

## eDiscovery Business Confidence Survey Meta Results

Winter 2016	Spring 2016	Summer 2016	Fall 2016	Winter 2017	Spring 2017	Summer 2017	Fall 2017
N = 80 Respondents	N = 76 Respondents	N = 168 Respondents	n = 113 Respondents	n = 100 Respondents	n = 104 Respondents	n = 101 Respondents	n = 100 Respondents
<b>1. Which of the following segments best describes your business in eDiscovery?</b>							
<i>Part of the eDiscovery ecosystem where your organization resides.</i>							
Software and/or Services Provider – 37.5% (30)	Software and/or Services Provider – 39.5% (30)	Software and/or Services Provider – 32.7% (55)	Software and/or Services Provider – 33.6% (38)	Software and/or Services Provider – 40% (40)	Software and/or Services Provider – 44.2% (46)	Software and/or Services Provider – 39.6% (40)	Software and/or Services Provider – 44% (44)
Consultancy – 31.3% (25)	Law Firm – 23.7% (18)	Law Firm – 33.9% (57)	Law Firm – 28.3% (32)	Law Firm – 33% (330)	Law Firm – 30.8% (32)	Law Firm – 34.6% (35)	Law Firm – 35% (35)
Law Firm – 20% (16)	Consultancy – 22.4% (17)	Consultancy – 13.7% (23)	Consultancy – 16.8% (19)	Consultancy – 16% (16)	Consultancy – 14.4% (15)	Consultancy – 16.8% (17)	Consultancy – 11% (11)
Other – 6.3% (5)	Corporation – 5.3% (4)	Corporation – 11.9% (20)	Corporation – 10.6% (12)	Corporation – 4% (4)	Corporation – 4.8% (5)	Corporation – 3% (3)	Corporation – 4% (4)
Media/Research Organization – 3.7% (3)	Media/Research Organization – 5.3% (4)	Media/Research Organization – 0.6% (1)	Media/Research Organization – 0.9% (1)	Media/Research Organization – 2% (2)	Media/Research Organization – 1.9% (2)	Media/Research Organization – 3% (3)	Media/Research Organization – 0% (0)
Corporation – 1.3% (1)	Other – 2.6% (2)	Other – 4.2% (7)	Other – 4.4% (5)	Other – 2% (2)	Other – 2.9% (3)	Other – 1% (1)	Other – 3% (3)
Governmental Entity – 0% (0)	Governmental Entity – 1.3% (1)	Governmental Entity – 3% (5)	Governmental Entity – 5.3% (6)	Governmental Entity – 3% (3)	Governmental Entity – 1% (1)	Governmental Entity – 2% (2)	Governmental Entity – 3% (3)
<b>2. How would you rate the current general business conditions for eDiscovery in your segment?</b>							
<i>Subjective feeling of business performance when compared with business expectations.</i>							
Good – 58.8% (47)	Good – 61.8% (47)	Good – 47.6% (80)	Good – 56.6% (64)	Good – 49% (49)	Good – 52.9% (55)	Good – 53.4% (54)	Good – 55% (55)
Normal – 31.3% (25)	Normal – 34.2% (26)	Normal – 38.7% (65)	Normal – 37.2% (42)	Normal – 42% (42)	Normal – 40.4% (42)	Normal – 41.6% (42)	Normal – 36% (36)
Bad – 10% (8)	Bad – 3.9% (3)	Bad – 13.7% (23)	Bad – 6.2% (7)	Bad – 9% (9)	Bad – 6.7% (7)	Bad – 5% (5)	Bad – 9% (9)
<b>3. How do you think the business conditions will be in your segment six months from now?</b>							
<i>Subjective feeling of business performance when compared with business expectations.</i>							
Same – 51.2% (41)	Better – 53.9% (41)	Better – 44.6% (75)	Better – 49.6% (56)	Better – 40% (40)	Better – 47.1% (49)	Better – 43.6% (44)	Better – 55% (55)
Better – 42.5% (34)	Same – 43.4% (33)	Same – 52.4% (88)	Same – 45.1% (51)	Same – 56% (56)	Same – 49% (51)	Same – 49.5% (50)	Same – 41% (41)
Worse – 6.3% (5)	Worse – 2.6% (2)	Worse – 3% (5)	Worse – 5.3% (6)	Worse – 4% (4)	Worse – 3.8% (4)	Worse – 6.9% (7)	Worse – 4% (4)
<b>4. How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?</b>							
<i>Revenue is income generated from eDiscovery-related business activities.</i>							
Higher – 60% (48)	Higher – 57.9% (44)	Higher – 50% (84)	Higher – 59.3% (67)	Higher – 52% (52)	Higher – 59.6% (62)	Higher – 50.5% (51)	Higher – 56% (56)
Same – 35% (28)	Same – 39.5% (30)	Same – 41.7% (70)	Same – 35.4% (40)	Same – 38% (38)	Same – 33.7% (35)	Same – 43.6% (44)	Same – 39% (39)
Lower – 5% (4)	Lower – 2.6% (2)	Lower – 8.3% (14)	Lower – 5.3% (6)	Lower – 10%	Lower – 6.7% (7)	Lower – 5.9% (6)	Lower – 5% (5)
<b>5. How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?</b>							
<i>Profit is the amount of income remaining after accounting for all expenses, debts, additional revenue streams, and operating costs.</i>							
Higher – 45% (36)	Same – 51.3% (39)	Same – 47% (79)	Same – 47.8% (54)	Same – 47% (47)	Same – 43.3% (45)	Same – 49.5% (50)	Same – 44% (44)
Same – 45% (36)	Higher – 39.5% (30)	Higher – 38.7% (65)	Higher – 41.6% (47)	Higher – 39% (39)	Higher – 50% (52)	Higher – 39.6% (40)	Higher – 45% (45)
Lower – 10% (8)	Lower – 9.2% (7)	Lower – 14.3% (24)	Lower – 10.6% (12)	Lower – 14% (14)	Lower – 6.7% (7)	Lower – 10.9% (11)	Lower – 11% (11)
<b>6. Of the six items presented below, what is the issue that you feel will most impact the business of eDiscovery over the next six months?</b>							
<i>Challenges that may directly impact the business performance of your organization.</i>							
Budgetary Constraints – 22.5% (18)	Budgetary Constraints – 28.9% (22)	Budgetary Constraints – 28% (47)	Budgetary Constraints – 24.8% (28)	Budgetary Constraints – 26% (26)	Budgetary Constraints – 21.2% (22)	Budgetary Constraints – 20.8% (21)	Budgetary Constraints – 31% (31)
Data Security – 21.3% (17)	Increasing Volumes of Data – 26.3% (20)	Increasing Volumes of Data – 28.6% (48)	Increasing Volumes of Data – 33.6% (38)	Increasing Volumes of Data – 26% (26)	Increasing Volumes of Data – 25% (26)	Increasing Volumes of Data – 20.8% (21)	Increasing Volumes of Data – 24% (24)
Increasing Volumes of Data – 20% (16)	Data Security – 15.8% (12)	Data Security – 7.1% (12)	Data Security – 9.7% (11)	Data Security – 15% (15)	Data Security – 16.3% (17)	Data Security – 11.9% (12)	Data Security – 13% (13)

Lack of Personnel – 16.2% (13)	Lack of Personnel – 13.2% (10)	Lack of Personnel – 14.3% (24)	Lack of Personnel – 9.7% (11)	Lack of Personnel – 8% (8)	Lack of Personnel – 20.2% (21)	Lack of Personnel – 14.9% (15)	Lack of Personnel – 11% (11)
Increasing Types of Data – 13.8% (11)	Increasing Types of Data – 10.5% (8)	Increasing Types of Data – 10.1% (17)	Increasing Types of Data – 15.9% (18)	Increasing Types of Data – 17% (17)	Increasing Types of Data – 10.6% (11)	Increasing Types of Data – 21.7% (22)	Increasing Types of Data – 11% (11)
Inadequate Technology – 6.3% (5)	Inadequate Technology – 5.3% (4)	Inadequate Technology – 11.9% (20)	Inadequate Technology – 6.2% (7)	Inadequate Technology – 8% (8)	Inadequate Technology – 6.7% (7)	Inadequate Technology – 9.9% (10)	Inadequate Technology – 10% (10)

**7. In which geographical region do you primarily conduct eDiscovery-related business?**

*The location from which you are basing your business assessments.*

North America – 93.8% (75)	North America – 90.8% (69)	North America – 95.2% (160)	North America (United States) – 75.2% (85)	North America (United States) – 86% (86)	North America (United States) – 83.7% (87)	North America (United States) – 88.0% (89)	North America (United States) – 89.0% (89)
			North America (Canada) – 19.5% (22)	North America (Canada) – 5% (5)	North America (Canada) – 11.5% (12)	North America (Canada) – 5% (5)	North America (Canada) – 4% (4)
Europe – 3.7% (3)	Europe – 6.6% (5)	Europe – 3.6% (6)	Europe – 4.4% (5)	Europe (UK) – 5% (5)	Europe (UK) – 2.9% (3)	Europe (UK) – 4% (4)	Europe (UK) – 3% (3)
				Europe (Non-UK) – 2% (2)	Europe (Non-UK) – 1% (1)	Europe (Non-UK) – 3% (3)	Europe (Non-UK) – 3% (3)
Asia/Asia Pacific – 2.5% (2)	Asia/Asia Pacific – 2.6% (2)	Asia/Asia Pacific – 1.2% (2)	Asia/Asia Pacific – 0% (0)	Asia/Asia Pacific – 2% (2)	Asia/Asia Pacific – 1% (1)	Asia/Asia Pacific – 0% (0)	Asia/Asia Pacific – 1% (1)
Central/South America – 0% (0)	Central/South America – 0% (0)	Central/South America – 0% (0)	Central/South America – 0.9% (1)	Central/South America – 0% (0)	Central/South America – 0% (0)	Central/South America – 0% (0)	Central/South America – 0% (0)
Middle East/Africa – 0% (0)	Middle East/Africa – 0% (0)	Middle East/Africa – 0% (0)	Middle East/Africa – 0% (0)	Middle East/Africa – 0% (0)	Middle East/Africa – 0% (0)	Middle East/Africa – 0% (0)	Middle East/Africa – 0% (0)

**8. What are best describes your primary function in the conduct of your organization's eDiscovery-related business?**

Legal/Litigation Support – 65% (52)	Legal/Litigation Support – 72.4% (55)	Legal/Litigation Support – 76.8% (129)	Legal/Litigation Support – 78.8% (89)	Legal/Litigation Support – 79% (79)	Legal/Litigation Support – 76% (79)	Legal/Litigation Support – 74.2% (75)	Legal/Litigation Support – 69% (69)
Business/Business Support (All Other Business Functions) – 30% (24)	Business/Business Support (All Other Business Functions) – 25% (19)	Business/Business Support (All Other Business Functions) – 17.9% (30)	Business/Business Support (All Other Business Functions) – 16.8% (19)	Business/Business Support (All Other Business Functions) – 18% (18)	Business/Business Support (All Other Business Functions) – 18.3% (19)	Business/Business Support (All Other Business Functions) – 21.8% (22)	Business/Business Support (All Other Business Functions) – 26% (26)
IT/Product Development – 5% (4)	IT/Product Development – 2.6% (2)	IT/Product Development – 5.4% (9)	IT/Product Development – 4.4% (5)	IT/Product Development – 3% (3)	IT/Product Development – 5.8% (6)	IT/Product Development – 4% (4)	IT/Product Development – 5% (5)

**9. What are best describes your level of support in the conduct of your organization's eDiscovery-related business?**

Executive Leadership – 56.3% (45)	Executive Leadership – 55.6% (43)	Executive Leadership – 34.5% (58)	Executive Leadership – 26.5% (30)	Executive Leadership – 38% (38)	Executive Leadership – 44.2% (46)	Executive Leadership – 41.6% (42)	Executive Leadership – 48% (48)
Operational Management – 21.3% (17)	Operational Management – 22.4% (17)	Operational Management – 34.5% (58)	Operational Management – 38.9% (44)	Operational Management – 39% (39)	Operational Management – 27.9% (29)	Operational Management – 34.6% (35)	Operational Management – 36% (36)
Tactical Execution – 22.5% (18)	Tactical Execution – 21.1% (16)	Tactical Execution – 31% (52)	Tactical Execution – 34.5% (39)	Tactical Execution – 23% (23)	Tactical Execution – 27.9% (29)	Tactical Execution – 23.8% (24)	Tactical Execution – 16% (16)

