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eDisclosure Systems – Buyers Guide

2016 Edition

Always check the Buyer's Guide section of the Legal IT Insider website to make sure you have the latest version of this document.

Check [here](#).

COMMENTS ON PREVIOUS EDITIONS

<u>Litigation Support Managers</u>

"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."

"I like your initiative and is something which I know would be of industry wide interest…."

"I've printed the Guide out in A5 format and I carry it with me wherever I go, it's so useful."

<u>Suppliers</u>

"The more I have an opportunity to study your report – the more I am impressed with the breadth and depth of the content. Thanks again for sharing the report. This is an excellent tool I have already shared with the executive team at….."

"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 4 of the Buyer's Guide to eDisclosure Systems, a document that gets bigger (and hopefully better) each year.

The 2015 theme for the UK eDisclosure marketplace has been one of consolidation, with a number of firms being acquired throughout the year, see inside for all the details of who is still around and what they are now called.

During 2015, Andrew was asked to participate in the development of an eDisclosure/ Discovery competency standard for the LTC4 consortium, which was formally launched at this year's LegalTech. You can find out more details about the LTC4 initiative and how you can use the standard here.

This version incorporates all the additional and modified vendor information that has been gathered over the past 12 months and welcomes 13 new suppliers to the fold, balanced by 11 who have left / been acquired as well as 2 name changes. We now have companies from 9 countries in the Guide.

Foreword to Edition 3

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 27 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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28/03/13	1.2	Minor typographical edits, updates to some vendor entries and inclusion of new suppliers and their technology. Copy published on website in April 2013.
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.
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31/03/16	4.1	Minor updates to suppliers details. Copy passed to publisher and placed on website in April 2016.

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1. EXECUTIVE SUMMARY

Welcome to the Allvision / Legal IT Insider buyer's guide to litigation support (or eDisclosure/Discovery) 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), 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. For 18 years he had a 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

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Why cooperation is needed and why it isn't collaboration.	3.14	18
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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.

Topic	Where	Page
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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: • A general overview of the technology. • Early Data Assessment (tools for getting a handle on the mass of data. • Litigation Support Products (the things that do the review and analysis bit). • Predictive coding or other terms for Computer Assisted Review.	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: • A bit of background to the marketplace. • Consultancy firms, the "supermodels" and the rest. • Software specific organisations (firms that own their own software) • Solutions / Bureau organisations (firms that use someone else's software). • Outsourcing, a brief mention to provide full coverage.	5.3	30

Topic	Where	Page
Then the Guide goes on to explore the current practical "hot topics" in this area, about which you should be aware: • Clustering, that is automatically grouping similar documents together by software means. • Email threading, so that you can just read the "top" email of the thread. • Automatic language translation, not for the court but for quick and dirty review work. • 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. • Computer Assisted Review. • Collecting data from social media. • I just want to read the emails, and not spend a fortune putting the stuff into a review system. • Charging models; How much? • Redaction for native formats.	5.4	33
The Guide then identifies a number of key issues you should raise with any service provider: • Adding Privilege to just one attachment to an email. Because some products don't let you do this. • Re-unitisation of images of paper documents. Because paper is still with us, but some products don't like it. • Names normalisation, how to tame all the different versions of your email address. • Data collection by either the client or your IT department. Don't Do It. • Some issues when working in Native mode. The "buried treasure" of track changes in Word, speaker notes in PowerPoint and comments in Excel cells.	5.5	36
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• Analytics.		
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Topic	Where	Page
All you every wanted to know about procurement but were too afraid to ask.	6.0	46
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"Cut and paste" sections for each of the following areas, that you can just drop into your procurement document, or use a demonstration checklist.		
• Scanning, because paper is still with us.	6.3	50
• Unitisation and coding.	6.4	53
• Data collection, because neither you nor the client should be doing this.	6.5	54
• Litigation support systems, the heart of the Chapter, with lots of detail.	6.6	55
• Processing small volumes of ESI, AKA, how I can just read the emails in the case without spending any money.	6.7	56
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
Other resources. A list of other websites that might help you gain greater understanding about the topic of eDisclosure. 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).	7	60

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

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.
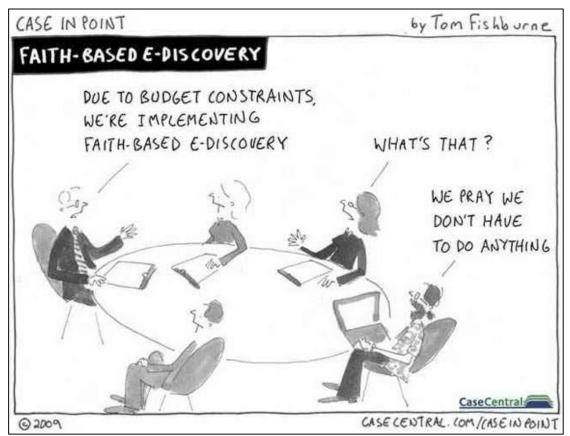
3.1   Definition

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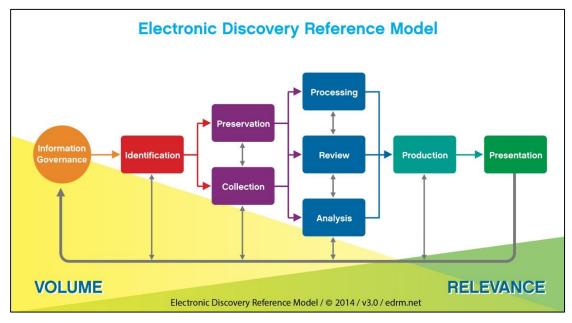
For the sake of completeness, eDisclosure is NOT the process of agreeing the electronic media by which information will be transferred. When disclosure was all

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, 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.

Electronic Discovery Reference Model / © 2014 / v3.0 / edrm.net

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▤   **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 a 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 eDisclosure suppliers 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 Veritas Clearwell, LAW or Nuix, through to tools specifically designed by suppliers for this area, like 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 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 kCura's Relativity Processor software, and

Recommind'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 (hopefully) 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 or farm the work out to one of the London based managed review facilities. You might have a "near shore" option of a cheaper office outside of London, or you might be involved with 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 <u>Description</u>

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

3.9.2 <u>Legal Implications</u>

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 products that are the equivalent of a VHS player that will help you do just that.

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 <u>Description</u>

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 <u>Legal Implications</u>

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 <u>Who can help</u>

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

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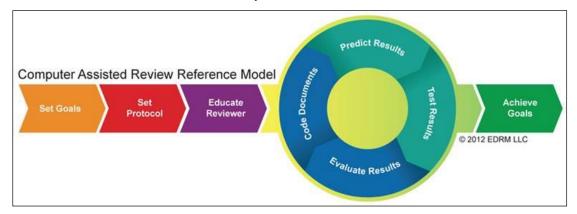
Once you are into the Review and Analysis stages, there is a very large range of options. The best advice is to carry out a procurement exercise, were you try as much as possible to compare Apples with Apples. That is what the rest of this Guide is about.

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 Recommind – 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 Overall 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.

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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 recced, 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 in 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 DTI 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 1st 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   <u>Historical Market Review - Overall</u>

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.

<u>2012</u>

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.

<u>2013</u>

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.

2016

As predicted, the previous year saw significant consolidation in the UK marketplace. There were two bursts of activity, with 12 days of mergers in March/April as Unified were bought by Inventus, Merrill eDisclosure by DTI and IRIS by Epiq (though that was mainly a US focused sale). In the summer, Consilio took investment capital from Shamrock and then used it to buy two early Christmas present in December as they snapped up Proven Legal Technology and Huron Legal. At the end of December Inventus themselves were acquired by RPX and early in January of this year Millnet joined forces with Advanced Discovery. Also during 2015 Veritas was spun out of Symantec, taking the Clearwell product with it.

The focus of 2016 will be increasingly on Cloud based Software as a Service (SaaS), with UK firms moving more rapidly than they might like towards a financial model where the majority of their income is derived from consultancy rather than processing and hosting. There will inevitably be casualties along the way, so due diligence in any procurement exercise will be even more important than normal.

5.2.2   Historical Market Review – Litigation Support Products

4th April 2000

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.

One of the other key players in this market used to be 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 breeched 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, Veritas Clearwell, Nuix or Digital Reef, with (up to now) only the first two really having success. It seems that lawyers prefer Veritas 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 Relativity with its Processor and Review offerings, 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. This was continued in 2015.

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, Recommind, Stroz Friedberg and Zylab. In the second are Control Risks, PLT (now part of Consilio) 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, with both DTI and Integreon 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 ligation 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, Huron Legal, i-Lit Paralegals, Pool of Competence, The Review People, TransPerfect Legal Solutions.

5.3.7 Managed Review Facilities/Teams

Similar to the previous section, 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, Epiq, Huron Legal, Kroll and Unified.

5.4 Current Issues / "What's Hot"

This Section of the guide looks as 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 – including that within video files – 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, and also a standalone review player for each audio file with an embedded navigable transcript. Intelligent Voice has other search capabilities and should be seriously looked at if you have requirements in this area.

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 Sates 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, an on the other side are 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. In 2015 Altlaw provided an option to meet this need, as did PLT with a customised version of their ICE early case assessment product. Additionally Millnet brought a product called eReview to the market, based on Relativity's Processor and Review software.

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 Anexsys (Formally Hobs Legal Docs) also provide Relativity plugins that enable bulk redactions of things such as personal data. Redaction is also now available for audio files and the transcripts produced from them.

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, Veritas 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, 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, 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.

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. From 2014 onwards some products started to incorporate this functionality into their offerings, with edt being one of the early adopters.

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 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.

Consultancy Firms (Large)		
7Safe, (PA Consulting)	Alvarez & Marsal	BDO
Deloitte	Ernst & Young	IBM
KPMG	PwC	
Consultancy Firms (Medium)		
AlixPartners	Consilio	Forensic Risk Alliance
FTI Consulting	Grant Thornton UK	Innovative Development
Navigant Consulting	Oyster IMS	Smith & Williamson
Stroz Friedberg	The Oliver Group	
Software Specific Organisations		
AccessData Group	Control Risks	edt
Epiq Systems	Intelligent Voice	kCura
Kroll Ontrack	LitSavant	Netmaster
Nuix	Omnia	Opus 2 International
Recommind	Veritas (Clearwell)	ZyLAB
Zylpha		
Solutions / Bureau Organisations		
Altlaw	Anexsys	City Docs
CYFOR Legal	DTI	Inventus (Unified)
LDM Global	Legastat	LINEAL
Lighthouse	London Legal	Millnet
Omnis	TransPerfect	Xerox Legal Business Services
Forensic Services		
BR Consult	CCL Group	CDS
Cellebrite	eMag Solutions	Evidence Talks Ltd
Guidance Software	IT Group UK	MD5
Media Discovery	RAID	Trusted Data Solutions
Outsourcing Organisations / Document Review Firms / Translation		
CAS	Cenza	Codex Global
DTI	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.

5.7.1   <u>Software – By Supplier</u>

Product	UK Supplier(s)
Collection	
Cellebrite	Cellebrite, CYFOR, Espion, Stroz Friedberg
FTK	Access Data, A&M, CYFOR, Forexus, Stroz Friedberg
Guidance EnCase	CCL Group, CYFOR, Integreon, Stroz Friedberg
SPEKTOR	Evidence Talks Ltd
Processing and Early Case/Data Assessment	
Chat eDiscovery	Forexus
Doc Discovery	7Safe/PA Consulting
Digital Reef	TransPerfect Legal Solutions.
edt toolbox	eDiscovery Tools
ICE™	Palmer Legal Technology (part of Proven group)
In Control	Navigant.
Index Engines	CDS, Deloitte, Integreon, Millnet.
Intella	7Safe, Evidence Talks Ltd, Forexus, IT Group, Stroz Friedberg
Intelligent Voice	Epiq Systems, PwC, Recommind
IPRO (eCapture)	Anexsys, Espion, Integreon, Legastat.
KOFAX Capture	Legastat.
Law PreDiscovery	AlixPartners, A&M, Legastat, Navigant.
MM/PC	eMag Solutions.
Nuix	7Safe, AlixPartners, Altlaw, A&M, CYFOR, Deloitte, Espion, Epiq, Ernst & Young, Forexus, Grant Thornton, Huron Legal, KPMG, Legastat, Millnet, PwC, Stroz Friedberg, Unified.
Relativity Processor	Millnet
Review & Analytic Tools	
Case Logistix	Anexsys, Legastat.
Concordance FYI	AlixPartners, Anexsys, Huron Legal, Integreon, Legastat.
iCONECT	AlixPartners, Huron Legal, PwC.
Relativity	7Safe, AlixPartners, Altlaw, A&M, Anexsys, BDO, Capita, CAS, City Docs, Consilio, CYFOR, Deloitte, DTI, Epiq, Ernst & Young, FRA, Forexus, Grant Thornton, IDS-Legal, Integreon, Inventus, Kroll Ontrack, LDM Global, Lighthouse eDiscovery, LINEAL, London Legal, Millnet, Navigant, PwC, QuisLex, Stroz Friedberg, TransPerfect Legal Solutions, XLS.
Ringtail	FTI Consulting, Grant Thornton, QuisLex.
Xera	Integreon
"All in One Products" (Both ECA and Review)	
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

Product	UK Supplier(s)
Integreon Tools	Integreon
Recommind Suite	AlixPartners, Recommind.
Stroz Software	Stroz Friedberg
Veritas Clearwell	A&M, CCL Group, CYFOR, Deloitte, Espion, Epiq, Ernst & Young, Grant Thornton, KPMG, LINEAL, Navigant, Veritas.
Viewpoint	LDM Global, QuisLex, Xerox Legal Business Services
ZyLAB Systems	ZyLAB
Digital Audio Review Tools	
Intelligent Voice	Epiq Systems, PwC, Recommind
Nexidia	7Safe, Anexsys, CYFOR, Consilio, Deloitte, KPMG.
Pre and trial room systems	
CaseLines	Netmaster
ExhibitManager	Causasoft LLC
Magnum	Opus 2 International
DTI	DTI
Zylpha	Zylpha Solutions

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 FTK SPEKTOR	Exterro Guidance EnCase UFED
Processing	Chat eDiscovery Digital Reef Index Engines Intella IPRO kCura (Relativity Processor) Kofax LAW MM/PC Nuix Proprietary Systems	AccessData Cicayda Consilio DocuMatrix eTrium ediscovery.com Review Exterro Integreon Tools Recommind Accelerate Suite Stroz Software Veritas Clearwell
Review/ Analysis	CaseLogistix Concordance ICONECT Intelligent Voice kCura Relativity Ringtail	Viewpoint ZyLAB Systems
Presentation	DTI PDF Bundling (e.g. Zylpha) ExhibitManager	Magnum CaseLines

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
Advanced Discovery	
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.
Anexsys (Formally Hobs Legal Docs)	
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.
Lighthouse eDiscovery	
DupSmart	DupSmart improves the efficiency of review by grouping similar documents together to highlight their differences and reduce individual document review in their entirety
EmailSmart	EmailSmart suppresses lesser-included portions of email threads and attachments to reduce the overall volume and inconsistency in data review

Product	Short Description
PrivSmart	PrivSmart prioritizes first-pass privilege review and automates privilege log generation by categorizing documents into groups based on their likelihood of being privilege, as well as normalizing privilege log entries automatically.
RedactSmart	RedactSmart increases speed and consistency with which redactions are applied, using programmable pattern recognition to complete hundreds of redactions in minutes.
ReviewSmart	ReviewSmart is Lighthouse's augmented technology-assisted review (TAR) solution that pairs software solutions from Equivio and kCura with Lighthouse's middleware to cut the cost of linear review through defensible machine learning.
LitSavant	
Conformity Engine	Enables any authorised user to design and implement rules which can be applied to the data entry process.
Miliyi	
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.
TSD Services	
MaxMessage	An enhanced messaging system across Relativity, giving you the ability to create and schedule messages to be sent instantly or during specific time periods to a specific user, group of users, all users in a workspace or all users in a Relativity instance. Also with the possibility of attaching files to these messages. In addition, you can keep track of message acknowledgment status (when and by whom the message has been seen, acknowledged or the attachments downloaded).
MaxBilling	An application that helps Relativity Hosting Partners and Relativity clients automate the process of customer billing within Relativity. Generate accurate and detailed, easy-to-read monthly reports with calculated costs from pre-set metrics and prices, including custom billing rates, periods,

Product	Short Description
	Tasks, Users and CaseRollup. By automatically generating bills, MaxBilling reduces the time and efforts you spent on billing, while minimizing the potential for errors.
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

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 £30 - £50 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 then 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 the 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 shown 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:

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	
			TOTAL :	**£0**		
Assumptions						
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 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 the Electronic Data 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:
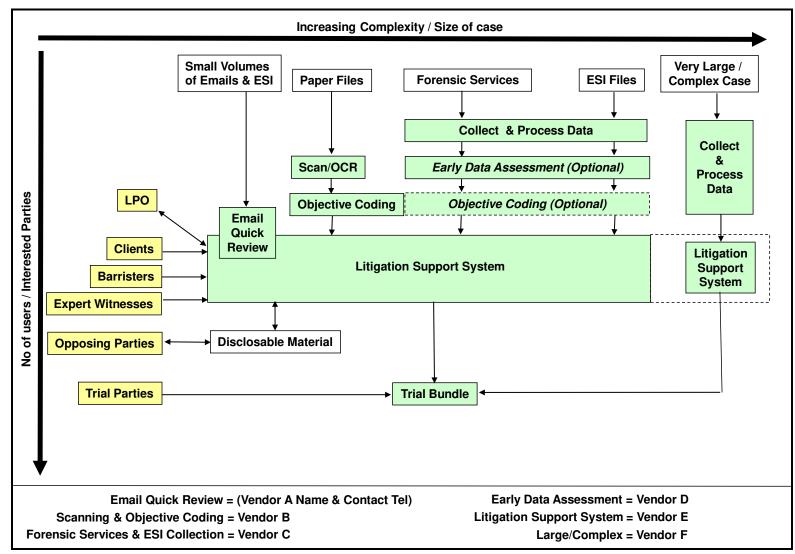
- Provision of means to securely transfer the data between [CLIENT] and the supplier, probably using a secure file transfer mechanism known as "secure FTP".

- 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.

- 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

Increasing Complexity / Size of case

No of users / Interested Parties

Small Volumes of Emails & ESI

Paper Files

Forensic Services

ESI Files

Very Large / Complex Case

Collect & Process Data

Scan/OCR

Early Data Assessment (Optional)

Collect & Process Data

LPO

Objective Coding

Objective Coding (Optional)

Email Quick Review

Clients

Barristers

Expert Witnesses

Litigation Support System

Litigation Support System

Opposing Parties

Disclosable Material

Trial Parties

Trial Bundle

Email Quick Review = (Vendor A Name & Contact Tel)
Scanning & Objective Coding = Vendor B
Forensic Services & ESI Collection = Vendor C

Early Data Assessment = Vendor D
Litigation Support System = Vendor E
Large/Complex = Vendor F

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 .

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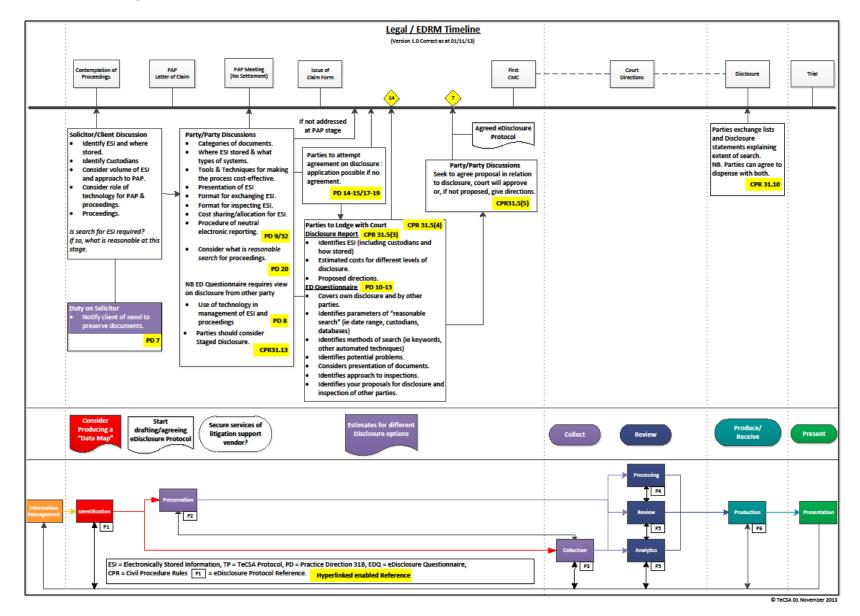
The timeline from the pack is shown overleaf and overlays the legal process with the EDRM model.

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

Legal / EDRM Timeline
(Version 1.0 Correct as at 01/11/13)

© TeCSA 01 November 2013

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

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	
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+44 207 730 9000	
123 Buckingham Palace Road, London, SW1W 9SR	
http://ediscovery.7safe.com	

Company Description

7Safe provides configurable, cost effective eDiscovery and digital forensic services to law firms and General Counsel. We were founded in 2002 and acquired by the global Management Consultancy, PA Consulting Group, in 2011.

Our approach to eDiscovery is unique

7Safe will always:

- ensure that you find our eDiscovery services "*simple to use*"

- provide you with a **fixed-price quote** for any eDiscovery matter

- use our technical forensic skills during the collection, preservation and processing of data

- accept complex challenges where innovation & adaptability are necessary to manage the risk and cost

We have many years of experience in providing eDiscovery solutions

7Safe uses a distinctive blend of highly-experienced digital 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. Popular services for new clients include:

DocReview: 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.

Doc Discovery: 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 http://www.docdiscovery.net. Over 1,100 professionals have used Doc Discovery in the last year to help them quickly explore PST files.

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.

7Safe's eDiscovery services will provide you with confidence

Our services all offer:

- *Transparency* – clients knowing **why** we are doing what we are doing

- *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.

- **information handling 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. 75% of our eDiscovery consultants are qualified Relativity Certified Administrators (RCA).

- **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 (https://www.7safe.com/research-and-insight/acpo-guidelines) 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. If time is not an issue, then we have more cost effective solutions for dispute teams working to tight budgets

- **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 secure, 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

Digital forensics and investigations

7Safe also has a leading digital forensics team who can help you with both static (device) and dynamic (network) digital investigations. Services include:

- **Digital forensic analysis and investigation**

- **Cyber incident response**

- **Forensic evidential reports and expert witness**

- **Forensic incident response design and capability development**

Information Security

Underpinning all of the above, is our absolute **focus on Information Security**. We are ISO27001 certified and members of Institute of Information Security Professionals (IISP)

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 and regulatory penalties by advising on:

- European General Data Protection Regulation (GDPR)

- Information governance & architecture

- Records management, including Legal Hold processes

- Data retention & protection.

8.1.2 AccessData Group

Keith James (EVP of World Wide Sales and Marketing)	
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3rd floor, 1 Bedford Street, London, WC2E 9HG	
www.accessdata.com	

Company Description

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.

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.

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.

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.

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.

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.

Vendor Offerings

AD Enterprise: 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.

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 colour 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

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.

8.1.3 Advanced Discovery (US)

Rick Hutchinson	
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13915 N. Mopac Expy., Ste. 210 Austin, TX 78728 USA	
www.AdvancedDiscovery.com	

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 more than 500 professionals globally working toward our clients' success. This group provides the perfect balance of technology solutions and human expertise from 14 US locations and two international locations in London and Dubai. Advanced Discovery was named one of the fastest-growing private companies in the US for four consecutive years by Inc. Magazine.

Vendor Offerings

Strategic Consulting	ESI Processing
Data Preservation and Collection	Online Hosting
Forensic Investigations	Production
Early Case Assessment	Data Analytics
Managed Document Review	

End-to-End Solution Provider

Advanced Discovery is an end-to-end solution provider, offering services and technology across the spectrum from data collection to data production. The consulting team helps 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 can also identify deleted files or file fragments found in slack or unallocated space and analyse file and system 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 proprietary 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 like 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 also have extensive experience using the Relativity Technology Assisted Review (TAR) workflow and related 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, Advance Discovery's highly trained e-disclosure processing team provides hands-on support for XpressLook, Relativity, Veritas 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 – including Orange and Blue Level Best in Service Hosting Facilities – sets Advanced Discovery apart as a Relativity Premium Hosting Partner.

Document review management is augmented by Advanced Discovery's proprietary software solution, Advanced Visibility, which is integrated into Relativity for all of the company's clients. Advanced Visibility 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 Veritas Clearwell.

8.1.4   AlixPartners

Paul Brabant (Director) Mike Brown (Director)	
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20 North Audley Street, London W1K	
www.alixpartners.com	

Company Description

AlixPartners is a global advisory firm with approximately 1,500 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, Shanghai and Seoul.

AlixPartners focuses on corporate turnarounds and restructuring, operational improvement, expert financial services (forensic accounting, quantum, and economic analysis), and information management.

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:

(a) cautiously building our team of experts distinguished by their expertise and commitment to client work;

(b) a service delivery model that emphasises accuracy, responsiveness, and accountability;

(c) investing in a data management infrastructure focused on security and performance;

(d) rigorously evaluating software platforms on a continual basis; and

(e) supporting a dedicated technology support team, to provide 24x7 software and hardware support for our clients and consultants.

Vendor Offerings

Overview

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.

Additionally, we provide secure data rooms for corporate mergers, acquisition, divestitures, and reorganisations.

Discovery Management

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.

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.

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.

8.1.5   Altlaw

Adam Page | Cheza Ross	
adam.page@altlaw.co.uk | 020 7490 1646	
cheza.ross@altlaw.co.uk | 020 7490 1646	**Altlaw**
Angel Wharf, 54 Eagle Wharf Road, London, N1 7ER	
www.altlaw.co.uk	

Company Description

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.

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.

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.

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.

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.

Client references are available upon request.

Vendor Offerings

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:

Forensic Collection & Investigation

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.

Early Case Assessment using Nuix

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.

Secure Online Review

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 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.

8.1.6   Alvarez & Marsal

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Company Description

Alvarez & Marsal (A&M) is a global professional services firm specialising in turnaround and interim management, performance improvement and business advisory services. A&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.

A&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.

Committed to its core values, A&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 3,000 professionals spanning across 48+ offices located in North America, Europe, the Middle East, Asia and Latin America, constitute a diverse group of seasoned experts.
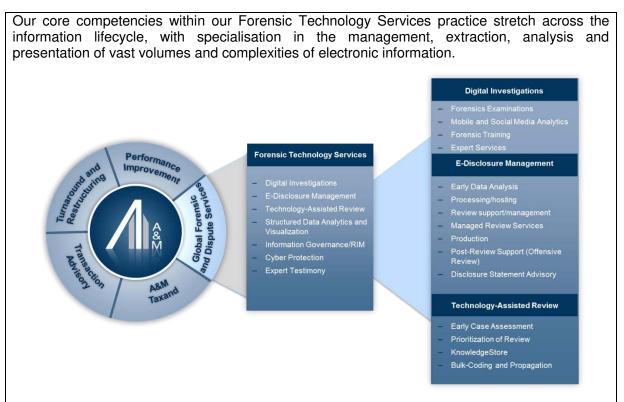
Our team of seasoned experts and dispute specialists provide end-to-end advisory services across investigation and litigation lifecycles, in context of anti-bribery and corruption, anti-cartel, regulatory inquiries, complex financial disputes, accounting irregularities, M&A disputes, security breaches, intellectual property theft, employment disputes and other general frauds. A&M's professionals includes:

- Forensic technologists;
- digital investigators;
- structured data analysis specialists;
- cyber security specialists;
- forensic accountants;
- former industry executives;
- former regulators;
- former law enforcement officers;
- PhD economists;
- banking and securities professionals;
- Certified Fraud Examiners;
- Chartered Financial Analysts; and
- former Big Four partners and staff.

Vendor Offerings

A&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.

This allows A&M to deliver rapid response to requests for electronic information; accurate results with fewer surprises; and reduction in costs by elimination of unnecessary efforts.

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, Veritas 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 5 and 8 years Relativity experience (including certified RCA's), strategically located throughout the US, Europe and Asia.

- Over 300 individual Relativity workspaces supported with more than 80M 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.

- Veritas Clearwell hosted and mobile review platform deployment and support throughout US, Europe and Asia

8.1.7   Anexsys

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Company Description

Anexsys are a Relativity Best in Service eDisclosure and Digital Forensics provider with the added offering of hard copy scanning and coding. Anexsys provides a full end-to-end solution from digital and hard copy data collection, through to processing and hosted document review. Anexsys is positioned to serve both the London and regional markets with a team of 35 operating on a 24/7 basis out of Central London, as well as 10 staff in Manchester. In January 2015, we also opened an Anexsys hub in Bristol.

Managing Director Rob Crowley brings a wealth of "big 4" experience combined with experience at predictive coding pioneers Recommind. 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.

Anexsys have a diverse litigation support skillset including experienced eDisclosure project managers who are supported by software engineers, data analysts and litigation support managers.

Vendor Offerings

Anexsys 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.

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.

Forensic data collection and analysis

Anexsys 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 evidence as part of their forensic analysis. Anexsys also has significant expertise in the collection and processing of data from mobile devices such as mobile phones and tablets including call data records.

Data processing and early data assessment

Using the market-leading Nuix platform, Anexsys 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, Anexsys also utilises Relativity's data processing technology.

Hosted document review and analysis

Anexsys offers kCura's Relativity 9.2, which is a best of breed review platform capable of supporting both small and large document reviews alike. Anexsys' 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.

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

Anexsys offer 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, Anexsys 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 Anexsys 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.

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

Anexsys offer a 24/7 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. Anexsys 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), utilising our proprietary DocumentFolio solution.

- 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 below:

Software Information

Data collection

Caine Live – using a CD/USB device (as opposed to a physical device) allows the forensic collection of multiple computers simultaneously by simply creating as many copies of the CD/USBs as there are computers. This reduces data collection costs by allowing a smaller team to collect data from multiple devices at once.

Guidance's EnCase – market-leading forensic imaging and analysis software.

Micro Systemation's XRY – forensic data collection for mobile phones and tablets.

Data processing

Nuix – a fast data processing engine which supports the widest range of file types and data sources including Microsoft Outlook (both PST and OST files) as well as Exchange databases (EDBs) and Lotus Notes mailboxes. In addition to e-mail, Nuix can also directly connect to and process data from Office 365 and SharePoint. Anexsys have programmers who can write custom scripts in order to automate and streamline the workflow which increases accuracy, and also allows us to pass on cost savings directly to our clients

Relativity Processing is a full data processing solution integrated directly into Relativity. With a streamlined workflow, it is possible to load native files into Relativity with fewer manual steps, resulting in an efficient and less error prone data processing methodology.

Hosted document review

kCura's Relativity – best of breed review platform offering both linear, and technology-assisted review (TAR) workflows. Capable of supporting everything from the smallest to the largest and most complex reviews, Relativity provides a robust, flexible and easy-to-use solution. Anexsys have some of the first UK Relativity Certified Administrators who have been using Relativity for 5 years. Anexsys are also unique in having developed a number of proprietary Relativity applications and customisations using the full range of Relativity application programming interfaces (APIs).

Nexidia – market-leading audio processing and review technology employing phonetic indexing technology in order to provide fuzzy audio search to allow for targeted audio review, rather than traditional "reel-to-reel" or transcription based review.

8.1.9 BDO LLP

William Wilkinson (Director – Forensic Technology) Clare Colborne (Senior Manager – eDiscovery)	**BDO**
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http://www.bdo.co.uk/services/forensic-accounting/forensic-technology	

Company Description

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 154 countries, with almost 64,500 people working out of 1,400 offices worldwide.

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.

Vendor Offerings

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.

- Our team has extensive experience providing fact and expert witness testimony at deposition and trial.

- 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. We offer live translation to enable reviewers to investigate non-native language documents.

- Our team provides innovative, customized, cost-effective solutions to guide counsel through even the most complex litigation and investigative matters.

Summary of Services

Forensic Technology Services

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 a& Security Audits	Technology Seminars
Data Extraction	Legal Data Hold	Human Resources: Leavers	
Regulatory 'Shadowing'	Data Analytics	Data Escrow (M&A)	
Data Provenance	Machine Translation	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. Within our Relativity environment we also offer machine translation via the SYSTRAN Relativity Connector.

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 BR Consult Ltd

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83 Victoria Street, London SW1H 0HW	Legal Technology | Digital Forensics | Litigation Support
www.brconsult.co.uk	

Company Description

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.

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.

Our bespoke applications can be tailored to client needs and integrated with proprietary software for seamless data processing and presentation.

Vendor Offerings

Digital Evidence Presentation Services (DEPS) (EPPE Application)

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:

- Audio (probe footage, 999 calls, subtitling)

- Video (multiplex, cctv, subtitling)

- Photos (live zoom, thumbnail generation, flipbooks)

- Powerpoint (seamless integration)

- 3D/interactive 3D (crime scene reconstructions, information visualisation)

- Documents (production bundles, signature/authenticity comparison)

- Website/desktop reconstructions (visualising website/file access routes)

- Interactive maps (animated, event-driven, linked media)

- Interactive timelines

Computer Forensics

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.

On/Off-site Mobile Scanning facility

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.

Media Capture & Processing

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.

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.

8.1.11 <u>CAS</u>

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<u>http://www.carillionplc.com/capabilities/support-services/advice-services.aspx</u>	

<u>Company Description</u>

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 delivering legal support services and has been in operation for over 10 years. We operate in both the public and private sector and are recognised as a leading provider of advice services, offering leadership and innovation in the expanding area of managed legal services.

We are known for our quality as well as our clear focus on competitive pricing. CAS hold the Law Society's *Lexcel* Quality Assurance Accreditation for all aspects of our service and in 2015, we were shortlisted for the In House Innovation award at the British Legal Awards.

<u>Vendor Offerings</u>

Our Team

CAS has a team of 50 Newcastle-based legal advisors who are fully qualified and experienced in handling a full range of high volume, low-to-medium complexity work. As well as working with the Carillion Group's in-house legal teams globally, CAS are a trusted partner to provide cost effective solutions to assist law firms and corporate clients.

Our personable and highly skilled team are experts at looking at legal processes and working together with clients to offer outsourcing solutions, driving down legal spend and maximising the use of resources.

Our Services

CAS has a unique and efficient operating model which combines the outsourcing and operational techniques developed from Carillion's market-leading outsourcing businesses. In addition to working with law firms**,** we are uniquely placed to supplement your own in-house legal team and deliver the cost savings that have transformed our business.

Our work includes, but is not limited to:

- Data Room Management
- Commercial support
- Litigation support
- Employment and HR Services
- Due Diligence support
- Legal Research
- General legal support

We can also offer comprehensive project management and administrative support.

Our advisors have real commercial awareness developed from their work in supporting Carillion's own in-house team. They understand the pressures and priorities of business, the culture and performance of an in-house team, and the standards, speed of response and flexibility that demands.

We have applied our in-depth understanding of these issues to drive significant reductions in cost for our client base, using cost control, process and project management disciplines together with the skills of our people, whilst at the same time maintaining a very high-quality and quality assured service.

E-Disclosure – the Review

Document review can represent the greatest commitment of time and money in litigation and disputes. CAS is able to work with clients to deliver a competent and professional document review service to organisations who need to effectively and efficiently review large quantities of documents on time and on budget, with an ongoing focus on confidentiality and security provisions.

CAS does not provide its own document review platform or software. We use our extensive experience in using major platforms such as *Relativity* and *Axcelerate* to provide a dedicated document review service once the documents have been loaded onto the platform.

CAS can provide a bespoke and tailored document review package based on the client's needs. This can include:

- An experienced and trained document review team who can work remotely or on-site.
- An experienced and dedicated project manager(s) for the lifecycle of the project.
- Competitive and transparent pricing.
- Personable staff who develop a close professional relationship with the client.A regular schedule of reporting and communication with the client.

Our document review services can include:

- Reviewing the documentation to determine relevancy.
- Categorising the documentation as appropriate.
- Considering the documentation for legal privilege.
- Carrying out quality control checks to the extent and level agreed with the client in advance.

8.1.12 Catalyst Repository Systems (US)

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www.catalystsecure.com	

Company Description

Catalyst designs, hosts and services the world's fastest and most powerful document repositories for large-scale discovery and regulatory compliance.

For over 15 years, the Catalyst team has been helping corporate counsel and law firm clients master the unique demands of complex, multi-party, multi-language litigation and regulatory matters. We specialize in helping clients streamline discovery and control review costs. We also work with a global partner network to offer products and services that cover the full spectrum of e-discovery—from collection and processing through search, analytics, review, production and trial.

Catalyst has been inducted into the Smithsonian Institute as a recipient of the prestigious Computerworld/Smithsonian Innovator Award. Since then we have repeatedly been named a top e-discovery provider by Socha-Gelbmann and medallists in the Law Technology News awards. CEO John Tredennick has been named Entrepreneur of the Year by Ernst & Young, top Colorado Technology CEO, and a Global 100 Technology leader. CFO Lewis Visscher has been named Colorado CFO of the year as well. Catalyst has been named Top Colorado Technology Company.

And, Catalyst Insight Predict was recently named "New Product of the Year in 2015 by Legal Technology News.

Vendor Offerings

Catalyst's secure, web-based systems help corporations and counsel manage electronic discovery and other complex legal matters. Our e-discovery platforms help clients save on e-discovery costs by reducing document populations and making reviewers more efficient.

Our platforms are delivered as hosted services via the Internet cloud. There's no hardware to purchase, no software to maintain and no technical staff to hire. We cover the heart of the litigation lifecycle: from processing and early case assessment, to search, analytics, review and production.

8.1.13 Causasoft LLC (Switzerland)

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www.exhibitmanager.com	

Company Description

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.

Vendor Offerings

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.

Litigators and arbitration practitioners from many jurisdictions are currently using ExhibitManager.

Causasoft also offers ExhibitManager **trainings** onsite and remote for your team.

For more information see the entry for ExhibitManager in the software section, or learn more about ExhibitManager on our web site

8.1.14 CCL Group

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www.cclgroupltd.com	

Company Description

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.

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.'

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.

CCL's partnerships with leading technology providers such as Veritas Clearwell, Nuix and Guidance Software mean that we provide the solution that is right for our clients' needs and budget.

Vendor Offerings

Summary of services

- Part 31 e-disclosure services
- Part 25 search and seizure orders
- Digital forensics
- Data collections – forensic and non-forensic
- Forensic internal investigations
- Part 35 expert witness services
- Consultancy
- Scoping and mapping
- Imaging
- Pre-processing/early case assessment
- Processing
- Analysis
- Production
- Project management
- Voice and chat processing
- Managed review

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.

8.1.15 Cellebrite

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68 Lombard Street, London, EC3V 9LJ	
http://www.cellebrite.com/mobile-forensics	

Company Description

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.

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.

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.

There are more than 20,000 UFED units deployed to law enforcement, police and security agencies in more than 60 countries.

The company employs more than 300 people of whom 170 are engaged in R&D.

Vendor Offerings

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.

8.1.16 Cenza Technologies

Nigel Murray Adi Mirza	
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19-21 Crawford Street, Suite 368, London, W1H 1PJ	
www.cenzatech.com	

Company Description:

Cenza is an established provider of offshore legal services. We offer a comprehensive range of legal and business support services to law firms, consulting firms, corporate law departments and financial services clients. With a 15-year track record in outsourcing and a commitment to client satisfaction, Cenza is your trusted legal services partner. We are ISO certified for Quality Management System (ISO 9001) and Information Security Management System (ISO 27001).

Services:

Litigation Support

- Unitising, objective & subjective coding
- UK/EU hosted coding solution
- OCR & clean-up, Excel formatting
- File conversions, Redaction, De-Duplication

Contract Management

- Creating and managing contract databases
- Contract audit and abstraction
- Contract document formatting and hyperlinking
- Monitor obligations and manage amendments

Financial Services

- ISDA Documentation
- KYC Documentation

Document Production

- Legal word processing
- Legal middle back-office support functions

8.1.17 <u>cicayda LLC (US)</u>

Billy Hyatt, Chief Executive Officer	
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222 2nd Ave North Ste 100, Nashville	
TN 37201	
<u>www.cicayda.com</u>	

<u>Company Description</u>

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.

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 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.

<u>Vendor Offerings</u>

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.

8.1.18 CityDocs

Peter Lawson | James Merritt	**CityDocs**
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The Willows, 80 Willow Walk, London, SE1 5SY	
www.citydocs.co.uk	

Company Description

CityDocs are back in the Forensic and eDisclosure market place after a break of five years since their previous success with Trilantic, launching a new business division - CityDocs Forensic Technology & eDisclosure.

Now under the stewardship of Peter Lawson and James Merritt, CityDocs' philosophy is based on making Forensic Technology and eDisclosure accessible to all through the use of a simple, cost effective and easy to understand subscription-based pricing model.

CityDocs delivers end to end solutions right across the electronic discovery reference model (EDRM), from identifying potential sources of electronically stored information (ESI), through to presentation in court, while being able to leverage the vast printing capabilities of the CityDocs brand.

Established in 1999, CityDocs has invested in a £2 million+ infrastructure across 3 sites, delivering true 24/7 outsource print solutions through its own team of in-house engineers. CityDocs is currently the sole provider of hosted eBible solutions for one of the top 5 global law firms.

Our team has successfully delivered offsite projects on a global basis, including:

- Forensic collection, on-site data processing and hosting review using Nuix and Relativity in South America

- Supported review teams using a bespoke processing and review platform across multiple projects in Luxemburg, Moscow and London

- Processing 2.76 million documents across a 25 man team in Scandinavia

- Last minute legal document processing in Geneva, after receiving a call on Friday evening and being fully operational by Monday morning

- Over 100,000 high profile documents processed in Guernsey

- Multiple site document processing in Serbia across over 500 man hours

- Specialised document services to clients based in Singapore and Dubai

Our accreditations:

- ISO's 9001, 14001 and 27001;

- CDaCT (Certified Data Collection Technician);

- Relativity Certified Administrator;

- And (to our knowledge) remain the only fully certified LAW PreDiscovery team in the UK trained directly by LexisNexis.

Vendor Offerings

CityDocs provides legal, finance and corporate professionals with accurate, reliable and cost effective solutions across the entire Electronic Discovery Reference Model.

With Relativity as the hosting partner of choice, alongside Nuix and LAW as the processing partners, CityDocs have teamed up with industry leading platforms to deliver world class electronic disclosure and digital forensics solutions.

CityDocs' scalable services include identification of ESI, preservation, data collection, processing either in Nuix or LAW (depending on preference), supporting document review, analysis of data, and preparation and production of ESI using the CityDocs vast expertise in printing.

An exclusive partnership with a global data centre provides CityDocs with capabilities in USA (4 locations), Canada (4 locations), UK and Hong Kong, allowing for quick setup and access within key strategic regions.

A holistic approach to eDisclosure, combined with the philosophy of enabling widespread accessibility through a bespoke subscription-based pricing model, ensures that all companies large and small can see value and benefit from CityDocs' total solutions.

On-site Solutions

We can collect, process and host your data on your premises, should your project demand. This enables you to keep complete control and visibility of your data at all times, on either small or large scale projects.

8.1.19 CloudNine (US)

Brad Jenkins	
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www.CloudNineDiscovery.com	

Company Description

CloudNine empowers legal and business professionals with eDiscovery automation software and professional services that simplify litigation, investigations, and audits for law firms and corporations.

Founded in 2002 and based in Houston, Texas, CloudNine is a technology company with deep expertise in the analysis, processing, and review of electronically stored information (ESI). The company's flagship offering is its cloud-based, Software-as-a-Service (SaaS) delivered, simplified eDiscovery automation software, also known as CloudNine. This eDiscovery automation software streamlines the discovery, investigation, and audit process for attorneys and compliance managers and is currently used by more than 50 of the top 250 Am Law firms as well as extensively used in many of the world's leading corporations. The company also offers a complete portfolio of eDiscovery professional services including computer forensics, managed services, managed review, and eDiscovery consulting. These software and professional services enable CloudNine clients to experience the simplicity of self-service supported by the power of a full-service eDiscovery provider. Learn more at CloudNineDiscovery.com.

In addition to its software and professional services, CloudNine also provides extensive education to eDiscovery practitioners as highlighted by its publication of the *eDiscovery Daily* Blog. Authored and edited by industry expert Doug Austin, the *eDiscovery Daily* is the go-to resource for thousands of eDiscovery and eDisclosure professionals seeking to keep up with the latest news and case law in the world of digital discovery. The *eDiscovery Daily* is also an education partner with the EDRM, the industry leader in creating practical resources to improve eDiscovery and information governance. Learn more at:

 CloudNineDiscovery.com/eDiscoveryDaily.

Vendor Offerings

CloudNine's offerings allow clients to experience the speed and simplicity of secure, self-service eDiscovery automation as well as the power of a full-service eDiscovery provider. These capabilities help attorneys and compliance professionals to analyze, process, review, and produce electronically stored information in the conduct of litigation, investigations, and audits.

Simplified eDiscovery Automation Software

CloudNine, the company's proprietary eDiscovery automation software, is a secure, web-accessible, SaaS-delivered offering that allows clients to immediately upload, review, and produce electronic documents. Key capabilities of this easy-to-access platform include:

- Robust **Early Data Assessment** to allow for early and informed decisions.

- Complete **eDiscovery Processing** to convert and reduce documents for manageable review.

- Intuitive **Online Review Tool** for effective and efficient document review.

- Flexible **Production Functionality** that generates production and privilege logs while eliminating the need for additional processing after export.

These capabilities are delivered from the security of a protected cloud environment owned, operated, and managed by CloudNine. Operating from a TIA Tier IV Certified, SSAE 16 Certified, Leed Certified data centre, CloudNine's security keeps sensitive documents out of the public cloud and away from non-secure customer services while providing clients the comfort of always knowing precisely where data is stored and located.

CloudNine offers both pay-per-use and pay-for-hosting subscription pricing models to deliver simple, low-cost eDiscovery pricing with no surprises.

Complete Portfolio of Professional Services

CloudNine complements its simplified eDiscovery automation offering with a complete portfolio of professional services delivered by an experienced team of information technology, project management, and legal professionals. These professional service offerings include but are not limited to:

- eDiscovery Consulting

- Computer Forensics (Remote and Local Collections)

- Managed Services (eDiscovery)

- Managed Review

- Online Hosting

- Data Conversion

- Document Imaging, Scanning, and Coding

A complete overview of available services can be found online at CloudNine.com.

8.1.20 Codex Global

Rupert Foster	
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Codex Global, Atlantic House, 351 Oxford Street, London, W1C 2JF	
www.codexglobal.net	

Company Description

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.

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.

Translation

We offer high quality translation & 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.

Multilingual Document Review

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.

Interpreting

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.

8.1.21 Consilio

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www.consilio.com	

Company Description

Established in 2002, Consilio is one of the largest global eDisclosure and document review services providers, with extensive experience in litigation and antitrust matters and internal and regulatory investigations. Recently joined with Huron Legal and Proven Legal Technologies, Consilio supports law firms and corporations with innovative software and cost-effective, end-to-end litigation services that include eDisclosure, document review, information governance and compliance, law department management, contract management and legal analytics. 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.

Consilio operates one of the industry's largest suites of eDisclosure services that includes data collection, complex data processing, document hosting, eDisclosure consulting and technology, digital forensic services and document review services. The company 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. Consilio's experts speak more than 10 languages and its technology is 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 offices and data centres are located in London, Brussels, Amsterdam, Munich, Frankfurt, Zurich, Dublin, Bangalore, Gurgaon, Hong Kong, Tokyo, Los Angeles, Chicago, Houston, Washington, D.C. and New York.

Vendor Offerings

Consilio provides a range of services to assist law firms and corporate clients involved in litigation, arbitration, regulatory investigations, internal investigations and competition matters.

eDisclosure Consulting

Consilio delivers practical advice on approaches to eDisclosure projects, from initial scoping, 'data mapping', EDQ drafting, production of eDisclosure budget estimates and CMC support. It provides 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 and Collections 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 infringement of intellectual property rights, 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 reports or testimony.

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.

8.1.22 Control Risks

Satinder Soni (EMEA Associate Director, Legal Technologies)	**Control Risks**
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Cottons Centre, Cottons Lane, London SE1 2QG	
www.controlrisks.com	

Company Description

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.

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.

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.

Vendor Offerings

Electronic Disclosure

Control Risks' offers eTrium™, Control Risks' hosted proprietary review tool, as well as Nuix and Relativity.

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.

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.

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.

Digital Forensics

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

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.

8.1.23 Critical Data Services

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Company Description

Critical Data Services (CDS) was established in Dublin in 2004 to serve the hard disk recovery needs of clients based in Ireland and further afield.

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.

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.

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.

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.

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.

Vendor Offerings

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.

- 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.

- 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.

- 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.

- Defensible Deletion Our leading-edge processes can be used to rapidly identify

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

8.1.24 CYFOR

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Company Description

Established in 2002, CYFOR has secured itself as a leading eDiscovery and Digital Forensics service provider and authority across the UK, Ireland and worldwide. CYFOR offers extensive expertise and industry knowledge coupled with proven techniques and cutting-edge technologies to some of the most reputable law firms, companies, law enforcement agencies, public and private institutions.

Headquartered in Manchester with additional offices in London, Aylesbury, Edinburgh and Dublin (including two secure operation centres in the North and South). CYFOR has a team of experts providing national and international coverage for a range of cases varying in size, value and scope, from commercial litigation and dispute resolution to serious fraud and criminal offences.

With over a decade's experience in handling clients' electronic data, and a proven track record of assisting clients to manage data connected with litigation or regulatory enquiries, CYFOR has gained considerable experience with small, medium and large scale cases and volumes of data.

The company's portfolio of clients reflects its excellent reputation within the diverse sectors 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 investigations worldwide including Europe, North America, Asia and the Middle East, CYFOR is well placed to offer local expertise within a global context.

New Developments in 2016

- CYFOR upgrades its Relativity infrastructure to the latest version 9.3, including visual analytics

- CYFOR has a roadmap to ISO 17025 accreditation in accordance with the Forensic Science Regulators guidelines

- CYFOR upgrades its London facility and expands London-based team

- CYFOR experts attain Relativity Certified Administration

- CYFOR opens offices in Dublin and Edinburgh

CYFOR – Highly Experienced Team

With a team of highly skilled digital investigators, project managers and support staff, CYFOR possesses the resource capability to deploy personnel as soon as instructions are received. All teams are led by investigators with military or law enforcement backgrounds and are therefore comfortable working in politically-sensitive and militarily-active environments.

CYFOR has earned a number of industry-recognised accreditations including:

- ISO 9001

- ISO 27001

- UKAS Management Systems

- ISO 17025 (Roadmap for completion)

CYFOR Core Services

The core services provided by CYFOR are:

- eDisclosure;
- eDiscovery;
- Digital forensics;
- Data hosting;
- Search and seizure;
- Data collection;
- Intelligence gathering;
- Remote data collection;
- Deleted data recovery;
- Mobile phone investigations;
- Computer forensics
- Cell site analysis;
- Audio visual forensics;
- Audio transcription;
- Audio translation;
- Data translation;
- Part 35 expert witness service;
- Forensic readiness planning;
- Litigation readiness planning.

eDiscovery – Dedicated Expertise and State Of-The-Art Tools

CYFOR provides configurable and simple-to-use eDiscovery 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 data should the need arise while ensuring the data is forensically preserved including all crucial metadata.

CYFOR's Civil Investigations & eDiscovery team offers a comprehensive eDiscovery 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.

<u>Vendor Offerings</u>

CYFOR's Comprehensive Vendor Offering

CYFOR offers a complete range of consulting and technologies across the full spectrum of computer forensics and eDiscovery, 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 eDiscovery (EDRM) life-cycle, and to develop the right strategy addressing data defensibility and proportionality. This 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 9.3 (including Relativity Analytics);

• Relativity Processing;

• Nuix;

• Veritas Clearwell;

• Encase;

• Encase Enterprise;

• Encase eDiscovery;

• Nexidia;

• EDT

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 eDiscovery 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 eDiscovery matter for full review using Nexidia.

8.1.25 <u>Deloitte LLP</u>

Kelvin McGregor-Alcorn (Director Deloitte - Head eDiscovery) Peter Robinson (Head of eDiscovery)	**Deloitte.**
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http://www.deloitte.com/view/en_GB/uk/index.htm	

Company Description

Deloitte LLP operates in 170 countries and has an annual turnover of $27 billion.

Over 1000 professionals across the globe are entirely focused on the provision of Deloitte's Discovery Consultancy, fully integrated e-Discovery services and technologies.

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.

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.

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.

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.

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.

Deloitte provides e-Discovery services on cases of all sizes – from tens to hundreds of Gigabytes and Terabytes.

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..

Deloitte specialises in the discovery of structured data – databases, telephones, SAP, ledgers, Instant Messaging etc.

Deloitte specialises in Audio Discovery technologies and services.

Deloitte specialises in Cyber Crime consultancy, technologies and services.

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.

Please see : http://www.deloitte.com/view/en_GB/uk/about/index.htm

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.

8.1.26 DTI

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Company Description

Legal Outsourcing Solutions from DTI

DTI is a leading 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. The extensive experience in eDiscovery, managed services, litigation support and court reporting is unmatched in the industry. To learn more about DTI's global footprint, flexibility, capacity and world-class project management, visit www.DTIglobal.com.

Our operations centre is ISO-27001 certified. After successfully completing 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, and the provider of eDiscovery, hosting, court reporting and EPE services for the Litvinenko Inquiry, and the preceding Inquest, to name a few. DTI also holds the ISO-9001 accreditation relating to quality management policies and procedures.

Vendor Offerings

eDisclosure Consulting Including Information Governance, Litigation Readiness and Legal Hold

Legal disclosure 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 organisation is developing a plan to address disclosure in a costs proportionate manner, calculating costs and submitting budgets, or actively collecting, processing and reviewing documents our consultants can help your team reduce risk, save money and establish a strong foundation for managing your disputes.

Forensics and Expert Services

The computer forensics professionals at DTI have the technical skills necessary to assist organisations with collection of electronic evidence in many types of investigations supported with full chain of custody. 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 whether the requirement is for national support or for multi-jurisdictional matters. In the ESI processing and hosted review phases, our technology professionals use proven data management strategies including filtering, de-duplication, metadata extraction, content analytics, and early case assessment prior to delivering targeted document sets to the review teams for further analysis and review. All DTI processing capabilities include support for multi-language ESI where documents in languages other than English can be identified and appropriate workflows implemented to ensure that these are reviewed by teams with the appropriate skills.

Analytics and Technology Assisted Review

DTI offers a full suite of analytical and assisted review tools which can be deployed to address the challenges presented by large document collections. Our team of specialists have unrivalled experience in guiding and support clients who wish to use these technologies in order to create workflows that allow for fast, efficient and dependable review of documents which are proportionate to the value of the overall claim.

Managed Document Review and Project Management

DTI offers high quality and cost effective managed review services on-site at client locations and through our highly secure network of DTI owned and operated at our secure document review centre in London and at other facilities in the USA. Our experienced team of review professionals consult closely with our clients to ensure that teams are assembled to address specific client and case needs and that from start to finish the review is managed efficiently. Our review teams also work closely with our processing teams to ensure that through a combination of technology and dedicated human review an end to end workflow is devised which is dependable, cost effective and delivered to deadline.

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 and options. DTI's experience has been that where it is possible to employ smaller, more experienced teams this brings better value to our clients. 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 recognises 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.

Transcription Services

DTI 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. Electronic presentation of evidence and Interpreting.

Automatic Language Identification / Machine and Human Translation

With the increase in cross-border matters, DTI can assist with a number of language solutions. Automatically identify languages across a large document population to create efficient workflows and ensure the right documents are delivered.

Interpreting Services

To complete our language services, DTI 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.

Software

eDiscovery

Proprietary

- None

Third Party Licensed

- kCura Relativity – eDiscovery processing and hosting
- NUIX – eDiscovery processing
- Ipro (eCapture and Automated Digital Discovery) – eDiscovery processing

Court Reporting

Proprietary

- DTI | Link – web based interface to the deposition content DTI manages for customers as well as a deposition calendar
- Custom Client Landing Page - web-based form tailored to a specific client for them to easily schedule upcoming depositions. Scheduling data is then input into DTI | Link
- Total Transcript – enables clients to easily view/copy files from the CD/DVD we provide as part of the hardcopy deposition deliverable

Third Party Licensed

- EDepoze - cloud based electronic exhibit live real time presentation and introduction at deposition
- Yeslaw - cloud based video deposition management, repository, video sync, clip creation
- LiveDeposition - video and real time text streaming for remote depositions - two way communications not just streaming text or video out only
- LiveNote - case level transcript exhibit management, real time streaming
- CaseNoteBook case level real time and transcript & exhibit management
- Case CATalyst by stenograph - Wi-Fi text real time streaming

8.1.27 <u>edt</u>

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<u>www.discoveredt.com</u>	
<u>Company Description</u>	
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.	
<u>Vendor Offerings</u>	
Software provided – EDT. Covers case lifecycle from processing to production in one tool. Training and certification programs available.	

8.1.28 eMag Solutions

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Company Description

With over 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.

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.

Vendor Offerings

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.

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.

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.

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.

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.

• Secure, purpose designed UK facilities

• Solution for all tape types and formats

• ISO 27001

• Full service available on-site anywhere in the world

• eMail, Voice & Instant Messaging solutions

• Highly scalable solutions to cater for any volume of tapes

8.1.29 <u>Epiq Systems</u>

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<u>Company Description</u>

Epiq Systems (NASDAQ: EPIQ) is a leading provider of global services for the legal profession. Epiq's services include integrated eDisclosure products and managed services (in May 2015, Epiq acquired Iris Data Services), as well as, bankruptcy, class action and mass tort administration.

As a global leader in providing best-quality legal technology products and services for electronic disclosure and document review, we tailor our approach to our clients' needs—no matter the location, size or complexity of the project.

From collection and processing through hosting and document review services, Epiq's products, subject-matter expertise and worldwide presence provide the legal community with secure and reliable disclosure solutions.

We offer project-by-project services, managed services and enterprise-level solutions. Epiq provides local expertise backed by a global network, so our clients can get the specialised support they need, wherever they need it.

We operate SSAE 16 and ISO 27001 certified data centres around the world, all with hardened exteriors sitting on dual power grids, employing generator backup and 24/7/365 closed circuit and manned monitoring. Our project managers coordinate with our global teams to provide seamless, reliable, around-the-clock client support.

<u>Vendor Offerings</u>

eDisclosure Services

Epiq offers a breadth of eDisclosure solutions, including data collection, forensic analysis, processing, hosting, document prioritisation and production. We offer clients a single point of accountability for all eDisclosure needs.

- Data Collection: Epiq is uniquely equipped to handle worldwide projects—we have experts around the world, the ability to deploy teams on-site globally, and the experience to navigate through country-specific data protection laws.

- Processing: We provide global processing using industry-leading third-party tools such as DMX^{TM} (DocuMatrix®) and Horizon^{SM}, a processing workflow that seamlessly integrates leading processing applications such as Nuix and kCura's Relativity®.

- Hosting: Epiq offers both DMX (DocuMatrix) and Relativity, two of the leading processing and document review platforms on the market.

- Document Prioritisation: Epiq's document prioritisation services and software, proprietary hosting and predictive coding solutions are available globally and can be deployed on-site.

- Production: High-volume capacity and a wide range of subject-matter expertise.

Managed Services

Managed Services offers a holistic, enterprise-wide approach to eDisclosure. It eliminates the need to shoulder the upfront costs of purchasing hardware and software. Epiq provides every capability needed to reliably perform eDisclosure.—

software, hardware and processes—but most importantly, we provide the workflow management to make these capabilities work together. Epiq works with our clients to design a managed services package to suit their capacity and workflow requirements at a fixed monthly cost.

Horizon^{SM} is managed services processing that gives you a tailored mix of capacity, scalability and workflow. Horizon enables you to take advantage of the most advanced industry tools while ensuring the processes around those tools are customised to the unique needs of your organisation. By licensing Horizon, you avoid the limitations of each individual application and are guaranteed the capacity for expansion. Horizon gives you the results you need without the hardware or software investment.

Arc^{SM} is your own Relativity® environment for a fixed monthly fee: it eliminates the need for large, initial capital expenditures for hardware infrastructure or software licenses. The Arc platform includes unlimited use of email threading, near de-duplication, clustering and predictive coding. With Arc, a single dashboard provides administrative control over cases, users and security. Additionally, you get instant reporting on storage, users, custodians and attorney review speed and quality. Arc gives you one of the best review applications on the market at a predictable cost and without an upfront investment in hardware or software.

Professional Services

Our global consulting team offers expert services in disclosure preparedness, litigation and practice support, litigation and dispute services, records management, early case assessment (ECA) and information governance. We also have expert services available in law department strategy and technology planning and implementation.

Epiq Mobile Solutions

Our Mobile Solutions ensure compliance with data and privacy regulations and corporate cyber-security protocols. Epiq's suite of on-site solutions coupled with our document review services allow you to conduct investigations wherever and whenever the need arises.

8.1.30 Ernst & Young

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Company Description

EY has been providing end-to-end eDiscovery services for over a decade. Our ability to offer seamless integration from one stage of the eDiscovery life cycle to the next reduces the risks and costs associated with managing multiple service providers. We strive to provide high-quality services to help clients respond to litigation, regulatory requests and contentious matters through a consistent, global eDiscovery methodology including quality and risk management procedures for the entire eDiscovery process.   Our multi-disciplinary capabilities allow us to effectively leverage across allied practice areas such as IT forensics, data analytics, cybersecurity, information governance, data privacy, eDiscovery advisory and managed document review services.

Our sector oriented strategy aligns with our clients' diverse businesses, bringing in subject matter professionals with deep industry knowledge. Our teams are familiar with local data transfer and privacy rules, state secrecy laws and other local requirements affecting eDiscovery, thus enabling us to effectively escalate issues with internal and external counsel and provide guidance. EY's common global technology platform is designed to manage small and large, common and complex challenges. For large matters, we have standardised on several advanced hosting and review platforms. From any Internet-enabled location, our systems are accessible to clients online; where privacy concerns dictate alternate delivery, data can be rapidly deployed locally. We have more than 40 forensic labs with capabilities in more than 90 countries. EY's Mobile Data Center is designed to provide our clients with in-country processing, hosting and review. With this structure in place, our team provides the benefit of leading practice information technology resources, while maintaining the flexibility and scalability to test and implement enhancements required to meet our clients' evolving eDiscovery needs.

Vendor Offerings

eDiscovery investigations and engagement support

- **Preservation, Legal Hold and Collection of Electronically Stored Information (ESI)**

  Perform time-critical forensically sound data preservation and collection activities globally and simultaneously.

- **Computer forensics, data mining and analysis**

  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.

- **Managed Document Review**

  Provision of qualified legal and investigative reviewers in a dedicated facility to perform cost efficient and detailed evaluation of document sets relating to a wide variety of legal and contentious matters. Our Managed Document Review services can also be delivered via tailored, scalable and secure online

review environment, focused on injecting the right people, process and technology into the document review schedule.

- **Structured and Unstructured Data Analysis**

  Utilising data processing technologies to normalize unstructured data types, from various systems enabling instant messages, emails, audio and extracted structured datasets to be ingested into a unified platform, acting as an effective portal to heterogeneous information.

- **Early case assessment**

  Rapidly narrow the corpus of ESI through triage data collection so that the most relevant information is targeted for 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. Intelligent prioritisation of information through the use of technology aims to reduce the time and cost associated with the evaluation of potentially relevant or non-relevant documents as the matter may dictate.

- **Managed Services**

  Taking away the challenge of day-to-day eDiscovery management.

  By gaining an understanding of your business challenges, our eDiscovery Managed Services team are able to leverage extensive knowledge coupled with technology to provide a transparent approach to our managed service offering, bringing cost efficiencies, risk reduction and improved quality to our clients.

8.1.31 Espion (Ireland)

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Company Description

Espion - managing and securing corporate information

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.

- We are Certified Registered Ethical Security Tester (CREST) members
- We are ISO 27001:2013 – Information Security Management System – Certified and ISO 9001:2008 – Quality Management System – Certified
- We are multiple winners in the Deloitte Technology Fast 50 since 2006
- We have more than €1.3 million in research funds with partners throughout Europe
- We have trained and helped certify over 5000 Security professionals

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.

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.

Service Provider & Technology Reseller

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.

Global Knowledge

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.

Local Presence

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.

Unparalleled Experience

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.

Superior Service Delivery

We follow industry defined best practices and utilising the most advanced technologies available allows clients to make informed decisions for their specific requirements.

Technology partners

- **Veritas –** Veritas eDiscovery Platform (powered by Clearwell)

  Gold Partner

  Espion has 8 certified technical specialists in the Veritas eDiscovery platform

- **Nuix**

  Premier Partner

- **Brainspace Discovery**

  Premier Partner

- **Ipro**

- **Relativity**

- **Guidance Software**

- **Cellebrite**

- **Voci**

- **Brainloop**

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

8.1.32 Evidence Talks Ltd

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www.evidencetalks.com	

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.

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.

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.

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.

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.

Vendor Offerings

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.

Software:

SPEKTOR® Forensic Intelligence

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.

SPEKTOR® Drive

The same powerful capabilities as SPEKTOR Forensic Intelligence *(without the mobile phone module)* on a bootable thumb drive that runs on any compatible PC platform.

Professional Services:

Forensic Incident Response:

Rapid onsite or lab based data preservation and collection services from any digital systems including PC's Servers, NAS, SAN and tapes.

Forensic Investigations:

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.

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 e*xternal 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.

8.1.33 Exigent Group Limited

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Company Description

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 nine cities globally and delivery centres in South Africa, Australia and India. Our offering spans a range of services useful to any lawyer or corporate legal team. Exigent is now firmly established as one of the largest LPO industry players with market leading contract management technology and expert software development capabilities. The services listed below are indicative of Exigent's ability to weave process, technology and legal services together, tailoring each service to our clients' needs.

Vendor Offerings

LEGAL SERVICES

- Commercial Support
    - Contract Analytics
    - Contract Drafting
    - Contract Management
    - Contract Management Strategy
    - Contract Workflow And Process
- Litigation And Claims Support
    - Advanced Analytics and TAR
    - Early Case Assessment
    - E-discovery
    - Data Identification, Collection and Preservation
    - Document Management Advice
    - Litigation Support Helpdesk
    - Managed Review
    - Objective Coding
    - Presentation - (trial preparation - witness statements, evidence pack collation and bundling)
    - Production
    - Project Advice
- Corporate Compliance
- IP Management and Administration (Network of Foreign Counsel)
- Immigration Support
- Knowledge Management
- Legal Research

- Foreign Language Support (network of language specialists)

ADVISORY SERVICES

- Business Analytics

- Business Transformation

- Change Management

- Process Development (LPI)

EXIGENT VIRTUAL SUPPORT

- Business Development and Marketing Support

- Creative Support

- Document Services

- HR and Finance Support

- IT

- Legal Support

- Secretarial Support

SOFTWARE:

Exigent Chameleon - Contract Lifecycle Management Solution and Services

Exigent Chameleon solution and services are much more than a contract management solution. It's the winning combination of a robust commercial risk management platform, a proven methodology and an in-depth advisory support service available globally 24/7.

Exigent Chameleon takes familiar contract terms and gives them commercial value so that you can collaborate with all departments to deliver business insight. It compares contracts and highlights where the hidden value lies, sees possible risk areas and flags unusual patterns and anomalies that might be of interest or critical importance.

Chameleon is designed to be both an operational and strategic service. It allows for the active management of contracts during their lifecycle and it also enables the business to leverage their contracts in a more strategic way by treating them as commercial assets. By doing this, General Counsels and the C-Suite gain insight, not only into the obligations contained in their contract portfolio, but also revenue, cost reduction and performance management opportunities hidden therein. This aids responsive decision-making in rapidly changing, challenging and complex market conditions.

Chameleon Insight is an industry leading business analytics and reporting platform that delivers insightful reports to your desktop, tablet or mobile.

8.1.34 Exterro, Inc (US)

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Company Description

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.

The Preferred Choice of the Fortune 500

60% of Exterro's clients belong to the Fortune 500 and include such notable brands as Allstate, Starbucks and United Health Group. 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.

A Recognized Market Leader

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, 2014 and 2015.

Extensive Partner Network

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.

Vendor Offerings

The Exterro E-Discovery Software Solution empowers in-house legal teams to **take complete control of e-discovery projects from identification to production**. It comprises the below Exterro software solutions that can be deployed on premise or in the cloud:

EXTERRO DATA MAPPING

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.

EXTERRO LEGAL HOLD

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.

EXTERRO E-DISCOVERY DATA MANAGEMENT

The sole data management solution on the market that identifies the most important ESI before collection. Leveraging advanced analytics and predictive technologies, in-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.

EXTERRO EMPLOYEE CHANGE MONITOR

Employee Change Monitor reduces operational risk by replacing error-prone manual processes with automated, pre-defined actions appropriate to employee status changes. Employee Change Monitor mitigates the risk of electronically stored information (ESI) spoliation and court sanctions when employees under a legal hold depart or change roles.

EXTERRO FILE ANALYSIS

Exterro File Analysis provides the critical foundation for any Information Governance project by delivering key insight into your unstructured data assets

8.1.35 <u>Forensic Risk Alliance</u>

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Company Description

FRA is a market leader in regulatory compliance, financial investigations, and data analytics. We specialize in supporting clients facing cross-border litigation, multi-jurisdictional investigations – internal and external – and compliance program design and testing. We are expert providers of litigation support, forensic accounting, international eDiscovery, and data forensics. We offer hosted data centres in Switzerland, France, UK, Canada & United States. Our mobile hosting solution has also been deployed in Europe, Asia, South America Russia including several FSU countries.

We support our clients by providing eDiscovery services, forensic accounting, and data analytics in a variety of contexts, including:

- International data collection, data forensics, and eDiscovery and data transfer with particular expertise in data protection, Blocking Statutes, state secrecy in dozens of jurisdictions;

- 100% portable data processing anywhere in the world – FRA's Mobile Solution allows for forensically sound data collection, processing and review in country with immediate results;

- Anti-corruption (FCPA, UK Bribery Act, etc.) investigations, compliance program design, review, and testing;

- Compliance monitorships post government settlement;

- Anti-money laundering and Counter Terror Financing investigations, compliance program design, review and testing;

- Sanctions (OFAC, EU, etc.) investigations, compliance program design, review and testing;

- Pre and Post Acquisition Due Diligence (with an emphasis on compliance related risk);

Our expertise has consistently been valued by regulators worldwide, including the: US DOJ, US SEC, US Congress, New York Department of Financial Services, UK SFO, Swiss and French authorities, European Commission, the World Bank, the Asian Development Bank, and the African Development Bank.

Our team is comprised of experienced financial analysts, former investment bankers, forensic accountants, software engineers, certified computer examiners, and eDiscovery and data experts, including native and fluent speakers of English, French, German, Spanish, Portuguese, Italian, Russian, Ukrainian, Arabic, and Chinese.

<u>Vendor Offerings</u>

Project Management

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.

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. Our consultants have implemented strategies to handle data retention, storage and destruction best practices in a variety of contexts such as cloud, data consolidation and migration.

Forensic Data Collection

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.

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. Client data can be hosted in FRA data centres in Switzerland, France, UK, Canada & United States. Alternatively we can deploy a brief case sized mobile solution which can be located behind a corporate firewall. Both technology solutions, contain our standard technology meaning data can be easily de-duplicated across multiple jurisdictions. Document review can then be conducted in kCura's Relativity review platform.

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

8.1.36 Forexus (Switzerland)

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Company Description

Forexus is a specialized eDiscovery, IT Forensics and Data Analytics service provider based in Zürich (Switzerland). We support litigation and investigation offices on the Swiss and European market with experienced professionals. Through innovation, automation and continuous investments into technology, we are able to process vast amounts of data in a short time-frame and help you to find all relevant data for your investigation.

Over the past years our consultants have worked on some of the largest cross border eDiscovery cases and they have gained substantial experience on data privacy and blocking statutes. In cases where the desired technology is inexistent, we create tailored solutions for our clients to achieve the best possible results.

An additional field of expertise we have is processing of Instant Messages (chat) and SWIFT messages (for sanctions jobs) which can be stored in a variety of formats and systems. For those types of data we developed sophisticated software solutions which format the data in a reviewer friendly format and reduce the review efforts by 40% compared to traditional solutions.

Vendor Offerings

Forexus provides the following services on the Swiss and European market:

eDiscovery: Consulting, Managed Services, ESI processing, Hosted Review, Litigation Support Services

IT & Cyber Forensics: Data Collection, Digital Forensics, Data Recovery, Cyber Security, Information Discovery

Data Analytics: Content/Text Mining, Concept Mapping/Clustering, Sampling, Aggregation

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

The commercial solutions we use are (mostly in ED): Nuix, Relativity, Recommind, Encase & FTK.

Software solution: Chat eDiscovery

8.1.37 FTI Technology (A practice of FTI Consulting)

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Company Description

FTI Consulting, Inc. is a global business advisory firm dedicated to helping organisations protect and enhance enterprise value in an increasingly complex legal, regulatory and economic environment. With more than 4,700 employees located in 27 countries as of October 2015, FTI Consulting professionals work closely with clients to anticipate, illuminate and overcome complex business challenges in areas such as investigations, litigation, mergers and acquisitions, regulatory issues, reputation management, strategic communications and restructuring.

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 www.ftitechnology.co.uk.

Vendor Offerings

Our complete range of offerings, from forensic data collection to managed document review services, provides unprecedented flexibility to address any 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:

Collections and Computer Forensics:

We help organisations meet requirements for collecting, analysing and producing data from a variety of sources, including e-mail, voicemail, backup tapes, social media, the cloud, shared server files and databases—often on multiple continents. We provide both proactive and reactive support using expert services, and defensible methodologies and tools that help companies and their legal advisers understand technology-dependent issues.

Ringtail® E-disclosure Software: 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.

Predictive Discovery: Predictive Discovery is a service offering that combines legal 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 completed in a cost-effective and defensible manner.

Managed Review: With our 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 lawyers, using expert workflow and advanced technology.

E-disclosure Management: 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 work product such as privilege calls.

Consulting: We work with our clients to develop strategic programmes which are designed to reduce enterprise risk while improving the daily flow and management of critical information. We help our clients carry out a defensible and robust process for e-discovery that focuses not only on the technical tools, but also on the policies and procedures that support the process. Our team assist clients in managing any or all phases of the discovery lifecycle from identification through to production.

Information Governance: We assist in developing, implementing and delivering information governance projects that reduce corporate risk, cut storage costs, secure data, improve the e-discovery process and enable faster and deeper insight into data. Our services are tailored to meet specific client needs, whether you need a trusted adviser to assist with evaluating a new technology, a quick data migration project or a complete transformational service.

Radiance: Our newest solution is an easy-to-use, scalable platform that allows organisations to connect, enrich, analyse and visualise millions of documents from disparate sources in a single, elegantly designed user interface. With a powerful search engine and a library of advanced visualisations – including social networking, communication patterns, concept clustering and timelines – Radiance can help organisations in a number of ways, including investigations, early data assessment and the identification of high-risk data, such as personally identifiable information. Radiance provides a natural complement to our Ringtail legal review software.

8.1.38 Grant Thornton UK LLP

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Company Description

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?

Grant Thornton is one of the world's leading organisations of independent assurance, tax and advisory firms. More than 40,000 Grant Thornton people, across over 130 countries, are focused on making a difference to clients, colleagues and the communities in which we live and work. In the UK over 4,000 people provide our clients with access to considerable sector knowledge and expertise.

Our dedicated Digital Forensics Group provides a highly specialised service which underpins our wider forensic and investigation offerings. Our global reach and forensic technology centres across Europe, America and Asia ensure we are well placed to deliver on multi-jurisdictional cases or where knowledge of local regulations is required. Our team can be engaged in conjunction with an expert witness, as part of a wider investigation appointment or as a stand-alone engagement.

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 **evidentially-robust** manner.

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 – **reducing volumes, review time and cost -** with the ultimate aim of assisting our clients in achieving the desired result.

Vendor Offerings

Our computer forensics and eDisclosure team provide assistance to clients on a wide variety of reactive litigation, investigation and regulatory compliance matters as well as proactive risk mitigation reviews. When faced with locating, preserving, searching and reviewing often vast quantities of data from disparate sources, our experts can assist and adhere to the core ethos that it is not simply the tools and technologies used to support the process, but the manner in which they are supplied which can truly make the difference.

Our solutions make use of best of breed technology and our services are fully UKAS ISO/IEC 27001:2013 security certified, providing our clients with the confidence that their **data will be handled and stored securely and sensitively.**

Computer Forensics
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.

Our experts are well qualified and hold Masters Degrees in Computer Forensics, encompassing many years of experience working with the Police, security services and corporate entities. We are 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.

eDisclosure Services
We provide secure hosted eDisclosure solutions and consultancy advice which enables our clients to perform early case assessment, simple and complex searching, data analytics, review, redaction, categorisation 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. In built functionality includes a host of data and text analysis tools for email threading, near duplicate detection, clustering, conceptual searching and computer/technology assisted review (TAR).

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 Veritas 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 Software EnCase; Cellebrite Touch; Magnet Forensics Internet Evidence Finder; Blackbag Macquisition/Blacklight; and XRY (for mobile devices) and a host of utilities and tools to meet the particular needs of our clients.

8.1.39 Guidance Software

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Company Description

At Guidance, we exist to turn chaos and the unknown into order and the known—so that companies and their customers can go about their daily lives as usual without worry or disruption, knowing their most valuable information is safe and secure. Makers of EnCase®, the gold standard in digital investigations and endpoint data security, Guidance provides a mission-critical foundation of applications that have been deployed on an estimated 25 million endpoints and work in concert with other leading enterprise technologies from companies such as Cisco, Intel, Box, Dropbox, Blue Coat Systems, and LogRhythm. Our field-tested and court-proven solutions are used with confidence by more than 70 of the Fortune 100 and hundreds of agencies worldwide. Get to know us at www.guidancesoftware.com.

Vendor Offerings

EnForce Risk Manager

EnForce™ Risk Manager is a software application for any organization with sensitive data. It is purposefully designed to proactively identify, classify, quantify, and remediate private or sensitive data across the enterprise.

Risk Manager provides automated remediation capabilities and is system-agnostic, offering the deepest level of insight and control of electronic data across all endpoints and data stores, enabling organizations to improve business intelligence, ensure compliance, and mitigate any unnecessary legal, business, and security risks.

EnForce Risk Manager is expected to be generally available in late Q2 2016 through direct and channel sales.

EnCase® eDiscovery

EnCase eDiscovery is designed for IT and litigation support teams who require the ability to conduct efficient, defensible eDiscovery in-house. The solution provides early case assessment and legal hold capabilities, collects relevant files across all common platforms, preserves metadata, de-duplicates existing files, and enables collaborative review at any stage of an investigation.

Unlike other technologies, EnCase eDiscovery does not rely on indexing or archiving – it is a single unified solution able to assess and collect ESI from anywhere – from on premises laptops to cloud hosted data repositories.

EnCase® Endpoint Security

EnCase Endpoint Security is designed for incident responders and security teams who lack the endpoint visibility they need to root out and eliminate undiscovered risks and threats to their sensitive data. The solution provides the ability to detect anomalous endpoint activity, validate and triage alerts, assess incident impact and scope, and remediate malicious activity.

Unlike other endpoint detection and response technology, EnCase Endpoint Security provides 360 degree visibility, able to expose attack residue no matter how well hidden that residue may be.

8.1.40 Hayes Warren

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Company Description

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.

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.

Vendor Offerings

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.

8.1.41 I-Analysis Pte Ltd (Singapore)

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Company Description

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.

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.

Our team of 10, is split across the Singapore and Hong Kong offices, with 6 in Singapore and 4 in Hong Kong.

Digital Forensics

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.

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.

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.

Electronic Discovery

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.

Our flexible and responsive approach supports differing types and sizes of projects.

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.

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).

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

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
- Veritas 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

8.1.42 IBM United Kingdom Limited

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Company Description

IBM is a global technology and innovation company headquartered in Armonk, NY. It is the largest technology and consulting employer in the world, with more than 400,000 employees serving clients in 170 countries, with around 20,000 of these in the UK, bringing innovative solutions to a diverse client base to help solve some of their toughest business challenges.

IBM offers a wide range of technology and consulting services; a broad portfolio of middleware for collaboration, predictive analytics, software development and systems management and the world's most advanced servers and supercomputers. In addition to being the world's largest IT and consulting services company, IBM is a global business and technology leader, innovating in research and development to shape the future of society at large. IBM's prized research, development and technical talent around the world partner with governments, corporations, thinkers and doers on ground breaking real world problems to help make the world work better and build a smarter planet.

In the era of big data, sifting through massive amounts of information to uncover what is important to a litigation matter is not only time consuming, but it creates cost and risk. eDiscovery solutions from IBM streamline the eDiscovery process for legal stakeholders and aligns them with IT, providing faster insight into data and ensuring only the right information is collected. IBM believes that eDiscovery starts with a solid information governance foundation, saving you time and money and reducing risk in the long run.

Vendor Offerings

IBM StoredIQ for Legal

StoredIQ for Legal enables legal teams to gain visibility and control over their eDiscovery/eDisclosure process reducing manual steps and handoffs resulting in reduced errors, time and cost. By providing a precise, swift, thorough and highly scalable solution for legal hold management, data identification and collection it helps them deliver a reliable, repeatable and defensible process for improved, timely and cost-effective legal outcomes.

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8.1.43 iCONECT Development LLC (US)

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Company Description

At iCONECT 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.

With the release of our revolutionary XERA Review Platform, iCONECT 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.

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.

At iCONECT, 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.

iCONECT services the legal, government, corporate and hosting partner markets with offices throughout the United States and Canada.

Vendor Offerings

XERA is an intuitive, multi-browser, hosted eDiscovery review platform built to optimize the review, analysis and production of electronically stored information (ESI).

8.1.44 <u>IDS-Legal (India)</u>

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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 experienced professionals assigned to eDiscovery, Paralegal and Corporate Transactional Services.

IDS's team includes 80+ full time professionals, trained on legal support team, including certified ESI processors, attorney reviewers, project managers and litigation analysts besides a pool of temp resources to complete high volume projects in time.

We add value by providing resources and business process expertise to Law Firms and Corporations focussing on eDiscovery, Paralegal and Corporate Transaction Services.

- IDS-Legal performs Legal Coding using the in-house developed proprietary solution ∑SIGma, which is based on our concept of SICO (Simple Input Customized Output).

- IDS-Legal is "platform agnostic" and has in-house e-Discovery expertise for Relativity, Nuix, Law Pre-Discovery, iCONECT, IPRO, Autonomy, Concordance and Catalyst.

- IDS's team ensures the experienced resources are on-boarded within 4-6 weeks of the receipt of requirement.

- Our dedicated team of 100+ software developers have developed a variety of bespoke applications for Project Management, CRM specifically in the legal domain.

IDS-Legal has 24*7 operations with state-of- art infrastructure, strict adherence to Six Sigma processes and industry leading accreditations such as 27001:2013 and 9001:2008 by the International Organization for Standardization (ISO).

IDS-Legal's eDiscovery service offerings include:

- Staff Augmentation

  - Document Review: Experienced attorneys on multiple industry standard software like Relativity, iCONECT, Catalyst, and Autonomy for reviewing the documents for responsiveness, privilege review support, confidentiality and privacy screening, redaction etc.

  - EDD: Experienced team of engineers trained on Law PreDiscovery, Nuix, Relativity, IPRO, iCONECT and other industry standard software.

- Document Management Services like OCR (including English and 150+ foreign languages), image bates capturing and stamping, image conversion and renaming, redaction and data entry

- Legal Coding: IDS-Legal uses its proprietary solution ∑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 security of your data.

  - Objective Coding
  - Subjective Coding

  The team is trained on delivering the load files for the meta-data captured assisting the clients in direct load of deliverables into the hosting software.

- Paralegal Firms: IDS-Legal has a specialized team of attorneys to perform Deposition Summarization (including expert testimonies), Medical Summarization, Legal Research and Contract Abstraction. The team is trained on paid database like Westlaw and free database like Google Scholar.

8.1.45 i-Lit Limited & i-Lit Paralegals Ltd

Mike Taylor (Managing Director)	
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Company Description

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.

Vendor Offerings

- Scoping e-disclosure exercises.
- Drafting e-disclosure protocols.
- Completing e-disclosure Questionnaires.
- Procuring external service provider support.
- Advising on communications from other parties.
- Project Management.
- Training.

i-Lit Paralegals Limited

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Company Description

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.

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.

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.

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.

Vendor Offerings

On Site Review	Off Site Review
Managed Review Services	Document Review
Review Management	Workflow Management
Technology Assisted Review	

8.1.46 Innovative Development LLC

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Company Description

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.

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.

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.

Vendor Offerings

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.

Multiple Service Models

Our clients choose from several sourcing options, each with the single goal of achieving excellent results. For example:

- 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.

- 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.

- A national law firm might utilize our technology expertise while managing collection and review in-house.

- Innovative Development can be a transparent partner with a law firm working

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

8.1.47 Integreon

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Company Description

Integreon is a trusted, global provider of legal, document, business and research support solutions for leading law firms, corporate legal departments, financial institutions and professional services firms. Over 2,400 Associates from across five continents regularly support more than 250 clients in areas such as discovery, document review, legal process outsourcing (LPO), operating model transformation, and back office redesign. An increasing number of new clients choose Integreon based on the depth of the company's outsourcing experience and scale of its onshore and offshore service and technical capabilities. These offerings can be supported either on-site at the client or from any of the company's 14 ISO security-certified delivery centres around the world.

For discovery (disclosure) engagements, Integreon's services and technologies span all phases of the process, from collection and analysis to review and production, including an option for fully integrated document review that combines the hosted review platform with managed review. The company's primary focus is on helping clients minimise their risk while improving profitability and performance through the delivery of high quality solutions at a predictable price, including tailored solutions that combine consulting, best-of-breed technologies, processes, and global reach.

Integreon stands out in the discovery (disclosure) field with more than 16 years of experience in the delivery of document review and EDD services, including multi-lingual reviews in more than 50 of the world's languages. Over the last six years, Integreon has also won more than 50 industry awards across a variety of disciplines, including ensuring the successful and timely review of more than 50 million documents across a multitude of litigation and compliance matter types.

Vendor Offerings

Integreon discovery (disclosure) services include:

E-Discovery (E-Disclosure):

Integreon's complete portfolio of services and technologies span all phases of the Electronic Discovery Reference Model (EDRM), with integrated support from beginning to end, including:

- **Discovery Consulting**: Integreon's consultants deliver a blend of strategic guidance and practical assistance to help clients meet their discovery/disclosure obligations. The company's broad expertise, from planning through production, on national and international issues, helps clients address complex litigation requirements during every phase of the process.

- **Digital Forensics**: Integreon's digital forensics team expertly handles large, complex data collection and preservation projects with forensically sound methods, a defensible chain of custody and customizable solutions. Integreon harvests only relevant information, narrowing the data universe prior to e-discovery processing and review, while substantially reducing the risk and cost associated with e-discovery.

  Integreon specialises in recovering the digital artefacts left by the routine use of computing systems and electronic devices. The company's experts can

recover and examine previously deleted tapes or files and then establish event timelines – using defensible, best practice processes – to deliver the evidence required to support a thorough investigation.

- **Data & Tape Indexing & Restoration**: Digital records are as challenging to handle as they are crucial. Integreon's digital forensics team offers a full range of services for restoring electronically stored information (ESI) that is hidden, deleted, corrupted, password-protected, encrypted or stored on damaged media, ensuring clients have access to all the data they need to meet their legal and compliance obligations.

  Integreon has the expertise to restore critical data from 95% of backup formats – even from obsolete media. Integreon's team can recover archived data from multiple locations and/or third-party vendors in a forensically sound manner, including non-native restorations or through a rebuild of the client environment.

  In addition, Integreon's Advanced Tape Discovery™ system enables clients to quickly assess the contents of backup tapes, Exchange databases and mailboxes at a fraction of the cost of traditional restoration services.

- **Data Reduction and ECA**: Integreon's process integrates early case assessment (ECA) with data processing to help clients reduce data volumes and to make informed decisions about whether to settle a case or proceed with litigation. Customizable reports help clients consider the risk, cost, and time required for a full discovery process.

  By leveraging web-based applications to integrate data processing with early case assessment (ECA) tools, Integreon can help reduce clients' data volumes by as much as 95% prior to full processing and review.

- **High-Speed Processing and Production**: Integreon's full processing capabilities have the power to scale well beyond today's largest project sizes, and include support for high-speed processing starting at 1-2 TB or more per day, with additional burst capacity and rapid scaling through the company's advanced co-location processing facilities. These exceptional speeds can rapidly reduce vast volumes of data and expedite the movement of relevant data into the review phase.

- **Document Review**: Whether clients need a comprehensive document review service or simply on-location staffing to augment existing processes, Integreon has the experience, flexibility and operational scale to meet most needs. The company follows rigorous, defensible processes to deliver predictable, consistent, high-quality privilege and responsiveness reviews onshore, offshore or on-site.

  For more than a decade, Integreon has run managed reviews on a wide range of matter types and complexities. From review centres in the US, UK, India and the Philippines, Integreon can meet client preferences for the right mix of onshore, offshore, and on-site service delivery, and can scale resources for matters of all sizes.

  - **Managed Review**: Globally managed review processes utilizing industry-standard best practices, documented defensible processes and in-depth performance metrics to offer increased client visibility into project status, costing and results. Managed review is available onshore, offshore, on-site and via blended service delivery models.

  - **Dedicated Review Teams**: Dedicated teams deliver high-value services with a greater level of consistency based on their subject matter expertise and familiarity with specific client preferences.

- o **On-Site Reviewers**: Associates placed on-site at law firms to provide the advantage of contract reviewers that can be directly managed under the firm's own review processes.

- o **Technology Consulting and Service**: From hosted review to technology-assisted review, Integreon has the expertise, resources and key partnerships needed to manage your legal and compliance review requirements. Clients can choose document review by itself or combine the service with one of the leading review platforms for an integrated approach.

8.1.48 Intelligent Voice

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Company Description

Intelligent Voice Limited is a Global Leader in the development of eDiscovery and proactive compliance technology solutions. Our clients include government agencies, banks, securities firms, litigation support providers, international consultancy, advisory businesses and insurers, all involved in the management of risk and meeting of multi-jurisdictional regulation.

Our company is headquartered in the United Kingdom, but with a growing US presence, and has been providing market leading solutions since 1990. Fundamental to our success, our pat-pending technologies Intelligent Voice® and JumpTo™ are developed by a team of dedicated researchers and system engineers based in the UK. Ownership of the core technology resides with Intelligent Voice. We continue to lead the market and will maintain our strengths in the areas of thought leadership, innovation, R&D and providing solutions to our clients. The company currently employs 18 people.

Vendor Offerings

Intelligent Voice®

High speed audio and video review and culling using speech to text and phonetic search, together with highly intuitive visualisation. Ultra-fast processing using NVidia® GPUs. Intelligent Voice is not just a speech to text engine, but a highly modular, API-driven, audio review platform that uses its own high speed speech to text engine as one of its inputs.

Speech to text from telephone calls or audio or video files that can be ingested into any eDiscovery system as:

- Speaker-separated US federal court format transcript text file

- Email containing the transcript text within the body of the email and/or the original wav file as an attachment

- Data file (.DAT)

- Standalone JumpTo™ Review Player containing navigable transcript text and key topics alongside the audio / video player itself.

Historically, audio has sat in its own isolated silo, with Phonetic Search – searching on the sounds that make up the words rather than the words themselves – the only answer. However Phonetic Search – sometimes referred to simply as Audio Search – has several significant drawbacks:

1. Phonetic / Audio Search does not give you "unknown unknowns", so negating the benefits of many eDiscovery systems. You need to know what you need to know.

2. Phonetic / Audio Search does not produce text. Current workflows and systems rely on text based review. Newer technologies such as machine-learning and predictive coding insist on text.

3. Phonetic / Audio Search hides what it doesn't retrieve. You only ever see what you have retrieved, not what you didn't, which makes the accuracy opaque.

Phonetic Search does have its place, at least for now, and can be used as a supplement to speech-to-text. With ever advancing accuracy in speech-to-text, it is becoming less and less relevant, and in 2 or 3 years' time it's unlikely you will hear mention of Phonetic in this space.

Ask Apple, Microsoft or Google what the next wave in speech technology is, and they will point you to their Neural Networking and Deep Speech projects, all of which are founded on the principle of taking speech and rendering it as text

Intelligent Voice® was designed by a team that has actually had to perform audio review, and the toolset is easy to use and intuitive. In particular, the unique (and pat pending) JumpTo™ Review Player cuts down review times significantly. Intelligent Voice® gives great power out of the box, enabling thousands of hours of audio to be processed each day, but only exposes what is relevant to an individual user or organisation.

One user said that it cuts down review time based on other tools they had used by 70%.

See the Intelligent Voice entry in the Software Section for more details.

8.1.49 Iris Data Services Ltd (Part of the Epiq Systems Family)

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Company Description	
Iris Data Services was acquired by Epiq Systems in May 2015 See their entry for further information.	

8.1.50 IT Group UK Ltd

Jason Coyne jason.coyne@itgroup-uk.com +44 (0)845 226 0331 George Jennings george.jennings@itgroup-uk.com +44 (0)845 226 0331 Unit 5 Lockside Office Park, Lockside Road, Riversway, Preston, PR2 2YS 160 Fleet Street, London, EC4A 2DQ www.itgroup-uk.com	itgroup itgroup uk limited Clarity in Technology Disputes

Overview

IT Group is a leading supplier of e-Disclosure services, specialising in technology, media and telecommunications. A unique aspect of our service is that we use it ourselves, in-house, for expert instructions and forensic investigations giving us a special insight into users' needs and concerns.

Our experts have over 25 years' experience of giving expert oral evidence in the UK courts and international arbitration in connection with company litigation, forensic investigations, copyright and patent infringement.

Our forensic work includes civil and criminal cases, along with corporate investigations whilst our consultancy activities cover IT, design, disaster recovery, business process review, valuations and loss adjustment as well as complex data recovery and cyber security.

As highly accredited forensic specialists, we have been instructed in ground-breaking trials, working for many leading insurers and law firms in the UK, EMEA and the Far East.

History

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.

These services are now provided to a variety of legal departments including commercial litigation, fraud, insurance/financial litigation, construction, IT/IP, employment and crime. IT Group - Directory of Services

Vendor Offerings

IT Group specialises in e-Disclosure services ranging from forensic data collection, hosted law firm review and disclosure bundle production.

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 100s of thousands of documents from 3-10 custodians for review are common.

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. IT Group removes these concerns by offering:-

Standardised Early Case Assessment

- The client collects the documents (with instruction/advice/oversight by IT Group if necessary) in their native or PDF format and sends them to IT Group on a portable storage device.

- IT Group runs virus checks, deNISTS, loads and indexes the data using our Intella

Connect platform.

- IT Group runs agreed search terms, custodians, etc. with de-duplication and then produces 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 the review in our cloud based Intella Connect platform which is hosted in the UK.

- Cost – is based on the number of matching documents found, not those collected, to ensure proportionality.

IT Group's pragmatic solutions for e-Disclosure include:-

- 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.

- Forensic or generic non-forensic collection of documents/data. IT Group has 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.

- 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.

- Data analysis, scoping and case assessment. Understanding the scope of the case to better judge the review requirements and understand costs.

- **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.

- **Portable**, for jurisdictions which do not allow data to be reviewed remotely then IT Group is one of the few providers that retains a portable Indexing and review platform that can be deployed to an international office and can analyse documents and host the reviewers and support them locally. This provides a sterile environment without requiring access to local corporate networks.

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 IT Group 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 offers specialist fraud, bribery and employee theft 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 forensic 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.

8.1.51 <u>kCura</u>

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Company Description

Founded in 2001, kCura develops the e-disclosure software Relativity, a web-based platform for the preservation, collection, processing, review, analysis, and production of electronic evidence during litigation. kCura helps corporations, law firms, and government agencies meet e-disclosure challenges by installing Relativity on-premises and providing hosted, on-demand solutions through a global network of partners. Relativity has more than 130,000 active users in over 40 countries, from organisations including the U.S. Department of Justice, 69 of the Fortune 100, and more than 195 of the top 200 law firms in the United States. kCura has been recognised by Gartner as a "Leader" in e-disclosure software for three consecutive years.

Vendor Offerings
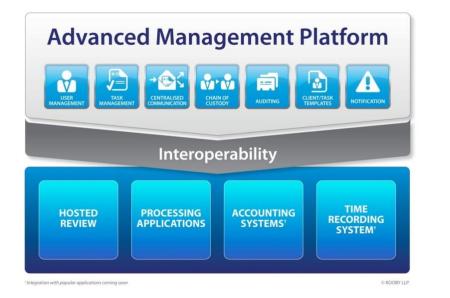
Relativity is an end-to-end, web-based platform servicing every part of the e-disclosure process, from legal hold through production. It enables case teams to handle the largest, most complex review projects using flexible, customisable workflows and powerful searching and visualisations capabilities—all in a highly scalable environment. The Relativity Ecosystem allows users, consultants, and third-party software providers to design, build, and integrate custom applications on the software's open platform, extending its functionality to fit unique workflows. Relativity is available as an in-house installation or on demand through a global network of channel providers.

For more information see the entry for Relativity in the software sub-section following this one.

8.1.52 KOOBY

KOOBY	
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Company Description

KOOBY is a software provider specialising in the custom development of Legal support applications.

KOOBY has developed a unique project management system called **Advanced Management Platform (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.

Users of AMP comprise; eDisclosure service providers, Law Firm litigation support departments and the legal and compliance departments of major corporations.

Vendor Offerings

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).

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.

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.

- Processing applications (NUIX, LAW, Veritas Clearwell).
- Hosted review platforms (Relativity).
- In-house time recording and matter logging databases.
- Accounting systems.

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.

8.1.53 KPMG LLP

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Company Description

KPMG enables clients to rapidly respond to sensitive data disclosures and regulatory demands.

We provide end-to-end data management expertise and technology to help our clients respond to urgent regulatory issues, litigation and investigations.

KPMG brings a consistency of quality and the ability to organise large, complex projects and multi-jurisdictional matters.

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.

Vendor Offerings

KPMG Value Proposition

- We provide value-based pricing, including fixed-fees, with a clear move away from industry standard per GB pricing.
- Global reach with local expertise. Over 500 staff in 37 jurisdictions and 14 data centres globally.
- Industry leading security and infrastructure.
- Optimised workflows leveraging best-of-breed technology, analytics and visualisation.
- Dedicated project management and deep industry and functional experience.

We help our clients:

- Manage and respond to increasing investigation, litigation and regulatory burden and risk.
- Formulate and support crisis response capability to regulatory and litigation matters.
- Establish budget and forecast of spend; increase visibility on costs.
- Develop consistent approach to discovery across the firm, including multi-jurisdictional issues.
- Mitigate poor quality internal data; develop internal skills and technology resources.
- Satisfy their requirement to monitor and verify compliance as well as meet regulatory undertakings.
- Re-purpose discovery related data for customer insight or performance improvement.
- Respond to dawn raids and update response plans.

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.

KPMG International's Trademarks are the sole property of KPMG International and their use here does not imply auditing by or endorsement of KPMG International or any of its member firms.

8.1.54 <u>Kroll Ontrack Legal Technologies</u>

KROLL ONTRACK LEGAL TECHNOLOGIES

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ediscovery.com/uk

COMPANY DESCRIPTION

Kroll Ontrack has been at the forefront of electronic evidence services for over 15 years. It provides individuals, corporations, law firms and government entities with seamless end-to-end technology and consulting services to assist with a range of matters of a variety of scales. This includes digital forensic investigations, compliance audits, regulatory investigations, M&A, competition cases, litigation and alternative dispute resolution.

Our history and experience as one of the very first companies involved in digital evidence and data recovery means that we understand better than anyone the challenges faced when managing electronic evidence. We attribute our success in part to our client focused services, our industry-leading document review platforms and our expert legal and technical teams. This ensures that risk is minimised and we deliver a service that is second to none. Our depth of experience is demonstrated by the fact that we have worked with all 40 law firms in the top 7 tiers of the UK Legal 500 and all 26 firms in the top 5 tiers of Chambers & Partners in the corporate/M&A category.

We operate in over 24 offices in 17 countries around the world and continue to expand rapidly, with 2016 seeing the opening of our first China office in Shanghai. With more than 1,100 employees in multi-disciplinary teams 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. We have dedicated data centres in the UK, the US, Germany, France and Japan, providing the capability to operate in situations where there are legal difficulties with international data transfer.

In the last year alone we have carried out forensic collections in 32 countries across 5 continents. These capabilities have been further enhanced this year by our mobile NUIX and Relativity data collection and processing solutions, enabling e-disclosure exercises and investigations to take place anywhere in the world irrespective of local infrastructure.

VENDOR OFFERINGS

Edisclosure: Alongside our proprietary software ediscovery.com Review (EDR), we also offer Relativity and NUIX processing and review capabilities. Our Relativity offering includes developments unique and proprietary to Kroll Ontrack such as our nearline hosting capabilities, which in 2015 won two Relativity Innovation Awards. In one recent case this single feature saved a client over £120,000.00 per year in hosting fees. Our processing engine supports 70+ file types and our Custom Development Group can tailor existing software or develop new solutions to meet more unusual processing and review challenges.

Ediscovery.com Review has also won several industry awards, including "Best Predictive Coding Platform," from Legal Technology News and "Best Predictive Coding" in the Best of the National Law Journal Awards. In a recent case, having used keyword filters to reduce an initial review set from 1,235,498 to 615,005 documents, we used EDR's predictive coding to reduce the number of documents for review to just 36,776.

Managed Review Services: Kroll Ontrack's Managed Review team has offered review services in the EMEA area since November 2014 (US services began in 2008). Our dedicated review centre in London opened in London in 2014 and holds seat for 90+ reviewers.

Our robust productivity reporting enables in-project efficiency and our Six Sigma-based quality control policies and procedures ensure a high level of review accuracy. We ensure that 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. This can be delivered highly responsively, with multi-lingual lawyers available at short notice and on a very cost-effective basis.

Strategic Consulting & Case Assessment: Members of our case management team, on average, possess more than 10 years in the eDiscovery industry and we employ a team of consultants and client services professionals with extensive and diverse backgrounds in law, technology, project management, business and other areas. Our services range from case management tasks and assistance with preparing search term reports to full consulting services focused on search term development, iterative analysis, early case assessment and sampling to assist you in areas including the negotiation of terms, culling of irrelevant data and identification of relevant material or specific documents. Our consultants utilise their legal, technical and eDiscovery backgrounds together with their depth of knowledge of review platform search tools and capabilities to provide exceptional support to clients in setting up document processing and review.

Forensic Data Analytics: Kroll Ontrack's Data Analytics team delivers forensic analysis and visualization of often large disparate sets of financial, operational and transactional data to provide intelligence around investigations. Specifically this can assist with:

- Profiling and collecting of data sets
- Identifying, acquiring, and normalizing relevant data
- Identifying relationships between multiple data sources
- Data mining and manipulation
- Reporting and visualization of results

Computer Forensics: Kroll Ontrack is a leading computer forensics provider and offers expert analysis and triage of evidence held on all forms of electronic media. Our team includes EnCase, X-Ways and NUIX-accredited practitioners with over 20 years' experience in the field. Both remote and global on-site assistance are possible depending on technical requirements. Our computer forensics team work closely with other areas of the business including our E-Discovery consultancy to offer the most efficient and cost-effective means of recovering and analysing digital evidence, following strict chain of custody and forensic protocols. Our investigators have appeared as expert witnesses on countless matters at courts and tribunals at every level of the justice system.

8.1.56 LDM Global

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11 Old Queen St., London, SW1H 9JA	
www.ldmglobal.com	

Company Description

LDM Global is the **eDisclosure and forensics consultancy** that tips the playing field in favour of mid-tier law firms worldwide. Our in-depth industry knowledge and innovative **end-to-end solutions** enable the legal profession and companies to quickly and cost effectively review and manage critical disclosure data.

LDM Global specialises in consultancy from the start of a case, partnering with law firms and corporations to ensure their eDisclosure experience positively impacts the value of their business, and advising to ensure best practices are followed while minimising risk related to electronic disclosure rules and processes.

At LDM Global, our consultants are not order takers; they are true experts in electronic disclosure and computer forensics who will help define your processes. Clients receive consultation at the outset to help define the strategy for their cases. Case strategies are affected by what data is available, and LDM Global helps clients understand that data quickly, before they've even started collecting. Clients consistently tell us about the value this brings to their matters.

Vendor Offerings

LDM Global's expert legal and technology resources focus on consultancy for small and mid-tier firms and include:

- **Consultation for identification of data pre-collection, forensics and eDisclosure**
- **Data Collections and Forensic Services**
- **Electronic Disclosure & Data Processing**
- **Early Case Assessment**
- **Hosted Document Review**
- **Offshore Review**
- **Paper Discovery**
- **Tape Restoration**
- **Legal Copy & Imaging Services**
- **International Project Management & Coordination**

LDM Global operates hosting environments in the **UK**, **US** and **Australia**. While being first to market with **Relativity**, we also offer **Viewpoint**, a **technology platform** providing an all-in-one-tool and thus giving our clients options for the tool that best fits their needs.

Viewpoint includes processing, advanced analytics, assisted review, document review and production all in one platform. In addition to creating efficiencies through keeping your data in one tool, Viewpoint also allows for the flexibility to offer clients **predictable and fixed fee pricing**. This enables the use of large case technology to be deployed on small matters and is a cost benefit to clients.

Relativity is a powerhouse tool offering advanced analytics, assisted review, document review and production. LDM Global offers full support on Relativity. In addition, another option that some clients find of great value is to have LDM Global host the Relativity software – saving on infrastructure costs -- while opening up permissions to allow the client to get more hands-on and do much of the eDisclosure work themselves.

8.1.57 @Legal Discovery LLC (US)

David Carns	
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www.legaldiscoveryllc.com	

Company Description
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.

Vendor Offerings
@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.

8.1.58 Legastat

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Company Description

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.

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.

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.

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.

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.

Vendor Offerings

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.

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.

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.

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.

8.1.59 <u>Lighthouse eDiscovery</u>

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<u>Company Description</u>

Lighthouse is a full-service eDiscovery provider to Fortune 500 companies and Am Law 100 law firms. Our team has collectively worked on more than 5,000 complex matters, and has established long-term relationships with leading pharmaceutical and medical device companies, health care systems, telecommunications and internet service companies, large manufacturing and industrial firms, and technology companies. Our clients tend to be leaders in their field, highly innovative, and highly pragmatic.

With established offices in New York and Seattle, we have now expanded into Europe. Our London office is located on 5 Chancery Lane and we have contracted with Rackspace for two UK data centres. In addition, we have recruited a team of industry veterans with a rich and diverse wealth of experience, all focused on being the best eDiscovery provider. This move will allow us to service the European market with the same quality and capabilities as our current clients.

<u>Vendor Offerings</u>

The best technology is critical to our clients' success. Rather than offering an end-to-end software platform bundled with our services, we use multiple providers' tools to make sure that we serve our clients with the best, most current technology. We then build on top of those tools to ensure a seamless connection between platforms as well as to augment their functionality. In addition, Lighthouse employees hold various certifications in each of our available technologies.

Experienced: Lighthouse's legal and technology experts apply years of practical experience to help clients prioritise objectives, streamline workflows, and implement cost effective and legally defensible solutions. In addition to a realistic and well-thought out strategy, Lighthouse provides each client with a consistent team of experts, or a pod, who provide efficient coverage with a focus on the client's goals. With this approach, our clients have access to a team who know their preferred processes and are up-to-date on all of their matters. Over time, the pod develops institutional knowledge of their clients' data, allowing them to ensure that every project runs with optimum efficiency and our clients realise substantial gains in speed, consistency, and cost savings.

Innovative: We go beyond traditional methods of standard processing and search terms to help clients reduce their datasets, often by as much as 85 percent. Our approach to technology has three basic elements: we deploy best-of-breed third-party software; our industry experts build innovative processes around those third-party tools; and we develop proprietary middleware to extend and enhance those technologies. Lighthouse licenses multiple providers' software, selecting the best application for each specific task in the Electronic Discovery Reference Model (EDRM). Our technologies include Nuix, Equivio, kCura's Relativity, and IPRO. With proprietary Lighthouse middleware and the best third-party software, Lighthouse creates workflows that are faster and more reliable than competing approaches. We select third-party software with open APIs so that our engineers can then seamlessly integrate software created by Lighthouse to enhance and expand the capabilities of those systems.

Client Aligned: We partner with clients to attack review costs by minimizing the number of documents to be reviewed and maximising the productivity of their review teams. Our success depends on creating long-term relationships with our clients. We continually work to exceed their expectations. Our commitment to align with our clients' interests has helped us develop strong partnerships with some of the most respected and discriminating

corporations.

<u>Software</u>

Nuix: Lighthouse's primary unstructured data processing engine. Nuix's indexing engine is an order of magnitude faster than any other technology, and getting faster.

Relativity: kCura's Relativity is Lighthouse's primary hosted review platform and is widely recognized as a leading solution for eDiscovery. Relativity's scalable infrastructure and easy-to-use interface enables case teams to handle the industry's largest and most complex review projects while tailoring their approach to each case. Lighthouse is an Orange-level Relativity Best in Service partner, a designation that recognizes Relativity Premium Hosting Partners who provide an exceptional Relativity experience for end users.

Equivio: Lighthouse's primary analytics engine. Equivio develops text analytics software for eDiscovery and information governance. Users include hundreds of law firms, corporations, and government agencies. Equivio offers Zoom, an integrated web platform for analytics and predictive coding. Zoom organises collections of documents in meaningful ways so you can zoom right in and find out what's interesting, notable, and unique.

Ipro's eCapture: Lighthouse's primary production platform is a powerful, innovative eDiscovery software designed to handle large projects with speed and scalability.

Proprietary Middleware: A key differentiator for Lighthouse is the proprietary technology we develop on top of third-party platforms. Lighthouse's SmartSeries and our customized workflows both mitigate our clients' litigation risks and reduce their overall discovery cost.

SmartSeries: Lighthouse has developed a suite of proprietary solutions aimed at reducing our clients' overall review costs called the SmartSeries. It is fully integrated with Relativity so that reviewing lawyers can work efficiently in a familiar interface. The SmartSeries suite of technologies and customised workflow reduces our clients' review spend by one-third to one-half and improves the consistency of their review teams.

8.1.60 LINEAL

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Company Description

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.

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.

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.

Vendor Offerings

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.

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 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.

Software Information

LINEAL offers e-Discovery and Disclosure services using Symantec's Clearwell and kCura's Relativity to process and review ESI. We also utilise LexisNexis LAW Prediscovery for data processing.

8.1.61 <u>LitSavant Ltd</u>

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<u>www.litsavant.com</u>	

<u>Company Description</u>

LitSavant Ltd is a UK based technology consultancy firm specialising in eDiscovery and litigation support services. Founded in January 2010, our end clients have included companies based in the US, Europe and India.

The company was established by Mark Dingle as a sole practitioner with the aim of providing practical and cost-effective advice on the detailed application of technology to the diverse problems of eDiscovery and litigation support.

Whilst we can and do work with multiple technologies, we have developed considerable expertise in the use of kCura's Relativity™ litigation support platform and Mark Dingle is now recognised by kCura as a Relativity Expert and is one of only two Independent Relativity Consultants in the world today.

We also demonstrate and licence our own and various other Relativity applications all of which have been recognised by kCura and which form part of the Relativity Ecosystem.

With Mark's background of 11 years spent working for top 20 London law firms and litigation support service providers, we have been able to assist law firms, end clients and vendors with assistance in various areas including:

- Ediscovery and litigation support project management

- Review platform selection and implementation

- Ensuring clear communications between law firms and their service providers

- Sickness and holiday cover

- Operational cover for client site solutions

- Relativity Template design

- Relativity User training

- Relativity Administrator training

- Relativity workflow – design and management

- Relativity best practices

- Relativity application design and integration

Several of our clients are represented in this guide.

<u>Vendor Offerings</u>

Training

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.

LitSavant can also provide training to legal teams on eDisclosure.

Consultancy

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.

LitSavant can provide similar services for litigation support providers. In addition, we can provide advice on Relativity template design and best practices as well as Application design and support within the Relativity system. We have particular expertise in getting deep into the detail of Relativity functionality and developing workflows and best practices to optimise efficiency.

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.

Software Licencing

In addition selling our own software, we are also authorised resellers for various other Relativity applications. Each of these applications is available for licencing by any party that operates its own Relativity instance.

All of the applications we sell are recognised and described in the kCura Relativity Ecosystem at https://www.kcura.com/relativity/ediscovery-resources/ecosystem/.

If you don't operate your own Relativity instance, but you do use Relativity through a service provider, they may well be able to deploy these tools to your workspaces – just ask!

LitSavant Conformity Engine (our own)

The LitSavant Conformity Engine is a Relativity® application which enables Project Managers to implement validation rules and other logical processes to be applied whilst users are coding in Relativity. Such rules might ensure that the user's coding conforms to a set of rules, alert senior staff when a hot docs is found, track mistakes made, implement custom coding propagation rules or complete audit information.

Blackout, Broadcast, Relay (by Milyli Inc)

We are authorised resellers of these applications designed by Milyli.

Blackout provides a means to automate the redaction process.

Broadcast provides the ability to build customised real-time reporting dashboards.

Relay provides a solution for migrating documents to or from Relativity or between Relativity workspaces.

MaxBilling, MaxMessage (by TSD Services Ltd)

We are authorised resellers of these applications designed by TSD.

MaxBilling is a customisable reporting tool designed to assist in the preparation of reports for billing purposes

MaxMessage is an application whose purpose is to allow Relativity users to create custom messages to share with other users.

8.1.62 London Legal Discovery

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Company Description

London Legal Discovery provides a true end-to-end solution to law firms, corporates, financial and professional firms. Bringing together skilled teams with particular experience in supporting discovery and legal support requirements in diverse and challenging environments, we offer bespoke turnkey solutions, totally focused on, and driven by individual client specifications.

Headquartered in the City of London, our global coverage includes:

- London, UK : Full Service Operations Centre,

R&D and European language support services centre

- Hong Kong, SAR: Full Service Operations Centre

- Dubai, UAE: Full Service Operations Centre

Since being established in 2001 we have developed rapidly and can boast a resourceful, highly trained and motivated workforce of 40 employees with a broad skill set and group knowledge, allowing us to meet client needs swiftly and efficiently. We never sub-contract and employ all possible resources to be self-reliant, including in-house software design and the authoring of plug-ins to meet our specific needs. Integrity is a core value; we advise clients on best methodology, timing and cost options for each project.

Vendor Offerings

- **Discovery Services** – full offering from data collection to disclosure bundle production, we are in the business to host, collate, filter, organise and produce client data.

- **Paper Services** – high capacity copying, printing and scanning capability, with a full range of enhancements including unitisation, coding and stamping, making working with paper a manageable, organised process.

- **Early Case Assessment**

- **Document Review** – employing Relativity and in-house review tool for best fit.

- **High Quality**: ISO 9001 accredited,

- **High Security**: ISO 27001 practitioners; we have robust processes for data containment and custodianship, every employee is screened to BPSS level

- **Accredited Prince 2 Practitioner**

- **Relativity Premium Hosting Partner**

- **Secure Rooms** – isolated, access controlled rooms within our own, self-contained floor in a premium City location.

- **True 24/7** operation

8.1.63 Magnet Forensics (Canada)

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www.magnetforensics.com	

Company Description

Magnet Forensics is a global leader in the development of digital forensics software that recovers evidence from computers, smartphones and tablets. The company's flagship product, Internet Evidence Finder™ (Magnet IEF), was created by a former police officer and forensic examiner who recognized the need for a tool to help digital forensics professionals find, analyse, and report digital evidence. Since its inception in 2011, Magnet IEF has quickly become a trusted solution for thousands of customers working in the world's top law enforcement, government, military, and corporate organizations. It is currently used by 2,700 public safety organizations in 92 countries.

Vendor Offerings

Magnet Forensics' flagship product, Internet Evidence Finder™ (Magnet IEF), recovers unstructured data such as social media, chat, and email from computers, smartphones, and tablets, and structures it for analysis and collaboration between other examiners, investigators, and stakeholders.

8.1.64 MD5 Limited

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www.md5.uk.com	

Company Description

MD5's services include eDisclosure and forensic investigations of computers, mobile phones, social media and Web-based information.

We support lawyers engaged across the spectrum of commercial litigation, regulatory and criminal defence cases.

Our offices are in London and West Yorkshire.

Litigation Support Services

eDisclosure

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.

MD5 prides itself on delivering solutions that are affordable for everyday commercial disputes. 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.

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.

Computer Forensics

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:-

- Information has been lost or deleted

- There has been theft of Intellectual Property

- There are doubts over the authenticity of electronic documents

- A chain of digital events needs establishing

Social Media and Web Investigations

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.

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.

Mobile Phone Forensics

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.

8.1.65 Media Discovery

Nicholas Tomkinson-Hill	
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www.media-discovery.com	

Company Description

After some 30 years of trading as Media Resources, in 2014 we are re-branding as Media Discovery.

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.

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.

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.

Vendor Offerings

Our Solutions, 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;

> Tape e-Discovery
> Tape Restoration on Demand
> Tape Discovery and Remediation
> Audio Restoration & Processing

Our Processes 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.

Our Tape Discovery and Restoration services;

> Incorporate Engineering skills to deliver a highly scalable service.
> Utilise efficient workflows.
> Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.
> Follow a forensically sound and legally defensible process.

8.1.66 Media Resources

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Company Description

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.

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;

1. The supply of tape media.

2. Ensuring the ongoing accessibility of data.

3. The secure retirement of data bearing assets.

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.

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.

Vendor Offerings

Our Solutions, 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;

1. Tape e-Discovery

2. Tape restoration on demand

3. Tape discovery and remediation

4. Audio Restoration and Processing

Our Tape Discovery and Restoration services;

- Incorporate Engineering skills to deliver a highly scalable service.
- Utilise efficient workflows.
- Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.
- Follow a forensically sound and legally defensible process.

8.1.67 Millnet Limited

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Company Description

Millnet, an Advanced Discovery company, is the largest and longest established UK based eDiscovery and legal document services firm. As part of the Advanced Discovery group, Millnet now extends its reach with full international coverage across 16 European, Middle East and US offices and 4 global data centres.

From our global offices we are ideally placed to offer the expertise and capacity for eDiscovery, investigation and regulatory matters which have an international requirement. We are familiar with addressing data privacy and protection regulations and client confidentiality objections which are often encountered in European and other international jurisdictions.

Millnet has more than 15 years of experience working on international eDiscovery matters and we offer services which integrate both hardcopy and eDiscovery collection requirements which are often peculiar to the type of matter.

Our credentials reassure clients they are working with a leading eDiscovery firm. We are the longest standing UK based partner with Nuix and one of only two Relativity Best in Service Orange Premium Hosting Partners in Europe. We have one of the largest teams of consulting and project management with all relevant staff holding recognised eDiscovery accreditations.

We hold the ISO27001 information security accreditation which is essential when providing services to UK and European corporations and multinational companies with operations in Europe. We regularly address data protection and privacy challenges with our ability to collect, process and filter data on-site at clients' offices.

Vendor Offerings

Full International Coverage – Office Locations

Europe

London, UK

Middle East

Dubai, UAE

US

Austin, TX	Chicago, IL	Century City, CA
Dallas, TX	Detroit, MI	Kansas City, MO
Los Angeles, CA	New York City, NY	Orange County, CA
Palo Alto, CA	Pittsburgh, PA	San Francisco, CA
San Jose, CA	Washington, D.C.	

Scoping & Consultancy

Millnet's services are complimented by our exceptionally skilled team of professionals. With the most highly qualified Relativity experts in the field, their primary objective is to understand the client's needs and provide support and consultancy throughout the eDiscovery process. The Millnet team becomes an extension of your case team and provides expertise from initial case scoping to expert testimony in court.

Preserve and Collect

Millnet offers leading forensic collection services to support electronic disclosure and large corporate investigations. This includes remote and network level forensic imaging and also solutions to assist with data triages. The Millnet forensic team conducts preservation exercises at our ISO27001 accredited laboratory or at the client premises as required.

Early Case Assessment

Millnet's approach to the initial document assessment phase is fast, cost effective and transparent. Using Advanced Discovery's proprietary software, XpressLook®, Millnet can 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.

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. Using this tool, Millnet processes hundreds of gigabytes of data each month and focuses on ensuring accuracy, efficiency, speed, and defensibility.

Hosted Review

Millnet hosts the majority of matters in kCura's industry-leading review tool, Relativity. Millnet is a Relativity Premium Hosting Partner and one of only two Relativity Best in Service Orange Level partners in Europe, leading the way in providing service excellence to clients. As an early adopter of Relativity, Millnet has vast experience of getting the most out of the technology rather than simply providing the standard feature set. As global leaders in the use of Relativity Analytics, Millnet has extensive practical experience of Technology Assisted Review and Predictive Coding.

Hard Copy

Millnet has the largest UK based legal scanning and coding capacity and can provide assistance in circumstances where both hard copy and electronic documents are of potential relevance to a matter. Millnet can assist with assessing the cost versus benefits of collecting (and thereafter processing) hard copy versus electronic documents. Millnet can deploy teams at international on-site locations with as little as 48 hours' notice. Scanned and coded hard copy documents can be loaded into Relativity in the same way as for electronic documents.

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 14 of the top 20 UK law firms.

See over for Millnet's certifications:

Millnet Credentials

8.1.68 Milyli (US)

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Company Description

Milyli – which stands for "Make it like you like it" – is a boutique software development firm with nearly eight years' experience providing e-discovery solutions to leading law firms, service providers, government organizations, and corporations. Since our founding in 2008, we have developed a particular expertise in kCura's Relativity platform, which has allowed us to gather real-world insight about what e-discovery professionals need to make the review process go smoothly. With that insight, we've developed a suite of ready-to-install e-discovery applications that address common pain points in the review process, like tedious manual redaction workflows, to ensure the most accurate and cost-effective review.

We've also built 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 e-discovery 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 or your other e-discovery platforms work for you and your users.

Vendor Offerings

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 a redaction automation tool for Relativity that lets you eliminate the time review attorneys spend applying redactions one-by-one. Automatically redact words, phrases, and patterns (such as credit card numbers and other PII) so that you can save reviewers' time for QC, ensuring the highest quality review at a lower cost.

- Broadcast: Broadcast is a Relativity reporting tool that lets you generate client-level dashboards to display important information via custom charts, graphs, and HTML for users without ever leaving Relativity.

- Delegate: Delegate is a Relativity application that allows service providers to reduce the time Litigation Support teams spend on simple user, group, matter, and workspace management tasks by delegating that work to designated people on their clients' teams.

- 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.

E-Discovery Customizations

Noticing bottlenecks in the review process? Just purchased a system that doesn't play nicely 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 firm's or your clients' needs. If it's a new

Relativity application you're dreaming of, we are fully fluent in Relativity's APIs and have developed a number of our own applications, so we'd love to work with you to bring your ideas to light.

Some of the Relativity services that we offer are:

- Software Integrations: 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.

- Workflow Improvements: Tell us what's slowing down your Relativity users, and we'll work with you to tweak or even automate workflows – like a project management ticketing app for Lit Support teams or creating text-searchable PDFs from native files – to speed up and smooth out your review process.

- Custom Applications: 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 – including several Relativity Fest Innovation Award winners and nominees.

8.1.69 Navigant Consulting

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Company Description

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.

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.

Vendor Offerings

Electronic Disclosure

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:-

Analysis -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.

Search & Cull-Down -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.

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

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.

8.1.70 <u>Netmaster Solutions Ltd / CaseLines</u>

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<u>Company Description</u>

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.

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.

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.

During 2015 CaseLines was adopted for use in paperless courts across the Crown Courts of England & Wales with an expected volume of about 700,000 evidence bundles during 2016.

Legal e-Bundle Preparation

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.

How do I use CaseLines?

CaseLines is used in three complimentary ways:

<u>1. Self Service</u>

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.

<u>2. Serviced e-Bundles</u>

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.

<u>3. eBundle Distribution, Collaboration and Paperless Hearings</u>

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.

8.1.71 Nuix Technology UK Ltd

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Company Information

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. Nuix continues to innovate on its existing technology to help its customers conquer the challenges of growing data sets, evolving technologies and shifting regulatory and legal obligations.

Over the past five years Nuix has grown by over 60% per year. It has built a team of high-calibre forensic investigation, eDiscovery, cybersecurity and information governance experts. As of 2016, Nuix has customers in over 60 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 (www.nuix.com/case-study-ICIJ).

Software Information

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.

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.

Powered by the patented Nuix Engine, **Nuix eDiscovery** directly indexes virtually all forms of unstructured information, in any language, and makes it easy to investigate, analyse, cull, review and export content. **Nuix Web Review & Analytics** quickly and simply provides multi-user access to case data through a web browser, with powerful searching, data visualisation and analytics capabilities. **Nuix Director** is a web application for template-driven eDiscovery workflow automation. **Nuix Collector** performs survey and collection of data across individual systems or entire networks according to defined criteria.

For those getting started in the discovery process, Nuix offers **Proof Finder,** which in return for a charitable donation to Room to Read (www.roomtoread.org) 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.

8.1.72 Omnia Legal Software Limited

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Company Description

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.

Vendor offering

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.

In particular Omnia:

- Is a flexible, web-based solution accessible anywhere; it can be used on desktops, laptops, tablets and smartphones
- Enables firms to prepare Precedent H and, crucially, to monitor costs budgets
- Contains a dashboard for key date and budget alerts, which can also be emailed to fee earners and/or supervisors
- Analyses completed cases to produce template budgets for different types of case
- Enables importation of time from any case or practice management system
- Is clear and easy to use
- Is inexpensive with a user licence costing as little as £40.00 a month (or from £5 per month per case)
- Is fully scalable from a single user to hundreds

On-going development

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.

8.1.73 Omnis

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Company Description

Omnis is a new breed of global service partner to the legal and compliance sectors. With offices in Dubai and London we provide an unparalleled service in round the clock document and data management services, for a growing list of high profile clients.

We are one of very few companies focusing on the Middle East region and were the first independent to enter the UAE Electronic Discovery market in 2014. In the UK, we are focused on applying innovative new approaches to assist companies with their ever emerging Information Governance challenges.

Our team is made up of technology experts from leading consulting firms, who are knowledgeable in multi-jurisdictional and cross-border matters, including applicable Middle East, UK and US legal processes.

Founders Ben Gowers and Nigel Murray have a wealth of experience in this sector, having built multiple successful businesses in the past. Their previous venture together, Trilantic, was sold to Huron Consulting in 2010.

Vendor Offerings

Our technology experts and solutions help organisations maximise the value of their information while minimising associated risks and costs.

Our practice areas are focused on Disputes, Investigations and Corporate Governance.

Our services consist of the following:

Electronic Discovery
- Digital Forensics / Collections
- Electronic Data Processing
- Electronic Review & Disclosure
- Legal Process Outsourcing
- Paper Bundles, Scanning & Coding

Information Governance
- File Analysis & Risk Evaluation
- Intelligent Migration
- M&A Due Diligence / Divestiture
- eDiscovery Optimisation
- Maturity Assessment & Strategy

We use best of breed software, including EDT for Electronic Discovery and Nuix for Information Governance.

8.1.74 Opus 2 International

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Company Description

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 though the cloud based software Opus 2 Magnum and Magnum Realtime.

Vendor Offerings

Opus 2 Magnum – 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.

Opus 2 Magnum Realtime – 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.

Electronic Presentation of Evidence (EPE) – 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.

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.

8.1.75 Oyster IMS

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Company Description

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.

Founded in 2003 and based in Central London we are experienced in information governance consulting, implementation and on-going support for clients all over the world.

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.

Vendor Offerings

Consultancy

Oyster IMS provides high quality professional consultancy services to a variety of organisations in a multitude of sectors. Typical examples of consultancy work include:

Information Management Strategy

Information Audit and Data Assessment Services

Information Governance Maturity Assessment

Information Architecture, Classification and Retention Policy

Process Consulting

Software

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:

Hewlett Packard Enterprise (HPE) Records Manager: a scalable enterprise document and records management solution (EDRMS) that simplifies the capture, lifecycle management, security and access to information

HPE ControlPoint: 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.

HPE Storage Optimizer: a unique File Analysis tool to slash cost and simplify at the same time. Its advanced information optimization will identify redundant, obsolete or trivial information (ROT) allowing you to take rapid measures to reduce your storage footprint.

MS SharePoint: 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.

Repstor: 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 convenient and familiar interface with your ECM systems and file shares.

EzeScan: 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.

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.

8.1.76 Payne Group (US)

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Company Description

Protecting your, and your client's files is absolutely essential. That's why law firms, corporate legal departments, and entire governments turn to PayneGroup for their security product tools. PayneGroup was the first-ever creator of a metadata removal tool (Metadata Assistant). Fast forward to today, and the product is better than ever.

Two other security products by PayneGroup include Outlook Send Assistant which helps to prevent accidental email disclosures such as errant Reply All, messages accidentally sent to distribution lists, and more. While others have tried to duplicate this product in addition to Metadata Assistant, the fact is, PayneGroup often leads the way with respect to knowing and providing tools that firms need for security and protection.

Redact Assistant securely redacts both native Excel and Word files and includes regular expressions that help match common patterns, as well single use and batch file redactions. PayneGroup was the only legal vertical vendor on a government task force specifically formed to help set the standards for redaction and metadata removal.

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.

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. 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.

Vendor Offerings
SOFTWARE:

Redact Assistant – 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.

Metadata Assistant – Metadata/hidden data removal tool that includes a PDF converter and removes the most metadata from many different types of files.

Outlook Send Assistant – Prevents accidental disclosure when sending and responding to Outlook email messages.

8.1.77 Perconex (Germany)

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Company Description

The company was founded in 2005 by Dr. Olaf H. Schmitt. More than 50 people work for PERCONEX. Turnover in Germany, Austria and Switzerland is more than EUR 5.000.000. In UK we are not active at the moment.

PERCONEX is an innovative service provider in the legal market and is the first mover in Germany for legal interims solutions.

Vendor Offerings

PERCONEX provides legal personnel services, IT forensic services and eDiscovery.

8.1.78 Planet Data Solutions (US)

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Company Description

Founded in 2001, Planet Data is a leading global eDisclosure Management firm that places a premium on industry expertise and client satisfaction. Planet Data offers best-in-class eDisclosure technology and services from Collection, Mobile Forensics and ESI Processing to Pre-Review, Document Review and Productions. Planet Data is SSAE 16 Type II and US Safe Harbour certified.

Planet Data is the exclusive home of Exego, the single-platform eDisclosure destination for processing, indexing, searching, culling and reviewing data and was awarded a patent for its eDisclosure text extraction process. The patent, titled *System and Method for Indexing Electronic Discovery Data,* is an invention for text extraction from embedded documents and objects during processing. Through the proprietary Planet Data process, text is extracted in a unique way to ensure search results are more accurate.

Exego Select - the newest advancement of the end-to-end eDisclosure platform - transforms traditional early case assessment into an efficient pre-review process by making critical features such as email threading, language identification and concept searching available at the outset of a case. These advanced analytical features are not typically available until much later in the process, and usually come with an additional user fee, which is not the case with Exego Select. Having the ability to search and cull non-responsive data with these tools earlier significantly reduces the amount of data that eventually makes its way to hosting and document review.

Exego Review - Using the unique speed and precision of Planet Data's exclusive technology, Exego Review gives our clients an end-to-end 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.

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.

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.

Learn more about us here.

Vendor Offerings

Planet Data Services

- Expert eDisclosure Consulting

- Forensic Data Collections

- Mobile Device Collection

- Exego Extract Processing

- Exego Select Pre-Review

- Exego Review Hosting

- Relativity Hosting and Review

- Advanced Analytics and TAR

- Productions

Learn more about our services here.

8.1.79 Pool of Competence (Switzerland)

Francois Becquart (Owner & CEO)	**Poolofcompetence** *Talent Inside*
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Company Description

PoolofCompetence SA is a Swiss based staffing provider with offices in Geneva, Zürich and Paris.

Domains of expertise:

- Legal & Compliance
- Forensics & e-Discovery
- Digital Security

PoolofCompetence offers a wide range of services :

- Permanent placement
- Temporary staffing
- Outsourcing
- Project management services

Vendor Offerings

PoolofCompetence provide all the necessary resources for Legal and e-Discovery / Forensic projects all over Switzerland and EU to Law Firms, Banks, Corporates, NGO etc. PoolofCompetence covers the entire e-Discovery Reference Model.

8.1.80 PwC PricewaterhouseCoopers LLP

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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.

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).

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.

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.

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.

Services

- Legal and regulatory electronic disclosure:
  - data capture
  - data analysis
  - data hosting and search
  - production
- Document review
- Investigation support
- Project management
- Electronic trial bundling
- Information Governance/Records Management

Technology

Data Collection:

- Encase
- Helix
- FTK imager

Decryption:

- Passware

Processing:

- Nuix
- Proprietary technology for processing Chatroom data

OCR:

- ABBYY Recognition Server

Data Hosting Platform:

- Relativity

Voice:

- Nexidia
- Intelligent Voice
- Other proprietary technology

Translation:

- Translation on the fly with proprietary technology

Analytics:

- Relativity Analytics
- PwC eDiscovery Module

8.1.81 QuisLex

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QuisLex
Legal Process Excellence

Company Description

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 delivers 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 & Partners as a Band 1 legal outsourcing provider, *The New York Law Journal* as a top managed document review provider, and the IACCM as its "Outstanding Service Provider" for contract management solutions.

To date, QuisLex has reviewed more than three billion pages, created privilege logs running into tens of thousands of entries and worked on matters before most major jurisdictions and regulatory agencies worldwide. We are 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.

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.

QuisLex holds the ISO 9001:2008 certification for its patented Legal Quality Management System and the ISO/IEC 27001:2013 certification for its Information Security Management System. QuisLex is both SSAE 16 (formerly SAS 70 Type II) and HIPPA compliant.

Vendor Offerings

The company's litigation services focus on managed document review services, which include complete end-to-end project management and quality control, and seamlessly integrate 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.

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 validating search terms and suggesting changes, as well as using statistically valid methodologies for culling document sets, or creating matter-specific strategies to optimize review.

Post review, 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 activities such as preparing for depositions. This allows law firms to focus on the substantive aspects of the matter, while QuisLex can perform the more labour intensive but critical activities such as searching for, analysing, or summarising specific factual content. Having recently been immersed in the document population, QuisLex attorneys 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 review and post review activities.

The company's execution and delivery is further enhanced by the involvement of a dedicated 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 delivered. 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 to test and validate 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, Recommind, Kroll OnTrack, Xerox, Documatrix and Ringtail. A key function of its Legal Technology Group is to optimize the capabilities of the client-chosen platform. QuisLex also maintains a team of technologists and programmers who design customized applications (for example, a privilege log processing application) to extend the capabilities of a given review platform that may not provide certain functionality. At all times, QuisLex securely and remotely accesses 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.

8.1.82 RAID

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Company Description

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.

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.

Vendor Offerings

Advanced social media monitoring and secure intelligence gathering platform.

RAID (Realtime Alert Investigation & Discovery) is designed specifically for the law-enforcement and security sectors.

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.

8.1.83 Recommind

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Company Description

Recommind's advanced analytics help professionals identify the facts that matter for eDisclosure, investigations, contract analysis and information governance. Customers of Recommind's Axcelerate platform 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 & Case and WilmerHale. Recommind is headquartered in San Francisco and has offices in New York, Boston, London, and Bonn. For more information go to www.recommind.com.

Vendor Offerings

Recommind's Product Suites

The CORE Platform

All Recommind products are built on top of the proprietary 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. CORE is Recommind's own search engine, developed and customized to facilitate large-scale content analysis for legal professionals across the world.

Axcelerate eDisclosure

Only Recommind offers an end-to-end eDisclosure solution with integrated advanced analytics available on-premise and in the cloud, with license and subscription options to meet the needs of any corporation or firm. Axcelerate includes unique, proprietary advanced analytics and Predictive Coding functionality, able to pinpoint key documents quickly while automatically assessing issue relation, document responsiveness, and privilege.

Decisiv Search

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. Decisiv can connect to, search across, and retrieve information from more than 70 different content management applications like Box, Google Enterprise, and SharePoint; 400 different file types; and 30 different languages. Decisiv QwikFind integrates search directly to the desktop, without the need for a separate application.

Perceptiv Derivatives Contract Analysis

Perceptiv leverages the CORE platform to automatically process, extract, and organize the key terms and conditions from millions of OTC derivatives contracts into a data model to ensure that traders are always looking at the most accurate and current information when making trades. The Perceptiv platform displays all the critical information in an intuitive and easily searchable consumer-grade UI. Perceptiv also maintains continuous links between the extracted terms and the original agreements that may be spread out across dozens of databases within a financial institute, allowing traders to instantly verify and document facts as needed.

8.1.84 <u>Ricoh (US)</u>

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Company Description

Ricoh Americas Corporation helps companies grow their business, improve customer engagement and increase efficiencies by focusing on profitability, cost reduction and document integrity. Established in Tokyo in 1936, Ricoh Group today operates in more than 200 countries and regions.

The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives.

With our legacy of innovative technology that has changed the way we work, and our deep expertise in accessing, capturing and managing information, we deliver solutions that are harnessing the power of today's changing workforce. We are leaders in information mobility because we understand that it's not just about information access. It's finding the information that's important, and using it to drive the results you want. Fast. And as one of the Ethisphere Institute's 2015 World's Most Ethical Companies®, you can be sure that we're doing it with transparency, integrity and corporate social responsibility.

Under its corporate tagline, imagine. change. Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

Vendor Offerings

- **The Ricoh eDiscovery Client Portal**

The Ricoh eDiscovery Client Portal is a secure, cloud-based dashboard that gives users easy-to-view, secure access to dynamic reports, information, and Ricoh's hosted review platforms, whenever and from wherever they'd like to view the information. The solution is accessed through a web browser and provides hassle-free interactions with your ESI and case workflow. The Ricoh eDiscovery Client Portal enables customers to standardize data processing workflow and take advantage of Ricoh's automated processes.

- **Ricoh's cloud-based eDiscovery processing tool**

Ricoh's automated cloud processing solution is a user driven, Cloud-hosted eDiscovery solution that lets users select the services they want, upload Electronically Stored Information (ESI) and receive notifications as projects move through the automated production lifecycle. Ricoh's user-friendly workflow provides access to cutting edge technologies without any overhead investment. Instead of spending valuable time sifting through multiple systems to get the answers you need, simply log in to the tool through the Ricoh eDiscovery Client Portal to check the status of your projects. Get a quick snapshot of your progress with summaries and visual representations of your project status – or dig deeper with data analysis and detailed reports.

- **Ricoh Electronic Discovery Insight (REDI)**

Ricoh Electronic Discovery Insight (REDI): The REDI service gives customers all the power of permanently installed eDiscovery analysis tools without the capital investment, delays and proprietary lock-ins. REDI offers corporate legal departments a way to combine highly intuitive data culling, a simple user interface, an innovative cost calculator, and an affordable, behind the-firewall method of controlling costs. Employing technology used in some of the most demanding ESI settings, REDI rivals the affordability of tools with a fraction of the power. And unlike software-as-a-service processing tools, REDI helps keep customer data safe and secure behind the company firewall. Ricoh Electronic Discovery

Insight is a unique combination of simplicity and power providing a simple yet innovative way to make information work for you.

- **Ricoh Data Forensics**

Minimize risk with Ricoh's data forensics solution. Our team is led by data forensic experts with extensive testifying experience. We are proud to leverage the first private lab with ASCLD/LAB accreditation where we perform forensic analysis with speed and reliability. Organizations that utilize our forensic services will also have access to Remlox, a patented solution (US Patent No. 9,087,207 B2) used for remote capture of a complete forensic image of electronic storage media. Ricoh's data forensics team has a proven track record of customer success in large, national and international matters. Take advantage of our Safe Harbor Certified forensics offering and discover a defensible, tested solution as part of Ricoh's full suite of eDiscovery services.

- **Managed Review Services**

Ricoh's Managed Review Services leverage contract attorneys, project and review managers, and the latest technology and methodologies in dedicated review centers across the U.S. It is a key component of Ricoh's eDiscovery suite of services, providing you with a single point of support from data capture through production With Managed Review Services, Ricoh gives your firm the opportunity to focus on more relevant tasks and leave the burden of culling through massive documents to an external team of trained professionals. All professionals have 25+ years of experience and the number of attorneys on your case can be increased or decreased at no extra cost with your discretion. Ricoh Managed Review Services can reduce the need to involve expensive alternatives while helping to reduce costs by streamlining your review process.

- **Ricoh Legal Advanced Workflow (RLAW)**

Ricoh Legal Advanced Workflow (RLAW): The RLAW software creates customized, automated scanning workflows and transforms paper documents into easy-to-find information that you can share with key decision-makers instantly. With RLAW, your firm will find it easier to meet court filing deadlines and requirements by taking out the guesswork that often comes with preparing court files. By simply entering the required information once, customizable workflows are created and become accessible through a single touch of the Ricoh MFP control panel. In addition, RLAW gives your firm the ability to automate Bates Labelling to identify key documents quickly and efficiently through customizable fonts and starting numbers all while not having to compromise your existing Bates Labelling scheme. Scanning, storing and accessing key information amongst various platforms such as iManage, Worldox, or OpenText eDocs, is also possible through RLAW and will give your firm the ability to access key information instantaneously. Lastly, the solution comes with 128-bit encryption, which will allow your firm to focus on important tasks rather than worrying about a data breach.

- **Information Governance, Risk & Compliance Consulting Practice**

Information Governance, Risk & Compliance Consulting Practice (IG/GRC): IG/GRC enables firms to understand the total cost of ownership for its records and information, allowing them to turn the flood of unstructured data into a stream of innovation. By identifying the value of information types at different stages, Ricoh IG/GRC helps you effectively plan and manage systems for capture, content management, collaboration and preservation in ways that are user-intuitive and knowledge-centric. Through this solution, firms will be given the ability to avoid compliance failures, customer losses, breaches and PR crises and instead gain insight and create consistency among processes that have become inconsistent. The final component of this solution is the establishment of a common language between stakeholders to prioritize actions for improvement. Implement IG/GRC in your firm and find out how easy it is to improve data integrity and accountability and evolve.

8.1.85 Smith & Williamson LLP

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Company Description

Smith & 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 & accountancy, forensic services, tax and financial advisory services to corporates, owner-managed businesses, professional practices and private clients.

At Smith & 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.

Vendor Offerings

Forensic technology

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.

Our team

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.

Investigations

Working together with our forensic investigations team, we investigate both criminal and civil cases and can:

- secure electronic data using overt or covert techniques
- review servers with minimal disruption to networks
- identify and recover deleted and hidden data from all forms of electronic media
- provide clear, non-technical reports on our findings.

e-disclosure

We offer a complete e-disclosure solution that:

- consults, collects and prepares documents for electronic review
- reduces the cost of e-disclosure through flexible charging structures
- saves time and money through more cost-effective planning

- 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.

8.1.86 Stroz Friedberg

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Company Description

Stroz Friedberg is a purpose-built risk management consulting firm that helps businesses solve the complex challenges they face in today's digital and connected world. Our clients call us--and we are at our best--when the stakes are high and the potential for damage is great. We are trusted advisers who work proactively to minimize risk, and when the inevitable happens, we respond in real time to contain issues and crisis situations. At Stroz Friedberg, our people are driven by a common goal: We seek truth so our clients can find resilience.

How can we help you to reach a successful outcome with Discovery and Disclosure?

- Our Engagement Managers include technology lawyers and information security professionals as well as law enforcement and regulatory personnel. We provide **consultancy to assist with the full spectrum of the EDRM**, and to support the application of appropriate legal eDisclosure protocols such as TeCSA.

- Our Digital Forensics team is supremely qualified to undertake some of the deepest and most difficult investigations, as well as providing **defensible forensic preservation, identification and collection** from anywhere in the world and on any data type. We are often called upon to defend our clients as expert witnesses in Courts.

- We can host data securely in our **ISO27001 certified data centres** in London, Zurich and New York, and provide a wide variety of tools to enable analysis and hosting. Our mantra is always 'Review Less'.

- We also provide our **mobile 'Nomad' solutions** for hosting and processing where the data cannot leave client premises or jurisdiction. These are highly scalable, and we have processed well in excess of 8 TB in an onsite environment using a single Nomad.

- We specialise in making **audio as a datatype** more tractable, so that evidence can be extracted from recorded voice or video accurately, quickly and cost effectively.

- We offer a range of **specialised review services**: our Forensic Accounting team can undertake financial crime investigations, whilst our world class forensic examiners and analysts can comb datasets to look for evidence of insider threats as a key part of internal investigations. We can also provide fully managed standard lawyer review for disclosure purposes.

- Our **Managed Services and Litigation Repository** reduces complexity by offering a single, comprehensive matter management resource – enabling greater cost control and predictability with integrated online calculators, and facilitates earlier and better decision making via real time reporting on matter and data metrics.

Vendor Offerings

Stroz Friedberg offers a wide range of Forensic analytical tools including Cellebrite for mobile devices, EnCase and FTK. We offer processing through our proprietary platform, Stroz Processing, incorporating our Early Case Assessment tool, First Glance. We also offer hosting through kCura's Relativity platform, and our new Managed Services and Litigation Repository features a full suite of eDiscovery services, surfaced through an online dashboard with relevant metrics.

8.1.87 Swiss FTS (Switzerland)

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Company Description

Swiss FTS – founded in 2010 – specializes in Electronic Discovery (eDiscovery), Computer Forensics and Information Governance. As an End – to – End solution provider, Swiss FTS offers services covering all technical aspects of the EDRM model as well as managed review services.

Our team has many years of experience in the design, implementation and management of national and international eDiscovery and Computer Forensics projects of various sizes and industries. Through this experience Swiss FTS has the practical know-how to handle a great variety of technical and legislative challenges that come with such sensitive projects. As our client we can therefore offer you efficient, customized solutions which serve your individual needs.

As the first premium hosting partner for Relativity by kCura in continental Europe, Swiss FTS offers extensive experience backed with numerous certifications including "Relativity Best in Service".

Our datacenter in Switzerland is ISO27001 certified, giving your data the protection it deserves.

Vendor Offerings

Services:

Litigation Support and eDiscovery services:

Identification, Preservation & Collection:

Swiss FTS guides clients through the identification of relevant ESI sources for each matter, taking into account the specific requirements of your case.

Our certified computer forensics experts, are experienced in collecting and preserving data from a wide range of devices and media including mobile devices, backup tapes and cloud backups or archives.

ECA and Processing:

In a collaborative approach with our client, we analyse the collected data to understand, select and assign priorities at an early stage.

For processing, we use Nuix on optimized hardware to achieve best performance and speed, giving you results with minimal turnover time. Full data isolation per case assures the integrity of your data and prevents cross-contamination.

Legal Review Platform Hosting:

Swiss FTS offers Relativity as a review platform. It allows easy management of the entire document review process including redactions and productions.

Relativity enables us to host very large and complex projects, and provide access to the data internationally. With its flexible and intuitive user interface, Relativity is suited for all review requirements. Regardless of volume, documents can be processed and quickly uploaded to the platform, allowing you to start with the review in no time. Relativity's security features allow granular security down to a single document and feature.

With Relativity, we can offer you the following functionality and advantages:

- Full customization of the project workspace

- Optimization and acceleration of the review process through automation

- Increased quality through pre-defined integrity checks

- Complete and consistent audit trails

- Computer assisted review based on concept clusters and machine learning

Review (Workflow Design and Technology Assisted Review):

We configure our workflow processes in close collaboration with our clients, gathering a detailed understanding of your needs and goals to be achieved. With several years of experience in this field, our experts will help you design a process that suits your matter best to achieve the desired outcome.

Isolated On Site Solutions:

If local legislation or company policies prohibit that data is removed from a specific location, we deploy mobile solutions to give you total control over where your data is processed and reviewed. Ad-hoc on premises installations are available on your own infrastructure (virtual or physical) or can be deployed on Swiss FTS mobile rack infrastructure.

Legal Review Rooms and Staffing:

Swiss FTS offers a fully equipped review room. In case that there is need for reviewers, we will staff the required professionals for our clients.

Computer forensics:

Our certified computer forensics experts are able to identify deleted files or remaining fragments found on your media and analyse traces and logs left behind to provide crucial details for your case.

We are equipped with tape and other legacy drives which allow us to restore data from various media.

eDiscovery infrastructure design and implementation:

As a Relativity Certified Reseller, Swiss FTS also supports its clients in bringing Relativity in-house. Our clients can rely on the know-how we have gathered in being a Relativity Best in Service premium hosting partner to insure a smooth implementation. These systems can either be either operated by the clients or as managed service by Swiss FTS.

Certificate Information:

8.1.88 SYSTRAN (France)

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Company Description

For over four decades, SYSTRAN has been developing intelligent language technologies that empower multinational companies, Defense and Security organisations, and global legal firms to quickly understand and process digital forensic analysis of unstructured multilingual data.

With SYSTRAN, they can extend the analysis of textual, audio or image data to more than 45 languages including the most spoken languages and the Middle Eastern ones.

Vendor Offerings

SYSTRAN Relativity Connector 2.0

The SYSTRAN Relativity Connector 2.0 provides a bridge between Relativity and the SYSTRAN Enterprise Server allowing you to securely translate confidential information in real-time. SYSTRAN has the capability to accurately translate in 45+ languages and can quickly process and classify large volumes of multilingual ESI. With over 47 years in the automated translation business and customers worldwide, SYSTRAN provides you with the quality software necessary to quickly understand large volumes of foreign language documents during the eDiscovery process.

8.1.89 The Oliver Group

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Company Description

The Oliver Group (TOG), founded in 1997, provides data forensic and media restoration e-discovery services to corporations, litigation support providers, and law firms.

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.

What We Do

TOG helps clients navigate the early stages of the e-discovery process through service offerings that include:

- Data Acquisition & Forensic Analysis.
- Media Restoration & Conversion.
- Data Preservation & Remediation.
- Data Filtering, Culling and Searching.
- Litigation & Compliance Readiness Assessments.
- Consulting & Project Management.

Vendor Offerings

- Data Acquisition & Forensic Analysis – onsite or remote
- Media Restoration & Email Conversion – via Native process

  e.g.: GroupWise to .pst

- Data Preservation & Remediation

  One to one copy,

- Data Filtering, Culling and Searching
- Data Migration

  e.g.: Exchange to Office 365 from backup tapes

- Legacy System Decommissioning
- Litigation & Compliance Readiness Assessments
- Consulting & Project Management

We use industry standard tools such as Encase, FTK, Cellebrite, etc. as well as our own fully defensible developed in house software.

8.1.90 The Review People

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Company Description
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:
"The company is about People and we specialise in Review."

Vendor Offerings
E disclosure review services for Litigation, Investigations and Arbitrations.
The company provides experienced professional contract reviewers, in particular, foreign language and also provides consultancy services for review strategy in e disclosure.
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.
Clients include city law firms, consultancies , technology service providers

8.1.91 TransPerfect Legal Solutions

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Company Description

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&A and bankruptcy cases, TLS is a full service provider for the global legal industry.

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.

TLS offers expert solutions in every practice area. Here are just a few examples of how TLS can lighten your caseload:

- Litigation Support – 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.

- M&A / Bankruptcy & Restructuring – 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.

- Intellectual Property – 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.

Services Offered by TLS

Digital Preservation and Forensics

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.

E-Discovery Processing

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.

TLS's e-discovery processing team is trained and certified in all major review platforms

(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,

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.

8.1.92 TSD Services Ltd (Bulgaria)

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Company Description

TSD Services, Ltd is a medium-sized Bulgarian software company founded in 2007 in Troyan, Bulgaria by CEO German Gachevski. The TSD team, currently consisting of more than 50 dedicated personnel. The company operates in two office locations within Bulgaria – Troyan and Sofia.

Since 2013 TSD has immersed into eDiscovery, focusing on custom application development for Relativity® platform. TSD has grown considerable expertise that allowed our RelaTeams to actualize various custom development projects and extensions for Relativity® Platform.

As Relativity® Independent Software Vendor, TSD has also designed a line of Relativity-based applications that address common pain points in managing Relativity® and extends it to solve them.

Vendor Offerings

Custom Development for Relativity®

You have a killer idea for a Relativity-based application that can help your organization run the business more efficiently? You are looking for Relativity® Integration partner who can develop an application tailored to your specific e-discovery needs? Our dedicated RelaTeams definitely can help you with projects of any size.

We have built up extensive expertise with:

- Custom pages (both integrated and stand-alone)

- Worker agents

- API calls (RSAPI, REST API)

- Direct database calls and access

- Custom RDOs (Relativity Dynamic Objects)

- Event handlers

- SQL Scripts

- Console Buttons

- Mass Operations

- Programming Saved Searches (create, rename and add/remove conditions)

- Structure Relativity Applications (Object Rules, Layouts, Views, etc.)

- Elastic search.

TSD can help you turn your idea into a time-saving or revenue-generating reality, providing you with a designated RelaTeam who will provision the full lifecycle of the project from the initial design to testing and final implementation.

Relativity® Applications

We explored our clients' most common challenges in running e-discovery operations, and extended Relativity®, building our own Relativity-based applications to solve their difficulties and make requests a reality. Our current Relativity® integrations are:

- **MaxMessage -** an enhanced messaging system across Relativity®, giving you the ability to create and schedule messages to be sent instantly or during specific time periods to a specific user, group of users, all users in a workspace or all users in a Relativity® instance. Also with the possibility of attaching files to these messages. In addition, you can keep track of message acknowledgment status (when and by whom the message has been seen, acknowledged or the attachments downloaded).

- **MaxBilling -** an application that helps Relativity® Hosting Partners and Relativity® clients automate the process of customer billing within Relativity®. Generate accurate and detailed, easy-to-read monthly reports with calculated costs from pre-set metrics and prices, including custom billing rates, periods, Tasks, Users and CaseRollup. By automatically generating bills, MaxBilling reduces the time and efforts you spent on billing, while minimizing the potential for errors.

8.1.93 Trusted Data Solutions Ltd

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Company Description

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 **A**to**M**, 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

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.

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.

Vendor Offerings

Backup Tape Services

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.

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.

Strategic Tape Discovery

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.

Restoration Assurance Programme

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.

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.

8.1.94 Unified

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Company Description

Unified is an international legal support services provider, offering the full spectrum of data collection, processing, review, disclosure, production, eCourt and analytics services.

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.

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.

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.

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&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.

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.

Vendor Offerings

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.

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.

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.

Through our tie-up with Inventus, we've also been able to innovate more, drawing on the bespoke Luminosity disclosure management platform and associated tools such as Spotlight - an advanced business analytics application that gives everyone from in-house counsel, corporate finance, law firms, and case teams real-time insight into data volumes, legal spend, and cost savings across their legal portfolio.

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.

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
- Veritas Clearwell
- Recommind
- Ringtail
- Inview
- Documatrix

8.1.95 UnitedLex (US)

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Company Description

UnitedLex (www.unitedlex.com) is a global provider of technology-powered services that delivers industry-leading legal, cyber risk and business strategies and solutions. UnitedLex was founded in 2006 with a singular mission to improve the performance of leading corporations and law firms and academic institutions. Since then, UnitedLex's more than 2,000 attorneys, engineers and consultants have provided unparalleled solutions resulting in risk mitigation, efficiency improvements and cost optimization for its clients around the globe. With more than $250 million in assets and committed capital, UnitedLex deploys the right blend of service and technology to support the world's leading corporations and law firms.

Vendor Offerings

Litigation Services: Questio managed eDiscovery service, encompassing collections and forensics, managed document review and data hosting. This group also handles corporate investigations and provides litigation technology assessments to law firms and legal departments.

Questio has been shown to reduce eDiscovery costs by six- to seven-figures per case by significantly culling non-responsive data prior to ingestion. It also gives counsel strategic legal insights within days of collection to help validate or strengthen your case. Based on past success rates, UnitedLex offers a Total Project Cost Guarantee – a single price for collections, data hosting and document review established prior to ingestion. If UnitedLex is unable to meet its estimate, the project is free.

Legal Business Solutions: Delivers meaningful and sustainable improvement in the way customers conceive of, organize and deliver legal services. Helps law departments set their vision and strategy, develop and implement operational improvements – including internal resource optimization, outside counsel/vendor management, and technology strategy and utilization -- and report quantifiable results. Operates several Legal Centers of Excellence, whereby UnitedLex takes over existing litigation support services, rebadges employees, and institutes new policies and processes designed to significantly lower costs and improve operational efficiency.

Digital Contracting Solutions: With more than $40 billion in contracts under management, this end-to-end solution helps optimize overall performance of the contracting function, including reducing negotiation cycles by up to 50% and reducing in-house contracting costs by more than 30%. We improve resource utilization, spend, technology, processes, templates and policies to support sales, procurement or compliance organizations. Our advanced analytics technology ensures timely performance of contractual obligations, improves closure rates and productivity, enhances decision-making and risk management, and lowers costs.

Cyber Risk Solutions: With more than 7PB in data hosted and monitored on a monthly basis, and a global team of expert security analysts focused on detection and mitigation, UnitedLex is a global leader in intelligent security monitoring and incident response. We help corporations mitigate cyber risk through a holistic security program that is Defensible, Actionable, and Adaptive. Our program seeks to mitigate brand damage, business disruption, remediation expense, legal exposure, and lost opportunity costs by combining best-in-class technology with practical human expertise from legal, IT and risk experts. By combining human intelligence and advanced analytics, we deliver a level of "context-aware" security that traditional IT-centric security firms are unable to provide. Our real-time security

monitoring and active threat hunting can reduce response times to a critical threat by up to 99%, and our forensic investigation and incident remediation team can reduce the financial impact of an incident by 75% or more.

Intellectual Property Solutions: We work with patent owners at Fortune 500 companies and technology transfer departments at major universities to assess patent value, assess monetization opportunities, and support licensing programs to achieve optimal client rewards. Focuses on technology elements of monetization — licensing as well as patent litigation. UnitedLex has executed in-depth due diligence on more than 650,000 patents, performed more than 200,000 patentability searches, analyzed over 85 terra-bytes of product source code to isolate evidence of infringement, and successfully generated more than 38,000 invalidity, infringement, and EOU charts.

On the trademark front, We provide a highly optimized, global support model that reduces cost, promotes efficiency, and ensures quality and transparency throughout the entire trademark asset lifecycle. Our trademark solution spans the entire value chain, enabling our clients to develop, manage, enforce and acquire trademark portfolios more effectively, thereby gaining significant economic advantage. With more than 50,000 hours of expertise in Trademark searching, more than 75 Fortune 500 companies trust UnitedLex to manage their trademark functions.

Financial Advisory Solutions: Financial services companies confront a legion of regulatory, compliance, and documentation challenges that often cut across an organization's legal, business, and technology departments. Each year, UnitedLex settles more than 100,000 loans valued at more than $160 billion for its global financial clients. Additionally, our unique Distressed Debt and Private Equity Trade Documentation Service, LexDocs, has delivered legal cost savings of more than 30% per trade for clients, resulting in millions of dollars in additional bottom line client revenue, together with cost predictability through its fixed, "all in" per trade pricing. That's why our for the last five years our LexLoan team ranked the #1 closing team by "Total Securitization and Credit Investment" magazine.

8.1.96 Veritas

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Company Description

Veritas enables organizations to harness the power of their information, with solutions designed to serve the world's largest and most complex heterogeneous environments.

Get industry-leading solutions that cover all platforms with backup and recovery, business continuity, software-defined storage, and information governance.

The exponential growth of data and the resources needed to manage it is one of the most pressing issues facing business today. And it's not just the amount of data. It's where it lives and how it travels between private clouds, public clouds and back to on premises. In these increasingly complex IT environments, it's important to focus on what's constant: the data.

Every one of our information management solutions – from business continuity to back up and recovery to software defined storage and information governance – is designed around the principle that information is more important than infrastructure. Veritas has the privilege to help the world's organizations - including 86% of the global Fortune 500 - collect, protect, analyze and optimize their data, even in the most demanding environments.

Vendor Offerings

Veritas Information Governance products simplify and automate the control of unstructured data. Achieve compliance and limit liability by gaining control of critical business processes including retention, eDiscovery, and risk management.

Data Insight

Data Insight is a file analysis solution that provides the tracking and reporting necessary to deliver organizational accountability for file usage and security.

eDiscovery Platform

Veritas eDiscovery software makes it easy to cost effectively and defensibly find evidence and solve challenges across the eDiscovery lifecycle.

The Veritas 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.

Features; Transparent Predictive Coding, Audio Processing, Search, & Review, Distributed Architecture and multiple source collectors including O365 and Enterprise Vault products,

Enterprise Vault and Enterprise Vault.Cloud

Veritas Enterprise Vault and Enterprise Vault.cloud help automate retention management and supervision while simplifying eDiscovery over unstructured data.

Information Map

The Veritas Information Map renders your unstructured data in visual context and guides you towards unbiased, information governance decision making.

8.1.97 <u>Vound Software (Intella) (US)</u>

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<u>Company Description</u>

Vound develops and markets the **Intella®** suite of e-discovery software, a solution designed with the customer in mind.

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.

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.

For more information, visit <u>www.vound-software.com</u>.

<u>Vendor Offerings</u>

Find your evidence fast.

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.

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.

- Market-leading indexing speeds for faster evidence processing

- Enhanced search and analysis capabilities of mobile data collections, forensic images, email, attachments and embedded objects, archives, headers, and metadata

- Load file support for all major legal export formats, to include ingestion of existing load file productions

- Task and export wizards to create and implement repeatable, template-driven processing steps

- Additional file level support for indexing native EnCase images, DD, L01, MacOS, GPT and ISO

- Multiple analytic visualizations, including Intella's unique Cluster Map and Sets View

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.

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.

8.1.98 Xerox Legal Business Services

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Company Description

Xerox Legal Business Services, Formally Xerox Legal Services (XLS) is the e-disclosure and litigation support division of Xerox Corp. (NYSE: XRX). XLS is one of the largest global providers technology-enabled litigation, investigation and compliance services to Fortune 1000 corporations and law firms, with over 20 service delivery and data centres across the U.K., EU, APAC and U.S. and capabilities to support clients in more than 180 countries.

Background: Founded in 2002 as Amici LLC and acquired by Xerox in 2006, XLS employees over 600 employees. In 2012, Xerox acquired Lateral Data and its all-in-one platform, Viewpoint. In 2014, Xerox acquired Smart Data Consulting.

Value Proposition:

Xerox works with a majority of Fortune 1000 global; corporations, and has nearly 15 years' experience successfully managing clients' complex, high-stakes and high volume matters. XLS has a long history of research and development to proactively address client needs, with innovative solutions coming out of Xerox Research Centre Europe in Grenoble, France and Xerox Palo Alto Research Center. In addition to innovative technology to help clients streamline the review process, XLS offers adaptive technology services with a focus on ensuring the most robust data security and privacy processes and features.

XLS offers best-of-breed proprietary and third-party industry-leading data review and analysis platforms and flexible deployment models to best meet clients' software preferences and deployment needs, whether software as a service, managed services or mobile support for matters in which data needs to remain on site. Xerox offers eDiscovery services through its proprietary Viewpoint® and OmniX® platforms, as well as Relativity® by kCura. Through these platforms, Xerox delivers end-to-end services for litigation, investigations and compliance matters of all volumes and complexity.

Through its services and technology, in addition to standard review platform analytics, XLS offers custom analytics to help companies and their counsel move through the review process faster, more efficiently and cost-effectively, winnow down the data warranting review, and proactively identify risks in data before it turns into a liability for the client. Xerox Legal Services draws upon its own data scientists as well as those within Xerox's Analytics Research Center to develop custom analytical techniques and approaches for its clients.

Vendor Offerings

XLS offers best-of-breed proprietary and third-party review platforms, offering clients choices on how they want to manage their matters. All client use of platforms are supported by a full spectrum of professional services, including data collection, pre-processing and processing, data loading, hosting in Xerox's global ISO 27001 data centres, and production services. XLS offers custom workflow solutions designed to ensure the most efficient review and optimal outcome, supported by experienced project managers, data specialists, and client services teams.

OmniX

OmniX, proprietary review and analysis technology, hosts some of the largest databases for some of the largest clients in the world. Features include:

- Security for multi-party access with multi-tiered user hierarchies down to the document level
- Basic and complex searching (Boolean, proximity, exact phrase, relationship, clustering)
- Advanced analytical tools, including corpus analysis, document analytics, email threading and near duplicate identification
- Audio and video file search, filtering and review
- Automated redaction, inverse redaction and advanced data detection to find and anonymize sensitive numerical data
- Foreign language support for hundreds of languages
- Basic review and coding capabilities in native, TIFF, PDF and HTML
- Automated workflow for document batching and distribution
- Visualization tools support analytics, workflow and project reporting for faster decision-making
- Integration with technology-assisted review for document prioritization
- Reuse of work product—data is processed once and reused again in multiple matters, eliminating redundant document review for similar or recurring matters
- Integration with web-based legal hold notification tool
- Ability to manage multiple matters on a single site
- Joint repository features, including hardened network security controls, for co-counsel, corporate counsel, opposing counsel and expert witnesses to use a single database while still maintaining confidentiality
- Supported by 24/7/365 data collection, processing, project management, client support and managed review servicesAllows 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

Viewpoint

Viewpoint, a proprietary processing, review and analysis platform, brings affordability to eDiscovery by enabling clients to manage all eDiscovery processes --collection, early case assessment, pre-processing and processing, advanced analytics, assisted review, review and production--in a single, fully integrated platform. Features include:

- Offered as a hosted platform, part of managed services solutions or in situ backpack for high-speed, temporary eDiscovery projects where data needs to remain on-site.
- Fully integrated platform that eliminates the cost and time of integrating disparate applications and importing, exporting and copying files between tools--there are no additional applications or plug-ins necessary
- Ability to collect, filter and forensically copy and preserve data directly in the Viewpoint repository
- Ability to defensibly reduce data at the earliest stage of the process, before processing begins
- Filtering and processing of large volumes of data in a fraction of the time it would normally take, enabling faster access to data
- Advanced analytics—integrated technology-assisted review, duplicate and near-duplicate identification, e-mail thread management, relationship analysis, concept analyzer, suggestive coding, language identification, workflow automation and other advanced analytics
- Production capabilities to efficiently manage inbound and outbound productions in a

- single location
- Scalability

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
- Workflows for document prioritization, QC enhancement, first-pass review, issue coding, data reduction

Relativity (see kCura Relativity)

In addition to its proprietary eDiscovery platforms, Xerox Legal Business Services also supports the latest version of Relativity.

Mobile In Situ Data Processing & Review

XLS offers a mobile deployment solution, including services and an all-in-one functionality appliance, to support temporary document processing, review and analysis projects for which data must remain on-site.

- 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 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-disclosure solution
- Typical use cases: data privacy, short timelines, geographically dispersed locations, internal investigations, limited internal resources

Services

Litigation Readiness & Legal Hold
XLS provides strategic consultation on litigation preparedness to help you reduce overall enterprise data risks. Our consultants can assist with litigation readiness assessments, alignment of records management policies with eDiscovery requirements, implementation of processes and solutions for monitoring and enforcing retention programs, development of legal hold strategies, legal hold technology, design and implementation of back-up tape and other legacy media strategies, and employee training.

Data Collection
Whether clients need to collect data from multiple locations around the globe or just a single location, our team of certified collections experts can help respond to regulatory and legal requirements in the most cost-effective, efficient and forensically sound manner. XLS can consult on and design an approach based on your objectives, develop an inventory of the universe of potentially responsive data, and acquire data from nearly every file type and source, using proven technology and forensically sound methods.

Data Processing

XLS adheres to a Lean Six Sigma approach to ensure the most accurate and efficient processing of your data. With Petabytes of capacity, we can satisfy your high-volume, fast turnaround requirements for filtering and early case assessment. Features include:

- Native file processing, TIFF and native file production

- All metadata, text, embedded objects and domains processing
- Filtering based on objective and subjective criteria
- Support for virtually any file type, including legacy, non-standard email formats, corrupt files, password-protected, encrypted files, Bloomberg data, chat, SharePoint, audio and video files
- Identification and processing of hundreds of languages, with full Unicode compliance
- Rigorous quality control and chain-of-custody protocols

Hosted Review

XLS offers hosted review on leading proprietary and third-party platforms. Clients' use of technology, hosted in our global data centres, is supported 24/7 by experienced and dedicated project managers and client services professionals that consult on and implement customized workflows. This helps ensure the most efficient review, as well as consistency across all of your matters.

Analytics

XLS offers advanced analytical capabilities to cull data efficiently and effectively and automate the identification of relevant data, increasing the speed and accuracy of a review. Advanced analytics are also fully integrated into its platforms, and include email thread redundancy, visualization tools, concept analysis, near duplication identification, email threading, email relationship analysis and technology-assisted review. Xerox data scientists will also work with you to build customized analytical models for your particular needs, such as reuse of work product from prior matters to save costs in the future, automatic identification of privilege or non-responsive documents, and analysis to inform you earlier in the process of strengths and weaknesses of your case.

Technology-Assisted Review

Incorporating technology-assisted review, or predictive coding, into organizations' review workflow allows for the rapid identification of responsive documents and less time and cost spent reviewing non-responsive documents. XLS' technology can be used for document prioritization, QC enhancement, first-pass responsiveness review, issue coding and defensible document reduction. Its resident team of search experts, linguists and technologists are on hand to ensure you get the best results possible. Technology-assisted review functionality is integrated in OmniX, Viewpoint, and Relativity, and also offered as a fully outsourced service using CategoriX.

Managed Review

XLS offers scalable, defensible and customized managed review services across the U.S. and internationally to ensure quality and around-the-clock availability for your time-sensitive and high-volume review needs. Staffed by highly qualified vetted attorneys, each review is customized to your case needs. We provide expertise in:

- First-pass responsiveness review and issue coding for litigation and investigations
- Second-tier review for privilege, trade secret, confidential and other sensitive information
- Merger and acquisition/divestiture due diligence support
- Compliance reviews
- Multi-language document review and foreign language translation

Production

With millions of pages of production capacity per day, XLS can execute productions of any

size or complexity. XLS regularly prepares productions to regulatory agencies and other parties, and can meet virtually any production requirement or format. We offer production load files in custom applications, rigorous quality control, tracking, audit and evidentiary support.

Mobile Discovery Support

When organizations have an immediate need for an on-premises eDiscovery solution due to data privacy regulations or other requirements mandating that data remain on-site, we can deploy a combination of software and services. XLS' "backpack" solution offers a cost-effective way to manage critical on-site projects without the need to invest in or manage hardware and software. Our experts "backpack" to your location with our eDiscovery appliance, assisting with data collection, processing, review, analysis and production. When the project is complete, you determine if the data will be produced, moved to the Xerox cloud for hosted review, or exported to an in-house eDiscovery solution.

Data Security

Protecting your data is critical to managing risk. Our global data centres offer the most comprehensive security controls in the industry to ensure complete security, from the moment your data is collected and loaded to our eDiscovery platforms through production and completion of your matter. We have successfully completed the rigorous ISO 27001 certification, a process that assures our clients that we meet the highest security standards and have the appropriate controls and safeguards in place. Learn how we keep your data secure with OmniX and Viewpoint technology platforms.

Risk & Compliance

Xerox can help you, your compliance team, internal audit team and outside counsel mine and monitor your enterprise data to detect hidden and emerging risks — to help you avoid problems before they turn into liabilities. Our services leverage our core eDiscovery services and data analytics to provide you with look-back analysis of your data as well as proactive, ongoing monitoring. XLS' solutions, which combine technology, services and analytical techniques quickly identify and classify data to help you hone in on high-profile and potentially costly risks in organization's data related to, for example:

- Adherence to the Foreign Corrupt Practices Act (FCPA), International Traffic in Arms Regulations (ITAR), Financial Industry Regulatory Authority (FINRA) and issues related to financial services fraud, price fixing allegations, and pharmaceutical and consumer Food and Drug Administration (FDA) compliance
- Data privacy related to sensitive data, including client information, proprietary intellectual property, trade secrets and privilege
- Vendor and third-party risk management

8.1.99 Yerra Solutions (Switzerland)

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Company Description

Yerra Solutions is headquartered in Basel, Switzerland and has offices in the UK, Singapore and Poland. The company was founded in 2013 and has grown rapidly to over 100 employees with triple digit revenue gains in each year of operation. Yerra's Founder and CEO, Rajitha Boer, has decades of experience in legal and IP technology companies and has assembled a team of experts with diverse backgrounds in legal, IP, operations, finance, eDiscovery/eDisclosure and computer forensics.

Yerra partners with legal and IP departments to help them build long-term operational excellence by delivering high-value consulting, managed services and technology solutions. The company's core offerings include legal and IP operations and spend management and eDisclosure/eDiscovery consulting and managed services. Yerra specialises in serving large, international organisations and is especially versed in the complexities around cross-border data privacy issues. Yerra is also uniquely qualified to handle sensitive eDisclosure issues for financial institutions and does so for some of the largest banks in the world.

Vendor Offerings

eDisclosure/eDiscovery Consulting

- Litigation/Investigation Readiness Assessments – Our experts will evaluate current systems and processes, identify gaps and make recommendations on how to best prepare an organisation for inevitable discovery requests due to litigation or regulatory investigation.

- Early Case Assessment – Leveraging years of experience, Yerra consultants evaluate a request to produce Electronically Stored Information (ESI) and offer an estimate of the cost and time it will take to fulfil the request. This helps minimise exposure to risk and aids in a decision about settlement.

- Reporting and Analysis – With eDisclosure representing a large and ever-growing percentage of legal spend, Yerra offers services to identify costs and provide expert analysis of how to handle future cases more efficiently.

eDisclosure/eDiscovery Managed Services

- Case Management – Yerra team members are experienced in project managing cases from start to finish. Working in tandem with the client's legal, IT and discovery teams, we handle every request for information to ensure the timely delivery of defensible results.

- Preservation and Collection – Yerra employs forensic and eDisclosure specialists on behalf of our clients who are uniquely skilled in handling the preservation and collection of data from sources spread around the world. We focus on high-quality chain-of-custody and process documentation to manage the risk involved in moving data across borders.

- Review and Redaction – Yerra employs legal professionals on behalf of our clients that represent various level of experience. These teams review documents pertaining to all types of matters, from the mundane to highly-sensitive "bet the company" litigation and investigations. We adhere to strict confidentiality and quality control protocols to produce quality work efficiently and defensibly.

8.1.100   ZyLAB UK Ltd

Pete Atkinson (Sales Director United Kingdom)	
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www.zylab.co.uk	

Company Description

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.

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 deployed in-house on-premises or in the Cloud (Azure, AWS, private cloud) and are also available in a Software-as-a-Services (SaaS) model.

ZyLAB is positioned as "leader" again in Gartner's 2015 Magic Quadrant for eDiscovery Software, ranked as the #1 for complete EDRM eDiscovery in the analysts' "Critical Capabilities for E-Discovery Software" 2015 report and has received numerous other industry accolades over the last 3 decades.

Headquartered in Amsterdam, the Netherlands and McLean, Virginia, ZyLAB also serves local markets from regional offices throughout the US, Barcelona, London and Singapore. To learn more about ZyLAB visit www.zylab.com.

Vendor Offerings

ZyLAB eDiscovery

ZyLAB eDiscovery is a complete end-to-end solution for your all discovery needs in one integrated platform. Our solution supports all stages of the EDRM from collection, to Early Case Assessment, to processing, review, and production. Because all data is processed within one secured platform, data spoliation or loss is minimized.

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.

ZyLAB's eDiscovery can be extended with ZyLAB Preservation Vault which is the longer-term answer to the challenges of frequent litigation, eDiscovery requests or regulatory investigations.

ZyLAB Preservation Vault

ZyLAB Preservation Vault is based on ZyLAB's eDiscovery Platform and combined with the ZyLAB Exchange Synchronization Services. ZyLAB Preservation Vault is used for selected mailboxes and data locations that are frequently subject to data requests related to eDiscovery, regulatory requests, FOIA-, public records- or internal investigations are instantly available for early case assessment.

ZyLAB's Exchange Synchronization Services capture all activities for selected mailboxes of the MS-Exchange server and collects regularly from certain specified data locations and offers this data to ZyLAB eDiscovery Processing node.

All data is processed and then stored in a so-called ZyLAB Preservation node, which consists of ZyLAB Legal Review on a dedicated (virtual) machine with typically 2-4 Tb hard disk space, and an instance of MS-SQL server.

ZyLAB Preservation Vault can be extended with OCR, Machine Translation, Professional Text Mining, Audio search and Visual Classification.

ZyLAB for Microsoft Azure

ZyLAB is the first provider of eDiscovery software certified by the Microsoft Azure team to identify, preserve, process, analyse and review data stored on the Azure platform, thus tackling all of the challenges of eDiscovery, Supervision and Investigations in the cloud.

With ZyLAB for Azure, IT teams can automatically set and lift legal holds on all data sources.

Once the legal hold is accepted, the legal team is notified by email and the acceptance of the

notifications is tracked in the management application. Hold reminders, awareness reminders and escalations can also be scheduled by the legal team.

ZyLAB for Azure can automatically collect, re-collect and process from the Azure platform and Office 365. After the first collection, all relevant data is ready for review by in-house and outside counsel. Legal teams can review the data per case and create productions for external parties.

ZyLAB for Azure runs on one integrated platform. During the entire process from identification to legal processing, all data is stored on one platform, so there is minimal risk of data spoliation or loss. No additional reports or legal services are required to justify data transfers.

Our solutions are extremely open and scalable, with installations managing some of the largest collections of mission-critical data in the world.

8.1.101   Zylpha

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Company Description

Headquartered in Southampton Zylpha is an innovative specialist offering tools for the legal profession including its flagship product, Electronic Document Bundling and a whole host of integrations for LexisNexis SolCase and Visualfiles.

The company, which was founded in 2004 by Tim Long its CEO, has won widespread acclaim in both the legal and local government sectors for its systems that transform secure communications for court and case management bundles.

Vendor Offerings

- Electronic document bundling for all case management systems.

- Electronic signature Integration.

- MOJ portal Integration.

- AML integration.

- SolCase and Visualfiles development and optimisation

- Land registry integration

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, Veritas 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.

- 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 :	**Access Data**
Used by :	**Access Data, A&M, FRA, Grant Thornton, Stroz Friedberg.**

8.2.2   Advanced Discovery Software Suite

Advanced Discovery offers five proprietary software tools: XpressLook, Search Magnifier, Advanced Visibility, DiscoveryCore and DiscoveryControl. 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

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

Advanced Visibility helps case administrators track case progress with real time data to effectively manage their projects.

- Real-time data details and cost tracking

- Instant reporting and analysis, across multiple cases

- Visual dashboards with in-depth views

- Scenario building, forecasting and tracking

DiscoveryCore is a multi-matter e-disclosure repository that facilitates data reuse over time. DiscoveryCore was designed to manage costs and increase efficiency by processing once then reusing source files and 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.

DiscoveryControl integrates the ECA functions of XpressLook, the project management functions of Advanced Visibility and the search functions of Search Magnifier into a single cross-matter discovery management solution. DiscoveryControl includes the ability to store and reuse work product like privilege determinations and redactions across matters based on hash values.

Owned/Supplied by :	**Advanced Discovery**
Used by :	**Advanced Discovery**

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 3rd party 'overview' access to end clients whilst ensuring users only have access to the matters they should.

For more information please see the KOOBY listing in this guide.

Owned/Supplied by :	**KOOBY**
Used by :	**UNIFIED**

8.2.4   Anexsys Review Tool Kit (RTK) Suite

RTK is a suite of Relativity plug-ins created by Anexsys' 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://anexsys.com/solutions/

or contact info@anexsys.com

Flex
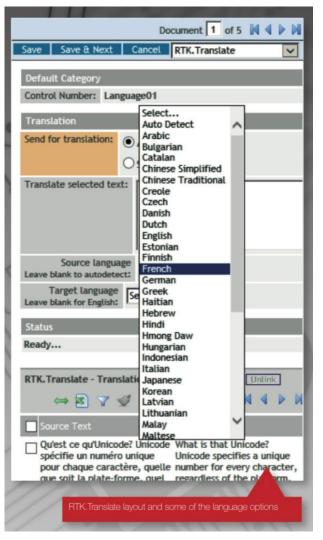
Flex is our proprietary application designed for early case scenarios where a client provides several hundred documents by various emails or USB drives. Traditionally, legal teams would either need to print the documents or spend time trying to access various file types including mailboxes. Alternatively, 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.

RTK.Translate layout and some of the language options
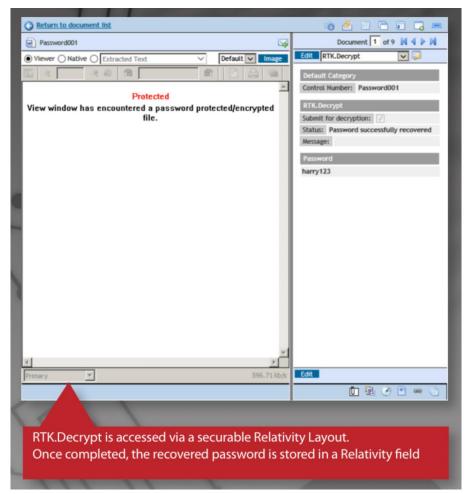
Using RTK.Translate allows reviewers to get a near-instant machine translation which will likely help a reviewer decide whether a document is relevant, or not relevant. Machine translation is the most cost-effective means of translation for early phases of a review, where many documents will not be relevant. 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.
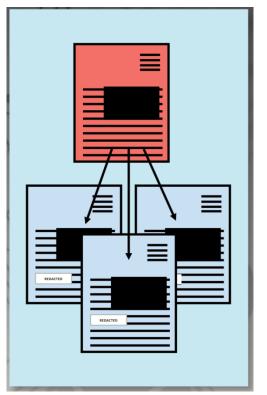
Simple "one click" attempt of password recovery

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.

If you have already started redacting documents you can generate a report for any inconsistencies using our Relativity redaction script. For each markup set, you will be able to create a breakdown of all the duplicate documents with redactions, with any inconsistencies flagged.

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.

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.

RTK.ExcelRedact applies your redactions to the native Excel. This is uploaded to Relativity and associated with the original document.

Owned/Supplied by :	**Anexsys**
Used by :	**Anexsys**

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.

Owned/Supplied by :	**Netmaster Solutions**
Used by :	**UK Supreme Court**

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.

Owned/Supplied by :	**Thomson Reuters**
Used by :	**Hobs Legal Docs, Legastat.**

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.

Owned/Supplied by :	**@Legal Discovery**
Used by :	**@Legal Discovery**

8.2.9   Catalyst

Powerful Search

Insight provides the most powerful field and text search in the market. It is lightning fast, even for complex field and text searches against tens or hundreds of millions of documents. (We've tested searches involving over a million characters.) But Insight search goes well beyond Boolean constructs.

Use Faceted Search to analyze field values as you drill into your results. Or Tracked Search to analyze key words in anticipation of a Meet and Confer. Or PowerSearch to run a thousand searches with the click of a mouse.

Visual Analytics

Not only did we improve the standard results page with flexible columns, previews and the ability to stack three fields in a column, but we also provided visual insights into your data.

Change to a chart view against any of your fields or several at the same time. Switch to a timeline view and drill into the dates. Track email communications between one and many or focus on two key witnesses with email and a timeline view.

Review Workflow

Organize review teams and carry out review easily and efficiently with Catalyst's unique review workflow module. Set up review stages to fit your plan, dragging them where you want them. Set up users and workflow rules to determine where the documents go next.

Let the reviewers have at it. They get documents dynamically, as they need them. You follow their progress through the review dashboard or create reports to track progress, productivity and tagging patterns.

Paging and Highlights

For review teams, the key metric is documents per hour. We designed Insight to provide the fastest paging in the industry, even with large text files and thousands of highlights. You click Save & Next, and your next document is instantly before you, no matter how big it is. We've used every trick in the programmer's book to improve productivity.

Unlike most other products, we don't limit the number of highlights you can show. Insight can display hundreds of thousands of highlights on massive text files in seconds. No more compromising on your review because of product limitations.

Processing and Productions

Rather than wait for your vendor to act, take control of the process yourself. Insight is automated from processing and loading right on through to production. Do it yourself at any time, nights, weekends or holidays.

Unlike most vendors, we've spent years developing a fully automated system. Load data through your custom, secure FTP site and watch as Insight automatically picks up the delivery and processes it according to your specifications. Since 2008, we have run more than 125,000 automated loads and produced hundreds of millions of documents.

User Control

Although we host Insight securely in our private data centers, you can run it just like a local appliance. Set up a new site based on an existing model, manage users, set up new fields, choose redaction labels, folder structures, search fields, lookups and much more.

Give different rights to different user groups, from outside reviewers, to your internal team and even outside experts. The system supports private fields, folders, and searches so you can use it with joint defense groups or even opposing parties.

Owned/Supplied by :	**Catalyst Repository Systems**
Used by :	**Catalyst Repository Systems**

8.2.10 Chat eDiscovery

Chat eDiscovery is a software solution for processing of instant messages into transcripts which allow an efficient and rapid review of chat data. One of the unique features of this product is the deduplication on single message level. Combined with the option to suppress potentially irrelevant messages (like system events or disclaimers) the total time required for review is cut by 40% in average. Among Bloomberg, Skype and Lync many other chat types are supported which have been sourced from different archives and journaling systems.

Chat eDiscovery is designed to (pre)process chat data before it is loaded into a traditional eDiscovery processing and review software for the review.
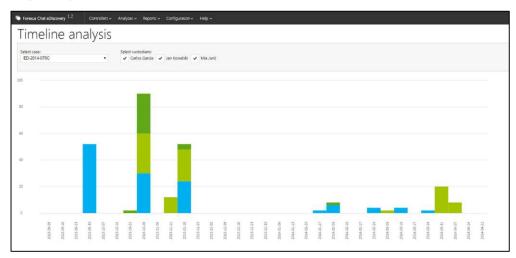
The Dashboard

On the dashboard you can see what data has been loaded into the tool and what the current status of the whole system is. In general there are three single steps to process chat data.

1. **Data loading and processing**: The user defines what data should be ingested for what custodians. During that process the agents which are distributed across different machines will start with detection of the different chat formats and the normalisation of those.

2. *Data deduplication*: During this step all data is being consolidated so that if you have several chat participants which were inside the same chat conversation all data will be consolidated into a single chat transcript and all duplicative records are eliminated.

3. **Data production:** The chat transcripts are being generated during this step. The user can define if only certain conversations should be produced or all data that was ingested into to a particular case. The output files are in PDF or XML format and they are created together with an overlay file which is used to provide all metadata which was collected from a conversation. This overlay file is used for the further load of the data into the eDiscovery platforms for the purpose of review.

Gap analysis

After data is loaded into Chat eDiscovery you can perform gap analysis to make sure that you are not missing any potentially relevant data.

Node Analysis

Another way to view the data which was ingested into the tool is to view who was chatting with whom inside the node analysis. This can reveal new custodians and lead you quicker through your investigation.

Chat conversation preview

In this preview screen you get a first impression on how the final transcript will look and you can assess what information could potentially be supressed in the final output.

For more information visit https://www.chatediscovery.com or get in touch with a Forexus representative by sending an email to info@forexus.ch

Owned/Supplied by :	**Forexus**
Used by :	**Forexus**

8.2.11 <u>Cicayda software suite (REPRISE)</u>

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.

Owned/Supplied by :	**Cicayda LLC**
Used by :	**Legastat.**

8.2.12 <u>Veritas eDiscovery Platform powered by Clearwell</u>

End to end Intelligent Electronic Discovery Software

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 11.0.1 and EV.cloud Direct Connect —** Streamlined search and collection directly including collections from **Office 365** Mailbox archive

- **Workflow Automation**—Rules-based templates automatically folder and tag documents to eliminate repetitive tasks for case administrators

- Group Based Security Controls

For information about what's new download the What's New Data Sheet.

The Veritas 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. Veritas 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

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
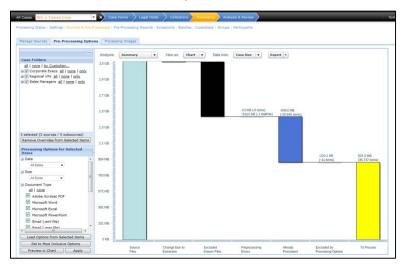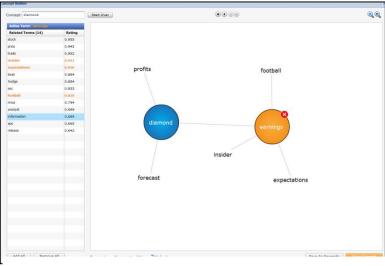
Figure 3. Pre-processing analytics: Graphically depict data volume, file types and time frames of collected data prior to processing

Figure 4. Concept search explorer: Provides a visual interface to dynamically explore and discover new relevant concepts
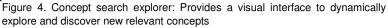
Figure 5. Lifecycle reporting: Summarizes case status from collection through production in a single dashboard
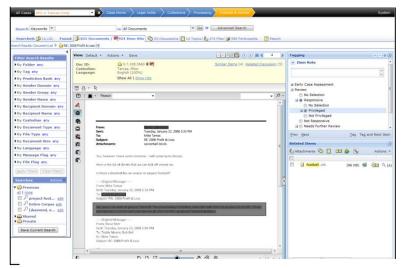
Figure 6. Near-native viewer: Access documents, attachments and email threads in near-native formats for review, tagging and redaction

Archiving & eDiscovery

Improve Information Governance, Reduce Risk and Save Money

With Veritas Enterprise Vault™ and the eDiscovery Platform, Veritas 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 Veritas 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;

https://www.veritas.com/product/information-governance/ediscovery-platform

Owned/Supplied by :	Veritas
Used by :	A&M, CCL Group, CYFOR, Deloitte, Espion, Epiq, Ernst & Young, Grant Thornton, KPMG, LINEAL, Navigant, Veritas.

8.2.13 CloudNine

What is CloudNine?

CloudNine, the company's proprietary eDiscovery automation software, is a secure, web-accessible, SaaS-delivered offering that allows clients to immediately upload, review, and produce electronic documents for litigation, investigations, and audits.

Built with speed, simplicity, and security in mind, CloudNine users experience the benefits of:

- **Speed:** With an all-in-one eDiscovery platform users can load data, start reviewing, and produce in less than 5 minutes.

- **Simplicity:** CloudNine was built to be intuitive enough for the non-technical user but have all the functionality power users crave.

- **Security:** Housed in our own protected cloud. We use a TIA-Tier 4 data facility to ensure that data never leaves our hands

How do clients use CloudNine?

CloudNine allows users to start their electronic discovery with three easy steps:

1. ***Users Upload data*** *to CloudNine's private network for automated processing.*

   CloudNine allows users do-it-yourself uploading of data to our secure online repository while automatically converting documents to a usable format for review. We offer cost effective cloud-based eDiscovery software to process and review large volumes of data, reducing the expense of traditional processing, loading, and hosting.

2. ***Automated processing*** *"automatically" converts documents for review.*

   CloudNine is an intuitive platform with multiple viewing options, giving users the ability to review their way. Create review sets for multiple reviewers. Add users and data fields as needed. Set user rights to control access to functions, fields, and documents. With a comprehensive search engine, users can even get highlighting images.

3. *Users begin* ***searching and filtering*** *documents in minutes and produce with flexibility*.

   CloudNine makes producing responsive data easy, generates production and privilege logs, and eliminates the need for additional processing after export. Image, native and text files can be exported, with the images Bates numbered, custom-branded, and converted to single or multi-page TIFF or PDF with a load file.

One real-world example of this process in action is as follows:

- Client registered online (with no contract) and began to upload data immediately.

- Client uploaded 27 GB of PST email files.

- CloudNine processed 300,000 documents (Emails and Attachments).

- CloudNine reduced document set by 61% with deduplication and irrelevant domain filtering.

- Client with CloudNine accomplished these tasks within 24 hours of registering.

Learn more about CloudNine's simplified eDiscovery automation offering at CloudNine.com.

Owned/Supplied by :	**CloudNine**
Used by :	**CloudNine**

8.2.14 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.

Owned/Supplied by :	**Lexis Nexis**
Used by :	**IDS-Legal, Legastat.**

8.2.15 Consilio Product Suite (Global RPM®)

Document Review in Global RPM® or Relativity®

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.

Consilio offers clients the option to host their matters in kCura's Relativity review platform. As an Orange Best in Service premium hosting partner, Consilio offers the full range of Relativity's suite, including Relativity Analytics. The company has hosted hundreds of matters in Relativity and has over 75 worldwide Relativity Certified Administrators (RCSs), Relativity Review Specialists, Relativity Assisted Review and Analytics Specialists, relativity Experts and Relativity Infrastructure Specialists.

Recently joined with Huron Legal and Proven Legal Technologies, Consilio maintains multiple Best in Service Blue™ data centres in Europe. The combined, Consilio organisation has maintained Best in Service™ status in London every year that the accreditation has been available and longer than any other organisation outside of the United States.

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 Chat Review in Global RPM

Consilio's Enhanced Chat solution is fully integrated into Global RPM and overcomes the challenges associated with chat reviews from Bloomberg and other platforms. 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.

Owned/Supplied by :	**Consilio**
Used by :	**Consilio**

8.2.16 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.

Owned/Supplied by :	**TransPerfect Legal Solutions**
Used by :	**TransPerfect Legal Solutions**

8.2.17 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.
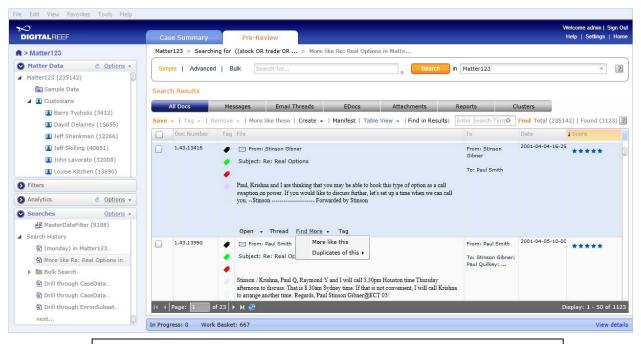
On top of this powerful processing engine, our clients enjoy an intuitive yet powerful ECA interface that allows datasets to be culled quickly and easily. Each client has full access to their case data for Boolean searching, reporting, tagging, and advanced similarity analytics. Analytics offers "find 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.

Interface

Example capabilities:

More-Like-This-Searching results *in rank order similar results.*
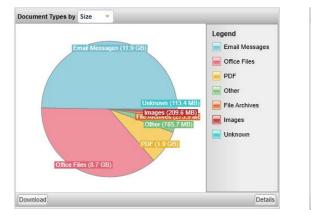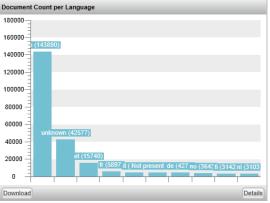
Boolean searches can be created with the integrated search builder or via free form.

Email Threads are reconstructed and denote inclusivity.

File Types/Extensions are selectable for foldering, tagging, or removing from the case.

Built-in Language Detection.

Extensive reporting by file type and extension.

Email Histograms can show gaps in collection and spikes in activity.

Extensive search reporting.

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

Owned/Supplied by :	**TransPerfect Legal Solutions**
Used by :	**FRA, TransPerfect Legal Solutions**

8.2.18 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 to download this free search tool.

www.docdiscovery.net

Owned/Supplied by :	**PA Consulting**
Used by :	**PA Consulting, 7Safe; Individual lawyers**

8.2.19 DMX™ (DocuMatrix®)

DMX™ (DocuMatrix®) – Epiq's proprietary eDiscovery business intelligence platform

Dashboard

With its focus on easy-to-use business intelligence, DMX provides data insights, while still providing the ability to process and review terabytes of data.

Offering end-to-end transparency throughout the eDiscovery process, DMX provides a holistic picture of data flow: from the original data sources to what's been processed to what was ultimately reviewed and produced. And most importantly, how all this information is woven together seamlessly in an interactive and easy-to-use dashboard.

The DMX dashboard shows users:

- The stage in which the data resides

- Where each data source has been

- The data and custodians included in the current data set

- Data size and document count

- Current velocity of the review

With the DMX dashboard, data from previous projects can easily be referenced to inform decisions about future cases. The platform allows our clients to interact with the data and find information that never would have been revealed otherwise.

Review

The DMX platform equips our clients with essential discovery management tools to achieve an efficient, intelligent assessment and review with features such as:

- Advanced analytical features to triage data early in the discovery process and identify documents vital to the matter, leaving you with a smaller, more focused data set

- An automated workflow that reduces the risk of human error and keeps data and crucial steps from falling through the cracks

- Foreign language capabilities via fully-customizable workflows that support 195+ languages

- Secure multi-party project collaboration

- Review accelerators that can increase review speeds by up to three times, dramatically reducing document review costs

Processing

DMX delivers the most powerful data processing in the industry. Excavating deep into data files, DMX fully extracts metadata, text, embedded objects and domains, ensuring critical information is not missed. DMX is continually strengthened to handle a wide range of diverse data formats, including Lotus Notes, Bloomberg data, Unix Mail, chat, wikis, SharePoint, audio and video files, as well as emerging data types, such as social media.

Moreover, as DMX uses the native application interfaces, all data loaded remains in a native format that can be recognized and reviewed online instantly. This eliminates the need to adjust the data or any TIFF or PDF conversions.

Owned/Supplied by :	**Epiq Systems**
Used by :	**Epiq Systems, QuisLex.**

8.2.20 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 ground-breaking 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

EDISCOVERY.COM MANAGE

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 :	**Kroll Ontrack**
Used by :	**Kroll Ontrack, QuisLex**

8.2.21 <u>edt Toolbox</u>

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. EDT was developed to analyse, filter and cull data at the earliest stages possible – immediately upon loading raw data into the software. The unique function of EDT significantly reduces data to be reviewed compared to other e-discovery solutions.

EDT cases have a single database that is shared by all processing, analysis, review and production functions. Therefore, no data need to be moved between multiple tools and there is no requirement 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. At its core, EDT was designed for both e-discovery and investigative purposes.

Unicode compliant and customisable language indexing for foreign language document review.

EDT is an integrated 'all-in-one' eDiscovery solution. Backed by Microsoft SQL database EDT is open to users who wish to interact with SQL directly. A widely scalable solution, EDT is comprised of the following components:

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.
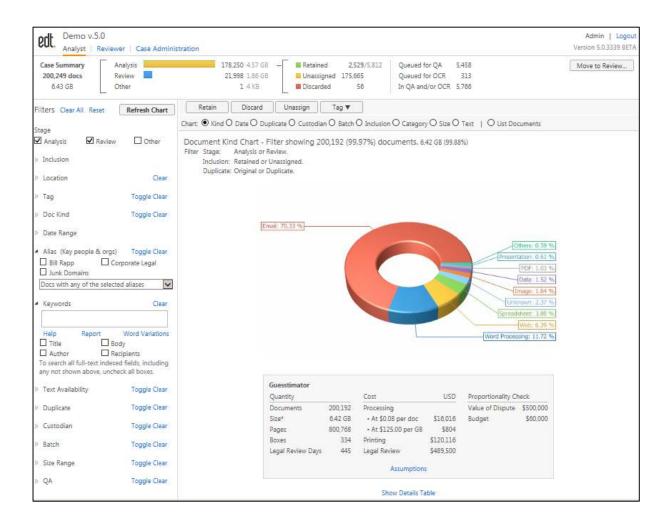
QA Manager

EDT QA Manager is used to clearly identify documents that have failed to process fully, then allow the user to efficiently apply fixes or passwords, completing the ingestion process begun by Loader.

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.

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.

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.
Review is highly customisable, supports multi-level permission-based reviewers and is simplified with single-click tagging, intuitive search and browsing features, plus document redaction and annotation functionality.

Documents are viewed in an HTML 5 Viewer, and can also be displayed in Text, Native, PDF or Tiff formats.

Documents in Analyst and Reviewer can be produced using an intuitive export tool. They 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 Allen & Overy available at:

http://discoveredt.com/support/documentation/

Owned/Supplied by :	**edt**
Used by :	**A number of corporates, law firm in-house litigation support departments, service providers and government departments in the United States, Europe, Asia and Australia. Further details available on request.**

8.2.22 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 :	**Veritas**
Used by :	**Veritas**

8.2.23 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.

Owned/Supplied by :	**Veritas**
Used by :	**Veritas**
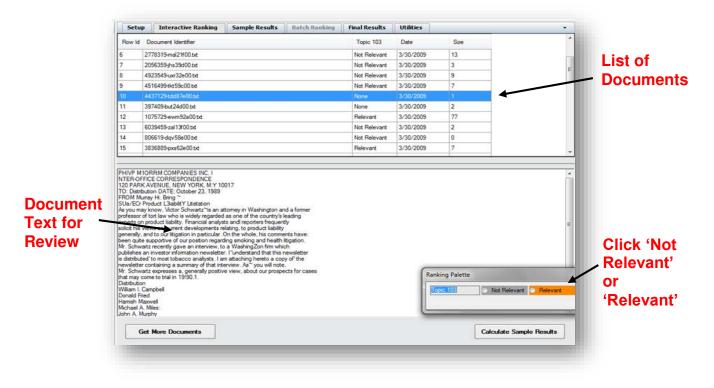
8.2.24 <u>Equivio Relevance</u>

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'.
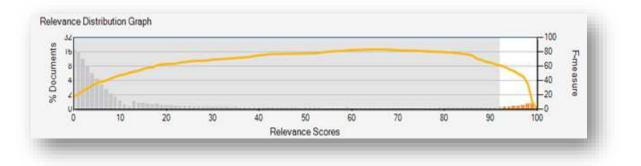
5. The software presents to the lawyer batches of 40 documents at a time. Upon completion of each batch of 40 documents the software takes between 2 and 5 minutes to assess the results and create another batch of 40 documents for review. In the background, the Relevance software is effectively 'second 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.

6. 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.

7. 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).

8. 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.

Relevance Distribution Graph

9. 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 :	**Equivio (Acquired by Microsoft in January 2015)**
Used by :	**AlixPartners, Epiq, FRA, Legastat, Lighthouse eDiscovery.**
	Equivio is often embedded into other litigation support products (particularly Relativity) to provide "Predictive Coding" functionality.
	Expect this to change as Microsoft terminate support for embedded options as contracts with suppliers expire.

8.2.25 <u>eTrium</u>^{TM} <u>– Control Risks' Toolkit</u>

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^{TM}: 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 :	**Control Risks**
Used by :	**Control Risks**

8.2.26 Exego (Planet Data S/W)

Even the most powerful eDisclosure tools aren't worth their salt if they aren't designed with the client's best interests in mind. That's a core tenet of ours on Planet Data, and every product we create works toward a goal of giving our customers a better experience. Exego Select is our latest innovation in eDisclosure technology, transforming early case assessment into a more powerful and selective data elimination tool.

Like nothing before it, Exego Select combines the best of ECA (including concept searching and random sampling) with critical pre-review features like email threading and bulk tagging. Exego Select transforms traditional early case assessment into a hyper-focused pre-review process (a self-validating and proven process) that eliminates excess information and distils data into its most precise form before the expensive document review phase. Here is an Exego Select feature list data sheet.

Exego is web-based, has a self-documenting workflow for validation of your pre-review 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 eDisclosure is better on Planet Data. Here is an Exego Review feature list data sheet.

Using the unique speed and precision of Planet Data's exclusive Exego technology, Exego Review gives our clients an end-to-end 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.

Learn more about Exego Select and Exego Review here.

Owned/Supplied by :	**Planet Data**
Used by :	**Exigent, Planet Data**

8.2.27 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.
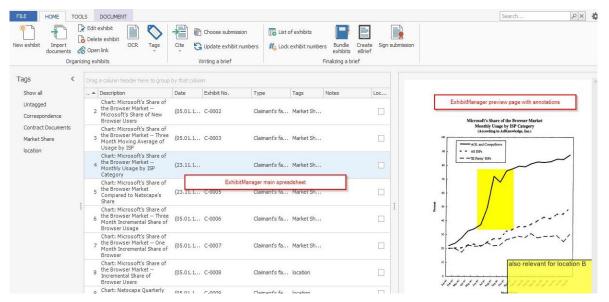
ExhibitManager perfectly adapts to your daily workflow: Exhibits and other evidence are stored in the ExhibitManager database. Searching, reviewing and inserting exhibits into your submission become an easy, straightforward process. Exhibits will be automatically numbered and formatted according to your 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.
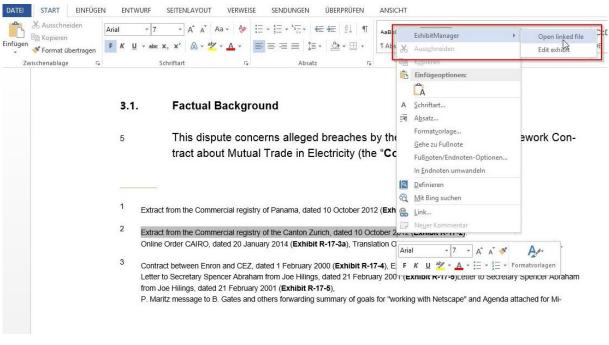
2. Writing legal submissions

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 :	**Causasoft LLC**
Used by :	**Causasoft LLC**

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.
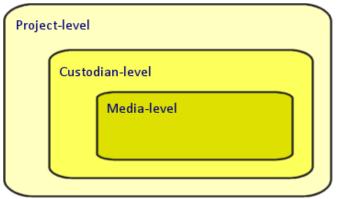
Fig 1 - Rule level hierarchy

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

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:

(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.

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 :	**FRA**
Used by :	**FRA**

8.2.29 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 :	**Guidance Software**
Used by :	**A&M, CCL Group, CYFOR, Espion, FRA, Forexus, Grant Thornton, Integreon.**

8.2.30 <u>iCONECT</u>

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, iCONECT 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.

iCONECT nXT can be deployed in-house or hosted by one of more than 60 authorized iCONECT LSPs worldwide. Or, you can opt to host iCONECT nXT with a service provider and administer it yourself. Whichever option best fits your needs, you can be sure that your iCONECT 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 :	**iCONECT**
Used by :	**IDS-Legal, PwC.**

8.2.31 <u>In Control (Reveal Data Systems)</u>

The InControl review platform from Reveal Data Corporation is similar to Veritas 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 :	**Reveal Data Corporation**
Used by :	**Navigant**

8.2.32 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 :	**Index Engines**
Used by :	**CDS, Deloitte, Integreon, Millnet.**

8.2.33 <u>Integreon Tools</u>

Software Information

Integreon maintains strong partnerships with the world's leading technology developers for hosted review and analytics, including kCura's Relativity and Recommind. These partnerships provide access to the review experience and multilingual expertise of Integreon combined with the technical capabilities of each partner. Clients gain a best-in-class solution for their first-level document review, which also can bring together analytics and technology-assisted review with Integreon's renowned Lean Six-Sigma processes and workflows.

Data Reduction and ECA Software:

Integreon's tools include **IPRO Allegro** and **Mindseye TunnelVision** and enable testing different parameters for data domains, email senders and recipients, file extensions and other metadata fields, making data easier to visualize and the process for defensible reduction more manageable.

The easy-to-use web interfaces also allow clients to test date ranges, key terms and derivatives; select de-duplication options; and set file-type and domain exclusions to ensure relevant documents are sent into the subsequent full processing and review.

Processing and Production Software:

Integreon's technologies for full processing include **IPRO's eCapture** and **Mindseye's TunnelVision**, among others. Integreon's discovery consultants also work with each client to select the tools and technologies that will best meet their specific needs and case requirements.

Hosted Review Software:

Integreon's technologies for hosted review include:

- **Relativity from kCura**: Integreon has been a partner with kCura, developers of Relativity e-discovery software, since 2010. Integreon is a Relativity Premium Hosting Partner.

  Integreon offers clients the choice of (1) using the Relativity review platform as an al a carte hosted service, (2) as a managed service (through the company's Simplicity™ and Simplicity Plus™ offerings), or (3) as an integrated document review process that combines the review platform with managed review services. The company also provides exceptional support from a team of Relativity Certified Administrators.

- **Recommind**: Integreon and Recommind have been working together for two years, and recently solidified an alliance partnership as a mutual commitment to their clients in support of review engagements in the UK and Canada.

  The partnership provides clients access to the review experience and multilingual expertise of Integreon combined with the technical capabilities of Recommind. Clients also gain a best-in-class solution for their first-level document review, bringing together Recommind's innovative analytics and predictive coding technology and Integreon's renowned Lean Six-Sigma processes and workflows.

- **eView**: Integreon's eView™ application is a highly scalable, secure, and specialised review tool field-proven by the world's leading law firms and corporate legal departments. This scalable, secure review application is designed to manage workflows, productivity and the quality for complex e-discovery and review projects.

Owned/Supplied by :	**Various & Integreon**
Used by :	**Integreon**

8.2.34 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.
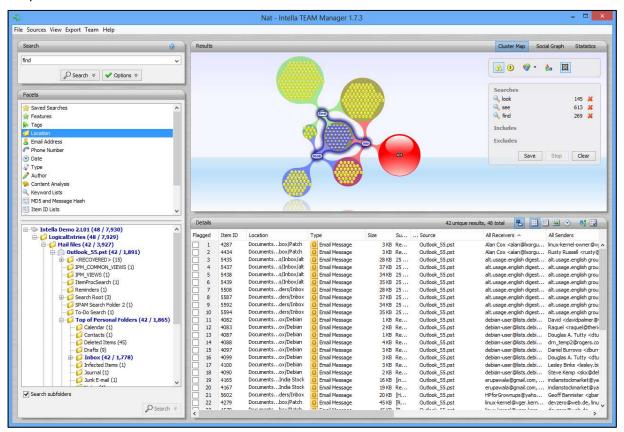
INTELLA 10

Intella 10 is a powerful yet intuitive digital investigation tool for single users working on cases with data sizes up to 10 GB.

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.
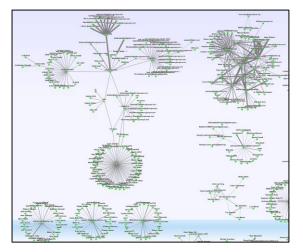
Intella Functionality

Intella has an easy to use interface, that allows both high quality results and review with simple ease.
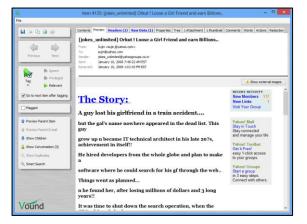
Product Functionality
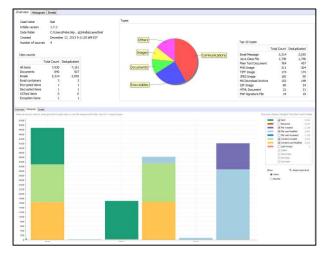
Mapping of Custodians Communication Networks

Extraction and display of all images from the ESI
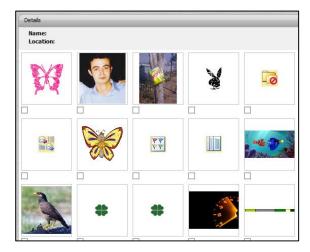
Easy to use review interface

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.

Owned/Supplied by :	**Vound Software**
Used by :	**7Safe, Evidence Talks Ltd, IT Group Ltd, Stroz Friedberg**

8.2.35 <u>Intelligent Voice®</u>

Intelligent Voice® is the world's fastest speech to text processor, using NVidia® GPU cards to process thousands of hours of audio or video a day on a single machine.

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 playing, it also allows the system to "guess" phrases that were traditionally considered to be "out-of-vocabulary".

Depending on input quality, a high-quality transcript can be obtained that can be loaded into an e-discovery system so that voice can be used alongside other text for fast review. Even with very low quality audio, valuable text data is obtained that reduces review time by up to 70%.

Combined with JumpTo™ Review Player technology, a user can click on an automatically generated bookmark such as a phrase or name and go directly to the point in the conversation where it is said, again saving valuable time in the review progress. IV for E-Discovery also combines the text with phonetic search technology to allow even out-of-vocabulary words to be uncovered.

Other data types, such as email, IM, SMS and trade data can be ingested into Intelligent Voice® for a richer search and intelligent learning experience.

Compliance

In supporting Compliance, our solutions are designed to proactively monitor and deliver a detection and early warning capability, this unlike other systems that at best adopt a just in time approach or more commonly after the fact. In addition we can define risk scenarios against known criteria or regulatory alerts and provide pinpoint monitoring relating to these conditions.

Intelligent Voice® can simultaneously monitor voice, email and IM traffic relating to communication between clients and counterparties. In addition other internal discussions and activities can be monitored providing a third eye view of activity and communication within the organisation.

With the availability of time based ad hoc search and reporting across all or selected data channels, the ability to immediately respond to a regulator, client or counterparty with information on trading or employee activity within a specified time period is provided instantaneously.

Deployment and Scalability

Intelligent Voice is deployed as an appliance – a server with all the necessary software already installed – and as such is simple to implement, and platform agnostic. Deployment can be on premise or in the cloud, as deployed already for more than 25 organisations worldwide.

Intelligent Voice is fully scalable in a small hardware footprint, with multiple GPU cards in a server, and multiple servers in a load-balanced appliance cluster.

Training is measured in hours not days. Depending on the user base, no formal training may be required at all.

Early Case Assessment

It is possible to perform search and ECA from the Intelligent Voice interface. It is possible to ingest audio or video files and generate transcripts with a linked JumpTo™ Review Player without the need to interact with the system further, enabling the user complete freedom to use their existing text-based review platforms.

Speaker Separation

Using advanced biometric techniques, Intelligent Voice® can show who is speaking at different points in the call. 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.

Phonetic Search

In addition to text based searching, which itself can be adjusted for known or suspected mistranscriptions, Intelligent Voice® also offers phonetic search capabilities for either entering words or parts of a word as text, or for directly entering one or more phonemes.
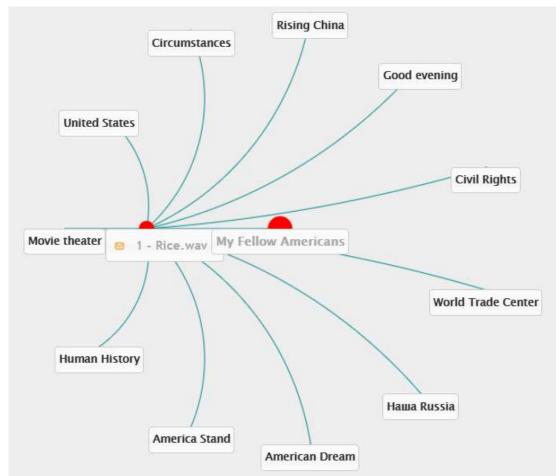
For text entry phonetic searching, the search can be set to either use just the dictionary defined text to phoneme mapping or else the four closest matches. Phonetic searching can also be calibrated based on the pace of speech, whether due to role, industry, part of the world or any other factor. Phonetic searching can also be adjusted to cater for talk over and background conversations.

Topic Trails

A list of suggested topics of interest for the review data set as a whole will be displayed:
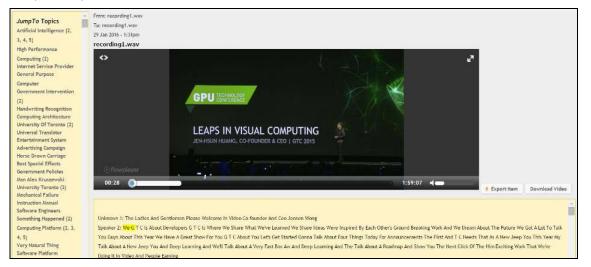
Selecting any given topic will display the audio or video file or files in which that topic occurs, and also display the topics of interest around each of those audio or video files:

Any of the topics displayed around the audio or video files can in turn be selected, in turn showing the audio or video file or files in which that topic occurs, and the topics of interest for these files. As such, not only can this feature surface speech within the audio that a reviewer might never have thought to search for, it can also provide a rapid route into progressively more interesting or concerning terms within the data set, and showing which files they occur in, e.g. from "Last Ditch" to "Liquidity" to "Nationalisation".

The list of topics will also automatically regenerate for any search terms run and for any filtering by date and time or custodians, suggesting topics of interest within the filter / search results.

Review Player

In addition to standard play and pause and horizontal time bar features, and a video screen if video rather than audio is being reviewed, the JumpTo™ Review Player also contains a searchable, navigable speaker separated transcript text, whereby clicking on any word within the transcript immediately jumps to that point in the audio or video. A list of suggested topics of interest for the audio or video as a whole is also listed, which again can be used to jump to the part or parts of the audio or video where that term occurs:

The JumpTo™ Review Player can also be exported, enabling a reviewer who does not have access to Intelligent Voice® themselves to utilise all of the functionality described above to review the audio or video file.

Redaction

Audio and Video files can be redacted on the fly just by selecting the text: Even if the text has been mis-transcribed the word position is accurate to the millisecond, so the system can create a perfectly redacted audio/video file, with a redacted transcript

Integration

In addition to the options for ingestion/production detailed above – Text, Email, Dat and Standalone JumpTo™ Review Player – Intelligent Voice® also offers a fully featured API to allow deeper integration with current platforms, as well as additional export options of JSON and XML.

Owned/Supplied by :	**Intelligent Voice**
Used by :	**Epiq Systems, PwC, Recommind, US Department of Justice Anti-Trust Division, UK regulator**

8.2.36 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.
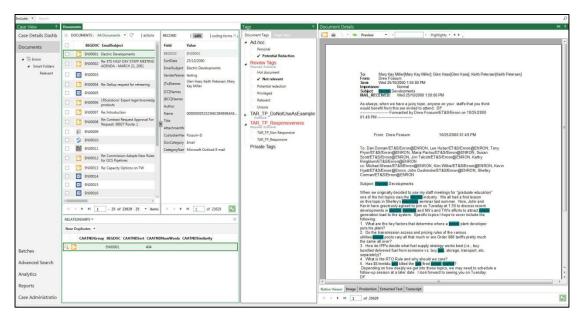
Eclipse (Web-based review featuring advanced analytics)

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

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 :	**IPRO**
Used by :	**Espion, Hobs Legal Docs, Integreon, Iris, Legastat, Lighthouse eDiscovery, Smith & Williamson.**

8.2.37 <u>KOFAX Capture</u>

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 :	**KOFAX**
Used by :	**Legastat**

8.2.38 <u>Law PreDiscovery</u>

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.

Owned/Supplied by :	**LexisNexis**
Used by :	**AlixPartners, A&M, Iris, Legastat, LINEAL, Navigant**

8.2.39 Lighthouse eDiscovery Software Suite (SmartSeries)

EmailSmart + **Dup**Smart:

The cornerstone tool in Lighthouse's SmartSeries, EmailSmart suppresses lesser-included portions of email threads and attachments to reduce the overall volume and inconsistency in data review, while DupSmart improves the efficiency of review by grouping similar documents together to highlight their differences and reduce individual document review in their entirety.

Technology assistance to generate faster, more descriptive, and more compliant privilege logs.

PrivSmart

PrivSmart is a key element of the SmartSeries that prioritizes first-pass privilege review and automates privilege log generation by categorizing documents into groups based on their likelihood of being privilege, as well as normalizing privilege log entries automatically.

Reviewers typically analyze 10 or more data points to decide which documents need review.

EmailSmart and DupSmart reduce these data point to just two, enabling faster review.

RedactSmart

RedactSmart enhances the SmartSeries by increasing the speed and consistency with which redactions are applied, using programmable pattern recognition to complete hundreds of redactions in minutes.

ReviewSmart

ReviewSmart is Lighthouse's augmented technology-assisted review (TAR) solution that pairs software solutions from Equivio and kCura with Lighthouse's middleware to cut the cost of linear review through defensible machine learning.

Owned/Supplied by :	**Lighthouse eDiscovery**
Used by :	**Lighthouse eDiscovery**

8.2.40 <u>LitSavant Conformity Engine</u>

The LitSavant Conformity Engine is a Relativity® application which enables Project Managers to design and implement validation rules and other logical processes which are then enforced during data entry.

This works by allowing the user to specify what they want the software to do and the conditions that need to be fulfilled in order for the software to do it.

Here's 5 easy examples illustrating how these rules can be used and why they are very useful in increasing accuracy and reducing costs:

Example 1 – Alert the user when they get it wrong

This is the commonest scenario and results in an onscreen message when the user codes something in a way that doesn't meet predefined rules.

Example 2 – Log mistakes (when users get it wrong)

When a user makes a mistake (such as coding a document both "Hot" and also "Not Relevant" as per the example above), in addition to alerting them so that they correct the error, we can also log the mistake. The mistakes can then be analysed to identify recurring themes for corrective action etc.

New Mistake	All Mistakes ▼	✎ ⊕			
0 Selected Item(s)					

#	☐	**Name**			**Mistake Type**	**Mistake Made By**
1	☐	**MSTK1005**	Edit	🔓	Hot and Not Relevant	Dingle, Mark
2	☐	**MSTK1002**	Edit	🔓	Missing Privilege Decision	Dingle, Mark
3	☐	**MSTK1001**	Edit	🔓	Missing Issue	Dingle, Mark

Example 3 – Send an email when hot documents are found

This example is pretty self-explanatory - when a user identifies and codes a document as hot for the first time, the software can send a customised notification email to specified users. The email could include information about the user who tagged the document as hot, any comments that they made and any additional coding from the document.

Example 4 – Update the "Last Coded By" field

It's not uncommon to want to know who reviewed a document during a particular review round. The software can update a "Coded By" field – saving the user from having to enter this information.

Example 5 – Update a "Family Privilege" field based on "Privilege" coding

Relativity propagation is a pretty blunt instrument in that the last coding decision on a family member is applied to all members of the family. If we want to know whether a family contains a privileged (or part privileged) document, standard Relativity propagation doesn't really do the job.

Instead we can create a custom action to use "Intelligent" propagation. With this approach, users code the "Privilege Status" of each document and the software then updates a field for all members of each family based on that coding to indicate if they are members of a Privileged, Part Privileged or Not Privileged family.

Detail

The examples above illustrate the 5 functions that the software can perform as part of the coding process. These functions are:

- Show an onscreen message
- Create a new instance of an object
- Send an email
- Update a field
- Execute a Relativity script

One or more of these functions can be triggered when the specified conditions are met. Each of these functions is customisable and can be triggered by one or a combination of conditions. The conditions themselves are also fully customisable.

Whilst all of the examples relate to coding documents, these functions are available on all custom objects as well.

Each of the functions above could be created by a programmer in code and deployed via an Event Handler. The innovation in the LitSavant Conformity Engine is that Relativity's standard interface is used to enter the rules – no programming knowledge is required and so the rules can be created, tested and deployed in minutes. And because the LitSavant Conformity Engine saves your rules into your Relativity database when it is time to upgrade Relativity, you simply update the application as part of the upgrade process. If you were

using Event Handlers you would need your programmers to manually rewrite and redeploy each of your Event Handlers in all of your databases.

The LitSavant Conformity Engine supports Relativity versions 8.0 and above (up to and including the current version). It is licenced on an annual basis and is available to anyone with their own Relativity environment.

Owned/Supplied by :	**LitSavant**
Used by :	**Various EU and US organisations with their own Relativity environment**

8.2.41 <u>LegalCraft® Transcend</u>

- 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.

Owned/Supplied by :	**DTI**
Used by :	**DTI**

8.2.42 <u>Magnet IEF</u>

Magnet IEF is an automated evidence search and recovery tool that parses and carves hundreds of different types of digital forensic artifacts from both PC and mobile devices.

Magnet IEF will find:

- 260+ types of Internet artifacts on Windows and Mac computers: Windows XP, Windows Vista, Windows 7, Windows 8, Windows 8.1 and Mac OSX

- 58+ types of Business Applications, Documents and Operating System artifacts on Windows and Mac computers:

    - Corporate Email and Instant Messaging Artifacts: Outlook OST & PST files, mbox email archives and Microsoft Lync/OCS IM

    - Document File Artifacts: PDF, .doc & .docx, .xls & .xlsx, .ppt & .pptx

    - Windows Operating System Artifacts: User accounts, USB device history, lnk files, Prefetch files, Shellbags, Jumplists, Event logs, Mounted network shares, Startup items, Time zones, OS, and file system info

- 165+ types of mobile artifacts on iOS, Android, and Windows Phone powered smartphones and tablets, including: SMS (for iOS and Android), GMail, iOS mail, Android Mail, browsers (Safari, Chrome, FireFox, Silk), WhatsApp, Kik Messenger, Snapchat, Tinder, Facebook, Twitter, Instagram, Dropbox, etc.

- Artifact data from new and updated applications: Internet and mobile applications change frequently, and new applications emerge constantly. Magnet Forensics dedicates significant resources to the ongoing maintenance of the hundreds of artifacts that Magnet IEF supports, and adds new artifacts as they become popular to ensure optimal data-recovery.

- More artifacts from deleted space with propriety carving techniques: Magnet IEF recovers more artifacts from unallocated space by extracting data from fragmented files that are not sequential, out of order or missing entirely.

Magnet IEF search results can be analysed quickly and efficiently using our built-in analysis tools, so you can get to critical evidence, fast.

- Artifact Categorization: Search results are categorized by artifact-type to allow for easy navigation of evidence.

- Keyword Searches, Filters, Bookmarks, Tags and Comments: Identify important evidence.

- Webpage Rebuilding: View webpages in their original format, as they were viewed by the user.

- Mapping: Plot geo-location data on a world map to identify physical locations.

- Timeline: View artifacts graphed in a chronological sequence to observe overall activity patterns, and drill-down to isolate artifacts from a specific time period.

- Picture Analysis: Identify and categorize images recovered by the search with built-in picture and analysis tools:

    - Refine results using skin tone filters

    - View PhotoDNA, MD5 and SHA-1 hashes for recovered pictures

    - Import hash values from Project Vic or custom hash databases to quickly identify and categorize illicit images

Magnet IEF search results can be exported into a number of formats that are easy to understand and share.

- Report: Export in HTML, PDF, Excel, CSV, XML, and tab-delimited formats.

- IEF Portable Case: Share an IEF Portable Case with colleagues, who can then view all search results without having an IEF license.

- Chat Thread Visualization: Create a representation of a chat thread to add to your report as a visual element.

Owned/Supplied by :	**Magnet Forensics**
Used by :	**Magnet Forensics**

8.2.43 <u>Magnum</u>

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 Grabiner, 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*

Owned/Supplied by :	**Opus 2 International**
Used by :	**Opus 2 International**

8.2.44 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.

Owned/Supplied by :	**Millnet**
Used by :	**Millnet**

8.2.45 <u>Milyli Relativity product suite</u>

Blackout

Looking for a smarter way to redact documents in Relativity?

Blackout is an automated redaction application for Relativity that redacts documents based on your criteria, streamlining your redaction workflow. Rather than spend time and effort redacting intellectual property, PII, and other sensitive information manually, Blackout automates the creation of redactions across an entire set of documents. Reviewers can then quality check automated redactions right within the Relativity document viewer since Blackout integrates seamlessly with existing review workflows.

With Blackout, you can:

- Easily redact across a Saved Search based on words, phrases, or pattern-matching regular expressions you want to redact

- Select from all Relativity redaction types – black, cross, text, white, or inverse

- Specify where exactly to redact (or highlight) is applied – i.e., the word, line, full document, etc. – by setting the scope of the mark-up

- Apply highlights to words, phrases, and patterns as easily as redactions, and choose from a variety of colour highlights

- Quality check Blackout's automated redactions to approve, reject, or manually override them
- Review redactions within the Relativity document viewer without interrupting the review workflow
- Resolve mismatches or issues with OCR that Blackout brings to your attention from right within the review layout
- View progress of current redaction review and export CSV Redaction Logs to provide to court or opposing counsel
- Stop, start, and re-run automated redaction jobs, or delete all redactions applied to a document set by Blackout

Owned/Supplied by :	**Milyli**
Used by :	**Advanced Discovery, Altep, CDS, DTI, Hinshaw & Culbertson, Oasis Discovery Partners, Kroll**

Broadcast

Wish you had an easy way to report on important Relativity case data?

Broadcast is a dashboard reporting tool that lets you display important case data on customizable client-level dashboards without ever leaving Relativity. With Broadcast, you can choose from a wide range of charts and graphs to create detailed, attractive reports and easily share those reports with your users and clients.

With Broadcast, you can:

- Report on case data by using SQL queries you write or add a [Reporting Pack](#) to generate common charts without having to write your own SQL to pull information like billing statistics or reviewer progress.

- View dashboards both within Relativity and via mobile devices.

- Create multiple dashboards per workspace and set different permissions based on user groups.

- Choose from seven different kinds of charts for displaying case data – tables, bar charts, line graphs, pie charts, area graphs, gauges, and speedometers.

- Add branding, links, or messages to users to your dashboards with an HTML widget, which can be built out by hand or generated dynamically using a SQL script.

- Customize dashboards by dragging, dropping, and resizing charts, and set custom color palettes at the dashboard and chart level.

- Let users drill into data and provide more context by linking Broadcast charts to items within Relativity, like saved searches or other Broadcast dashboards, as well as external sites and systems.

Owned/Supplied by :	**Milyli**
Used by :	**D4, Inventus, Kroll, ProSearch**

Delegate

Why spend time managing clients' simple requests when you can empower them instead?

Delegate is a Relativity application that allows service providers to reduce the time Litigation Support teams spend on simple user, group, matter, and workspace management tasks by delegating that work to designated people on their clients' teams. While maintaining full security and auditing, Delegate allows service providers to focus on more efficient service and a better client experience by allowing clients to serve themselves when it comes to their particular case needs.

The benefits of Delegate include:

- Streamlined process making it faster and easier to manage cases in Relativity – for both service providers and clients

- Mobile-friendly access allowing Client Admins to work on-the-go

- Integrates directly with Relativity for a seamless user experience

System Administrators:

- Designate a specific group within a client as the Client Admin Group, and grant them permissions to Delegate so that clients can manage themselves.

- Choose which workspace templates and resource pools Client Admins can use.

- Access comprehensive, Delegate-specific audit logs across all clients.

Client Administrators:

- Create, edit, and manage users, groups, workspaces, and matters for their cases within a new Delegate Client Administration tab.

- Access Delegate audit logs for their users.

Owned/Supplied by: **Milyli**

Used by: **D4, Oasis Discovery Partners**

Owned/Supplied by :	**Milyli**
Used by :	**D4, Oasis Discovery Partners**

Relay

Tired of having to go through a middleman every time you need to import documents into Relativity?

Relay is a Relativity application developed by Milyli to make the process of importing data into Relativity more efficient. Relay eliminates the need to export data from your source database or processing engine into the Relativity Desktop Client, then import from the RDC to your Relativity environment. Relay lets you cut out the middleman to easily import documents and data directly into Relativity.

With Relay, you can:

- Import data from any system that uses Microsoft SQL Server – including processing engines, in-house tools, and Relativity itself

- Load natives, images, extracted text, and document metadata

- Load data into custom objects in your workspace

- Schedule imports to run at a future date or on a recurring basis – daily, weekly, or monthly

- 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.

Owned/Supplied by :	**Milyli**
Used by :	**Milyli and various law firms.**

8.2.46 <u>Mindseye TunnelVision</u>

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.

Owned/Supplied by :	**Mindseye**
Used by :	**Integreon, Navigant.**

8.2.47 <u>MM/PC</u>

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.

Owned/Supplied by :	**eMag Solutions**
Used by :	**eMag Solutions**

8.2.48 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 pin-point 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:

- 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.

Owned/Supplied by :	**Nexidia**
Used by :	**7Safe, CYFOR, Consilio Deloitte, Hobs Legal Docs, KPMG.**

8.2.49 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

- Enables 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.

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.
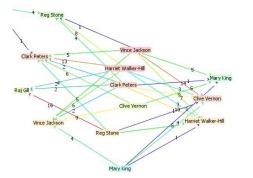
Figure 9: Visualising networks of email communications.
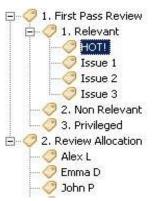
Figure 11: Setting up and applying tags to items.
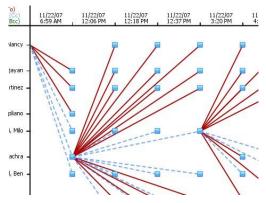
Figure 12: Visualising timelines.
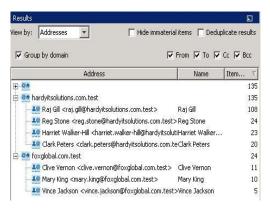
Figure 13: Quickly identifying all email addresses.

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.
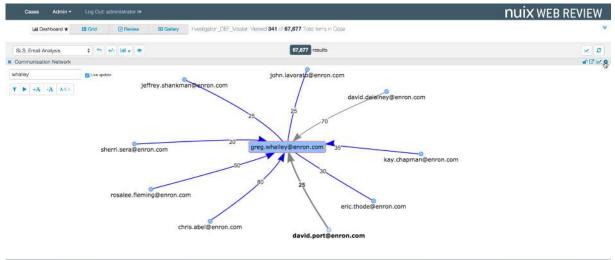
Nuix Web Review and Analytics:

- 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

Figure 14: Nuix Web Review & Analytics case insight dashboard.

Figure 15: Analytics help deliver rapid insights into case data.
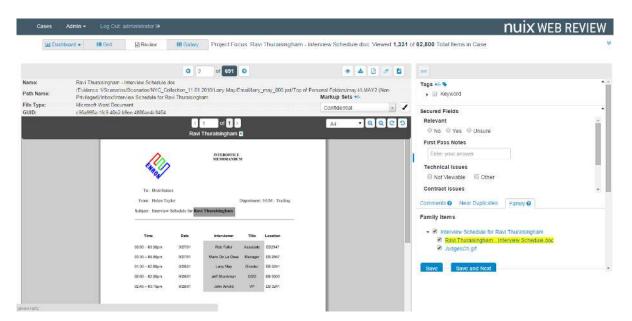
Figure 16: Integrated manual and bulk redaction.

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.
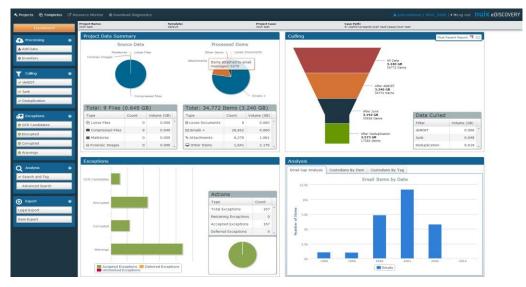
Figure 17: Nuix Director processing overview dashboard.

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
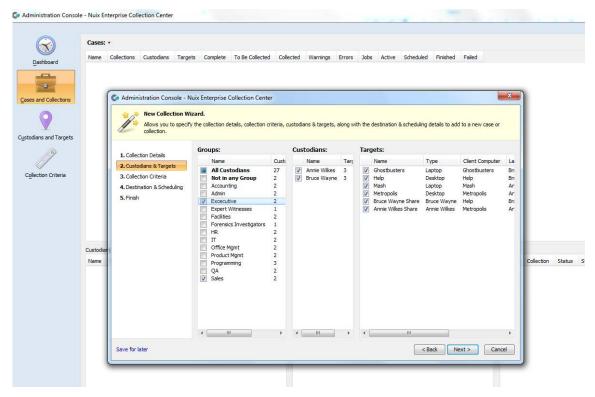
Figure 18: Nuix Collection reporting console.

Owned/Supplied by :	**Nuix**
Used by :	**7Safe, Altlaw, A&M, CCL Group, CYFOR, Deloitte, Epiq, Ernst & Young, FRA, Forexus, Grant Thornton, HOBS Legal Docs, IDS-Legal, Iris, KPMG, Legastat, Lighthouse eDiscovery Millnet, Omnis, PwC, Stroz Friedberg, Unified.**

8.2.50 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 :	**Omnia**
Used by :	**Omnia**

8.2.51 Oyster IMS Software Suite

Hewlett Packard Enterprise (HPE) Records Manager

HPE 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.

HPE 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, Office 365 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.

Hewlett Packard Enterprise (HPE) ControlPoint

HPE 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

Microsoft SharePoint

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

Repstor

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 and connecting 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.

EzeScan

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 :	**Various**
Used by :	**Oyster IMS**

8.2.52 Questio

UnitedLex's Questio eDiscovery managed service is the nexus of people, process and technology. One of Questio's differentiating features is enhancing the best-in-class technology of Law and kCura Relativity with proprietary technology and court-tested processes. This proprietary technology provides advanced analytics to improve data culling rates and the ability to quickly identify key facts and legal intelligence to better inform case strategy.

UnitedLex was named an Orange-level Relativity Best in Service Hosting Partner by kCura for its unique process and modification development. We have forged an entirely unique standard that satisfies the largest and most demanding companies in the world with respect to connectivity, security, business continuity, disaster recovery, and global availability. Our data hosting team is comprised of Relativity-Certified Administrators and professionals, including "Relativity Experts" who have earned three Relativity certifications, which are necessary to win this distinction from kCura.

Owned/Supplied by :	**UnitedLex**
Used by :	**UnitedLex**
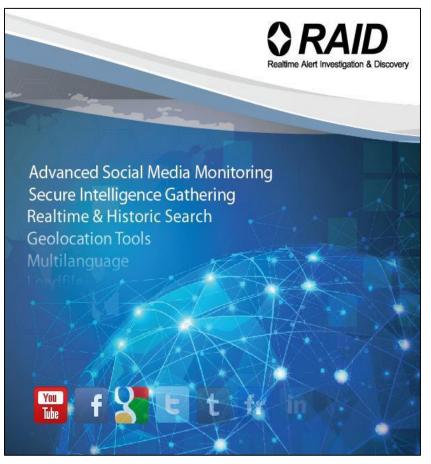
8.2.53 RAID – (Realtime Alert Investigation & Discovery)

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

Owned/Supplied by :	**RAID**
Used by :	**BR Consult.**

8.2.55 Recommind Suite (CORE & Axcelerate)

Recommind's Axcelerate Suite is a complete, end-to-end eDisclosure platform featuring best-in-industry analytics and Predictive Coding delivered in an unparalleled user experience. From legal hold, to ECA and collection, to analysis, review, and productions, Axcelerate is the trusted choice for premier corporations, law firms, and government entities across the EU and the US.

Axcelerate Legal Hold provides litigation holds via a cloud-based solution, with 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. Axcelerate Legal Hold features detailed audit trails and strict data security protocols and is offered with flexible pricing plans enabling you to pay only for the service you need, making it the most cost-effective legal hold solution available.

Axcelerate ECA & Collection tackles multiple stages of eDisclosure—identification, preservation, collection, and processing—in a single, highly scalable application. It enables organisations to connect to laptops, desktops, file shares, email servers, and document and records management systems to "explore-in-place" down to the file level, indexing data for search and aggressive culling before collection. Axcelerate crawls and directly ingests native file types from a wide range of cloud and on-premise sources, including Microsoft Outlook/Lotus Notes email, MS Office files, and over 400 additional file types—with automatic language detection.

Axcelerate Review and Analysis empowers legal teams to find the documents that make or break their cases, faster and more reliably. Axcelerate was named "Best eDiscovery Review Platform" by the editors of Legaltech News (June 2015) on the strength of its advanced analytics, best-in-industry Predictive Coding, and consumer-grade user experience.

Axcelerate is delivered self-service to full-service to anywhere in between, as a subscription-based cloud solution, an "on-demand" hosted solution, or an on-premise software solution. Unlike other platforms that depend extensively on third party components and scripting, Axcelerate is a complete solution including self-standing productions, proprietary advanced analytics, and interactive visualisations no other solution has, all built right in:

- **Hypergraph** communications mapping for visualised analysis of email and chat data

- **Phrase Extraction** for more sophisticated searching.

- **Smart Redactions** for automatic reaction of PII, PCI and other patterns across entire data sets without pre-imaging.

- **End-of-Branch Email Analysis** for easy-to-follow threading and automatic identification of missing messages.

- **Business Intelligence with Efficiency Scoring** for total visibility into discovery processes across your case portfolio.

- **Zero-Footprint HTML5 Viewer** enabling teams to get started right away, with nothing to download or install.

- **Continuous Machine Learning** for flexible, issue-specific Predictive Coding review workflows with superior results and simpler protocols.

Axcelerate is backed by Recommind's world-class support and professional services teams across the EU and US for training and processing.

Owned/Supplied by :	**Recommind**
Used by :	**AlixPartners, CAS, Deloitte, eMag Solutions Forexus, Recommind.**

8.2.56 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.

- 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. We can search for international identifying formats in addition to the ones shown in the following figure.

Predefined Terms

Actions ∨

Social Security Number - Full
Social Security Number - Partial
Standard 16 Character Credit Card
Standard 15 Character Credit Card
US Telephone - Standard Formats

Ⓟ Redact *Assistant®*   CONTINUE   CANCEL

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.

Search Options

☐ All word forms   ☐ Ignore punctuation   ☐ Match cell contents
☐ Match prefix   ☐ Ignore white-space   ☐ Match case
☐ Match suffix   ☐ Sounds like   ☐ Whole words only
☐ Use wildcards   ☐ Regular expression

Clear All

Ⓟ Redact *Assistant®*   CONTINUE   CANCEL

Owned/Supplied by :	**Payne Group**
Used by :	**Payne Group,**

8.2.57 <u>Relativity</u>
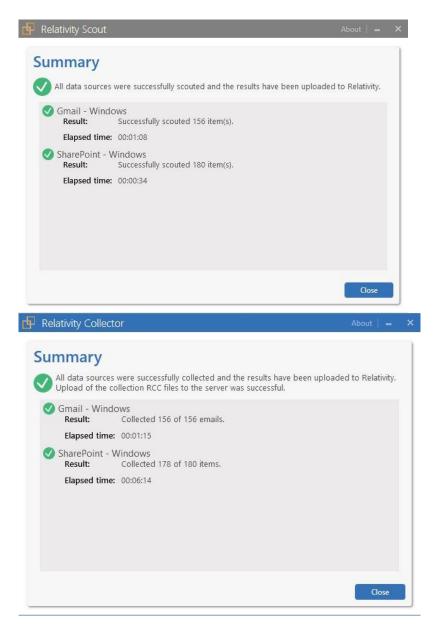
Legal Hold – Legal Hold allows users to create a defensible, repeatable process for managing legal holds. Streamlined and automated workflows mean any team—legal, IT, or HR—can run their unique legal hold processes in Relativity. In order to maintain a defensibly-sound audit trail of all communications with relevant parties, users can:

- Create notices from a library of templates
- Sync and track custodian data without extra data entry
- Generate and schedule reports
- Interview custodians to gather relevant information
- Track and analyse responses

Collection – Collection is a flexible, easy-to-use application that allows users to perform collections of select documents from anyone, anywhere, without disrupting the work day. By being more targeted in their collections, case teams can significantly reduce downstream costs, and the ability to auto-upload and auto-process to Relativity increases speed to review. The quick and flexible workspace provides early insight and simplifies the following processes:
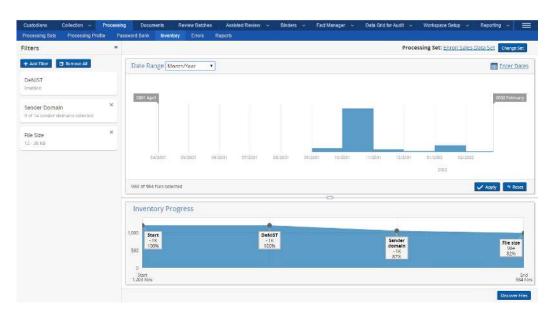
- Quickly and remotely view folder structure, file names, and system metadata on a custodian's machine using Relativity's unique Scout feature
- Make informed decisions on what data gets collected
- Perform a collection remotely via email, from within Relativity's custodian machine, or offline with a preconfigured USB drive

Processing – Relativity Processing is tightly integrated into Relativity, so data can be processed and reviewed without moving between systems, significantly increasing speed to review. Processing offers the following solutions:

- An inventory feature to deNIST and filter out irrelevant files by date range, file size, file type, file location, or sender domain before fully processing files
- Processing profiles that save time by pulling in default settings
- The ability to generate reports to gain insight into the progress and results of processing jobs, as well as what's available for review
- An error log to understand the cause of errors and how to address them
- Full metadata and container extraction, domain parsing, and native application imaging for a complete processing solution
- Advanced functionality—such as more granular control over workers and jobs, and the ability to create custom fields and load files—is easy to access via a desktop console
- A straightforward workflow with fewer manual steps has native files ready for review in one hour
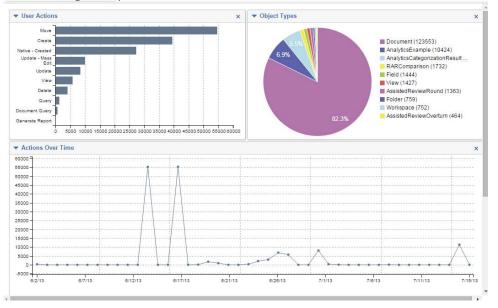
Analytics & Assisted Review – Relativity Analytics amplifies review efforts by automatically clustering conceptually similar documents and labelling them by the most prevalent ideas in each one. Benefits of Relativity Analytics include:

- An Assisted Review workflow that trains the system to identify relevant documents and key issues with the control, flexibility, and transparency needed for an accurate and defensible review
- Cluster visualization that displays your data as a map of conceptually similar documents
- Keyword expansion and concept searching that helps return relevant documents faster
- Email threading that identifies inclusive emails and groups them together
- Foreign language identification and near-duplicate detection
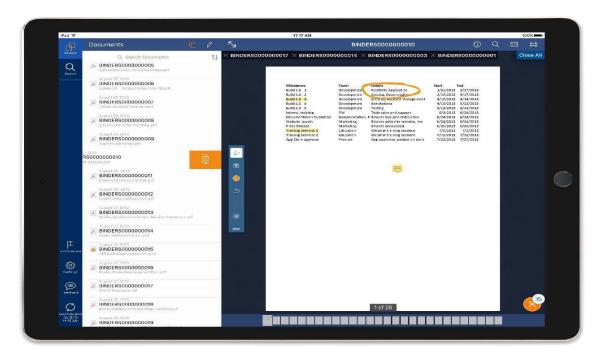
Data Grid – Relativity Data Grid is Relativity's NoSQL option for data storage. Users have the option to process data directly into Data Grid, improving end-to-end processing speeds and reducing storage requirements. Benefits of Data Grid include:

- Easy-to-digest charts and tables for quick data analysis
- Horizontal scaling that distributes full text and audit data across any number of nodes as case sizes grow
- The ability to run searches on audit history to visualise data and gain as much insight as possible

Binders – Relativity Binders is an iPad app designed to provide quick and easy access to relevant documents while on the go. Attorneys can use Binders to prepare for depositions, client meetings, and trial. In order to ensure that content remains secure, Binders is passcode-protected and requires a user's Relativity credentials to download a binder. Users can highlight, annotate, search, print, and email documents straight from the app—eliminating the need to ship or carry large volumes of printed documents.

Learn how organizations around the globe are using Relativity [here](#).

Owned/Supplied by :	**KCura**
Used by :	**7Safe, AlixPartners, Altlaw, A&M, Anexsys, BDO, Capita, CAS, City Docs, Consilio, CYFOR, Deloitte, DTI, Epiq, Ernst & Young, FRA, Forexus, Grant Thornton, IDS-Legal, Integreon, Inventus, Kroll Ontrack, LDM Global, Lighthouse eDiscovery, LINEAL, London Legal, Millnet, Navigant, PwC, QuisLex, Stroz Friedberg, TransPerfect Legal Solutions, XLS.**

(33 organisations)

8.2.58 <u>Ringtail</u>

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.

Owned/Supplied by :	**FTI Consulting Technology Practice**
Used by :	**FTI Consulting Technology Practice, Grant Thornton, QuisLex.**

8.2.59 ∑SIGma (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 ∑SIGma to support its needs for Legal Coding and Contract Abstraction. ∑SIGma, 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

Owned/Supplied by :	**IDS-Legal**
Used by :	**IDS-Legal**

8.2.60 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

o Collect, forensically preserve & analyses data from computers (PC, MAC, Linux) , hard disks, removable media, cell phones, Sat phones , GPS and tablet devices

o Creates forensic images in dd, ENCASE®, FTK®, SMART® formats

o Live incident response including volatile data preservation on Windows (32bit and 64bit)

o Process driven, touch screen interface. Fully audited. Forensically & evidentially sound.

o Collect from "running" and "powered off" systems. Collect live and deleted data

o Quickly create and store unlimited re-usable collection profiles using our unique 6 step profile wizard.

o Collect data based on file dates, types and/or content using powerful signature analysis

o Allow remote data custodians to preserve their own data using secure collector technology

o Simultaneous collections from an unlimited number of devices

o Everything in one box - all hardware, software, accessories and peripherals are included.

DATA ANALYSIS

o 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.

o Recovers online chat and web browsing account details including passwords, online search term history, file transfers. Reconstructs webpages visited by users.

o Very powerful filtering and sorting using a simple interface – find interesting data faster

o Instant keyword searching: Full indexing of file names, paths, file content and file metadata.

o Instantly locates valid bank card numbers found in any collected data

o Store unlimited keyword lists with unlimited number of keywords

o Search in multiple languages using keyword lists or the onscreen keyboard

o Find known files using unlimited hash values – every collected file is hashed with MD5 & SHA1

o Quickly import and store unlimited numbers of hash lists, each with unlimited number of hashes

- o Auto identifies high risk files such as those with incorrect or missing file extensions, encryption, steganography and known indecent images or terrorist materials

- o Powerful reporting to PDF or HTML

- o Easily export to 3rd 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.

<u>SPEKTOR® Drive</u>

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

Owned/Supplied by :	**ETL**
Used by :	**ETL**

8.2.61 StoredIQ for Legal (IBM)

IBM StoredIQ for Legal

Help eliminate complexity, pain and expense from the eDiscovery process

Highlights

- Notify custodians of legal hold obligations with automated legal holds, alerts and reminders

- Manage custodian interviews/surveys to gain insight into the most relevant custodians and data sources for a matter

- Analyse data in place to gain insight into the scope and merits of a matter before collection

- Reduce downstream review costs by performing early data assessment and culling prior to export

- Automate the legal collection process from more than 75 data sources

- Align IT and legal so they speak the same language about what information needs to be collected, where and by when

- Deliver a repeatable and defensible eDiscovery process

Legal teams must wade through a rising tide of information to discover what is relevant for a specific legal matter. By targeting only the information that is most important, these teams can reduce the cost, risk and time involved in an eDiscovery response. IBM **StoredIQ for Legal** provides robust management of the eDiscovery process, from hold notification to identification, preservation and collection.

StoredIQ for Legal allows legal teams to find and analyse unstructured information in place to gain faster insight into data and help ensure only the right information is collected. Legal teams can save time and gain flexibility by not having to move data before analysis. They can take action on data before collection, acquiring insights from data in a matter of hours versus weeks and using that knowledge to make more informed business decisions. Legal teams can also perform both proactive and reactive eDiscovery processes.
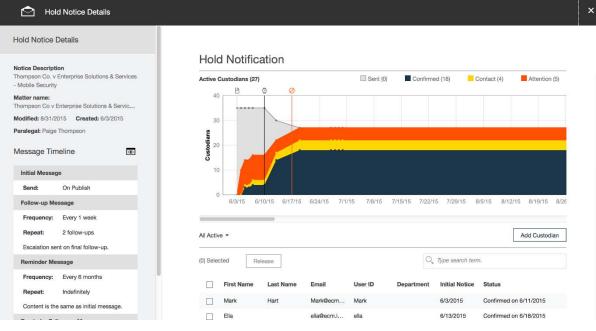
Streamline management of the full matter lifecycle

StoredIQ for Legal enables legal teams to efficiently and confidently manage the full matter lifecycle and process compliance for thousands of matters.

Teams begin to realize the benefits of **StoredIQ for Legal** through the legal hold notification process. The solution helps reduce the preservation risk from lack of process integrity, minimize manual mistakes and eliminate common legal hold notification oversights. With **StoredIQ for Legal**, team members can easily identify custodians and draft legal hold notices by drawing on templates. They can send those notices, conduct custodian interviews, solicit approvals and track custodian responses from easily configurable dashboards. They can then schedule and automatically send reminders to custodians about their ongoing duty to preserve, escalate non-responders and rapidly move from notification to requesting collection— all from the same interface.

If the reason for the hold turns into a formal legal matter, **StoredIQ for Legal** can streamline a variety of tasks for IT and non-IT users. For example, the solution helps IT users oversee the identification, collection and preservation of all physical and electronic data relevant to the matter. Those IT users can execute the business and technical processes as well as the communications needed to preserve data in an approved manner. Non-IT users can easily send role-appropriate alerts, set action items and produce reports.

Enhance the efficiency of eDiscovery management

StoredIQ for Legal offers several capabilities to help legal teams manage the eDiscovery collection process and reduce cost, complexity and common collection inefficiencies:

- Manage eDiscovery collections from more than 75 common data sources

- Identify and analyse data in place before collection, helping to save costs and reduce risk by amassing only required content

- Set collection criteria once and apply everywhere

- Identify and collect content in file shares, user desktops, email systems, archives, content management systems, collaboration systems, Microsoft SharePoint and more

- Track collection status and provide clarification throughout the process

- Export collected content and original metadata to major review tools

StoredIQ for Legal helps IT and data experts:
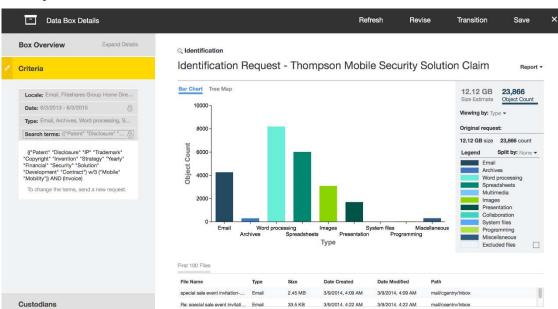
- Receive and manage preservation and collection requests directly from legal in the same solution

- Find relevant content by metadata or full-text searches, or classify data with machine learning

- Access desktop and laptop data across large installations, with support for agent or agentless collection and full start and stop capabilities in a purpose-built, desktop collection interface

- Identify over 450 content types, including nested content in containers such as ZIP, PST and NSF

- Analyse content in-place before collection to cull large data sets into manageable collections

- Manage exceptions in an easy-to-use exception centre that supports the ability to retry and reroute exception content

- Provide collection status or ask for clarification from legal, all in the same interface

- Export collected content and original metadata to major review tools

Generate precise insight to speed eDiscovery

Approximately 90 percent of corporate cases are settled prior to the collection process. In many organizations where no insight into data associated with a case is available, a settlement is made with little to no information regarding the actual merits of the case. **StoredIQ for Legal** is designed to accelerate the eDiscovery process and provide legal teams with insight into relevant data in-place prior to collection. This capability helps litigators make more informed decisions about whether to settle or litigate. If litigation moves forward, **StoredIQ for Legal** determines which data needs to be collected, and then collects the smallest legally defensible set of data.

Connect your data

From identification through collection, preservation and production of vendor-agnostic, review-ready load files, **StoredIQ for Legal** supports legal teams with deep data analysis. The solution identifies, collects and preserves active electronically stored information (ESI) on over 75 common enterprise data sources and more than 450 file types, including network servers, storage systems, laptops and cloud-based data—all while avoiding disruptions to end users.

Filter your data to create a custom data set

StoredIQ for Legal helps accelerate the understanding of large amounts of unstructured content through powerful search functionality, filters and explorers. Data can be filtered or acted upon and can be refined using a visual heat map. Data explorers visually represent unstructured data from various points of view, such as file system metadata attributes, data source location and category.

Defensibly present your eDiscovery workflow

With **StoredIQ for Legal**, legal users can take action to copy data to a retention server, move data for archiving, export data for review or delete data—with defensible actions and a full audit trail. Data topology, overlay hit, term hit, duplicate and data assessment reports provide valuable insight designed to help legal teams make more informed decisions about the merits of a case, prior to collection.

Implement comprehensive Information Lifecycle Governance

To maximize operational efficiency, control costs and reduce risks, organizations should integrate the eDiscovery process into a comprehensive approach to Information Lifecycle Governance (ILG). **StoredIQ for Legal** is part of IBM's

Information Lifecycle Governance suite, which offers solutions for not only legal eDiscovery, but also records management and retention, archiving, curation, and content assessment and clean up. Teams can automate records retention and disposal; efficiently archive content while enforcing policies; identify and process the most important data; remediate old, redundant data; and more. With IBM, organizations gain a powerful, comprehensive suite of ILG solutions from a single vendor.

IBM provides an integrated, modular and scalable information governance platform that enables line-of business and IT professionals to more effectively understand and act on data where it resides. Leveraging the fabric of our information governance foundation to optimize existing legal, records, compliance and IT processes, IBM enables customers to manage enterprise information according to its business value, comply more efficiently with litigation and regulatory mandates and defensibly dispose of information that no longer has value or preservation requirements.

Owned/Supplied by :	**IBM**
Used by :	**IBM**

8.2.62 Stroz Software and Managed Services

First Glance Early Case Assessment - Our early case assessment tool, First Glance, is built into our processing 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 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.

• **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** 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** – The Stroz EDRM toolchain is fully Unicode compliant, including support for searching and review in CJK languages. This support includes automatic language identification, OCR (including OCR of mixed alphabet documents), and secure machine translation available on demand or in bulk.

Relativity – We 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 necessary protections and automated quality controls to productions.

Stroz Friedberg Managed Services & Litigation Repository

Does this sound like a familiar problem?

Electronic Discovery and Disclosure has come a long way over the past decade. Yet many law firms and corporations still must stitch together disparate point technologies, service offerings and data sets across the EDRM, never realizing the many benefits that a single integrated solution provides. From initial matter setup, to managing multiple stakeholders to meeting critical deadlines and controlling costs, unstructured eDiscovery processes can cause pain, anguish and mistakes.

But it doesn't have to be that way.

The Antidote – Stroz Friedberg Managed Services & Litigation Repository

A successful eDiscovery matter or program depends on effectively managing people, data and costs. Of course, all three factors are highly variable. Each individual brings his or her own unique experiences, competencies, preferences and objectives to each legal discovery project. Unstructured data is just that… unstructured; no two legal data sets or review work sites look alike. Matter costs can swing widely, either because a provider charges a higher per GB fee or, more importantly, because the provider accepts data "as is," thereby processing, hosting and charging for it all rather than advising the client how to defensibly and cost-effectively reduce the data set.

Stroz Friedberg Managed Services & Litigation Repository embraces these immutable truths. The new offering provides clients and other key stakeholders with a simple yet holistic framework to manage multiple projects, a single project, or even a discrete project activity, while still leveraging leading 3rd party ECA, processing, hosting and review point solutions.

Our Managed Services & Litigation Repository:

- Reduces complexity by offering a single, comprehensive matter management resource

- Facilitates better and earlier decision-making via real-time reporting on matter and data metrics

- Enables greater cost control and predictability with integrated online calculators

- Provides peace-of-mind by leveraging a robust data security architecture

- Produces more accurate and timely results by using standardized, repeatable processes

- Reduces costs by repurposing prior processed hosted and reviewed data, as well as attorney work product

Managed Services Features

Stroz Friedberg Managed Services & Litigation Repository features a full suite of eDiscovery services, a dashboard with metrics to facilitate better decision-making, global professional services to consult on evolving needs, and 24/7 access.

STANDARD eDISCOVERY SERVICES	PREMIUM SERVICES
Deduplication	Standard eDiscovery Services +
DeNISTing	ECA with First Glance
Data Filtering	Email Threading
Data Processing	Near Duplication
Hosting in Relativity	Concept Searching/Clustering
Productions (tiff, bates, brand)	Keyword Expansion
Free User Licenses/Month	Predictive Coding
Standard PM Support	Privilege Analytics
Dedicated PM Team	Stroz Extract

How Do We Charge?

ALL YOU CAN EAT	PAY AS YOU GO
Annual Fixed Fee	
Volume-based	Tiered Discounted per GB Rates
All-inclusive Services	Or, per Custodian rates
Two other <u>free</u> Stroz Friedberg Pilot Service Offerings (e.g. Cyber Security, Compliance, IP Analysis, Due Diligence)	Standard or Premium Services Available

Security Features

Stroz Friedberg's Managed Services & Litigation Repository employs a robust security architecture which includes the following:

- Full law enforcement-level chain of custody on all devices and data
- Data stored with SSAE16: SOC1/SOC2, ISO/IEC 27001:2005, ISO 22301, and/or FINMA certification(s).
- Internal information security protocols
- Regular security assessments under HIPAA, PCI DSS standards, and/or NIST 800-53.
- Security certifications:
  - o Security Essentials Plus Certification (UK)
  - o Subject matter experts with CISSP, CIPP, CEH, GIAC, GPEN, and CISM

Owned/Supplied by :	**Stroz Friedberg**
Used by :	**Stroz Friedberg**

8.2.63 SYSTRAN Relativity Connector

SYSTRAN Enterprise Server: Translate quickly and securely

It 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.

Benefits of the SYSTRAN Relativity Connector 2.0:

- **Keeps information secure.** Our on-premise SYSTRAN Enterprise Server offers you absolute control and the best security for confidential documents.
- **Produces translations fast.** Documents are translated quickly allowing you more time to understand and develop a winning legal strategy.
- **Provides high accuracy.** The connector has the ability to tailor translations to a specific industry or subject.
- **Reduces translation costs.** The use of automated language identification and automated translation reduces the need for human translation, therefore lowering cost.
- **Simplifies analysis and prioritization.** Thanks to SYSTRAN's linguistic functionalities like Named Entity Recognition and Domain Detection, you can quickly scan data and find the information you need.

With the SYSTRAN Relativity Connector, translations are initiated directly within Relativity. For instance, say you need to translate a single document. When that document is opened in Relativity simply select "SYSTRAN Translate" from the context menu.

With the SYSTRAN Pop-up Window, you can also automatically detect languages contained within a collection.

If you need translations for multiple documents, the Relativity mass action feature can be used.

A workspace report provides you with the status of every translation request. Translation results are stored in a special Relativity field called "Translated Text" so the results are permanently part of the workspace. With the SYSTRAN Enterprise Server as the translation engine it is easy to scale the system to match your translation needs. Click **here** to learn about what's new with 2.0.

Owned/Supplied by :	**SYSTRAN**
Used by :	**SYSTRAN**

8.2.64 <u>TSD Relativity Product Suite</u>

MaxBilling

Billing is an essential, recurring component of any project, and making the process more efficient can yield long-term savings. It consumes a lot of time and energy which could be used for much more productive activities. Of course, it is a crucial part of business, so it definitely deserves a sufficient amount of attention and preciseness.

But why does billing have to be difficult and time-consuming? There is now an innovative billing system within Relativity® platform. Users of MaxBilling are able to automate the billing process by setting up billing periods and rates for various metrics (CaseRollup, Users, custom Tasks) and generating accurate and detailed monthly reports with calculated costs, minimizing time, effort, and potential for errors.

MaxBilling main features and functionality:

• Compatibility with Relativity® 9.1, 9.2, 9.3

• Automatic report generation

• Automatic email with report PDF or Excel

• Standard or custom billing periods

• Various pricing metrics and custom rates – CaseRollup, Users, custom Tasks

• Ability to set discounts

• Ability to charge clients for a few workspaces at once

• Ability to clone configurations

• Ability to apply mass price for CaseRollup, Users and custom Tasks

• Ability to select / deselect all types for CaseRollup

• Ability to select / deselect all users for a workspace configuration

• Ability to copy (mirror) settings when creating/editing billing configuration

• Report snapshot of the current billing cycle

• Billing inconsistency notifications

Users					
User ID	User		Regular Price	Discount %	Price
9	Admin, Relativity(relativity.admin@kcura.com)		123.00	3 %	119.31
777	Service Account, Relativity(relativity.serviceaccount@kcura.com)		135.00	-	135.00

Subtotal: 258.00
Discount: 3.69
Total Users Price: 254.31

Tasks				
Name	Description	Quantity	Single Price	Price
Processing	Worked hours for processing	132.000	30.00	3,960.00
Night shifts	Worked hours for night shifts	40.000	100.00	4,000.00

Total Tasks Price: 7,960.00

MaxMessage

If you're a project or case manager, you know how complex discovery projects can be. Case strategy and more can change at a moment's notice – and these changes need to be communicated at the right time, to the right people.

MaxMessage streamlines communication across Relativity®, making it easier than ever to get information to your teams. Compose rich-text messages, add attachments and schedule communications to be sent instantly or during specific time periods to different targets – individual users, a group of users, all users in a workspace, or all users in a Relativity® instance. Track message acknowledgement and never ask yourself, "Did they get my email?" again.

MaxMessage main features and functionality:

• Compatibility with Relativity® 9.1, 9.2, 9.3

• Scheduling and sending rich-text messages to different targets

• Attaching various files to messages

• Ability to track message attachment downloads

• Receiving instant notifications/reminder popups anywhere in Relativity®

• Access to Acknowledgment Message History

• Access to Inbound Message History

• Ability to download Acknowledgment Status Report in PDF file

Owned/Supplied by :	**TSD Services Ltd**
Used by :	**TSD Services Ltd**

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.

Owned/Supplied by :	**Cellebrite**
Used by :	**Cellebrite, FRA**

8.2.66 VF$_2$C Software & Smart Phone Investigator (MD5)

VF$_2$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.

Owned/Supplied by :	**MD5**
Used by :	**MD5**

8.2.67 <u>Viewpoint</u>

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^{TM} 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.

Owned/Supplied by :	**Xerox Legal Business Services**
Used by :	**LDM Global, QuisLex, Xerox Legal Business Services**

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 iCONECT XERA:

FLEXIBILITY, SCALABILITY AND POWER

- Easily adapt to changing case-loads with expanded data storage: leverage your existing SQL® or Oracle® investments or use iCONECT-XERA with an embedded database.
- Flexible browsing: use iCONECT-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 iCONECT-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.

- 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.

Owned/Supplied by :	**iCONECT**
Used by :	**Integreon**

8.2.69 <u>ZyLAB Systems</u>

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. ZyLAB systems are deployed in-house on-premises or in the Cloud (Azure or private cloud) and are also available in a Software-as-a-Services (SaaS) model.

ZyLAB eDiscovery platform contains the following modules:

Legal Hold

ZyLAB Legal Hold is a complete management application to create, manage and track legal holds. Users can send out legal hold notifications which can be tracked with reminders, escalations and lift notifications to ensure that legal holds are seen and enacted upon.

Collection & Processing

Automated collections and periodic recollections from many different locations and repositories into one location saving tremendous time and IT resources. Our advanced processing engine collects over 700 different file formats including complex formats such as audio and images. Data is culled, de-duplicated, enriched and prepared for legal analysis. With ZyLAB collection and processing, you can reduce the need for expensive forensic images, thus saving tremendously on the cost of specialist service providers.

Early Case Assessment

With ZyLAB, Early Case Assessment (ECA) can be performed on a data sample or in-place data sources. You can quickly assess the potential liabilities and estimate the 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. With ZyLAB Legal Review, you can optimize the usage of in-house and outside counsel, control your external expenditures, and measure productivity. The Legal Review Dashboard highlights critical information and provides quick access and filtering of the documents.

Legal Production

Accelerates and simplifies the production of documents for opposing counsel, external counsel and regulators. Quickly produce documents by key words, bates document or metadata in different formats, including native and TIFF. Documents can be import into external case management systems for further analysis. All documents are kept in an open XML format ensuring that they can easily accessed in the future, saving you time and costs.

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.
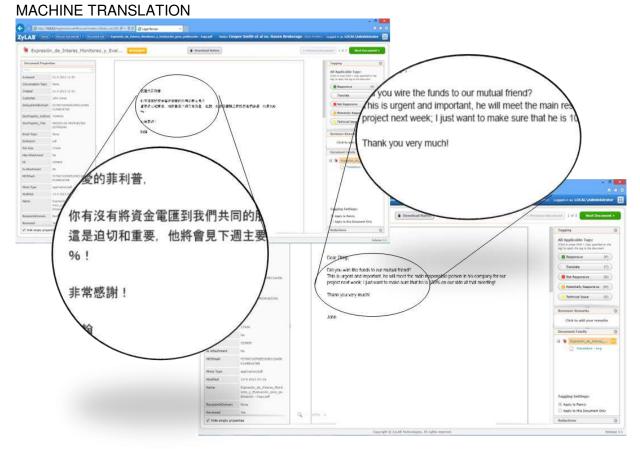
SCAN AND OPTICAL CHARACTER RECOGNITION (OCR)

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-color OCR and much more.

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.

Owned/Supplied by :	**ZyLAB**
Used by :	**ZyLAB UK Ltd.**

8.2.70 Zylpha Solutions

Electronic Document Bundling

Legal paperwork is becoming much more complex especially in the areas of Court Bundles, Deal Bibles and Contracts. Yet we still rely on the paperwork when we live in a world of computers, tablets and mobile devices.

Throughout Europe there is a move to remove paperwork from the courtrooms, boardrooms and the office and to get paperwork filed electronically.

Compliance, Confidentiality and Risk are essential considerations in any process today, yet creating a document bundle is done either on an office photocopier or outsourced. Confidential documentation is at risk throughout the process. Electronic Document Bundling eliminates Risk, ensuring Confidentiality and is a pre-requisite of an integral part of a modern Compliant process.

We have people spending hours photocopying, paginating and collating documentation manually, sometimes running into thousands of pages. The larger the bundle the larger the risk of errors and re-working. The costs are escalating and yet to remain competitive we need to reduce costs and eliminate waste. That's what Electronic Document Bundling does.

Electronic Document Bundling can be used in most areas of the practice such as:

- Court Bundles
- Case Archiving
- Compliance Reviews
- Contract Packs (SPA's, Tax Covenants, Service Agreements, Disclosure)
- Deal Bibles
- Other practice documentation (family, property, probate, employment, procurement, board reports and minutes as well as areas such as accounts and procedure manuals)

What's more Electronic Bundles are secure. Electronic Bundles can be password secured, have electronic signatures and can be delivered through private encrypted networks.

What are the Compliance Benefits?

- Fewer people involved in the processes
- No documents are on public view
- No shredding at the end of the case
- Electronic Delivery through a secure private network
- Reduces risks inherent in an error prone process
- Complete Confidentiality

What is the Return on Investment?

- Through the reduction labour, materials and courier costs the return on investment shows a 70%+ saving after taking into consideration the software costs
- The system works on annual licence, which means that the ROI is immediate
- The implementation costs are minimal and the internal costs involved in implementation are normally two days

Electronic Signature Integration

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.

Clients receive documents within seconds for e-signature with clear and simple instructions. Documents can be e-signed on a Computer, Tablet or on the move via Smartphone.

Key Benefits

- Automates the Compliance Process
- Key Documentation authorised in minutes – not days
- Minimises staff processing time and delays
- Eliminates staff and courier costs
- Secure and encrypted
- Minimises Risk
- Ensures Confidentiality

MOJ Portal Integration

The RTA Claims Portal went live in 2010 to streamline and speed up the processing of low cost RTA Claims within the 15 day time limit.

In 2013 the Portal was extended to handle Employment and Public Liability Claims (EL/PL).

With over 500,000 claims per annum and 500 organisations already using the Portal, it has rapidly become the logical approach to processing claims in the industry.

Manual data input is laborious and error prone, which negates many of the advantages of using the Portal. Users of Visualfiles and SolCase have the ability to overcome this limitation by using the Zylpha integration to remain ahead of the competition in this fast moving market.

It is 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.

Key Benefits

- Gives full exploitation of the Portal functionality
- Minimises costs and enhances the cost benefits of using the Portal
- Minimises duplication of data and eliminates dual keying
- Notifications and status updates from the Portal are automatically fed back to the fee-earner
- Minimises risk
- Extends the lifetime and effectiveness of your current case management investments

SolCase and Visualfiles Development and Optimisation

Finding Visualfiles and SolCase expertise is very difficult for practices today and is virtually impossible to train from scratch. Zylpha has built a team of specialists with over 50 years' experience of customising and supporting Visualfiles and SolCase.

Utilising this team we can provide your organisation with a customised SLA to suit you, where you have access to resources on call or for a number of days committed resource per month, overcoming a number of potential issues:

- Recruiting full time staff

- Finding contract resource where the requirement is not full time

- Access to specific areas of expertise

- Managing periods of specific pressure during the year

In effect you are getting a service level agreement, which gives you access to some of the most experienced Visualfiles and SolCase consultants in the UK.

Key Benefits

We can, subject to availability and demand, offer the Visualfiles and SolCase team's specialised services in times where the practice is going through change and needs resource on an on demand basis:

- Changes to the business structure

- Migration from another system

- Migration to a new version

- Short term capacity issues

This provides you with some of the most knowledgeable Visualfiles and SolCase consultants to help through times of pressure where you need experts.

Visualfiles and SolCase Development

Very few organisations today can afford to keep fulltime developers on the payroll.

We act as an outsource development house specifically for Visualfiles and SolCase.

Land Registry Integration

The Government's eDRS initiative is designed to provide an online registration process to dramatically speed up registrations and reduce the cost of registration by up to 50%.

That's fine but you still have to input the data into the government portal. The Zylpha solution extracts the data from your Visualfiles database and automatically processes the data into the portal format and delivers the information in seconds.

This new process enhances the benefits of speed and costs of registration by reducing the labour costs whilst ensuring accuracy.

Key Benefits

- 50% average saving per application submitted
- Increase in accuracy rates and reduced errors
- Time and cost savings
- Automated registration
- Sales tool to tender for new work
- Electronic audit trail providing easier billing reconciliation
- Eliminates the risk of losing documents in the post

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Used by :	**Zylpha**

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 **CD**s.

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

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.	

Company Description

Synoptic paragraph (or two) on the history of the company and its background, You might want to provide details on:

- When the company was founded, and its history.
- Size (both in personnel and financials) in the UK and overall.
- Focus of the organisation.
- Any particular individuals / specialisations you are known for.

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.

Vendor Offerings

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.

Sign off from organisation

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.

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.

<u>C 1.2   60 Minute eDisclosure Seminar</u>

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.

00 - 05	*EDRM Stages.* 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. Supporting material : Slides | Appendix 1: EDRM Graphic
05 - 15	*Collection.* 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) Concept of data custodians, what do you do about people who have left. 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. Non-standard data (social media, BYOD devices, databases, mobile phones). Supporting material : Slides | Appendix 2 : EDRM collection checklist & collection spreadsheet
15 - 30	*Processing.* Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates. What is the NIST list and how does it get used. De-duplication, the theory and issues that surround it. Possible use of clustering and other concept based techniques. First mention of keywords and what you might do with them. How some software / suppliers can start giving initial pricing estimates Supporting material : Slides (including screenshots of different s/w)
30 - 45	*Review.* Basics of coding. Practical issues in running teams. Search functionality / keywords 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 & Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments Meta-data fields, coding categories, database fields. Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches. Redaction practicalities. Logic rules on coding and batch checking, all in support of production line issues for larger projects.. Supporting material : Slides (including screenshots of different s/w).
45 - 55	*Analysis.* Interwoven with Review. Clustering. Email threading. More powerful tools, Clustering and concept groups. Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them. Digital audio search. Supporting material : Slides (including screenshots of different s/w)
55 - 60	*Computer Assisted Review.* 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 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. Supporting material : Slides | Appendix 3 : Copy of CARRM model.

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.

00 - 05	*How the legal rules have changed over the years, leading to current climate.* 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. Supporting material : Slides | Appendix 1 : CPR 31 & PD 31B. | Appendix 2 : EDQ & Disclosure Report
05 – 10	*When does all this happen.* Walk through the TCC Legal/EDRM timeline to explain both the legal process and how these various forms fit into that workflow. Supporting material : Slides | Appendix 3 : A3 copy of TCC Legal/EDRM timeline
10 - 12	*What else is out there.* TCC Protocol. Skim through the document. Emphasise it is best practice rather than unique to the TCC. Supporting material : Slides | Appendix 4 : TCC Protocol | Appendix 5 : Guidance notes to Protocol.
12 - 15	*EDRM Stages.* 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. Supporting material : Slides | Appendix 6: EDRM

15 - 30	*Collection.* 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) Concept of data custodians, what do you do about people who have left. 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. Non-standard data (social media, BYOD devices, databases, mobile phones). All the data protection issues that come with Overseas collections. Supporting material : Slides | Appendix 7 : EDRM collection checklist & collection spreadsheet
30 - 45	*Processing.* Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates. What is the NIST list and how does it get used. De-duplication, the theory and issues that surround it. Possible use of clustering and other concept based techniques. First mention of keywords and what you might do with them. How some software / suppliers can start giving initial pricing estimates Supporting material : Slides (including screenshots of different s/w)
45 - 60	*Review.* Basics of coding. Practical issues in running teams. Search functionality / keywords 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 & Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments Meta-data fields, coding categories, database fields. Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches. Redaction practicalities. 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.. Supporting material : Slides (including screenshots of different s/w).
60 - 75	*Analysis.* Interwoven with Review. Clustering. Email threading. More powerful tools, very brief mention of CAR functionality (more in session 3). Clustering and concept groups. Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them. Digital audio search. Supporting material : Slides (including screenshots of different s/w)
75 - 85	*Computer Assisted Review.* 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. 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. Supporting material : Slides | Appendix 8 : Copy of CARRM model.
85 - 90	*eDisclosure Marketplace.* 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. 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. Supporting material : Slides.

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 - 05	*What is Disclosure in general and eDisclosure in particular.* Exchange of material in legal matters, eDisclosure = exchange of ESI (not format of exchange medium). *EDRM model.* 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. Supporting material : Slides | Appendix 1: EDRM
05 - 10	*When does all this happen.* 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. **See Instructor Notes.** Supporting material : Slides | Appendix 2 : A3 copy of TCC Legal/EDRM timeline
10 - 15	*What else is out there.* 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). Supporting material : Slides | Appendix 3 : TCC Protocol | Appendix 4 : Guidance notes to Protocol.
15 - 20	*EDRM Stages.* 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. **See Instructor Notes.** Supporting material : Slides
20 - 25	*eDisclosure Marketplace.* 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. 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. Supporting material : Slides.
25 - 30	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. Supporting material Slides | : Appendix 5 : List of useful Websites.
30 - 35	*Session Summary.* Review of what we have covered. Any questions. [Quick quiz on 5 key points] Supporting material : Slides.

Session 2: Collection/Processing/Review/Analysis (1 hour 15 minutes)

00 - 15	*Collection.* 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) Concept of data custodians, what do you do about people who have left. 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. Non-standard data (social media, BYOD devices, databases, mobile phones). All the data protection issues that come with Overseas collections. Supporting material : Slides | Appendix 6 : EDRM collection checklist & collection spreadsheet
15 - 30	*Processing.* Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates. What is the NIST list and how does it get used. De-duplication, the theory and issues that surround it. Possible use of clustering and other concept based techniques. First mention of keywords and what you might do with them. How some software / suppliers can start giving initial pricing estimates Supporting material : Slides (including screenshots of different s/w)
30 - 45	*Review.* Basics of coding. Practical issues in running teams. Search functionality / keywords 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 & Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments Meta-data fields, coding categories, database fields. Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches. Redaction practicalities. 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.. Supporting material : Slides (including screenshots of different s/w).
45 - 60	*Analysis.* Interwoven with Review. Clustering. Email threading. More powerful tools, very brief mention of CAR functionality (more in session 3). Clustering and concept groups. Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them. Digital audio search. Supporting material : Slides (including screenshots of different s/w)
60 - 75	*Float / Summary.* Review of what we have covered. Any questions. [Quick quiz on 5 key points] Supporting material : Slides.

Session 3 : Hot Topics (45 Minutes)

00 - 10	*Computer Assisted Review.* 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.
	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.
	Supporting material : Slides | Appendix 7 : Copy of CARRM model.
15 - 20	*Specific tools for collecting other types of data.* 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.
	Supporting material : Slides.
20 - 25	*Client Communications.* Use of Action Point Register to communicate tasks, responsibilities and progress.
	Supporting material : Slides | Appendix 8 : Example APR & APR Aide Memoire
25 - 30	*Pricing Models.* 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.
	Supporting material : Slides.
30 - 35	*Courtroom Presentation Software.* Concept of PDF bundles and the software that exists to create such a thing. Actual courtroom bundle software from DTI and Opus 2. 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.
	Supporting material : Slides.
35 - 40	*AI and the Law.* 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 & IPSoft's Amelia, Australian IP lawyers, use of analytics to spot bad behaviour.
	Supporting material : Slides.
40 – 45	*Session Summary.* Review of what we have covered. Any questions.
	Supporting material : Slides.

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 and 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)

00 - 05	*What is Disclosure in general and eDisclosure in particular.* Exchange of material in legal matters, eDisclosure = exchange of ESI (not format of exchange medium). *EDRM model.* 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. Supporting material : Slides | Appendix 1: EDRM
05 - 10	*How the legal rules have changed over the years, leading to current climate.* 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. Supporting material : Slides | Appendix 2 : CPR 31 & PD 31B. | Appendix 3 : EDQ & Disclosure Report
10 - 15	*Significant cases and the practical issues that arise from them.* 1) Digicel v Cable & 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. Very brief overview of implications arising from the cases and how they shape eDisclosure. Supporting material : Slides | Appendix 4 : Case Notes & Mitchell Article.
15 - 20	*When does all this happen.* 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. Supporting material : Slides | Appendix 5 : A3 copy of TCC Legal/EDRM timeline
20 - 25	*What else is out there.* 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). Supporting material : Slides | Appendix 6 : TCC Protocol | Appendix 7 : Guidance notes to Protocol.
25 - 30	*EDRM Stages.* 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. Supporting material : Slides
30 - 35	*eDisclosure Marketplace.* 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. 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. Supporting material : Slides.
35 - 40	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. Supporting material Slides | : Appendix 8 : List of useful Websites.
40 - 45	*Session Summary.* Review of what we have covered. Any questions. [Quick quiz on 5 key points] Supporting material : Slides.

45 - 60	*Collection.* 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)
	Concept of data custodians, what do you do about people who have left.
	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.
	Non-standard data (social media, BYOD devices, databases, mobile phones).
	All the data protection issues that come with Overseas collections.
	Supporting material : Slides | Appendix 9 : EDRM collection checklist & collection spreadsheet
60 - 80	*Processing.* Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates.
	What is the NIST list and how does it get used.
	De-duplication, the theory and issues that surround it.
	Possible use of clustering and other concept based techniques.
	First mention of keywords and what you might do with them.
	How some software / suppliers can start giving initial pricing estimates
	Supporting material : Slides (including screenshots of different s/w)
80 - 100	*Review.* Basics of coding. Practical issues in running teams. Search functionality / keywords
	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 & Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments
	Meta-data fields, coding categories, database fields.
	Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches.
	Redaction practicalities.
	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..
	Supporting material : Slides (including screenshots of different s/w).
100 - 120	*Analysis.* Interwoven with Review. Clustering. Email threading.
	Clustering and concept groups.
	Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them.
	Digital audio search.
	Computer Assisted Review (brief overview).
	Supporting material : Slides (including screenshots of different s/w) | Appendix 10 : Copy of CARRM model

<u>Workshop Scenario's (60 minutes overall)</u>

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 - 15	Scenario Part 1 – Preparation for meeting with the client. Explores who should be in the meeting and what questions you should be asking.
15 - 30	Feedback from each group leading to general discussion on issues and specific problems "seeded" within each scenario.
30 - 45	Scenario Part 2 – Issues and actions emerging from information gained during the meeting. Working on the information you find out during the meeting: • What other issues should you explore. • Any immediate actions. • What is the scope of the data collection exercise. • Any foreseeable issues.
45 - 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 2016 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.
			Andrew sets out an overview of the course, how sessions will work, invitation to ask questions as we go.
10:15	11:00	Background; Legal and Technical	What is Disclosure in general and eDisclosure in particular, EDRM model
			How the legal rules have changed over the years, leading to current climate. CPR rules and how they apply.
			Brief mention of significant cases and the practical issues that arise from them.
			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.
			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.
			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 / Review / Analysis	Detailed review of each stage (4 x 15 minute sessions), 15 minutes for re-cap and questions at the end.
			Collection : 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.
			Processing : How do you reduce the data volumes; custodian, dates, de NIST, deduplication, keywords. Initial pricing estimates.
			Review : Basics of coding. Practical issues in running teams. Search functionality / keywords.
			Analysis : 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.

Session 1 : Background; Legal and Technical (45 Minutes)

00 - 05	*What is Disclosure in general and eDisclosure in particular.* Exchange of material in legal matters, eDisclosure = exchange of ESI (not format of exchange medium).
	EDRM model. 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.
	Supporting material : Slides | Appendix 1: EDRM
05 - 10	*How the legal rules have changed over the years, leading to current climate.* 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.
	Supporting material : Slides | Appendix 2 : CPR 31 & PD 31B. | Appendix 3 : EDQ & Disclosure Report
10 - 15	*Significant cases and the practical issues that arise from them.* 1) Digicel v Cable & 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.
	Very brief overview of implications arising from the cases and how they shape eDisclosure
	Supporting material : Slides | Appendix 4 : Case Notes & Mitchell Article.
15 - 20	*When does all this happen.* 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. **See Instructor Notes.**
	Supporting material : Slides | Appendix 5 : A3 copy of TCC Legal/EDRM timeline
20 - 25	*What else is out there.* 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).
	Supporting material : Slides | Appendix 6 : TCC Protocol | Appendix 6 : Guidance notes to Protocol.
25 - 30	*EDRM Stages.* 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.
	Supporting material : Slides
30 - 35	*eDisclosure Marketplace.* 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.
	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.
	Supporting material : Slides.
35 - 40	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.
	Supporting material Slides | : Appendix 8 : List of useful Websites (including any supplier's pages).
40 - 45	*Session Summary.* Review of what we have covered. Any questions. [Quick quiz on 5 key points]
	Supporting material : Slides.

Session 2 : Project Budgeting (30 Minutes)

00 - 25	*eDisclosure Budgeting.* 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. Supporting material : Slides | Appendix 9 : Form H spreadsheet & PLC Practice Note
25 - 30	*Session Summary.* Review of what we have covered. Any questions. [Quick quiz on 5 key points] Supporting material : Slides

Session 3 : Collection/Processing/Review/Analysis (1 hour 15 minutes)

00 - 15	*Collection.* 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)
	Concept of data custodians, what do you do about people who have left.
	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.
	Non-standard data (social media, BYOD devices, databases, mobile phones).
	All the data protection issues that come with Overseas collections.
	Supporting material : Slides | Appendix 13 : EDRM collection checklist & collection spreadsheet
15 - 30	*Processing.* Explain with reference to screenshots of different software, how you can reduce the data volumes by using filters of custodians and dates.
	What is the NIST list and how does it get used.
	De-duplication, the theory and issues that surround it.
	Possible use of clustering and other concept based techniques.
	First mention of keywords and what you might do with them.
	How some software / suppliers can start giving initial pricing estimates
	Supporting material : Slides (including screenshots of different s/w)
30 - 45	*Review.* Basics of coding. Practical issues in running teams. Search functionality / keywords
	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 & Track changes, PowerPoint and speaker notes, Excel and formula, hidden cells/rows/columns, comments
	Meta-data fields, coding categories, database fields.
	Searching, keywords, Boolean logic, saving and re-using searches. "Smart" folders, static searches.
	Redaction practicalities.
	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..
	Supporting material : Slides (including screenshots of different s/w).
45 - 60	*Analysis.* Interwoven with Review. Clustering. Email threading.
	More powerful tools, very brief mention of CAR functionality (more in session 5).
	Clustering and concept groups.
	Email threading / email timelines / interaction "maps" of mailboxes and volumes flowing between them.
	Digital audio search.
	Supporting material : Slides (including screenshots of different s/w)
60 - 75	*Float / Summary.* Review of what we have covered. Any questions. [Quick quiz on 5 key points]
	Supporting material : Slides.

<u>Session 4 : Workshop Scenario's (90 minutes overall)</u>

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 - 15	Scenario Part 1 – Preparation for meeting with the client.
	Explores who should be in the meeting and what questions you should be asking.
15 - 30	Feedback from each group leading to general discussion on issues and specific problems "seeded" within each scenario.
30 - 45	Scenario Part 2 – Issues and actions emerging from information gained during the meeting.
	Working on the information you find out during the meeting:
	• What other issues should you explore. • Any immediate actions. • What is the scope of the data collection exercise. • Any foreseeable issues.
45 - 60	Feedback from each group leading to general discussion on issues and specific problems "seeded" within each scenario.
60 – 75	Costing/Estimating exercise
	Delegates given parameters to estimate cost and duration of linear review exercise, then re-visit the problem using Computer Assisted Review (CAR) approach.
75 - 90	Feedback from each group leading to general discussion on issues.
Supporting material : Scenarios including example data maps and worked costing exercises | Appendix 14 : Case Study.	

Session 5 : Hot Topic (45 Minutes)

00 - 10	*Computer Assisted Review.* 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. 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. Supporting material : Slides | Appendix 15 : Copy of CARRM model.
15 - 20	*Specific tools for collecting other types of data*. 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. Supporting material : Slides.
20 - 25	*Client Communications.* Use of Action Point Register to communicate tasks, responsibilities and progress. Supporting material : Slides | Appendix 12 : Example APR & APR Aide Memoire
25 - 30	*Pricing Models.* 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. Supporting material : Slides.
30 - 35	*Courtroom Presentation Software.* 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. Supporting material : Slides.
35 - 40	*AI and the Law.* 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 & IPSoft's Amelia, Australian IP lawyers, use of analytics to spot bad behaviour. Supporting material : Slides.
40 – 45	*Session Summary.* Review of what we have covered. Any questions. Supporting material : Slides.

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: • Litigation • Arbitration • Regulatory or other form of investigation • Other (please specify)	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: • Identification of potentially relevant material, with the remainder not being reviewed. • Prioritisation of review with CAR material being looked at first. • QA/QC purposes. • Analysis of received Disclosure from other parties. • Other (Please specify)	Tick all that apply
6	In those circumstances where you could have CAR but did not, was it because: • You decided not to suggest it to your client. • Your client was not convinced of the benefits. • The other parties objected to its use. • Other (Please specify)	Tick all that apply
7	One final "bonus" question. During 2014, how many times did you make use of the Technology and Construction Court (TCC) eDisclosure protocol?	Numeric

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.

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				
		1																0	0
	1		1	1		1	13%		1	1					1				
	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	10%								1			3	1
	1					1	65%		1	1	1	1			1			2	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	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	1		0	0
	1		1	1		1	80%		1	1	1	1			1			0	0
		1																0	0
	1			1		1	1 25%								1			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	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