJ, 7) Rybak v Langbar International, 8) West African Gas Pipeline v Willbros Global Holdings, 9) Phaestos v Ho, 10) Elliot Group v GECC UK, 11) Wyche v Care force Group.</p> <p>Very brief overview of implications arising from the cases and how they shape eDisclosure.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 4 : Case Notes &amp; Mitchell Article.</p> |
| 15<br>-<br>20 | <p><i>When does all this happen.</i> Walk through the TCC Legal/EDRM timeline to explain both the legal process and how these various forms fit into that workflow. Brief mention of arbitration and other processes that use ESI.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 5 : A3 copy of TCC Legal/EDRM timeline</p>   |
| 20<br>-<br>25 | <p><i>What else is out there.</i> TCC Protocol. Skim through the document. Emphasise it is best practice rather than unique to the TCC. Pick up on Jackson emphasis on cooperation (which is not collaboration).</p> <p style="text-align: right;">Supporting material : Slides   Appendix 6 : TCC Protocol   Appendix 7 : Guidance notes to Protocol.</p>  |
| 25<br>-<br>30 | <p><i>EDRM Stages.</i> Return to EDRM and briefly explain at each stage, what has got to be done, who can help and what technology is available. Note that we will be returning to the "core" areas of this in greater detail in the next part of the training.</p> <p style="text-align: right;">Supporting material : Slides</p>  |
| 30<br>-<br>35 | <p><i>eDisclosure Marketplace.</i> Carrying on from one of the elements of the previous section, give an overview of the different organisations in the eDisclosure marketplace; 1) Consultancy firms (Very large and large), 2) Software specific organisations, 3) Solutions/Bureau organisations (including specialist forensic firms), 4) LPO's, 5) External Review teams.</p> <p>Software split by functional areas across the Collection/Processing/Review/Analysis stages. Explain how some span both Early Case Assessment stage and Review/Analysis stages.</p> <p style="text-align: right;">Supporting material : Slides.</p>                                  |
| 35<br>-<br>40 | <p>Who else can help. Mention 1) Chris Dale, 2) Legal IT Insider, 3) TeCSA eDisclosure page, 4) Buyer's Guide (particularly the bits before the "Yellow Pages" entries).</p> <p style="text-align: right;">Supporting material Slides   : Appendix 8 : List of useful Websites.</p>   |
| 40<br>-<br>45 | <p><i>Session Summary.</i> Review of what we have covered. Any questions. [Quick quiz on 5 key points]</p> <p style="text-align: right;">Supporting material : Slides.</p>  |

## Annex C – Allvision eDisclosure Training Courses

|                 |   |
|-----------------|---|
| 45<br>-<br>60   | <p><i>Collection.</i> Who does it and to what standard; Forensic level (+ chain of evidence) v "standard". Dangers in letting a client do self-collection. Why you might want to bring a supplier to first meeting with the client. Why Client's IT department should also be there. Client's responsibility to preserve data, not the US "Legal Hold", but still need to explore with IT department about things like in-box limits, back-up tape use / over-writing, disaster recovery infrastructure (might be easier to collect data from mirror site)</p> <p>Concept of data custodians, what do you do about people who have left.</p> <p>Concept of a Data Map, trying to identify the "silos" of information, in an easy to use form. NOT a detailed plan of the IT infrastructure.</p> <p>Non-standard data (social media, BYOD devices, databases, mobile phones).</p> <p>All the data protection issues that come with Overseas collections.</p> <p style="text-align: center;">Supporting material : Slides   Appendix 9 : EDRM collection checklist &amp; collection spreadsheet</p> |
| 60<br>-<br>80   | <p><i>Processing.</i> Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates.</p> <p>What is the NIST list and how does it get used.</p> <p>De-duplication, the theory and issues that surround it.</p> <p>Possible use of clustering and other concept based techniques.</p> <p>First mention of keywords and what you might do with them.</p> <p>How some software / suppliers can start giving initial pricing estimates</p> <p style="text-align: center;">Supporting material : Slides (including screenshots of different s/w)</p>   |
| 80<br>-<br>100  | <p><i>Review.</i> Basics of coding. Practical issues in running teams. Search functionality / keywords</p> <p>Show a review screen and explain the common layout of a "view" of the ESI in one window, with coding fields in another. What do we mean by a tiff/PDF/a "view" v Native mode. Issues with Word &amp; Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments</p> <p>Meta-data fields, coding categories, database fields.</p> <p>Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches.</p> <p>Redaction practicalities.</p> <p>Running a team, creating review batches, principles of QC checking and optional layer of QA review. Logic rules on coding and batch checking, all in support of production line issues for larger projects..</p> <p style="text-align: center;">Supporting material : Slides (including screenshots of different s/w).</p>   |
| 100<br>-<br>120 | <p><i>Analysis.</i> Interwoven with Review. Clustering. Email threading.</p> <p>Clustering and concept groups.</p> <p>Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them.</p> <p>Digital audio search.</p> <p>Computer Assisted Review (brief overview).</p> <p style="text-align: center;">Supporting material : Slides (including screenshots of different s/w)   Appendix 10 : Copy of CARRM model</p>   |

## Annex C – Allvision eDisclosure Training Courses

### Workshop Scenario's (60 minutes overall)

Participants split into three groups.

Three scenarios have been developed, all based around a common theme, but with specific additional topics for each of the three. The aim is that the group discussion can first identify the core issues and key points common to all scenarios and then each team will discuss the specific problems inherent within their specific scenario.

|   |   |
|---|---|
| 00<br>-<br>15   | Scenario Part 1 – Preparation for meeting with the client.<br><br>Explores who should be in the meeting and what questions you should be asking.  |
| 15<br>-<br>30   | Feedback from each group leading to general discussion on issues and specific problems "seeded" within each scenario.   |
| 30<br>-<br>45   | Scenario Part 2 – Issues and actions emerging from information gained during the meeting.<br><br>Working on the information you find out during the meeting: <ul style="list-style-type: none"> <li>• What other issues should you explore.</li> <li>• Any immediate actions.</li> <li>• What is the scope of the data collection exercise.</li> <li>• Any foreseeable issues.</li> </ul> |
| 45<br>-<br>60   | Feedback from each group leading to general discussion on issues and specific problems "seeded" within each scenario.   |
| Supporting material : Scenarios including example data maps |   |

### C 1.6 One day eDisclosure course

**Proposition** : I have developed a one day course delivering an introduction to eDisclosure within England and Wales. As an independent consultant I can not only offer impartial training, but provide an industry benchmark of competence.

The curriculum has been agreed with litigation support suppliers and other interested parties, though overall control remains with Allvision, enabling suppliers and others to formally endorse the day as an industry recognised qualification.

**Participants** : New joiners at suppliers, law firm trainees, lawyers and barristers entering the eDisclosure discipline, any other interested parties.

**Course Objectives** : By the end of the course, participants will:

- Understand the basics of eDisclosure and where it fits into the legal process.
- Have an understanding of the EDRM model, what lawyers and suppliers need to do at each stage of it, and the various technologies that can assist them.
- Have explored the requirements for budgeting, and an understanding of how to complete the eDisclosure element of Form H.
- Understand the basic requirements for Collection, Processing, Review and Analysis.
- Be aware of the common pitfalls along the way, and the key issues they need to focus upon.
- Have participated in a workshop exercise to consolidate their knowledge and ensured the key principles have been absorbed.
- Gain an understanding of the current "hot topics" within the eDisclosure marketplace.

**Benefits** : Obtain industry recognised qualification in introductory eDisclosure. Know what the overall issues are, and where to go for more help. Network with individuals from different environments. Receive a focused immersion in the practicalities of the eDisclosure world.

**Logistics** : Public courses will be run in Central London, 09:30 – 17:00, one hour for lunch.

Minimum course size :4. Maximum course size :12.

On-site courses can be provided for a fixed price of £1,500.

**Price/head** : Individual places :£300 , Booking 5 – 8 : £250 each, Booking 9 – 12 : £200.

**Takeaways** : Course notes and workbook. Possible opportunity for "giveaways" (notebooks, memory sticks, etc.) from endorsing suppliers.

**Testimonial** : *"The Allvision eDisclosure course was very informative and interesting. It was very well structured and a lot of eDisclosure material was provided for each individual to take away with them for future reference, if needed. A solid insight into the eDisclosure process was demonstrated along with the different EDRM stages that need to be completed from volume right through to relevance. I found the course very valuable and learnt a lot more about the UK eDisclosure marketplace. I found the workshop in the afternoon particularly useful and enjoyable as this gave me a chance to interact with the our course attendees (solicitors, buyers, providers), and this really gave me an insight into different perspectives. My attention was definitely engaged all day and the trainer showed excellent knowledge of the market. I would recommend the course to others. A good day for networking too so would advise individuals to take along business cards."*

The remaining 2015 courses, will be run on:

26 Mar    30 Apr    28 May    25 Jun    24 Sep    29 Oct    26 Nov

### Annex C – Allvision eDisclosure Training Courses

| Time        | Topic  | Content  |
|-------------|--|--|
| 09:30 10:00 | Registration                                   |  |
| 10:00 10:15 | Introductions                                  | Delegates introduce themselves, outline what they wish to get from the course.<br>Andrew sets out an overview of the course, how sessions will work, invitation to ask questions as we go.   |
| 10:15 11:00 | Background;<br>Legal and Technical             | What is Disclosure in general and eDisclosure in particular, EDRM model<br>How the legal rules have changed over the years, leading to current climate. CPR rules and how they apply.<br>Brief mention of significant cases and the practical issues that arise from them.<br>What things have to be used, the EDQ, TCC Protocol, walk through the Legal/EDRM timeline to explain when these things happen in the lifetime of a case.<br>Walk through the stages of the EDRM, what needs to be done at each stage, who can help and what technology is available. Brief overview of suppliers and products and how they map onto each other.<br>Where can you find help, Chris Dale, TeCSA, Buyer's Guide. |
| 11:00 11:30 | Project Budgeting                              | Matter Budgeting. Precedent H and practical examples. Where does eDisclosure fit in?   |
| 11:30 11:45 | Coffee   |  |
| 11:45 13:00 | Collection / Processing /<br>Review / Analysis | Detailed review of each stage (4 x 15 minute sessions), 15 minutes for re-cap and questions at the end.<br><b>Collection</b> : Who does it and to what standard; Forensic level (+ chain of evidence) v "standard". Concept of a Data Map leading into non-standard data (social media, BYOD devices, databases, mobile phones). Overseas collections.<br><b>Processing</b> : How do you reduce the data volumes; custodian, dates, de NIST, deduplication, keywords. Initial pricing estimates.<br><b>Review</b> : Basics of coding. Practical issues in running teams. Search functionality / keywords.<br><b>Analysis</b> : Interwoven with Review. Clustering. Email threading.                        |
| 13:00 14:00 | Lunch  |  |
| 14:00 15:30 | Workshop                                       | Participants split into groups each of 3-4 people from different backgrounds. Three scenarios have been developed, all based around a common theme, but with specific additional topics for each of the three. The group discussion will first identify the core issues and key points common to all scenarios and then each team will discuss the specific problems inherent within their specific scenario. Ends with a practical exercise in costing a review project, first as a linear exercise, then using CAR. Then, an overview of budgeting the whole exercise.   |
| 15:30 15:45 | Coffee   |  |
| 15:45 16:30 | Hot Topics                                     | Computer Assisted Review, theory and practicalities, versions 1.0 / 2.0 and the CAR wars. Collection of social media/internal web sites. Pricing models and drive for fixed price projects. AI & Law. Basic LPM.   |
| 16:30 17:00 | Wrap-up Session                                | Overview of day, any outstanding issues, setting of objectives for further study.  |

## Annex C – Allvision Training Courses

### Session 1 : Background; Legal and Technical (45 Minutes)

|               |  |
|---------------|--|
| 00<br>-<br>05 | <p><i>What is Disclosure in general and eDisclosure in particular.</i> Exchange of material in legal matters, eDisclosure = exchange of ESI (not format of exchange medium).</p> <p><i>EDRM model.</i> First of many times we will be referring to this, talk briefly through all stages, note how processes are related with double headed arrows, lots of looping around stages.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 1: EDRM</p>   |
| 05<br>-<br>10 | <p><i>How the legal rules have changed over the years, leading to current climate.</i> Explain about Civil Procedure Rules (CPR) and how they have evolved. What is the eDisclosure Practice Direction (PD). Emergence of Electronic Data Questionnaire (EDQ). Jackson Reforms and focus on costs is a catalyst to eDisclosure finally being addressed.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 2 : CPR 31 &amp; PD 31B.   Appendix 3 : EDQ &amp; Disclosure Report</p>  |
| 10<br>-<br>15 | <p><i>Significant cases and the practical issues that arise from them.</i> 1) Digicel v Cable &amp; Wireless, 2) Abela v Hammonds Suddards, 3) Earles v Barclays, 4) Vector Investments v JD Williams, 5) Al-Sweady v Secretary of State for Defence, 6) Goodale v The MOJ, 7) Rybak v Langbar International, 8) West African Gas Pipeline v Willbros Global Holdings, 9) Phaestos v Ho, 10) Elliot Group v GECC UK, 11) Wyche v Care force Group.</p> <p>Very brief overview of implications arising from the cases and how they shape eDisclosure</p> <p style="text-align: right;">Supporting material : Slides   Appendix 4 : Case Notes &amp; Mitchell Article.</p> |
| 15<br>-<br>20 | <p><i>When does all this happen.</i> Walk through the TCC Legal/EDRM timeline to explain both the legal process and how these various forms fit into that workflow. Brief mention of arbitration and other processes that use ESI. <b>See Instructor Notes.</b></p> <p style="text-align: right;">Supporting material : Slides   Appendix 5 : A3 copy of TCC Legal/EDRM timeline</p>   |
| 20<br>-<br>25 | <p><i>What else is out there.</i> TCC Protocol. Skim through the document. Emphasise it is best practice rather than unique to the TCC. Pick up on Jackson emphasis on cooperation (which is not collaboration).</p> <p style="text-align: right;">Supporting material : Slides   Appendix 6 : TCC Protocol   Appendix 6 : Guidance notes to Protocol.</p>   |
| 25<br>-<br>30 | <p><i>EDRM Stages.</i> Return to EDRM and briefly explain at each stage, what has got to be done, who can help and what technology is available. Note that we will be returning to the "core" areas of this in greater detail in session 3.</p> <p style="text-align: right;">Supporting material : Slides</p>   |
| 30<br>-<br>35 | <p><i>eDisclosure Marketplace.</i> Carrying on from one of the elements of the previous section, give an overview of the different organisations in the eDisclosure marketplace; 1) Consultancy firms (Very large and large), 2) Software specific organisations, 3) Solutions/Bureau organisations (including specialist forensic firms), 4) LPO's, 5) External Review teams.</p> <p>Software split by functional areas across the Collection/Processing/Review/Analysis stages. Explain how some span both Early Case Assessment stage and Review/Analysis stages.</p> <p style="text-align: right;">Supporting material : Slides.</p>                                 |
| 35<br>-<br>40 | <p><i>Who else can help.</i> Mention 1) Chris Dale, 2) Legal IT Insider, 3) TeCSA eDisclosure page, 4) Damian Murphy, 5) Buyer's Guide (particularly the bits before the "Yellow Pages" entries.</p> <p style="text-align: right;">Supporting material Slides   : Appendix 8 : List of useful Websites (including any supplier's pages).</p>   |
| 40<br>-<br>45 | <p><i>Session Summary.</i> Review of what we have covered. Any questions. [Quick quiz on 5 key points]</p> <p style="text-align: right;">Supporting material : Slides.</p>   |

## Annex C – Allvision Training Courses

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### Session 2 : Project Budgeting (30 Minutes)

|               |   |
|---------------|---|
| 00<br>-<br>25 | <p><i>eDisclosure Budgeting</i>. What is Form H and why do you need to know about it. What information is needed to complete it. Touch upon costing templates, using Cost Lawyers to help build template library, and the various initiatives in this area. Some law firms investing in project managers/offices.</p> <p>Supporting material : Slides   Appendix 9 : Form H spreadsheet &amp; PLC Practice Note</p> |
| 25<br>-<br>30 | <p><i>Session Summary</i>. Review of what we have covered. Any questions. [Quick quiz on 5 key points]</p> <p>Supporting material : Slides</p>  |

## Annex C – Allvision Training Courses

### Session 3 : Collection/Processing/Review/Analysis (1 hour 15 minutes)

|               |   |
|---------------|---|
| 00<br>-<br>15 | <p><i>Collection.</i> Who does it and to what standard; Forensic level (+ chain of evidence) v "standard". Dangers in letting a client do self-collection. Why you might want to bring a supplier to first meeting with the client. Why Client's IT department should also be there. Client's responsibility to preserve data, not the US "Legal Hold", but still need to explore with IT department about things like in-box limits, back-up tape use / over-writing, disaster recovery infrastructure (might be easier to collect data from mirror site)</p> <p>Concept of data custodians, what do you do about people who have left.</p> <p>Concept of a Data Map, trying to identify the "silos" of information, in an easy to use form. NOT a detailed plan of the IT infrastructure.</p> <p>Non-standard data (social media, BYOD devices, databases, mobile phones).</p> <p>All the data protection issues that come with Overseas collections.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 13 : EDRM collection checklist &amp; collection spreadsheet</p> |
| 15<br>-<br>30 | <p><i>Processing.</i> Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates.</p> <p>What is the NIST list and how does it get used.</p> <p>De-duplication, the theory and issues that surround it.</p> <p>Possible use of clustering and other concept based techniques.</p> <p>First mention of keywords and what you might do with them.</p> <p>How some software / suppliers can start giving initial pricing estimates</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w)</p>  |
| 30<br>-<br>45 | <p><i>Review.</i> Basics of coding. Practical issues in running teams. Search functionality / keywords</p> <p>Show a review screen and explain the common layout of a "view" of the ESI in one window, with coding fields in another. What do we mean by a tiff/PDF/a "view" v Native mode. Issues with Word &amp; Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments</p> <p>Meta-data fields, coding categories, database fields.</p> <p>Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches.</p> <p>Redaction practicalities.</p> <p>Running a team, creating review batches, principles of QC checking and optional layer of QA review. Logic rules on coding and batch checking, all in support of production line issues for larger projects..</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w).</p>  |
| 45<br>-<br>60 | <p><i>Analysis.</i> Interwoven with Review. Clustering. Email threading.</p> <p>More powerful tools, very brief mention of CAR functionality (more in session 5).</p> <p>Clustering and concept groups.</p> <p>Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them.</p> <p>Digital audio search.</p> <p style="text-align: right;">Supporting material : Slides (including screenshots of different s/w)</p>   |
| 60<br>-<br>75 | <p><i>Float / Summary.</i> Review of what we have covered. Any questions. [Quick quiz on 5 key points]</p> <p style="text-align: right;">Supporting material : Slides.</p>  |



## Annex C – Allvision Training Courses

### Session 4 : Workshop Scenario's (90 minutes overall)

Participants split into 3 groups each of 3-4 people, composed of delegates from different backgrounds.

Three scenarios have been developed, all based around a common theme, but with specific additional topics for each of the three. The aim is that the group discussion first identifies the core issues and key points common to all scenarios and then each team will discuss the specific problems inherent within their specific scenario.

|   |   |
|---|---|
| 00<br>-<br>15   | Scenario Part 1 – Preparation for meeting with the client.<br><br>Explores who should be in the meeting and what questions you should be asking.  |
| 15<br>-<br>30   | Feedback from each group leading to general discussion on issues and specific problems "seeded" within each scenario.   |
| 30<br>-<br>45   | Scenario Part 2 – Issues and actions emerging from information gained during the meeting.<br><br>Working on the information you find out during the meeting: <ul style="list-style-type: none"> <li>• What other issues should you explore.</li> <li>• Any immediate actions.</li> <li>• What is the scope of the data collection exercise.</li> <li>• Any foreseeable issues.</li> </ul> |
| 45<br>-<br>60   | Feedback from each group leading to general discussion on issues and specific problems "seeded" within each scenario.   |
| 60<br>-<br>75   | Costing/Estimating exercise<br><br>Delegates given parameters to estimate cost and duration of linear review exercise, then re-visit the problem using Computer Assisted Review (CAR) approach.   |
| 75<br>-<br>90   | Feedback from each group leading to general discussion on issues.   |
| Supporting material : Scenarios including example data maps and worked costing exercises<br>  Appendix 14 : Case Study. |   |

## Annex C – Allvision Training Courses

### Session 5 : Hot Topic (45 Minutes)

|               |   |
|---------------|---|
| 00<br>-<br>10 | <p><i>Computer Assisted Review.</i> Explain the CARRM model and stages. Explain how, with the correct methodology courts are only interested in the results, not how the software arrives at its conclusion. Take people through the version 1.0 approach to CAR, and detail the time and effort it takes, but also saves. Refer to practical examples of projects using CAR and the issues they might encounter. Touch back to Goodale ruling where Senior Master Whitaker endorses the use of the approach.</p> <p>Pick up on version 2.0 of the traditional approach and then describe the opposing "camp" in terms of the cicayda (and others) approach in using the data mining techniques developed by the US after the 9/11 attack. Explain they need to be aware of the options, more detail will come when they need it.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 15 : Copy of CARRM model.</p> |
| 15<br>-<br>20 | <p><i>Specific tools for collecting other types of data.</i> Touch upon ever widening places to store information. The goldmine that is a Mobile phone. Software for sucking data out of Facebook, LinkedIn, Twitter. Software for use inside the firewall for capturing internal websites in a reviewable form.</p> <p style="text-align: right;">Supporting material : Slides.</p>  |
| 20<br>-<br>25 | <p><i>Client Communications.</i> Use of Action Point Register to communicate tasks, responsibilities and progress.</p> <p style="text-align: right;">Supporting material : Slides   Appendix 12 : Example APR &amp; APR Aide Memoire</p>  |
| 25<br>-<br>30 | <p><i>Pricing Models.</i> The pressure the per gigabyte model is under. What supplier margins are, what they support, and why they need to exist. Move towards "fixed project price" or alternatives to the /GB offering. How you can avail yourself of this by involving suppliers as soon as possible.</p> <p style="text-align: right;">Supporting material : Slides.</p>  |
| 30<br>-<br>35 | <p><i>Courtroom Presentation Software.</i> Concept of PDF bundles and the software that exists to create such a thing. Actual courtroom bundle software from Opus 2 and Magnum, plus the Merrill enquiry software. Brief overview of the efficiencies that such software brings, also the issues of transferring material into them. Touch upon use of CaseLines by UK Supreme Court.</p> <p style="text-align: right;">Supporting material : Slides.</p>   |
| 35<br>-<br>40 | <p><i>AI and the Law.</i> Brief mention of the various initiatives in this area, and that the notes page for this slide contains links to all the various articles/sites. Watson &amp; IPSoft's Amelia, Australian IP lawyers, use of analytics to spot bad behaviour.</p> <p style="text-align: right;">Supporting material : Slides.</p>  |
| 40<br>-<br>45 | <p><i>Session Summary.</i> Review of what we have covered. Any questions.</p> <p style="text-align: right;">Supporting material : Slides.</p>   |

**ANNEX D – ALLVISION CAR SURVEY 2014**

D 1.1 Background/Questions

In January 2015 Allvision invited all the suppliers in this Guide who might have conducted Computer Assisted Review within England and Wales during 2014, to participate in a survey on its use. The aim of the exercise was provide some empirical evidence to counter the still heard proposition that "there isn't any/a lot of Computer Assisted Review (CAR) within the UK".

A total of 42 suppliers were approached, with responses being received from 29 of them, a response rate of 69%. One of the principles of the survey was that responses could be anonymous, 6 out of the 29 took that route, so it has been decided that none of the participants names will be shown. The data in its "raw" form can be found at Section D 1.4 below.

The following questions were posed, in the form shown:

| No | Question  | Response            |
|----|---|---------------------|
| 1  | Has your organisation used any form of CAR during 2014?   | Yes/No              |
| 2  | Was this for: <ul style="list-style-type: none"> <li>• Litigation</li> <li>• Arbitration</li> <li>• Regulatory or other form of investigation</li> <li>• Other (please specify)</li> </ul>  | Tick all that apply |
| 3  | As a % of cases where you could have used CAR, how much was it employed?  | Numeric             |
| 4  | If you want to respond, what number of instances does that % represent?   | Numeric             |
| 5  | If you used CAR within a litigation matter was it for: <ul style="list-style-type: none"> <li>• Identification of potentially relevant material, with the remainder not being reviewed.</li> <li>• Prioritisation of review with CAR material being looked at first.</li> <li>• QA/QC purposes.</li> <li>• Analysis of received Disclosure from other parties.</li> <li>• Other (Please specify)</li> </ul> | Tick all that apply |
| 6  | In those circumstances where you could have CAR but did not, was it because: <ul style="list-style-type: none"> <li>• You decided not to suggest it to your client.</li> <li>• Your client was not convinced of the benefits.</li> <li>• The other parties objected to its use.</li> <li>• Other (Please specify)</li> </ul>  | Tick all that apply |
| 7  | One final "bonus" question. During 2014, how many times did you make  | Numeric             |

| No | Question   | Response |
|----|--|----------|
|    | use of the Technology and Construction Court (TCC) eDisclosure protocol? |          |

### D 1.2 Results

The key results are shown below. All suppliers answered the first question (Has your organisation used any form of CAR during 2014?), thereafter there were varying response rates to the different questions, see Section D 1.4 for the specific numbers:

- Just under 83% of suppliers in England and Wales used CAR technology during 2014.
- Suppliers used CAR in more than one area, mostly in Litigation (83%), followed by Regulatory (58%) and Arbitration (38%) with some use in investigating fraud and other areas (8%).
- CAR is used by suppliers on average in some 20% of all the matters they support, across Litigation, Regulatory and Arbitration, though this figure varies from 1% to 90% between different suppliers, so the average is of limited value when forming conclusions. That being said, 6 of the 22 suppliers who responded, said that they were making some use of CAR in more than 50% of the cases in which it could have been used.
- Within the Litigation area, the tool was used for more than one option. The main use was to prioritise which potentially relevant documents would be reviewed first, with the intention of reviewing all of the corpus in the end (63%). However, the next most popular use (45%) was to determine potentially relevant documents only, and not look at the ones left behind (with the exception of some sampling to show the other side that the outcome of the process was correct). Close on its heels, was the use in 42% of the cases to carry out QA/QC on review exercise. Finally 21% of people used it to review the material provided by the opposing parties.
- When suppliers did not use CAR, for the majority of the time it was because the law firm did not want to employ the technology (67%), or the opposing law firm objected (21%). They themselves felt it was inappropriate 21% of the time and did not put it forward.
- Finally, of those suppliers who responded, eight firms had been involved in 20 matters which had used the TCC Protocol.

### D 1.3 Conclusions

The main conclusions drawn by Allvision from the above findings are:

- Computer Assisted Review (CAR) is being used extensively in England and Wales.
- Though its main focus is Litigation, the technology has solid support in both Arbitration and Regulatory matters.
- Within the Litigation area CAR is used in review, QA/QC and analysis of the other sides material.
- It seems the only people who aren't convinced of its effectiveness are Law Firms themselves. If suppliers don't think it's an effective tool they don't offer it.

- If you aren't using this technology, then your opponent probably is, and is gaining all the benefits while you are not.

Annex D – Allvision CAR Survey 2014

D 1.4 Data

|                     | Used CAR in 2014 |       | Used for   |             |            |       | No's  |    | Litigation CAR |          |       |            |       | Didn't use |        |            |          | TCC |                     |
|---------------------|------------------|-------|------------|-------------|------------|-------|-------|----|----------------|----------|-------|------------|-------|------------|--------|------------|----------|-----|---------------------|
|                     | Yes              | No    | Litigation | Arbitration | Regulatory | Other | %     | No | Relevance      | Priority | QA/QC | Opposition | Other | Supplier   | Client | Opposition | Other    | Use |                     |
|                     | 1                |       | 1          |             |            |       | 2%    | 1  |                | 1        | 1     |            |       |            | 1      |            |          | 0   | 0                   |
|                     | 1                |       | 1          |             |            |       |       |    |                |          |       |            |       |            |        |            |          |     |                     |
|                     | 1                |       | 1          | 1           | 1          |       | 13%   |    | 1              | 1        |       |            |       |            | 1      |            |          | 0   | 0                   |
|                     | 1                |       | 1          |             | 1          |       | 5%    | 3  | 1              | 1        | 1     |            |       | 1          | 1      |            |          | 0   | 0                   |
|                     | 1                |       | 1          |             | 1          |       | 60%   |    | 1              |          |       |            |       |            | 1      |            |          | 5   | 1                   |
|                     | 1                |       | 1          | 1           | 1          | 1     | 40%   |    | 1              | 1        | 1     |            | 1     |            | 1      | 1          |          | 0   | 0                   |
|                     | 1                |       | 1          | 1           |            |       | 11%   | 1  |                | 1        |       |            |       |            | 1      |            |          | 1   | 1                   |
|                     | 1                |       | 1          |             |            |       | 5%    |    |                |          |       | 1          |       |            | 1      |            |          | 1   | 1                   |
|                     | 1                |       | 1          |             | 1          |       | 10%   |    |                |          |       |            |       |            | 1      |            |          | 3   | 1                   |
|                     | 1                |       | 1          |             | 1          |       | 65%   |    | 1              | 1        | 1     | 1          |       |            | 1      |            |          | 2   | 1                   |
|                     | 1                |       | 1          |             | 1          |       | 25%   |    |                | 1        | 1     |            |       |            |        |            |          | 0   | 0                   |
|                     | 1                |       | 1          | 1           | 1          |       | 90%   |    |                | 1        | 1     |            |       | 1          | 1      |            |          | 1   | 1                   |
|                     |                  | 1     |            |             |            |       |       |    |                |          |       |            |       |            |        |            |          | 0   | 0                   |
|                     | 1                |       | 1          |             | 1          |       | 60%   |    | 1              | 1        |       |            |       |            |        | 1          |          | 4   | 1                   |
|                     | 1                |       | 1          | 1           | 1          |       | 25%   |    | 1              | 1        | 1     | 1          |       |            | 1      | 1          |          | 3   | 1                   |
|                     | 1                |       | 1          |             |            |       | 5%    |    |                | 1        |       |            |       | 1          | 1      |            |          | 0   | 0                   |
|                     | 1                |       | 1          |             |            |       | 1%    |    | 1              |          |       |            |       |            | 1      |            |          | 0   | 0                   |
|                     | 1                |       | 1          | 1           | 1          |       | 20%   |    | 1              | 1        | 1     | 1          |       | 1          |        | 1          |          | 0   | 0                   |
|                     | 1                |       | 1          | 1           | 1          |       | 80%   |    | 1              | 1        | 1     | 1          |       |            | 1      |            |          | 0   | 0                   |
|                     |                  | 1     |            |             |            |       |       |    |                |          |       |            |       |            |        |            |          | 0   | 0                   |
|                     | 1                |       | 1          |             | 1          | 1     | 25%   |    |                |          |       |            |       |            |        |            |          | 0   | 0                   |
|                     | 1                |       | 1          |             | 1          |       | 5%    | 2  |                | 1        |       |            |       |            | 1      |            |          | 0   | 0                   |
|                     | 1                |       |            | 1           |            |       | 60%   | 10 | 1              | 1        | 1     |            |       |            |        | 1          |          |     |                     |
|                     | 1                |       |            | 1           |            |       |       |    |                |          |       |            |       |            |        |            |          | 0   | 0                   |
|                     | 1                |       |            |             |            |       | 1%    | 1  |                |          |       |            |       |            |        |            |          | 0   | 0                   |
|                     |                  | 1     |            |             |            |       |       |    |                |          |       |            |       |            |        |            |          |     |                     |
|                     |                  | 1     |            |             |            |       |       |    |                |          |       |            |       |            | 1      |            |          |     |                     |
|                     | 1                |       | 1          |             |            |       | 5%    | 5  |                |          |       |            |       |            |        |            |          |     |                     |
|                     |                  | 1     |            |             |            |       |       |    |                |          |       |            |       |            |        |            |          | 1   | 0                   |
| TOTALS              | 24               | 5     | 20         | 9           | 14         | 2     | 6.13  | 23 | 11             | 15       | 10    | 5          | 1     | 4          | 16     | 5          | 1        | 20  | x TCC Protocol used |
| OVERALL PERCENTAGES | 82.8%            | 17.2% | 83.3%      | 37.5%       | 58.3%      | 8.3%  | 21.1% |    | 45.8%          | 62.5%    | 41.7% | 20.8%      |       | 16.7%      | 66.7%  | 20.8%      | No' Coys | 8   |                     |