Andrew Haslam

In conjunction with

eDisclosure Systems – Buyers Guide

2017 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.

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COMMENTS ON PREVIOUS EDITIONS

Litigation Support Managers

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

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

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

"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."

Suppliers

"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 the fifth edition of the Buyer's Guide to eDisclosure Systems. 2016 saw continued change in both the UK eDisclosure and the wider world of eDiscovery. The composition of this edition is markedly different to the first volume produced back at the start of 2012.

Last year also saw many momentous changes outside of the insular world of eDisclosure suppliers, one of them being in the employment status of the Author. During 2016 Andrew hung up his consultancy boots, bought his own watch, and took on a permanent role as the UK eDisclosure Project Manager at Squire Patton Boggs LLP. Squire Patton Boggs have agreed that Andrew can continue to produce the Guide, with the clear understanding that it is a personal undertaking and is not endorsed by them in any way.

Foreword to Edition 4

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.

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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31/05/17	5.1	Minor updates to supplier details. Copy passed to publisher and placed on website in June 2017.

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1.   EXECUTIVE SUMMARY

Welcome to the Andrew Haslam / 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 is currently employed as the UK eDisclosure Project Manager for Squire Patton Boggs, all opinion within the Guide is Andrew's personal viewpoint and does not represent any views, opinions or strategies of Squire Patton Boggs.

2.   GUIDE STRUCTURE

All of the numbers shown under the Where column are hyperlinked. Hover the mouse over the number and use Ctrl + Left Mouse Click to jump to that Section.

Topic	Where
What is eDisclosure (and what is it not.)	3.1
The EDRM model, which is explained both in overview and detail, shows what legal involvement is required at each stage, and where you might get help from. The model covers the following stages:	3.2
• Information Management.	3.3
• Identification of what data you might need.	3.4
• Preservation of that information.	3.5
• Collecting the data without "polluting" it.	3.6
• Processing the data to cull it down to potentially relevant material.	3.7
• Reviewing it.	3.8
• Conducting analysis on the reviewed information	3.9
• Producing, either at the disclosure stage or for trial.	3.10
• Presenting the information in court.	3.11
A short resume of the EDRM model, and how it works.	3.12
A description of Computer Assisted review (for advanced readers).	3.13
Why cooperation is needed and why it isn't collaboration.	3.14
A final summary of the Chapter.	3.15

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
An examination of the different technology areas to give context to the Chapters that follow.	4
Three subjects about which readers need to be aware, but which are not examined in detail in this Guide: • Litigation Readiness. • Records Information Management. • Email archiving.	4.1
Collecting data, both generic and in an evidentially sound manner.	4.2
Scanning (because cases still involve paper)	4.3
Objective and Subjective coding, what are they?	4.4
Litigation support tools, a brief overview of the area.	4.5
Court room presentation systems.	4.6

Topic	Where
Having given context in terms of the relevant technology areas, a number of specific aspects of the marketplace are examined.	5
First, a brief background to the changing legal environment, is provided.	5.1
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
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

Topic	Where
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. • Emails with non-relevant attachments.	5.4
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
A list of the main UK vendors sorted by: • Consultancy firms (both large and medium) • Software specific organisations • Solutions / Bureau organisations • Forensic Firms	5.6
Followed by a list of the main software products sorted by reference to main stages of the EDRM, ie. Software for: • Collection. • Processing.	5.7

• Review.	
• Analytics.	
And a list of all the "Plugins" you can get for Relativity.	5.8

Topic	Where
All you every wanted to know about procurement but were too afraid to ask.	6
Vendor pricing, how they arrive at their cost model and how to get the best deal.	6.1
Advice on the overall approach, which is to arrive at the point of having potential vendors demonstrating their software to you preferably with your data.	6.2
"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
• Unitisation and coding.	6.4
• Data collection, because neither you nor the client should be doing this.	6.5
• Litigation support systems, the heart of the Chapter, with lots of detail.	6.6
• Processing small volumes of ESI, AKA, how I can just read the emails in the case without spending any money.	6.7
A very nice picture that shows how all of this hangs together.	6.8
A final summary of the best bits in this Chapter.	6.9

Topic	Where
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

Topic	Where
The "Yellow pages" listing of (mainly) UK vendors and software.	
Vendor Information	8.1
Software Information	8.2

Topic	Annex
A glossary of all the technical terms used throughout the Guide.	A
A blank copy of the form used by suppliers to provide details of themselves and the software products they use.	B

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.
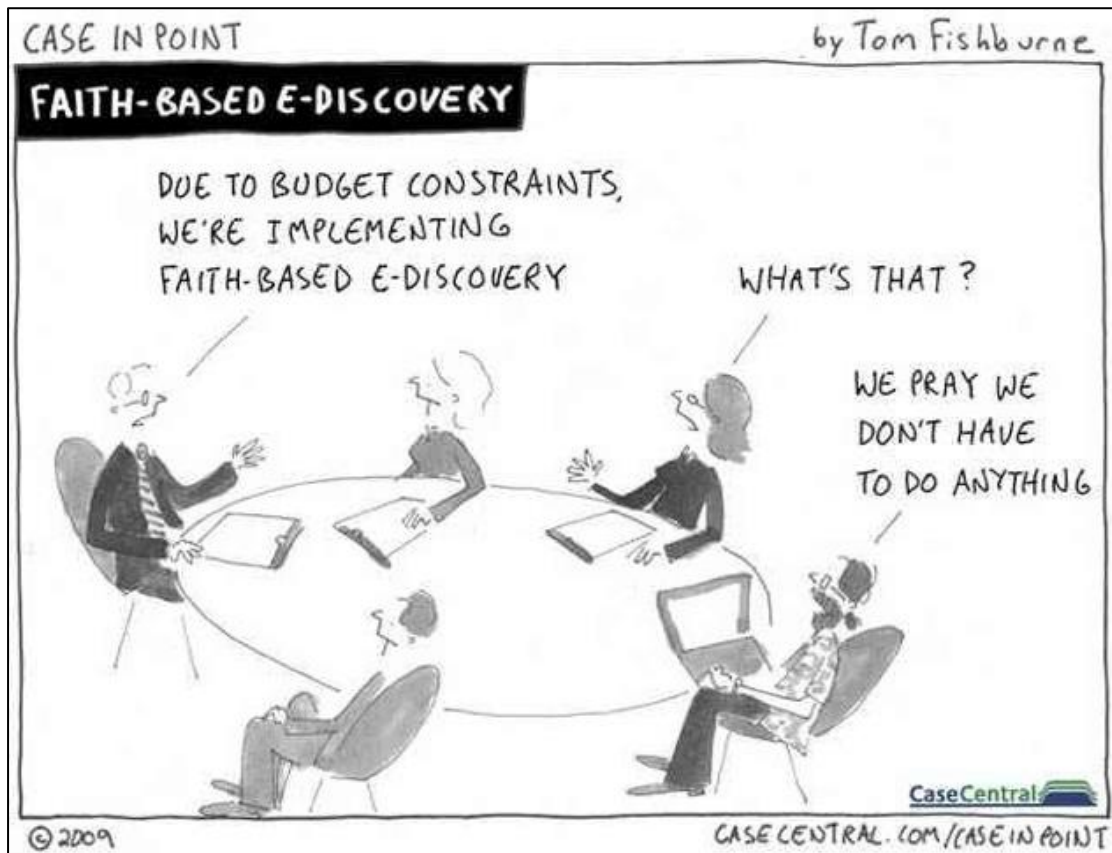
For the sake of completeness, eDisclosure is NOT the process of agreeing the electronic media by which information will be transferred. When disclosure was all about transferring images of pieces of paper between legal entities, there used to be

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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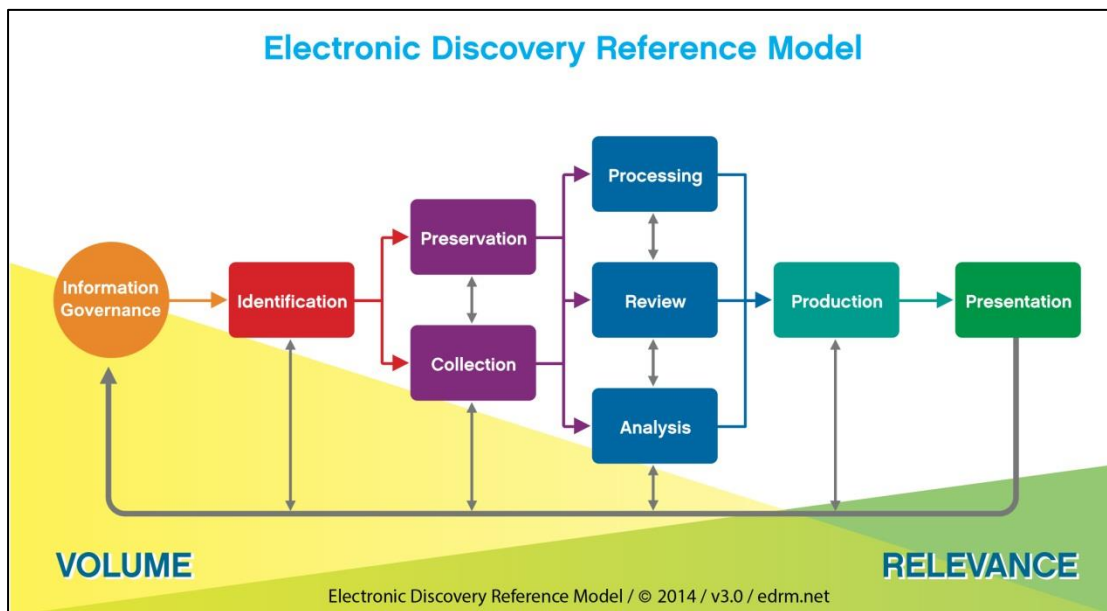
▤   **NOTE:**   **Circular Processes**

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 eDiscovery Platform, 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 FTI consulting's Ringtail, come to mind, as does kCura's Relativity Processor software, and Opentext (used to be called Recommind) 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 Description

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

3.9.2 Legal Implications

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

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

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

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

3.10.2 <u>Legal Implications</u>

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 <u>Who can help</u>

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

3.11 Presentation

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

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

3.11.1 Description

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

3.11.2 Legal Implications

This used to be a very US centric part of the model, and not something the majority of users of this Guide would come across. However, the advent in 2013 of the Magnum system from Opus 2, and in 2014 CaseLines from NetMaster Solutions Ltd, mean that if your case does make it all the way to court, you might well be using an computer system to help you. At a lessor level the ability to create a linked "bundle" of PDF documents is something more firms are becoming aware of, and using where appropriate. 2017 saw the arrival of the XBundle software suite in this area.

3.11.3 Who can help

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

3.12 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.
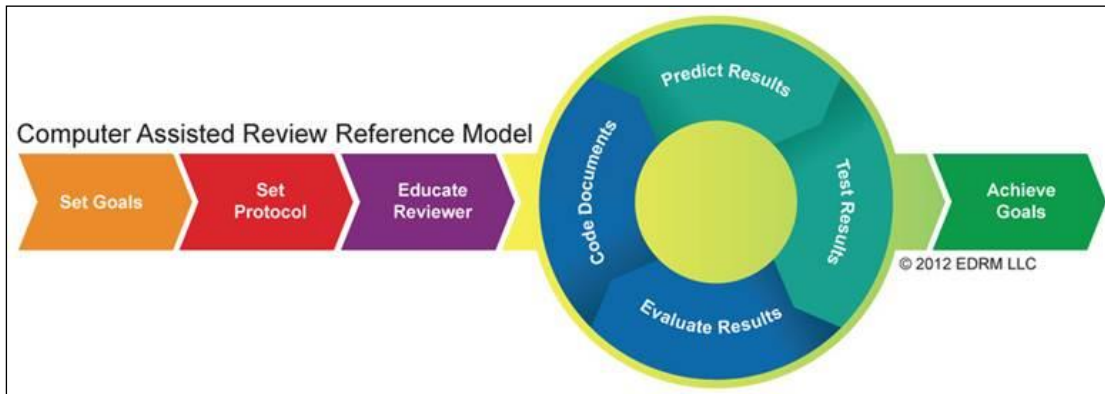
3.13.1 EDRM's Computer Assisted Review Reference Model

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/GDPR

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.

A brief mention of GDPR. The UK will adopt GDPR before they leave the EU, and might well have a data protection standard that is higher than the EU in order to keep/ obtain business. There is an increasing awareness of how the level of data management required t comply with GDPR also overlaps with litigation readiness and overall good practice.

▤ **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. Since 1st January 2016, CaseLines has been in use at all the County Courts in England and Wales, providing a true paperless office environment.

Arriving in late 2016/early 2017, was the XBundle software suite with two modules, Assemble and View, which is designed to compete in the area of creating and using electronic bundles.

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 Historical Market Review - Overall

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

2013

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

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

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

2014

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

2015

Another year of consolidation in terms of the functionality of eDisclosure products with little to choose between the mainstream offerings. Some potentially disruptive events though. Microsoft bought the text analytics company Equivio, presumably to provide "good enough" eDiscovery functionality for Office 365. A number of suppliers embed

Equivio within their software, as those licences run out it is assumed Microsoft will withdraw the product, leaving suppliers hunting around for alternatives.

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

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

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

<u>2016</u>

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 which was relaunched as the Veritas eDiscovery Platform

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.

<u>2017</u>

Last year continued the consolidation of the marketplace, In March Mishcon announced a partnership with Unified to create an organisation dedicated to providing eDisclosure support to Mishcon's lawyers. Also in March, kCura liked the product Content Analyst so much that they bought the company, thus bringing control of their Computer Assisted review technology inhouse.

June saw Opentext acquire Recommind, whilst in July DTI absorbed Epiq to become the first $1 Bn eDiscovery company. In August, Lighthouse was given $23 M by = CIT, mainly to fund expansion in the UK.

Also during the autumn, New Quest Capital partners took over Integreon, Stroz Friedberg were acquired by Aeon (to support their cybersecurity practice) and Kroll OnTrack become part of LDiscovery with their new name of KrolLDiscovery being unveiled at LegalTech.

The LegalTech show in February 2017 saw a dramatic focus on the use of Artificial Intelligence or machine learning in all areas of legal IT, with eDisclosure for once, ahead of the game with its use of CAR.

Also early in 2017, two mainly print based suppliers were taken over, K2 by Anexsys and City Docs by Apogee.

5.2.2   Historical Market Review – Litigation Support Products

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

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

The more recent products coming to the market have learnt from existing offerings and taken the best of the functionality, but wrapped it in a far more accessible interface. This used to the main differentiator between products, on the one hand you had Ontrack Inview, DocuMatrix and Ringtail, on the other were newer tools such as Relativity, cicayda and Viewpoint that had a far more "Outlook" type look and feel. Now, the interfaces are very similar, with a corresponding similarity in the function suite that is the "entry level" into the market.

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 tens of pounds 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 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 eDiscovery Platform, Nuix or Digital Reef, with (up to now) only the first two really having success. It seems that lawyers prefer Veritas eDiscovery Platform 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 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, and indeed there have been no new reports since 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 Consilio, FTI Consulting, Grant Thornton, Huron Legal, and Navigant. 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) 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, i-Lit Paralegals, 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:

Altlaw, Consilio, DTI, Kroll, Millnet 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. In 2016, England and Wales obtained judicial approval of CAR with precedents being established in two cases;

Pyrrho v MWB [2016] EWHC 256 (Ch) Link here.

Brown v BCA Trading [2016] EWHC 1464 (Ch). Link here.

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.

5.4.10 Email family groups with non-relevant children

At the heart of this point is what happens when you work with native emails which nowadays is the default situation. Say you have an email with 3 attachments two of which are deemed relevant to the matter but the third one is not. Within the review platform you will see 4 items, the email and 3 attachments. You code the email and two of the attachments as relevant, and the third attachment as non-relevant. When you carry out the production process, you hand over the original email and two of the attachments in native mode, and keep back the non-relevant item. The problem is that the email in its native mode is a container that holds the email message and the 3 attachments, so you end up handing over the non- relevant item anyway. What will happen when the other side process the load file you give them is that the separate instances of the two attachments will be de-duplicated out against the versions held within the native email, and the non-relevant item will appear in their system.

The potential issue here is what information is contained within the non-relevant item. If its superfluous data with nothing of interest within it, no problem, but what if it's a document relating to another entity that holds personal or commercially sensitive information?

In this second case, you might make an overall strategic decision to handle the email parent as if it had attachments containing redactions. In these cases, the email is converted to a PDF or Tiff format and exchanged in non-native mode, so that embedded attachments are not handed over.

This topic, will be something your third party supplier will be familiar with, you need to understand the implications of the decisions they will ask you to make. Remember, the default is to exchange in Native format, if you are not doing this you need to explain and agree your approach with the opposing side before the production deadline.

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 used to treat the email family as a single entity and did 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. Make sure it is a question you ask of the supplier.

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.

A practical point that also occurs with frequency is the case were an email has attachments that contain one or more irrelevant items. If you produce the email to the other side in Native mode, then the email will contain within it, the irrelevant documents. In some cases this doesn't matter, in others the irrelevant material contains confidential information on organisations or individuals not involved in the litigation. In these instances it is normal practice to produce the email as a multi-page PDF (or as a set of Tiff images), either way as a non-native document.

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	Control Risks	edt
Intelligent Voice	kCura (Relativity)	KrolLDiscovery
LitSavant	Nalanda (Nalytics)	Netmaster (CaseLines)
Nuix	Omnia	OpenText (Recommind)
Opus 2 International	Veritas	ZyLAB
Zylpha		
Solutions / Bureau Organisations		
Altlaw	Anexsys	City Docs
Conduent	CYFOR Legal	DTI / Epiq
Inventus	LDM Global	Legastat
LINEAL	Lighthouse	London Legal
Millnet	Omnis	TransPerfect
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

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 Software – By Supplier

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 Consilio)
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, KPMG, Legastat, Millnet, PwC, Stroz Friedberg, Unified.
Relativity Processor	Millnet
Review & Analytic Tools	
Case Logistix	Anexsys, Legastat.
Concordance FYI	AlixPartners, Anexsys, Integreon, Legastat.
iCONECT	AlixPartners, PwC.
Nalytics	Nalanda Technology
Relativity	7Safe, AlixPartners, Altlaw, A&M, Anexsys, BDO, Capita, CAS, City Docs, Conduent, Consilio, CYFOR, Deloitte, DTI, Epiq, Ernst & Young, FRA, Forexus, Grant Thornton, IDS-Legal, Integreon, Inventus, KrolLDiscovery, LDM Global, Lighthouse eDiscovery, LINEAL, London Legal, Millnet, Navigant, PwC, QuisLex, Stroz Friedberg, TransPerfect Legal Solutions'
Ringtail	FTI Consulting, Grant Thornton, QuisLex.
Xera	Integreon
"All in One Products" (Both ECA and Review)	
AccessData	AccessData
cicayda	Legastat
Consilio Product Suite	Consilio
Deal Interactive	TransPerfect
DocuMatrix	Epiq Systems, QuisLex.
eTriumTM	Control Risks
ediscovery.com Review	KrolLDiscovery, QuisLex.

Product	UK Supplier(s)
Exego	Planet Data
Exterro	Exterro
Integreon Tools	Integreon
Recommind Suite	AlixPartners, Opentext.
Stroz Software	Stroz Friedberg
Veritas eDiscovery Platform	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, Opentext
Nexidia	7Safe, Anexsys, CYFOR, Consilio, Deloitte, KPMG.
Pre and trial room systems	
CaseLines	Netmaster
ExhibitManager	Causasoft LLC
Magnum	Opus 2 International
DTI	DTI
XBundle	XBundle
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 IPRO Intella kCura (Relativity Processor) Kofax LAW MM/PC Nuix Proprietary Systems	AccessData Cicayda Consilio DocuMatrix ediscovery.com Review eTrium Exterro Integreon Tools OpenText Accelerate Suite Stroz Software Veritas eDiscovery Platform
Review/ Analysis	CaseLogistix Concordance ICONECT Intelligent Voice kCura Relativity Nalytics Ringtail	Viewpoint ZyLAB Systems
Presentation	DTI PDF Bundling (e.g. Zylpha) ExhibitManager	Magnum CaseLines XBundle

5.8   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

Product	Short Description
EmailSmart	EmailSmart suppresses lesser-included portions of email threads and attachments to reduce the overall volume and inconsistency in data review
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).

Product	Short Description
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.

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)   Early Data Assessment = Vendor D
Scanning & Objective Coding = Vendor B   Litigation Support System = Vendor E
Forensic Services & ESI Collection = Vendor C   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 Maas Consulting 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 jonathan@maasconsultinggroup.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.
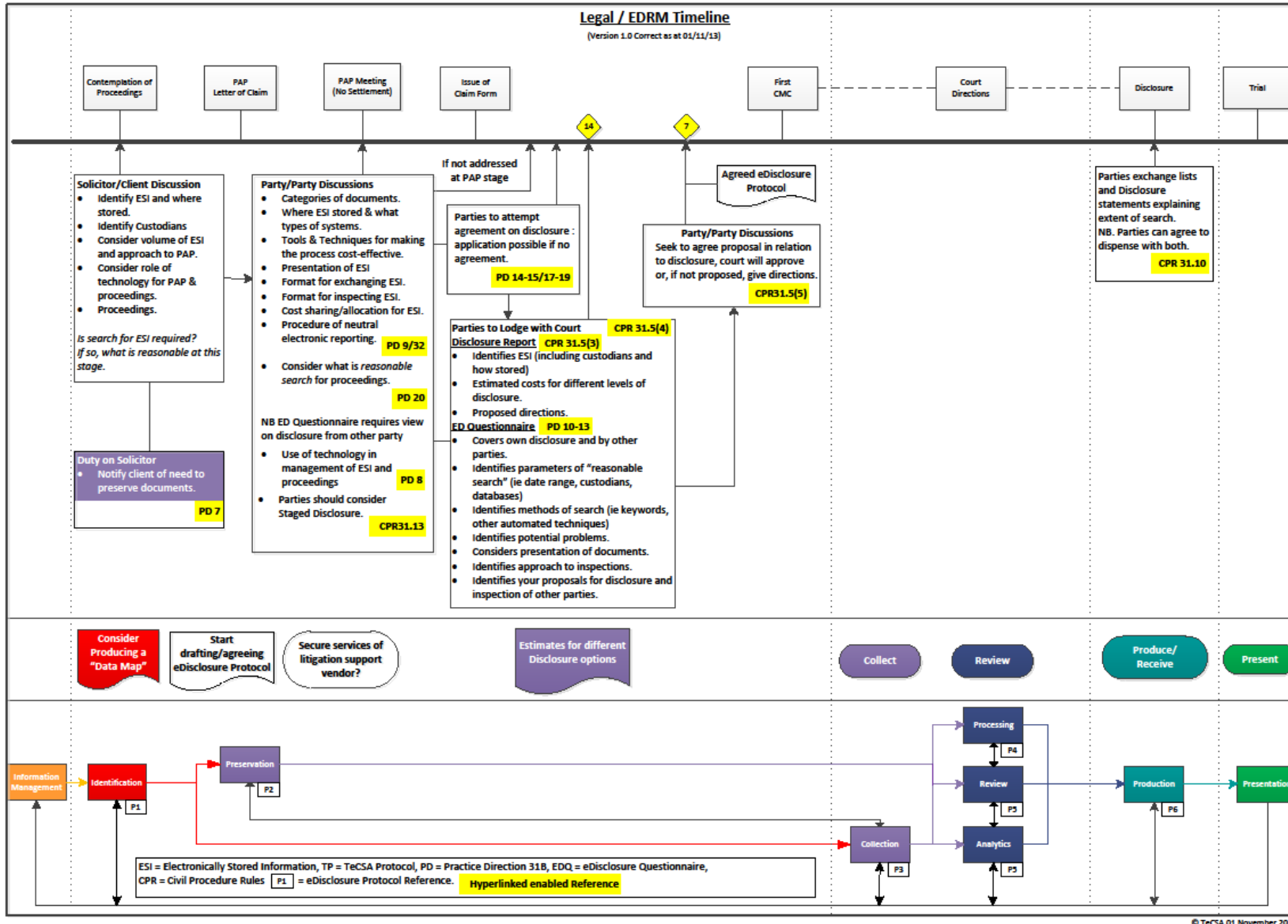
http://www.tecsa.org.uk/e-disclosure

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)

Contemplation of Proceedings | PAP Letter of Claim | PAP Meeting (No Settlement) | Issue of Claim Form | First CMC | Court Directions | Disclosure | Trial

14   7

Solicitor/Client Discussion
- Identify ESI and where stored.
- Identify Custodians
- Consider volume of ESI and approach to PAP.
- Consider role of technology for PAP & proceedings.
- Proceedings.

Is search for ESI required? If so, what is reasonable at this stage.

Duty on Solicitor
- Notify client of need to preserve documents.

PD 7

Party/Party Discussions
- Categories of documents.
- Where ESI stored & what types of systems.
- Tools & Techniques for making the process cost-effective.
- Presentation of ESI.
- Format for exchanging ESI.
- Format for inspecting ESI.
- Cost sharing/allocation for ESI.
- Procedure of neutral electronic reporting. **PD 9/32**
- Consider what is *reasonable search* for proceedings. **PD 20**

NB ED Questionnaire requires view on disclosure from other party
- Use of technology in management of ESI and proceedings **PD 8**
- Parties should consider Staged Disclosure. **CPR31.13**

If not addressed at PAP stage

Parties to attempt agreement on disclosure : application possible if no agreement. **PD 14-15/17-19**

Parties to Lodge with Court **CPR 31.5(4)**
Disclosure Report **CPR 31.5(3)**
- Identifies ESI (including custodians and how stored)
- Estimated costs for different levels of disclosure.
- Proposed directions.

ED Questionnaire **PD 10-13**
- Covers own disclosure and by other parties.
- Identifies parameters of "reasonable search" (ie date range, custodians, databases)
- Identifies methods of search (ie keywords, other automated techniques)
- Identifies potential problems.
- Considers presentation of documents.
- Identifies approach to inspections.
- Identifies your proposals for disclosure and inspection of other parties.

Agreed eDisclosure Protocol

Party/Party Discussions
Seek to agree proposal in relation to disclosure, court will approve or, if not proposed, give directions. **CPR31.5(5)**

Parties exchange lists and Disclosure statements explaining extent of search.
NB. Parties can agree to dispense with both. **CPR 31.10**

Consider Producing a "Data Map" | Start drafting/agreeing eDisclosure Protocol | Secure services of litigation support vendor? | Estimates for different Disclosure options | Collect | Review | Produce/Receive | Present

Processing P4

Information Management | Identification P1 | Preservation P2 | Review P5 | Production P6 | Presentation

Collection P3 | Analytics P5

ESI = Electronically Stored Information, TP = TeCSA Protocol, PD = Practice Direction 31B, EDQ = eDisclosure Questionnaire, CPR = Civil Procedure Rules   P1 = eDisclosure Protocol Reference.   Hyperlinked enabled Reference

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8. SUPPLIER & SOFTWARE DETAILS

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

andrew.haslam@allvision.co.uk

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 organisations from other jurisdictions have asked to be included, so are within the pages.

8.1.1   7Safe, a PA Group Company

Jayne Howlett	
jayne.howlett@paconsulting.com	
+44 20 7312 4641	
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

Abdeslam Afras, Vice President of International Markets	AD ACCESSDATA®
aafras@accessdata.com	+491712875725	
1 Northumberland Ave London, WC2N 5BW, UK	
www.accessdata.com	

Company Description

Whether it's for investigation, litigation or compliance, AccessData® offers industry-leading solutions that put the power of forensics in your hands. For 30 years, AccessData has worked with more than 130,000 clients in law enforcement, government agencies, corporations and law firms around the world to understand and focus on their unique collection-to-analysis needs. The result? Products that empower faster results, better insights and more connectivity.

DIGITAL FORENSICS

Get to a comprehensive view of exactly what happened and who was involved. With our digital forensics expertise, AccessData gives you the tools to help you analyze computers, mobile devices and network communications. When you know more, you can do more.

COLLECTION & ANALYSIS

Want to handle even the most massive collection requirements with less cost and fewer resources? Need to mitigate risk or ensure compliance? AccessData's targeted, forensically sound collection, preservation, hold, processing and data assessment tools lower costs and reduce risks.

RISK & COMPLIANCE

Find information risks across enterprise endpoints and destroy them with powerful, proven enterprise search, forensic collection and analysis to locate data and assess compliance. Stop risk in its tracks with remediation that gives you the ability to delete offending files, kill processes and stop non-compliant activities across endpoints.

AccessData Group is 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.

AccessData is headquartered in the United States with offices in Utah, Texas and Virginia. The company's international headquarters is in London and it maintains satellite offices in Frankfurt and Dubai.In addition, with employees and partners regionally based worldwide, AccessData is able to focus on supporting its clients wherever they are.

Vendor Offerings

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 e-discovery 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 products 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.

8.1.3   Advanced Discovery (US)

David Trachtenberg	
david.trachtenberg@advanceddiscovery.com	
1120 Vermont Avenue, NW 3rd Floor Washington, D.C. 20005	
www.AdvancedDiscovery.com	

Advanced Discovery is an award-winning and leading global eDiscovery and litigation support provider, partnering with law firms and corporations since 2002 to find what matters, when it matters. Advanced Discovery and its global family of companies, Millnet and Legal Placements Inc., offer expert advisory consulting, data preservation and forensic collection, early case assessment, hosting and processing, managed document review, legal placement solutions and more, supported by patent-pending applications and numerous state-of-the-art and secure facilities around the world. The company employs leading professionals in the industry, applies defensible workflows and provides proprietary and industry-proven technology across all phases of the eDiscovery life cycle. This devotion to excellence has earned Advanced Discovery inclusion on the Inc. 5000 list of fastest-growing companies in the United States and recognition as the highest-level Best in Service Relativity solutions partner for five consecutive years.

Locations
- HQ: Washington, DC
- Global HQ: London, UK
- 6 Dedicated Document Review Facilities: Chicago, Detroit, Los Angeles, New York City, Washington (DC), and London (UK)
- 3 Primary Data Centers: Kansas City, Washington (DC), and London (UK)
- Additional client services include: Legal staffing solutions for contract and permanent employment and paper discovery and digital print.

Clients
- 80% of the Am Law 100 firms; currently working with 6 of Top 10
- Top 100 clients worldwide: corporate (40%); law firms (60%); 3,800 active users generating 550 TB of data under management and 480 Million documents under review
- Nearly 90% of our clients hire us for multiple engagements

Security
- 2 SOC 2 Type II certified and secured data centers (Kansas City and Washington, D.C.)
- All non-U.S. client data managed in an ISO 27001 secured data center (London)

Team
- 335 employees
- Over 100 Relativity Experts, including 6 Relativity Masters – more than any other eDiscovery company worldwide
- Dedicated Software and Applications team for proprietary, patent-pending solutions development
- Expert advisors available for on-site, custom CLE programs and education seminars

Vendor Offerings

Expert Guidance
- Dedicated team that stays with your project until complete
- Save time and expense before, during and after litigation

Information Governance
- Policies and processes for retention, preservation, search, review and destruction of ESI
- Litigation and compliance readiness

Forensics and Defensible Collection
- Physical or logical forensic imaging
- Targeted, remote collection
- Mobile device and social media source collection
- Forensic recovery and analysis

Processing and Hosting
- Data culling using analytics, de-NISTing, domain filtering, de-duplication and other data reduction methodologies
- Data hosting in highly secure and reliable hosting environments

ECA, Analytics and Reporting
- Use of data analytics for improved case strategy decisions and better preparation for the Meet and Confer
- Reduce volumes, accelerate review and lower costs

Document Review
- Review planning and workflow design,
- Identification of qualified attorney reviewers
- Staging an online review environment
- Managing and performing the review
- Metrics tracking and quality control oversight

Production
- Native, imaged, paper, hybrid
- SEC, DOJ, or other government agencies

Information Governance
- Policies and processes for retention, preservation, search, review and destruction of ESI
- Litigation and compliance readiness

Technology Innovations

Advanced Discovery Complete[SM]: We acquire data earlier, get it in front of your team sooner, guide your team through targeted review faster, and meet your obligations quicker.
- ✓ From single matters - to managed review services for multi-matter, serial litigation; process once, review once and produce as many times as needed.
- ✓ Cloud-based, vendor-neutral technology, integrated with patent-pending applications
- ✓ Secure and scalable infrastructure
- ✓ Proprietary dashboards and analytics reporting

- ✓ Automated and proprietary QC processes
- ✓ Expert Advisors to Guide and Optimize Client Engagements

8.1.4 AlixPartners

Paul Brabant (Director)	
Tom Antisdel (Director)	
pbrabant@alixpartners.com | +44 20 7098 7483	
tantisdel@alixpartners.com | +1 (202) 756-9039	
6 New Street Square, London EC4A 3BF	
www.alixpartners.com	

Company Description

AlixPartners is a global advisory firm with approximately 1,800 consultants in 25+ locations world-wide. Our disputes and investigations team includes over 100 consultants in various cities in the United States, the United Kingdom, Germany, Buenos Aires, Tokyo, Seoul, Hong Kong, and Shanghai.

Founded in 1981, AlixPartners is an advisory firm offering multiple areas of expertise, including corporate restructuring, operational improvement, investigations and disputes (forensic accounting, valuation, damages, and economic analysis), and information management. In addition to e-discovery, our practice includes experts in cyber security and digital transformation,

Our e-discovery practice follows the firm's overall approach by optimising our capabilities for high-profile matters with cross-border scope. Our team operates with universal best practices to deliver consistently across the globe.

Having grown organically since the founding of our practice in 2002, AlixPartners merged with Evidence Exchange in 2015, and added a development team based in Argentina, increasing our capacity to over 100 consultants focused on e-discovery and computer forensics.

Our growth is premised on the following principles, which continue to differentiate our offering today:

(a) cautiously selecting experts distinguished by their expertise and commitment to client delivery;

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

(c) investment in a high-performance data management infrastructure;

(d) deploying leading software platforms; and

(e) developing software where the market does not offer a suitable solutions.

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 custom 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.

Software

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 for document management. Additionally, we have integrated text analytics tools such as Content Analyst and Brainspace. For data processing we use Law, TunnelVision and Nuix, 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 proprietary 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	
adam.page@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.

8.1.6   Alvarez & Marsal

Phil Beckett, Managing Director	
pbeckett@alvarezandmarsal.com | +44 20 7663 0778	
One Finsbury Circus, London, EC2M 7EB	
www.alvarezandmarsal.co.uk	

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
- Information governance professionals.

Vendor Offerings

A&M's Forensic Technology professionals are located in major cities around the world and we have datacentres strategically placed in major cities in the U.S., U.K., Germany, Hong Kong and mainland China so that we can deploy our expertise at a moment's notice and accommodate jurisdictional data regulations.

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 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, EDiscovery Platform, 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 7+ 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 participant and domain parsing and categorisation tools, advanced Pivot-based analytics, and redaction propagation.
- Hosted and mobile review platform deployment and support throughout US, Europe and Asia.

8.1.7   Anexsys

Ellie Pyemont	
ellie.pyemont@anexsys.com | 07977 280572,	
London: 58 Farringdon Road, London, EC1R 3BP.	
www.anexsys.com	

Company Description

At Anexsys, we stand out by taking on and solving the toughest data challenges for legal practice in both the corporate and public sectors. Dating back to 2004, we have extensive experience in cutting-edge legal technology, as well as a proven background in more traditional hard and soft copy litigation support. We offer the quality and experience you expect from working with a large consultancy, with the price, flexibility and independence of a smaller organisation. We pride ourselves on always providing a first class experience for our clients. Based near the heart of London's legal and financial district, an acquisition at the end of 2016 has brought us into the centre of five key cities around the UK.

Our differentiators

- We are the only company outside North America to build innovative software to extend, enhance and magnify the industry-leading capabilities of Relativity.
- With the furthest reach of all UK providers, we are one of the few who also retain a full hard copy team, providing a truly integrated electronic and hard copy service.
- We're one of only 6 providers of Relativity in Europe to hold the key Best In Service accreditation – and the only one which is headquartered in the UK with ISO27001 & ISO9001 accreditation.

Vendor Offerings

We are one of only a few companies who are able to supply the full range of litigation support services ranging from digital forensics and forensic collection using forensic professionals with expert witness experience, through to data processing and document hosting, as well as managed document review and hard copy services. Whilst we are experts in Relativity, we also have extensive experience with other eDiscovery software, and are able to support clients with other platforms.

Managed Services

We are dedicated to providing the service to the scale and scope required by our clients, be that full consultancy addressing every element of document review and disclosure requirements, or back-end application support for highly technical in-house eDisclosure professionals, helping to control costs of your technology assisted review, by providing those niche, deep expertise only when you need them:

- Fully Managed – we can run your infrastructure, provide licences and all the support, pitched at the level to complement your organisation.

- Environment Management – we can provide some eDiscovery components dependent on your in-house capability and assist with administration to the extent you require.

- Subscription eDiscovery model– we can bring you into our eDiscovery environment to help you manage your costs and ensure you are making the most of your in-house skills, whilst accessing data-processing and project management at preferential rates only when you need them.

eDiscovery and eDisclosure managed service demands a unique mix of skills - infrastructure, application management and administration and as well as innovative,

responsive and tailored back-end application support (SQL, performance tuning for large data sets, upgrades etc.)

We combine all of the above, with a proven ability. Our clients range from top 15 corporate law firms to public bodies requiring highly secure isolated environments.

Software development

As the only UK and European vendor of Relativity with a dedicated Relativity software development team, our innovative products are listed on Relativity's ecosystem. Products include the ability to import Social Media data into Relativity, a native Excel Redaction program, and an improved Review Tracking application.

With all our Review ToolKit (RTK) products, we offer an interactive software demonstration at your convenience, a proof-of-concept period in your own environment as well as a proportion of ongoing support for the duration of your licence. We are keen to push our software development team into new and challenging terrain, so if you have a review challenge and are looking for an innovative and consultative partner, we'd love to hear from you and see if we can collaborate and assist.

Throughout the lifetime of this edition of the guide, we will be growing and refining our forensic offering in tune and a pace with developments in the new cloud era of forensic services.

8.1.9   BDO LLP

Natalie Butcher (Director, Forensic Technology Services) Jason Gottschalk, Partner, Technology Risk Assurance	**BDO**
nat.butcher@bdo.co.uk | +44 (0)207 893 3480 Jason.Gottschalk@bdo.co.uk | +44 (0)203 219 4536	
55 Baker St, London, W1U 7EU	
www.bdo.co.uk	

Company Description

We are the award winning UK member firm of BDO, the world's fifth largest accountancy network, which has more than 1,400 offices in 154 countries. Our UK business is a limited liability partnership operating from 18 offices nationwide.

BDO provides a range of professional services, including:

Audit and Assurance	Business Restructuring
Tax	Technology Risk Assurance
Forensic Accounting	Business Valuations
Forensic Technology	Business Services and Outsourcing

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

Vendor Offerings

BDO has dedicated and highly skilled forensic technology, electronic disclosure and technology risk advisory teams, experienced in providing professional advice and handling huge volumes of data from a variety of sources and across multiple jurisdictions.

We are experts in the following fields:

- Data scoping and custodian interviews;
- Data collection;
- Forensic investigations;
- Information governance;
- Cyber security;
- Social network intelligence analysis;
- Electronic disclosure;
- Text analytics and technology assisted review;
- Manipulation and analysis of structured data; and
- Expert witness services.

Our software tools include:

EnCase and Forensic Toolkit

EnCase and Forensic Toolkit (FTK) are two of the leading computer forensic suites, regularly used in criminal investigations and both having a track record in court acceptance. These tools are utilised for forensic data collection, processing and analysis. They are used by BDO to recover deleted data, complete comprehensive investigations with disk-level forensic analysis and authenticate metadata, while maintaining the integrity of the evidence. BDO's forensic technology team includes qualified EnCase Certified Examiners with expert witness experience.

Passware and Password Recovery Toolkit

Passware and Password Recovery Toolkit (PRTK) are applications used to recover protected files/devices using various methods including rainbow tables, brute-force and dictionary attacks.

UFED

Cellebrite's UFED solution is used for the preservation and investigation of data stored on mobile devices such as mobile phones, portable GPS devices and tablets.

Nuix eDiscovery Workstation

Nuix is a complete and scalable off-the-shelf solution for processing, investigation, analysis, review, and production. Nuix 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 technology identifies and makes searchable the information other software routinely skips. Nuix rapidly processes and analyses data in a way that is forensically preserved and defensible, and is used by many of the world's major regulators, including the Financial Conduct Authority and Serious Fraud Office (UK), European Commission (Europe), Securities and Exchange Commission (United States) and Competition Commission (Singapore).

Relativity

BDO is a premium partner with kCura, hosting the Relativity review platform. Relativity is a powerful, proven platform which can handle large volumes of data. The flexibility inherent in the tool, and the ability to implement custom workflows, allow BDO's Relativity Certified Administrators to tailor the solution to each individual matter and address complex requirements. Relativity also provides analytics functionality which can be used to thread emails so as to cull duplicative content from review, identify textual duplicates/near duplicates, group conceptually similar documents, identify foreign language content and employ technology-assisted review; using your coding decisions to make decisions on remaining documents backed by defensible statistics.

Brainspace Discovery

Brainspace is a text analytics tool which provides a visual representation of your dataset. It employs machine learning to group conceptually similar documents together and allows concept searching, communications analysis and predictive coding. Brainspace allows you to find the facts in your data faster, prioritising your review for the most important documents and intelligently culling irrelevant documents.

Tenable Nessus

Nessus is a tool used to perform vulnerability scanning to detect policy misconfigurations, outdated or unpatched software, default passwords and other security weaknesses across

an organisation's network that attackers can leverage to exploit systems and gain access to the network.

Nmap

Nmap is a security scanner capable of discovering hosts and services and through that establishing a network map of an environment. The tool has a number of features and different ways of probing the network and sends specially crafted packets of data to target host to "fingerprint" systems based on their response.

IBM Security AppScan

AppScan is a security testing tool used to enhance web and mobile application security. AppScan can identify security vulnerabilities and generate reports and recommendations for remediation. It allows for automated and manual testing methods and can help discover content and functionality of a website while looking for common vulnerabilities. It can also be integrated in the software development lifecycle for continuous evaluation of an application's security posture.

Metasploit Framework

Metasploit is a toolkit for penetration testing that can be used to develop exploit code (i.e. scripts to take advantage of a vulnerability found in a system) and to test and assess technical security of a network or systems. The tester can follow techniques and scenarios akin to those of real life attackers. The toolkit has a modular approach and can work in conjunction with other testing tools; e.g. Nessus and Nmap.

8.1.10 BR Consult Ltd

moreinfo@brconsult.co.uk | 0845 833 2995	**BR** **br consult** Legal Technology | Digital Forensics | Litigation Support
101 Finsbury Pavement, London, EC2A 1RS	
www.brconsult.co.uk	

Company Description

Legal technology and litigation support consultancy with a proven track record of digital forensics, data collection, audio/video enhancement and evidence presentation (EPPE). The BR Consult team provided support to some of the largest high profile cases and trials 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 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

Computer Forensics

Our experienced forensic experts can provide the full range of computer forensic services and from live forensics to mobile examination. We provide high calibre 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 globally.

Data Management Applications

Having developed data management applications for evidence, media and open source data processing, we offer highly effective custom programming and development within the legal technology arena. Our solutions have been used by government, legal practice, global consultancies and regulators.

Media Capture & Processing

Our specialists can capture any type of 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 and animation

We have provided 3D and court graphic services on many trials and enquiries. We produce high quality injury graphics, mapping, reconstruction of 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 for long or short court cases - your data can be shown in the best light.

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 modules such as:

- Audio (probe footage, 999 calls, subtitling)

- Video (multiplex, cctv, subtitling)

- Photos (zoom, thumbnails, galleries, linked to maps)

- Powerpoint (seamless integration)

- 3D (crime scene reconstructions)

- Documents (search, menus, signature/authenticity comparison (full pdf functionality))

- Website/desktop reconstructions (cursor movements, urls)

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

- Timelines (linked media)

8.1.11 Brainspace

David Nichols, Director, Business Development	
david.nichols@brainspace.com	
+44 7734 248054	
15601 Dallas Parkway, Suite 1000, Addison, TX 75001	
www.brainspace.com	

Company Description

- Our founders have been working together for over two decades to solve the most challenging problems in semantic search and machine learning. In 2007, after the sale of semantic search pioneer Engenium, Dave Copps and Chris Rohde set out to create a new machine learning platform with an emphasis on interactive visualizations and massive scalability. They called their company PureDiscovery. PureDiscovery rebranded to Brainspace in 2014.

- Brainspace has 60 employees. The company does not disclose financial information.

- Brainspace creates breakthrough machine-learning software that intelligently analyses massive amounts of unstructured data in record time. We revolutionize the exploration of data by recognizing not just words and phrases, but also their context and meaning—which enables the platform, and the user, to get smarter, faster.

  Brainspace dynamically identifies and organizes documents into related clusters, with no human intervention, so users can immediately focus on exploration and learning. No other company or solution is more comprehensive, more efficient or more scalable.

  Our founders have shaped this industry for more than 20 years, continuously advancing machine learning and semantic technology.

Vendor Offerings

Brainspace Discovery™ 5 – data analytics, concept searching and clustering, dupe, near-dupe and email thread analysis, predictive coding (TAR 1.0 and TAR 2.0)

8.1.12 CAPITAL NOVUS (Capital Legal Solutions)

Sid Jiwnani	
SJiwnani@uk.capitalnovus.com	
+44 20 3514 0075	
Evergreen House, Grafton Place, London, NW1 2DX	
http://www.capitalnovus.com	

Company Description

Founded in 2002, Capital Novus (Capital Legal Solutions) is a leading global technology firm headquartered in the greater Washington, DC, metro region with an exclusive focus on e-Discovery and information governance technology. As an industry pioneer, Capital Novus has developed innovative technical solutions for law firms, corporations and government agencies, meeting our customers' needs for better, faster and more cost-efficient e-Discovery and information management solutions. Our suite of solutions is backed by an unparalleled engineering, development and training support team that delivers reliable and effective end results.

These solutions include, but are not limited to: e-Discovery, Information Governance & Risk management, Compliance monitoring, Virtual secure data room, Content Intelligence & Analytics, and Performance Budgeting/Reporting Solutions. The ground-breaking in-house product line and computing platform is designed for dependability, robustness, speed, and flexibility. It provides an unparalleled competitive advantage for our clients.

Today, Capital Novus is one of the fastest growing, full-spectrum, global e-Discovery and information analytics leaders. The company is committed to enhancing customer satisfaction by consistently providing e-Discovery, enterprise content and information technology and knowledge management solutions that reflect quality, reliability, speed, versatility, data security and adaptability.

The company has 300+ staff spread across its international offices in London, Paris, Hamburg, Tokyo, Gandhinagar, Houston, Palo Alto, New York, and Washington, D.C.

Vendor Offerings

eZSuite – A holistic end-to-end e-Discovery solution

eZsuite is designed as an integrated suite of modules for Information Management, e-Discovery and Knowledge Management challenges. It is comprised of four modules:

- eZProcess - Advanced ESI Data Processing
- eZAnalytics - In-depth presentation of Analyzed Content
- eZVUE - View, Access, and Manage ESI Data
- eZReview - Advanced TAR & Work Flow enabled Document Review

We also offer:

eZManage   – Matter Management

Cryptacomm   – Deal & Arbitration Room

nayaEdge   – GDPR solution, Information Governance & Compliance

Capital Novus' portfolio of technology offerings address all phases of the e-Discovery lifecycle. Our technology solutions support all aspects of data collection, ingestion, processing, early case assessment (ECA), hosting, review, analysis, production and presentation services. We also offer solutions for Compliance, Arbitration, and Matter Management challenges. All our software is developed in-house, which gives clients the freedom to not purchase 3rd party plug-ins.

Capital Novus' solutions are available via:

SaaS | IaaS | On-Premise Licensing

8.1.13 <u>CAS</u>

Lucy Nixon	
<u>Lucy.Nixon@carillionplc.com</u> | 0800 316 6020	
Partnership House, Regent Farm Road, Newcastle upon Tyne, NE3 3AF.	
<u>http://cas.uk.com</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, in 2015 we were been shortlisted for several prestigious legal awards, and in 2016 we won the In-House Legal Department Innovation award at the Legal Week Innovation Awards.

<u>Vendor Offerings</u>

Our Team

With offices in Newcastle and the West Midlands, CAS has a team of 70 UK-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:

- **Contract Management** - We provide an end to end contract management service including; reviewing, drafting, amending, renewals, expirations and well as filing documents on contract management systems and managing questions from the business.

- **Document Review and Litigation Support** - We provide a full range of document review and litigation support services. This includes disclosure (e-disclosure or hard copy), employment, financial and regulatory reviews, small claims support and Brexit contract reviews.

- **Corporate Due Diligence** - We provide a full range of corporate due diligence services. This includes setting up virtual data rooms, providing indexes, ordering

documents, redacting documents, managing access, permissions and Q & A processes. Additionally, we complete due diligence document reviews and due diligence reports.

In addition, CAS has a wide range of process knowhow and project management capabilities which add real value to your project.

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.

8.1.14 Casepoint (US)

Amit Dungarani	
adungarani@casepoint.com | +1-844-882-0021,	
7900 Tysons One Place, Suite 680, Tysons, Virginia 22102	
www.casepoint.com	

Casepoint is full eDiscovery capabilities, one powerful, secure cloud-based platform. Casepoint is smarter legal working.

THIS IS WHO WE ARE

We are a dynamic team of legal, technology, and business professionals who understand eDiscovery end-to-end. Bold thinkers who love innovation, and are good at it.

We've built our own powerful custom platform from the ground up. A game-changing eDiscovery solution called Casepoint. It's wrapped around with exceptional services and supported by a team of experienced project managers and consultants. The aim? To guide legal teams through the eDiscovery process ensuring that you always get what you need with an obsessive focus on minimizing time and cost.

THIS IS WHY PEOPLE TRUST US

Casepoint empowers leading law firms, multinational corporations, and government agencies with a cloud-based eDiscovery platform that is cutting-edge, highly secure, and easy to use.

Attorneys need to evaluate information about each case and make timely strategic decisions. Casepoint makes that happen quickly, defensibly, and cost-effectively. Our track record speaks for itself. Our clients trust us with their most important matters. Multiple terabytes? Multiple counsel? Multiple languages? No problem.

THIS IS WHY YOU'LL LOVE US

- **Full-strength review platform** - This reliable, feature-rich eDiscovery platform comes with Dynamic Technology- Assisted Review (TAR) built-in. It's robust, able to handle multi-terabyte reviews with hundreds of simultaneous reviewers. Yet it's nimble too, allowing teams of attorneys to work with flexibility and speed.

- **Artificial intelligence, pre-installed -** Unique tools such as CaseAssist, driven by pre-installed AI, support your talented teams at every stage. Automatically surfacing important documents. Helping attorneys quickly identify key themes without endless linear review. Let it work in the background or drive review. You're the boss.

- **Peerless cloud analytics and collections -** Conduct secure, defensible data collections from the most popular cloud-based data repositories and analyze them directly. Quick. Cost-effective. Job done.

- **First-class data processing -** Have your own, in-house review tools? That doesn't mean you need to miss out on the power of Casepoint to cull and process your data. We offer fast, accurate data culling and processing as a standalone service, delivered to your specifications.

- **Security -** We are ISO 27001:2013 and ISO 9001:2008 certified. Our private data center is SOC1 Type II and SOC 2 Type II certified. We use military grade encryption. We always go the extra mile to ensure that your data is protected in transit and at rest. Data integrity and defensibility ensured. Certified. Beyond question.

HOW CAN WE HELP?

Talk to the people who get how legal technology works. The experts who really understand the little things that make a big difference. Talk to Casepoint.

We know how to make your working life less stressful and your day more productive. And that's what we provide with Casepoint. Just tell us your challenges and we'll give you smart ways forward, no matter what stage of the eDiscovery lifecycle your case is in.

ONE LAST THING...

Relationships are everything. When you work with us at Casepoint, you'll always have a dedicated team of legal and technology experts here for you. Every step of the way.

Need help? Just ask us. Want something that doesn't fit into a neat request box? If we can do it, we will—delivering strategies tailored to the specific needs of every case you handle. We'll work tirelessly with you to enhance your entire discovery process and help you better manage your data, prepare for litigation, and significantly reduce your costs.

Founded in 2008, Casepoint's headquarters are in Tysons, VA and we have 8 national and international offices with over 150 employees.

Vendor Offerings

Casepoint is a full-strength eDiscovery platform and services company that offers:

- **Full-strength review platform**
    o ECA and Analytics
    o TAR
    o DeNist, DeDupe, and Near Similarity
    o Email Threading and Near Dupe
    o Trial Exhibits
    o Privilege Log
    o Production

- **Artificial intelligence, pre-installed**
    o CaseAssist (automated case assessment machine learning tool)
    o Dynamic TAR
    o Analytics
    o Case Strategy and Legal Outline Tools
    o Unicode Compliant
    o Fully Responsive
    o Shared Space

- **Cloud Collections & Analytics**
    o Office 365
    o OneDrive
    o Gmail
    o G-Suite
    o Dropbox
    o Box

- **First-class data processing**
    o Data Ingestion
    o Data Processing
    o Data Hosting Services

- **Project Management and Technical Consulting Services**
    o Professional project management and technical consulting provided by our own talented, experienced and seasoned team of eDiscovery professionals

8.1.15 Catalyst Repository Systems (US)

info@catalystsecure.com	+1 877.557.4273	
1860 Blake Street, Denver, CO 80202	
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. Catalyst 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 and control cost of discovery.

In addition, we work with a global partner network to offer our products and services that cover the full spectrum of e-discovery—from collection and processing through search, analytics, review, production and trial.

Vendor Offerings

For over 15 years, corporations and their counsel have relied on Catalyst to help reduce discovery costs and take control of complex legal matters. Today, we are a global e-discovery technology company with data centers in the United States and Asia. We've hosted thousands of litigation, compliance and insurance matters for many of the largest companies and law firms in the world.

Our award-winning lineup of leading legal technology products includes:

Catalyst Insight

From processing through search, analytics, review, and production, Insight provides a secure, integrated platform for all of your discovery needs. Insight is built to handle the largest matters in the world from litigation to regulatory requests and internal investigations--and can handle documents in 280 different languages.

Insight Enterprise

Recently launched, Catalyst's secure, multi-matter corporate e-discovery platform is designed specifically for corporate general counsel to reduce discovery costs and better manage litigation and regulatory investigations.

Insight Predict

Our next-generation, custom-built engine for technology assisted review. Predict is the first to fit with real-world e-discovery workflows—enabling rolling uploads, continuous review and review teams to get going right away.

In addition to our award-winning eDiscovery platforms, we provide clients with top-notch, personalized service offerings as well.

Professional Services

Our professional services group includes seasoned experts with skills in litigation technology, enterprise e-discovery, search and analytics. They become trusted members of your extended team, working closely with counsel and other professionals to keep your cases on track and on budget.

For enterprise clients, our consultants will help you design and setup multi-matter repositories, giving you greater control, lower costs and reduced risks across all your legal and investigatory matters. Through our search consulting, we help corporations and their counsel cut costs and speed review using targeted search, predictive ranking and analytics.

Managed Review

As review costs continue to rise, corporations and their counsel increasingly look to integrate the latest machine-learning technology into the review process. Catalyst's managed review services combine the best of both: an award-winning search, analytics and review platform backed by experienced review managers and Insight-trained reviewers to provide cost-effective document review.

Search Consulting

Catalyst search and analytics consultants—savvy litigation attorneys and legal-technology professionals—offer years of experience with early case assessment, predictive ranking, advanced search methodologies, analytics and review. They can help your team improve the management of large document populations and provide best practices for targeted search, analysis and review.

Forensics & Collections

Catalyst provides computer forensic investigation and collection services to our clients worldwide. We provide remote or on-location services backed by testifying experts with a wide range of certifications and forensic credentials.

Working in conjunction with a global network of certified partners, our team has managed collections across the U.S., the EU and in Asia.

Language Services

Global litigation often involves documents in several languages. A leader in multi-language e-discovery, Catalyst offers a variety of language services to help you with your case—from processing through predictive coding, search, review and computer-assisted translation. Rather than working with multiple vendors, let Catalyst be your one-stop source for language expertise and technology.

Asia Services

Catalyst Asia serves companies and counsel facing e-discovery and regulatory investigations involving Asian-language documents. With offices in the U.S., Japan and South Korea and data centers in the U.S. and Japan, we offer in-region and international access to our secure hosting and review platform. We also offer a range of complementary e-discovery services, both directly and through our Asia partner network.

Security

Using secure Tier-3 data centers rather than the public cloud, Catalyst provides the physical and technical security you require along with the safety of a centralized approach. Vulnerability and penetration testing by outside security experts helps ensure that your data remains secure. We also recently obtained Privacy Shield compliance certification.

We work closely with legal teams to help design strategies to enable you to manage legal matters efficiently and effectively. Our team includes seasoned legal and technology experts to assist with every phase of corporate discovery—from collections and legal hold, through search, analytics, review, production and trial.

8.1.16 Causasoft LLC (Switzerland)

Dr. Simone Pestalozzi	
info@exhibitmanager.com	+41 44 586 40 36	
Im Hoefli 5, 8832 Wollerau, Switzerland	
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

8.1.17 CCL Group

info@cclgroupltd.com	
+44 (0) 1789 261 200	
36 Cygnet Court, Timothy's Bridge Road, Stratford-upon-Avon CV37 9NW	
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; since 2009 they have increased their standing as a leading provider of electronic disclosure services.

As digital forensics experts they help clients collect and analyse digital evidence for: court cases, disputes, tribunals and internal investigations. CCL has been directly instructed by corporates, government agencies and commercial litigators to provide e-Disclosure services.

Providing a flexible e-Disclosure service, incorporating digital forensics and data collection services, CCL cover all phases of the electronic disclosure reference model. From identification and collection of data, through to production and presentation, CCL provide expert witness services if required, giving clarity on costs at all times.

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

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
- Managed document review

Vital Statistics

CCL employs **over 85 security-cleared members of staff**, including over 60 analysts and consultants; their staff are security cleared, analysts are Bond Solon trained and their facilities are Government grade secure.

To-date, CCL has completed:

- **300+ e-Disclosure cases**
- 80,000+ Digital Forensics engagements
- 2,500+ consultancy engagements
- 350 Court appearances

Their services are methodology and governance driven, to comply with their quality and compliance standards: ISO17025*, ISO27001 and ISO9001; expert witnesses have **Sweet and Maxwell 'Checked' status'.** These working practices ensure the highest level of quality and consistency for all projects; with due diligence being carried out for you, therefore, the evidence will stand up to the most robust challenges in court; guaranteeing evidential integrity.

Their Head Office is based at a **purpose-built 20,000sq ft secure facility** in Stratford-upon-Avon, with a London office located in Westminster, providing support to regional and London legal clients in the UK.

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

* ISO17025: CCL-Forensics Ltd is an accredited testing laboratory for digital forensics services – for details of our current Schedule of Accreditation please visit the UKAS website. https://search.ukas.com/#/tabbed/search?q=CCL

8.1.18 Cellebrite

Jonathan Clayman	
UK Sales Director | EMEA Forensics	
Jonathanc@Cellebrite.com	
020 7868 1985 | 0777 4742805	
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.

8.1.19 Cenza Technologies

Nigel Murray Adi Mirza	
nigel.murray@cenzatech.com | +44 7900 933358 adi@cenzatech.com | +44 (0) 20 7862 6326	
19-21 Crawford Street, Suite 368, London, W1H 1PJ	
www.cenzatech.com	

Company Description:

Cenza is an established and trusted provider of offshore document, legal and financial process outsourcing solutions. We offer a comprehensive range of business support services to corporates, banks, law firms, financial services, and corporate law department clients. Cenza has a 17-year successful track record of delivering complex projects to clients in the U.K., U.S., Canada and Australia

Services:

Litigation Support

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

Contract Management

- Create & manage contract databases
- Audit and abstract contracts
- Format and hyperlink contracts
- Monitor obligations
- Manage amendments

Financial Services

- ISDA Documentation
- Know Your Client (KYC) Documentation
- Anti-Money Laundering (AML)

Document Production

- Legal word processing
- Middle back-office support functions

Desktop publishing services

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

Frankie Molhylski	
<u>frankie@cicayda.com</u> | +1 615.209.9490, +1 855.448.0708	
PO BOX 682145, Franklin, TN 37068	
<u>www.cicayda.com</u>	

<u>Company Description</u>

Cicayda is the eDiscovery industry's veteran cloud based software company, providing a fully cloud based review and analytics platform in the US, UK and EU for the last five years. Our co-founders, a lawyer with 20+ years of litigation experience and a software developer, both had previously owned a successful eDiscovery software company. Cicayda was created when our founders realized in their absence, that the industry was devoid of software leveraging the advantages of the cloud. Nothing in the market provided real-time search and non-biased analytics to answer the rapidly expanding litigation data sizes. From day one, Cicayda committed to creating technology, software, and services that are "lawyer-centered". We are experts helping experts navigate the ever-changing world of eDiscovery. We are committed to providing sub-second search and real-time non-biased analytics to our clients, such that their confidence in understanding the case and its data is most comprehensive.

Our team of eDiscovery, litigation, technology, and workflow experts have a solid track record leveraging their experience, and our software, to provide concierge-level services, bespoke consulting, and successful managed document review projects. Cicayda has a turnkey review center in Birmingham, AL where we combine the latest technology, expert project management staff, seasoned document review lawyers, and top security.

<u>Vendor Offerings</u>

Cicayda focuses on experts helping experts. We offer our simple to use cloud-based software, Reprise, to our channel partners, as well as directly to law firms, corporate and government legal departments. Our managed review teams offer competitive and exceptionally accurate review services based on the advanced workflows possible in Reprise. Our experts provide consulting services that include assistance with litigation hold, proportionality, collections, discovery strategy, advanced search and non-biased analytics strategy, early case assessment, discovery production analysis, eDiscovery budgeting, review and work flow strategies, and disclosure/discovery protocols. As the software developer, Cicayda solution pricing models are flexible to meet your circumstance making Cicayda an ideal partner.

8.1.21 CityDocs

Peter Lawson | James Merritt | Tim Harrison	
Peter.Lawson@citydocs.co.uk | 0207 614 0030 james.merritt@cdfte.com | 0800 999 0247 tim.harrison@cdfte.com | 0207 553 9592	**CityDocs** **Forensic Technology & eDisclosure**
The Willows, 80 Willow Walk, London, SE1 5SY	
www.citydocs.co.uk	

Company Description

CityDocs FTE (Forensic Technology & eDisclosure) delivers end to end solutions right across the electronic discovery reference model (EDRM), from identifying potential sources of electronically stored information (ESI), forensic collection and investigation, processing into the Relativity review platform, through to presentation in court, while being able to leverage the vast printing capabilities of the CityDocs brand.

- Founded 1999.

- 100+ employees across 4 sites (London HQ, City of London, Manchester and Leeds)

- The widest range of any provider – eDiscovery, Forensics, Print, Scan/Coding, Design, Reprographics, Managed eDiscovery, Managed Document Review, Managed Print, MFD's, Disaster Recovery

- Now part of the Apogee Corporation (Feb 2017), spreading our footprint across sites in France, Germany, Scotland, Ireland, Wales and India

Our global projects – the team has successfully delivered global offsite solutions including:

- Forensic collection, on-site data processing using Nuix and hosting review with Relativity

- 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, sensitive 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);

- CFIP (Certified Forensic Investigation Practitioner);

- Relativity Certified Administrator;

- Relativity Certified Sales Professional;

- Relativity Certified Review Specialist;

- Relativity Certified User;

- Certified LAW PreDiscovery team;

- Certified Nuix eDiscovery Specialist.

Vendor Offerings

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

With kCura's Relativity as the hosting platform 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.

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. As part of the Apogee Corporation (acquisition in December 2016), this global footprint now includes France, Germany, India, Scotland, Ireland and Wales sites.

A holistic approach to eDisclosure, combined with the philosophy of enabling widespread accessibility, including bespoke subscription-based pricing model alongside the standard menu pricing, 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.

8.1.22 CloudNine (US)

Brad Jenkins	
bjenkins@cloudninediscovery.com | +1 714-462-6464,	
14655 Northwest Freeway, Suite 135, Houston, Texas 77040	
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 legal intelligence 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. Covered in recent reports and surveys by Gartner, 451 Research, Blue Hill Research, Corporate Counsel, and Texas Lawyer, CloudNine is a leader in eDiscovery automation.

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.

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.

CloudNine also provides an extensive array of Continuing Legal Education offerings that can be customized and presented to support client educational requirements.

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 eDiscovery.co.

8.1.23 Codex Global

Christopher Bryden	
christopher.bryden@codexglobal.net | +44(0)2076479525	**codex**
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.

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.

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.

8.1.24 Conduent Legal and Compliance Solutions

clcs@conduent.com
U.K. - +44 (0) 8000 126695
U.S. - +1 877·273·3887
U.K. HQ: Audley Industrial Estate Newport, TF10 7BX U.S. HQ: 245 Park Avenue, 22nd Floor New York, NY 10167
www.conduent.com

Company Description

Conduent Legal and Compliance Solutions, formerly Xerox Legal Business Services (part of Xerox Corp. until the split in January 2017), is one of the largest global providers of eDiscovery services. We have a substantial track record of 15+ years' experience successfully managing high stakes, high volume litigation, investigations and regulatory compliance matters. With more than 700 employees worldwide, Conduent Legal and Compliance Solutions runs data centres, client services and operations hubs across the United States, United Kingdom, EU, India and Hong Kong. In addition, our onsite deployment technology and staffing models allow our teams to provide services in virtually any country.

Conduent Legal and Compliance Solutions has a unique approach to solving legal and compliance challenges for our clients. Our offers are designed to provide eDiscovery and compliance services to corporations and law firms to help them more efficiently and cost-effectively manage data volumes; automate and optimize how the work is done by leveraging our best-of-breed proprietary and third-party platforms; and deliver exceptional services and advanced analytics in innovative ways to reduce legal spend and identify risk before liability occurs.

Vendor Offerings

LITIGATION SOLUTIONS

We offer a suite of end-to-end technology-enabled services, software, analytics and professional services to help corporations and law firms simplify their eDiscovery processes for litigation, investigations and regulatory matters.

eDiscovery Services

We offer three eDiscovery review platforms that are hosted in our data centres and supported by end-to-end services including collection, processing and culling, production, project management and client support.

- **OmniX:** Our proprietary document review platform hosted and managed in our data centres. Allows users to easily perform complex searching, categorizing, redacting, annotating, and complex analysis. The tool features multilingual capabilities, advanced analytics and visualizations, real-time reporting and other case management tools.

- **Viewpoint:** Another proprietary platform that enables clients to manage all steps in the process – from collection, early case assessment, pre-processing and processing, advanced analytics, assisted review, document review and production - in a single, fully integrated platform. Viewpoint is offered as a hosted service, fully managed service or on-site mobile solution for temporary projects.

- **Relativity by kCura:** A widely-used third-party review platform that we host in all of our data centres. Relativity enables us to offer another option for clients that opt to

host some or all of their matters on this platform, and offers the same advanced tools as our other platforms.

Analytics

The Analytics Hub, the only eDiscovery provider product to be named to the Analytics 50, a collaboration between CIO.com and Drexel University, has been recognized as an innovation that helps clients overcome big data challenges. The Analytics Hub empowers clients to gain unprecedented insight into their data across legal and compliance matters by consolidating data across various hosted platforms and identifying patterns that help our customers save significant time and cost on legal discovery spend (i.e., significantly reducing data volumes subject to review by, for example, repurposing work product) and predictively flag data for potential relevance.

We draw upon the expertise of our in-house analytics team of data scientists and analysts skilled in data mining, statistical learning, text analytics, contextual intelligence, machine learning and other techniques to optimize cost-savings and deliver the most accurate results for clients.

The Analytics Hub is platform-agnostic, and can be used with review platforms hosted by Conduent Legal and Compliance Solutions or other third-party service providers.

Client Hub

The proprietary Client Hub provides clients with integrated reporting and dashboard visualizations

that aggregate information across all their legal and compliance projects for better visibility into casework, budgeting and reporting, and resource allocation. It also provides a single point of contact for project and platform documentation, and helpdesk requests. The Client Hub also consolidates new and future cross-platform offerings, and currently integrates with OmniX, Viewpoint, Relativity and the Analytics Hub.

Technology-Assisted Review

Technology-assisted review (TAR) is automation of document prioritization and coding designations into clients' workflows that has been derived from historic responsiveness data. This allows for rapid identification of responsive documents and results in reduced time and costs by eliminating the need to review non-responsive data. Our technology and TAR process, including continuous active learning (CAL) features, can be used for document prioritization, QC enhancement, first-pass responsiveness review, issue coding and defensible document reduction. An in-house team of search experts, linguists and technologists work with clients to ensure optimal workflows and results. TAR functionality is offered as integrated modules within OmniX, Viewpoint and Relativity.

Managed Document Review

We provide document review services in secure, state-of-the art facilities in the U.S. and internationally, including offshore for more cost-effective options Projects are staffed by highly qualified and vetted attorneys and specialists.

Each review is customized to our client's project specifications and needs. We provide expertise in the following areas:

- First-pass responsive review, issue coding, bibliographic coding;
- Second-tier review for categories such as potential privilege, confidential, trade secret and other document categorizations;
- 2nd requests / M&A / divestiture due diligence review and support;
- Compliance risk monitoring reviews; and,
- Foreign language reviews and translations.

Mobile Discovery Support

We provide clients with in situ data processing, review and analysis services ("backpack" service) that combine our software (Viewpoint appliance), hardware and services delivered on-site to the client location. This is a cost-effective way to manage critical projects in which data needs to remain on-site due to data privacy concerns, short project timelines, custodians located in geographically dispersed locations, or limited internal resources with needs that do not warrant long-term investments in technology.

Discovery Data Management and Professional Services

We also offer strategic search, litigation readiness, ESI data mapping, legal hold, early case assessment, collections, workflow design, technology-assisted review consulting and project management.

MANAGED SERVICES

Our flexible managed services solution provides law firms with fully outsourced technology, processes and experts to support their eDiscovery operations. We provide built-in data security and privacy, and innovative analytics and review software and services as ways to manage and predict costs. Our scalable technology and managed services business models can expand with our law firm clients' business needs and can produce new potential revenue streams for the law firm. Customers can use Viewpoint, Relativity or both platforms in a dedicated environment hosted by Conduent Legal and Compliance Solutions. Personnel can support projects on an on-demand or going basis, onsite, remotely or a hybrid, depending on the need. We can also pair managed services clients with add-on litigation services such as technology-assisted review consulting, managed review and analytics.

COMPLIANCE AND RISK SOLUTIONS

Our compliance and risk review services leverage our core big data analytics platform and litigation service capabilities to help legal, compliance, risk and internal audit teams—as well as their outside law firms—mine and monitor enterprise data to detect hidden and emerging risks, and to help clients avoid problems before they turn into liabilities. Our solutions combine technology, services and analytical techniques to identify and classify data on a look-back, predictive and prescriptive basis. Areas of opportunities include, but are not limited to, Foreign Corrupt Practices Act (FCPA), International Traffic in Arms Regulations (ITAR), Financial Industry Regulatory Authority (FINRA), pharmaceutical and consumer regulations, Food and Drug Administration (FDA) compliance, data privacy, and vendor/third-party risk management. We offer specific expertise in highly regulated industries.

8.1.25 Consilio

Drew Macaulay (Director)	
drew.macaulay@consilio.com | +44 (0) 20 3695 0200	
10 Aldersgate Street, London, EC1A 4HJ	
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. 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. Along with its proprietary ECA (ICEViewer) and review software (Global RPM and Sightline), Consilio is one of the largest, longest running and most experienced Relativity providers in the world. This includes being an Orange Best in Service premium hosting partner, having over 75 Relativity specialists worldwide and hosting over 10 petabytes of data (with one database of over 120 million documents). In London, Consilio has maintained Best in Service™ status every year that the accreditation has been available and longer than any other organisation outside of the United States.

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, Dublin, Brussels, Paris, Amsterdam, Frankfurt, Munich, Zurich, Bangalore, Gurgaon, Hong Kong, Shanghai, Tokyo, Chicago, Houston, Los Angeles, Miramar, New York, Raleigh, Tampa and Washington, D.C.

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.

8.1.26 Control Risks

Satinder Soni (EMEA Associate Director, Legal Technologies)	
Satinder.Soni@controlrisks.com | 020 7970 2287 or 07714 541267	**Control Risks**
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.

8.1.27 Critical Data Services

Ciaran Kennedy – Technical Director	
ciaran@criticaldata.ie 01438 893715 | +353 18612280	
719 Northwest Business Park, Dublin 15, Ireland	
Unit 1, Stevenage Business Park, Eastman Way, Stevenage, SG14SZ, UK	
www.criticaldataservices.co.uk	

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.

8.1.28 CYFOR

Lawrie Hall, Associate Director.	
lawrie.hall@cyfor.co.uk | +44 (0) 207 438 2045	
Becket House, Old Jewry, London, EC2R 8DD	
www.cyfor.co.uk	

Company Description

Operating globally since 2002, CYFOR is a leading eDiscovery, Digital Forensics and Cyber Security provider, with expertise in advanced data analytics and data recovery. These specialisms extensively cover commercial, criminal and corporate investigations, as well as litigation and dispute resolution matters. CYFOR's ability to combine advanced forensic techniques and eDiscovery workflows, provides a leading edge, with a proven capability from extraction through to production.

Individually, CYFOR's expert analysts are recognised as some of the leading specialists in the industry. As a team, their combined expertise becomes even more powerful for the most complex of cases.

CYFOR are instructed by clients from a full spectrum of industries and offer a bespoke solution on highly contentious, multi-lingual and multi-jurisdictional matters with time critical deadlines. This breadth of experience, combined with a highly secure infrastructure enables CYFOR to operate at the highest level on a vast range of investigations.

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 either military or law enforcement backgrounds and therefore, if required, are 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
- Cyber Essentials

CYFOR Core Services

The core services provided by CYFOR are:

- eDisclosure;
- eDiscovery;
- Digital forensics;
- Cyber security
- Corporate investigations
- Data hosting;
- Search and seizure;
- Data collection;
- Deleted data recovery;
- Mobile phone investigations;
- Computer forensics

- Cell site analysis;

- Audio visual forensics;

- Part 35 expert witness service;

- Forensic 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 your 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.

Cyber Security – Supporting and protecting organisations from internal and external threats

CYFOR supports an organisation's cyber security strategy, by establishing risks and putting protocols in place to improve practices and raise awareness of cyber security.

Our information security specialists are qualified with vast experience in digital forensics and they understand the complexities of protecting an organisation's electronic data. CYFOR offer Cyber Security Audits and Vulnerability Assessments to safeguard a company's digital assets.

Corporate Investigations – The trusted experts to discover, analyse and present evidence within investigative matters.

With over a decade of experience in Digital Forensics, eDiscovery and Cyber Security services, CYFOR have assisted a multitude of organisations, law firms and regulatory authorities with commercial and corporate investigations.

Our team of highly qualified investigators use the latest technology and digital forensic techniques to discover all potential evidence within a wide range of corporate investigations, including;

- Financial investigations

- IP & Data theft

- Intellectual property theft

- Employee investigations

- Fraud investigation

- Pre-Litigation investigations

- Complex cross-border intelligence gathering

Many investigations are undertaken through support and instruction of a client's legal counsel, to ascertain evidence in the most strategic and cost effective manner.

Vendor Offerings

CYFOR offers a complete range of consulting and technologies, across the full spectrum of Digital 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.

Supplier & Software Details

Each year, we invest heavily in our sophisticated infrastructure, which allows us to provide the best solution for our clients across the entire EDRM workflow. Our solutions include;

Relativity: This advanced online review platform is utilised by CYFOR as it incorporates advanced analytics technology, which improves review speed, organising data by concepts, and can quickly identify key issues. Key features;

- Visual analytics

- Predictive coding

- Email threading

- Data clustering

Nuix: As an eDiscovery solution, Nuix's exceptional power enables CYFOR to process and search vast quantities of data, from collection through to production within the most complex investigations. Key features;

- Processing power

- Remote email downloads

- Data management & export

- Data exporting

- Web Review & Analytics

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

We are able to provide a highly focussed and transparent pricing methodology to give visibility of costs at the start of any project, ensuring that budgets are accurately controlled and maintained. CYFOR has managed projects including small volumes of data to multi-jurisdictional cases involving multiple Terabytes of data and our unique blend of computer forensic and 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.

8.1.29 Deloitte LLP

Kelvin McGregor-Alcorn (Director Deloitte - Head eDiscovery) Peter Robinson (Head of eDiscovery)	**Deloitte.**
kmcgregoralcorn@deloitte.co.uk +44 (0) 207 303 2256 petrobinson@deloitte.co.uk +44 (0) 207 303 2148	
Athene Place, 66 Shoe Lane, London, EC4A 3BQ	
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.

8.1.30 <u>DTI</u>

Simon Hill, Senior Vice President, Europe	
<u>sabhill@epiqsystems.co.uk</u> | +44 (0) 20 7367 9191	
11 Old Jewry, 4th Floor, London EC2R 8DU	
<u>www.DTIGlobal.com</u>	

<u>Company Description</u>

DTI is a leading legal process outsourcing (LPO) company serving law firms, corporations and government entities 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 <u>www.DTIGlobal.com</u>.

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.

On September 30, 2016, Epiq Systems Limited, was acquired (through DTI) by Omers Private Equity and Harvest Partners. Following the acquisition, DTI, a global legal process outsourcing (LPO) company providing eDiscovery, management services, litigation support, and court reporting, and Epiq, a leading global provider of integrated technology and services for the legal profession, have combined to create a global leader that will deliver to clients around the world a more robust base of expertise, capabilities and services.

<u>Vendor Offerings</u>

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

8.1.31 <u>edt</u>

Mark Giles	
<u>mark.giles@discoveredt.com</u>, 07502 295534	
<u>www.discoveredt.com</u>	

Company Description

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.

Vendor Offerings

Software provided – EDT. Covers case lifecycle from processing to production in one tool.

Training and certification programs available.

Hosting of EDT as Platform as a Service in the Cloud with EDT.Blue

8.1.32 eMag Solutions

Ian Bartlett (Director)	
ibartlett@emmagsolutions.co.uk, 07956 024700	
2A Oaktree Court, Cardiff Gate Business Park, Cardiff, CF23 8RS	
www.emagsolutions.com	

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

8.1.33 Epiq Systems

Simon Hill, Senior Vice President, Europe	
sabhill@epiqsystems.co.uk | +44 (0) 20 7367 9191	
11 Old Jewry, London EC2R 8DU	
www.epiqsystems.co.uk	

Company Description

Epiq is a leading global provider of integrated technology and services for the legal profession, including electronic discovery, bankruptcy, class action and mass tort administration, federal regulatory actions and data breach responses. Our innovative solutions are designed to streamline the administration of litigation, investigations, financial transactions, regulatory compliance and other legal matters. Epiq's subject-matter experts bring clarity to complexity, create efficiency through expertise and deliver confidence to our clients around the world. For more information, visit us at www.epiqsystems.co.uk

We operate SSAE 16 and ISO 27001 certified data centers 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.

On September 30, 2016, Epiq Systems Limited, was acquired (through DTI) by Omers Private Equity and Harvest Partners. Following the acquisition, DTI, a global legal process outsourcing (LPO) company providing eDiscovery, management services, litigation support, and court reporting, and Epiq, a leading global provider of integrated technology and services for the legal profession, have combined to create a global leader that will deliver to clients around the world a more robust base of expertise, capabilities and services.

Vendor Offerings

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 process more data globally than any other eDisclosure provider. This experience and scale allows us to solve the industry's most challenging data problems on behalf of our clients.

- Hosting: Epiq offers both DMX and Relativity, two of the leading 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.

Arq^{SM} is your own hosting 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.

Epiq Document Review Services

Our document review services enable our corporate clients and/or their outside counsel to outsource to us some or all of the tasks associated with reviewing large document collections in an eDiscovery project, including interviewing and hiring qualified legal professionals for limited-duration document review work, developing the document review protocol, providing sufficient office space and equipping it with secure workstations, training the review legal professionals, providing guidance to the client's outside counsel throughout the review process and providing project management services.

We make extensive use of a variable workforce for document review engagements and only bring on staff as projects commence. The review team may range from a few legal professionals to several hundred legal professionals at a time. Document reviewers generally work from secure document review pods designed to protect the confidentiality of our clients' sensitive data (e.g., neither removable storage media nor printers are used in the review pods).

8.1.34 Ernst & Young

Glenn Perachio | Trevor Horwitz | Tyrone Edward	
gperachio@uk.ey.com | +44 (0) 20 7951 4628 thorwitz@uk.ey.com | +44 (0) 20 7951 9627 tedward1@uk.ey.com | +44 (0) 20 7951 6839	EY Building a better working world
1 More London Place, London, SE1 2AF	
www.ey.com/UK/en/Services/Assurance/Fraud-Investigation---Dispute-Services	

Company Description

EY has been providing services in the eDiscovery space for over a decade. We assist organisations prepare and respond in a timely, cost-efficient and defensible manner to litigation and/or regulatory obligations. The majority of our senior team has at least 20 years' experience in this field. The cumulative experience represented in this practice and across our allied practice areas, such as IT forensics, Data Analytics, Cybersecurity, Data Privacy and eDiscovery Advisory, is available to all our clients.

We are a truly global firm with fully connected operations in more than 150+ countries with local, same-language support provided by our 195,000 professionals for most situations. Our sector-oriented strategy aligns well with our clients' diverse businesses, bringing in subject matter resources with deep industry knowledge. We are committed to innovation and our emphasis is not only on being a thought leader in the eDiscovery space, but also on being execution leaders as practitioners who continually strive to improve leading practices and obtain better results for our clients. Indeed, in a number of the main jurisdictions in which we operate we are leading, if not driving, the development of civil procedure in this area. One other key area of differentiation is our continual improvement based on harnessing experience across clients around the globe and turning insight into actionable innovation through acquiring or developing technology, or through adapting processes and protocols that improve client value. This relentless drive to improve based on real world situations has allowed us to deliver meaningful value to clients, often while reducing their costs.

Vendor Offerings

- **Identification, Preservation and collection of ESI**

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

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

  Support detailed forensic analysis of computing platforms, storage devices and mobile hardware to reveal electronic facts about structured and unstructured data with robust evidentiary integrity suitable for definitive investigatory or litigation conclusions.

- **Managed Document Review**

  Provide law firms and corporate legal departments with secure and scalable review facilities that are fully integrated with EY's proprietary management information platform.

- **Hosted Services**

  Provide our clients with a tailored, secure and scalable online review environment which is focused on injecting the right people, process and technology into the document review methodology.

- **Structured Data Analytics**

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

- **Early case assessment**

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

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

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

- **Managed Services**

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

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

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

8.1.35 Evidence Talks Ltd

Elizabeth Sheldon	
Elizabeth@evidencetalks.com	
+44 (0) 845 125 4400	
PO Box 7394, Milton Keynes, Bucks, MK9 0WR	
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.

8.1.36 Exigent Group Limited

Matt Hoy	
mhoy@exigent-group.com | +44 (20) 7701 375043	
11 – 14 Grafton Street, London, W1S 4EW	
www.exigent-group.com	

Company Description

Exigent Group Limited is a global legal services outsourcing organization, providing advice and delivering a range of legal services, contract management solutions and business analytical tools aimed at reducing risk, improving compliance and driving process and cost efficiencies for clients in the US, Canada, UK, Australia and South Africa. The company has a 400+ global workforce, comprising consultants, business analysts, attorneys, software developers and multi-skilled business professionals. Exigent currently has eight offices globally with three operating centers in Bangalore, Cape Town and Perth. For further information, go to: www.exigent-group.com

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.

Exigent's Chameleon DocBuilder is an easy to use document generation and automation tool, ideal for simple agreements, NDAs and other legal documents. It gives you a quick and easy way to draft, sign and execute simple agreements. The tool is totally customisable and adaptable to your specific needs.

8.1.37 Exterro, Inc (US)

Mark Wilcox	
mark.wilcox@exterro.com | +1 503-501-5100	**exterro**®
4145 SW Watson Ave., Suite 400; Portland, OR 97005 USA	
www.exterro.com	

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, HR systems, archive solutions and other content repositories 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

Exterro Orchestrated E-Discovery enables customers to manage, measure, and optimize e-discovery processes, unifying all e-discovery phases and all internal and external stakeholders on the same technology platform. Information is available anytime, from anywhere. The result is that clients are able to complete the e-discovery process in far less time and at a much lower cost.

Exterro software solutions that can be deployed on premise or in the cloud:

- EXTERRO DATA MAPPING
- EXTERRO LEGAL HOLD
- EXTERRO E-DISCOVERY DATA MANAGEMENT (ECA / COLLECTION / PROCESSING / REVIEW/PRODUCTION)
- EXTERRO PROJECT MANAGEMENT
- EXTERRO PROJECT MANAGEMENT FOR LAW FIRMS
- EXTERRO EMPLOYEE CHANGE MONITOR
- EXTERRO FILE ANALYSIS

8.1.38 <u>Forensic Risk Alliance</u>

Toby Duthie (Partner)	
<u>tduthie@forensicrisk.com</u> | +44 (0) 20 7269 7837	
Andrew Hunniford (Director)	**FRA**
<u>ahunniford@forensicrisk.com</u> |+44 (0) 20 7269 6894	
16-20 Ely Place, London, EC1N 6SN	
<u>www.forensicrisk.com</u>	

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

8.1.39 Forexus (Switzerland)

Dimitar Bobev	
info@forexus.ch | +41 44 559 03 31	
Forexus GmbH, Freigutstrasse 40, CH-8001 Zürich, Switzerland	
www.forexus.ch	

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

8.1.40 <u>FRONTEO</u>

James MacGregor	
<u>jmacgregor@fronteo.com</u> D : +44 (0) 20.3882.0157 | M : +44 (0) 7500.427.347	
2 Leman Street, London, E1 8FA	
<u>www.fronteo.com/usa</u>	

<u>Company Description</u>

Founded in 2003 (originally known as UBIC), FRONTEO is a publicly traded global technology and services company specialising in Big Data, Artificial Intelligence, Information Governance, Managed Review, and Litigation Consulting for the eDisclosure/eDiscovery market.

FRONTEO serves the largest law firms and multi-national companies in the world across all phases of the eDisclosure/eDiscovery process including collections, processing, forensic investigation, hosted review, and production.

FRONTEO provides robust English language services along with advanced specialisation in Chinese, Japanese and Korean (CJK) languages. Driven by FRONTEO's unique AI technology KIBIT™, companies are able to proactively and predictively assess fraud, data leakage and pre-crime events alongside the eDisclosure/eDiscovery lifecycle and gain a deep understanding of their data. FRONTEO is also a Relativity Best in Service Orange partner. For more information visit <u>www.fronteo.com/usa</u> .

<u>Vendor Offerings</u>

eDisclosure / eDiscovery Consulting - Helping clients build a defensible eDisclosure/eDiscovery plan leveraging the right technology, process and resources.

eDisclosure / eDiscovery Services - End-to-end capabilities including: forensic collection, preservation & legal hold, processing, managed review & staffing, secure hosting, production, and managed services.

Forensics - The FRONTEO global forensic team is capable of responding quickly to collect and preserve digital evidence, using proven industry-standard procedures and tools.

Managed Review & Staffing - Leveraging our global network of review centers, FRONTEO can provide document review and staffing services in an outsourced model with flexible pricing.

Project Management - Reliable and experienced attorneys, paralegals and litigation support professionals manage all projects for our clients.

Managed Services - A single source to manage your eDisclosure/eDiscovery needs that are flexible, outsourced and have extensive technology and resources that support each case or multiple matters.

Platforms - FRONTEO partners with leading providers such as Relativity, Nuix, Viewpoint and others to ensure the right technology is matched to our clients' specific needs in addition to FRONTEO's own solution called Lit i View which provided end-to-end eDisclosure/eDiscovery support.

Business Intelligence - FRONTEO TRUST Business Intelligence Portal is an industry-leading customizable self-serve application to help clients manage project details, spend and other analytics

Artificial Intelligence - Powered by our KIBIT™ engine, clients have the opportunity to experience AI technology and applications designed for legal, healthcare, marketing and retail.

8.1.41 <u>FTI Technology (A practice of FTI Consulting)</u>

Matthew Madrigale (Director)	
matthew.madrigale@fticonsulting.com	
D: +44 (0) 20 3727 1331	
M : +44 (0) 7912 552 593	
200 Aldersgate, Aldersgate Street, London, EC1A 4HD	
www.ftitechnology.co.uk	

<u>Company Description</u>

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 4,600 employees located in 29 countries as of January 2016, 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 solves data-related business challenges, with expertise in legal and regulatory matters. As data grows in size and complexity, we help organisations better govern, secure, find, analyse and rapidly make sense of information. Innovative technology, expert services and tenacious problem solving provide our global clients with defensible and repeatable solutions. Organisations rely on us to root out fraud, maintain regulatory compliance, reduce legal and IT costs, protect sensitive materials, quickly find facts and harness organisational data to create business value.

More information is available at www.ftitechnology.co.uk.

<u>Vendor Offerings</u>

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. In February 2016, the UK courts gave first judicial approval for the use of predictive coding in e-disclosure. This landmark decision could impact e-

disclosure costs and proportionality arguments and increase the willingness of legal teams to use predictive coding in document reviews as part of a wide range of disputes and investigations.

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. We offer a comprehensive managed review service from our site in Moorgate, centrally located in London.

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.

8.1.42 Grant Thornton UK LLP

Paul Wilson	
paul.r.wilson@uk.gt.com, +44 (0) 20 7 865 2719	Grant Thornton An instinct for growth™
30 Finsbury Square | London | EC2P 2YU	
www.grant-thornton.co.uk	

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 42,000 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 4,500 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 eDiscovery Platform (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.

8.1.43 Guidance Software

Unknown	
Thames Central, 5ᵗʰ Floor, Hatfield Road, Slough, Berkshire SL1 1QE	
www.guidancesoftware.com	

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.

8.1.44 Hayes Warren

Jean Seevaraj	
jean@hayeswarren.com | +44 (0) 20 3667 3321	**Hayes Warren**
City Coast Centre, North Street, Portslade, BN41 1DG	Life's too short for long stories
www.hayeswarren.com	

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.

8.1.45 IBM United Kingdom Limited

Gregory Campbell (Information Lifecycle Governance and eDiscovery Legal Consultant)	
GCampbell@uk.ibm.com	+44 (0) 7342 070491	
IBM South Bank, 76 - 78 Upper Ground, South Bank, London SE1 9PZ	
www.ibm.com	

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.

IBM and the IBM logo are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide.

8.1.46 iCONECT Development LLC (US)

Cathy Monaghan	
cmonaghan@iconect.com | +1 519 645 1663 sales@iconect.com | +1 855 915-8888	
649 Mission Street, 5th floor, San Francisco, CA 94105	
www.iconect.com	

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).

8.1.47 IDS-Legal (India)

Partap K. Aggarwal (Managing Director) partap@idsil.com +91 172 505 3601 602	
Meena Sandhu (Business Head) meena.s@idsil.com +91 172 502 0855	
C-138, Phase VIII, Industrial Area, Mohali-160059, Punjab, India www.ids-legal.com/ www.idsil.com	

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 service portfolio includes:

- **eDiscovery Services**

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

  - **EDD:** Dedicated team of experienced engineers trained on Law PreDiscovery, Nuix, Relativity, IPRO, iCONECT and other industry standard software who will remotely work on your servers, following your workflow to process data with complete security and confidentiality.

  - **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

- Load file creation for direct load into your hosting software

- *Paralegal Support Services***:** IDS-Legal has a specialized team of attorneys which provide paralegals support services case intake and document management, medical team services, settlements and pleadings, discovery and pre-trial and trial support. We have worked on cases ranging from personal injury, medical malpractice and negligence, worker's compensation, social security disability and others.

- *Document Management Services* with multi-lingua capabilities (Arabic, French, Dutch, Asian languages), OCR (including English and 150+ foreign languages), image bates capturing and stamping, image conversion and renaming, redaction, hyperlinking and data entry.

8.1.48 i-Lit Limited & i-Lit Paralegals Ltd

Mike Taylor (Managing Director)	
MTaylor@i-lit.co.uk, 01748 810221	
Rushwood House, Richmond, North Yorks, DL10 6BG	
www.i-lit.co.uk	

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

Mike Taylor (Managing Director)	
MTaylor@i-litparalegals.co.uk, 01748 810221	
Rushwood House, Richmond, North Yorks, DL10 6BG	
www.i-litparalegals.co.uk	

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	

8.1.49 Innovative Development LLC

Paul Jones (UK) paul.jones@id-llc.com | +44 (0) 20 3608 1275 Steven Rodi, (USA) steven.rodi@id-llc.com | +1 215 230-4130 5 New Street Square, London, EC4A 3TW. www.idediscovery.com	

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

8.1.50 Integreon

Jeff Davis	
jeff.davis@integreon.com | +44 (0) 20 7855 6020	**Integreon**
100 Leman Street, London, E1 8EU	Insightful Outsourcing. *Remarkable* Results.
www.integreon.com	

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

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:

- **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.

  o **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.

- o **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.

- **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.

- **Data Reduction and ECA**: Integreon's process integrates early case assessment (ECA) with data processing to help clients reduce data volumes and 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 with burst capacity and rapid scaling through the company's advanced co-location processing facilities. We can rapidly reduce vast volumes of data and expedite the movement of relevant data into the review phase.

- **Digital Forensics:** Integreon also has an experienced digital forensics team to handle 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. Our capabilities include cost-efficient options for remote data gathering.

- Integreon's collection experts also specialise 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 will 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.

8.1.51 Intelligent Voice

Nigel Cannings	
nigel.cannings@intelligentvoice.com	+ 44 (0) 20 3627 2670	
St Clare House, 30-33 Minories, London EC3N 1BP	
5th Floor, 555 Madison Avenue, New York, NY 10022	
www.intelligentvoice.com	

Company Description

Intelligent Voice Limited is a global leader in the development of proactive compliance and eDiscovery technology solutions for voice, video and other media. Intelligent Voice® turns your company and your client's calls, email and IM into smart data, using a powerful Machine Learning Engine and the fastest Speech to Text Engine commercially available. Featuring biometric speaker identification, custom language and acoustic modelling and on-premise/in-cloud integration to provide you with the best analytic and ESI tool available on the market.

Intelligent Voice's 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. The company is headquartered in the United Kingdom, and has been providing market leading solutions since the infancy of Optical Character Recognition in the early 1990s.

Fundamental to the success of the company, the patent-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.

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® GPU cards, whether server or cloud based. Intelligent Voice is not just a speech to text engine, but a highly modular, API-driven, audio / video 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

→ IV Note; an automatically generated email containing the speaker separated transcript text within the body of the email and/or the original audio 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.

Intelligent Voice® for eDiscovery & IV Note have been designed by a team that have personally had to perform audio review, so the toolset is easy to use and intuitive, based on their first-hand experience and insight. 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 (8.2.38) in the Software Section for more details.

8.1.52 Inventus

Samantha Mather	
smather@uk.inventus.com | +44 (0) 20 7078 3471	
120 Moorgate, London, EC2M 6UR	
www.uk.inventus.com	

Company Description

Inventus 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 Inventus, 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, Inventus 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

Inventus has built a global 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 Inventus 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 eDiscovery Platform
- Recommind
- Ringtail
- Inview
- Documatrix

8.1.53 IT Group UK Ltd

Jason Coyne, Partner
George Jennings, Head of Digital Forensics
jason.coyne@itgroup-uk.com	+44 (0) 845 226 0331
george.jennings@itgroup-uk.com
Head Office : Unit 5 Lockside Office Park, Lockside Road, Riversway, Preston, PR2 2YS
London : 1 Fetter Lane, London, EC4A 1BR
www.itgroup-uk.com

Company Description

IT Group is a leading provider of expert witnesses in IT disputes, IT consultancy, digital forensics and e-Disclosure.

We've worked with some of the largest insurers and law firms globally and our staff and Partners represent many decades of expertise in areas such as Manufacturing, Construction, Retail, Banking, Healthcare, Local and Central Government.

IT Group is spearheaded by Tony Sykes and Jason Coyne, both of whom have over 25 years of experience giving evidence in the High Court (TCC), Magistrates, Crown and County Courts, in connection with company litigation and forensic investigations as well as arbitrations and mediations worldwide.

Our experts are often instructed to provide CPR Part 35 compliant expert reports in civil disputes, including several of the ground-breaking cases that have defined technological disputes over recent years.

We pride ourselves on providing practical support, assistance and advice: an outlook that is a hallmark of our attitude to our work.

History

IT Group was founded in 2004 and at that time its main focus was 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 criminal.

Why IT Group?

As expert witnesses with expertise in software and digital forensics, IT Group combines technical knowledge with an understanding of the litigation process.

Our team of forensic specialists, including ex police-personnel, has in-depth knowledge of data structures and complex files types to complement our range of forensic analysis tools.

We utilise the latest industry software, hardware and techniques to assist with e-Disclosure obligations at any stage of the litigation process, offering a swift identification and forensically reliable collection of data for review.

Governance and Business Excellence

IT Group is accredited to the ISO 9001:2008 Quality Management Standard which means we operate and maintain a documented management process and we are externally audited annually.

IT Group is also accredited to the exacting ISO 27001:2013 Information Security Standard which means we operate, maintain and commit to continually improving our information security management system within IT Group. This includes a requirement for ongoing assessment and treatment of information security risks tailored to the needs of our business.

Given that our business focuses on IT forensics, data recovery and processing, the ISO 27001 accreditation is at the heart of our ethos and commitment to the highest standards.

Vendor Offerings

IT Group offers a fast, powerful web based e-Disclosure service based on Intella Connect. This service simplifies the investigation, review and disclosure of electronic documents.

Our practical solution for e-Disclosure is priced to match all budgets, catering for 'everyday' cases as well as larger data volumes.

e-Disclosure Consultancy

We offer a fully project managed e-Disclosure service from data collection to exchange with third parties and management and maintenance of the review platform and review process.

Our e-Disclosure exchange service is delivered in accordance with industry best practices and accompanied by a witness statement ensuring that those using our service maintain a defensible position. We can interface directly with legal advisors, clients or technical teams as required to ensure that everything is as efficient and convenient as possible.

We offer support in all matters relating to:

- Document collection in employment disputes
- Corporate litigation
- IPR disputes (software litigation)
- Loss/theft of trade secrets or confidential information
- Password encrypted document unlocking
- Email sender and content provenance
- Mobile phone and tablet content
- Cloud based storage

Standardised Early Case Assessment

Many clients are put off by the perceived additional cost and added complication of data collection and e-Disclosure and will revert to a print and review exercise which, in the end can work out to be more costly and time consuming.

IT Group offer an *Early Case Assessment Service* that eliminates the risk of unnecessary costs in relation to document review. Our assessment includes 5 simple steps that will help you make an informed choice about whether to opt for print or electronic review.

1. The client collects the documents in their native (Email, Word, Excel or PDF etc.) formats and sends to IT Group on a portable storage device;

2. IT Group runs virus checks, removes any files that were not generated by users and loads and indexes the documents onto our review platform Intella Connect;

3. Using Intella Connect, IT Group runs the agreed search terms, custodians, data ranges etc. and removes duplicate responses. A report is then produced which provides information including the number of responses to each search term and a breakdown of the documents found;

4. The client then makes a choice to either print the matching documents for review or remain on the Intella Connect platform for further searching, document review, redactions and potential disclosure;

    a. If the client opts to print, IT Group provides a print file with an index at a cost of £1 per matching document; or

    b. If the client chooses to remain with Intella Connect, no charges are made for the work done to date and our quote will be based on our standard rate card for the ongoing review.

Forensic Data Extraction and Collection

Our e-Disclosure consultants are forensically trained and we have a number of additional services for the forensic extraction of content from workstations, laptops, servers, mobile devices and other storage media should you require it. We can also retrieve and restore deleted material including emails, documents and evidence of computer usage even if it has been corrupted or damaged by viruses.

If forensic extraction is not required and the client's IT team wishes to carry out its own data extraction or initial searches, then we can facilitate this with a range of tools designed to assist without losing or altering data.

Hosted Search and Review Platform

Our service utilises Intella Connect which is fast, simple and accessible via your web-browser, and all data is stored on our UK-based servers. There is no setup or software to load, it is simply a case of using your internet browser via a secure HTTPS connection protected by two factor authentication. We provide one-to-one training via a screen-share to get users up and running quickly. With no requirement to load 'client' software onto the reviewers' PCs, this 'zero client' method allows the platform to be used from any PC with a web browser from any location, minimising time and costs for setup and enabling the involvement of clients, barristers and other experts as required.

Data Reduction

Using multiple search facets, IT Group can slice, dice and cull data. Culling data early in the process is often the most effective method to keep review costs down.
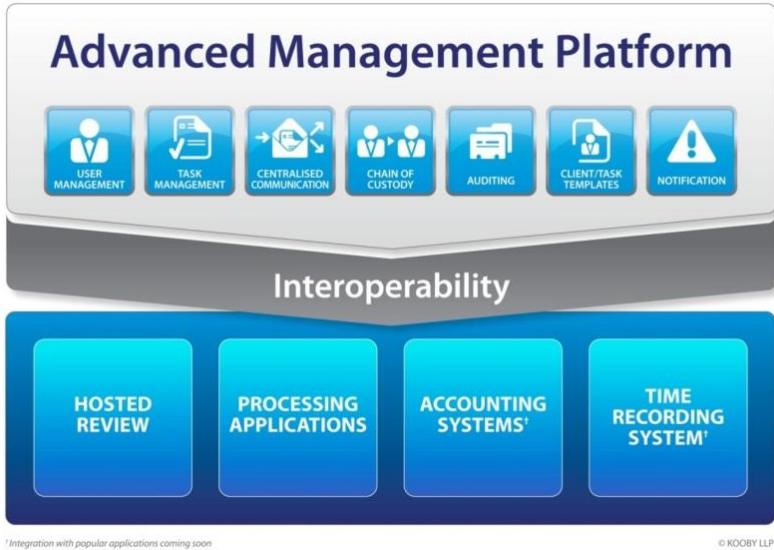
Document OCR

As a result of the development of our forensic investigations division, we have a huge amount of computing 'horsepower' at our disposal. This means that tasks such as high volume indexing and the OCRing of vast amounts of documents is well within our capacity.

8.1.54 <u>kCura</u>

The kCura Sales Team	
<u>sales@kcura.com</u> +1 312 263 1177 ext. 4 | +44 (0) 20 7153 1132	
231 South LaSalle Street, 8th Floor, Chicago, IL 60604	
46 New Broad Street, Liverpool Street, London, EC2M 1JH	
<u>http://kcura.com/relativity/</u>	

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, 71 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, including Early Case Assessment (ECA) and investigation. It enables case teams to handle the largest, most complex projects using flexible, customisable workflows and powerful searching and visualisations capabilities—all in a highly scalable environment. The Relativity Ecosystem — comprised of more than 50 applications and integrations — 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. RelativityOne is a SaaS product built on Microsoft Azure that can work independently or as a hybrid solution with your on-premises instance.

Learn how organizations around the globe are using Relativity here.

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

8.1.55 KOOBY

KOOBY	
info@kooby.co.uk	0800 567 7979	
Providence House, Providence Place, London, N1 0NT	
www.kooby.co.uk	

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 eDiscovery Platform).
- 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.

8.1.56 KPMG LLP

Darren Pauling (Managing Director) Mark Cordy (Director)	
Darren.Pauling@kpmg.co.uk | +44 20 7694 5565 Mark.Cordy@kpmg.co.uk　　 | +44 20 7311 2376	**KPMG**
15 Canada Square, London, E14 5GL	
https://home.kpmg.com/uk/en/home/services/advisory/risk-consulting/forensic-landing/forensic-technology-services.html	

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.

KPMG has a global reach with local expertise. Over 500 staff in 37 jurisdictions and 14 data centres globally.

Vendor Offerings

Forensic Investigation and Expert Witness Services

- We bring together data collection, evidence handling, processing, analysis, reporting and testimony to corporate, legal and government organisations. We can investigate breaches of information security policy, IT asset misuse or hacking activities and are experienced at capturing and analysing data from a wide range of electronic devices, media and sources including desktop and laptop computers, servers, backup tapes, mobile devices and telephony systems.

- The team attend court to provide testimony regularly in support of wider investigations including acting as Expert Witness. In addition to oral testimony we provide expert reports and witness statements for court in civil litigation and criminal matters.

eDiscovery – Regulatory and Litigation Management

The burden of regulation, litigation and investigations is huge and it shows no sign of getting any smaller, we can assist you by providing:

- A full end-to-end eDiscovery technology platform, including collection, processing and hosting of all data types, including email, edoc, chat, social media, audio, risk and trade data.

- Established eDiscovery workflows and optimised processes.

- Standardised and consistent dashboards and reporting, configured to suit the relevant stakeholders.

- Access to new technology and workflows (TAR, machine learning, Brainspace) through KPMG strategic relationships.

Data Separation and Remediation

- The data remediation service enables companies to identify, map and remediate large volumes of key unstructured data (Email, Word, PDF etc.) and structured data (database driven applications such as SAP, Salesforce etc.) throughout their infrastructure.

- The service is deployed in an auditable and risk-adverse manner, whilst ensuring minimal impact on business activities.

- Remediation can take many forms depending on the companies' requirements, including removal, transfer, duplication and / or forensic deletion of data.

- Demand stems from regulatory requirements, legal mandate, M&A / Divestment activity or fit for sale preparation.

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8.1.57 KrolLDiscovery UK

Chris Chapman, Legal Technologies Manager +44 (0) 20 7549 9648 chris.chapman@krollontrack.com Nexus, 25 Farringdon Street, London, EC4A 4AB http://www.ediscovery.com/uk http://www.krolldiscovery.co.uk	

COMPANY DESCRIPTION

KrolLDiscovery, formed from the merger of Kroll Ontrack Legal Technologies and LDiscovery, provides technology-enabled services and software to help law firms, corporations, government agencies and individuals solve complex data challenges. The company is a global leader in delivering best-in-class eDiscovery, information governance and data recovery solutions to support the litigation, regulatory compliance, internal investigation and data recovery and management needs of our clients. Serving clients for over 30 years, KrolLDiscovery offers data collection and forensic investigation, early case assessment, electronic discovery and data processing, application software and data hosting for web-based document reviews, and managed document review services.

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. We are an Orange-level Relativity Best in Service Partner, a Relativity Premium Hosting Partner, and we maintain ISO/IEC 27001 certified data centres with state-of-the-art technology and security.

KrolLDiscovery operates in over 43 locations in 19 countries around the world and continues to expand rapidly. With more than 1,300 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. We pride ourselves on being "around the globe and across the street", ensuring that our worldwide technological expertise is tailored locally to clients whatever their size and requirement. 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. These capabilities are enhanced 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 eDirect 365, an end-to-end cloud-hosted eDiscovery solution, as well as Relativity and Nuix processing and review capabilities. As a Relativity Best in Service Partner, our Relativity offering includes developments unique and proprietary to KrolLDiscovery such as our award-winning nearline hosting capabilities, Communication Insight, and in 2017 our industry-leading Predictive Coding technology. In a recent case we used ECA and Predictive Coding in EDR to reduce defensibly an initial review set from 1,235,498 to just 36,776 documents requiring manual review.

Managed Review Services: KrolLDiscovery'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 holds seats for 90+ reviewers, with an additional 25+ seat document review centre in Böblingen, Germany. In 2017 we are excited to open an additional 50+ seat review centre in Katowice, Poland offering responsive, multilingual review from qualified lawyers at exceptionally cost-effective rates.

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.

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: KrolLDiscovery'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: KrolLDiscovery 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. We utilise all of the industry standard forensic platforms as well as having the capability to produce bespoke forensic solutions. Both remote and global on-site assistance are possible depending on technical requirements. In 2016, our EMEA team alone carried out collections in 21 countries. Our computer forensics team work closely with other areas of the business including our eDiscovery 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.

8.1.59 LDM Global

Jeff Gosling	
jgosling@ldmglobal.com | +44 (0) 203 463 8444	
11 Old Queen St., London, SW1H 9JA	
www.ldmglobal.com	

Company Description

At LDM Global, our mission is "To deliver quality solutions that add value to our clients' businesses." We aim to be the technology consultancy that tips the playing field in favour of mid-tier law firms and corporations worldwide.

LDM Global's personalised disclosure solutions are customised to the needs of your firm or company and your specific matter. We offer eDisclosure consultancy, including services in collections, processing, hosted review and productions, computer forensics and insolvency. We also offer managed services plans to help you mitigate risk and benefit from high-value eDisclosure without the costly infrastructure. Four uniques set us apart:

- **Global Partner with a Local Touch to Mid-Tier:** We've worked in 40 countries, have data centres in four: the U.K., U.S., Australia and the Cayman Islands, and have a global network of trusted partners. In addition, understanding our mid-tier clients' capabilities and resources sets us apart.
- **Competitive Advantage Through an In-house Consultancy Team, Outside:** Our expert eDiscovery and computer forensics consultants allow you to do more with less and compete with firms twice your size. Gain a competitive advantage by adding us to your team for litigation support without the investment of a costly in-house team.
- **Proportionate and Predictable Costs:** LDM Global offers solutions to suit a broader range of matters, including smaller matters with fixed fees. We also offer guarantees to ensure your engagement with us is worthwhile. A free, 1-hour project scoping call with a consultant helps you understand costs for realistic budgeting.
- **Insolvency & Offshore Specialisation:** Our insolvency experts help to unravel the mysteries of insolvent entities by leveraging technology to build chronologies of events, perform tracing exercises and uncover whether there was fraud through investigations using bank statements to follow the money, etc.

Vendor Offerings

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

- Consultation for Identification of Data
- Data Collections and Forensic Services
- Electronic Disclosure & Data Processing
- Early Case Assessment
- Hosted Document Review
- Offshore Review
- Legal Copy & Imaging Services
- International Project Management & Coordination

- Managed Services

- Insolvency Services

While being first to market with Relativity, we also offer Viewpoint, a technology platform providing an all-in-one-tool, 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.

8.1.60 Legastat

Paul Fox – Sales Director	
paul.fox@legastat.co.uk | 07887 408521 | 020 7492 6510	
57 Carey Street, London, WC2A 2JB	
www.legastat.co.uk	

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 27001:2013 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, underpinned by expert project management and technical assistance.

In 2016 Legastat became the UK's first Recommind/OpenText Axcelerate 5 Cloud partner in the UK eDisclosure market greatly enhancing our capability and review capabilities, incorporating class leading predictive coding and intelligent data analytics to our all-round service.

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 Axcelerate 5, Nuix, CaseLogistix, cicayda, Case Notebook, Concordance, Equivio, LAW, KOFAX and IPRO.

8.1.61 Lighthouse eDiscovery

Russ Geraghty – Business Development Manager	
rgeraghty@lhediscovery.com | +44 (0) 20 3705 9983	
85 Gresham St, London UK, EC2V 7NQ	
https://www.lhediscovery.com	

Company Description

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 85 Gresham St 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.

Vendor Offerings

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.

8.1.62 LINEAL

Douglas McQuaid	
dm@linealservices.com | +44 (0) 20 7940 4799	LINEAL
125 Finsbury Pavement, London EC2A 1NQ	
www.linealservices.com	

Company Description

Lineal works in partnership with our clients to deliver flexible eDiscovery and litigation support solutions.

Our comprehensive range of services includes digital forensics, eDisclosure and managed services. We bring in-house technical and legal expertise together with market leading technology to help our clients increase efficiency, cost-effectiveness and agility.

At Lineal, we focus on:

1. combining 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.

2. superior project management to deliver consistent and predictable outcomes.

3. flexibility and scalability to ensure adequate and timely resources for any project, anywhere in the world.

4. operating one of the most advanced Legal Document Services facilities in the industry to enable rapid turnarounds and high quality delivery.

Vendor Offerings

Lineal delivers specialist litigation support services to law firms, in-house counsel, enterprises and government agencies. Our services include:

eDiscovery

Lineal offers a full suite of services across the EDRM (Electronic Discovery Reference Model) supported by the best technical and project management staff in the industry. We have particular expertise in multi-jurisdictional and cross-border matters, ensuring that local data privacy laws and regulations are followed. Processing within Relativity enables us to offer Early Case Assessment and Investigation, putting you in control of your data at the earliest opportunity.

Information governance

Lineal blends expertise and technology to identify, understand and manage risk. We implement programs and workflows to guarantee that vital information is managed securely, efficiently and in accordance with the law. We have also developed profiles for various high-risk behaviours and correspondence and can identify compliance breaches before the regulators do.

Digital Forensics

Lineal offers comprehensive, targeted and remote data collection services using the most versatile and powerful software and technology to undertake digital investigations, data restoration and remediation. From our ISO27001:2013 certified forensics laboratory we ensure the highest levels of data security and work to a fully defensible standard.

Document Review

Combining the latest technology with consulting and project management, we deliver an efficient managed document review service. This means our clients enjoy a 'get it right first time' rapid review process that reduces their costs.

Managed Services

Lineal's managed services offer a flexible and tailored approach to match our clients' needs. Consolidating and delivering eDisclosure, Litigation Support Services, Information Technology and Infrastructure, our focus is always on efficiency and effectiveness.

Legal Document Services

From our purpose built, legal document services production department, we provide a 24/7 service in order to deliver full and timely support. Our significant capacity helps accommodate the shortest of short lead times. We have a dedicated Quality Control workflow, separate scanning stations, and provide disaster recovery services for Magic and Silver Circle law firms.

8.1.63 LitSavant Ltd

Mark Dingle (Managing Director)	
mark.dingle@litsavant.com | +44 (0)20 8923 4333	
70 Leyton Park Rd London E10 5RL	
www.litsavant.com	

Company Description

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.

Vendor Offerings

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.

8.1.64 London Legal Discovery

Terry Chesney (Director)	
terry.chesney@london-legal.co.uk	
Birchin Court, 20 Birchin Lane, London EC3V 9DU	
www.london-legal.co.uk	

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

8.1.65 Maas Consulting Group

Jonathan Maas	
jonathan@maasconsultinggroup.com | +44 (0)7957 140130,	
19 Park Road, Burgess Hill, West Sussex, UK, RH15 8EU	
www.maasconsultinggroup.com	

Company Description

The Maas Consulting Group was formed in 2016 and is led by Jonathan Maas. Over the past 35 years he has developed significant expertise in:

- Managing electronic and hard copy data in a legal context, whether in the course of litigation during discovery/disclosure, regulatory or internal investigations, due diligence or any other situation where records need to be identified, collected, managed, assimilated and produced; and
- Selecting, implementing and deploying technology to help lawyers work even more smartly in the modern world.

We specialise in working with lawyers, IT people and suppliers, negotiating, delivering cost-effective solutions, writing, speaking, listening, hearing, attention to detail, humour, determination, tact and diplomacy, change management, encouraging the best out of people, removing problems, team work, business integration and getting things done.

Vendor Offerings

The Maas Consulting Group's expertise translates into any number of propositions for different organisations. Examples include (but are not limited to):-

- Full coverage of all aspects of the Electronic Discovery Reference Model (EDRM)

- Change management

- Service provider selection and/or management

- Establishing internal discovery teams

- Streamlining existing discovery workflows

- Identifying savings in external litigation spend

- Litigation/discovery project management

- Electronic Documents Questionnaire (Form N264) guidance

- Business integration

- Precedent H guidance

- TeCSA/SCL/TECBAR eDisclosure Protocol guidance

- Early data assessment

- Civil Procedure Rules awareness training

- Case Management Conference preparation

- eDiscovery/eDisclosure strategy/response

- Document reviews

- User and requirements specifications for new software development

- Project management of new software implementation

- Software assessment (time recording systems, know-how systems, DMS, etc.)

- Trial preparation

- Impact of the EU's General Data Protection Regulation (GDPR)

- Insights into UK and European markets

- Project management

- Introduction to relevant legal procedure and the drivers behind litigation

- Assistance with presentations to legal audiences

- Leading market-facing roundtables

- Drafting joint white papers and/or webinars

- Guidance developing user interfaces and/or user manuals

- Functionality roadmaps

- Market awareness

- Internal corporate presentations on the state of the legal IT market

Contact us to find out how we can help. In the unlikely event that we can't, it's most likely we'll know someone who can.

8.1.66 <u>MD5 Limited</u>

Michael Woodhouse (BD Manager)	
michael.woodhouse@md5.uk.com +44 (0) 20 7698 2720	
25 Southampton Buildings London, WC2A 1AL	
www.md5.uk.com	

<u>Company Description</u>

MD5 Ltd offer professional services including eDisclosure \ eForensics, data collections, the digital forensic examination of computer, mobile phone and other digital storage devices and the investigation of social media and web-hosted data. MD5 Ltd also offer Cyber Security services including Incident Response and Intrusion Analysis.

MD5 Ltd support lawyers engaged across the spectrum of commercial litigation, regulatory and criminal defence cases.

Our office is in West Yorkshire but our staff can be deployed Nationwide within hours.

<u>Litigation Support Services</u>

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.

MD5 Ltd have invested heavily to become UK leaders in chip removal examinations, meaning we are able to recover more data from damaged and passcode protected and even encrypted handsets than other providers. Data obtained from Mobile Devices can be incorporated into an eDisclosure exercise.

Cyber Security

MD5 Ltd offer Cyber Security services where our experts can collect, preserve and analyse data from a network or individual devices in order to establish the facts behind an intrusion.

Our experts can detect the extent of an incident by utilising Malware and advanced analysis techniques. We are equipped to manage Cyber incidents and guide clients through the investigations life-cycle as well as consult on corrective and remedial projects.

8.1.67 Media Discovery

Nicholas Tomkinson-Hill	
nick@media-discovery.com 01889 503100	
Church Croft house, Station Road, Rugeley, Staffordshire, WS15 2HE	
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.

8.1.68 Media Resources

Nicholas Tomkinson-Hill	
nick@media-resources.co.uk | 01889 503100	
Church Croft house, Station Road, Rugeley, Staffordshire, WS15 2HE	
www.media-resources.co.uk	

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.

8.1.69 Millnet Limited

Costa Kypre	
costa.kypre@millnet.co.uk | +44 (0) 20 7422 8825	
6-7 Princes Court, 11 Wapping Lane, London, E1W 2DA	
www.millnet.co.uk	

Company Description

Millnet, an Advanced Discovery company, is the largest and longest established UK based eDiscovery and legal document services firm. As part of Advanced Discovery and its global family of companies, Millnet extends its reach with full international coverage across Europe, the Middle East and US.

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.

Incorporated in 1996, Millnet has vast experience working on international eDiscovery matters and providing end to end services. The company employs leading professionals in the industry, applies defensible workflows and provides proprietary and industry-proven technology across all phases of the eDiscovery life cycle.

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.

Locations

- HQ: Washington, DC

- Global HQ: London, UK

- 6 Dedicated Document Review Facilities: Chicago, Detroit, Los Angeles, New York City, Washington (DC), and London (UK)

- 3 Primary Data Centers: Kansas City, Washington (DC), and London (UK)

- Additional client services include: Legal staffing solutions for contract and permanent employment and paper discovery and digital print.

Clients

- 80% of the Am Law 100 firms; currently working with 6 of Top 10

- Top 100 clients worldwide: corporate (40%); law firms (60%); 3,800 active users generating 550 TB of data under management and 480 MM documents under review

- Nearly 90% of our clients hire us for multiple engagements.

Security

- 2 SOC 2 Type II certified and secured data centers (Kansas City and Washington, D.C.)

- All non-U.S. client data managed in an ISO 27001 secured data center (London)

Team

- 335 employees

- Over 100 Relativity Experts, including 6 Relativity Masters – more than any other eDiscovery company worldwide

- Dedicated Software and Applications team for proprietary, patent-pending solutions development

- Expert advisors available for on-site, custom CLE programs and education seminars.

Vendor Offerings

Expert Guidance

- Dedicated team that stays with your project until complete

- Save time and expense before, during and after litigation

Information Governance

- Policies and processes for retention, preservation, search, review and destruction of ESI

- Litigation and compliance readiness

Forensics and Defensible Collection

- Physical or logical forensic imaging

- Targeted, remote collection

- Mobile device and social media source collection

- Forensic recovery and analysis

Processing and Hosting

- Data culling using analytics, de-NISTing, domain filtering, de-duplication and other data reduction methodologies

- Data hosting in highly secure and reliable hosting environments

ECA, Analytics and Reporting

- Use of data analytics for improved case strategy decisions and better preparation for the Meet and Confer

- Reduce volumes, accelerate review and lower costs

Document Review

- Review planning and workflow design,

- Identification of qualified attorney reviewers

- Staging an online review environment

- Managing and performing the review

- Metrics tracking and quality control oversight

Production

- Native, imaged, paper, hybrid

- SEC, DOJ, or other government agencies

Information Governance

- Policies and processes for retention, preservation, search, review and destruction of ESI

- Litigation and compliance readiness

See over for Millnet's certifications:

Millnet Credentials

8.1.70 <u>Milyli (US)</u>

Steve Ankenbrandt, CEO	
<u>steve@milyli.com</u> | +1 (312)226-3698	
415 N Sangamon St., Chicago, IL 60657	
<u>www.milyli.com</u>	

<u>Company Description</u>

Milyli – which stands for "Make it like you like it" – is an eDiscovery software development firm with over eight years' experience providing eDiscovery solutions to leading law firms, service providers, government organizations, and corporations. Founded in 2008, we were the first software firm to develop on top of kCura's Relativity platform, making us the experts in Relativity customizations and integrations. This experience has allowed us to gather real-world insight about what eDiscovery professionals need to make the review process go smoothly. With that insight, we've developed a suite of ready-to-install eDiscovery applications that address common pain points in the review process, like tedious manual redaction workflows, and ensure the most accurate and cost-effective review.

We've also built scores of custom Relativity solutions to 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. We have seen it all, built it all, and can take on any project you can dream up to make Relativity work for you.

<u>Vendor Offerings</u>

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 intuitive solutions to those problems. Our Relativity product suite includes:

- <u>Blackout:</u> Blackout is an automated redaction application for Relativity that eliminates the time and cost associated with tedious manual redaction. Automatically redact words, phrases, and patterns (such as emails, credit card numbers, SSNs, and other PII), saving reviewers' time for QC and ensuring the highest quality review at a lower cost.

- <u>Broadcast:</u> Broadcast is a Relativity reporting tool that creates dynamic client-level dashboards to display case and matter management data – like billing statistics or reviewer progress information – giving clients on-demand access to the data they need without ever leaving Relativity.

- <u>Delegate:</u> Delegate is a Relativity application that enables hosting providers to delegate certain admin privileges to their clients without sacrificing security. Delegate empowers designated client admins to create, delete, and edit their own users, groups, workspaces, and matters while maintaining full security and auditing between clients.

- <u>Relay:</u> Relay is a Relativity application that cuts out the middleman when you need to import files into Relativity. Relay saves time and money by importing files from any SQL database 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 hosting 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.

8.1.71 <u>Nalanda Technology (Nalytics)</u>

Lorna Campbell, Marketing Manager	
lorna.campbell@nalytics.com	
+44 (0) 141 891 4769	
The Hub, 3 Earl Haig Road, Hillington Park, Glasgow, G52 4JU	
www.nalytics.com	

Company Description

Established in 2013, Nalytics from Nalanda Technology is a unique cloud software solution. Nalytics enables any individual, business user or organisation to easily and quickly search and analyse all their unstructured data, such as emails, spreadsheets, word documents or pdf files with significant cost savings through reduced overheads and management time.

Based and growing in Glasgow, Nalytics has staff working in the Netherlands, USA, England and Scotland. The founders have worked together in various organisations and start-up businesses over the last 30 years.

With the growth of Artificial Intelligence (AI) and Machine Learning (ML) across the legal sector, Nalytics is perfectly placed not only to support better more accurate decision making across a law firm, but can also save time and money, supporting lawyers in doing their job better.

Nalytics has the backing of a more than 25-year relationship with the OLM Group, whose experience in delivering technology solutions to the care sector brings a focus on forward-learning and people-centric analytics.

Without the complexity and costs of other solutions in the market today, Nalytics can be up and running in a law firm within 24 hours. Visit www.nalytics.com/legal to find out more.

Vendor Offerings

Nalytics is a discovery and analysis platform for use with unstructured data. Delivered as SaaS, Nalytics searches the inherent structure of documents and data content to enable fast, precise and accurate location of information. Clear results are returned within their context, allowing immediate review of relevance. Offerings include:

eDiscovery

Thorough case preparation is critical to any successful litigation. The discovery of relevant information is key to this. Nalytics facilitates Discovery by enabling both unlimited/forensic and precision searching of data pertaining to a case, including documents, emails, witness interview transcripts, and so on. Tagging helps to categorise information. A variety of visualisations enable data content to be easily and quickly digested including highlighting the identification of relationships between people, locations, organisations and other such entities.

Preserve

When an organisation decides to move from using one information store to another, such as changing case management system, EDMS or database, they are faced with the dilemma of what to do with their legacy data. Do they migrate it to their new system, continue to pay license and support to the incumbent vendor so that they are still able to access the legacy data, or do they simply do nothing and potentially lose this valuable trove of organisational memory? The migration option takes time and not insubstantial resources to achieve. It also has associated risk. Retaining licenses for the legacy system is perhaps an option, but again, is costly: license and maintenance costs, infrastructure, and ongoing administration, to name but a few considerations. Nalytics enables the creation of a secure, searchable,

static archive so that users can access legacy data without having to migrate it to their new system or retain licenses for their old system.

Contract Analysis

Much time is consumed in the review and analysis of contracts to, for example, identify key clauses and their content; understand obligations; identify non-standard content; identify key events, such as renewal dates; and determine what needs changed in line with an event such as a change in law. As well as taking a long time, these activities are tedious which can lead to mistakes and information being missed. Nalytics enables the review, search and analyse of contract content to speed up the review process, minimise omissions and reduce costs

Mergers & Acquisitions (Due Diligence)

Nalytics supports the investigation/audit of potential investments by facilitating the gathering and searching of information in relation to an organisation(s) and its key staff. Nalytics provides tools for discovery as well as search and facilitate easy visualisation of data to help understanding and decision-making

GDPR Support

Nalytics provides a range of tools to help support organisations manage their data in line with GDPR. In response to Subject Access Requests Nalytics facilitating searches for all of a person's 'personal data'. A redaction capability enables organisations to protect personal data so it is not incorrectly revealed.

8.1.72 Navigant Consulting

Alex Dunstan-Lee	
+44 (0) 20 7469 1192 | +44 (0) 7790 906650	
Alex.dunstan-lee@navigant.com	NAVIGANT
Woolgate Exchange, 5th Floor, 25 Basinghall Street, London, EC2V 5HA	
https://www.navigant.com/capabilities/solutions/technology-enablement	

GLOBAL LEGAL TECHNOLOGY SOLUTIONS

ADVANCED ANALYTICS | e-DISCOVERY | DIGITAL FORENSICS | INFORMATION SECURITY

NAVIGANT CLIENTS:
90% OF THE AMLAW 100
7 OF THE TOP 10 UK LAW FIRMS
COMPLEX INDUSTRIES:
CONSTRUCTION | ENERGY | FINANCIAL SERVICES
HEALTHCARE | LIFE SCIENCES

Navigant (NYSE: NCI) is a specialised, global professional 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 across many sectors, including 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.

Electronic Disclosure - Navigant delivers unique and powerful capabilities in the most critical phases of e-disclosure. Utilising industry-leading, intuitive, and user-friendly web-based interfaces we equip clients with the best tools so that they 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 whichever platform is being used. These tools can be hosted in our data centres in the US, EU, or Asia, as well as deployed on-premise behind the firewall.

Processing – Mindseye Discovery Platform, LAW, Nuix

Early Case Assessment – Brainspace, Mindseye Discovery Platform

Review – Relativity, Veritas eDiscovery Platform

Customised Relativity – Our offering of Relativity includes proprietary review windows for audio and chat room review. These are designed to maximise the efficiency of review teams when compared to many other implementations of Relativity.

Navigant is a Premium Hosting Partner of kCura's Relativity and currently hosts over 75 terabytes of data comprising over 500 million documents. We were awarded the Orange level "Best in Service" recognition for outstanding customer service, reliability and scalability and have certified personnel who have a solid understanding of the solution and its capabilities.

Advanced Analytics - Navigant's extensive experience with advanced analytical technologies have provided our clients with creative implementation strategies that help establish the facts of the case quickly and enhance the quality of review whilst lowering the

cost. Key analytical features include: email thread identification, topic clustering, near-duplicate detection and participant, file, and term analytics. Navigant embeds Early Case Assessment (ECA), predictive analytics and technology assisted review (TAR) functionality directly within our review environments. A predictive coding process that uses statistical validation can help demonstrate to the court and the opposition that the process is thorough and effective.

Brainspace - A powerful ECA and analytics tool that allows users to dig deep into their data sets from the time data is loaded throughout the lifetime of the project. Brainspace provides visualisation around conceptual clustering, data timelines, communication analysis and other metadata so that users can easily interrogate and quickly understand their large datasets.

Navigant Predict - Our own proprietary predictive coding tool that seamlessly integrates with Relativity and also acts as a standalone environment. Developed in-house and maintained by machine learning experts, has been used on a large variety of client projects to help prioritise and quickly find the relevant data. The platform uses statistical models for data mining and predictive coding, and is backed by experts who have successfully run defensible projects. The process can be performed iteratively, where results are repeatedly fed back into the system to further refine and enhance the effectiveness of the model. On one client engagement, Navigant Predict was able to reduce the number of documents requiring review by over 90%, thereby reducing cost significantly.

Structured Data Discovery - Navigant also deliver strategic business solutions for clients requiring in-depth analysis of large, disparate sets of financial, operational, and transactional data. Navigant 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. 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 expertise to bridge the gap between the key players. Navigant has a team of statisticians, data modellers and visualisation experts to help client get the best insights from the underlying data. For this purpose, Navigant uses visualisation tools such as Tableau and has capabilities to host real-time visualisations that can be accessed from mobiles, tablets, laptop and desktops.

Digital Forensics - Navigant's experts are skilled at interrogating a vast range of devices including complex enterprise networks, personal computers and mobile devices 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.

Information and Cyber Security – Navigant's Cyber Security services cover the full spectrum of cyber response, from proactive assessments and hardening of security defences to reactive breach investigations. We are a preferred forensic partner with most leading global cyber insurance companies with clients in banking, utility, retail and legal sectors and investigated over 200 breaches last year. This gives the team an in-depth perspective on cyber security matters which we leverage in our Cyber Intelligence 360 programme; akin to an MRI scan of an organisation's cyber security health. We can typically

be on site in any global location within 24 hours. We also leverage industry technology partnerships to deploy software across the affected network and begin the remote containment and analysis of an incident within hours of being notified.

8.1.73 Netmaster Solutions Ltd / CaseLines

David Jackson	
david.jackson@netmastersolutions.co.uk | +44 7827 999669	
Portland House, Bressenden Place, London SW1E 5RS	
www.caselines.co.uk	

Company Description

CaseLines delivers:

- Cost effective evidence bundling and electronic presentation of evidence (EPE)

- Secure, multi-party collaboration

- One-click streaming of video evidence

CaseLines delivers instant benefits to litigators, general counsel and clients. CaseLines simplifies bundle preparation and lowers cost. It allows counsel, judges, court staff and lawyers to work on the same set of documents at an early stage, and to do so securely and remotely. And it saves carbon – for one large client the saving is equivalent to 2,000 trees per month.

CaseLines

- is the market leading service for the preparation of legal bundles and electronic presentation in the courtroom.

- reduces the time and effort required to prepare legal bundles, eliminates the direct and indirect costs of paper and allows courtroom presentation of the bundles without the added cost of a courtroom operator.

- eliminates the need to pay for third party preparation of digital bundle files.

- provides a secure and easy-to-use cloud based service to collaboratively produce, present and review high quality professional legal bundles, from the office or any remote location.

CaseLines has been providing evidence bundling and courtroom presentation services for litigators since 2010. We now have unrivalled experience supporting litigators with cases of all possible sizes, from 100 page criminal cases to 100,000 page group litigation cases, with everything in between.

In 2014 CaseLines was chosen by the UK Supreme Court for a digital court trial, and we are now the recommended choice for UKSC cases.

In 2015 CaseLines was chosen by the UK Government to digitise all of the criminal courts in England and Wales. We now support over 70 courts, with over 500 new cases created each day.

In 2016, CaseLines developed two major firsts in the digital courtroom space – one-click video streaming, allowing body worn camera evidence to be stored and streamed to court – and language localisation, allowing the CaseLines service to be offered in 6 languages, with more planned.

Vendor Offerings

CaseLines is a secure web-based service that allows legal teams to collaborate on any legal content – mediation or trial bundles, deal bibles, contract packs etc. CaseLines gives the team online access to a secure shared workspace, without the hassle or cost of setting up a separate data room, which can be accessed from anywhere in the world. It saves the trouble and cost of regularly re-issuing pdf bundles every time the contents change or re-printing hard copy sets.

Key features include:

- Hosting of trial bundles and evidence documents with remote online access

- Automatic indexing and hyperlinking

- Dynamic hyperlinking of opening/closing submissions to bundle documents, or from witness statements to exhibits

- Private or shared annotations which 'stick' to the correct page in the bundle even when pages are added or moved around

- One-click streaming of audio and video evidence or recordings of the hearing

CaseLines is used by civil litigators, public law lawyers for child protection and adoption cases and by private and public prosecutors, including a wide range of criminal cases. Over 1,000 judges in the UK have been trained to use CaseLines.

Netmaster Solutions is certified to ISO 27001 for Information Security Management. Case data is stored in Tier 1 datacentres and uses encryption for data in transit and, optionally, at rest. CaseLines improves management of security over case files with audit trails showing who has accessed any case or document and when. The alternative, without CaseLines, is that users must rely on paper or sending documents by email. However, paper can be lost or misplaced, and has virtually no effective audit trail. Even sending documents (such as a pdf bundle) by email is far less secure than CaseLines, since documents are very commonly sent via unencrypted email, and there is no subsequent audit trail to allow enforcement of the security provisions.

8.1.74 Nuix Technology UK Ltd

Lee Meyrick, Director of Information Management	
lee.meyrick@nuix.com	+44 7771 685177	
Beaufort House, 15 St Botolph Street, London EC3A 7BB	
http://www.nuix.com/Enterprise-eDiscovery	

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.

8.1.75 Omnia Legal Software Limited

Sue Nash	
sue@omniasoftware.co.uk | +44 (0)1494 445739	
86 Easton Street, High Wycombe, HP11 1LT	
www.omniasoftware.co.uk	

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.

8.1.76 Omnis

Ben Gowers	omnis
bgowers@omnisglobal.com | +44 (0)7544 743666	Information Intelligence
City Pavilion, 33 Britton Street, London, EC1M 5UG	
www.omnisglobal.com	

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.

8.1.77 <u>OpenText Discovery</u>

Amie Rogers	
are@opentext.com | +44 20 3627 6092,	**RECOMMIND** is now **OPENTEXT**™
Princes Court, 7 Princes Street, 4th Floor, London, EC2R 8AQ	
www.recommind.com	

<u>Company Description</u>

OpenText enables the digital world, creating a better way for more than 100,000 organizations to work with information, on premises or in the cloud. As a global leader in Enterprise Information Management, our products enable businesses to grow faster, lower operational costs, and reduce information governance and security risks. For more information about OpenText (NASDAQ: OTEX; TSX: OTC), please visit: www.opentext.com.

<u>Vendor Offerings</u>

Axcelerate eDisclosure

Axcelerate is an end-to-end eDisclosure solution with integrated advanced analytics—including Predictive Coding (TAR)—available on-premise and in the cloud, with license and subscription options to meet the needs of any corporation or firm. Axcelerate's analytics are all developed in-house, producing rapid search results and a seamless user experience switching between different tools. In addition to keyword, phrase, and metadata filtering tools, Axcelerate includes integrated visualisations and communication mapping tools. Axcelerate also features industry-leading machine learning capable of automatically organising documents according to conceptual similarity and continuously learning from human decisions to identify similar content. In addition to a full-suite of workflow automation and document production tools, Axcelerate also includes advanced pattern recognition capable of automatically identifying and redacting PII like credit cards, phone numbers, and more.

Decisiv Search

Decisiv is an enterprise search application that integrates proprietary analytics to power concept searching, project searching, and expertise searching. Built on the same engine that powers the Axcelerate eDiscovery platform, Decisiv's concept search understands words from their contexts and automatically organises documents according to conceptual themes. Concept searching allows users to identify even relevant documents that lack known keywords or metadata attributes. Project searching automatically clusters documents that are part of the same matter. And Decisiv's engine can associate individual document authors with subject matter domains, enabling users to identify appropriate experts within their organisation. Decisiv can connect to, search across, and retrieve information from more than 70 different content management applications; 400 different file types; and 30 different languages.

Perceptiv Derivatives Contract Analysis

Perceptiv leverages the CORE platform to automatically capture, process, extract, and organise 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.

8.1.78 Opus 2 International

Oliver McClintock	
omcclintock@opus2.com | +44 20 3008 6611	
5th floor, 5 New Street Square, London, EC4A 3BF	
www.opus2international.com	

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.

8.1.79 Oyster IMS

Josef Elliott	
josef.eliott@oyster-ims.com | +44 (0) 20 7199 0620	oyster_{ims}*
New Loom House, 101 Back Church Lane, London E1 1LU	
oyster-ims.com	

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.

8.1.80 Payne Group (US)

Donna Payne	
Info@thepaynegroup.com | +1 206 344 8966	
1111 3rd Avenue, Suite 2200, Seattle, Washington 98101 USA	
www.thepaynegroup.com	

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.

8.1.81 Planet Data Solutions (US)

David S. Cochran (Chief Operating Officer & Executive Vice President)	
DCochran@PlanetDS.com | +1 412 638 7423	
555 Taxter Road – Suite 150 – Elmsford, NY 10523	
www.PlanetData.com	

Company Description

Planet Data proudly offers domestic and international eDiscovery solutions from managed services, consulting, data collection and mobile forensics- to ESI processing, ECA, advanced pre-review analytics, document review and hosting. We also proudly partner with industry leaders in cybersecurity and managed document review services, giving our additional support where they need it most.

We are the creators of the Exego technology, and the home of stress-free eDiscovery. Exego.

is the pillar of our eDiscovery solutions and has processed countless amounts of data since 2004. Our platforms provide clients with a sophisticated, yet easy-to-use set of tools, and come with a support staff of certified experts ready to assist.

Planet Data holds two separate patents for its eDiscovery text extraction process. The patents (titled System and Method for Indexing Electronic Discovery Data) are both inventions for text extraction from embedded documents and objects during eDiscovery processing. Through the proprietary Planet Data process, text is extracted in a unique way to ensure search results are more accurate. Embedded objects are prevalent in most types of data. In fact, at Planet Data, we find that most data collections contain embedded documents and complex mail types. Our extraction process represents text both semantically and physically in the data set, thus matching what appears visually in the document. The Planet Data approach can increase the accuracy of proximity and concept search results for early case assessment, pre-review and document review.

Vendor Offerings

Planet Data Services

- Managed Services
- Cybersecurity Consulting
- Mobile Device Discovery
- Forensic Data Acquisition and Examination
- Exego Extract - ESI Processing
- Exego Select - ECA and Pre-Review
- Exego Review - Hosting and Productions
- Relativity – Hosting and Productions
- Foreign Language and Complex Mail Experts
- Consulting, Project Management and Support
- Managed Document Review
- Domestic and International Services

8.1.82 PwC PricewaterhouseCoopers LLP

Umang Paw, Partner | Lisa Burton Davies, Director	
umang.paw@uk.pwc.com | +44 20 7804 4347	
lisa.burton@pwc.com | +44 (0)20 77213 5595	
1 Embankment Place, London, WC2N 6RH	
http://www.pwc.co.uk/forensic-services/forensic-technology-solutions/	

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
- Contract digitisation, governance and lifecycle 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

8.1.83 QuisLex

Josh Rosenfeld	
josh.rosenfeld@quislex.com	
| +44 (0) 20 3709 2676	
15 Old Bailey, London, EC4M 7EF	
www.quislex.com	

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 provision of managed legal services. With more than 1000 attorneys, 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 four billion pages, created privilege logs running into tens of thousands of entries and worked on matters before most major jurisdictions and regulatory agencies worldwide. QuisLex is the partner of choice for many of the world's leading law firms. The company's clients trust it with complex, highly visible bet-the company matters, such as global regulatory investigations in the financial services industry or decisive patent litigations in the technology industry. It also has significant experience in competition/antitrust matters and FCPA/anti-bribery investigations.

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. 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 9001:2015 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.

Recognizing the increasing role of technology in document review and the need to continually improve efficiency, QuisLex has established itself as a pioneer in the application of techniques from the fields of information retrieval and statistics to document review. We have and will continue to be at the forefront of using tools such as predictive coding, email threading, metadata analysis, clustering, and hash value comparison, among others, to winnow down the total universe of potentially responsive documents and identify the most relevant documents to review first.

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 Information

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.

8.1.84 RAID

moreinfo@raidtech.co.uk	0845 475 0696	
83 Victoria Street, London, SW1H 0HW	
www.raidtech.co.uk	

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.

8.1.85 Reveal Data Corporation (Ireland)

Eugene O'Neill	
eoneill@revealdata.com, | +353 (1) 8572882	
96 Upper Drumcondra Road, Drumcondra, Dublin 9, Ireland	
www.revealdatacorp.com	

Company Description
Since 2008, Reveal Data software, InControl, has become an established and trusted platform in the legal industry handling litigation and dispute matters around the world. For almost a decade our suite has developed and evolved giving our customers, be they law firm, service provider, government agency or corporate in-house legal, a fast, flexible and complete end to end eDiscovery solution.
Reveal Data is headquartered in the United States in Columbus, OHIO. The company's international headquarters are in Dublin, Ireland.

Vendor Offerings
Reveal Data provides InControl, InControl Crawler and InControl assisted review (IAR). Our software suite covers the full data EDRM spectrum from identification to production.

8.1.87 Ricoh (US)

David Greetham	**RICOH**
dgreetham@ricohforensics.com | +1 713 341 1708	imagine. change.
70 Valley Stream Parkway, Malvern, PA 19355 USA	
http://www.ricoh-usa.com	

Company Description

Ricoh is a global technology company that has been transforming the way people work for more than 80 years. Under its corporate tagline – _imagine.change._ –Ricoh continues to empower companies and individuals with services and technologies that inspire innovation, enhance sustainability and boost business growth Established in Tokyo in 1936, Ricoh Group today operates in more than 200 countries and regions.

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.

eDiscovery is an important business process. All organizations will face litigation, an investigation, due diligence requests or other disclosure demands at some point. When this happens, you need a trusted partner with deep experience and expertise. RICOH eDiscovery is that partner.

Our solutions help legal teams intelligently identify, retrieve and analyze relevant data from any source to comply with legal requests, develop case strategies and expedite key business decisions. Our processes are designed to deliver valuable results every time, at a predictable price, with maximum security and confidentiality.

RICOH eDiscovery has instilled confidence by designing the best solutions to meet our clients' needs. We combine the most comprehensive suite of powerful and highly-secure technologies, quality processes and the expertise of our trusted team of advisors and project managers. Our client service is unparalleled, backed by RICOH's 80-year global history of innovation and refusal to be limited by tradition. We work collaboratively with legal teams and decision-makers to provide practical solutions at every stage of the eDiscovery lifecycle.

In fact, our _Intelligent eDiscovery_ approach enables clients to take unprecedented control of their data, discover critical insights, proactively manage costs and mitigate risks.

Vendor Offerings

- **eDiscovery Services**

  Our solutions help legal teams to intelligently identify, retrieve and analyse relevant data from any source to comply with legal requests, develop case strategies and expedite key business decisions. Our processes are designed to deliver valuable results every time, at a predictable price, with maximum security and confidentiality. Partner with Ricoh to meet your eDiscovery requirements: Digital Forensics Services, RICOH eDiscovery On Demand, Managed Review Services, Hosted eDiscovery Technology.

- **Digital Forensics Services**

Our data forensics solutions help to ensure you're protected as we collect Electronically Stored Information (ESI) with speed and reliability. Supported by our team of forensics experts inside the first private lab in the world to be accredited by ASCLD/LAB in the discipline of digital forensics testing, we use proven procedures, advanced technology and forensically sound tools – such as our own patented Remlox™ Remote ESI Collection Tool, for a truly defensible and auditable process. We also boast some of the industry's most

tenured Testifying Experts.

- Ricoh eDiscovery On Demand

RICOH eDiscovery On Demand is a user-friendly self-service eDiscovery Solution that is available anywhere, anytime, and allows you to easily upload ESI for processing and early case assessment, culling, review, processing and production. You'll receive notifications as your projects move through the automated production lifecycle, and it's all hosted within the Microsoft® Azure™ Cloud environment.

- **Managed Review Services**

Our Managed Review Services provides a proven expertise, professionalism, and a consistent, fully vetted approach to outsourced legal document review, with a focus on producing high quality results and lowering costs. Working from our state-of-the-art and highly secure review center located in St. Louis, you'll gain access to licensed contract attorneys who are trained in advanced culling techniques. Our scalable services and flexible pricing models mean you can maximize productivity and manage costs without sacrificing results.

- Hosted eDiscovery Technology

Ricoh offers a comprehensive suite of powerful eDiscovery technologies that are hosted within the Microsoft® Azure™ environment. Our continual investment of time and resources to proactively seek and assess leading technologies, ensures that you have access to many of the best and most appropriate tools available. Using a consultative approach, we will work with you to find a solution that will meet your unique needs, supported by quality processes and the expertise of our trusted Project Management team and eDiscovery experts.

8.1.88 Safelink Data rooms

Harry Boxall	
harry.boxall@safelinkdatarooms.com	+44 20 8798 3140	
4 Bond St, St Hellier, Jersey, JE2 3NP	
https://www.safelinkdatarooms.com/dispute-resolution	
Company Description	
Vendor Offerings See software description.	

8.1.89 Sky Discovery

Martin Flavell (Director)	
mflavell@skydiscovery.co.uk | +44 (0) 207 562 8999 | +44 (0) 7486 444303	
Level 17, Dashwood House, 69 Old Broad Street, London, EC2M 1QS	
www.skydiscovery.co.uk	

Company Description

Sky Discovery is a leading eDiscovery consultancy business specialising in premium project management and consulting expertise. Services include electronic collection and processing, Early Case Assessment, document review workflows including advanced analytics services, and managed services.

Our key focus is to assist legal teams with document review, applying technology effectively to gain maximum efficiency during the review processes and reducing overall litigation costs.

Sky was formed in 2015 and have locations in London and Australia, with a team of leading experts that can deliver advanced workflows and innovative solutions for the legal industry supporting global law firms and mid-tier firms with their eDiscovery/eDisclosure requirements.

As a Relativity premium Hosting partner, we offer the full suite of kCura products and solutions to the Australian and UK markets. The business is privately owned by Relativity certified administrators and consists of 8 consultants, 3 developers and 6 analysts. 3 of the Sky Discovery team have passed their RCA certification.

By utilising one software solution throughout the project lifecycle, from collection and processing to review and production, Sky Discovery reduces the total review time required, while also minimising the risk of data errors that occur when using multiple software products.

Our philosophy is simple, we want to provide the best technology at a price that is truly accessible for all clients, and offer market leading service and expertise that delivers exceptional value.

Vendor Offerings

Sky offers a consultative approach to eDisclosure projects and acts as an extension to a firm's in house team. Sky utilises Relativity as its go to market solution to perform a range of services.

Relativity ECA – utilising Relativity 9.5 we provide fully functional ECA and investigatory capabilities to clients looking to have access to the data early in the process and get an understanding upfront of the intricacies of their data sets early on in the Lifecyle of the project.

Relativity Review – Sky utilises Relativity for its complete eDiscovery platform capabilities including litigation projects, information governance activities, government request or internal investigations providing high end consultancy & project management support.

Relativity Analytics - Utilising the full suite of Relativity 9.5 analytics tools, from the basics of email threading and near-duplication, to more advanced TAR and predictive coding technologies and workflows, we help clients reduce large datasets to manageable review levels.

Relativity Productions – Sky assists firms with their production requirements using the software's capabilities blended with years of experience and taking advantage of

Relativity's dashboards and widgets to QC/QA staged data to minimise risk producing privileged documents to the opposing party.

8.1.90 Smith & Williamson LLP

John Holden	
john.holden@smith.williamson.co.uk | 020 7131 8128	
25 Moorgate London EC2R 6AY	Smith & Williamson
www.smith.williamson.co.uk	

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.

8.1.91 Stroz Friedberg

Nick Rich	
nrich@strozfriedberg.co.uk | 020 7061 2252	**STROZ FRIEDBERG**
Capital House, 85 King William Street, London, EC4N 7BL	
www.strozfriedberg.com	

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.

8.1.92 Swiss FTS (Switzerland)

Mattias Aggeler	
mattias.aggeler@swiss-fts.com | +41 43 266 78 50	
Sägereistrasse 25, 8152 Glattbrugg, Switzerland	
https://www.swiss-fts.com	

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 data centre 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.

IT and Information Security services:

Swiss FTS can help you identify and analyse cases of hacking attacks, malware incidents, and espionage or data loss. Our experts do not just act after the fact;

With a thorough vulnerability assessment on your infrastructure according to OSSTMM, we identify potential weaknesses and present ways on how to mitigate them and secure your systems.

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:

8.1.93 The Oliver Group

Dean M. Felicetti, Partner, VP Sales & Marketing	
dfelicetti@the-olivergroup.com | +44 (0) 20 7786 0490	
US = +1 (860) 599 9760	
29 Wilson St, London, EC2M 2SJ	
595 Greenhaven Road, Pawcatuck, CT 06379 US	
http://www.the-olivergroup.com	

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.

8.1.94 TransPerfect Legal Solutions

Alys Collins, Director Business Development	
alcollins@transperfect.com │ +44 (0) 20 7061 2039	
45 Moorfields, 5th Floor, London EC2Y 9AE	
www.transperfectlegal.com	

Company Description

TransPerfect Legal Solutions (TLS) is a diversified global provider of legal support services and technologies, with offices in over 90 cities worldwide. The TransPerfect story began in 1991 when co-founders Liz Elting and Phil Shawe met at New York University's Stern School of Business. Their vision in launching TransPerfect was to provide the highest quality language services through a client-focused business model—something they felt the industry lacked. With no external financing, TransPerfect grew from its dorm-room beginnings into the world's largest privately held provider of global communications solutions.

Early in the company's history, Liz and Phil recognized the legal industry had significant and specialized needs for translation services. As the company grew to handle these high-stakes projects, they found that attention to client service was a major factor in earning the trust of many of the world's top corporations and law firms. As a result, they decided to form TransPerfect Legal Solutions, a specialized division that would provide end-to-end legal support services, including the expert language services for which TransPerfect was known. The foundation of this division was derived from its commitment to serving the client's best interests. Through the support of such a broad and influential client base within the legal industry, TLS was able to successfully launch and grew these new service offerings, including forensic data acquisition, e-discovery, paper discovery and production, managed review, staffing, and court reporting.

As TLS has matured into a complete legal support partner, the common thread of client service still runs through each arm of the organization. With a global family of employees made up of industry experts and people with experience working at law firms and major corporations, TLS represents a vast network of resources with proven success in solutions engineering, problem solving, and delivering legal support services that clients can trust—anywhere in the world.

Services Offered by TLS

Forensic Technology & Consulting

TLS resources and experience allow us to efficiently collect and analyze electronic data from virtually any type of storage device or media. Our solutions are available on-site, in one of our laboratories, or through remote-kit equipment shipped to client locations anywhere in the world. With extensive knowledge of privacy and state secrecy laws, TLS is equipped to deploy on-site culling, filtering, and review. From early data assessment and rapid deployment, to secure evidence storage and expert witness services, we provide a cost-effective forensic and discovery workflow for any circumstance.

E-Discovery Processing

TLS provides comprehensive ESI solutions by utilizing cutting edge hardware and industry-leading applications to process electronic data. Recognizing that raw speed is essential when processing large volumes of ESI, we have invested in an extremely powerful processing environment—ingesting up to 17 TB per day. With over 20 worldwide production centers working around the clock, TLS can quickly turn around large amounts of data in a matter of days. We have the ability to process data in-house or—if needed—to work on-site to convert files for processing. Our skilled ESI specialists will work with you to create a customized e-discovery plan that fits your needs.

Our state-of-the-art EDA tools allow the TLS team to:

- Accelerate early data assessments from weeks to hours

- Lower processing costs and increase turnarounds by up to 80%

- Process large volumes of data 8-10 times faster

- Reduce review workload by up to 90%

- Wrap up investigations 10 times faster

- Maximize defensibility and control of e-discovery processes

Data Hosting

As one of the first e-discovery providers to adopt and offer the Relativity platform, TLS has established a reputation as an industry leader in hosting technology. TLS has achieved "Best in Service" for four consecutive years among Relativity Partners, and has been awarded Orange-Level status for our commitment to customer service, technical expertise, and technology knowledge.

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 30+ different languages. 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 was one of the first adopters of Technology Assisted Review (TAR) methodologies and regularly employs them utilizing the Relativity Assisted Review module and Brainspace.

Document Review

TLS maintains top-of-the-line review centers in most major cities in the US, and internationally as well. These secure facilities seat as many as 50 people and are available to all TLS clients pending schedule availability. With offices in over 90 cities on 6 continents, TLS has an unsurpassed network that ties clients in to vast global resources for review space in virtually any location in the world.

When a review engagement has a multilingual requirement, TLS is the ideal partner to deliver what you need. Whether it's a managed review in Japanese, an on-site team of 10 in Beijing, or an on-site review of a multilingual document set in New York, TLS has the qualified linguistic resources to handle even the most complex requirements. Hybrid teams of linguists, paralegals, JDs, licensed attorneys, and project managers collaborate to ensure that your multilingual review meets the quality and readiness of any project despite language requirements.

Language Services

With a deep understanding of the stringent regulations of the legal world, we create tailored solutions based on the size, subject matter, multilingual requirements, and price limitations of your case. TLS provides language services such as large-scale multilingual and English document reviews, quick summary translations, and interpreters for depositions—all of which are backed by our certified quality management system and worldwide 24/7 production capabilities.

Court Reporting

The TLS Deposition Support and Court Reporting group was built to provide world-class services and solutions to our clients. To that end, we maintain an elite staff of expert court reporters and case management specialists who are versed in handling complex litigations, specific subject matters, and all types of legal proceedings.

Unlike many agencies that work through intermediaries, TLS corresponds directly with every court reporter we use, allowing us to instantly check availability, relay client requests, and monitor deliveries. Our reporters and production staff are keenly aware of our high

expectations for excellence in punctuality, demeanour, accuracy, and speed, both on-site and in final transcript deliveries.

Paper Discovery and Disclosure

TLS reprographic centers are specifically designed to handle the intense physical document needs of litigation. With strategic locations in major markets around the world, TLS's paper discovery and production capabilities include:

- Document Scanning

- Copying and Collating

- Printing (High Volume, Color)

- Binder Preparation

- Large Format Documents

- Trial Demonstratives

8.1.95 TSD Services Ltd (Bulgaria)

Plamen Dobrev , Marketing & Sales Specialist	
sales@tsdservices.com I+359 875130203	
Tsarigradsko Chaussee 115A, Fl. 7Sofia, Bulgaria	
www.tsdservices.com	

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 is currently consisting of more than 50 dedicated personnel. The company operates in three office locations within Bulgaria – Troyan, Sofia and Plovdiv

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 the Relativity® Platform.

As Relativity® Development Partner, 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) Agents
- API calls (RSAPI, REST API)
- Direct database calls and access
- Custom RDOs (Relativity Dynamic Objects)
- Event handlers Relativity Scripts
- Console Buttons
- Mass Operations
- Programming Saved Searches (create, rename and add/remove conditions)
- Structure Relativity Applications (Object Rules, Layouts, Views, etc.)
- Elasticsearch

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 - *a Relativity®-based application that automates the billing process experience and streamlines the invoice-to-cash cycle.*** Billing is an essential recurring component of any project, and making the process more efficient can yield long-term savings. By automatically generating bills, MaxBilling reduces the time and effort you spent on billing, while also minimizing the potential for making errors. Generate detailed and easy-to-read PDF reports with calculated costs from pre-set or custom metrics, billing periods, rates, and tasks.

8.1.96 Trusted Data Solutions Ltd

Debbie Williams	
dwilliams@tdsllc.co.uk +44 (0) 20 3743 2167 | +44 (0) 77940 98082	
Unit 2, Cefn Coed Business Park, Nantgarw, Cardiff. CF15 7QQ	
www.tdsllc.co.uk	

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.

8.1.97 UnitedLex (US)

Christine Alemany	
Christine.alemany@unitedlex.com | +1 347-802-7394,	UNITEDLEX
880 Third Ave, New York, NY	Delivering Business Impact.
www.Unitedlex.com	

Company Description

UnitedLex is a global provider of technology-powered legal, cyber risk and business services. Our team of over 2,000 lawyers, project managers, and technologists provide Law Departments with a clear path towards transformation, including:

- Strategic Alignment: Roadmap to maximize its value contribution.

- Business Case: Quantification of the economic impact.

- Solutions: Implementation support and alternative resources for on-going legal work.

Our passion for what we do translates to significant benefit for our clients. In addition to millions of dollars of cost savings and risk mitigation, we deliver revenue creation and acceleration and pervasive efficiency gains. The result: better legal and business outcomes.

Vendor Offerings

Specializations:

- **Litigation Services**: Injecting efficiency into all key functions of the litigation lifecycle, wrapped in a guaranteed total project cost.

- **Legal Business Solutions**: Combining strategic engagement and cost management to deliver meaningful, sustainable improvement in the delivery of legal services.

- **Intellectual Property**: Working with our clients and their counsel to assess patent value, assess monetization opportunities, and support licensing programs.

- **Cyber Risk Solutions**: Applying a converged approach that combines best-in-breed technology with practical expertise from legal, IT and risk experts.

- **Digital Contracting Solutions**: Combining innovative technology and processes with the largest team of contracts professionals in the US and key offshore geographies.

- **Financial Advisory**: Turning a legion of regulatory, compliance, and documentation challenges into opportunities for global financial services companies.

8.1.98 Veritas

Shaun Hurst	
Shaun.Hurst@veritas.com	+44 (0) 773 660 3807	**VERITAS**
350 Brook Drive, Green Park, Reading, Berkshire, RG2 6UH	
www.VERITAS.com	

Company Description

Veritas Technologies enables organizations to harness the power of their information to drive business success, with solutions designed to serve the world's most complex environments. Veritas works with 86 percent of Fortune 500 companies today, helping them improve their data availability and unlock insights to make them more competitive.

From traditional data centers to private, public and hybrid clouds, Veritas helps enterprises protect, identify and manage data regardless of their environment through a comprehensive product strategy and roadmap focused on their needs. With Veritas, enterprises know what they have, where to find it, what to keep, and what to delete.

Veritas delivers capabilities to customers whether it's premise software, integrated appliances, or on the cloud. Veritas' products for backup and recovery, business continuity, software-defined storage and information governance help enterprises run more efficiently so they can focus on what they do best.

Vendor Offerings

Veritas Information Governance products and solutions 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. Combined with advisory and assessment services to help with increasing regulatory demands such as the impending European Union (EU) General Data Protection Regulation (GDPR).

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.

8.1.99 Vound Software (Intella) (US)

Peter Mercer (Founder and CTO)	
Peter.Mercer@vound-software.com +1 612 9451 3819	
1153 Bergen Pkwy #1537-267 Evergreen, CO 80439 USA http://www.vound-software.com	

Company Description

Vound is a leading global vendor of technology used for end-to-end forensic search, eDiscovery and early case assessment. Our Intella® range of eDiscovery and digital investigation software is used by over 1500 organisations worldwide including the Big 4, Fortune 500 enterprises and Big Box Retailers, national security agencies, global banks, law firms, and law enforcement for Human Resources, Legal and Compliance matters.

Intella's strength lies in taking large collections of data and allowing users to quickly search and drill down to the most pertinent evidence; minimising the need for experts and significantly cutting the time and costs organisations normally take to carry out investigations, audit requests and eDiscovery.

Intella enables even the novice user to quickly find evidence and make an informed decision on their data, and is, therefore, widely recognised as one of the most intuitive and easy to use Early Case Assessment and e-discovery solutions on the market-- without the complexity or costs associated with similar products.

For more information, visit www.vound-software.com.

Vendor Offerings

Intella® Product Family

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. Intella products are priced starting from Intella PI for single users/ up to 10 GB, for $99.

Intella's key features are designed to help reviewers and investigators get the job done quickly, simply and cost-effectively. Whether you are a seasoned litigation support professional or lawyer in a small firm, Intella range of products are suited to your needs.

- 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

8.1.100   XBundle

Mark Agombar	
marka@xbundle.co.uk	+44 (0)207 871 3125	
2nd Floor, 77 Cornhill, London, EC3V 3QQ	
www.xbundle.co.uk	

Company Description

XBundle – the innovative litigation software suite – was designed and developed by Robert Onslow, a leading barrister of 8 New Square.

XBundle is comprised of two modules:

- XBundle::Assemble - anticipated to revolutionise the creation of electronic document bundles; and

- XBundle::View - the trial presentation software, which has already had success in the courtroom.

Sadly, Robert passed away in December 2016, just after the beta version of XBundle::Assemble was released. XBundle::Assemble had been gaining much interest and was on trial in a growing number of firms. To honour his legacy, development of XBundle::Assemble has resumed and the first commercial release is scheduled for early March 2017. XBundle::View continues to be enhanced.

Vendor Offerings

See software section for details of XBundle

8.1.101 Yerra Solutions (Switzerland)

Josie Johnson	
josie.johnson@yerrasolutions.com | +41 61 262 02 23,	
Freie Strasse 11, CH-4051, Basel, Switzerland	
www.yerrasolutions.com	

Company Description

Yerra Solutions is headquartered in Basel, Switzerland and has offices in the UK, US, Singapore, Hong Kong and Poland. The company was founded in 2013 and has grown rapidly to nearly 200 employees with double and triple digit revenue gains in each year of operation. Yerra provides consulting, managed services and technology solutions for legal & IP, eDiscovery and compliance departments with focus on large, international organisations in highly-regulated industries.

Yerra partners with clients to help them bring eDiscovery in-house by consolidating those operations with a single, trusted vendor. Expert consultants help clients define and accomplish a target operating model and managed services teams, that are fully embedded into client operations, execute on every phase of the EDRM. Yerra is especially qualified in the complexities around cross-border data privacy issues and has in-country resources in the most stringent jurisdictions. Yerra is also uniquely qualified to handle sensitive eDiscovery 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.

8.1.102   ZyLAB UK Ltd

Yuriy Pasichnyk (VP Sales EMEA/APAC)	
yuriy.pasichnyk@zylab.com | +44 (0)1344 747 105	
Venture House, 2 Arlington Square, Bracknell, Berkshire, RG12 1WA	
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 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.

Vendor Offerings

ZyLAB eDiscovery

ZyLAB offers highly automated end-to-end solutions for all eDiscovery and regulatory needs.

- ZyLAB's Direct Collecting saves tremendously in time to get data ready for early case assessment and (first) pass review, and drastically reduces the cost and risks of downloading / uploading data or the shipping around of tapes and hard disks.

- ZyLAB's Deep Processing allow you to automatically reduce your data volumes before you sent them on for review, without getting in trouble or being accused of data spoliations.

- ZyLAB's Review Accelerators minimize the most expensive and time-consuming part of the eDiscovery process.

- ZyLAB's Early Case Assessment enable litigants to quickly understand the facts and merits of a case, identify key custodians and recognize critical information so they can develop an effective and realistic litigation strategy.

ZyLAB Preservation Vault

ZyLAB Preservation Vault is based on ZyLAB's eDiscovery Platform and combined with the ZyLAB Exchange Synchronization Services. The ZyLAB Preservation Vault stores pre-processed data from selected custodians and data repositories that are frequently subjected to data requests related to discoveries, regulatory requests, public records and FOIA requests, or internal investigations. ZyLAB's eDiscovery Preservation Vault eliminates the need to repeatedly collect, process and review these data sets.

ZyLAB for Microsoft Azure

ZyLAB is the first provider of eDiscovery software that is offered by Microsoft in the Azure Marketplace to identify, preserve, process, analyze and review data stored on the Azure

platform and in Office 365, thus tackling all of the considerable challenges of eDiscovery, Supervision and Investigations on cloud data.

ZyLAB eDiscovery as a Service

For a predictable monthly subscription fee, ZyLAB's "Cloud based" eDiscovery as a Service provides users with the infrastructure to host and manage cases, providing on-demand access to their information as well as tools to collect, upload, process, perform early case assessments, analytics, TAR, review, redact, and produce documents in native TIFF or PDF formats.

ZyLAB SaaS solutions are a great way to experience our technology, perform a proof-of-concept for a full-scale deployment, or manage a smaller or ad-hoc eDiscovery case. ZyLAB offers three levels of services: a managed services model, 24/7 ready DIY and within your Microsoft Azure environment.

8.1.103   Zylpha

David Chapman, Head of Marketing	
d.chapman@zylpha.com | 01962 658881	
Suite 4, Poles Copse, Poles Lane, Winchester, Hampshire, SO21 2DZ	
www.zylpha.com	

Company Description

Headquartered in Southampton Zylpha develops software and integrations specifically for the legal sector. Our flagship product is our Electronic Document Bundling software which has been nominated for multiple awards for its ability to integrate with case and document management systems, which enables it to provide a seamless user experience.

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 software and integrations.

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)

AD eDiscovery®: Whether conducting a large-scale search or audit against a broad range of structured and unstructured data, or supporting the complete end-to-end e-discovery process.

AD eDiscovery helps organizations mitigate risk, ensure compliance, and improve response efficiency. A single, fully integrated platform for forensically sound enterprise-wide preservation/lit hold, search, collection, processing, data assessment and complete legal review, AD eDiscovery gives teams a repeatable, defensible process for managing e-discovery that will hold up in court.

What does this mean for your organization?

- Mitigate Corporate Risk. Limit handoffs between vendors and technologies with a single, secure, end-to-end solution and protect against spoliation, data loss and theft.

- Ensure Compliance. Make sure data preservation needs are systematic and defensible in accordance with U.S. and international preservation requirements for litigation, and governmental regulatory requirements.

- Improve Response Efficiency. Rapidly access, capture and analyse information across a broad range of repositories and targets by leveraging mature and broadly adopted forensic-grade technology.

- Lower Overall Cost. Process all potentially relevant information, structured and unstructured, inside and outside the enterprise, with a single integrated solution.

    AD eDiscovery finds and collects needed data from the broadest range of structured and unstructured data sources of any single platform on the market.

AD Enterprise: Today's digital forensics teams face many challenges in a world filled with an overwhelming amount of data. From multiple office locations, to massive employee pools and remote workers, **AD Enterprise** provides deep visibility into data to investigate employee wrongdoing and to facilitate regulatory and legal requirements so you can respond quickly, remotely and covertly while maintaining chain of custody. Whether investigating personnel, fact- checking a whistle-blower's claims, or investigating government inquiries, AD Enterprise facilitates focused forensic investigation and incident response, without interruption to business operations.

Benefits include:

- Unique pause and resume feature – Don't waste time or resources if you have machines go offline. With AD Enterprise's unique Pause and Resume feature, work picks up right where it left off, so you never fall behind or wonder where your investigation stopped.

- Remote collaboration – AD Enterprise promotes collaboration across all departments and can monitor threats and remediate security breaches on-site or remotely at every endpoint quickly and effectively. This helps reduce the need for and the cost of travel to investigate possible wrongdoing.

- Covert investigations – Discretion can be critical when conducting investigations, and AD Enterprise ensures that employees and teams aren't tipped off as you cull through data. Perform live searches and forensically sound collections on any computer in your organization without ever leaving the lab, whether investigating IP theft or tracking employee misconduct.

AD Lab: Divide and conquer with **AD Lab**. This proven tool helps you power through massive data sets, handle various data types and run multiple cases at the same time, all within a collaborative, scalable environment. AD Lab's distributed processing technology allows investigators to utilize additional hardware, dramatically scaling their case processing and resolution speeds to meet any need.

While a single-person lab can radically speed up their processing using the four-worker distributed processing engines (DPEs) available with FTK, labs handling massive data sets, utilizing a distributed workforce, or looking to collaborate with attorneys, HR or other parties, can step up to AD Lab.

As a centralized investigative platform, AD Lab adds powerful web-based review functionality and expanded DPE capabilities (up to 16 with the 6.2 release) with a centralized processing farm and centralized database infrastructure. With AD Lab, you get the fastest processing available on the market with virtually limitless scalability (depending on your own hardware). And AD Lab's state-of-the-art data visualization drives you to deeper analysis by uncovering relationships and patterns that make better decisions possible.

Summation® is the only all-inclusive, web-based legal review platform that provides teams with a single tool for managing all post-collection stages of e-discovery. Powered by trusted FTK processing technology, **Summation** combines processing, review and case organization into a single product for the most cost-effective, accelerated e-discovery possible. And because Summation utilizes a single shared, forensically secure backend database, data never has to move throughout the e-discovery process, reducing risk of data loss and spoliation.

Benefits include:

- Reduced Costs – Summation is all-inclusive, so there are no up-charges or add-ons for modules. And automatic "predictive coding" functionality is integrated directly into Summation. This eliminates the need to put reviewer eyes on every document to find the most relevant set, which dramatically reduces review time and cost.

- Ease of Use – Only AccessData has LawDrop™, which simplifies how you import information into Summation. The simple drag-and-drop functionality of LawDrop helps to reduce mistakes and is a feature anyone can use. When combined with our intuitive visualization tools for analyzing data, Summation is the tool for teams of all skill levels.

- Single Platform for E-Discovery – Summation combines full-strength data processing, early case assessment and final review features into a single platform—eliminating the need for iterative processing, data loading and multiple review cycles.

Mobile Phone Examiner *Plus*® (MPE+®) is a standalone robust mobile device investigation solution designed for the advanced technical user. With a different approach to digital mobile forensics, **MPE+** allows mobile forensic examiners to take control of their investigations by providing them with unique features to quickly collect, easily identify and effectively obtain the key evidence that other solutions miss.

nFIELD™ allows first responders, IT and HR professionals to forensically collect in 5 simple steps. With virtually zero training, it provides easy on-site mobile data collection for non-technical users. It is especially useful for law enforcement first responders who can have confidence in the integrity of their evidence without worrying about breaking the chain of custody. To help alleviate the increase in case backlog, **nFIELD** offers a solution for collecting at the scene of the crime to help process evidence faster.

MPE+ and nFIELD: The Winning Combination

With AccessData's MPE+ and nFIELD, you can collect phone call history and contact information; audio, photos or videos; SMS texts and even recover deleted SMS messages. Internet usage and downloads can also be acquired and due to GPS, Bluetooth® and Wi-Fi®, cell towers connect users in real time to determine their approximate location.

- Support all modern operating systems: AccessData's mobile collection tools will integrate with any modern operating system, including iOS® 9 and 10, and Android™.

- Reduce costs without sacrificing quality: MPE+ and nFIELD support over 10,000 devices, meaning you can uncover more evidence faster than with other solutions, all while costing you less.

- Seamless integration with FTK: The world's recognized standard, court-cited, preferred digital investigation solution.

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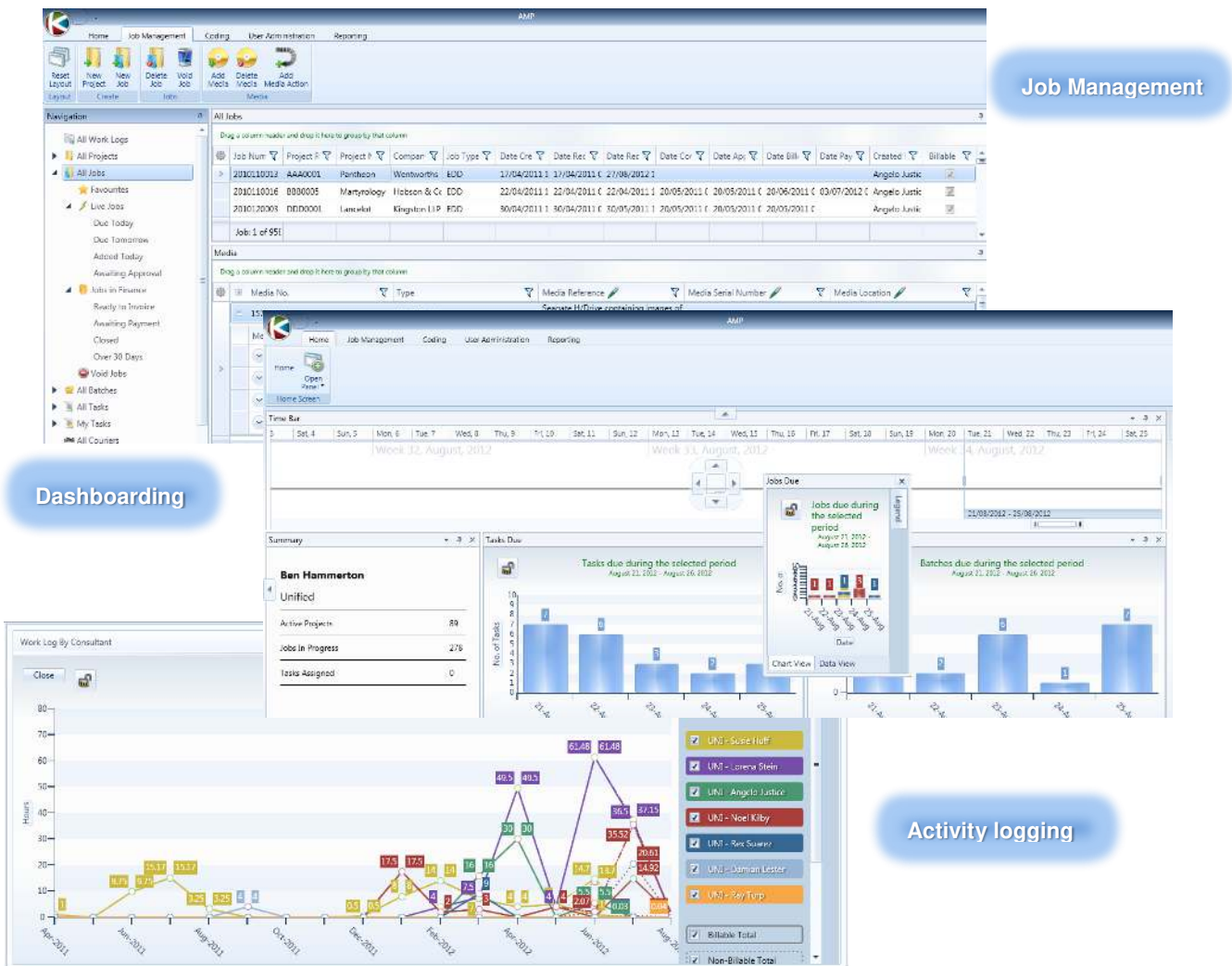
For more information please see the KOOBY listing in this guide.

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

<u>8.2.4 Anexsys Review Tool Kit (RTK) Suite</u>

RTK.ExcelRedact

RTK.ExcelRedact takes Excel documents of any shape and size and renders them in an interactive webpage within Relativity, allowing users to make redactions quickly and easily without missing important data. Imaging Excel spreadsheets for redactions can result in unexpected pagination and formatting, and often removes plenty of the useful content present in an Excel workbook; redacting Excels offline makes it easy to miss hidden data that should be considered for redaction. This application allows users to consider and redact all data in an Excel document, including non-cellular data such as macros, named ranges, and more. RTK.ExcelRedact is provided as a Relativity Application in a RAP file and can be installed directly through the front end of Relativity.

RTK.Loadfile

RTK.Loadfile was designed by the consultants at Anexsys to solve everyday challenges encountered when dealing with document loadfiles. RTK.Loadfile automates common loadfile tasks including comparison of a loadfile against a Relativity workspace and splitting loadfiles for faster ingestion, or for complying with requirements of a production or disclosure specification.

RTK.Message

Standard exports from social media and messaging applications are often in a format including XML formats. There's also often lots of 'noise' such as entries and exits in a Bloomberg chat room, as well as irrelevant data such as data outside the relevant date range from a social media profile export.

RTK.Message has a built-in processing engine which supports a variety of message formats and Anexsys have created a message parser framework which allows new sources, for which a parser doesn't already exist, to be rapidly created.

RTK.Message populates a staging area for messages, which harnesses the power of the Relativity UI. By using widgets and dashboards, reviewers and administrators can quickly filter the message data to remove irrelevant content, and promote potentially relevant data to the main document review.

During the publishing stage, RTK.Message can create one document per message, or per conversation, but can also consolidate messages into groups such as a daily, weekly, or monthly digest of messages. The output is a modern, easy-to-review HTML document.

DocumentFolio

DocumentFolio quickly collates documents into a searchable, elegant, branded application enabling end-users to view, search and print electronic documents. DocumentFolio offers complete versatility to create electronic bibles (eBibles), transaction volumes, bid submissions and more, via an easy to use desktop application. With the ability to customise the interface to match your requirements and brand, DocumentFolio delivers electronic content to users securely and conveniently. eBibles can be created from a standard legal index, leaving little requirement for time-consuming and often inaccurate data entry. Developed in-house by Anexsys' software developers in collaboration with a leading international law firm, DocumentFolio is a next generation eBible solution.
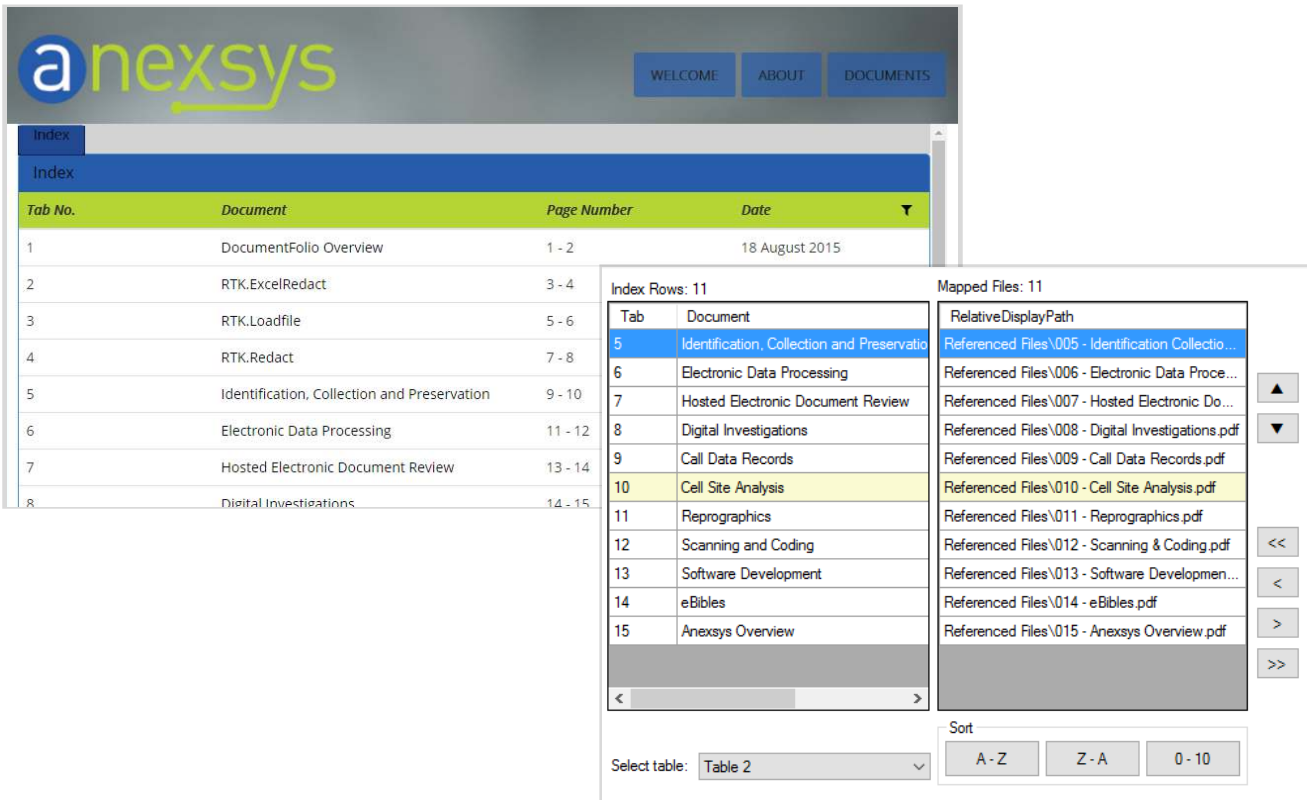
Owned/Supplied by :	**Anexsys**
Used by :	**Anexsys**

8.2.5   Brainspace

Brainspace Discovery identifies, relates and ranks documents based on their textual content, grouping semantically similar documents together. Using this unique and powerful identification number, you can accelerate your review by batching out documents based on their semantic relevance.

Our patented Multi-Concept Detection technology recognises and draws inferences from multiple concepts.

Unlike other solutions that depend on traditional Latent Semantic Analysis (LSA), Brainspace's innovative approach significantly increases accuracy without sacrificing recall, and our unique workflows for document classification incorporates multiple active learning methods to accelerate system training, depth for recall for planning and cost analysis, and delivers best-in-class matching results.

Reveal the story inside your data using powerful, interactive visualizations, even with the largest datasets. Our Dashboard, Focus Wheel, and Communication Network Graph are dynamically linked to provide multiple perspectives on any result set:

Discovery Dashboard

Reveal the story inside your data using powerful, interactive visualizations, even with the largest datasets.
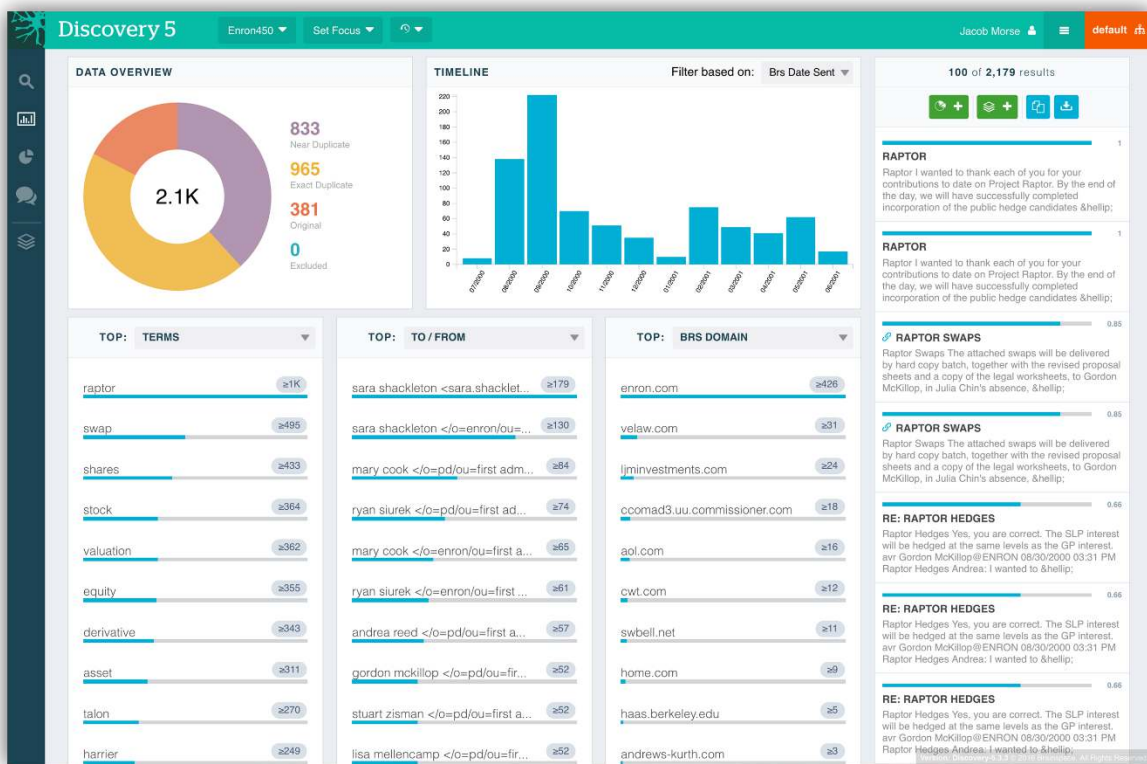
Communication Network

Discovery's state-of-the-art social network visualization enables users to effortlessly navigate the social graph, revealing the content and context of conversations, direction of information ow, BCCs and simple alias consolidation.

Focus Wheel

Brainspace automatically groups documents in a wheel of hierarchical clusters, each containing lexically connected documents. Each document is placed into only one cluster together with documents similar based on the meaning of their text. Each cluster is identified with the main topics that connect the underlying documents. The wheel provides you with a bird's-eye view of the data set and allows you to interactively navigate and zoom into it to identify topics of interest, which then can be expedited for review. In a similar fashion, you can identify areas of little interest that can be deprioritized.

Owned/Supplied by :	**Brainspace**
Used by :	**Deloitte, KPMG, PWC, EY, Navigant, Consilio, Alix Partners, CMS Cameron McKenna, BDO, DOJ**

8.2.7 CaseLines (from Netmaster Solutions)

CaseLines is the market leading service for the preparation of legal bundles and electronic presentation in the courtroom. Our systems hold over 150,000 cases, with over 30 million pages of evidence held securely in the cloud. Compared with CMS bundling tools, CaseLines is less complex to implement and manage, is preferred by Counsel, court staff and judges, and delivers increased savings.

CaseLines is a secure web-based service that allows legal teams to collaborate on any legal content – mediation or trial bundles, deal bibles, contract packs etc. CaseLines gives the team online access to a secure shared workspace, without the hassle or cost of setting up a separate data room, which can be accessed from anywhere in the world. It saves the trouble and cost of regularly re-issuing pdf bundles every time the contents change or re-printing hard copy sets. Key features include:

- Hosting of trial bundles and evidence documents with remote online access

- Automatic indexing and hyperlinking

- Dynamic hyperlinking of opening/closing submissions to bundle documents, or from witness statements to exhibits

- Notes 'stick' to the correct page in the bundle even when pages are added or moved around. Notes can be private or shared within the trial team

- One-click streaming of audio and video evidence or recordings of the hearing

CaseLines provides a simple interface for access to cases.
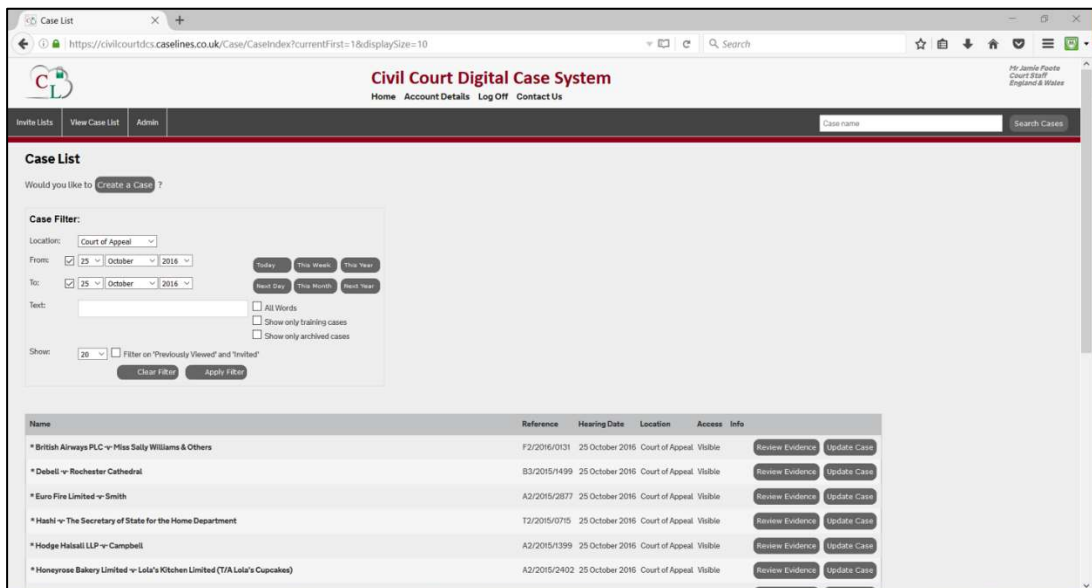
CaseLines is used by civil litigators, public law lawyers for child protection and adoption cases and by private and public prosecutors, including a wide range of criminal cases. Over 1,000 judges in the UK have been trained to use CaseLines.

The CaseLines courtroom review interface provides tools designed to simplify courtroom presentation, designed with the help of judges and tested every day in hundreds of cases across the UK:
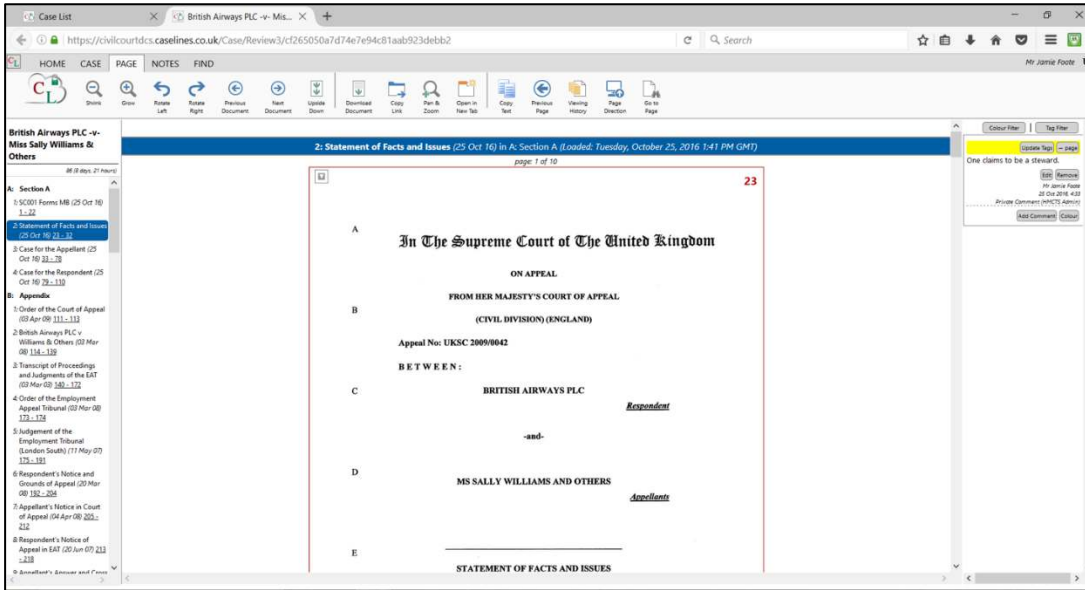
CaseLines is the only solution which allows video evidence (interviews, CCTV, body worn camera) to be indexed and hyperlinked within the evidence bundle, then streamed to the court with a single click. Video evidence can be tabbed and noted and the court taken to a key segment with a single click.
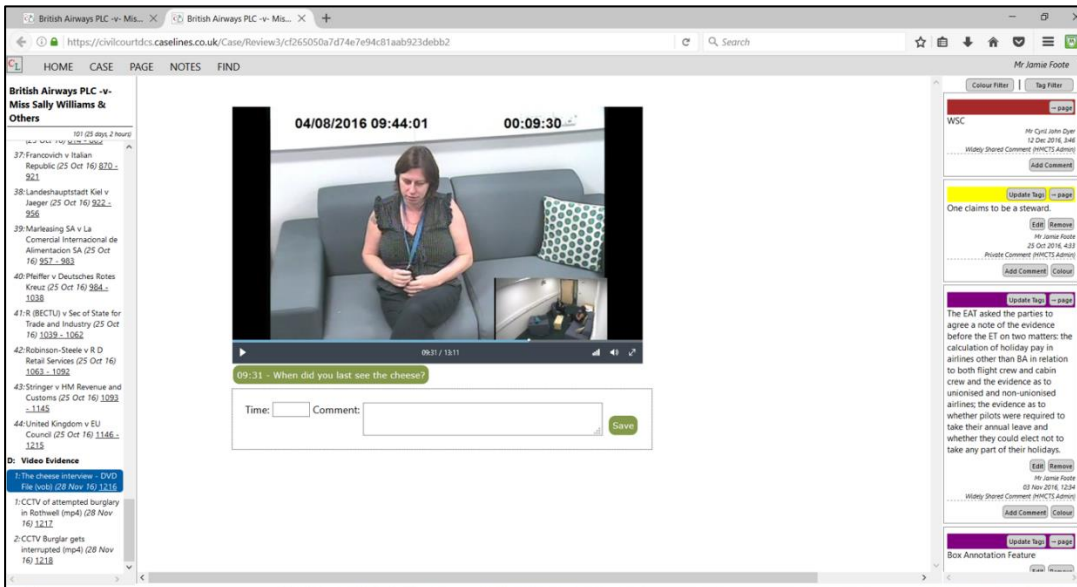
Owned/Supplied by :	**Netmaster Solutions**
Used by :	**Crown Prosecution Service, Manchester City Council, Irwin Mitchell, Supreme Court and Privy Council**

8.2.8   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.**

8.2.9 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**

8.2.10 <u>Catalyst</u>

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**

8.2.11 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
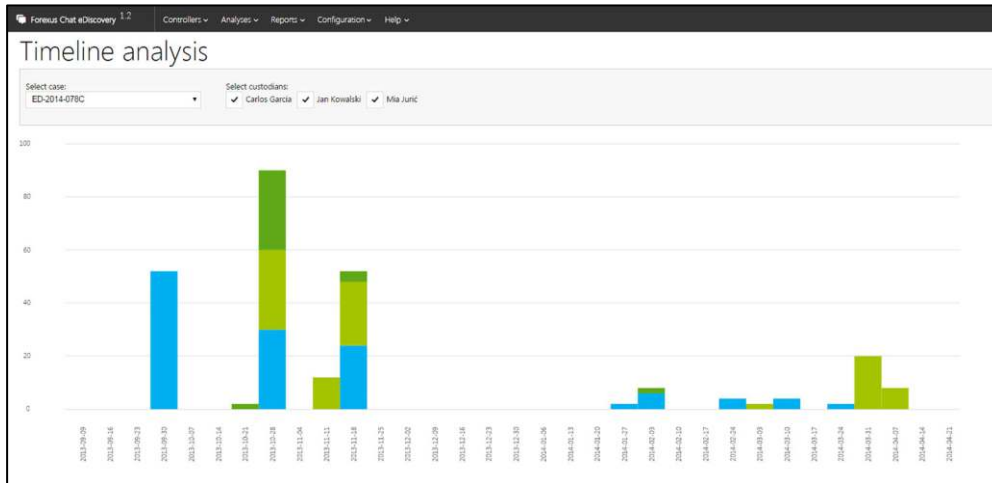
After data is loaded into Chat eDiscovery you can perform gap analysis to make sure that you are not missing any potentially relevant data.

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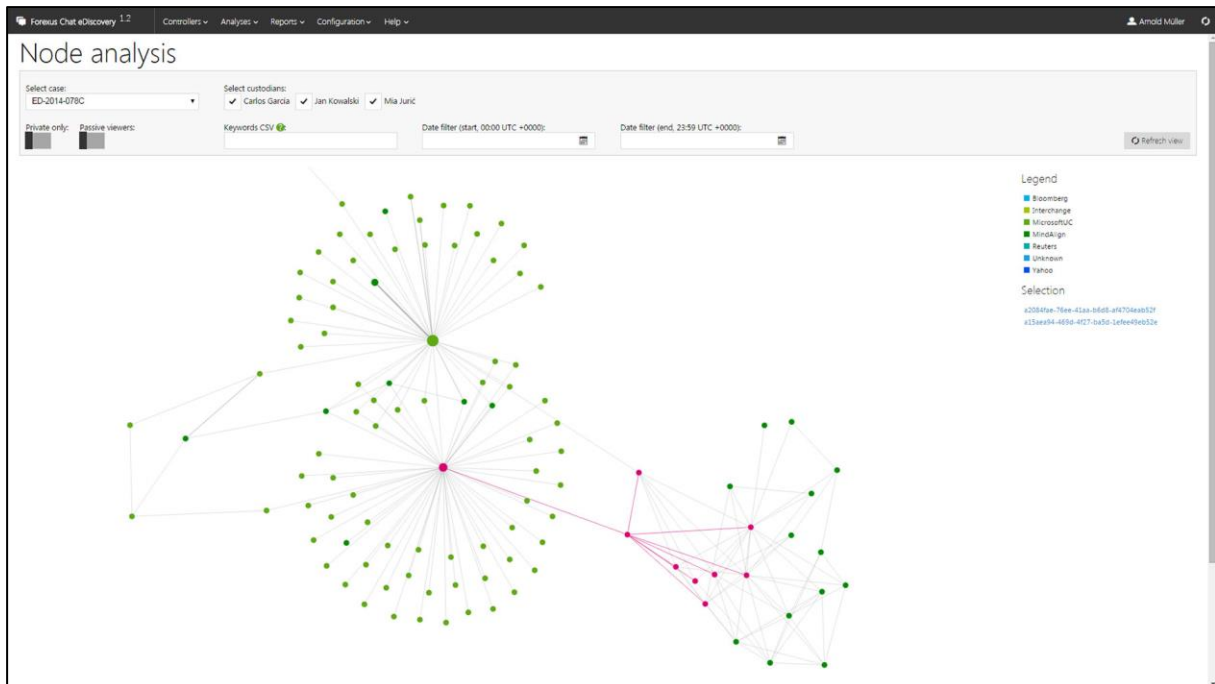
Another way to view the data which was ingested into the tool is to view who was chatting with whom inside the node analysis. This can reveal new custodians and lead you quicker through your investigation.

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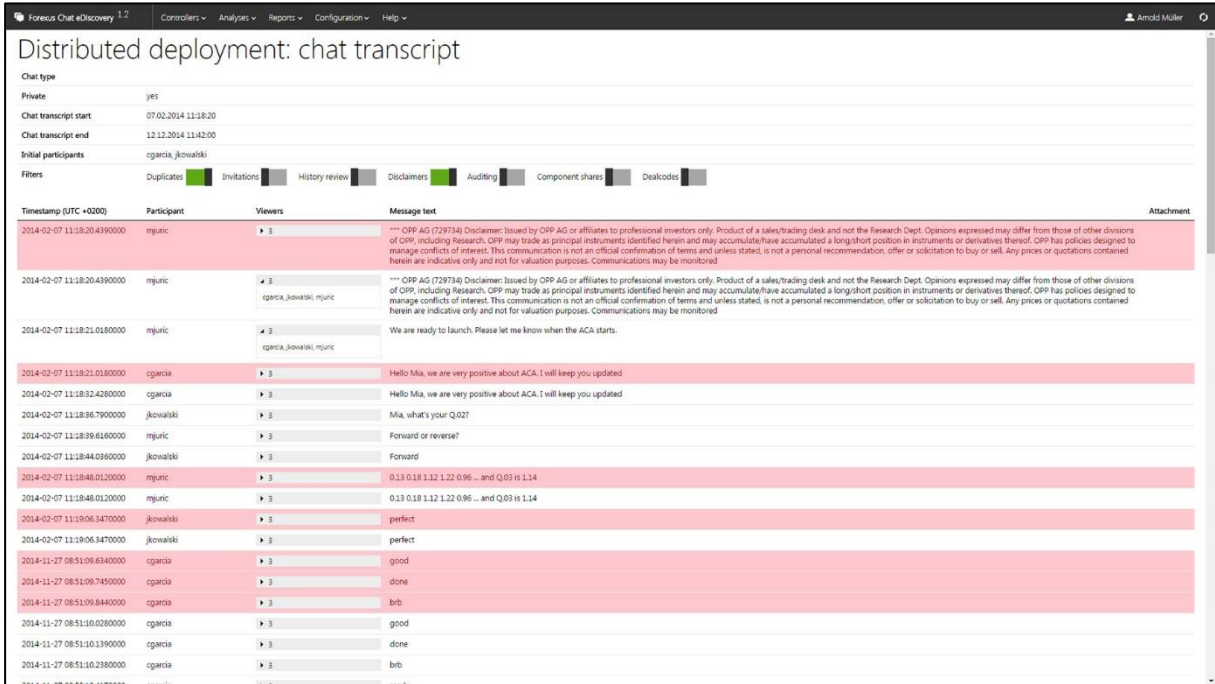
In this preview screen you get a first impression on how the final transcript will look and you can assess what information could potentially be supressed in the final output.

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**

8.2.12 Cicayda software suite (REPRISE)

REPRISE:

Reprise is Cicayda's cloud based search, non-biased analytics, culling, eDiscovery, review, budgeting, and production software. With a four-year cloud track record, Reprise brings not only stability, but scalability to organizing, searching, and analysing discovery data and documents. It was designed for the cloud from day one, and is able to leverage the innovative pricing models that exclude user, analytics, or production fees. There are no contracts required and clients pay simply on monthly volumes.

Ease of use has always been paramount in Reprise. Users can build simple or complex searches on a simple graphical or text interface. Searches can include document text, notes, redactions, tags, productions, imports and field data. Users can include or exclude family documents with a single click. Search structures utilize drag and drop capability to simplify construction of complex search criteria. Users can select any part of the search to see how that line impacts the results. All results are returned in one second or less, regardless of the amount of data or complexity of the search criteria. All searches can be save for future comparison or for cascading into workflow.

Analytics run concurrent to all searches. The entities in each search (People, Organizations, Locations, Email Addresses, Dates, Money, Phone numbers, and more) are simultaneously and automatically characterized, extracted, and exposed by our technology. The users are then able to see how entities are related, see new unexpected entities, ascertain if all conversations/emails between the entities are included in the search as written, immediately add new entities to the search, or delve deeper into an exposed relationship.

The budgeting and analysis feature easily calculates your eDiscovery and review costs for budgeting or proportionality arguments. Additionally, it allows someone to combine various inclusion and exclusion based criteria to create complex searches normally too difficult to build.

Review management leverages Reprise's unique approach to case management and batching with the assignments feature – one large batch of documents for entire review team prevents overlap in tagging, with family groups locked out from other reviewers.

Production allows for limitless placeholdering and custom endorsement options based on work product tagging. Native exports with various imaging formats and burn-in redaction is possible along with standard page level Bates numbering.

Fermata Legal Hold:

Fermata is a cloud based application that facilitates the litigation hold process, including identification, notification, and interview of custodians for potentially relevant documents and data. Fermata promotes a defensible workflow, beginning the very moment that litigation is reasonably anticipated. It allows clients to increase productivity via an efficient and accurate legal hold, and relieving time-consuming technical burdens on IT staff. Fermata client administrators can create, broadcast, save, and repurpose notifications and questionnaires across matters. Fermata tracks notification and questionnaire response as well as phone and in-person interviews, including recording of receipt and response, handling reminders and escalation, and associated reporting. Fermata provides instant visibility of hold and response status of all custodians in a given matter, as well as the hold status of every individual person in an organization across all matters. Fermata includes a multitude of features and enhancements which allow it to serve organizations of any size, from small entities with less than 100 employees and just a few holds a year to those with thousands of users and hundreds of annual holds.

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

8.2.13 Veritas eDiscovery Platform powered by Clearwell

End to end Intelligent Electronic Discovery Software

Version 8.2

- **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 12 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

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.

[Predictive Coding Defensibility and the Transparent Predictive Coding Workflow](#)

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
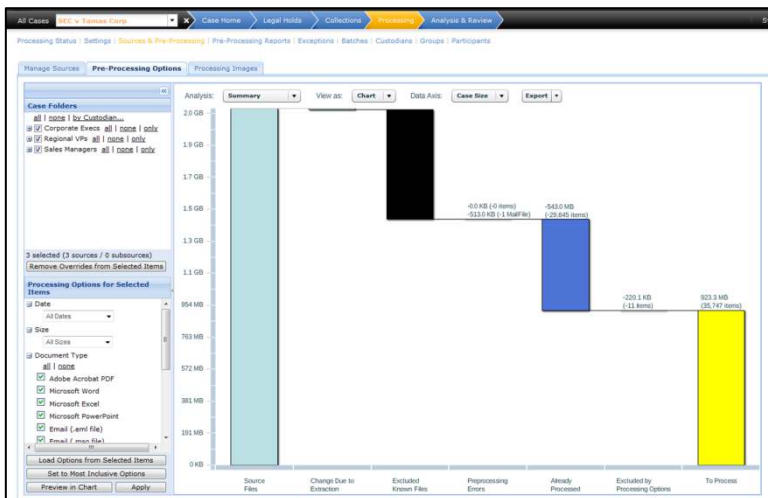
Figure 3. Pre-processing analytics: Graphically depict data volume, file types and time frames of collected data prior to processing
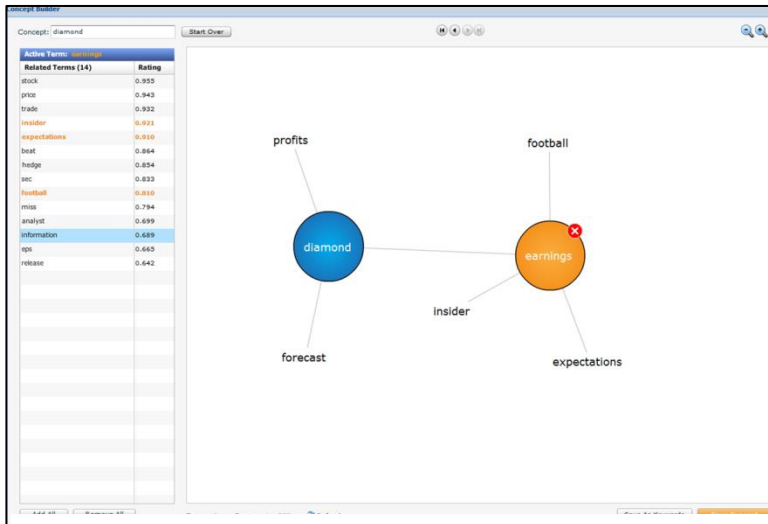
Figure 4. Concept search explorer: Provides a visual interface to dynamically explore and discover new relevant concepts
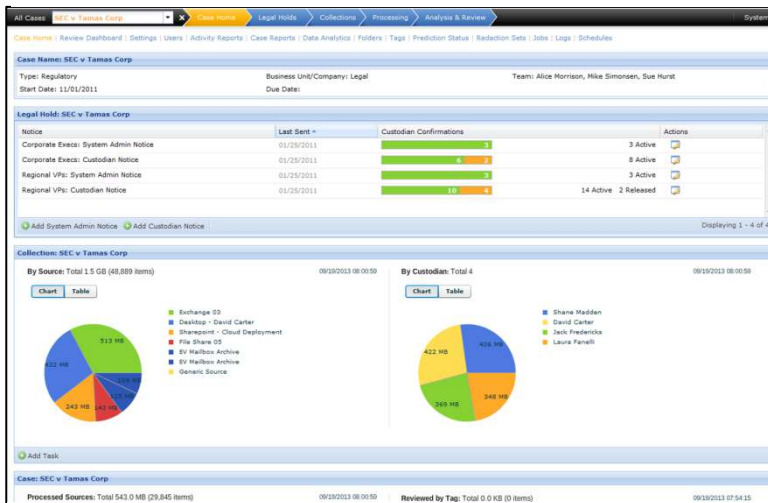
Figure 5. Lifecycle reporting: Summarizes case status from collection through production in a single dashboard
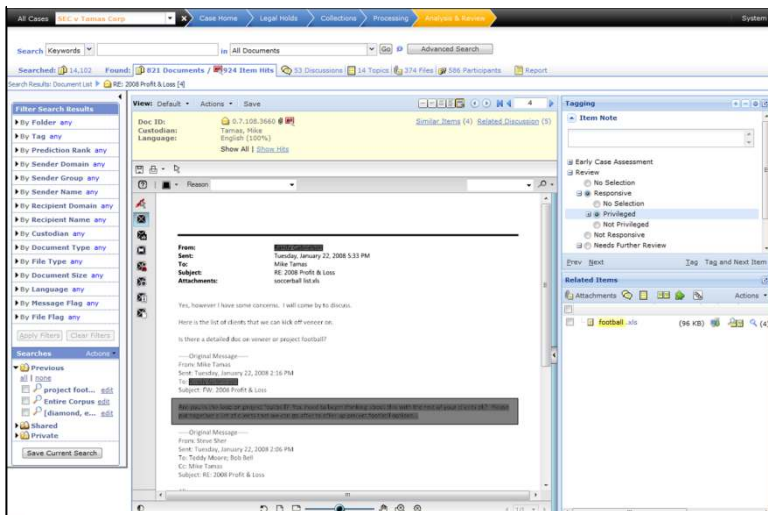
Figure 6. Near-native viewer: Access documents, attachments and email threads in near-native formats for review, tagging and redaction

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.

8.2.14 CloudNine

CloudNine provides two software offerings for clients, **CloudNine** and **Outpost for Relativity from 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.

- **Simplicit**y: 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.

Click here to learn more about CloudNine's simplified eDiscovery automation.

What is Outpost for Relativity from CloudNine?

Outpost for Relativity from CloudNine is CloudNine's eDiscovery automation integration provides Relativity users with a tool that accelerates the upload, processing, and ingestion of electronically stored information (ESI). This complementary capability allows Relativity users

to immediately ingest ESI directly from their desktops and automatically move ESI into Relativity.

How do clients use Outpost for Relativity from CloudNine?

Outpost allows users to automatically move data into existing Relativity platforms or helps users create a new Relativity environment with CloudNine's hosted Relativity for Outpost. Outpost processing consists of more than thirty advanced processing tasks to ensure data is immediately actionable when automated loading into Relativity is completed. To use Outpost, clients first need to contact CloudNine for a demonstration/overview of Outpost. Upon completion of the demonstration/overview, clients will then have the opportunity to engage with CloudNine to gain access to an Outpost-enabled version of CloudNine.

Click here to learn more about Outpost for Relativity from CloudNine.

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

8.2.15 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.**

8.2.16 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**

8.2.17 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**

8.2.18 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.

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

Interface
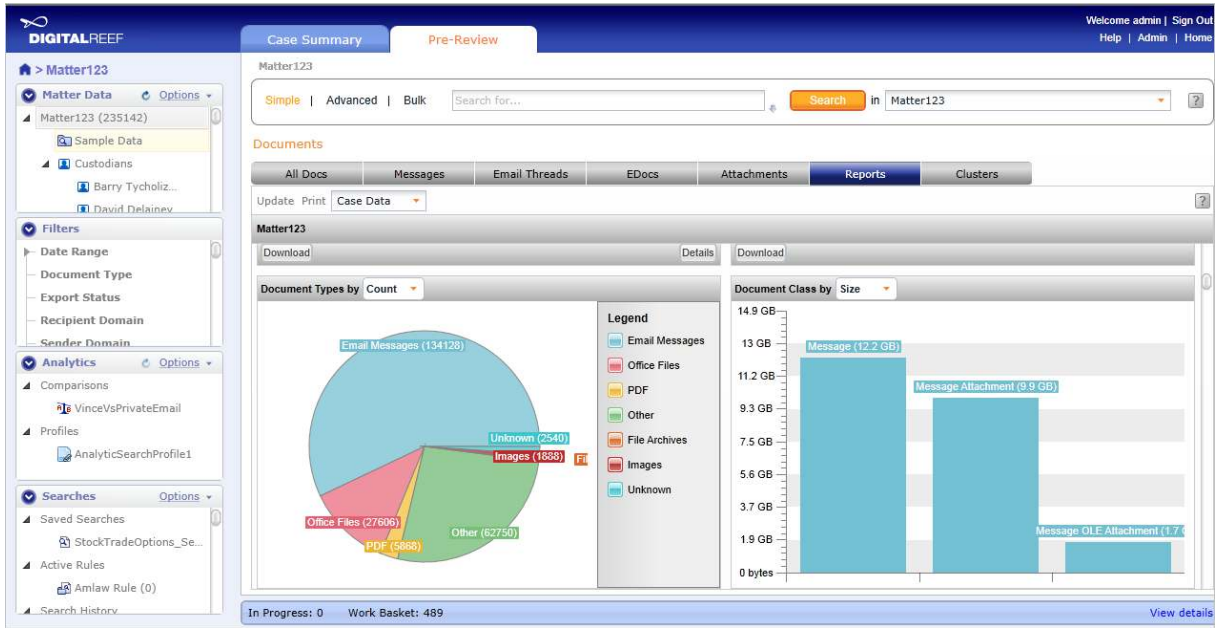
Example Reports

Email Volume Histograms: Email Sent Date and Email Received Date
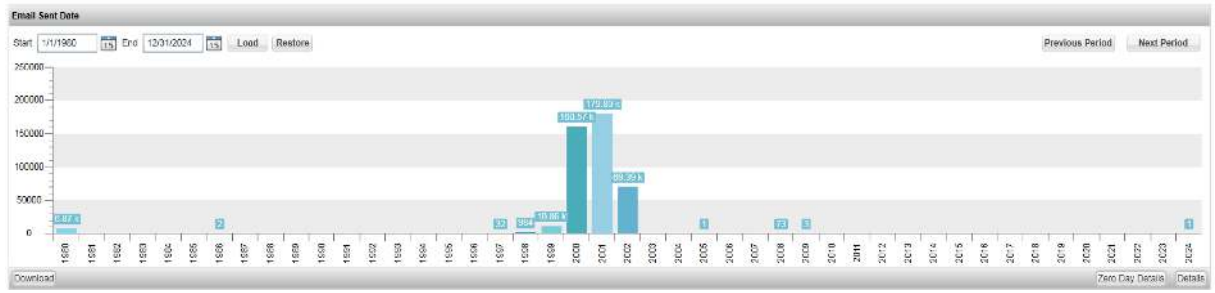
Email Addresses for Sent and Received Email
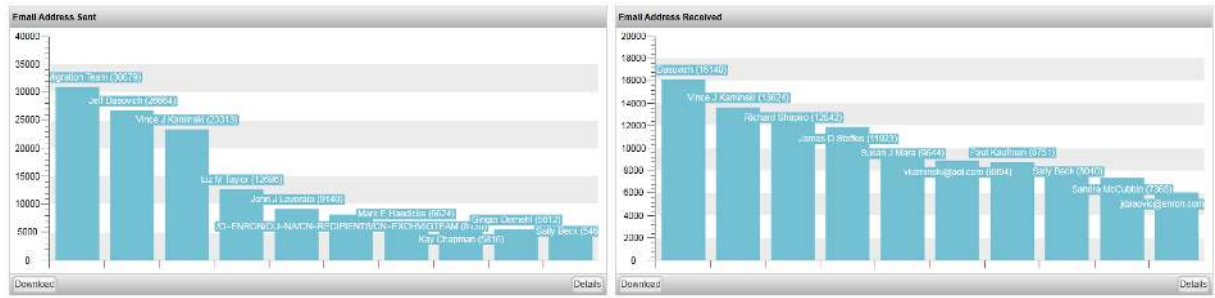
OCR Confidence Level Report

OCR confidence

Name ▲	Count	Size
0-10	948	48.6 MB
11-20	4	126 KB
21-30	16	923.4 KB
31-40	52	3.5 MB
41-50	43	13.1 MB
51-60	35	7.8 MB
61-70	85	20.3 MB
71-80	109	57.4 MB
81-90	440	48.8 MB
91-100	703	590.6 MB

Download   Details

Language Identification Report: Dominant Languages

Document Count by Dominant Language: en (358562), unknown (75268), et (27059), Not present (13494), fr (12903), it (11011), de (10772), no (7502), nl (6565), sv (6513)
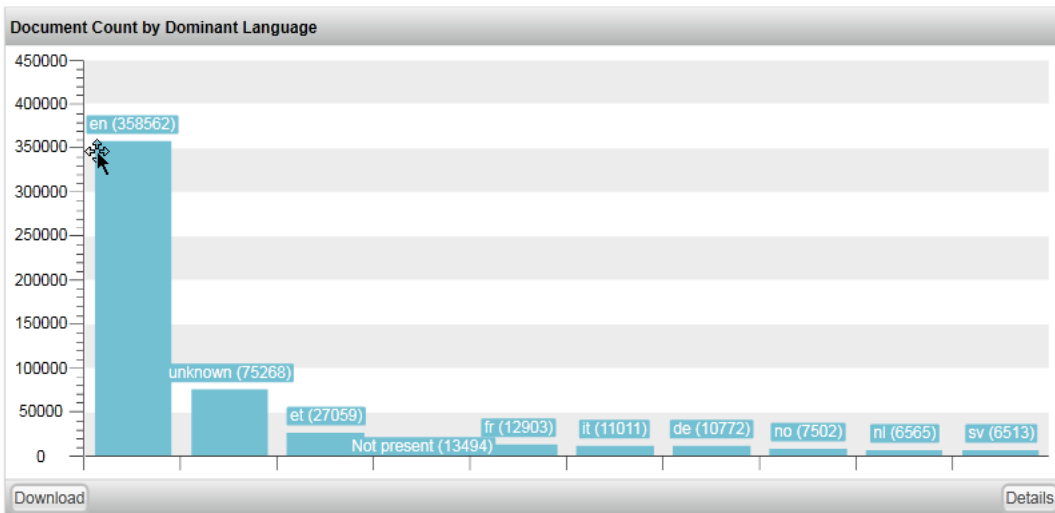
Download   Details

Clustering and More Like This

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

8.2.19 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**

8.2.20 <u>DMX^{TM} (DocuMatrix®)</u>

DMX^{TM} (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.**

8.2.21 ediscovery.com (KrolLDiscovery 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 nearline 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 KrolLDiscovery
» Avoid unnecessary costs by not paying for user license fees
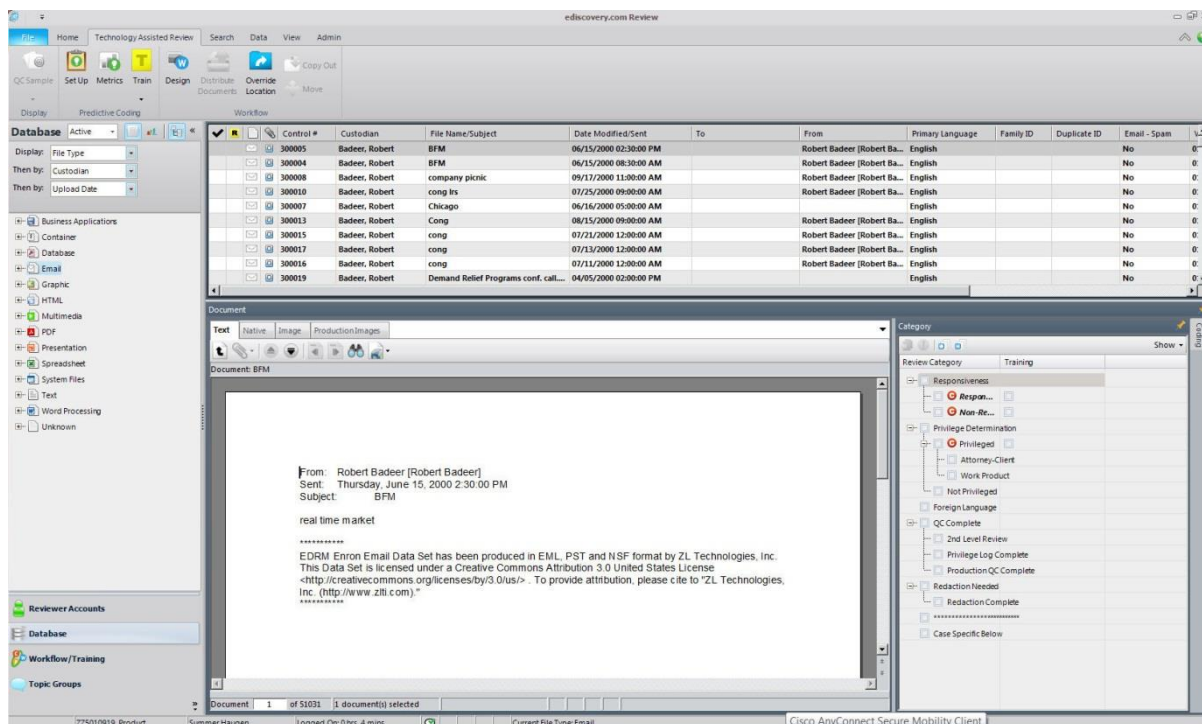
ediscovery.com Collect

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, KrolLDiscovery'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
» KrolLDiscovery 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 KrolLDiscovery 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 KrolLDiscovery consultants, ensuring efficiency, a defensible and repeatable process, and timeliness of review and production

eDirect365™

End-to-End Control in a single platform

eDirect365 is unique to the electronic discovery industry in that it provides multiple document analytic capabilities combined with a native review and repository platform in a single solution.

» Early Case Assessment - quickly understand the content of data collections before investing the time and expense to process the data.

» Extractor - create and configure collections. Once custodians are assigned, data can be processed and exported to DataMapper.

» DataMapper - an innovative culling tool used to create the smallest, most relevant data set possible

» Reviewer - a powerful range of review technologies in one easy-to-use application
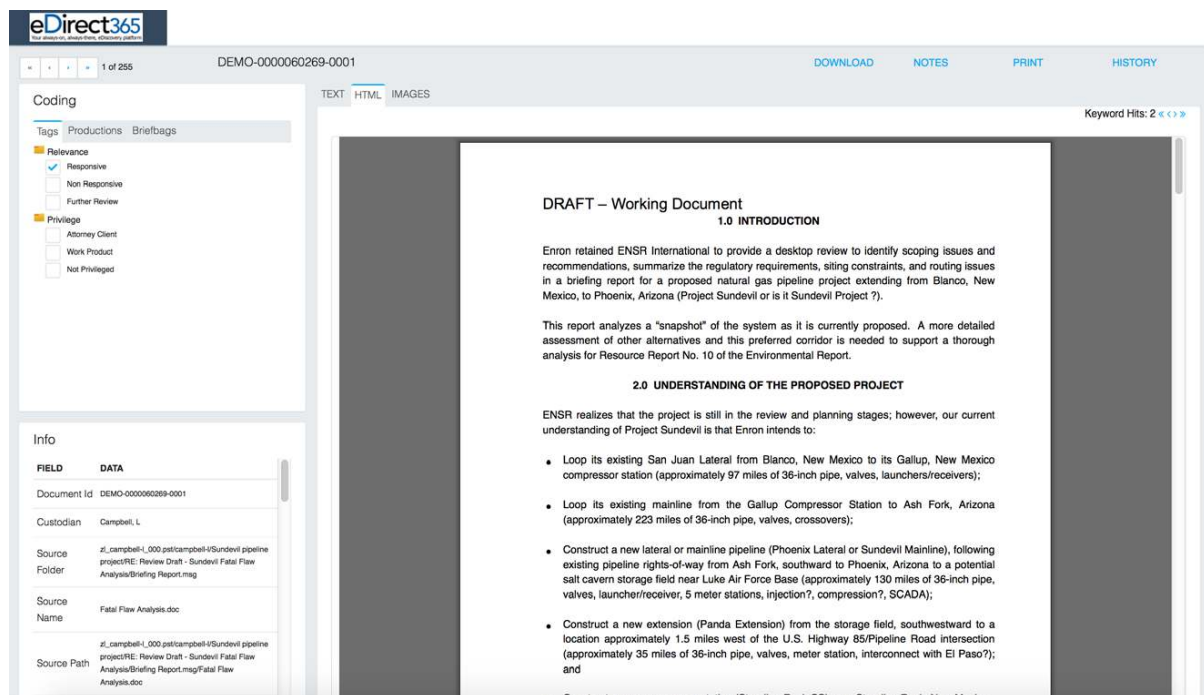
Advanced Culling That Discovers What is Truly Relevant

It's a fact that we are visual by nature. We can make better decisions on data when it is represented in an illustrative format. Using visual analytics and data mapping technologies allows you to react to the data. See trends in activity. Understand communication threads. Discover commonalities in the data.

Various graphical analytics can be used to quickly find what is truly relevant, such as: Multi-level Clustering, Correspondence Mapping, Databursts, Relationship Analysis and Timeline Analysis.

Streamline Review

Renowned for its ease of use, the eDirect product line remains committed to a user-friendly interface without compromising on features. eDirect365 is designed with "every flavour" of review technology so you can choose the most appropriate for your case. Native review and native redaction options also give you the ability to eliminate the time-intensive conversion of data into TIFF images.

Managed Services

When it comes to eDiscovery management, cost control is critical. We ease the burden with our Managed Services solution based on eDirect365. Built on our world-class infrastructure, our solution offers a true end-to-end managed services workflow with a more predictable cost structure.
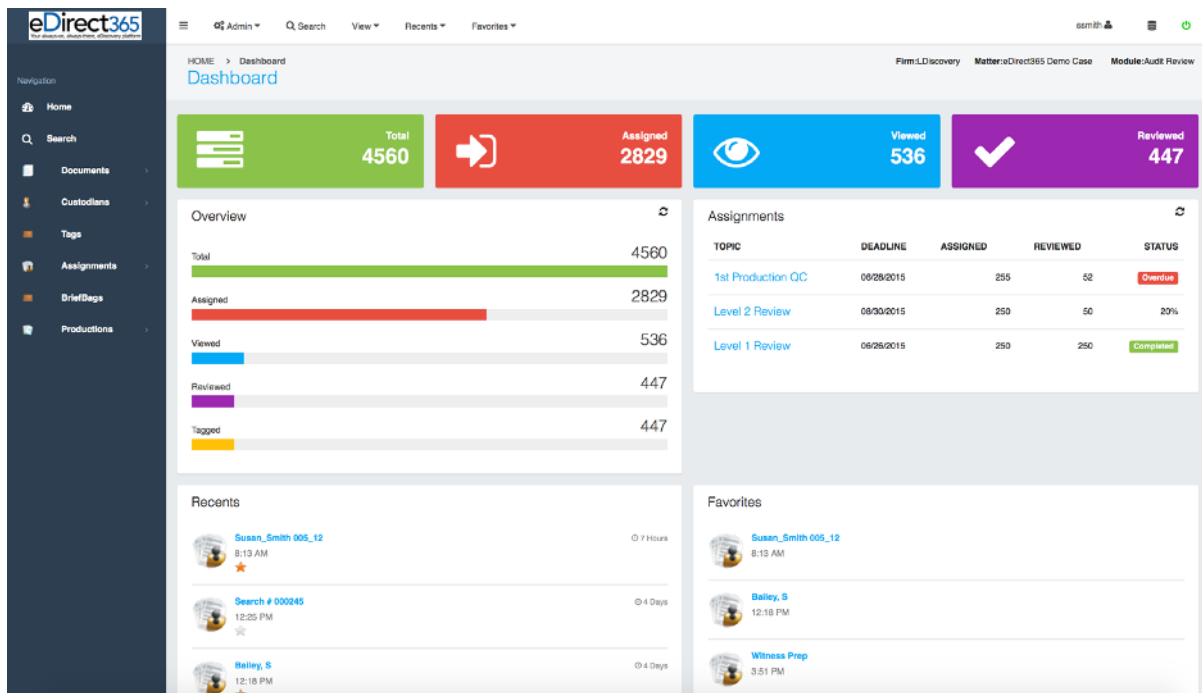
User-Friendly HTML5 Interface

Utilizing HTML5, eDirect365 will re-size to your screen. This user-friendly interface is accessible from all modern browser and mobile devices, such as iPad and Android tablets.

KrolLDiscovery Relativity Product Suite

KrolLDiscovery offers the following proprietary add-ons to the standard Relativity platform:

» Advanced nearlining capabilities (ANC) (winner of kCura Innovation Award 2015)

» Communication Insight incorporating advanced email threading and review

» Audio redactions (winner of kCura Innovation Award 2016)

» Advanced Predictive Coding

Owned/Supplied by :	**Kroll Ontrack**
Used by :	**Kroll Ontrack, QuisLex**

8.2.22 edt Toolbox

One Database. One Search Engine. True Integration.

In the real-world litigation and investigations are iterative, fluid and unpredictable. Early data culling decisions often need to be revisited as a case evolves and new issues come to light. EDT software delivers a fresh approach and true integration. 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, and with a Command Line Interface to interacts with other systems. 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
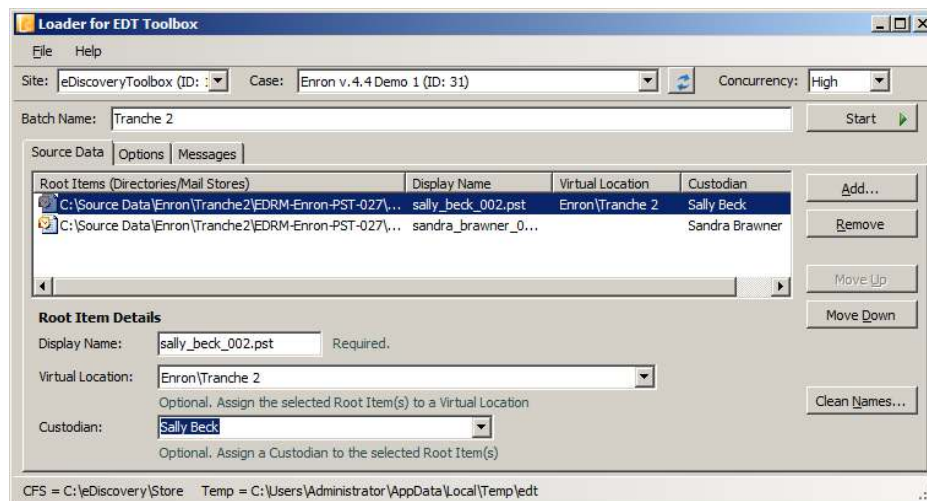
EDT Loader extracts and loads metadata from source data into a Toolbox case with an easy-to-use interface. The Loader enables you to select the source data to be loaded, assign custodians, remove unwanted file types, and also set your duplicate, time zone and text extraction options.

Native data of multiple formats can be ingested, including pst, nsf, EDB and forensic image files. Hard-deleted documents can also be ingested from PST and OST 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. DT's Integrated OCR function also provides text for documents without extracted text.

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, as well as interactive communications charts.

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.
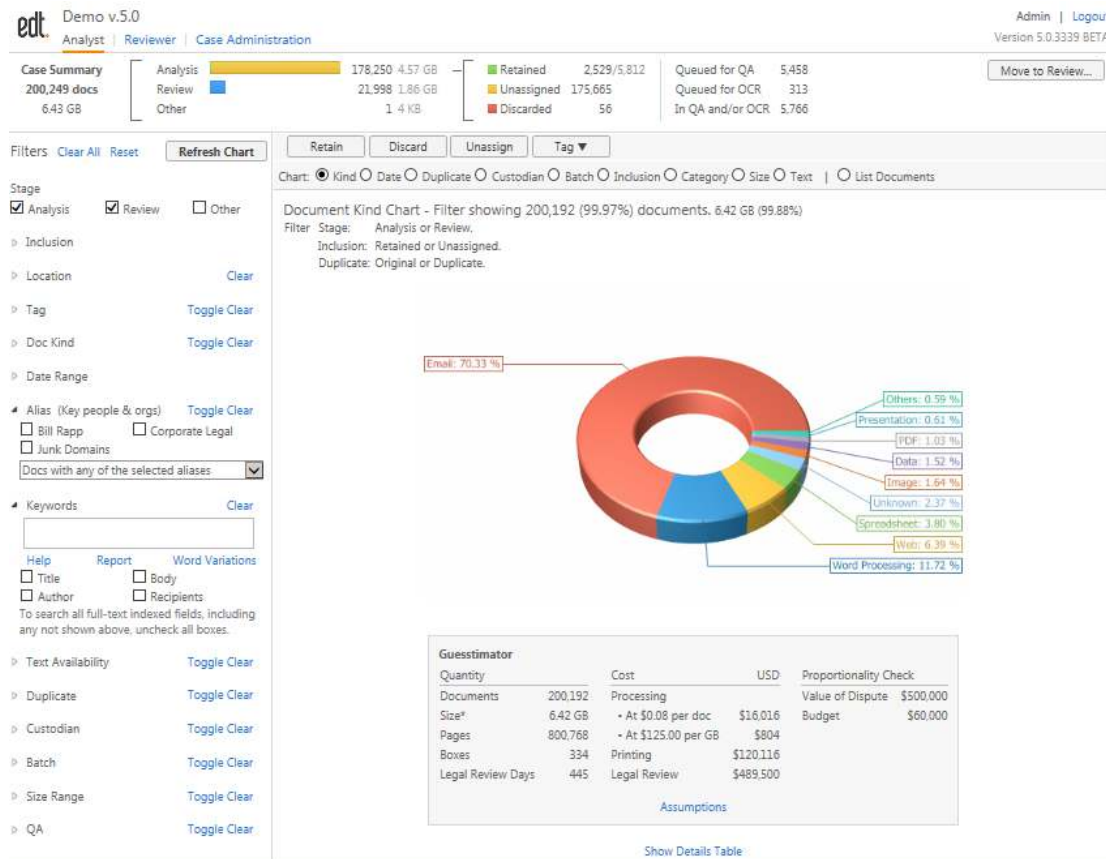
Communication Chart - Filter returned 73,837 (32%) documents

Filter Stage: Analysis.
         Inclusion: Retained or Unassigned.
         Duplicate: Original or Unknown.

Chart the top 25 ☑ email addresses. Include: ☑ From ☑ To ☑ Cc ☑ Bcc | Put in 'Other' if less than 10 ☑ % of the email sent to/from the top email address

Note: The chart displays the communications of email addresses in the emails returned by the filter. It typically does not display all documents returned by the filter.
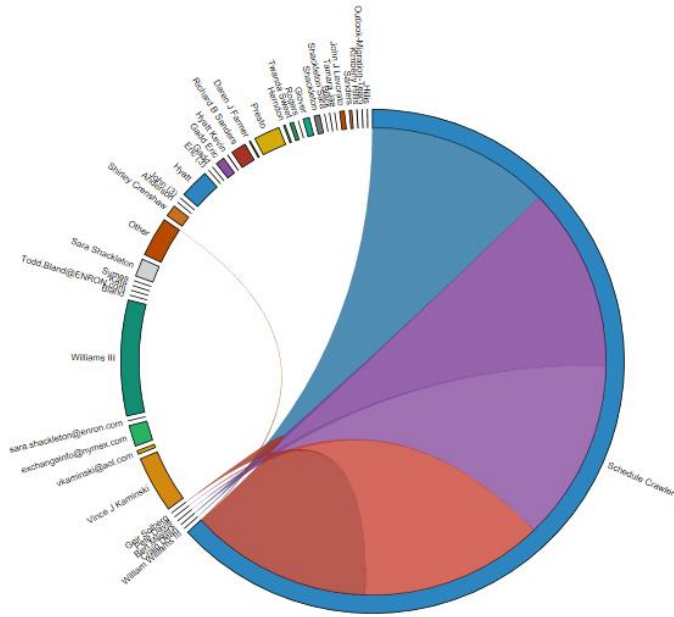
Reviewer

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.
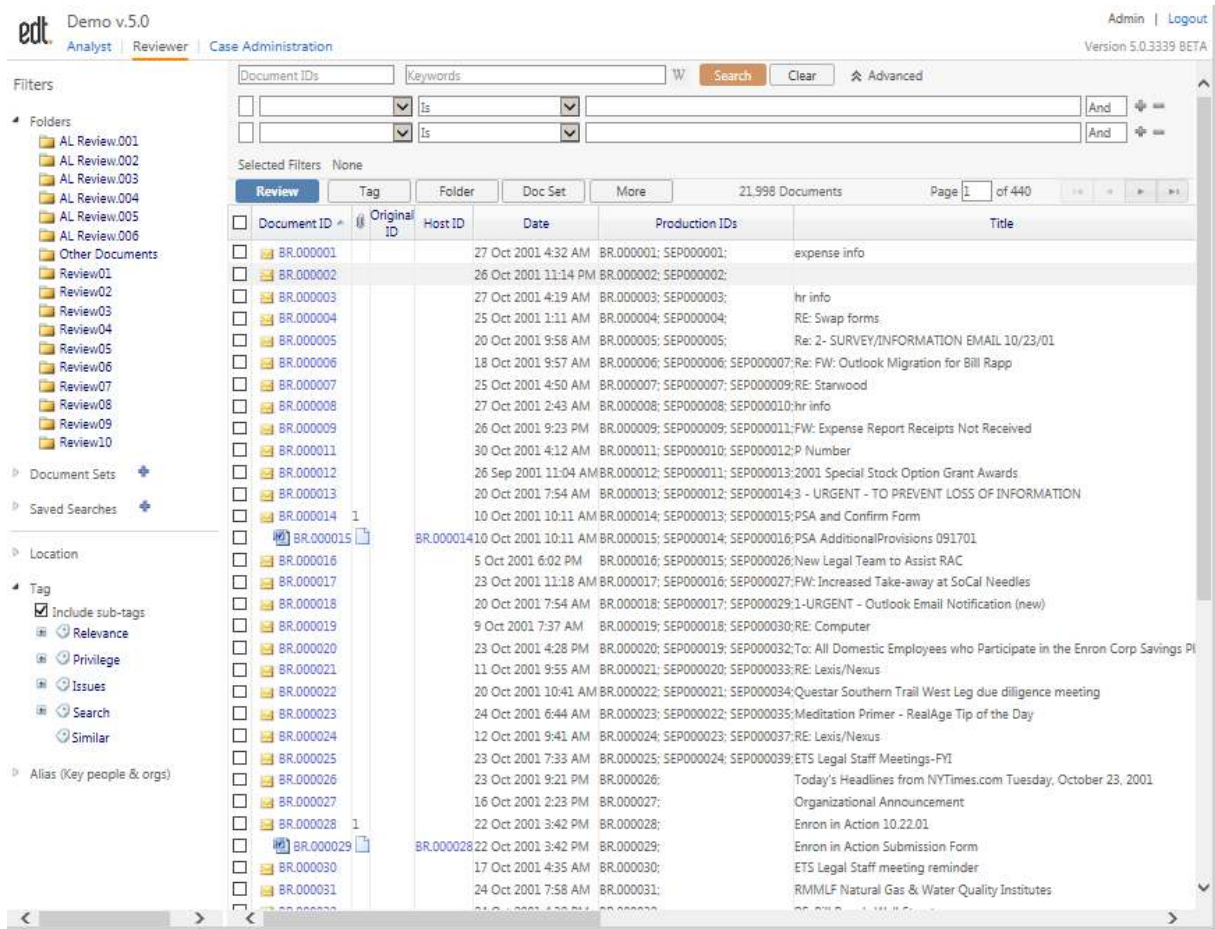
Documents are viewed in an HTML 5 Viewer, and can also be displayed in Text, Native, PDF or Tiff formats.
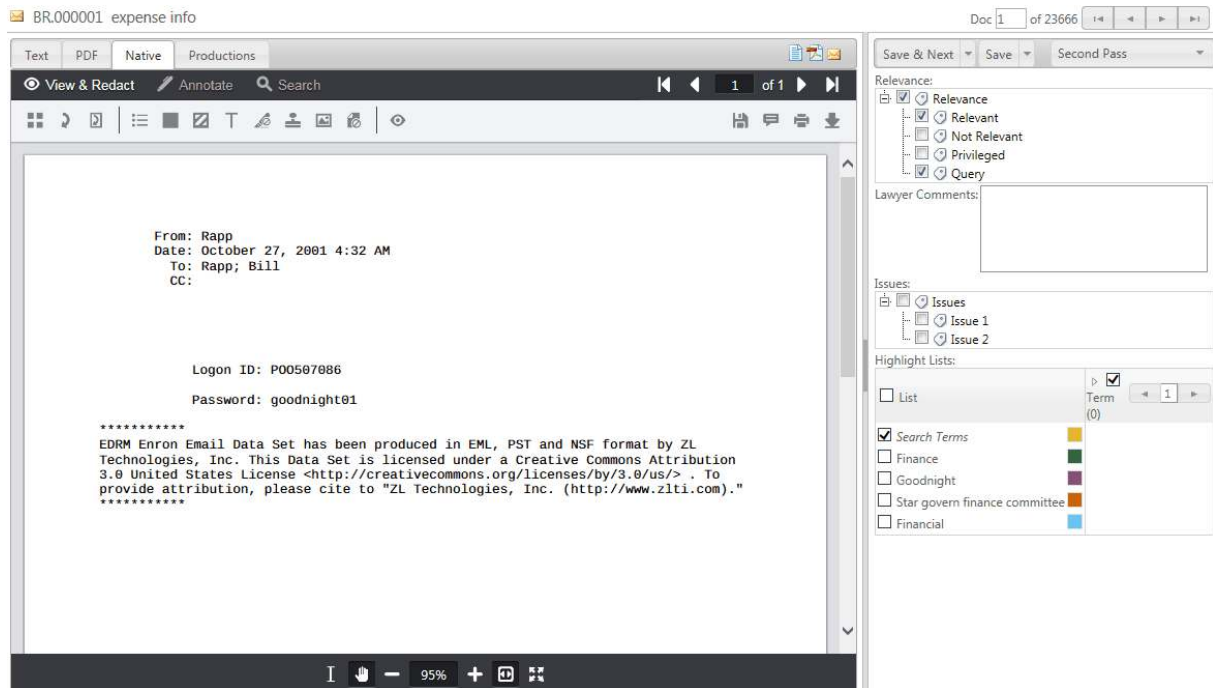
Documents in Analyst and Reviewer can be produced using an intuitive export tool. They are exportable in highly customisable formats for document production to Ringtail, Relativity, Summation, Concordance and other formats, enabling the processing of selected data into load files. Production to Native, Text, PDF or TIFF formats.

EDT.Blue

edt.BLUE is a turnkey solution - EDT software in your chosen cloud (e.g. AWS, Azure or IBM) with a monthly pay-as-you-go fee.

It's offered via our accredited partners and can be deployed within 48 hours in over 40 countries. The choice of location and cloud provider (IBM, Microsoft Azure or Amazon) is yours.

It's perfect if you want full control to do your own processing, culling, batching for review and user management.

It's also ideal when you require in-country data residency because the data can't be moved from its location, for example for EU based projects where data privacy is a concern. Simply nominate your international data center location from the 40+ countries available and an edt.BLUE instance can be implemented there within 48 hours. So, that means, the data doesn't need to be transferred cross-border.

There are no per gigabyte charges and no user fees. Just a simple monthly service fee for the infrastructure plus software platform. There's no software or hardware to buy, support or maintain and you can expand and contract the storage and processing resources to cater for fluctuating demands.

Finally, you can avoid the hassle of running back end infrastructure so you can focus on your core business – servicing your clients. You can even re-brand edt.BLUE so that your clients see it as your solution.

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.**

8.2.23 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**

8.2.24 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**

8.2.25 Equivio Relevance

Equivio Relevance is a lawyer guided software tool for scoring documents by relevance. From a sample of documents that have been classified by a lawyer as 'relevant' or 'not relevant', the software generates relevance scores for all documents in a collection. Equivio Relevance can be used at various stages in the legal document review process to save time and cost including:

- Initial case assessment – to rapidly assess key issues

- Culling of irrelevant documents that are responsive to typical keyword / phrase search techniques.

- Prioritisation of review – start the document review with the most relevant documents

- Post-review quality assurance – to assist in identifying review inconsistencies.

How does the Service Work?

1. The documents to be ranked for relevance are selected. For instance, they may be documents identified via the application of searches / filtering by say custodians, date range, file type etc. Alternatively, they may be the documents as selected by the client or documents received on disclosure.

2. The collection of documents to be reviewed are firstly de-duplicated and text extracted from electronic documents such as Word, email, PowerPoint etc. and for hard copy or scanned files text is created via optical character recognition 'OCR'.

3. The text from the files to be reviewed is loaded into the Equivio Relevance software. There is the option to 'seed' the review with sample relevant documents and / or keywords. Alternatively, the software will select a representative batch of 40 documents for the lawyer to review.

4. The software is simple to use and does not require any training (see screenshot below). All that is required is for the lawyer to read the text from each document and decide whether the document is 'relevant' or 'not relevant'. Note that it is also possible to review documents by 'issue'.

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.
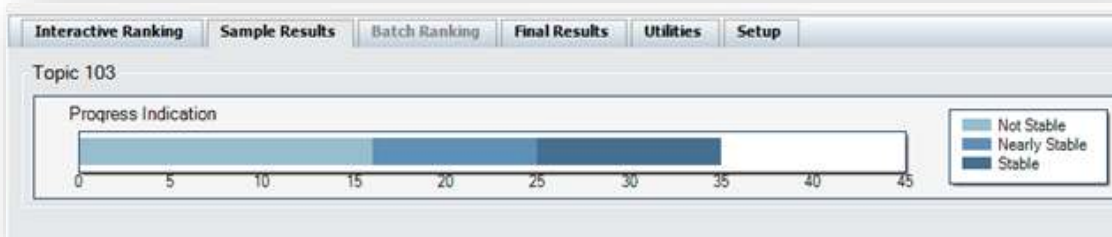
6. At completion of the review process, the software typically takes between 1 and 3 hours to calculate a 'relevance score' for all of the documents in the collection. The score is a number between 0 and 100.

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.
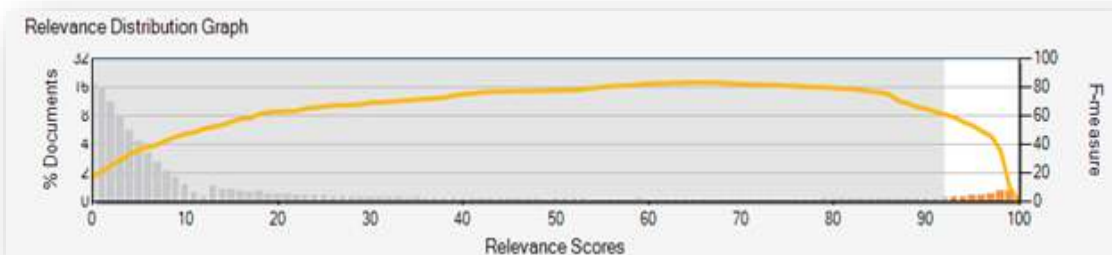
9. Finally, the documents along with their relevance score are loaded into an online review platform such as Relativity, CaseLogistix or Concordance. The legal review team can then use the relevance score to prioritise, quality check and potentially eliminate documents with very low relevance scores.

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.

8.2.26 <u>eTrium^{TM} – 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**

8.2.27 Exego (Planet Data Software)

Exego Extract is our exclusive processing engine that revolutionized the eDiscovery landscape. Granted two Patents for extracting and indexing embedded text, Exego technology completely and accurately processes data that most other engines miss. Exego is particularly effective in dealing with embedded objects, encrypted data and other complex file types - making lengthy exception reports a thing of the past. Specifically, Exego handles Bloomberg® Terminal mail and chat like no other platform in the business. Exego Extract then seamlessly delivers a more complete set of fully processed data to Exego Select for pre-review.

Completely processed data - including the most difficult file types like Bloomberg®, Lotus Notes®, mobile data and embedded text - is normalized, and appears in Exego Select, ECA and pre-review, ready to be fully searched and indexed along with the rest of your typical eDiscovery data. Families and attachments are properly reconstructed to maintain the email relationship to its attachments. Without this custom development, during document review, the reviewer would not be able to view or understand the relationship to the attachments. Best of all, you will have access to many TAR tools in Exego Select that are not typically available in ECA (such as email threading, bulk tagging and robust reporting) at no additional cost.

Exego Review provides our clients with the final piece of our end-to-end discovery solution, featuring a detailed dashboard, collaborative tools, and an expert hosting team standing by. All of this without ever leaving the agile and convenient Exego interface. Exego Review is completely web-based, and PC and Mac compatible. With easy-to-navigate features, clients can track team and individual review progress at a glance, personalize screen content and layout, and increase speed and efficiency. Secure password resets, customizable workflows, dynamic coding, proximity highlighting, multiple redaction capabilities round out the list of features available within a few clicks. Of course, Exego Review users can rely on the same powerful reporting that they are already accustomed to in Exego Select.

Relativity is a complete review solution with the power to handle the largest and most complex electronic discovery projects and the ease-of-use to let users focus on documents, rather than on technology. As a feature-rich online review platform, Relativity provides image and native file review, powerful searching, diverse coding options, flexible workflow capabilities, integrated productions, Unicode and foreign language support, and concept searching.

Owned/Supplied by :	**Planet Data**
Used by :	**Exigent, Planet Data**

8.2.28 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.
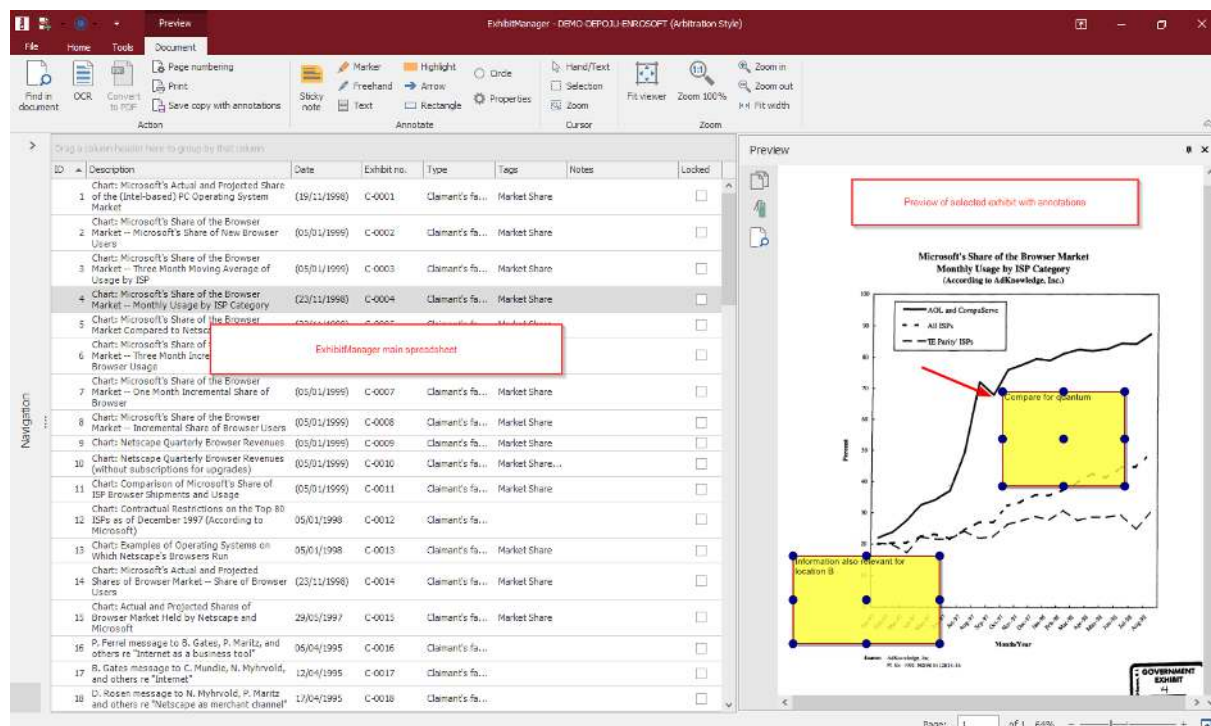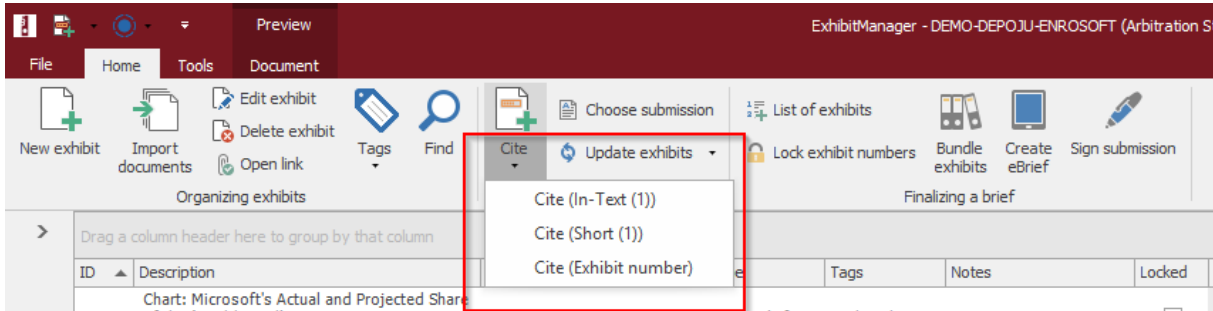

Description Screenshot 1: ExhibitManager main view; left: overview of organized exhibits by tag/issue, right: exhibit in preview with annotations.

## 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.

- Update exhibits in multiple documents at the same time (e.g. Statement of Claim and all witness statements).

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.
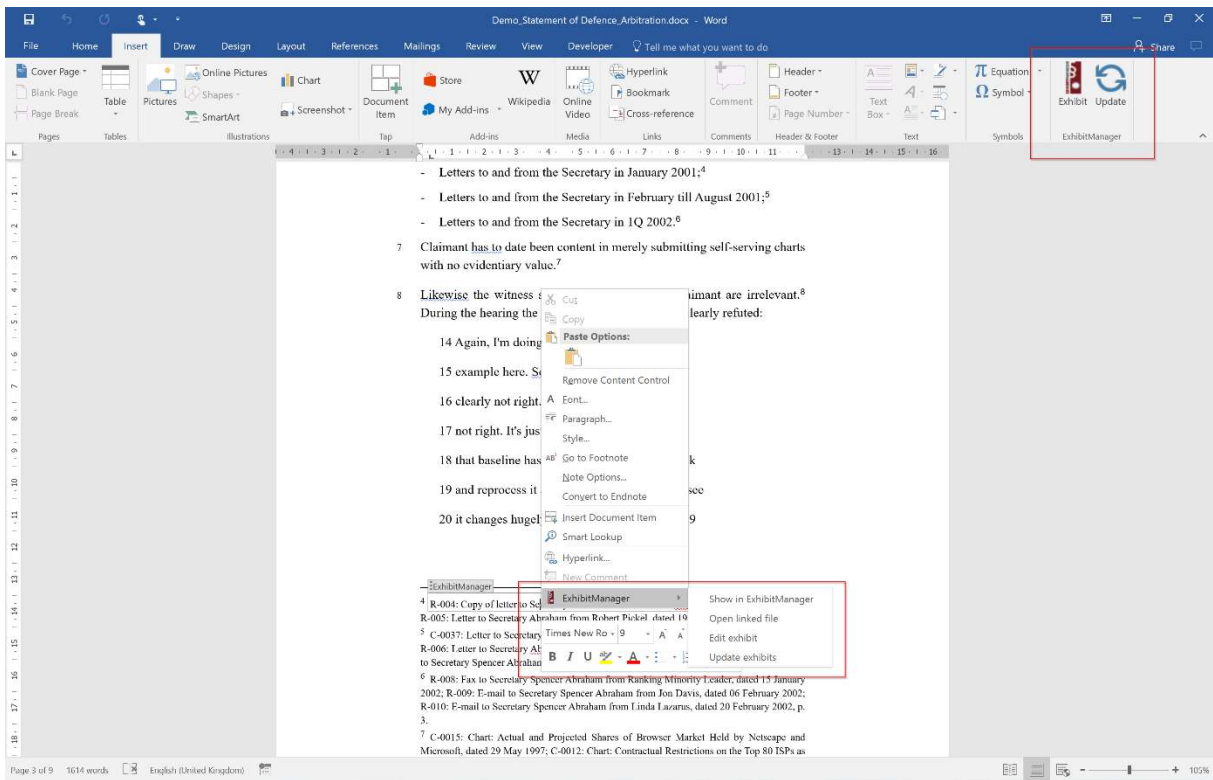
Description Screenshot 3: ExhibitManager offers reviews of exhibits when working in Microsoft Word.

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, chronologically or by order of appearance. 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.

- ExhibitManager creates **customized trial bundles**.

- 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.
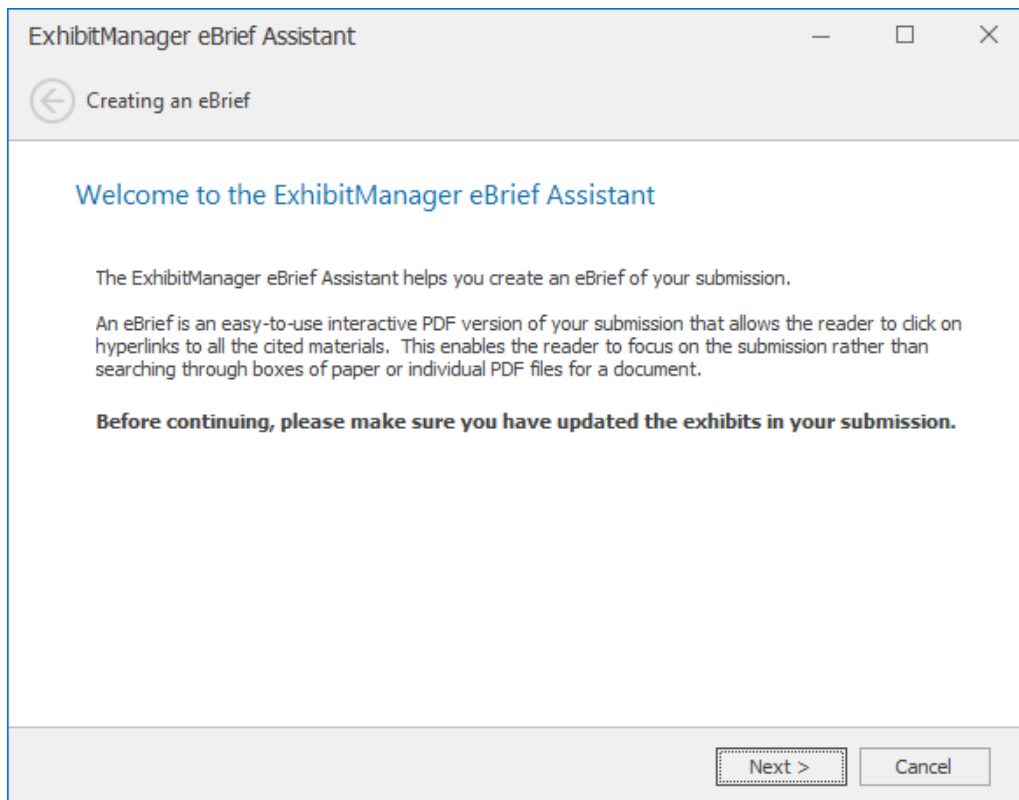
Description Screenshot 4: eBrief Assistant to create your eBrief within minutes.

For more information, please see the video "Introduction to ExhibitManager".

System requirements

- Microsoft Windows Vista, Windows 7 or Windows 8 Windows 10 with .NET 4 framework installed.

- Microsoft Word 2016/2013/2010 or 2007.

- 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**

8.2.29 <u>Exterro Software Suite</u>

Exterro Orchestrated E-Discovery enables customers to manage, measure, and optimize e-discovery processes, unifying all e-discovery phases and all internal and external stakeholders on the same technology platform. Information is available anytime, from anywhere. The result is that clients are able to complete the e-discovery process in far less time and at a much lower cost.

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. Features advanced, innovative design in which processing happens during collection, and almost immediately produces content for review, "collapsing" the process and dramatically decreasing the amount of time it takes to get to the facts of a case, while also slashing costs and eliminating the need for technical intermediaries between the software and legal users. Encompasses collection, processing, review and production.

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

EXTERRO PROJECT MANAGEMENT FOR LAW FIRMS The only purpose-built, easily customized legal project management system designed specifically to orchestrate the workflows and activities associated with legal processes, including e-discovery, matter intake, witness ID/deposition tracking, case management, and more. It ensures consistency, provides visibility into all projects, and improves efficiency, cost control, and communication across all stakeholders, enabling firms to reliably manage resource workloads and deliver more value to clients.

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.

Owned/Supplied by :	**Exterro**
Used by :	**Exterro**

8.2.30 eZSuite (CAPITAL NOVUS)

Cutting-Edge Technology for e-Discovery & Information Governance

eZProcess™

At the heart of eZSuite is eZProcess, a robust data treatment and processing solution that provides maximum control and agility in managing electronically stored information.

- Data Inventory Audit
- Data Treatment and Culling
- Exception Handling and Management
- Rich Content and Superior Data Quality

eZAnalytics™

A powerful content intelligence and data mining module that allows users to gain powerful insight into their documents.

- Near-Deduplication
- Content Clustering
- Key Phrases
- Entity Analytics
- Email Threading and Domain Analysis

eZSuite™

eZSuite is a complete, full-spectrum platform that covers the entire litigation lifecycle, eliminating the need for any third-party plug-in solutions. The suite comprises of 4 independent but seamlessly integrated modules:

- eZProcess - The data capture module
- eZAnalytics - The analytics module
- eZVUE - The knowledge management/ECA module
- eZReview - The workflow/review module

eZVUE®

An information management system and Early Case Assessment platform, eZVUE's comprehensive analytical features and intuitive visual interface help users understand and filter large quantities of data.

- Intuitive User Interface
- Powerful Concept and Content Searching
- Built-in Budget Reporting
- Work Product Reusability Within and Across Matters

eZReview®

Renowned for its design, functionality, and ease of use, eZReview allows users to rapidly review electronically stored information (ESI) and assess even the most complex cases. eZReview is scalable and customizable to specific unique case requirements, complete with advanced analytic capabilities and customized workflows.

- Automated Workflows Configuration and Review Rules
- Built-in Quality Control Mechanisms
- Integrative predictive coding module, ADP

CAPITAL NOVUS
Governance | Compliance | E-Discovery

Owned/Supplied by :	**CAPITAL NOVUS (Capital Legal Solutions)**
Used by :	**CAPITAL NOVUS (Capital Legal Solutions)**

8.2.31 FRA Software Suite

Data Privacy Management Suite (DPM)

FRA's software development team created the DPM suite in response to our client's legal obligations to manage data privacy in several jurisdictions. This application is often implemented on projects that involve a European discovery element.

DPM is a rules based system that is flexible enough to manage on the most complex of cases. Rules can be applied at the project level, custodian level or individual media level. A full audit trail is maintained within the system which can be exported to support any disclosure that is provided to regulators or opposing parties. DPM is wholly owned and maintained by FRA.

Exclusion Rule Hierarchy

Exclusion rules can be defined at multiple levels, as described in the table below:

LEVEL	DESCRIPTION
Project	This is the highest rule level, and will apply to all custodians and media in the project.
Custodian	Rules defined at the custodian level will apply to all media for the specified custodian.
Media	Rules defined at the media level will only apply to the specified media.
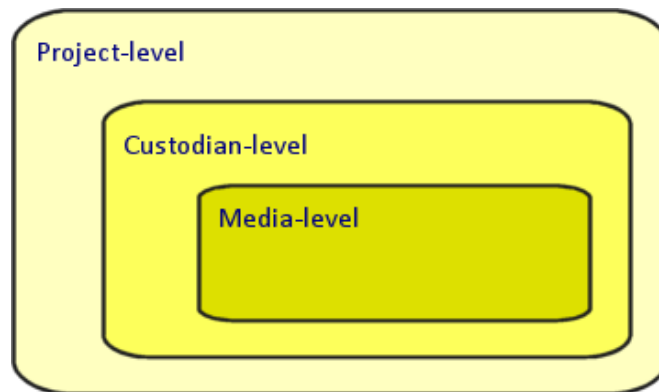
Fig 1 - Rule level hierarchy

Exclusion Rule Types

Several types of exclusion rules can be defined:

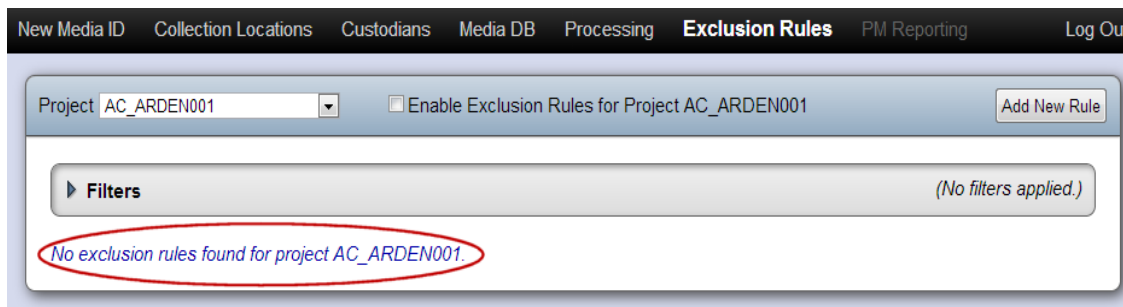| RULE TYPE	DESCRIPTION
No Exclusion	Specifies that no exclusion rules should be applied for the project, selected custodian, or selected media.
File Path	Any file path containing the rule's text will be excluded from searches.
Sender\Recipient	Any emails between the two parties defined in the rule will be excluded from searches.
Email Subject	Any emails containing rule text in the email subject will be excluded from searches.
Email Folder	Any email folders containing the rule's text will be excluded from searches.

Accessing Exclusion Rules

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.
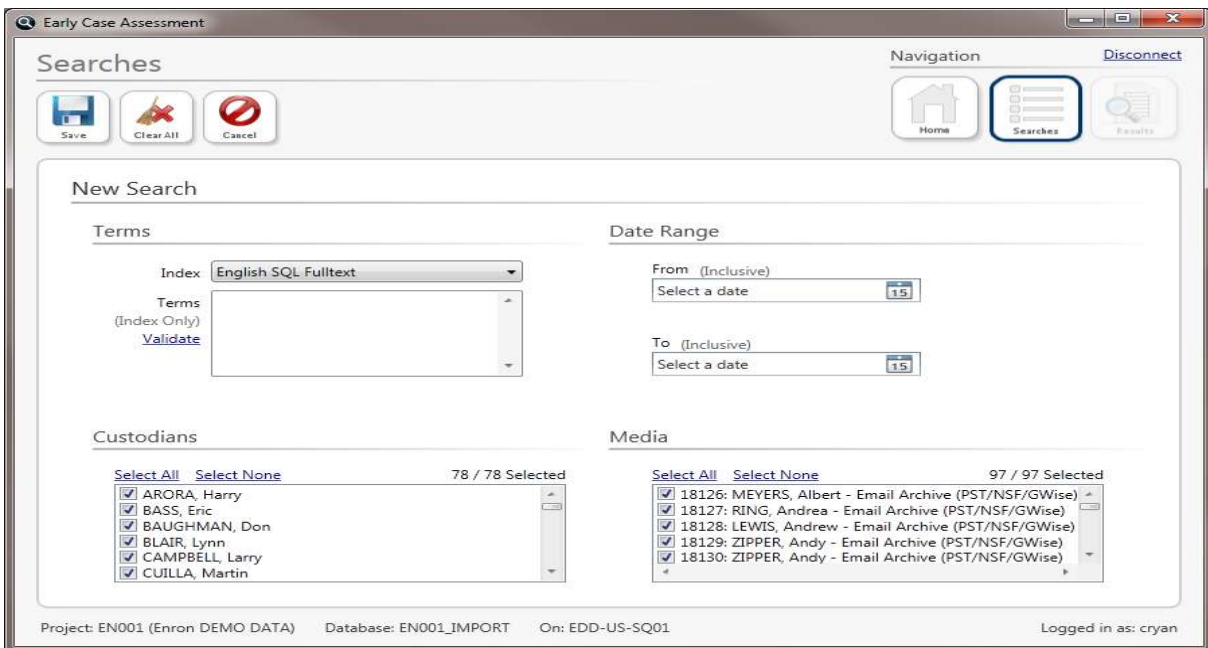
Searches

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.
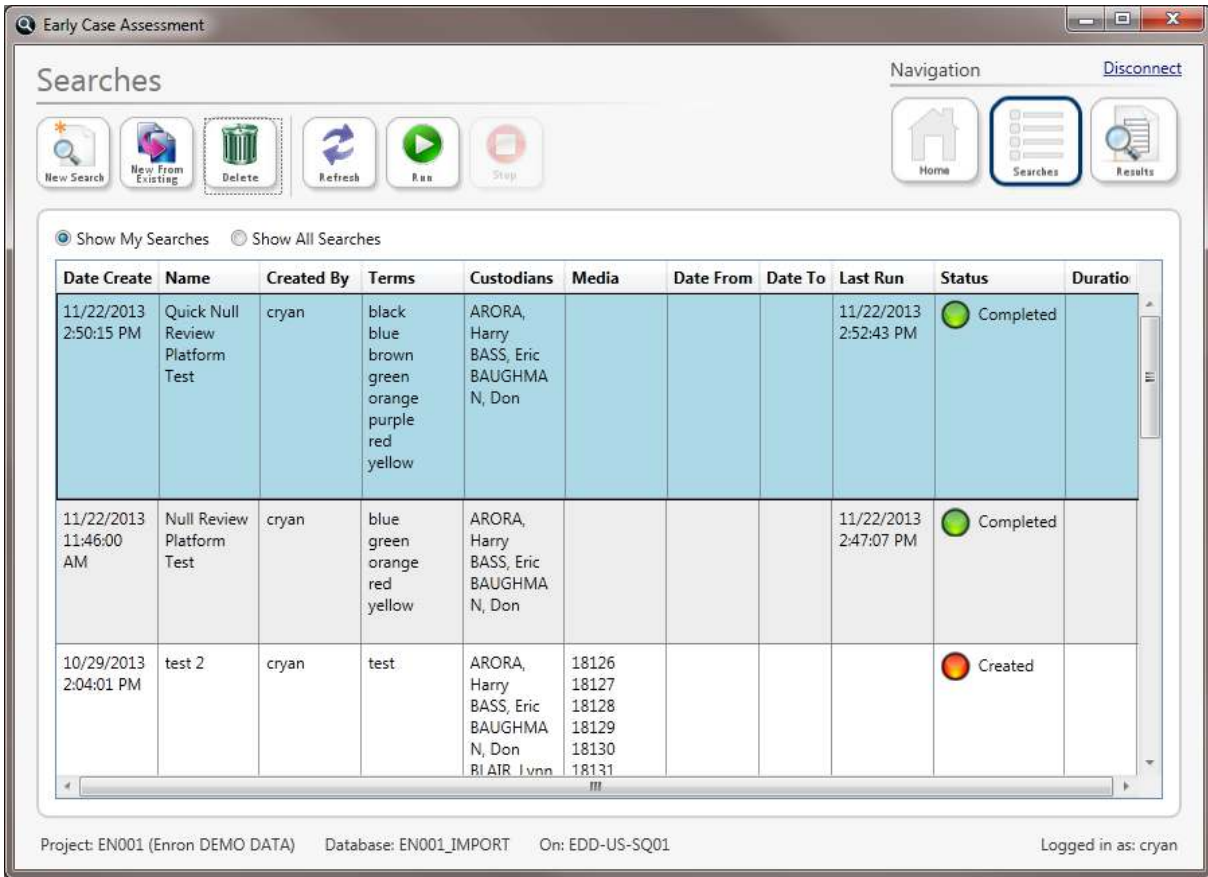
New Search Screen

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.
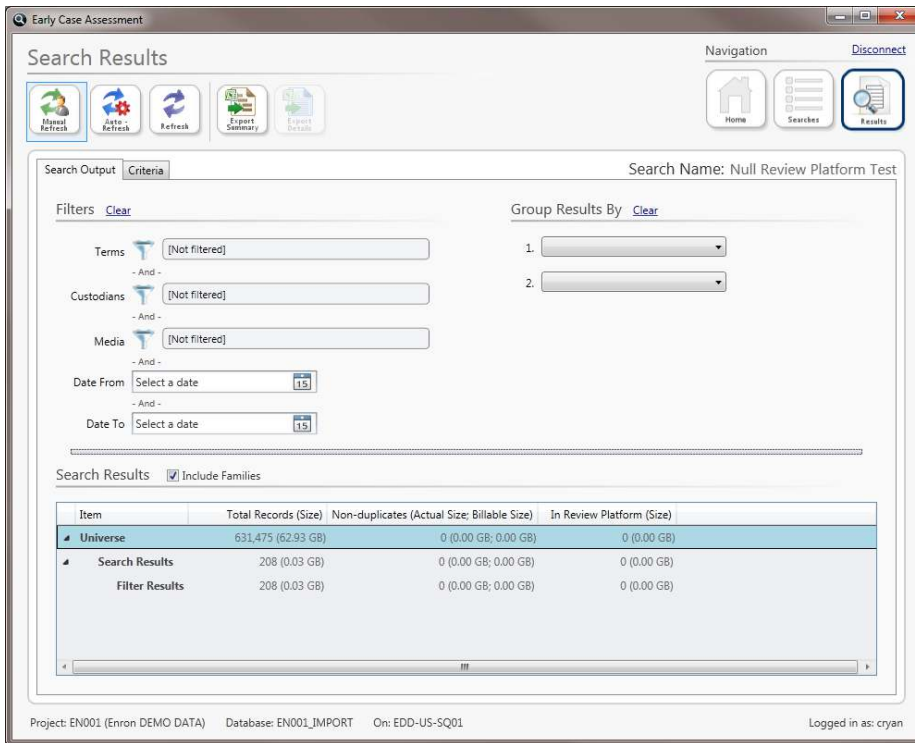
Reports can be generated and exported to Excel for further analysis. FRA clients can instantly reap the benefits of analysing their data sets well in advance of reviewing any documents.

Owned/Supplied by :	**FRA**
Used by :	**FRA**

8.2.32 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.**

8.2.33 iCONECT

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.**

8.2.34 In Control (Reveal Data Systems)

InControl is a disruptive technology that will change the way you do business. Having a superior eDiscovery platform helps clients save time and money while preparing for litigation, performing a criminal investigation, or preparing for a merger. But even with the flexible and easy-to-use InControl system, discovery still takes a significant amount of time. Reveal Data provides the advanced intelligence solutions needed to maximize efforts during discovery and investigation. InControl's fully integrated analytics can be used at any point in a workflow, on any project, to help our clients identify patterns in their data, glean critical insights, and to focus their efforts to get to review faster. Our analytics empower legal teams to create the best strategy for success and close their investigation faster. Our platform can be installed on a client server or used in the cloud, giving legal teams the freedom to work on eDiscovery anywhere at any time. The cross-browser compatibility and support for multiple languages ensures our clients have the ultimate freedom.

Our suite of offerings includes:

Forensic collection. Reveal Data employs a team of forensic data specialists who are at the ready to help uncover the information needed. We have designed the InControl Crawler in parallel with our advanced methodology to uncover the forensic data, wherever it lives. Our in-house specialists can also provide expert testimony or help to secure it from other appropriate experts.

InControl Crawler is an innovative enterprise search platform that provides the flexibility to find the data needed when needed. This advanced network search solution facilitates quick and easy searching across large data repositories, both locally and remotely. Our comprehensive platform works for businesses of every size and type that traffic in large volumes of data. It improves organisation, finds documents fast, creates comprehensive reports, and preserves unstructured user-created data for litigation holds and more.

Early case assessment. Our ECA tools help our clients to gain a better understanding of the challenges and weaknesses in their case with an early case assessment that they can use to formulate a stronger strategy. Our tools include data deduplication, near duplication, email threading, bulk tagging/coding, extraction of metadata and text, and culling and filtering data by keywords, dates, people etc. Using our ECA tools, Reveal can save the customer time, effort and significantly reduces costs.

Processing. InControl streamlines discovery and helps litigation teams process all the data and evidence without having to move between multiple systems, speeding up workflows and reducing risk. Our specialists oversee processing of a case from start to finish, using the right technology and framework for its specific needs.

InControl has everything needed to categorise and sort data to easily identify the most important information in the case. This presents smarter insights so legal teams can see the overarching facts in the case and create the strategy that leads to success. The InControl Processing engine integrates seamlessly with the InControl review platform, allowing clients to use one system for all of their data.

Accelerated Review. We recognise that corporate legal departments are under increasing pressure to control costs and to achieve greater cost predictability which is no easy task in the era of big data. Data volumes have exploded and document review, traditionally one of the largest percentages of a litigation budget, can seem insurmountable regardless of resource allocation. Given these challenges, we have integrated Technology Assisted Review (TAR) and data visualisation functionality within the InControl eDiscovery Platform to accelerate the document review process. This advance technology uses Advanced Text Analytics and Continuous Active Learning to determine responsive and non-responsive documents sets.

InControl Accelerated Review (IAR) and data visualisation uses machine learning to find relevant documents based on input provided by human users. By a user reviewing and tagging a small portion of the data set IAR uses document tags to train a ranking algorithm that orders the documents from most to least likely to be relevant. Unlike traditional linear review, Accelerated Review allows the managing attorney to determine that a review is complete

without requiring 'eyes on' review of every document. The managing attorney has the ability to monitor the decisions being made by reviewers in near real-time to more effectively control a pool of document reviewers. They can quickly identify issues and refine the review protocol in the early stages, before costly re-review becomes necessary. Using IAR, we offer real-time reporting which shows the accuracy of the trained model on-the-fly.

IAR provides lawyers with the ability to eliminate human review for large percentages of a document collection – often as much as 90%, potentially shaving millions off a company's legal spend.

Online review. The InControl software is flexible, reliable and customisable with a user friendly interface. It is cross browser compatible meaning that InControl can be accessed and used in the office, or at home on an iPad using any internet browser. There are no add-ons or installs required, it just works! This mobility allows teams to maximise their time and provides access to the information whenever and wherever it is needed. Our review platform helps to keep our clients InControl of the entire document review process. Users experience day one productivity with minimal training. InControl has full production capabilities including redactions and stamping.

Transcript Manager. InControl has a fully-integrated Transcript tool. Once a transcript is uploaded as a text file, a reviewer has the ability to search by page and line, highlight and tag key portions of the transcript, and hyperlink exhibits or other documents within the case.

Owned/Supplied by :	**Reveal Data Corporation**
Used by :	**Navigant**

8.2.35 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.**

8.2.36 <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, Recommind (now OpenText), and Venio Systems. 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 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**, **Mindseye TunnelVision**, and **VenioOne** 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 subsequent full processing and review.

Processing and Production Software:

Integreon's technologies for full processing include **IPRO's eCapture**, **Mindseye's TunnelVision**, and **VenioOne** 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, 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 (now OpenText) have been working together for three years, and more recently formed 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.
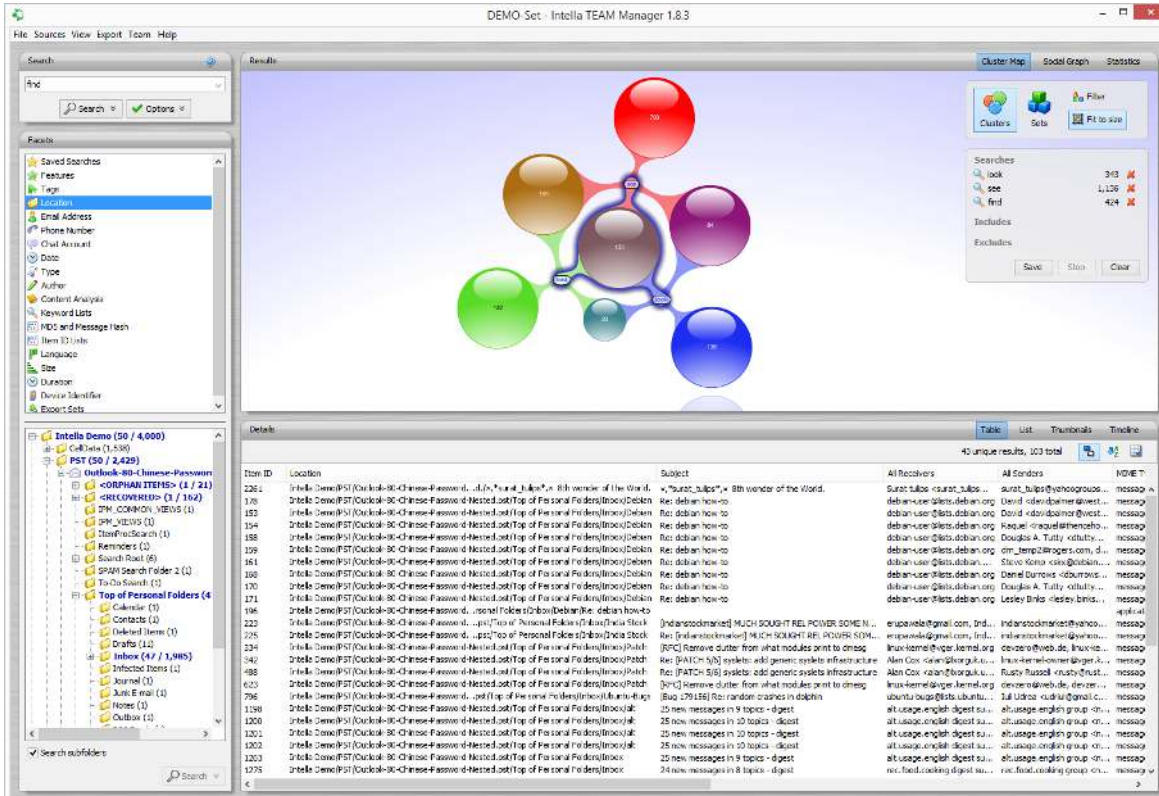
- **VenioOne**: Integreon and Venio Systems recently announced a partnership in which Integreon has become a "trusted partner" for offering and support of the VenioOne and Venio On-Demand platforms. Through this technology partnership, Integreon offer Venio as an all-in-one web-based e-Discovery solution that helps law firms and corporations to decrease costs, lower risks, increase reliability and improve management of litigation.

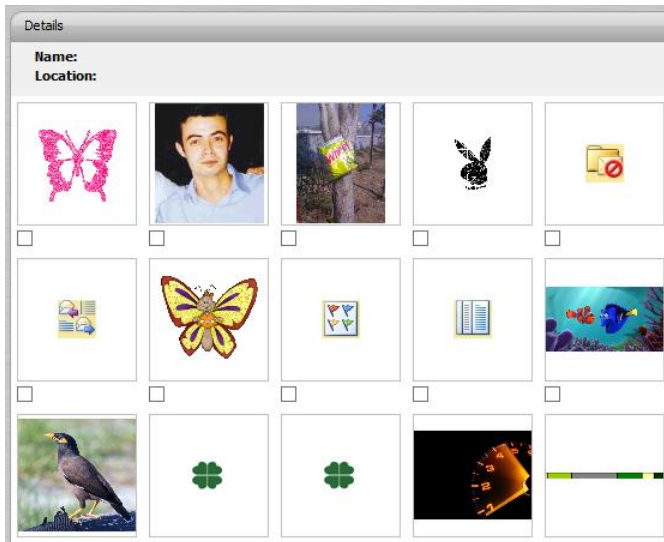| Owned/Supplied by :	**Various & Integreon**
Used by :	**Integreon**

8.2.37 Intella Suite (Vound Software)

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 a broad array of investigators and significantly cuts the time and costs organizations normally need to carry out digital investigations, audit requests and e-discovery.
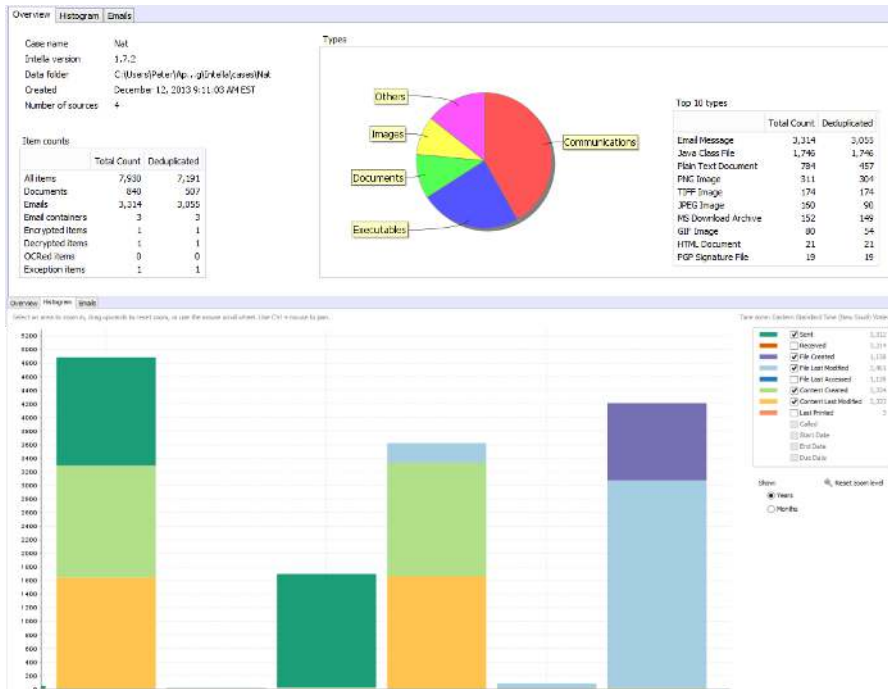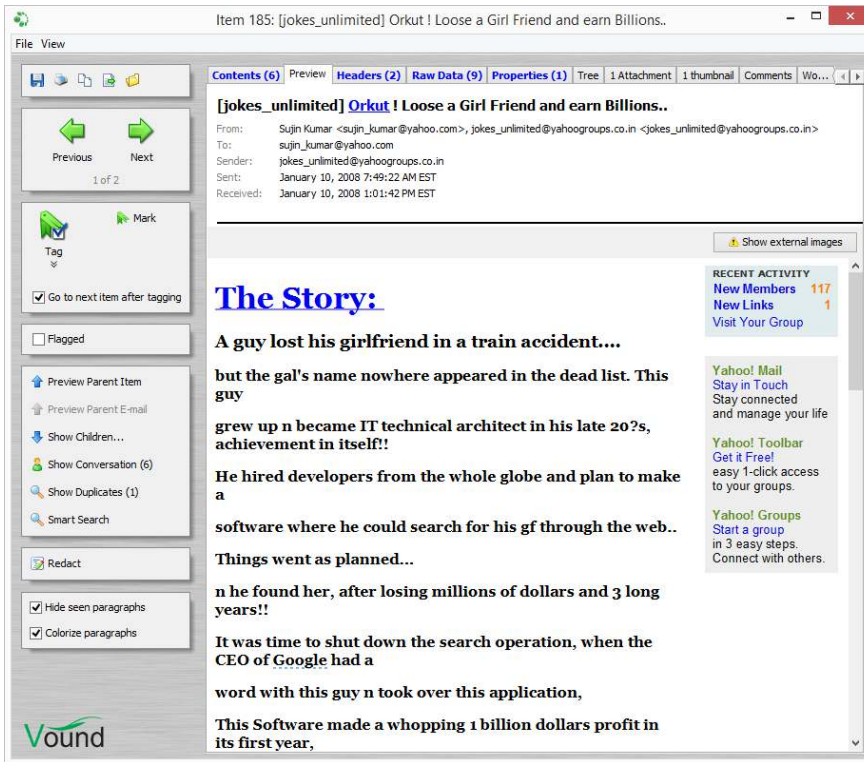

Cluster map view

Sets view

Intella has an easy-to-use interface allowing high quality results and review capabilities with surprising ease.

Visual mapping of custodians communication networks

Extraction and display of all images from the ESI.

Statistical overview of case and ESI.
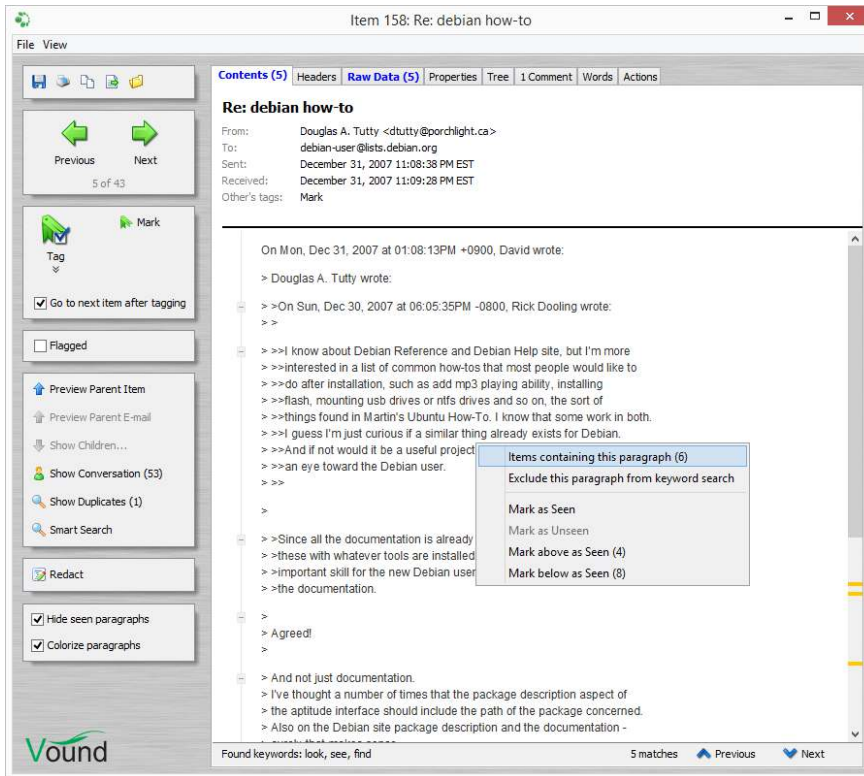
Easy to use review interface for viewing search results
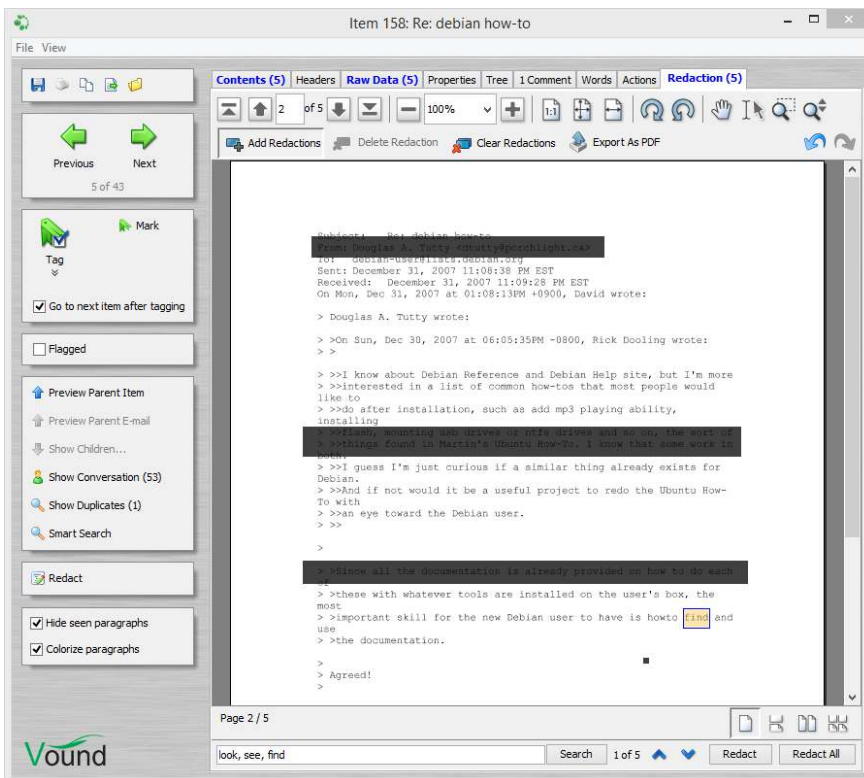
Redaction editor

**Paragraph Analysis for identifying identical paragraphs**

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.
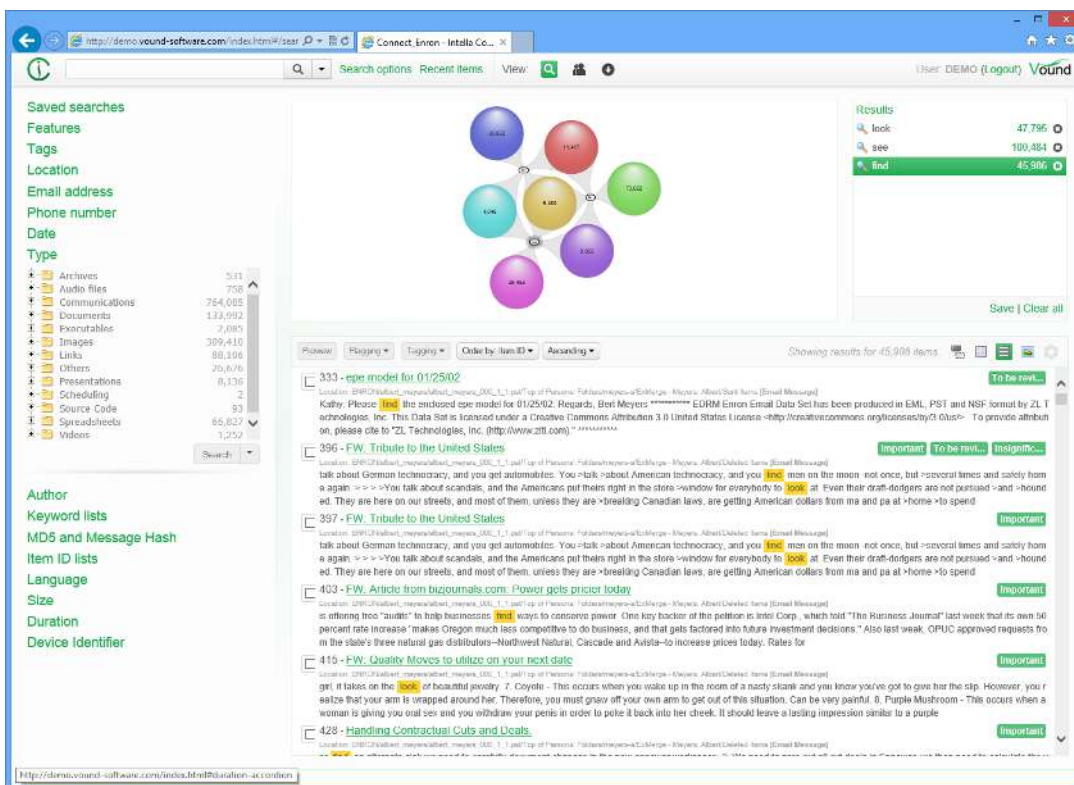
INTELLA TEAM

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.

Owned/Supplied by :	**Vound Software**
Used by :	**7Safe, Evidence Talks Ltd, IT Group Ltd, Stroz Friedberg**

8.2.38 Intelligent Voice®

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, whether on premise or in the cloud.

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 related to the matter such as email or IM chats 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 is 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.

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.

Intelligent Culling™ (IV4)

Much audio data is, for one reason or another, unusable for review: It may be ring-tones, hang-ups, background noise, speech that is inaudible due to interference, etc.

IV4 gives you a "confidence report" across your entire dataset, highlighting those files that are most likely low-priority review items, and those which are mostly silence or unintelligible. With this, only those files which are likely to be usable for review can be selected for review either in IV or your existing review platform.

CLAM and CAM (IV4)

Custom LAnguage Modelling and Custom Acoustic Modelling are now in the hands of users. All speech-to-text and phoneme based systems work better when they are given industry and matter specific text and audio data to help better understand a data set. This powerful functionality usually resides in the hands of the software provider, not the customer. IV4 changes this, giving you the power to dramatically improve your transcription and search results, without the need to hand confidential audio and text data to your software vendor.

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.

Biometric Search (IV4)

A key feature of many audio collections is that metadata is sketchy or completely absent. Caller ID is often withheld, and in many cases the metadata is corrupt or meaningless, and in the case of call date and time actively misleading.

Biometric Search uses the unique sound of the human voice to build a biometric profile (often loosely referred to as a "Voiceprint"). This can then be used to cluster audio across multiple files by the likelihood of it being the same speaker.

By selecting a speaker from a transcript, all files from other likely matched speakers can be returned, even if there is no metadata

Hyperphonic™ Search (IV4)

Intelligent Voice® combines the best of transcribed text, word probability lattice and phoneme-based search to offer the widest possible range of searches across a dataset.

Topic Trails

A list of suggested topics of interest for the review data set as a whole will be displayed:

Health insurance ▼	Private practice ▼
The Organization ▼	Private company ▼
Carolina State ▼	Have You Heard ▼
Horror Stories ▼	Percent return ▼
Family doctor ▼	Health system ▼
Self employed ▼	Underestimate ▼
United States ▼	A Little Bit ▼
Do You Wanna ▼	Good Company ▼
Grandparents ▼	Medical care ▼
Nursing home ▼	Orthodontist ▼
Other People ▼	Waiting List ▼
Blue Shield ▼	Dental work ▼

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:
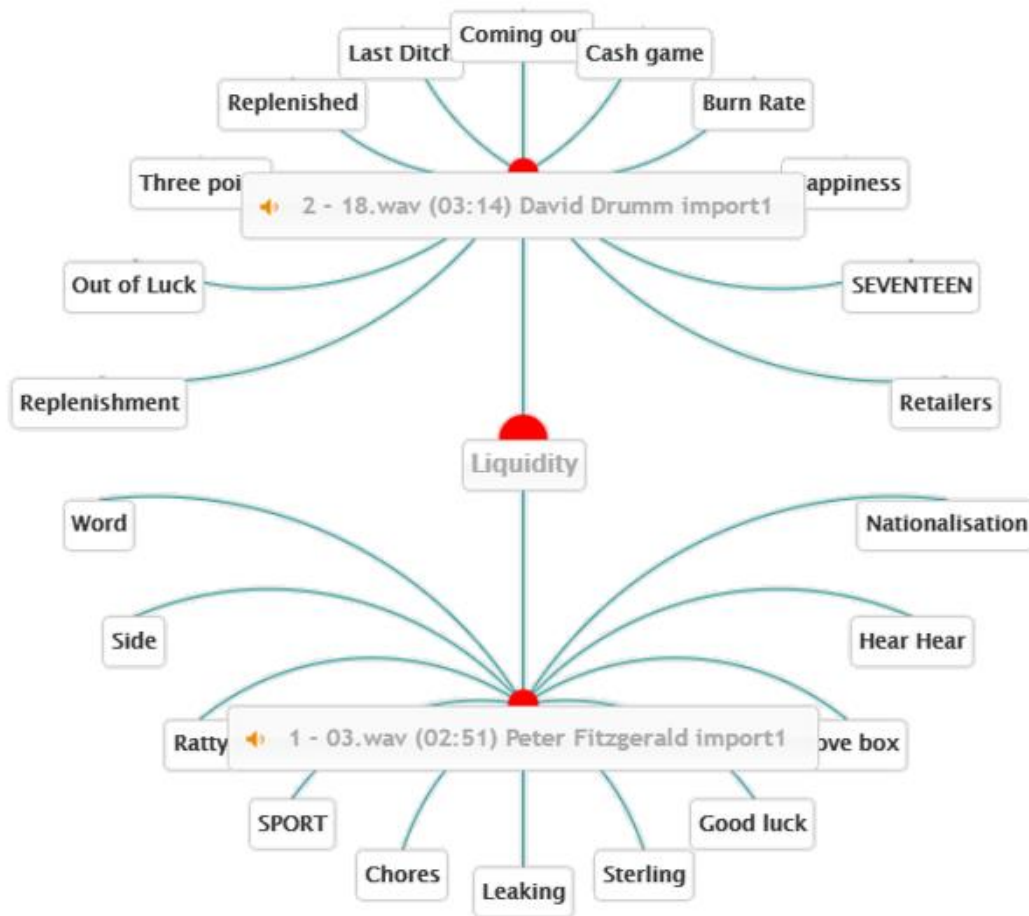

Any of the topics displayed around the audio or video files can in turn be selected, in turn showing the audio or video file or files in which that topic occurs, and the topics of interest for these files. As such, not only can this feature surface speech within the audio that a reviewer might never 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:
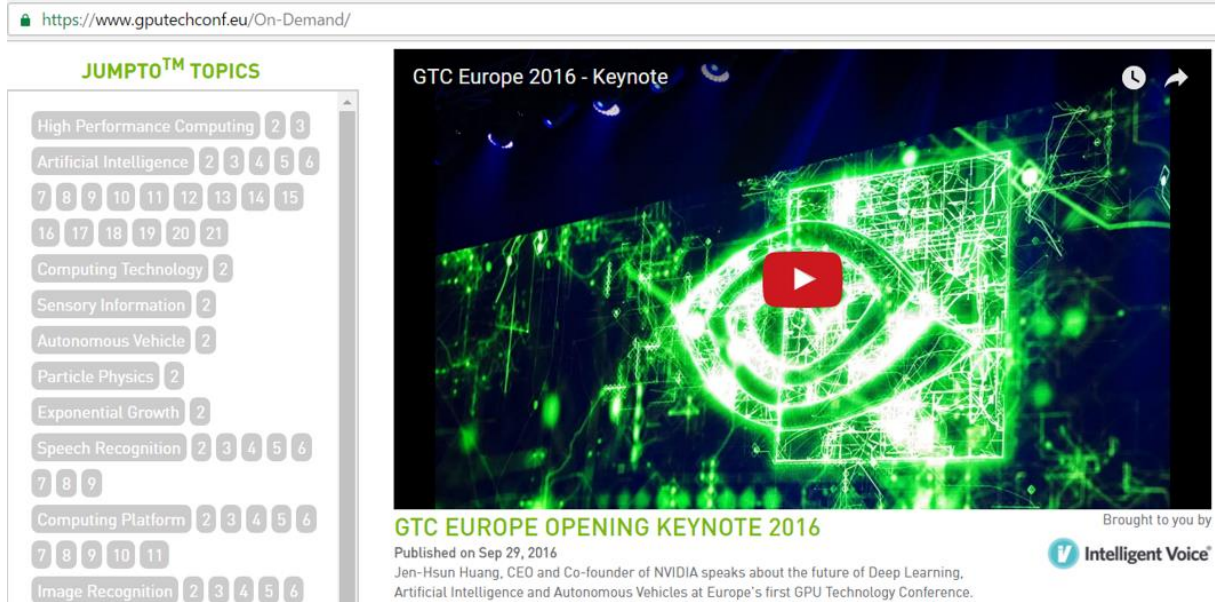
The JumpTo™ Review Player can also be exported, enabling a reviewer who does not have access to Intelligent Voice® themselves to utilise all of the functionality described above to review the audio or video file.

Redaction

Audio and Video files can be redacted by highlighting the text and selecting the reason for doing so. Even if the text has been miss-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.

IV is used to extract data from existing voice recording systems such as NICE, as well as to push promoted audio data into Relativity and other eDiscovery platforms.

| Owned/Supplied by :	**Intelligent Voice**
Used by :	**DTI / Epiq Systems, OpenText / Recommind, Aon / Stroz Friedberg, Five of the top ten Global Accountancy firms, US Department of Justice Anti-Trust Division**

8.2.39 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.
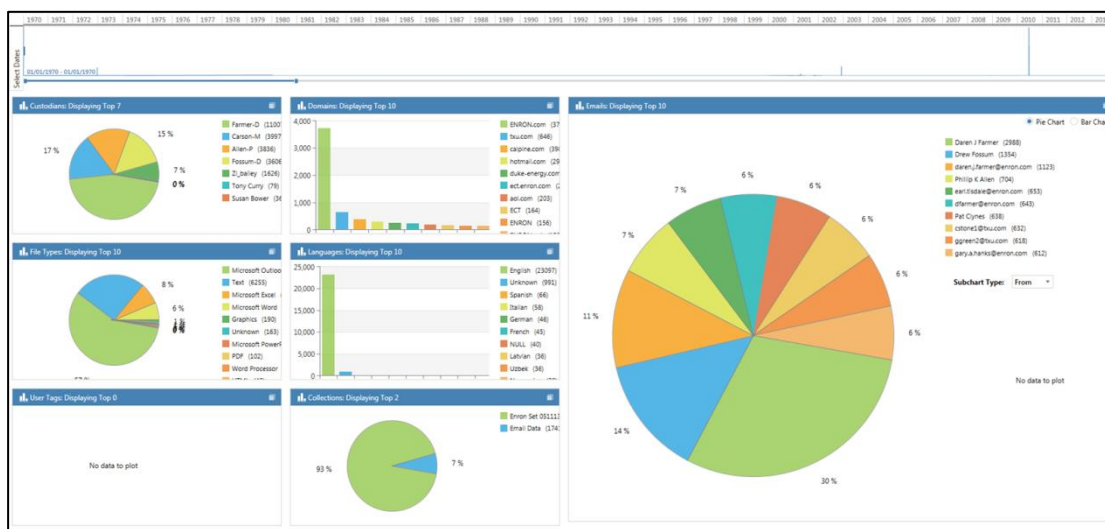

Eclipse (Web-based review featuring advanced analytics)

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.
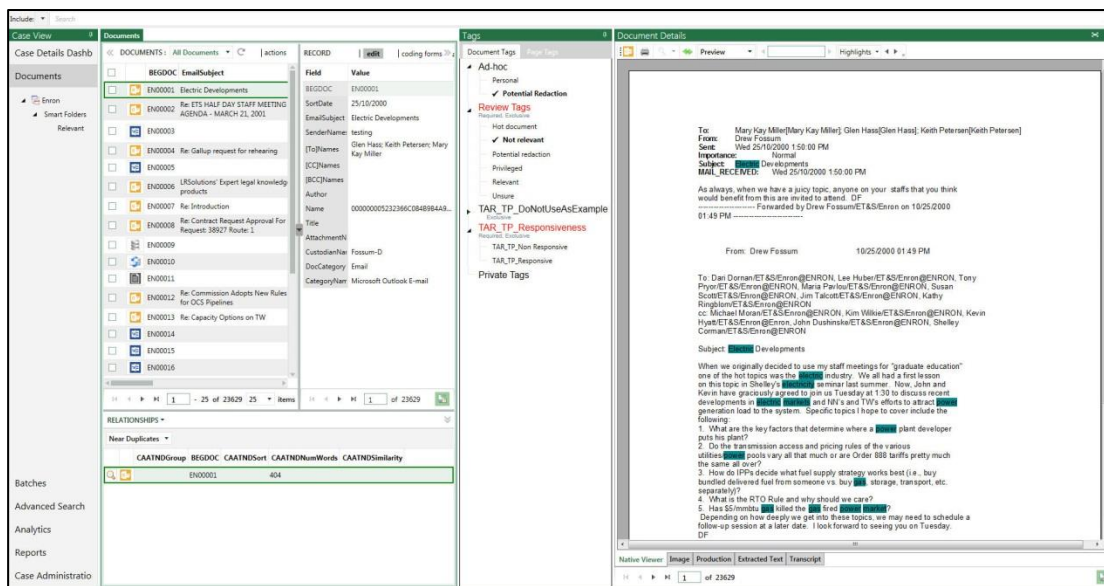
IPRO eCapture

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.**

8.2.40 KOFAX Capture

Kofax Capture automates and accelerates business processes by capturing all types of paper and electronic documents and forms, transforming them into accurate and actionable information, and delivering it all into your core business applications, processes and workflows. Whether your information is on paper or in electronic files, parked at a central office or scattered on desktops and remote offices throughout the world, Kofax Capture can help you handle it all.

Offering unmatched scalability, Kofax Capture is a powerful, enterprise ready, production level capture platform. It captures information from virtually any source: scanner, multi-function printer, print stream, email, fax, web service or folder. It automates capture driven processes at the perimeter of the organization or wherever documents are received, regardless of the location, source, language or type.

No matter what hardware or enterprise applications you choose now or in the future, you can count on Kofax Capture to ensure consistent document capture, indexing and validation of your important information.

Owned/Supplied by :	**KOFAX**
Used by :	**Legastat**

8.2.41 <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**

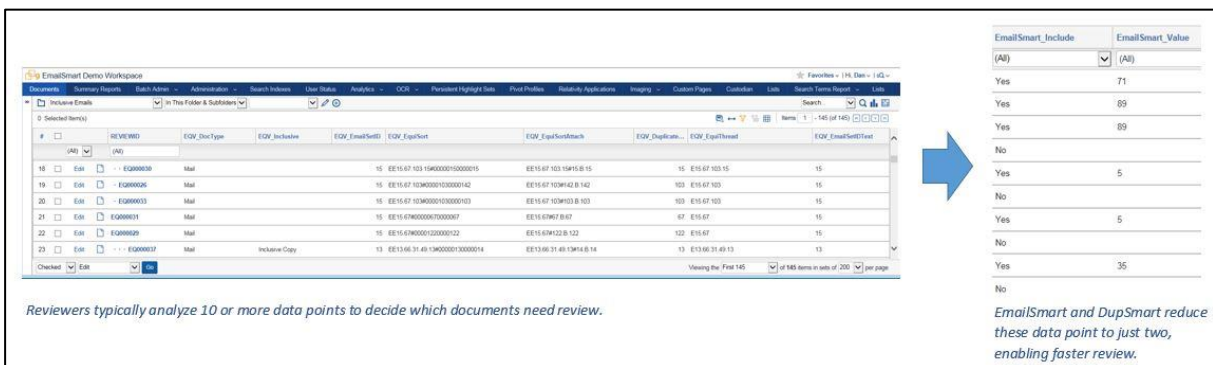8.2.42 Lighthouse eDiscovery Software Suite (SmartSeries)

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.
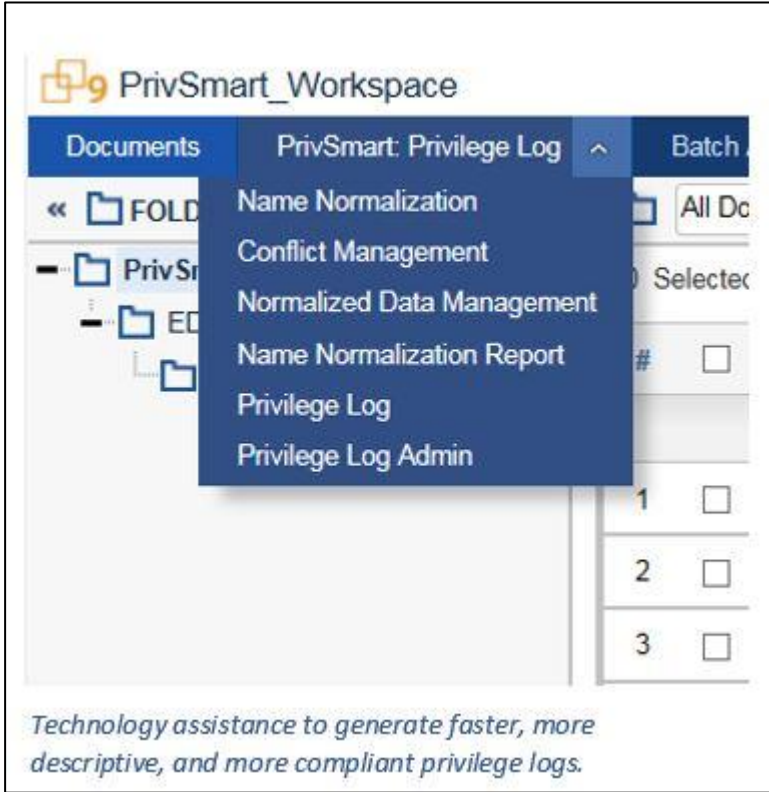
PrivSmart

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**

8.2.43 <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.
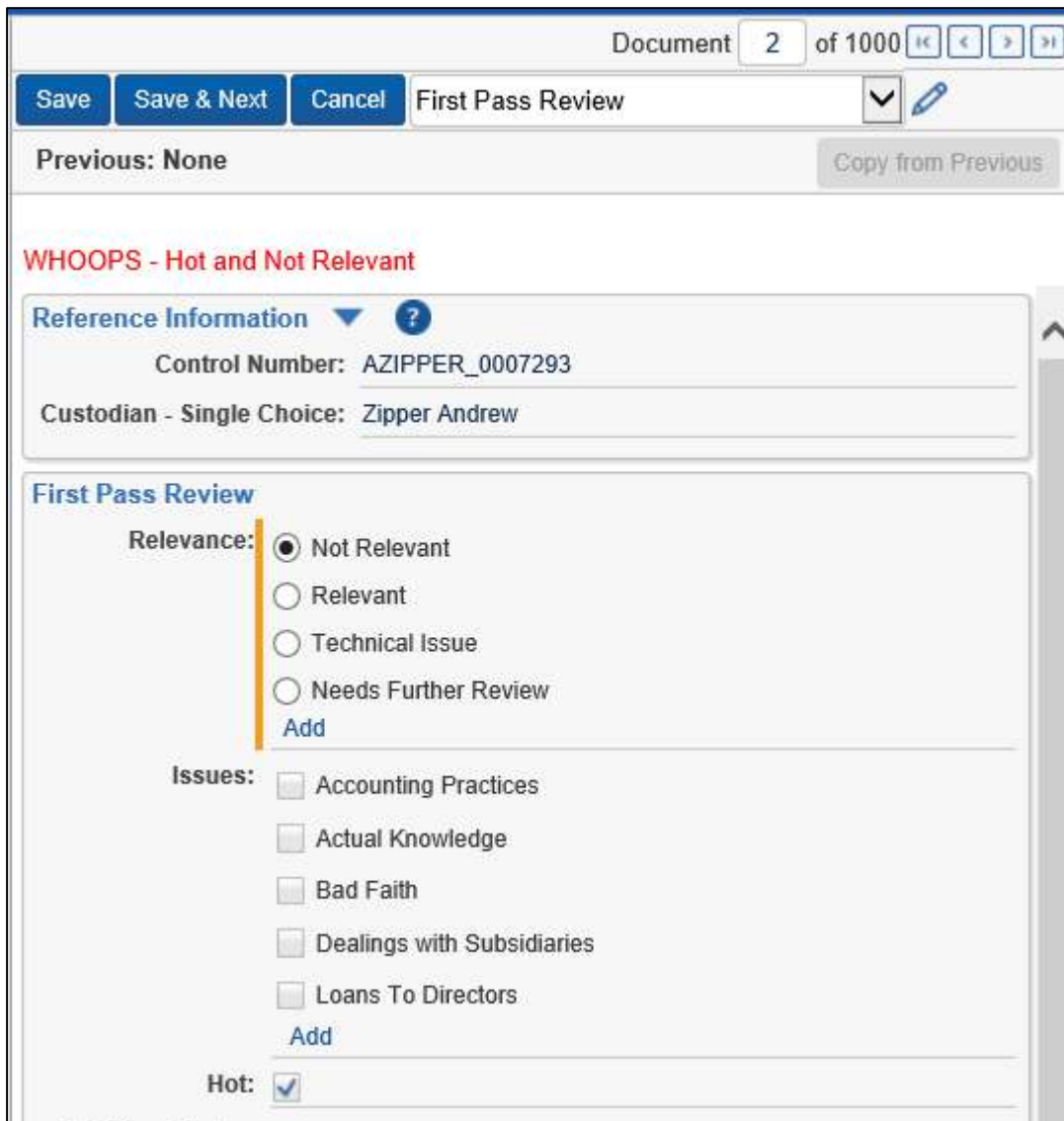
Example 2 – Log mistakes (when users get it wrong)

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**

8.2.44 <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**

8.2.45 <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:

    o Corporate Email and Instant Messaging Artifacts: Outlook OST & PST files, mbox email archives and Microsoft Lync/OCS IM

    o Document File Artifacts: PDF, .doc & .docx, .xls & .xlsx, .ppt & .pptx

    o 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:

    o Refine results using skin tone filters

    o View PhotoDNA, MD5 and SHA-1 hashes for recovered pictures

    o 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**

8.2.46 <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**

8.2.47 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**

8.2.48 <u>Milyli Relativity product suite</u>

Blackout

Looking for a smarter way to redact documents in Relativity?

Blackout is a redaction tool for Relativity that automatically redacts documents based on criteria you specify. With Blackout, you can streamline your redaction workflow, while reducing time, costs, and room for error in your review.
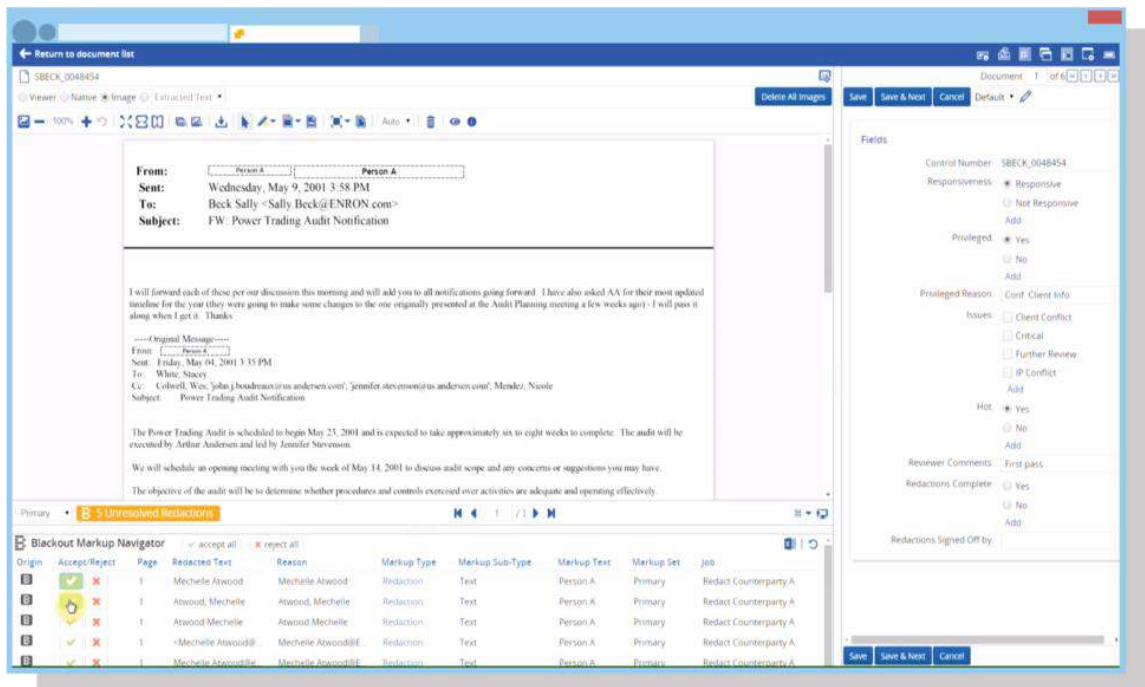
With Blackout, you can:

- Easily redact across a saved search based on words, phrases, or pattern-matching regular expressions you want to redact

- Import an entire list of rules at once using the Blackout CSV Import Template

- Select from all Relativity redaction types – black, cross, text, white, or inverse

- Specify where exactly the redaction (or highlight) is applied – i.e., the word, line, full document, etc. – by setting the scope of the mark-up, or choose to redact only part of a word, phrase, or pattern

- Apply highlights to words, phrases, and patterns as easily as redactions, and choose from a variety of color highlights
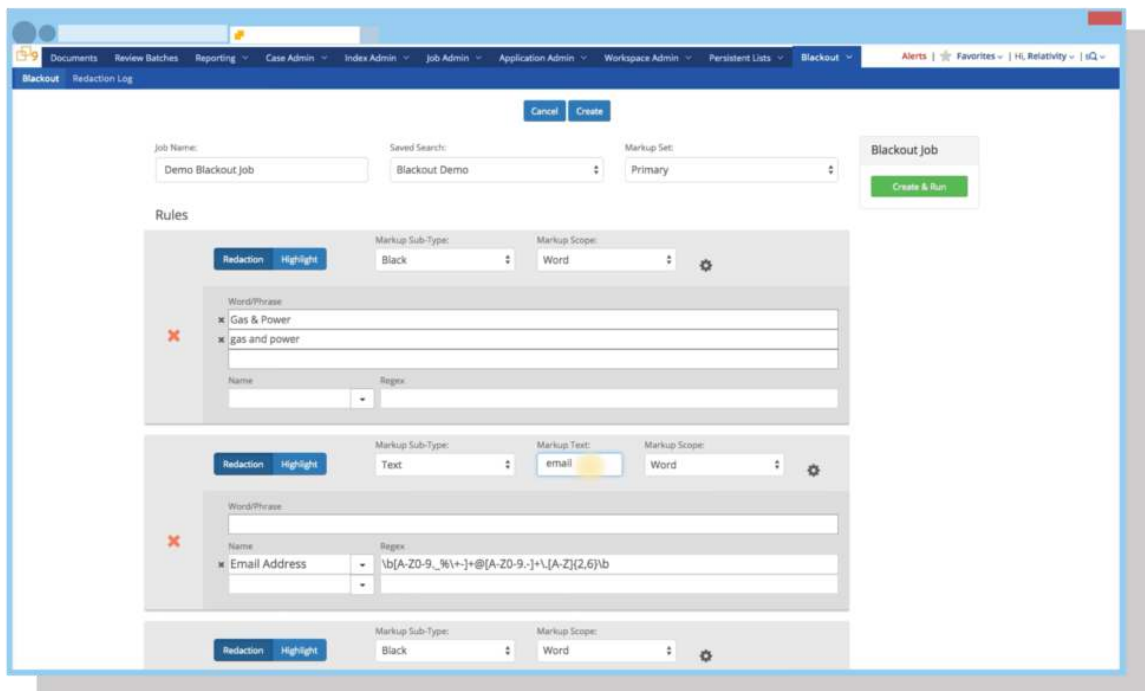
- Quality check Blackout's automated redactions to approve, reject, or manually override them

- Review redactions within the Relativity document viewer without interrupting the review workflow

- Apply redactions to the same area on similar forms or layouts – patient forms, for example – by creating a redaction template
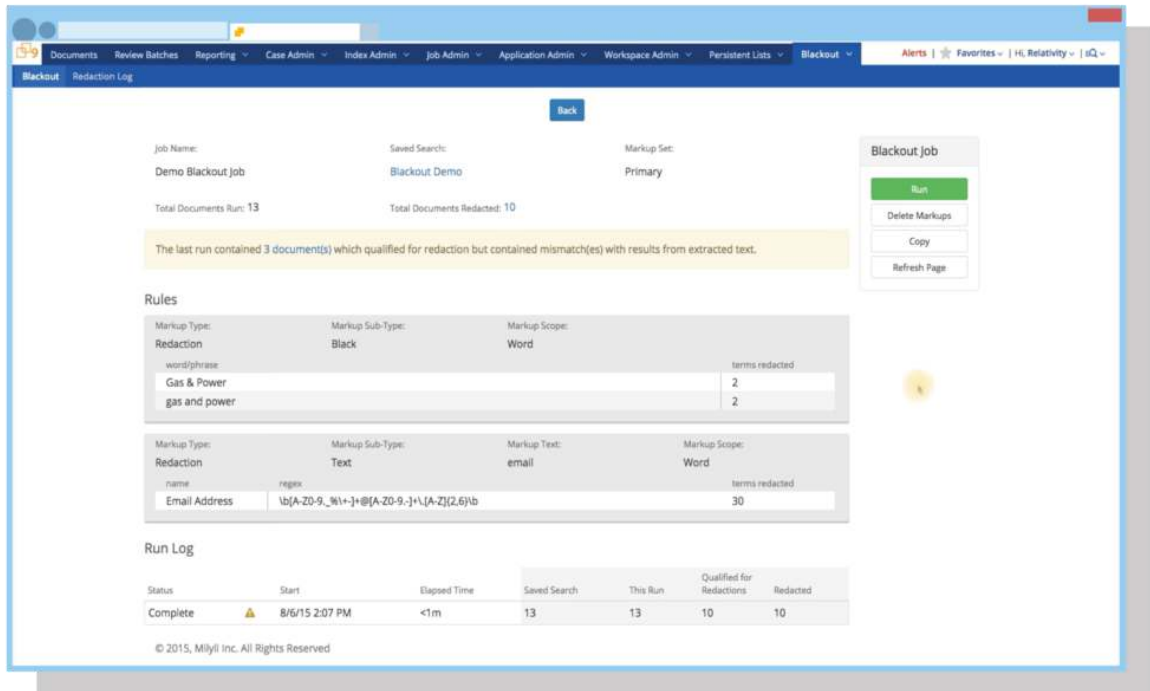
- Resolve mismatches or issues with OCR that Blackout brings to your attention from right within the review layout, or use fuzzy matching to set a fuzziness level on word/phrase rules that might be prone to OCR errors

- 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

- Mark up documents in various languages with Blackout's multi-language support

- 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, AlixPartners, Altep, CACI, CDS, Clutch Group, DiscoverReady, DTI, Evolver, Hinshaw & Culbertson, Holland & Knight, KPMG UK, Kroll Ontrack, Leidos, Oasis Discovery Partners, RVM, Steptoe & Johnson, Troutman Sanders, UnitedLex, US Department of Justice, Vedder Price**

Broadcast

Wish you had an easy way to report on important eDiscovery data?

Broadcast is a Relativity reporting tool that allows you to report across workspaces and clients – without ever leaving Relativity. With Broadcast, you can choose from a wide range of charts and graphs to create detailed, attractive reports on all of your eDiscovery data and easily share those reports with stakeholders, review teams, and clients.

With Broadcast, you can:

- Report on case data by using SQL queries you write or add a [Reporting Pack](#) to generate common reports, like billing statistics or reviewer progress, without having to write your own SQL.

- View dashboards both within Relativity and via mobile devices.

- Create multiple dashboards per workspace or from the Relativity Admin area and set different permissions based on user groups.

- Choose from eight different kinds of charts for displaying case data – tables, two types of bar charts, line graphs, pie charts, area graphs, gauges, and speedometers.
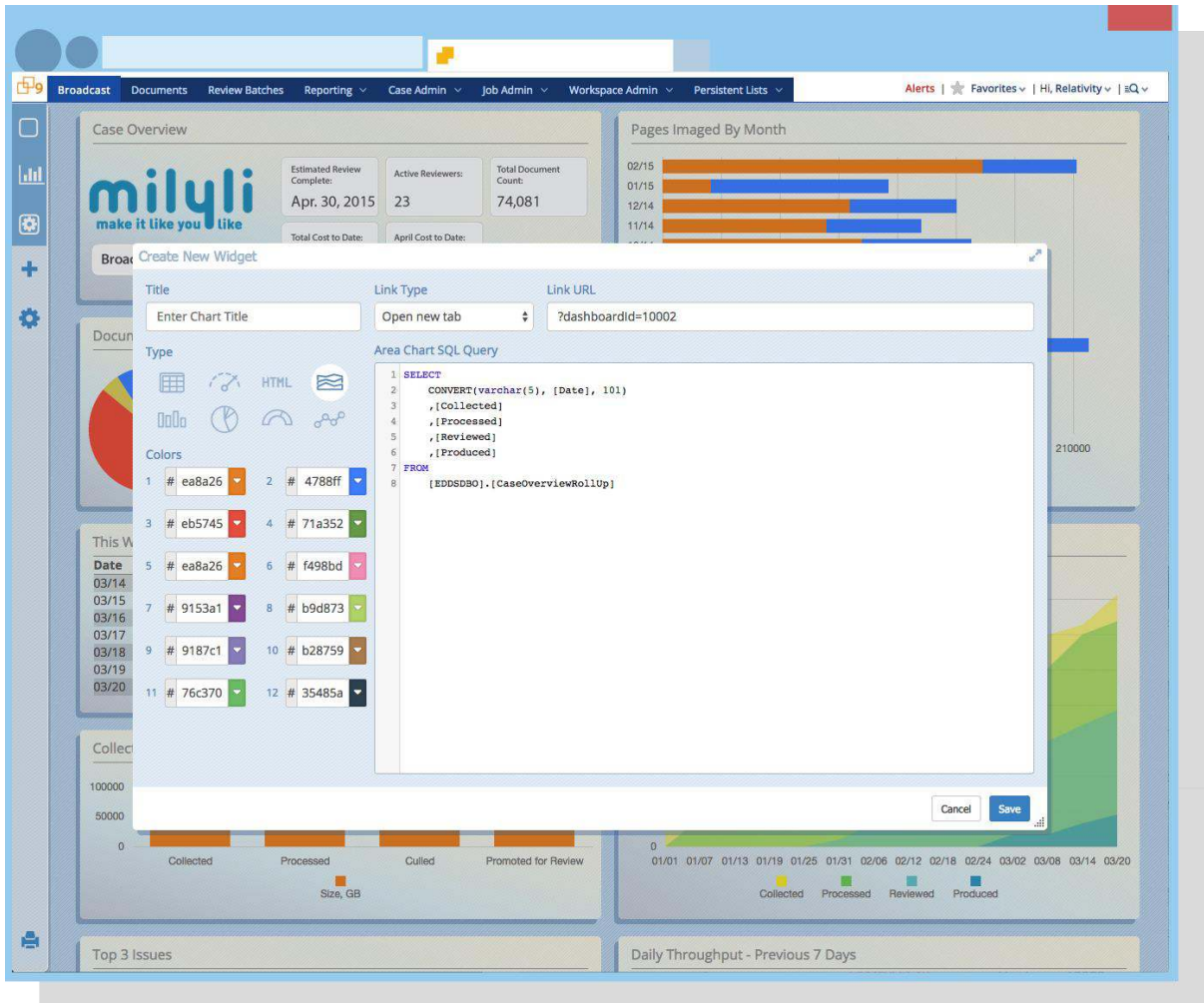
- Add branding, links, or messages to users to your dashboards with an HTML widget, which can be built out by hand or generated dynamically using a SQL script.

- 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 :	**Akin Gump Strauss Hauer & Field, Altep, Avalon Document Services, Ballard Spahr, Compliance Discovery Solutions, D4, DiscoverReady, DTI, eQ, Faegre Baker Daniels, Inventus, Kroll, Littler Mendelson, Modus, NightOwl Discovery, Paul, Weiss, Rifkind, Wharton, & Garrison, ProSearch, PWC**

Delegate

Why spend time managing simple requests when you can empower clients instead?

Delegate is a Relativity self-administration tool that allows your clients to manage their own users, groups, matters, and workspaces with minimal training. Delegate's intuitive interface and easy mobile access enable clients to serve themselves when and where they need to.

The benefits of Delegate include:

- Mobile-friendly access allowing Client Admins to work on-the-go

- Integrates directly with Relativity for a seamless user experience

- Supports Relativity versions 9.3 and higher, including Relativity 9.4's authentication changes

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

- Streamlined process making it faster and easier to manage cases in Relativity – for both service providers and clients

Client Administrators:

- Create, edit, and manage users, groups, workspaces, and matters for cases within a new Delegate Client Administration tab

- Access Delegate audit logs for users specific to client

Owned/Supplied by :	**Milyli**
Used by :	**Altep, Complete Discovery Source, Compliance Discovery Solutions, D4, Discovia, DTI, Evolver, Fronteo, Oasis Discovery Partners, PWC, Sky Discovery,**

Relay

Tired of having to go through a middleman to import documents into Relativity?

Relay is a data transfer tool that makes the process of importing into and exporting from Relativity more efficient. Whether you want to import from external databases or move data from workspace to workspace, Relay eliminates the need to use the Relativity Desktop Client and lets you import and export directly from 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 Relativity data transfers 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 Relativity data transfer 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.**

8.2.49 <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.**

8.2.50 <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**

8.2.51 Nalytics

Nalytics provides a range of tools to facilitate the search, discovery and analysis of data including:

- **Variable scope search:** Vary the scope of your search to suit specific needs: from returning results where all of the search terms occur within the same sentence to make sure you find only the most relevant information, through to searching for documents where any of the specified search terms occur to return the greatest set of results.
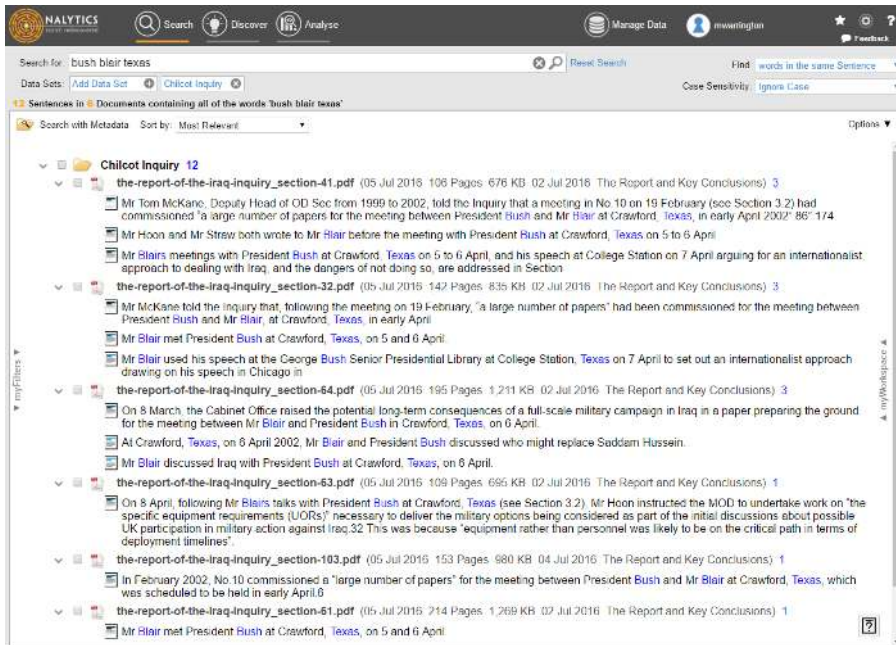
- **Filters:** Use the documents' own metadata (such as document type, date modified, author, and so on) or define your own (to tag or otherwise categorise your data), to filter results and ensure only the most relevant information is returned thus reducing the amount of information to be reviewed.

- **Contextual results:** Resulting search terms are shown in the context of the sentences they occur in to make it quick and easy to determine which results merit further investigation.

- **Document Viewer:** Results can be displayed in our proprietary document viewer which enables you to see further context including surrounding paragraphs, or even the entire section containing the results. Selected terms can be investigated further through searching within the current data set and definitions sought from an online dictionary or even Wikipedia.
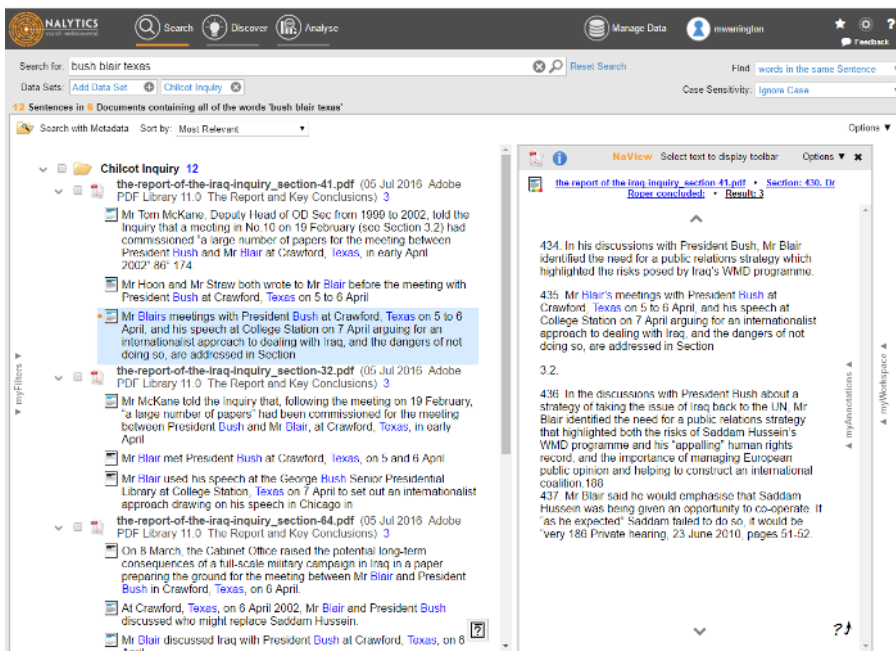
- **Notes:** Notes can be created and saved in your own workspace. Result contents can be dragged into your notes as can visualisations. Notes can be shared with others to support collaborative working.
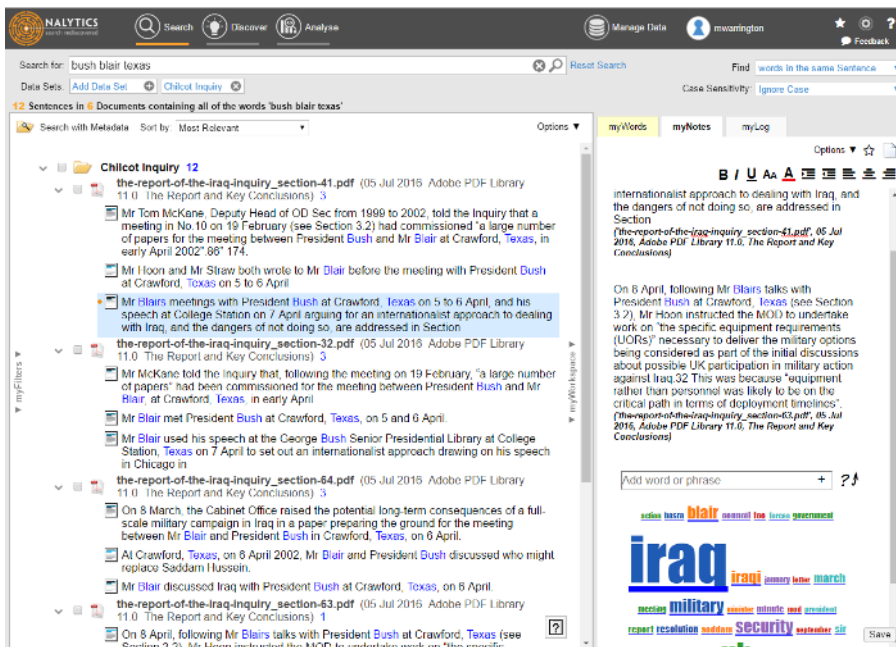
- **Annotations:** As you review your results you can add annotations just as you would write comments in the margin of a paper copy.

- **Source Display:** Once relevant documents have been identified you can either display content in our proprietary viewer or (if authorised) you can open the actual source document itself.

- **Redaction:** Sensitive information can be redacted to ensure only those who are allowed to see it are able to.

- **Document Summary:** Using Machine Learning this AI technology automatically reviews specified documents and produces a summary of their key points. This speeds up comprehension on unfamiliar information and helps determine whether a more thorough review is warranted.

- **Entity extraction:** Data Sets can be Semantically Enhanced to extract entities such as People, Places, Organisations, and so on. Dictionaries can also be applied to extract lists of organisation-specific entities such as employees, projects and cases. Entities can be used as search criteria with or without other search terms and filters. This strong combination of search options means you find exactly what you are looking for. Moreover, the entities in your data can be visualised to help you quickly understand its content.

- **Relationships:** A variety of tools are available to visualise the relationship between the entities in your data based their co-occurrence within sentences, paragraphs or documents.

- **Micro-sites:** Create micro-sites as a means of exposing interesting content and providing a simplified search portal.

- **Topic Modelling:** This AI technology can be applied to data sets to determine the key topics within each document. This provides yet another way of categorising and searching your data.

Owned/Supplied by :	**Nalanda Technology**
Used by :	**Nalanda Technology**

8.2.52 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.**

8.2.53 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
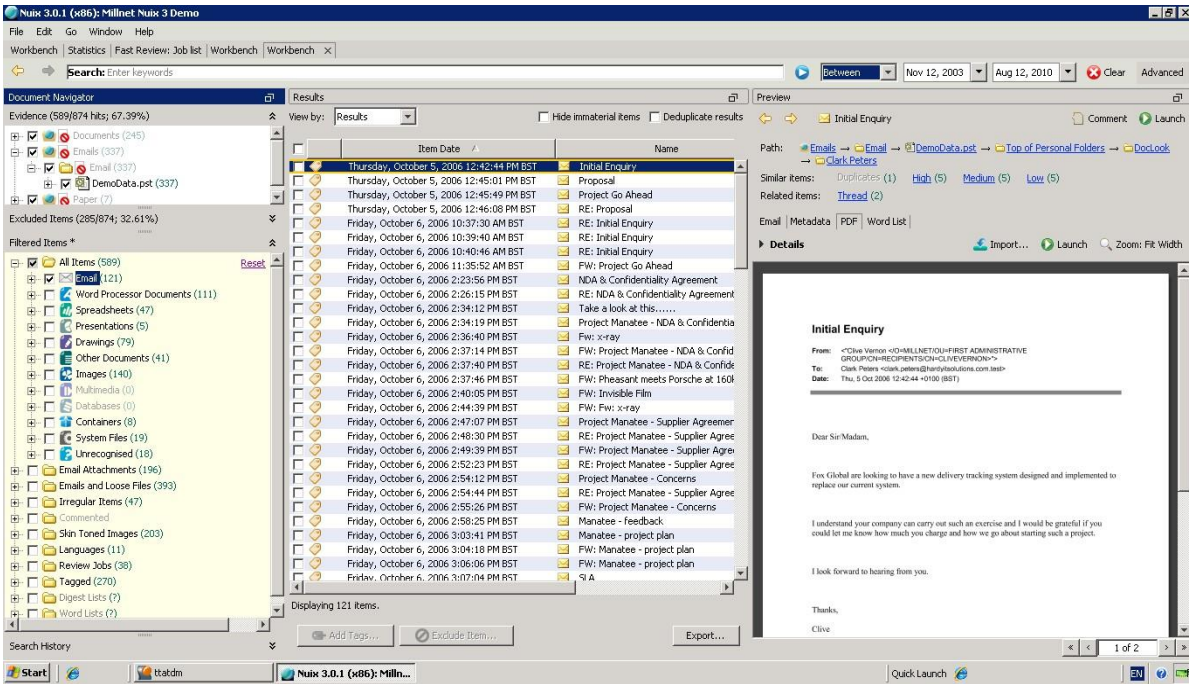
Figure 7: The Nuix Workbench interface.

Nuix incorporates a wide range of features that enable legal teams to undertake fast and efficient search and review of relevant documents.
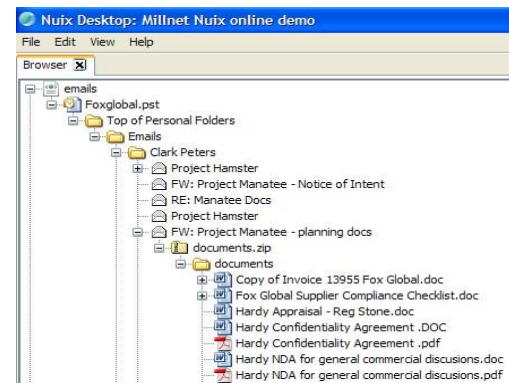
Figure 8: 'Windows Explorer' like view of documents / emails.
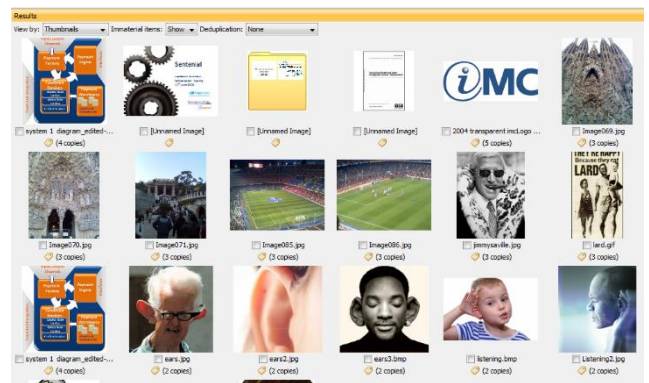
Figure 10: Quickly assessing the relevance of images.
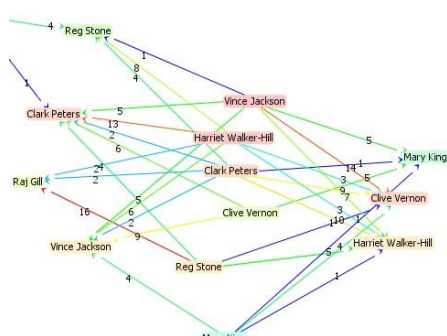
Figure 9: Visualising networks of email communications.
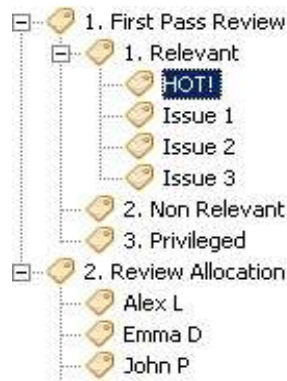
Figure 11: Setting up and applying tags to items.
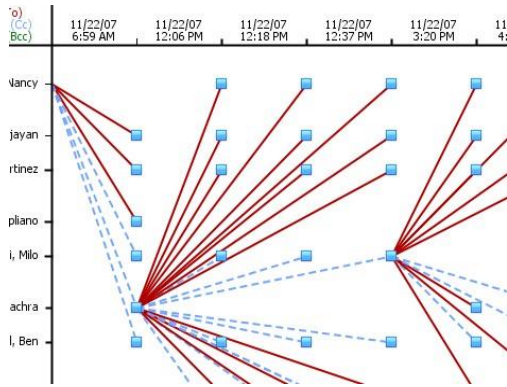
Figure 12: Visualising timelines.
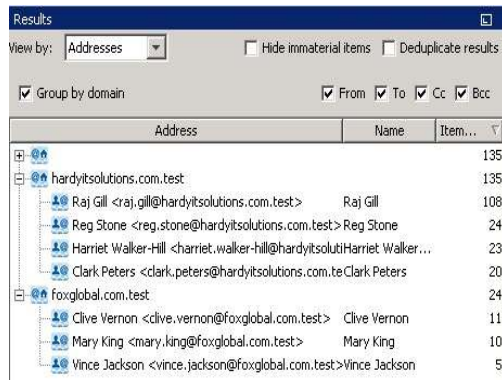
Figure 13: Quickly identifying all email addresses.

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
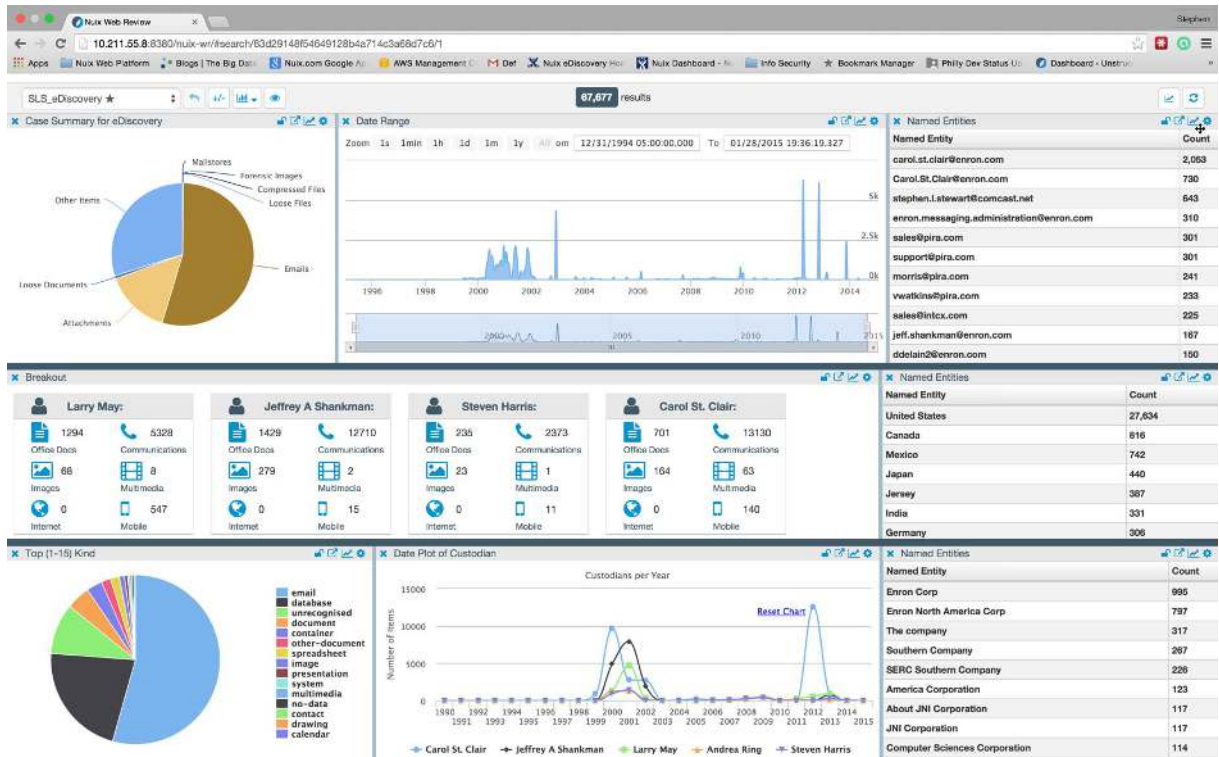
Figure 14: Nuix Web Review & Analytics case insight dashboard.

Figure 15: Analytics help deliver rapid insights into case data.
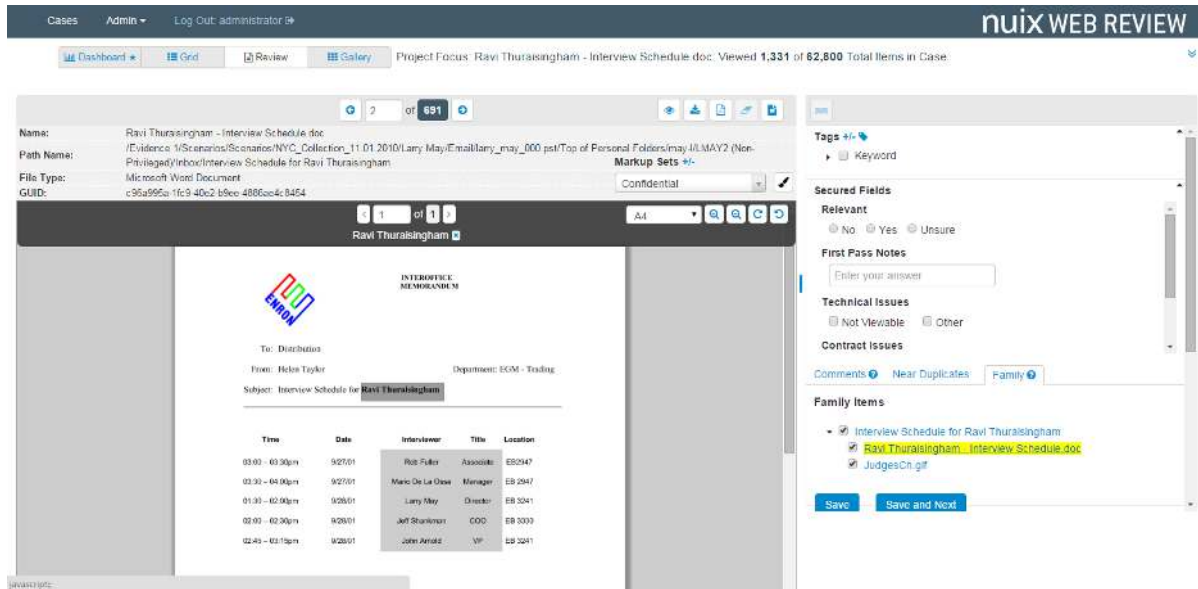
Figure 16: Integrated manual and bulk redaction.

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.
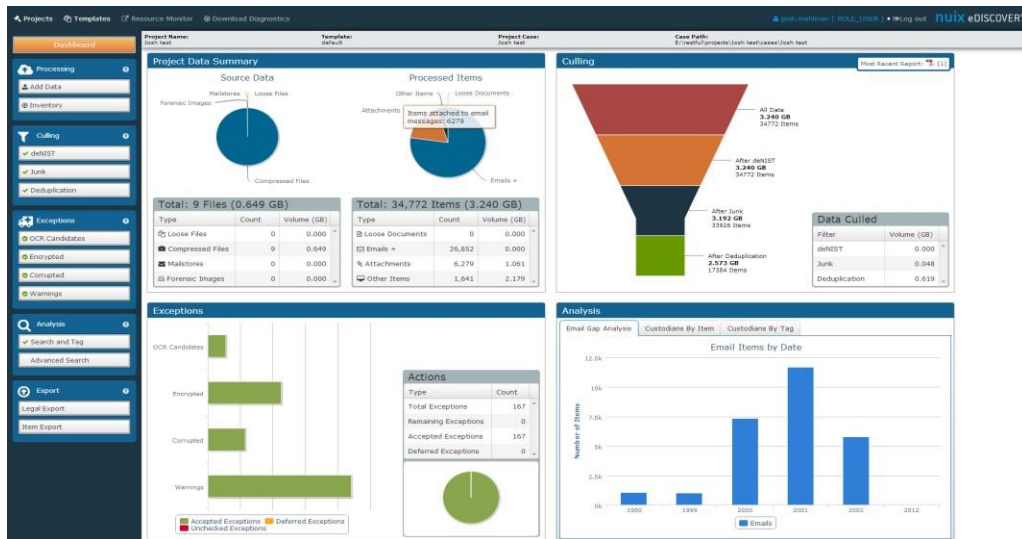
Figure 17: Nuix Director processing overview dashboard.

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
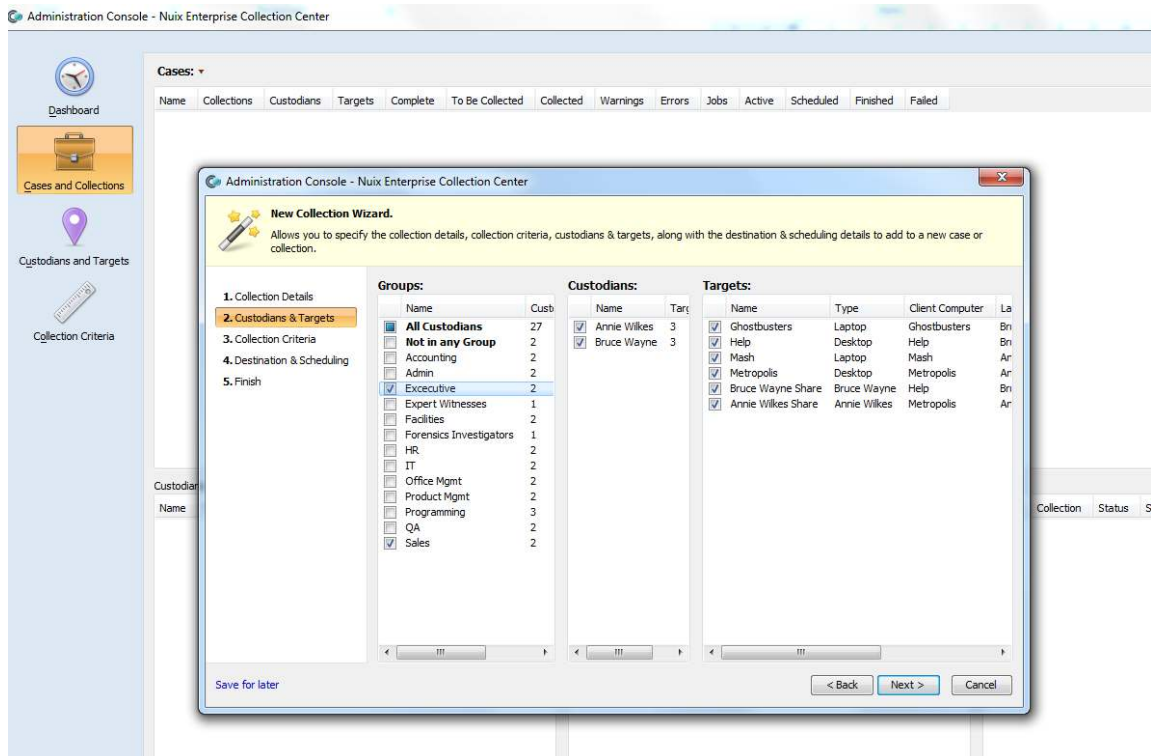
Figure 18: Nuix Collection reporting console.

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.**

8.2.54 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**

8.2.55 OmniX

Proprietary hosted review software that hosts some of the largest databases for the largest clients in the world. Key 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

Owned/Supplied by :	**Conduent**
Used by :	**Conduent**

8.2.56 OpenText Discovery Suite (CORE & Axcelerate)

OpenText Discovery'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.
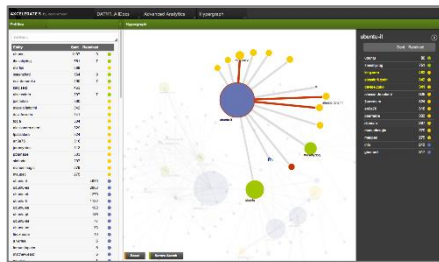
Axcelerate Review and Analysis empowers legal teams to find the documents that make or break their cases, faster and more reliably. Axcelerate was named "Best eDiscovery Review Platform" by the editors of Legaltech News (June 2015) on the strength of its advanced analytics, best-in-industry Predictive 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 OpenText's world-class support and professional services teams across the EU and US for training and processing.

Owned/Supplied by :	**OpenText**
Used by :	**AlixPartners, CAS, Deloitte, eMag Solutions Forexus, Recommind.**

8.2.57 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**

8.2.58 <u>Questio</u>

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**

8.2.59 <u>RAID – (Realtime Alert Investigation & Discovery)</u>

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.**

8.2.61 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.
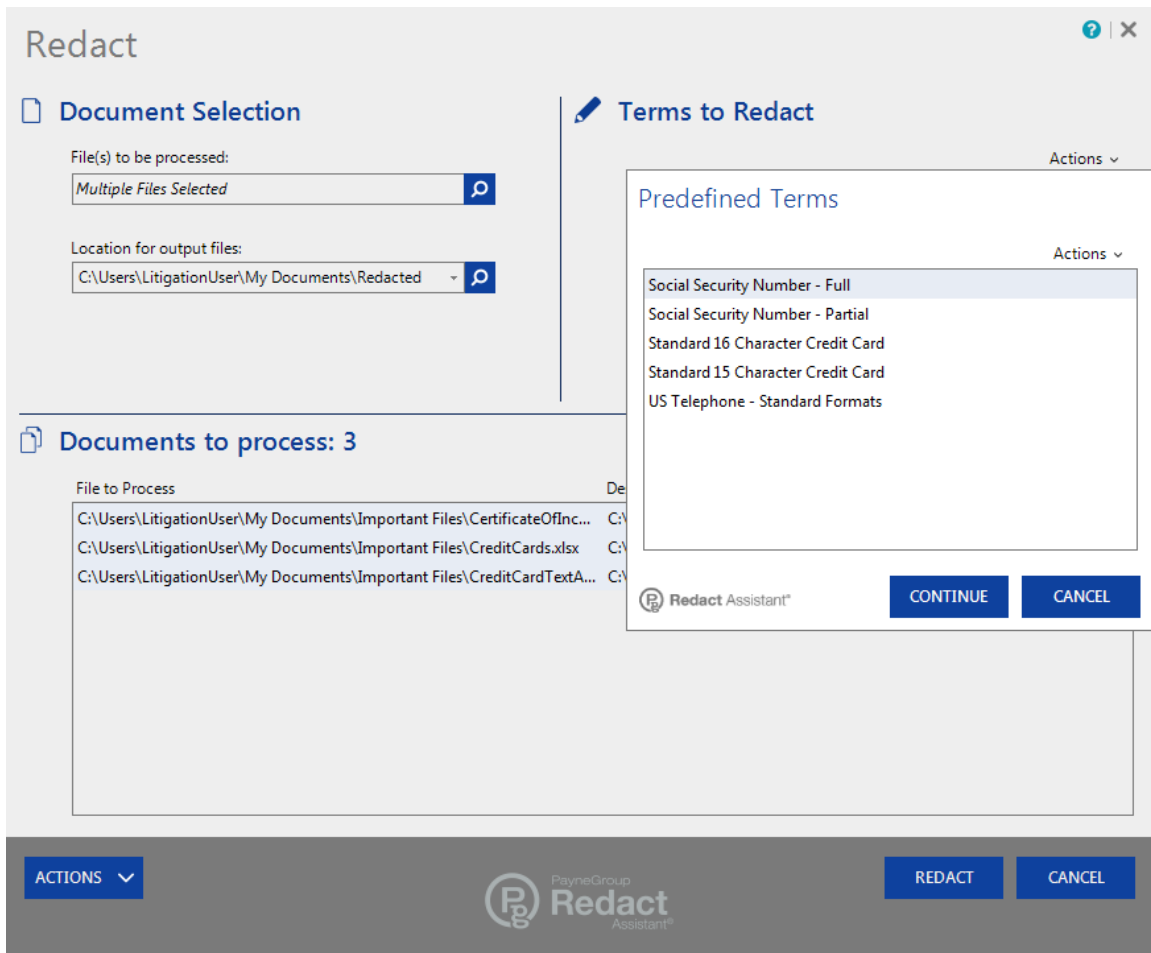
Redact Assistant Features & Benefits

- 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.
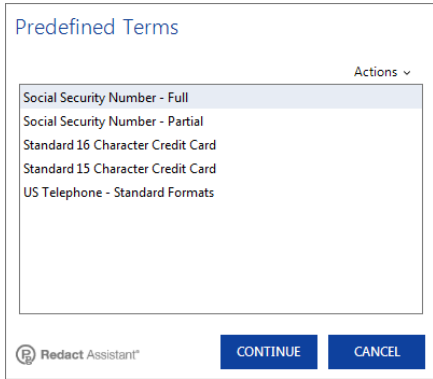
Create Search Term Lists

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.
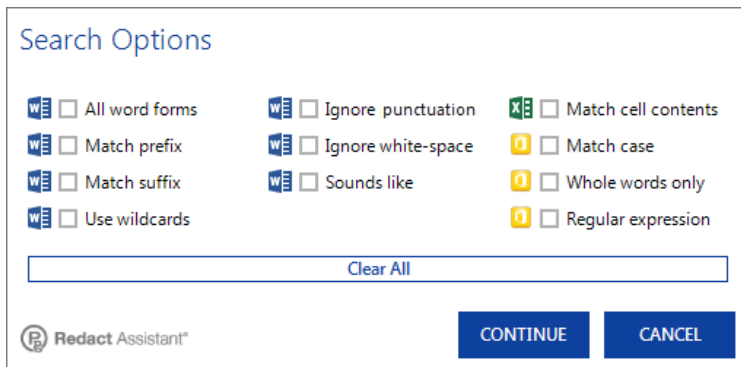
Owned/Supplied by :	**Payne Group**
Used by :	**Payne Group,**

8.2.62 Relativity

Relativity Overview

Regardless of the complexity, size, or needs of your matter, Relativity brings everything together in one platform to help simplify and accelerate how you conduct e-disclosure and investigations.

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, and maintain a defensibly-sound audit trail of all communications with relevant parties.

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 process.

Processing – Processing is tightly integrated into Relativity, so data can be processed and reviewed without moving between systems, significantly increasing speed to review.

ECA & Investigation – ECA and Investigation is part of a comprehensive solution designed to help you focus your data set to gain insights sooner, assess risk, reduce cost, and hone your strategy. You can use Relativity Analytics at any point to amplify your efforts. You can use pre-built templates or customised workflows to get up and running quickly, and the ability to save and store coding decisions, like privilege calls, lets you leverage past work product and gain intelligence on future matters.

Review & Productions – Relativity provides everything you need to tackle your document review and production challenges, from the smallest to the most complex projects. Build and automate custom workflows that meet the unique needs of your team—whether it's a time-sensitive second request or an ongoing investigation.

Analytics & Assisted Review – Analytics amplifies review efforts by automatically clustering conceptually similar documents and labelling them by the most prevalent ideas in each one. With features like email threading, clustering, and technology-assisted review, analytics can be used throughout your project to help minimize your data set, organize and prioritize documents, take an investigative approach, and accelerate review.

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.

Data Visualisations – A unified experience across Relativity helps you understand your data, discover new insights, and immediately take action on the results. Data visualisations in Relativity allow you to combine conceptual and metadata analysis tools in one view, and create widgets and dashboards from various information types. You can export dashboards to Excel for easy sharing.

Figure 1
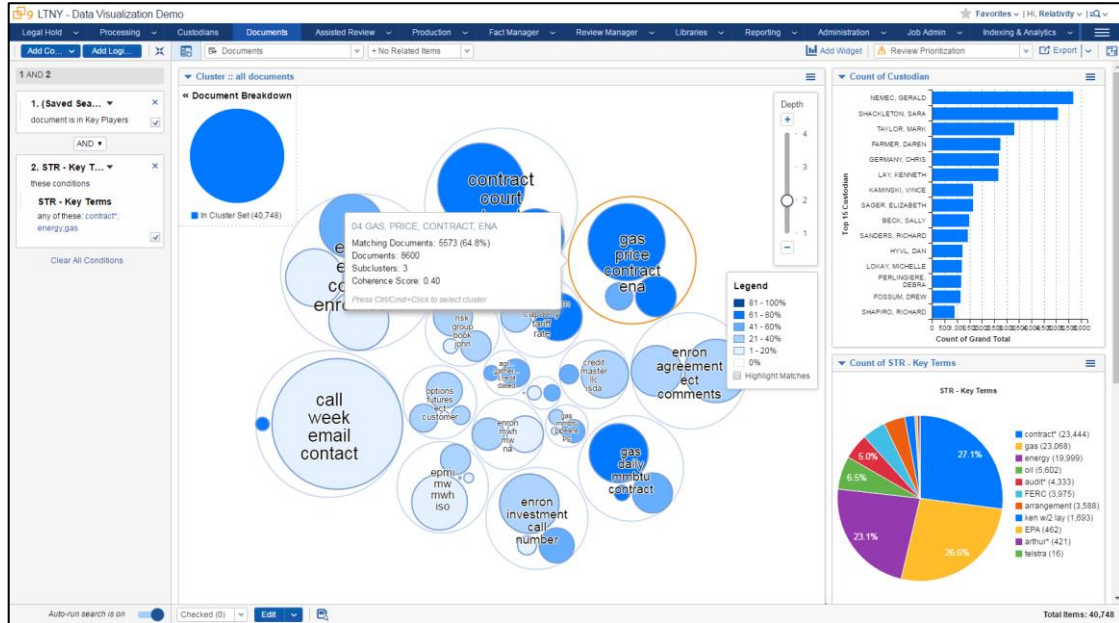
Figure 1 – Example of interactive data visualisations dashboard

Figure 2
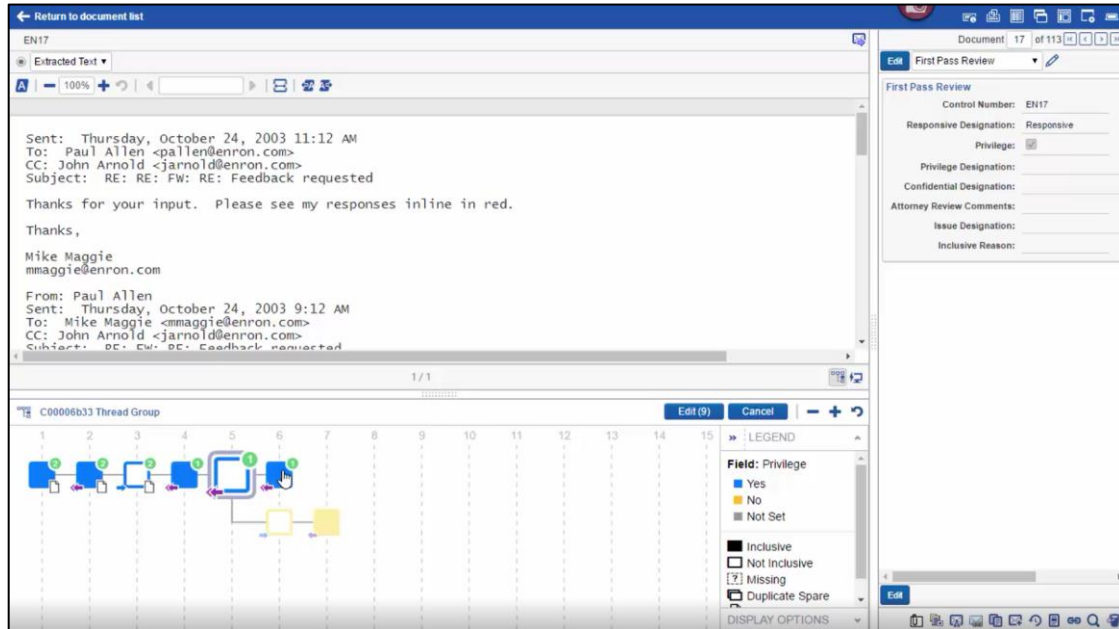
Figure 2 – Email Threading Visualisation

The Hybrid Platform: RelativityOne Overview

RelativityOne is Relativity re-architected to deliver a new SaaS platform. It offers all the unique features of Relativity, wrapped up in an easy-to-manage cloud solution, and can be used independently or as a hybrid solution with your on-premises instance.

- **The Only Hybrid Solution**: When you use RelativityOne in tandem with your on-premises instances of Relativity, you connect all of your Relativity workspaces under one login. A single identity means easy access for you and your customers to all cases whether they are on-premises, cloud-based, or across geographies.

- **Projects Where You Want Them**: Move your cases around with high-speed data transfer from your on-premises instance to the cloud, and quickly provision new workspaces in RelativityOne.

- **Integrates With Microsoft Office 365**: Seamlessly move your Office 365 data to RelativityOne to get your review up and running quickly—all in one cloud platform. No additional tools required.

Figure 3
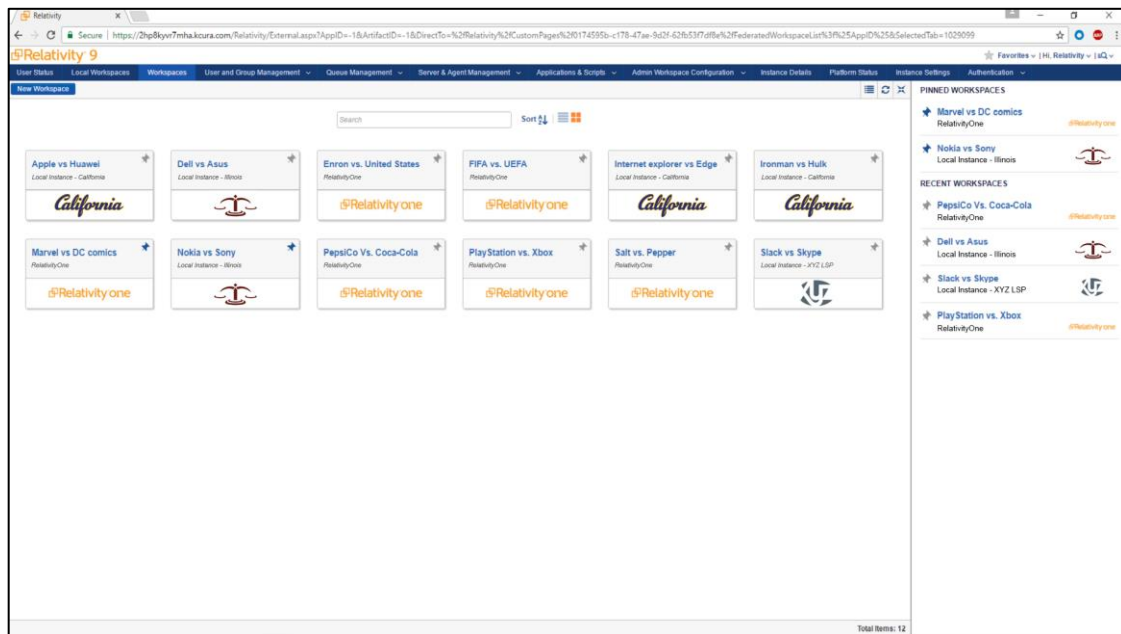
Figure 3 – Workspace portal in Relativity, allows you to view and create workspaces across all your connected instances in the cloud or on-premises.

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)

8.2.63 Ringtail

Ringtail provides a complete e-disclosure solution that combines case management and document review in a single platform. This includes innovative data analytics and visual review tools that dramatically increase the productivity and efficiency of legal review. In total, Ringtail is a powerful e-disclosure platform with flexible deployment options and market-leading functionality designed to increase reviewer productivity and reduce the overall costs of e-disclosure. For more information on how Ringtail can help you reduce legal review costs, please visit www.ftitechnology.com/ringtail.

Owned/Supplied by :	**FTI Consulting Technology Practice**
Used by :	**FTI Consulting Technology Practice, Grant Thornton, QuisLex.**

8.2.64 Safelink Data Rooms

Safelink can help you to perform document review, redaction, eDiscovery production and bundle preparation.

You can also collaborate around your documents, such as by annotating, highlighting and scribbling on each page, and it's all web based so your entire team can access the shared workspace from anywhere on their desktop machines or tablets.

Each of the available tools is described below. You can use the tools separately or together, so Safelink can be used for a small bundling task as readily as for a large, multi-party eDiscovery process.

Call us on +44 20 8798 3140 or sign up for a free trial online at https://www.safelinkdatarooms.com/dispute-resolution and you will be able to create rooms for new matters immediately.
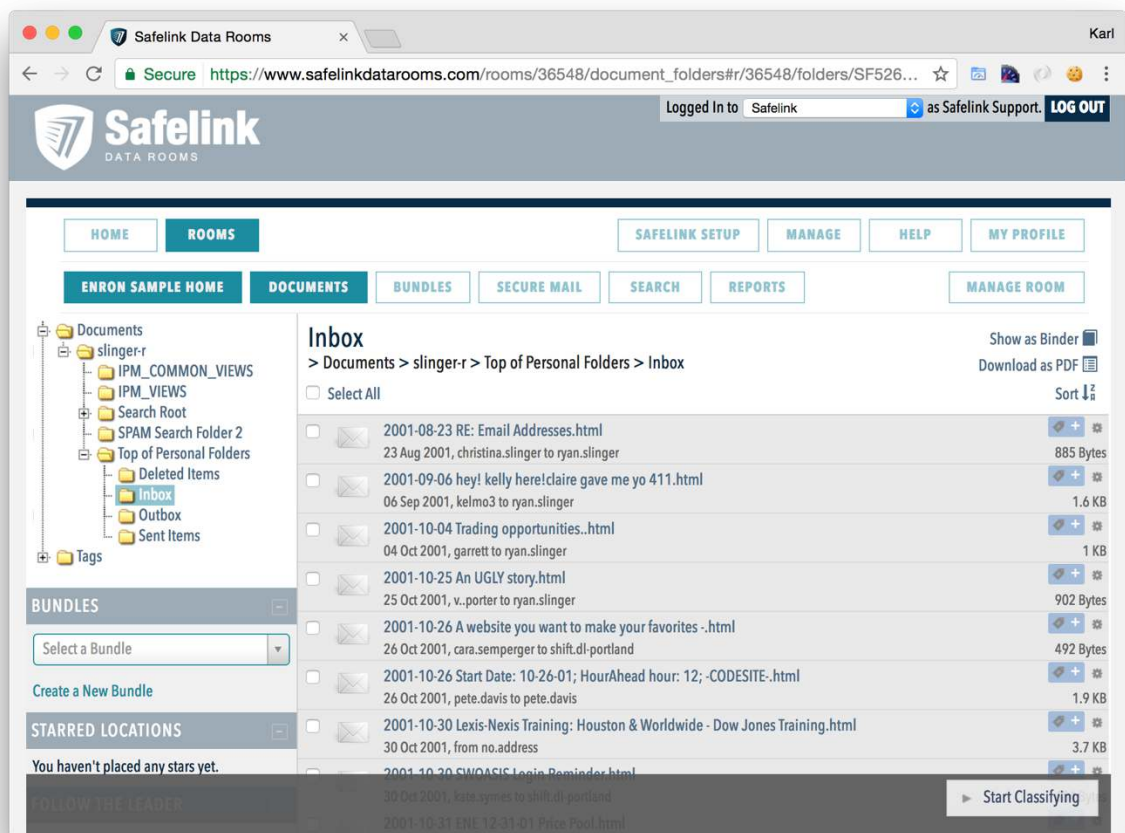
Figure 19: Example of Emails Imported into Safelink from a PST archive

You can create new matters yourself and import documents easily

1. Create a new room for your matter. You can have any number of rooms open at once.
2. Upload your files - Outlook PST, ZIP, or a collection of documents a USB drive. If the files were exported from another document review platform, Safelink can interpret the load file in order to reconstitute the documents correctly.
3. Safelink will process your files automatically, creating PDF and image versions of native files, and applying Optical Character Recognition to make all documents searchable.

Review Documents

Now that your emails and documents are in Safelink, you can begin the review.

1. Cull the documents using our **advanced search** tool. You can search by keyword, phrase, file type, source PST file, and combine conditions using boolean logic.
2. **Tag** the documents found by your search to form your working set.
3. You can expand or narrow this working set further by running additional searches, or searching within an existing tag.
4. Begin a **linear coding** exercise for the documents in your working set. You can define the fields that you want to capture, for example a "responsive" flag, or topic tags, or simple text fields. Safelink will present each document in turn, and you can code each document in the coding panel and press *Next* to continue to the next document.
5. Safelink allows **teams of reviewers** to work together concurrently, automatically distributing the work between the reviewers.
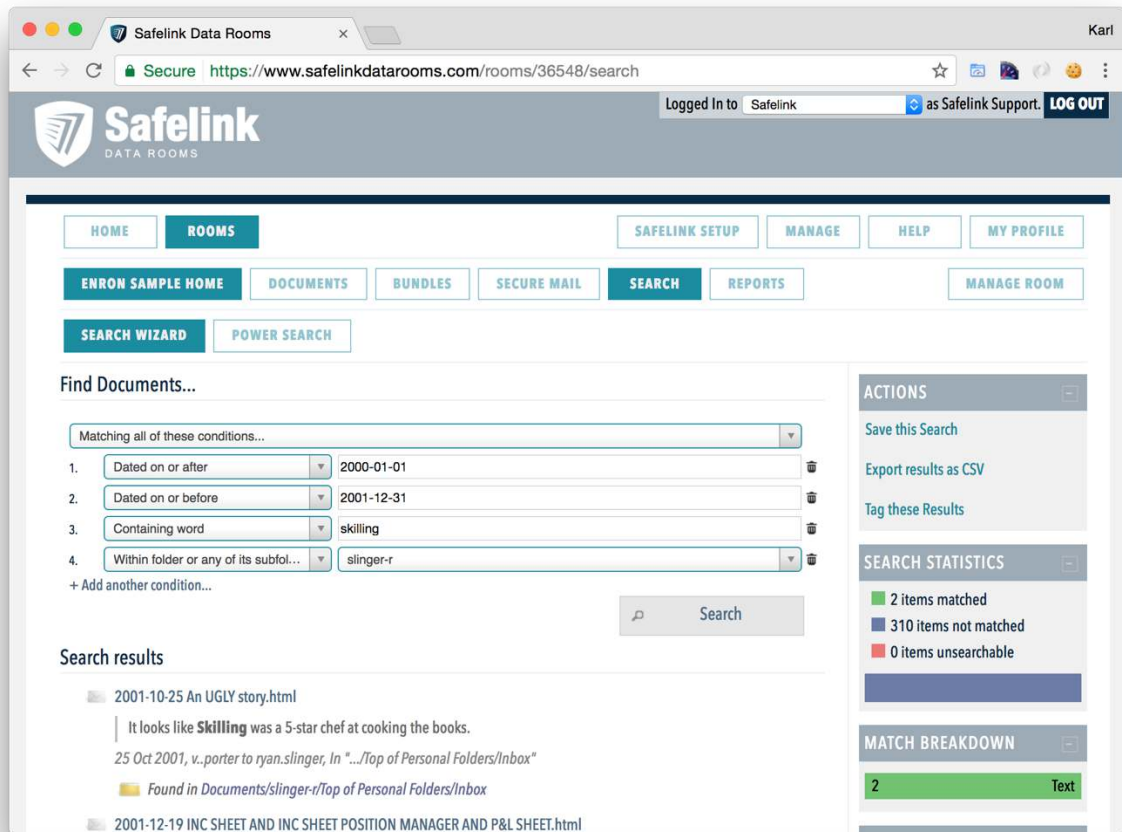
Figure 20: Search for documents by keyword, tag, custodian, date and more.

Remove Duplicates and Near-Duplicates

When you open a document, such as during the linear coding process described above, Safelink will automatically identify other documents that are exact or near duplicates. For near duplicates, Safelink will show you a similarity score. You can inspect each potential duplicate, and click to permanently record whether or not it should be considered identical. Exact duplicates can also be flagged as a bulk operation.

Manual or Guided Redaction

Safelink allows you to redact portions of documents, either manually, or semi-automatically through a search-and-redact mechanism. In the search-and-redact case, you can search for terms that you would like to redact, and Safelink will present each one in turn, allowing you to confirm that each one should be redacted.

Export your Documents

Your working set can be exported in a range of formats, either for import into another document review system, or as zip files, or as fully formed PDF bundles (see the Bundling section below).

Collaborate

During preparation of your case, your team (and external counsel) can use Safelink to work on the documents in the same shared space.

1. You can **scribble**, **highlight** text, drop pins, and write **notes**, directly on to documents.
2. Your annotations (scribbles, highlights, pins & notes) are private to yourself, but with one click you can **share them** with your team, or all users of the room.
3. Other people can add their own notes to your notes, creating a **conversation** right on top of your documents.
4. These annotations are summarised in a **news feed** and you will be notified in an **email digest** of the annotations that you are authorised to see.
5. During meetings, you can use our **follow the leader** tool, similar to screen sharing. One user can opt to **lead** and can then navigate through documents and folders, and other users can choose to **follow** them. Safelink synchronises all of the screens, and each user can see their own private annotations on the documents (as well as the shared ones), so each user can see their comments or rebuttals without having to look them up.
6. If you have annotated documents, the annotations are not included when you are exporting data for the other side, but they can be included in bundles (see below).
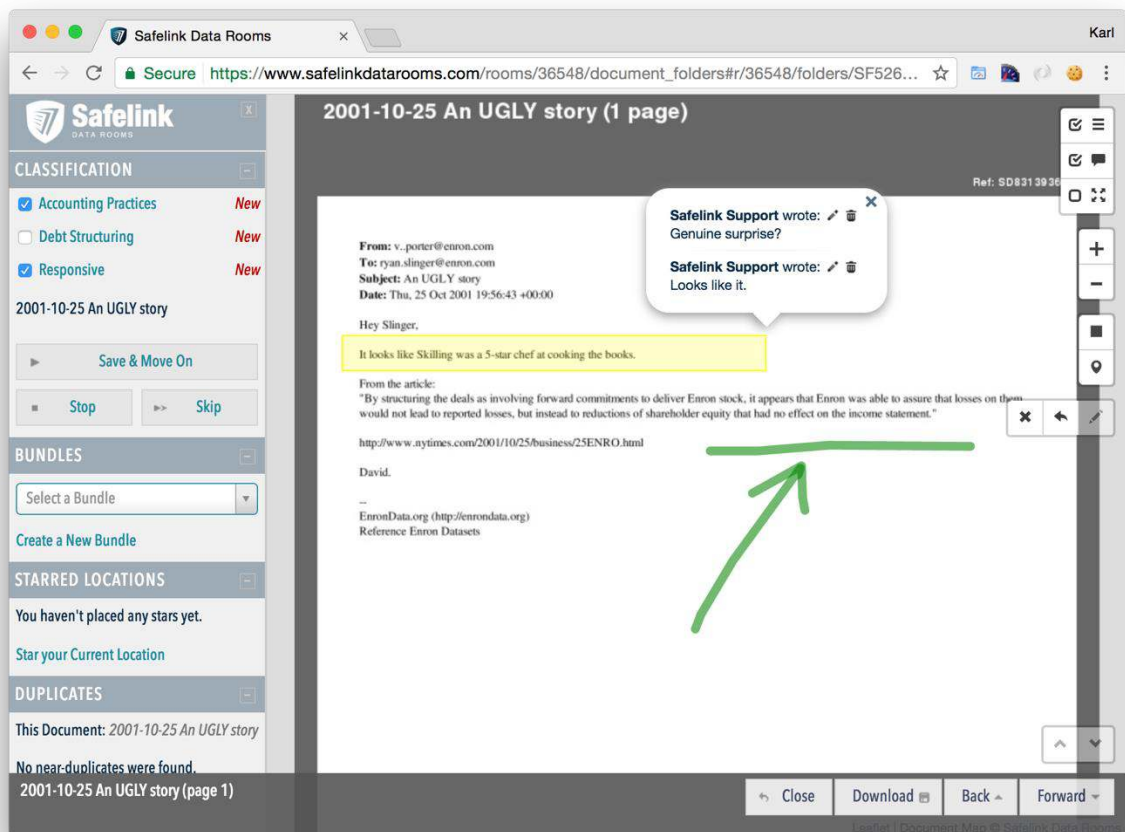
Figure 21: Highlight, scribble and add notes to documents

Bundle Preparation

1. You can **create a bundle** in your Safelink room using the Bundles panel, and then add documents to the bundle from anywhere in the room.
2. Once you have all of the documents ready, you can re-order them and create the bundle structure you want.
3. You can now **export** your bundle as a PDF. Safelink can produce bundles with 10k+ pages easily.

4. By default, the bundle will be **automatically paginated** and will include an **index page**. You can turn these off if you wish.
5. You can choose to include **cover pages** and **spine labels.** We provide templates for these, or you can create your own using Safelink's template editor.
6. If your bundle contains emails that contain attachments, it is often the case that the same attachment will appear in multiple emails. Safelink automatically **replaces these repeated documents** with a cross-reference to the first occurrence.
7. You can add more documents to the bundle at any time.
8. You can choose to include your **annotations** in the bundles; these are neatly formatted alongside your documents when the bundle is printed.
9. If you're in a hurry, you don't need to actually create the bundle at all: any folder in your Safelink room can be exported as a bundle in two clicks.
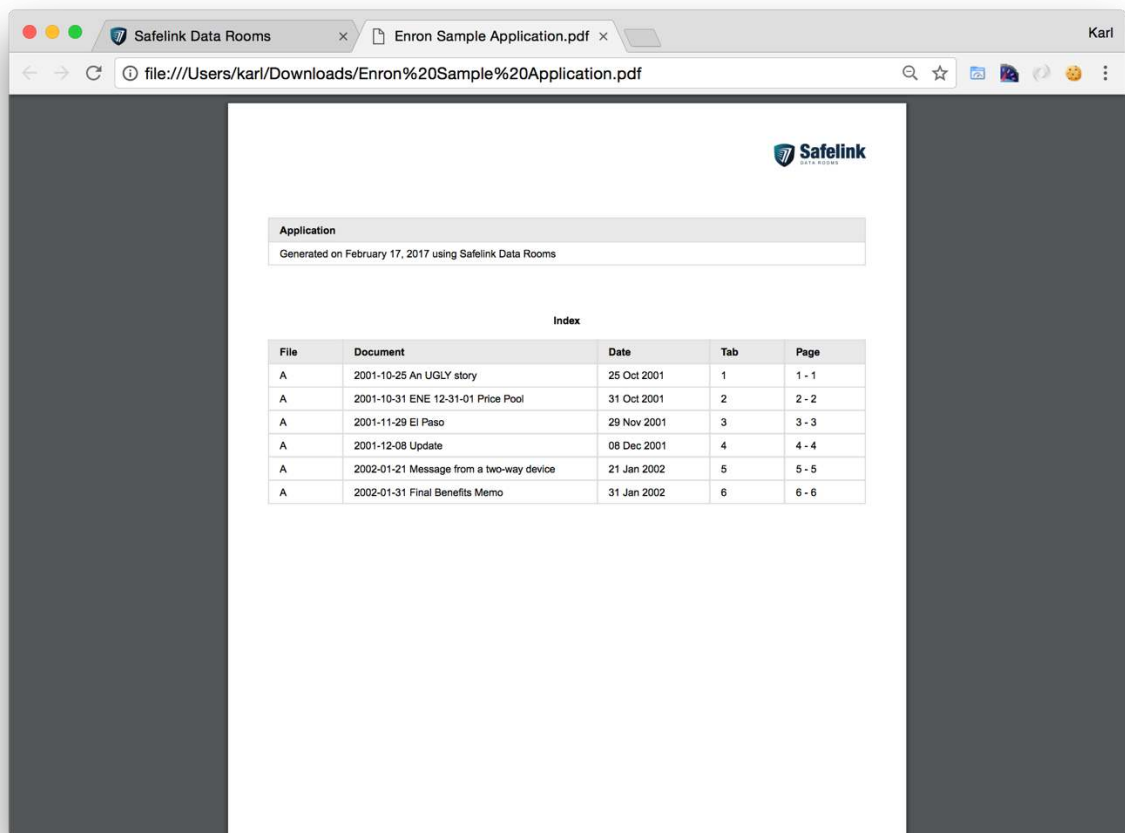
Figure 22: Use Safelink to build a bundle with an index, page numbering, cover page and labels

Owned/Supplied by :	**Safelink Data Rooms**
Used by :	**Safelink Data Rooms**

8.2.65 ∑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**

8.2.66 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.

SPEKTOR® Drive

The Pocket Forensic Lab™ - The same outstanding capabilities as SPEKTOR® Forensic Intelligence* on a bootable thumb drive that runs on any compatible PC platform, temporarily turning it into a powerful forensic workstation. An invaluable pocket sized incident response tool for compliance, e-discovery and security professionals.

excludes the mobile phone module

Owned/Supplied by :	**ETL**
Used by :	**ETL**

8.2.67 <u>StoredIQ for Legal (IBM)</u>

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 enables legal teams to efficiently and confidently manage the full matter lifecycle and process compliance for thousands of matters. It allows legal teams to issue custodian hold notices and interviews with automatic follow-ups and escalations, manage preservation and collection activities conducted by IT, and 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

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
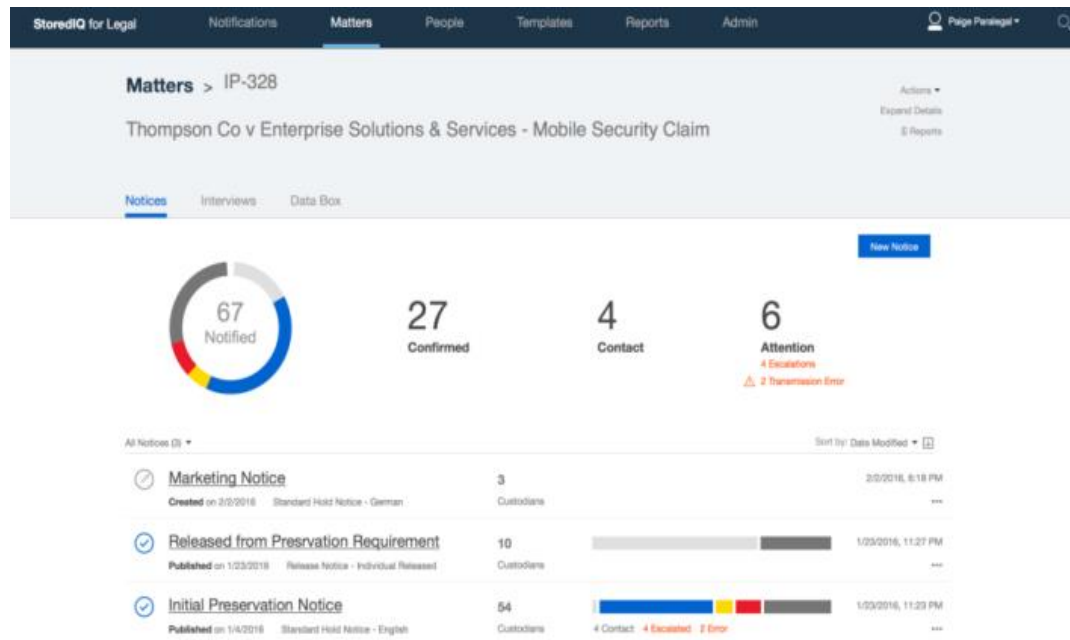
StoredIQ for Legal offers several capabilities to help legal teams manage the eDiscovery collection process and reduce cost, complexity and common collection inefficiencies:

- 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
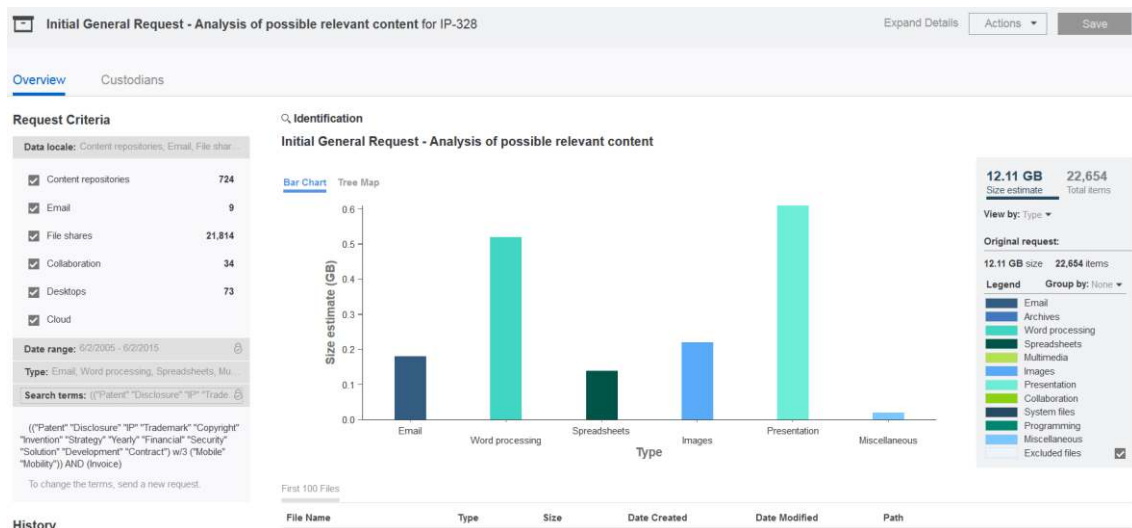
StoredIQ for Legal helps accelerate the understanding of large amounts of unstructured content through powerful search functionality, filters and explorers. Data can be filtered or acted upon and can be refined using a visual heat map. Data explorers visually represent unstructured data from various 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.

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8.2.68 <u>Stroz Software and Managed Services</u>

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:
    - Security Essentials Plus Certification (UK)
    - Subject matter experts with CISSP, CIPP, CEH, GIAC, GPEN, and CISM

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8.2.69 TransCEND (a TransPerfect Legal Solutions Company)

Summary

TransPerfect is the world's leading provider of language services and technology solutions. Our proprietary legal exchange platform, TransCEND, enables firms to share files in a completely secure environment. Offering the industry's fastest repository creation, 24/7/365 support, and multijurisdictional hosting capabilities, TransPerfect is a trusted partner for every Am Law 200 and Global 100 law firm, as well as the majority of Fortune 1000 corporate legal departments.

Some of the enhanced features that we provide:

- Increased Security – Most secure platform on the market with SSAE 16 SOC 2 hosting, advanced intrusion detection, multi-factor authentication and IP filtering capabilities

- Document Protection – Industry leading Information Rights Management (IRM) capabilities that can disable screenshots, copy & paste, snipping, printing and downloading

- Business Rules Engine – Ability to create custom business logic that can be triggered based on metadata coded for documents, providing contract management capabilities

- Automated Version Control – Ability to check-in/out documents and utilize Open-In-Office protocols to edit and version Microsoft Office files directly through the application

- Custom Metadata Fields – Fully keyword searchable dropdown menus, radio buttons, check boxes, calendaring options and text fields associated with individual documents

- Multilingual User Interface – Stakeholders from different regions can review the user interface in their own languages which increases usability for non-native English speakers

- Simplified Invite Process – Bulk invitations can be sent from the system to all the authorized parties simply by copying & pasting recipients' email addresses into our system

- Built-in Redaction – Ability to black out, highlight or annotate text using our built-in redaction system and grant users access to native documents or the redacted versions

- Usage Activity Reports – Includes advanced features such as data filters and report previews. Export reports to the program of your choosing (CSV, XLS, DOC, PDF)

- Email Documents – Documents can be emailed directly to the application index as attachments where they can be dragged and dropped into the appropriate folders

- Communicate – Communicate important information to individuals, groups, or organizations through the secure email system and Q&A module directly from the workspace

- Advanced Search – Ability to conduct Boolean & Lucene searches using custom operators and save both private & public search results to come back to them in the future

Security is Key:

- SSAE 16 SOC 2 Certified Hosting

- HTTPS Connection Running SSL Encryption

- Annual Audits and Penetration Tests

- Two Factor Authentication Process

- Multilingual User Interface and Support

- Document Encryption (Information Rights Management)

- Concurrent Login Restrictions

- Dynamically Watermarked Pages

- Inactivity Logout Timer

- Fast and Secure Scanning of All Documentation

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

8.2.70 <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® and RelativityOne platforms. Users of MaxBilling are able to automate the billing process by setting up billing periods and rates for various metrics (CaseRollup, Users, Analytics, Processing, Reviewers work, Tasks) and generating accurate and detailed reports with calculated costs, minimizing time, effort, and the potential for making errors

MaxBilling main features and functionality:

- Compatibility with RelativityOne, Relativity 9.3 and above

- Automatic report & invoice generation

- Automatic email with PDF reports

- Standard and custom billing periods

- Various pricing metrics and custom rates out of the box – CaseRollup, Users, Reviewers work, Analytics, Processing, Indexes, Custom Tasks

  - Charge clients for single, multiple or all workspaces at once

  - Dashboards visualizing client's trend on invoices, reports and usage

  - Easily extensible with personalized billing metrics for custom solutions

  - Collection of peak values for file and index usage, including native files, dtSearch indexes and Analytics indexes.

- Billing profile inconsistency notifications

  - Dashboards visualizing client's trends on invoices, reports and usage

MaxBilling	MaxMessage ∨	My Messages ∨	Workspaces	User and Group Management ∨	Queue Management ∨	Server & Agent Managemen
Reports	About					

Pricing for Workspace: kCura Starter Template [Case Rollup] [Users] [Tasks]

Subtotal: 8,218.30
Discount: (3.69)
Total Price for Workspace: [8,214.61]

[Case Rollup]

Billing Item	Pricing Unit	Usage	Single Price	Regular Price	Discount %	Price
File Count	InWhole	0	12.00	0.00	-	0.00
LDF Size	GB	0.000061504 54282760620 1171875	3.20	0.00	3 %	0.00
MDF Size	MB	0.067382812 5	4.40	0.30	-	0.30
SQL FT Size	MB	0.000005722 0458984375	4.50	0.00	-	0.00
CA Native Size	MB	0	1.20	0.00	-	0.00
CA Non-native Documents	Count	0	2.10	0.00	-	0.00
CA Native Documents	InWhole	0	51.00	0.00	15 %	0.00
CA Total Documents	InWhole	0	22.00	0.00	2 %	0.00
Edit Count	Count	0	13.00	0.00	-	0.00
View Count	InWhole	0	31.00	0.00	-	0.00
Create Count	InWhole	0	19.00	0.00	-	0.00
Delete Count	Count	0	3.00	0.00	-	0.00
Document Count	InWhole	0	12.00	0.00	5 %	0.00
File Size	GB	0	5.40	0.00	1 %	0.00

Subtotal: 0.30
Discount: 0.00
Total Case Rollup Price: 0.30

tus	MaxBilling	MaxMessage ∨	My Messages ∨	Workspaces	User and Group Management ∨	Queue Management ∨	Server & Agent Management ∨
tion	Reports	About					

Report for MaxBilling Configuration [Billing Configuration for Client 1]   [← Back] [⬇ Download PDF] [⬇ Download Excel] [⬇ Download Excel Extended]

Report General

Configuration Name	Billing Configuration for Client 1		Report Period Start Date	2016/01/16 12:00 AM (GMT +00:00)
Client Name	Relativity Template		Report Period End Date	2016/02/16 12:00 AM (GMT +00:00)
Workspaces	kCura Starter Template, New Case Template		Report Generated On	2016/02/16 9:56 AM (GMT +00:00)
			Currency	USD

Subtotal	9,476.48
Discount	7.38
Total Report Price	**9,469.10**

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

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

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Used by :	**TSD Services Ltd**

8.2.71 <u>UFED Series</u>

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.

<u>Cellebrite's UFED Touch and UFED4PC Ultimate</u> 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**

8.2.72 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**

8.2.73 Viewpoint

VIEWPOINT FEATURES:

Identification: Viewpoint maintains the capability to access any machine connected to the network to identify, mark and copy files contained on file servers and other sources by file type, custodian, date of last access, date creation, system or key terms.

Collection and Preservation: The Viewpoint Collection and Preservation module allows users who have implemented Viewpoint within their own network infrastructure to perform active file collection and preservation. Through a simple point-and-click interface, corporations may filter by a number of parameters to collect and preserve electronically stored information, forensically copied and preserved directly into the Viewpoint's Evidence Repository.

Evidence Repository: Viewpoint's Evidence Repository preserves all data collected for every project throughout the lifecycle of the matter. All data is forensically maintained prior to filtering, culling or deduplication to provide an easily acceptable data warehouse that allows the legal team to repeatedly access evidence as refinement of the parameters in the case unfold. The ability for the legal team to easily "go back to the well" to further sample additional terms, concepts and other criteria is fully integrated with a robust reporting engine to display results of various "what if" scenarios.

Pre-Processing: The Viewpoint Pre-Processing solution enables clients to greatly reduce electronic data sizes at the earliest stages in the e-Discovery lifecycle. For a fraction of full processing costs, Viewpoint pre-processing will de-nist, de-dupe and even apply dynamic date filters to quickly cull large sets of data. By removing system files and unwanted documents before processing begins, Viewpoint will save you both time and money throughout the e-Discovery process

Viewpoint's unique pre-processing features include:

- Data cataloguing
- File extension filtering
- Fully recursive document level date/time filtering
- File type identification
- User-directed file folder removal
- MD5 Hash calculation NIST filtering, system file removal
- De-duplication

Processing: Viewpoint's lightning fast processing solution offers advanced capabilities to provide channel partners, corporations and law firms the ability to filter and process large volumes of data in a fraction of the time it would normally take. With our scalable technology, clients can begin to review and analyse data sooner, as well as perform analytics and data assessments early on in the case to assist in 26(f) planning and analysis before data is posted for review. Viewpoint Processing is the perfect solution for cutting back on burdensome review costs.

Early Filtering: Viewpoint's advanced early filtering capabilities allow users to apply one or any combination of available filters such as custodian, file type, date range, file size and many more. Early filtering greatly reduces unnecessary and costly processing and review. With a few quick and easy mouse clicks, users can apply custom filters to view only the results they're interested in.

Systematic Deduplication: Clients can avoid wasteful analysis and review time by de-duping within or across all custodians and sources. Viewpoint's intelligent de-dupe algorithm gives the administrator or user choices as the data moves through the

system into review. Additionally, one can always be assured that every document is tracked, saved and available for export by custodian for a completely defensible process.

Multi-language support: Full Unicode and double byte character support is included within the processing platform and currently supports 26 languages. All multi-language documents are fully supported for review, coding, indexing, searching, metadata filtering and production.

Viewpoint also includes:

- Data staging

- Recursive email and e-file container extraction

- Recursive embedded object extraction

- Metadata extraction

- Text extraction

- HTML creation

- Near duplicate identification

- Indexing all data using dtSearch^{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 :	**Conduent**
Used by :	**LDM Global, QuisLex, Conduent**

8.2.74 XBundle

XBundle is comprised of two modules:

- XBundle::Assemble - anticipated to revolutionise the creation of electronic document bundles; and

- XBundle::View - the trial presentation software, which has already had success in the courtroom.

XBundle::Assemble is a bundling solution designed to help legal teams efficiently produce high quality, professional electronic document bundles.

- Documents are dragged straight from the desktop into virtual lever arch files, providing an at-a-glance archive of all bundles prepared during the course of a case or matter.

- Cross references and hyperlinks are created on-screen by simply dragging and dropping.

- The resulting trial-ready bundles can be exported to PDF for printing, or exported to XBundle::View.

- XBundle::Assemble can integrate with major document review platforms and accepts PDF documents and most image formats. It also has the ability to support Word and Excel documents, and audio and video files for export to XBundle::View.
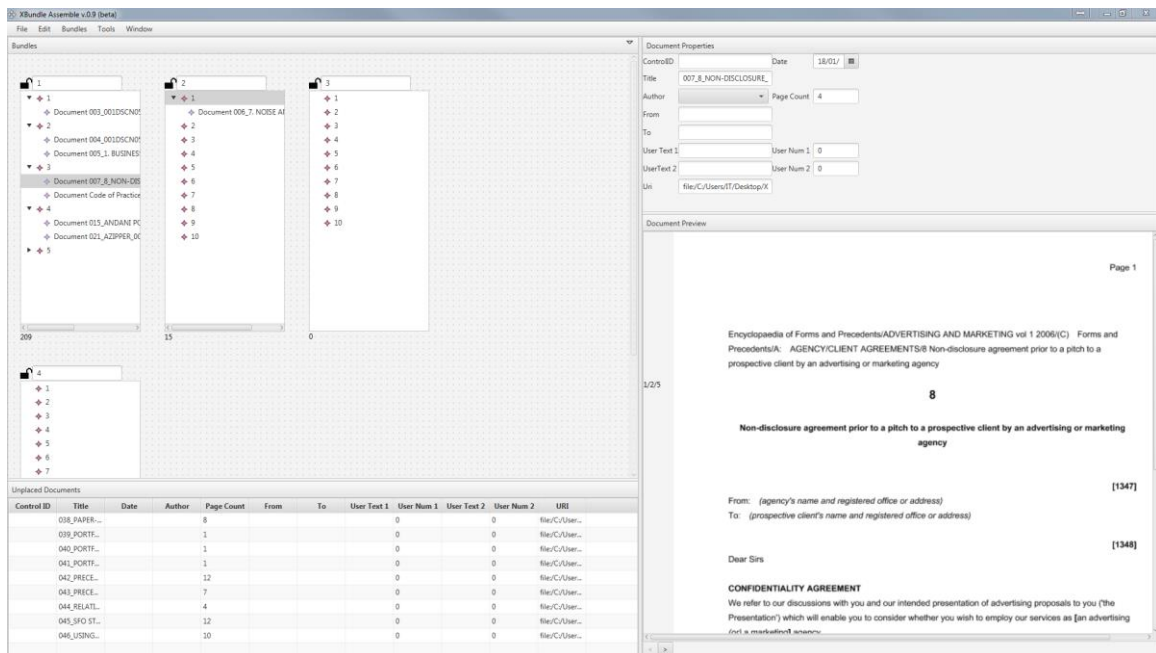
XBundle::Assemble

XBundle::View mimics paper bundles (and can be used seamlessly in parallel with paper bundle sets), but also incorporates hi-tech features such as annotation and collaboration tools, in-built real time transcripts and synchronized media viewing.

The use of widescreen technology to display a split screen view, allows for side-by-side comparison of documents (without the need to scroll or zoom), providing an integrated electronic evidence presentation solution at trials.

- Annotations and highlights can easily be added to documents. When an internet connection is present, users can utilise the system's collaboration tools, which includes a chat panel where notes and hyperlinks can be shared.

- XBundle::View employs "hybrid cloud" technology, allowing it to bypass the internet and load documents from an encrypted copy of the document store on the user's USB stick when the internet connection is absent or slow.

- Display monitors can be synchronised so they all show the same page on the command of a designated party member acting as a 'page turner'.

- Working with the industry's leading court reporters, XBundle::View can provide real-time unedited transcripts. XBundle::View can link to all mainstream transcription services and provide an edited certified version of the proceedings on a continual updating basis.
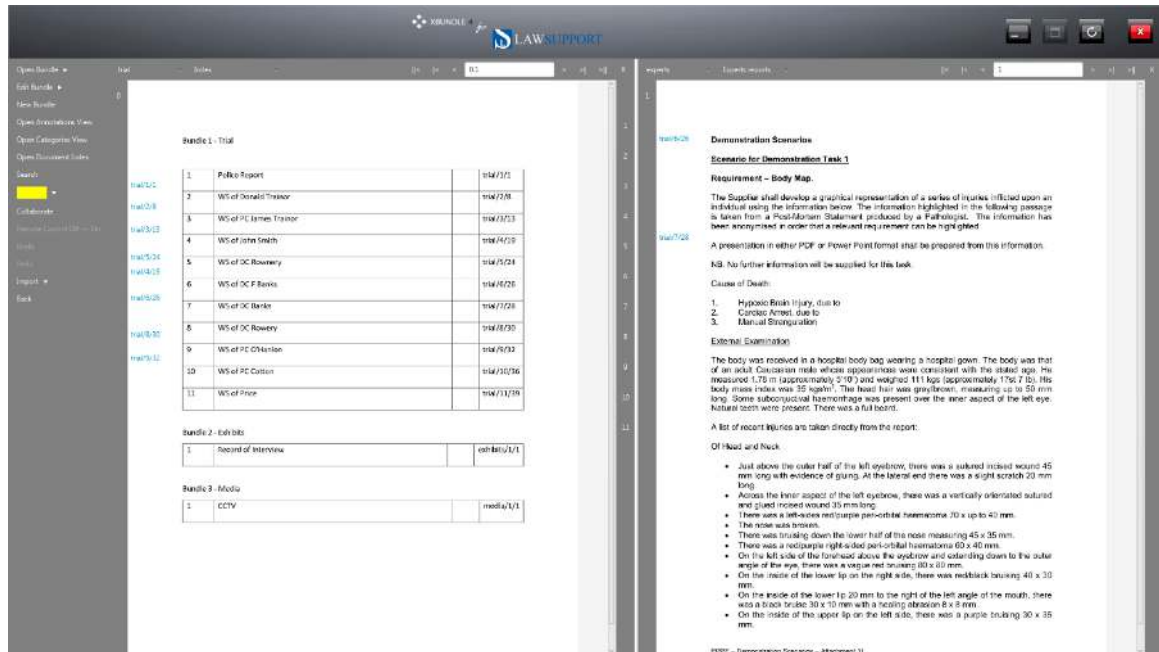
XBundle::View

We offer catered training for both end-users and service providers, covering an array of system features including (but not limited to) custom installation, import plug-in configuration and index creation.

XBundle is the highly affordable solution your firm needs to impress your clients, and increase client satisfaction and client retention.

As complete bundle sets can be accessed on a self-contained USB stick, professional clients with repeat litigation in particular will welcome the convenience which XBundle provides – XBundle is truly an exceptional alternative to A5 mini-bundles!

Owned/Supplied by :	**XBundle**
Used by :	**XBundle**

8.2.75 <u>Xera (From 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 XERA 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 XERA can be deployed in-house or hosted by one of more than 68 authorized iCONECT vendors worldwide. Or, you can opt to host iCONECT XERA with a service provider and administer it yourself. Whichever option best fits your needs, you can be sure that your iCONECT XERA review platform is secure, robust, and scalable.

Smart Analytics

- Toggle between e-mails with attachments and near-duplicates, easily identifying inclusive records for fast review and consistent coding.

- Easily generate visual clusters to uncover and analyze prime concepts within a database.

- A simple, wizard-driven workflow provides an easy understanding of Predictive Review and gives experts the power and flexibility needed for today's complex matters.

- 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 and Russian.

- Instantly determine edit and production status for each document, and keep the report front and center as you navigate from document to document.

- Save time by reviewing audio and video files directly within XERA – including the ability to time-stamp Reviewer Comments and Notes as they apply to these files.

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 XERA 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.

▪ Utilize the XERA CONECT Dashboard right from your smartphone to keep track of project reporting and real-time status updates – wherever you are, whenever you need this information.

Owned/Supplied by :	**iCONECT**
Used by :	**BRG (Berkeley Research Group), MD5.**

8.2.76 <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.
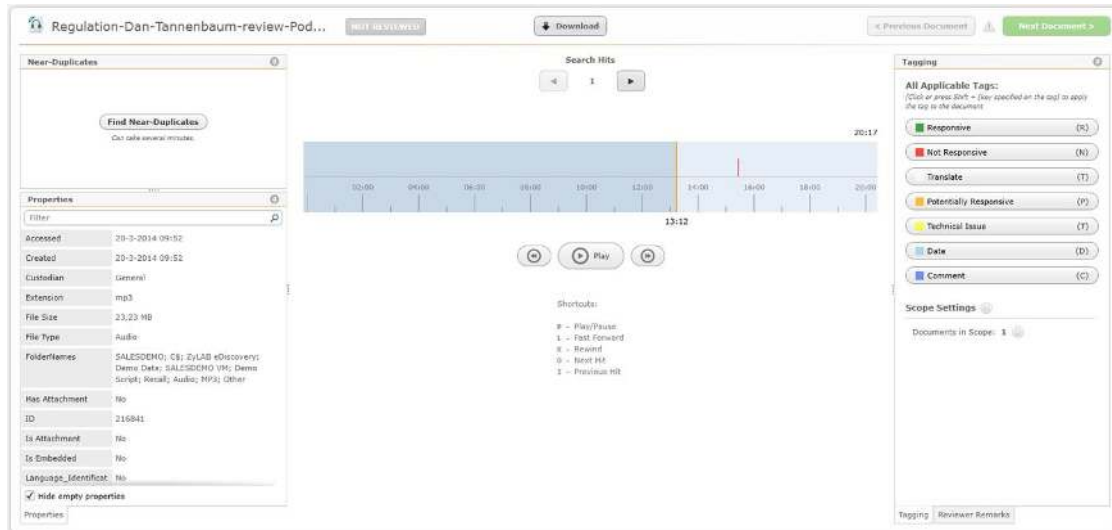
ZyLAB's Audio Search is the first eDiscovery application to incorporate audio speech search technology as part of a standard review platform to enable users to search, review and analyse audio data so that they can quickly pinpoint the relevant subset.

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.
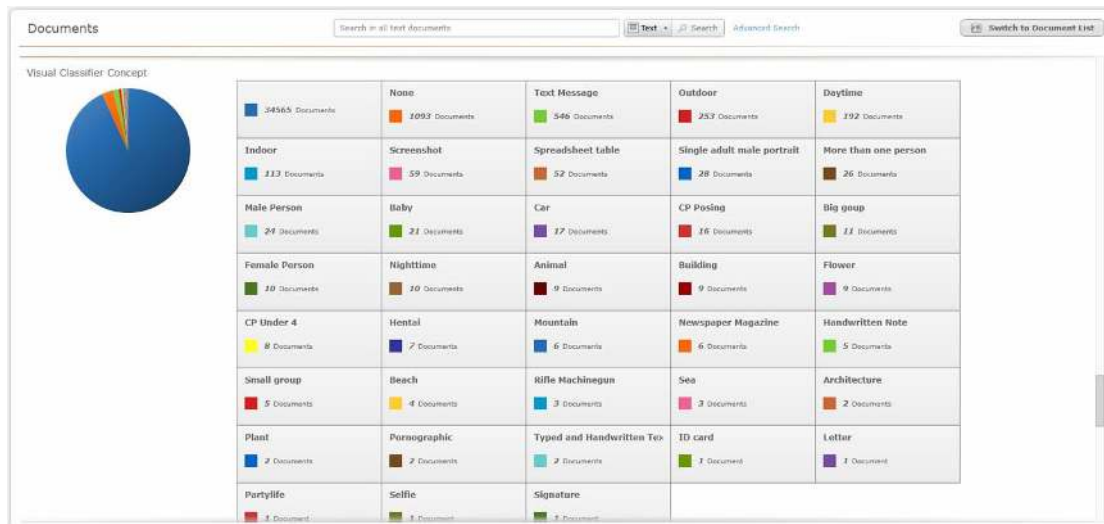
Visual classification can be used for the identification of images that contain personal identifiable information (PII), potential intellectual property (PI), handwritten notes, checks, ID's, and other information that otherwise cannot be recognized automatically and would require a full manual review. 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.
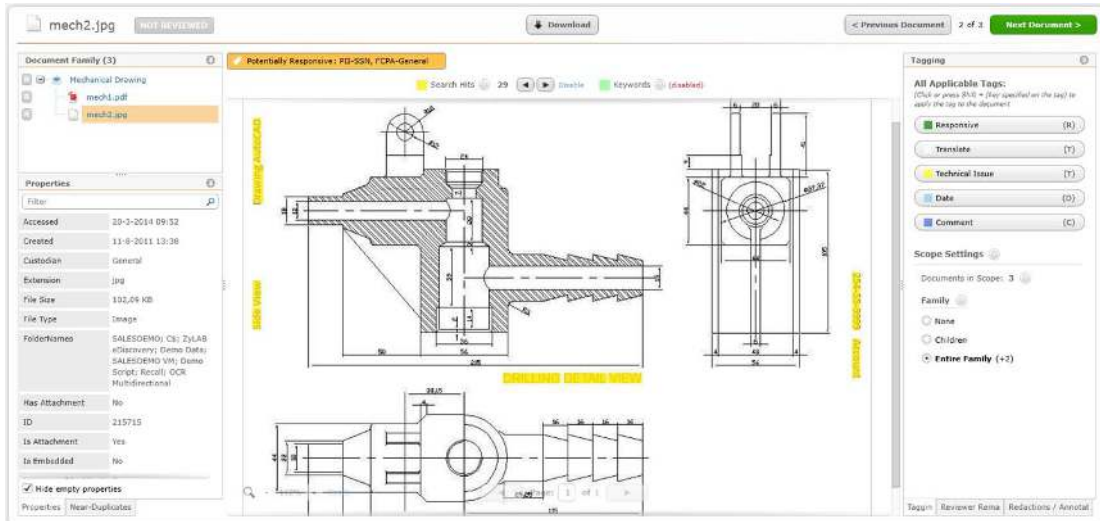
ZyLAB's Scan and OCR combines powerful functionality and 30 years of experience to increase recall and provide superb recognition results.

MACHINE TRANSLATION
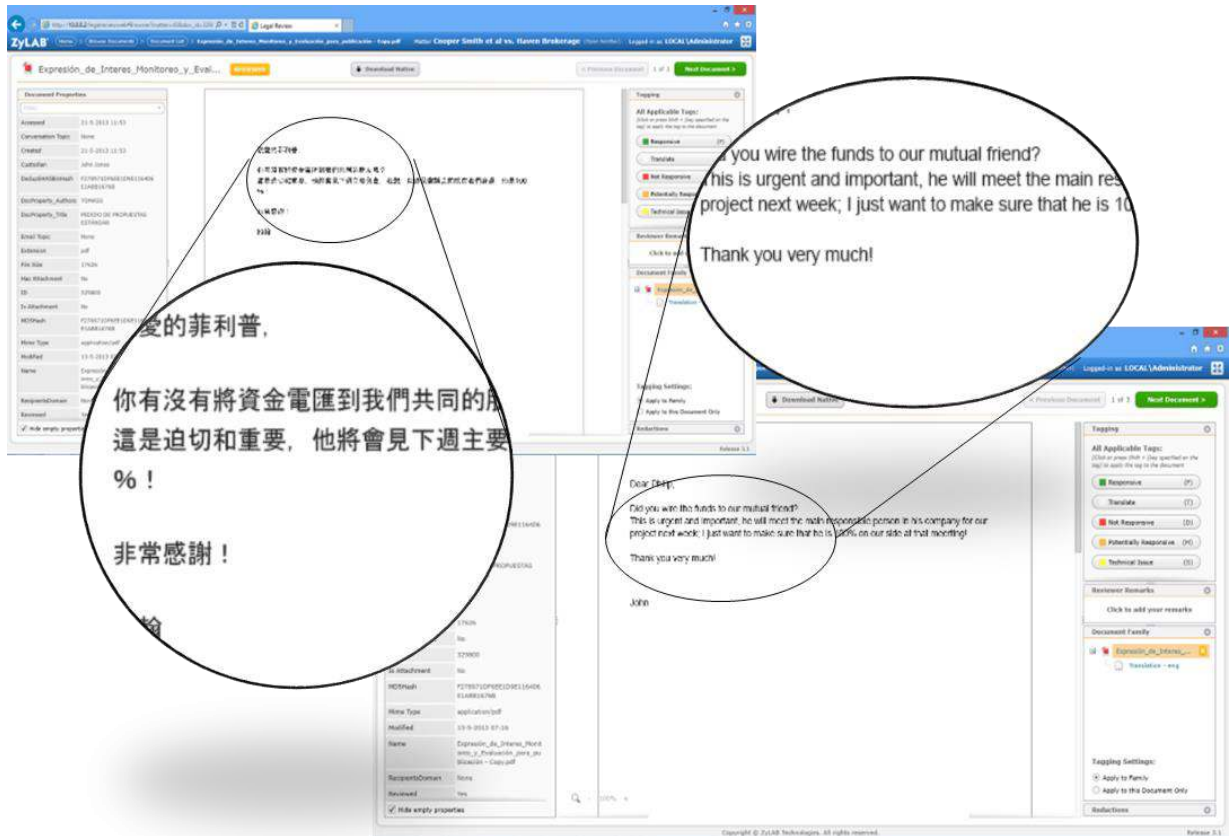
ZyLAB's Machine Translation add-on offers the unique ability to handle high volumes of translations quickly. Instead of passing on documents you can't read for review to a native speaker or translator, ZyLAB's Machine Translation option creates a fully automated translation. Translation support is offered 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.**

8.2.77 Zylpha Solutions

Software Information

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

Owned/Supplied by :	**Zylpha**
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	
Contact (name), phone number, email.	Logo here
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.