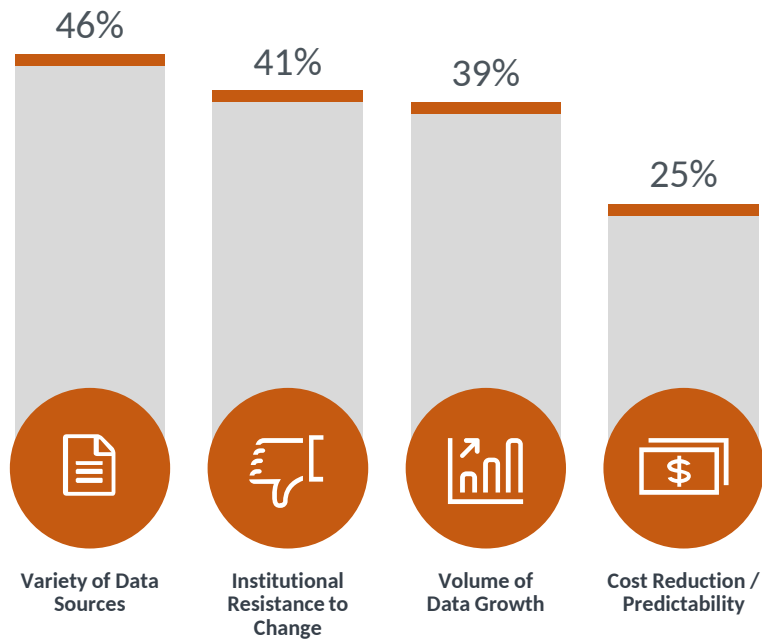




2017 Q1 eDiscovery Critical Trends Survey Law Firm

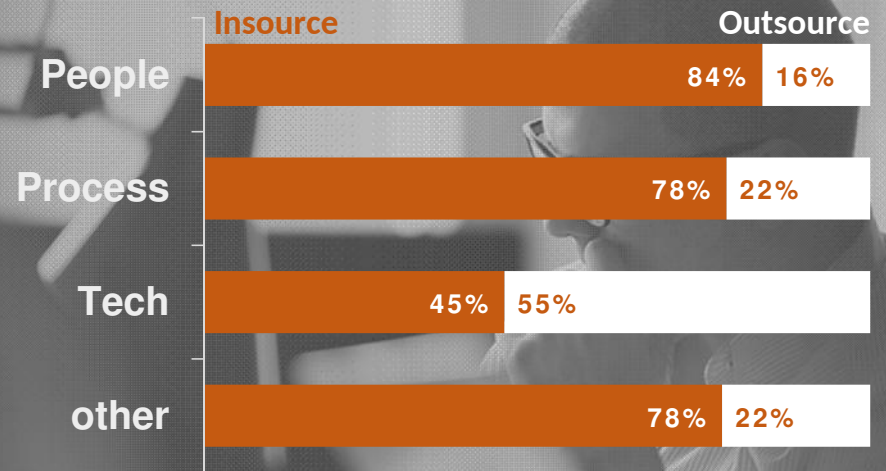
Top Law Firm Pain Points

Rank your top eDiscovery, Data or Information Governance **pain points** for 2017.



Percentages add up to more than 100% because respondents were asked to choose more than one answer.

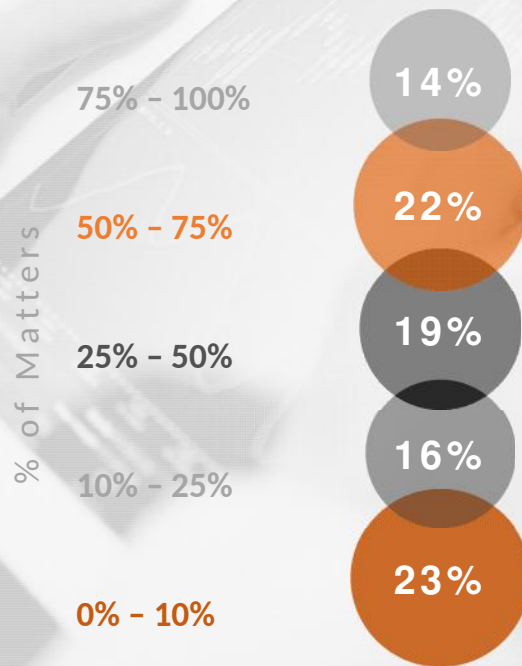
How do you intend to solve your top **pain points**?



The majority of "other" responses highlighted either better education or a hybrid in/outsource approach.

AI, Data Analytics and Advanced Technology

How often are you using **AI, data analytics and advanced technology** on your legal matters?



3% of respondents lacked the metrics to answer

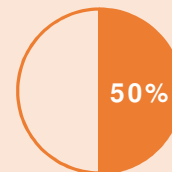
In the next 6 - 12 months would you like your **usage** of AI and advanced analytics to:



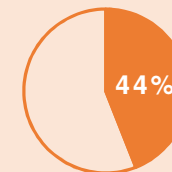
Other (please specify):

Would depend on the specific nature and requirements of the matter.

Top 2 **obstacles** / barriers to adoption of AI, data analytics, and advanced technology:

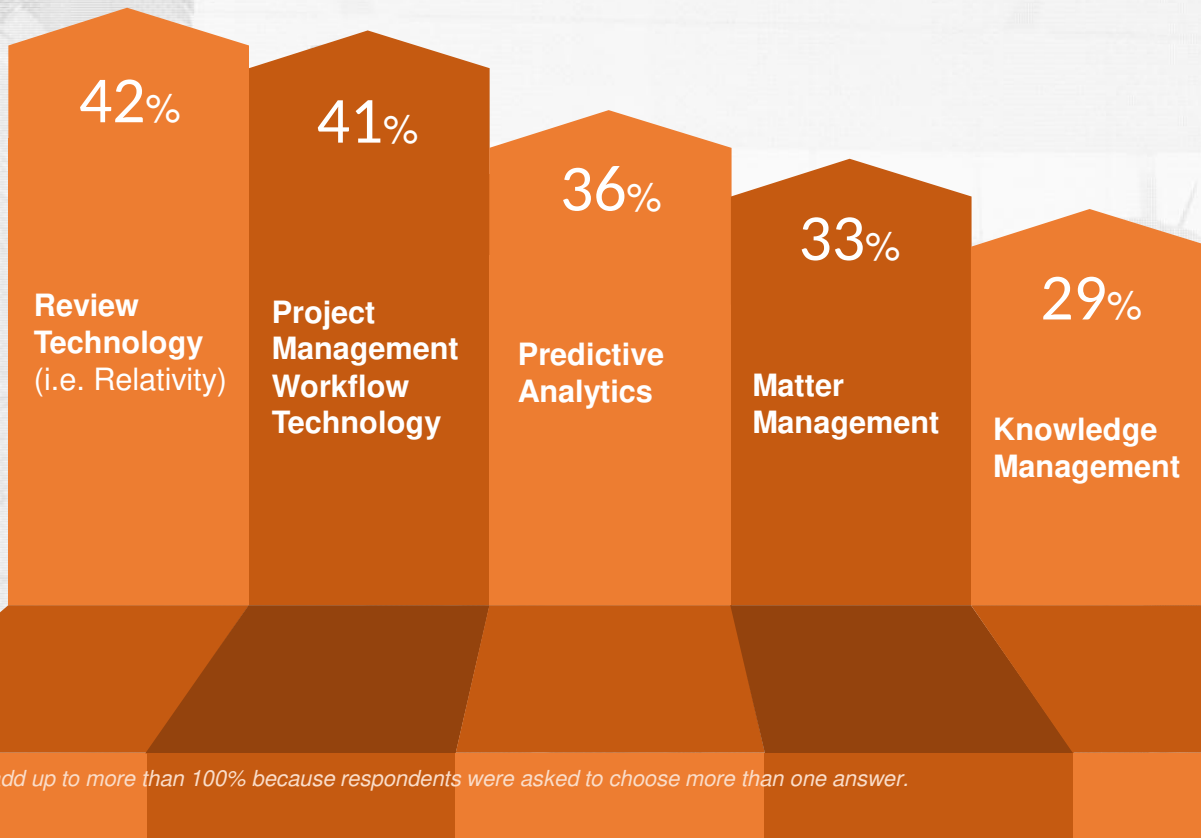


Unclear value proposition - outcome



Workflow gap - Unclear how to utilize/deploy technology solution

Top Ranked Law Firm Investment Priorities For 2017



Percentages add up to more than 100% because respondents were asked to choose more than one answer.

The following options were not priorities for respondents:

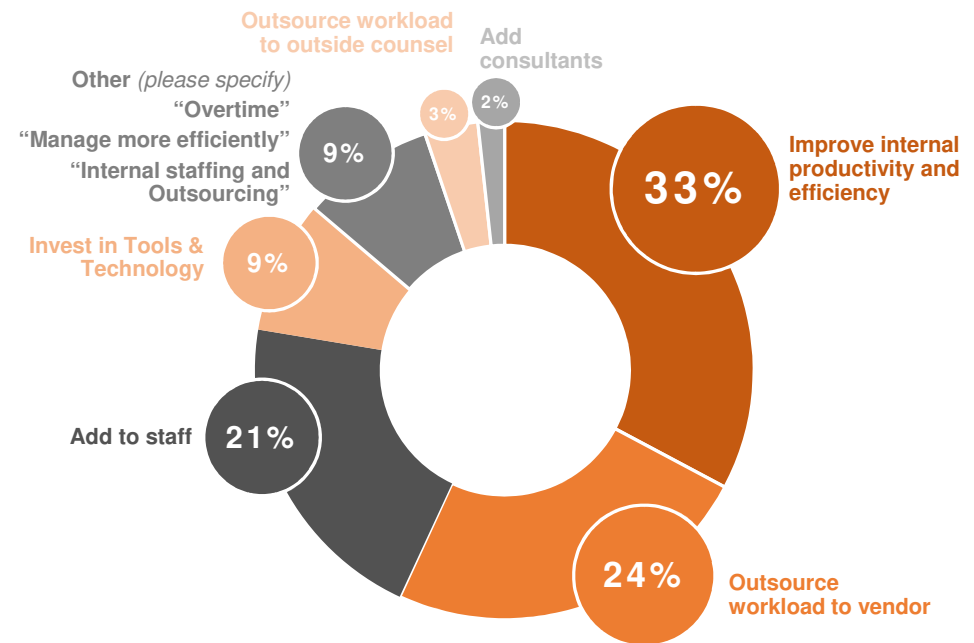
- 9% Legal Hold
- 5% eBilling
- 3% Other: Project Management

Law Firm Workload

In the next 6 months, do you anticipate your eDiscovery/Litigation Support **workload** will:

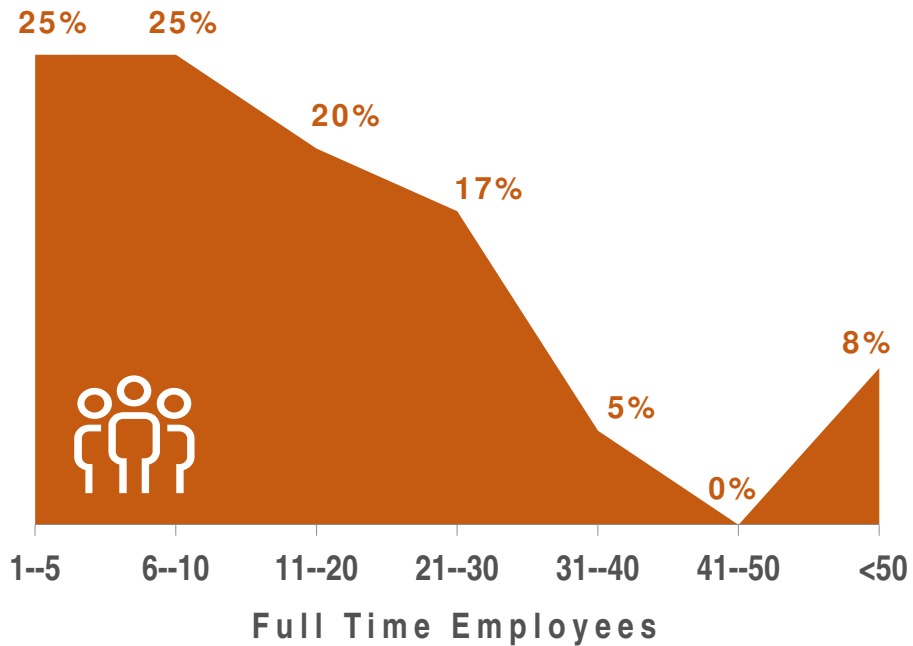


If your workload will **increase**, how will you respond?



Law Firm Full Time Employees

How many **full-time employees** currently work in your litigation support/eDiscovery group or department



In the next 6 months, will the **size** of your group or department:



What new service do you most want or need from vendor/strategic?

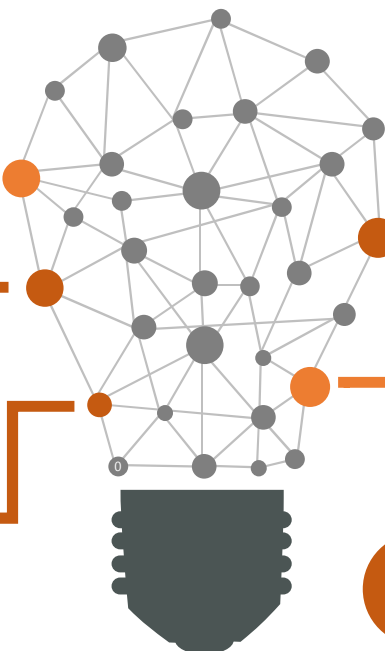
- Overflow project management and technical support
- Liaison to translate legal to technical and technical to legal
- Flexible support
- Efficient technology and expertise
- Top notch project managers/consultants and partners
- More subject matter expertise and consulting



- Project management
- More pro-active suggestions and workflows
- Documented standardized processes
- Matter management dashboards
- Streamlining the review and production of mobile data
- Easier implementation roadmap
- Reduce cycle time to onboard advanced technology



- Cybersecurity protection
- More flexible, a la carte service offerings
- Zero downtime on hosted databases
- Better 'best practice' guidance
- Affordable Relativity managed services environment that fits with our firm culture and into the budget
- Repeatable workflows and full use of analytics at lower and predictable costs to encourage increased use of tools



- Better TAR for alternative data sources (e.g. chats, audio)
- Audio File handling
- Better AI (6 responses)
- Simple social media collection application that gives you output that is actually useful.
- Easier to use and better performing review tools
- Remote collection
- Easier processing of mobile devices into review
- Post document review and transcript management
- Better translation tools
- Complete SaaS support for small matters in secure environment
- More flexible predictive coding options that integrate into existing tools
- Collect-and-cull tools that don't require processing data prior to culling (and hopefully collection)
- Tool to permit confidential matter dashboard for clients
- Better and easier to use technology assisted review tool
- Advanced analytics in BI tools
- More user-friendly analytic/AI tools
- Better integration with products like CaseMap/Textmap



- Real time budgeting
- Sell being smart not commodities
- Automated SOW and more consistent pricing and billing strategies
- Better pricing

Let's Connect

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