

# 2018 eDiscovery BUYERS GUIDE

A **SOLO TO MIDSIZED** LAW FIRM SHOPPER'S HANDBOOK  
FOR eDISCOVERY TOOLS & SERVICES

Written By

**Brett Burney &  
Chelsey Lambert**

 **Burney**  
consultants

*Lex*

TECH REVIEW

ANALYSIS TRIAL PREP  
DESKTOP VS HOSTED TRANSCRIPTION DESKTOP  
CAPTURE REDACTION FORENSICS  
HOSTED SAAS SERVICE PROVIDERS IPAD TOOLS  
COMMUNITIES CASE ANALYSIS  
DESKTOP VS HOSTED SAAS  
AL MEDIA EVENTS COMMUNITIE  
FILE VIEWERS IPAD TOOLS  
PROVIDERS TRANSCRIPTION WEB CAPTURE  
REVIEW MANAGEMENT COMMUNITI  
TRANSCRIPTION DESKTOP VS HOSTED CASE ANALYSIS TRIAL PREP  
IPAD TOOLS REDACTION SAAS A.I. FILE VIE  
REP CASE ANALYSIS DESKTOP VS HOSTED

# The Authors



**Burney**  
consultants

**Brett Burney**



*Lex*  
TECH REVIEW

**Chelsey Lambert**

Brett Burney is Principal of Burney Consultants LLC where he focuses his time on bridging the chasm between the legal the technology frontiers of electronic discovery.

Prior to establishing Burney Consultants, Brett spent five years at the law firm of Thompson Hine LLP in Cleveland, Ohio, where he worked extensively with litigation teams in building electronic document databases, counseling on electronic discovery issues, and managing the technical responsibilities of presenting electronic evidence at trial.

Brett is a featured speaker at numerous legal technology conferences and is a well-respected author on legal technology topics.

Chelsey Lambert is a Legal Technology Specialist, published Author and CLE Speaker. Over the course of more than a decade serving solo, small and mid-sized law firms she has seen the challenges of both selecting technology and training staff how to use it.

As a former Practice Management Advisor for the Chicago Bar Association, and VP of Marketing for a leading Case Management Platform Chelsey also works with vendors to appropriately price or modify their products to suit the needs of the solo to mid sized law firm user.

In 2017 Ms. Lambert published the nearly 200 page 2017 Legal Technology Buyers Guide, which has been downloaded by thousands of law firms worldwide

## The Mission

Brett Burney and Chelsey Lambert originally met at a CLE Course delivered at the Chicago Bar Association in 2014. Both experienced speakers and legal process specialists they share a passion for helping solo, small and mid-sized law firms tackle challenges with technology.

In late 2017 Lex Tech Review published the first edition of the Legal Technology Buyers Guide. To which attorneys, paralegals and litigation professionals responded to with requests for more information on products specific to the eDiscovery process.

The opportunity to collaborate was clear. The team quickly recognized a need to create a handbook for solo, to mid-sized law firms that would help them navigate the myriad of eDiscovery products, service providers and resources.

Driven by a motivation to demystify the assumption that there are few options for law firms in this segment of the market, Brett and Chelsey set to work. First, by selecting the organizations who cater to law firms from one to one-hundred-fifty employees. Second, by vetting the providers through interviews, product demonstrations and research.

The result, is the inaugural edition of the eDiscovery Buyers Guide. Accompanied by a dedicated website, blog, and YouTube Channel. Where the authors will continue to share valuable insights and information on tools and service providers that understand the needs of solo to mid-sized law firms.



Subscribe to our YouTube Channel:  
**eDiscovery Buyers Guide**



Follow us on Twitter:  
**@eDiscoveryBuyer**



Like us on Facebook  
**eDiscoveryBuyersGuide**

[www.ediscoverybuyersguide.com](http://www.ediscoverybuyersguide.com)

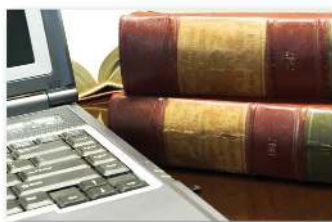
# Welcome to the eDiscovery Buyers Guide Created Just for You!

If you're involved in litigation today, then you're involved in eDiscovery - there is no denying or avoiding this fact any longer.

It's not because you're being forced against your will, the practice of law is merely reflecting the digital world we live in today. We create and hoard digital information, we communicate digitally, and we record our lives in digital formats. If you're holding a paper document, it's probably because it was printed from a digital document composed on a computer. The vast majority of evidentiary information in civil litigation matters today is all digital.

**"Today it is black letter law that computerized data is discoverable if relevant."**

*Anti-Monopoly, Inc. v. Hasbro, Inc.,  
1995 Westlaw 649934  
1995 U.S. Dist. LEXIS 16355  
(S.D.N.Y.)*



How do you cope with this? How do you find the time to seek out the tools and technology you need to adequately and proficiently collect, process, review, and produce all this digital evidence you're facing? That's exactly why we developed the eDiscovery Buyers Guide - to provide small and mid-size law firms with a helpful and functional resource to the available eDiscovery products and services.

The recent 2017 ABA TECHREPORT reported that 44% of respondents still do not use any sort of eDiscovery review solution. That means they're relying on "manual" methods to review electronic evidence that are inefficient, inadequate, and precarious because they're mixing electronic evidence with work product.

The eDiscovery Buyers Guide has two primary goals:

First, it is a literal "Buyers Guide" to provide you with options available to you and your firm so you can avoid the manual, time-wasting, and ineffective processes you're currently using. Each review is written to explain exactly what features and capabilities each tool offers so you can make an informed decision.

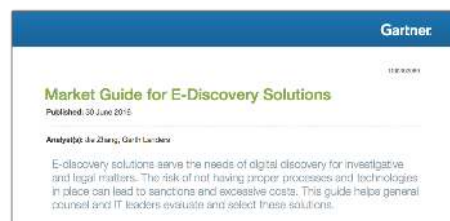
Second, the eDiscovery Buyers Guide empowers you to be a more knowledgeable, competent, and trusted counselor. While you personally won't use all of the products featured in this Guide, your clients might benefit from them in their own data collection efforts based on your recommendation. Plus having some knowledge about other products means you can talk intelligently with opposing counsel on the products they're using so you don't look ignorant or uninformed.

We are not the first attempt to provide guidance on eDiscovery products and services, but we are the first to specifically focus on the small to mid-size firm audience.

For many years, George Socha and Tom Gelbmann created the annual Electronic Discovery Survey which ranked eDiscovery products and services, and became hugely influential. So influential, in fact, that they shut down their work because "consumers are using [the rankings] as a substitute for the work they should be doing themselves - analyzing [their] needs and assessing what and whose services and software might meet those needs."

**2009 Socha-Gelbmann**  
7<sup>TH</sup> ANNUAL ELECTRONIC DISCOVERY SURVEY

Gartner also released a series of "MarketScopes" on eDiscovery starting in 2007 which turned into a "Magic Quadrant" around 2011. In 2016, they changed their approach again to provide their "Market Guide for E-Discovery Solutions" which discusses how the industry is shifting to cloud-based SaaS solutions.



Our hope is that you will find the eDiscovery Buyers Guide to be an immense help in your search for the products and services that you need to be a competent and capable litigator in today's world. Let us know if you have any questions and thanks for reading!

Brett Burney



Subscribe to our YouTube Channel:  
**eDiscovery Buyers Guide**



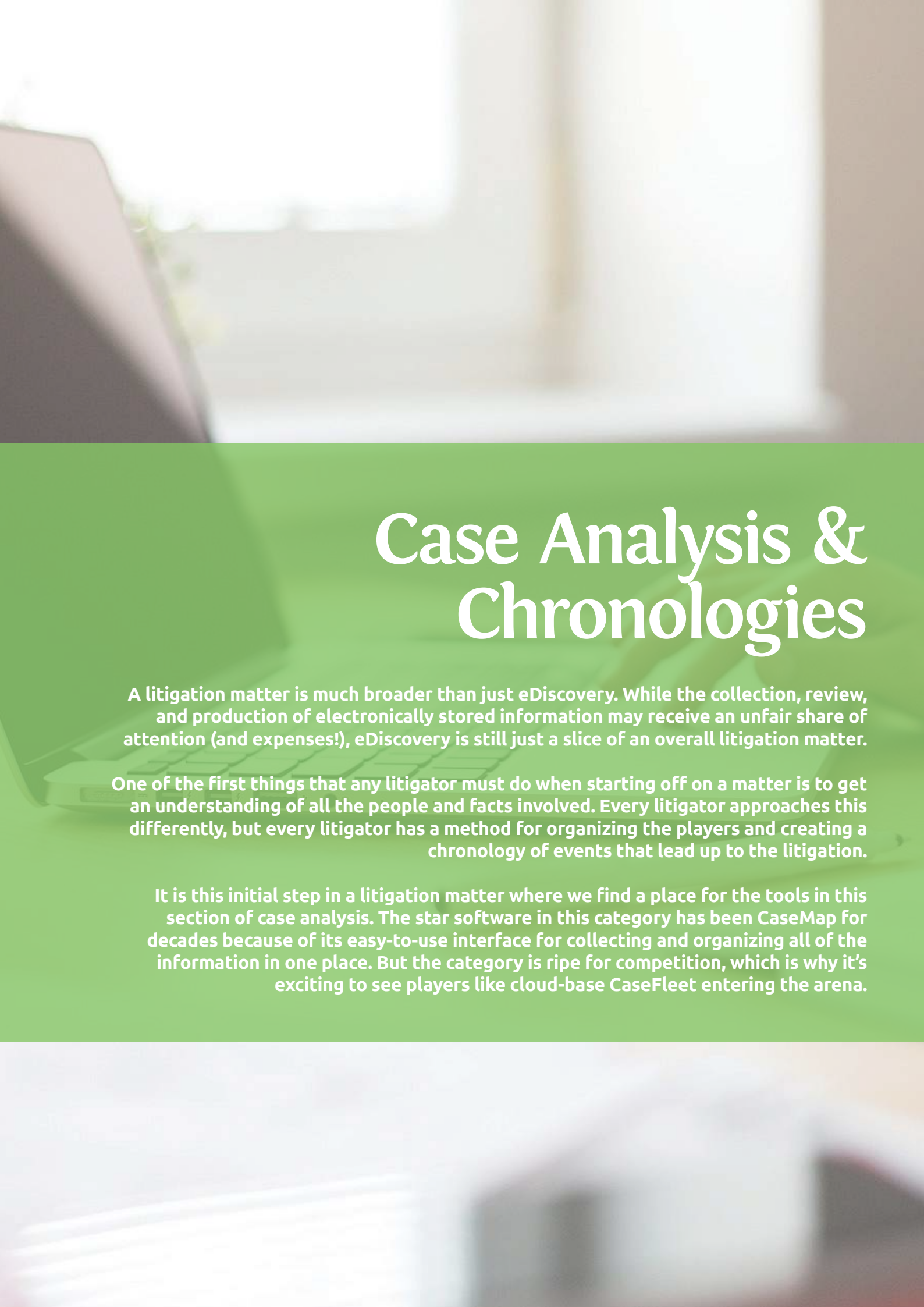
Follow us on Twitter:  
**@eDiscoveryBuyer**



Like us on Facebook  
**eDiscoveryBuyersGuide**

# Table of contents

<b>Case Analysis &amp; Chronologies</b>	
CaseFleet	02
LexisNexis CaseMap	05
 Amy Bowser Rollins, Don't Let Technology Get in the Way of Practicing Law	08
 <b>Social Media Collection &amp; Web Capture</b>	
Page Vault	10
 <b>Data Identification &amp; Collection</b>	
Sherpa Software Discovery Attender / Altitude	14
 Craig Ball's EDna Challenge: Can you process and review 10-12GB of ESI for under \$5,000?	17
 <b>Processing &amp; Review: Desktop Software</b>	
Digital WarRoom	22
 Tom O'Connor, How to Evaluate eDiscovery Costs in Small Cases	25
 <b>Processing &amp; Review: Hosted Solutions Platforms</b>	
Catalyst	29
Relativity	32
FTI Ringtail	35
 Rob Robinson, Four Factors for Deciding Between On-Premise vs. Cloud-Based eDiscovery Software	38
 <b>Processing &amp; Review: Cloud-Based SaaS Platforms</b>	
Lexbe	41
Logikcull	44
Nextpoint	47
Everlaw	50
TR eDiscovery Point	53
Goldfynch	56
CloudNine	59
 Doug Austin, Cloud Automation Has Made eDiscovery More Affordable than Ever	62
 <b>A.I. &amp; Data Analysis in eDiscovery</b>	
Chelsey Lambert, Artificial Intelligence and Machine Learning Innovation in eDiscovery	65
 Ayfie	68
NexLP	70
FTI Radiance	74
 <b>eDiscovery Managed Services</b>	
UnitedLex Questio	78
 <b>Utilities for Litigators</b>	
Lexis for Microsoft Office	81



# Case Analysis & Chronologies

A litigation matter is much broader than just eDiscovery. While the collection, review, and production of electronically stored information may receive an unfair share of attention (and expenses!), eDiscovery is still just a slice of an overall litigation matter.

One of the first things that any litigator must do when starting off on a matter is to get an understanding of all the people and facts involved. Every litigator approaches this differently, but every litigator has a method for organizing the players and creating a chronology of events that lead up to the litigation.

It is this initial step in a litigation matter where we find a place for the tools in this section of case analysis. The star software in this category has been CaseMap for decades because of its easy-to-use interface for collecting and organizing all of the information in one place. But the category is ripe for competition, which is why it's exciting to see players like cloud-base CaseFleet entering the arena.



## CaseFleet – CLOUD-BASED CASE CHRONOLOGY FOR REVIEWING CASE EVIDENCE AND ORGANIZING FACTS



If you're a litigator, you already have a method for building a chronology of events for your matters - it's a vital, practical, and necessary exercise so you can be confident in knowing what happened when, and who was involved.

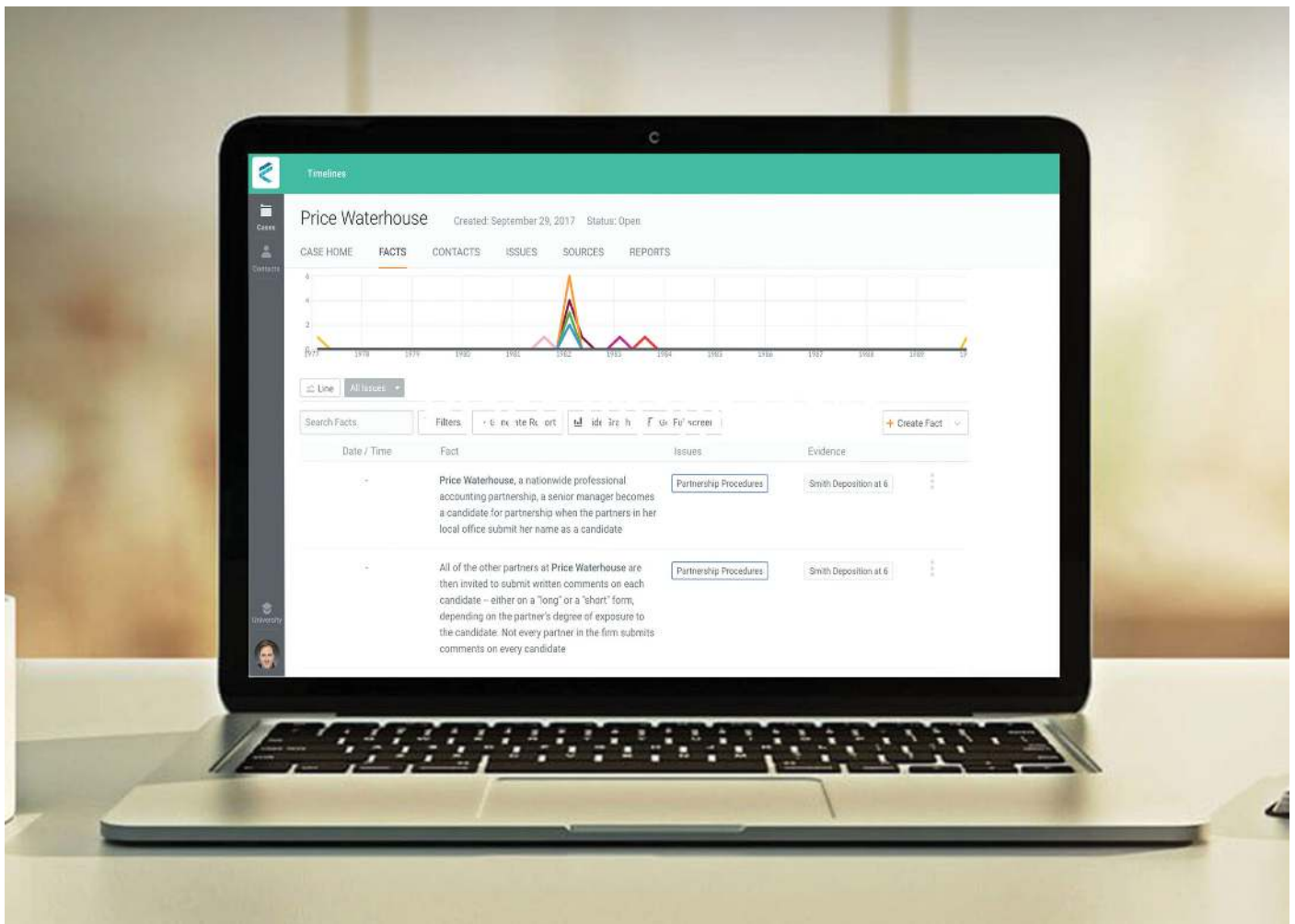
The problem is that your timeline may only exist in your head, comprised of facts and details that you pick up while you read through documents associated with the case. There's no way you'll remember everything under the stress of a hearing or trial.

At best you may have created a Microsoft Word document or Excel spreadsheet with columns holding dates and events. But these chronologies can be hard to sort, search, or filter which limits your

ability to focus on the specific elements of your case that you need at any one time.

**CaseFleet** was designed specifically for litigators to create chronologies, link events to issues, and associate the pertinent documents so they're easily accessible.

***“CaseFleet was designed specifically for litigators to create chronologies, link events to issues, and associate the pertinent documents so they're easily accessible.”***



## Time for a Cloud-Based Chronology

Since CaseFleet is cloud-based, you can access all your information from any computer or mobile device. You have complete access to all the facts, issues, contacts, and documents associated with your chronology from anywhere right at your fingertips.

The primary focus of CaseFleet is the “Facts” view since that’s really how most litigators seek to tell their clients’ story based on when events happened. If you were writing out your chronology on a yellow legal pad, you’d start off by writing down a date, and then put the “players” involved in the event. You’d probably also write down where the event happened along with a note or two about how this relates to your case.

It’s much the same approach with CaseFleet, but you gain so much more with the ability to sort, filter, and search the information you put into CaseFleet.

## Building your Chronology

You can start your chronology in whatever way makes sense to you, but most folks begin by typing in the important people and entities involved in the case. For an employment discrimination matter, you would put in the name of the plaintiff, the company they worked for, any managers or supervisors, the executive officers of the company, the HR representative, etc.

Once you have the people involved recorded in CaseFleet, you can start recording “Facts” of the matter, which is not limited to legal-related issues. You can add any fact or note that is pertinent to the case. This would include the start and end date for an employee, the date a car accident or injury happened, when you received a complaint letter, etc. It’s important to add a date to each Fact, even if it’s just a year or month - this will enable CaseFleet to show you the Facts in context of the chronology.

**“Since many of your Facts will be based on things you learn while reading through emails and documents, CaseFleet designed an amazing tool for uploading files, documents, and images into the system so they can be linked to the Facts they support.”**

The best part is that as you type your Facts, you can link to specific contacts that you’ve already recorded in CaseFleet. All you have to do is use the @ symbol before a person’s name, similar to how you might do so in Twitter or Facebook. If you properly link Contacts to your Facts, then you can immediately filter down your list of Facts to see exactly where certain individuals were involved - “show me all the facts that involve John Smith.”

You can also filter your Facts by a date range so that you can immediately see just the events that happened in the last year.

But don’t stop there - you can also create a list of Issues that are relevant to your matter and then assign them to your Facts. These don’t have to be legal, substantive issues - you can create an Issue as a simple way to tag or categorize the individual Facts involved in your chronology.

For example, you could add legal Issues such as “causation” or “adverse action” for a torts case, but you could also add Issues like “job duties” or “fun facts” or even “John’s key documents” - anything that will help you better organize your list of Facts. You can filter your list of Facts by any of the Issues you’ve created.

Even better, you can add specific colors to each Issue that appear when you view the visual graph of your timeline.

## Link Documents to Your Events

Since many of your Facts will be based on things you learn while reading through emails and documents, CaseFleet designed an amazing tool for uploading files, documents, and images into the system so they can be linked to the Facts they support.

Adding a document to CaseFleet is as simple as dragging and dropping it into your web browser. Now CaseFleet is not designed to be a document review platform, so you can’t go crazy here, but you can certainly upload the most important documents for your case. In other words, after you perform your document review and find the most relevant documents from that exercise, you can bring those into CaseFleet.

Any document uploaded to CaseFleet can be viewed in a separate tab in your web browser. The document viewer is impressive and even large documents scroll fluidly since the developers have worked hard to ensure a graceful user experience.

As you read through the document, you can create a new Fact right from the document viewer, which immediately links the document to that Fact (documents can be linked to multiple Facts). Even better, you can highlight specific text in the document and create a citation directly to that location in the document.

In November 2017, CaseFleet added OCR capability to the platform so that you can select and search text in scanned PDFs.

## Reports

Since there's a good bet that you'll need to share some of the information from your CaseFleet chronology with colleagues and team members, you can export a number of Reports such as "Simple Chronology," "Facts by Issues," "Fact Spreadsheet," and several more. Or you can create a custom report that better suits your specific needs.

The Report wizard walks you through the whole process, and you'll have an opportunity to filter out the specific Facts, Issues, or other items that you want included in the Report.

## Who Is CaseFleet?

Based in Atlanta, GA, CaseFleet was founded with the single goal to give lawyers an edge in litigation. CaseFleet was founded by a litigator who tried all of the software options available to small and mid-sized firms and decided that it was time for a better option.

## Why You Should Consider CaseFleet...

- Amazing visual timeline graph that is color-coded so you can quickly pinpoint the different issues involved in your matter.
- Upload a document and highlight text that will support a Fact. The Fact links back to the section of the page where you highlighted the text.
- Metadata is extracted from any document that gets uploaded to CaseFleet so you can see all that information in the platform.
- You can include as many filters to create the precise Report that you need.

### Try Out CaseFleet For Yourself!

See the power of CaseFleet for yourself and start your free 14-day trial now!





## LexisNexis CaseMap – TRUSTED CASE ANALYSIS SOFTWARE THAT ORGANIZES EVIDENCE AND LINKS ALL THE INFORMATION INVOLVED IN YOUR LITIGATION MATTER

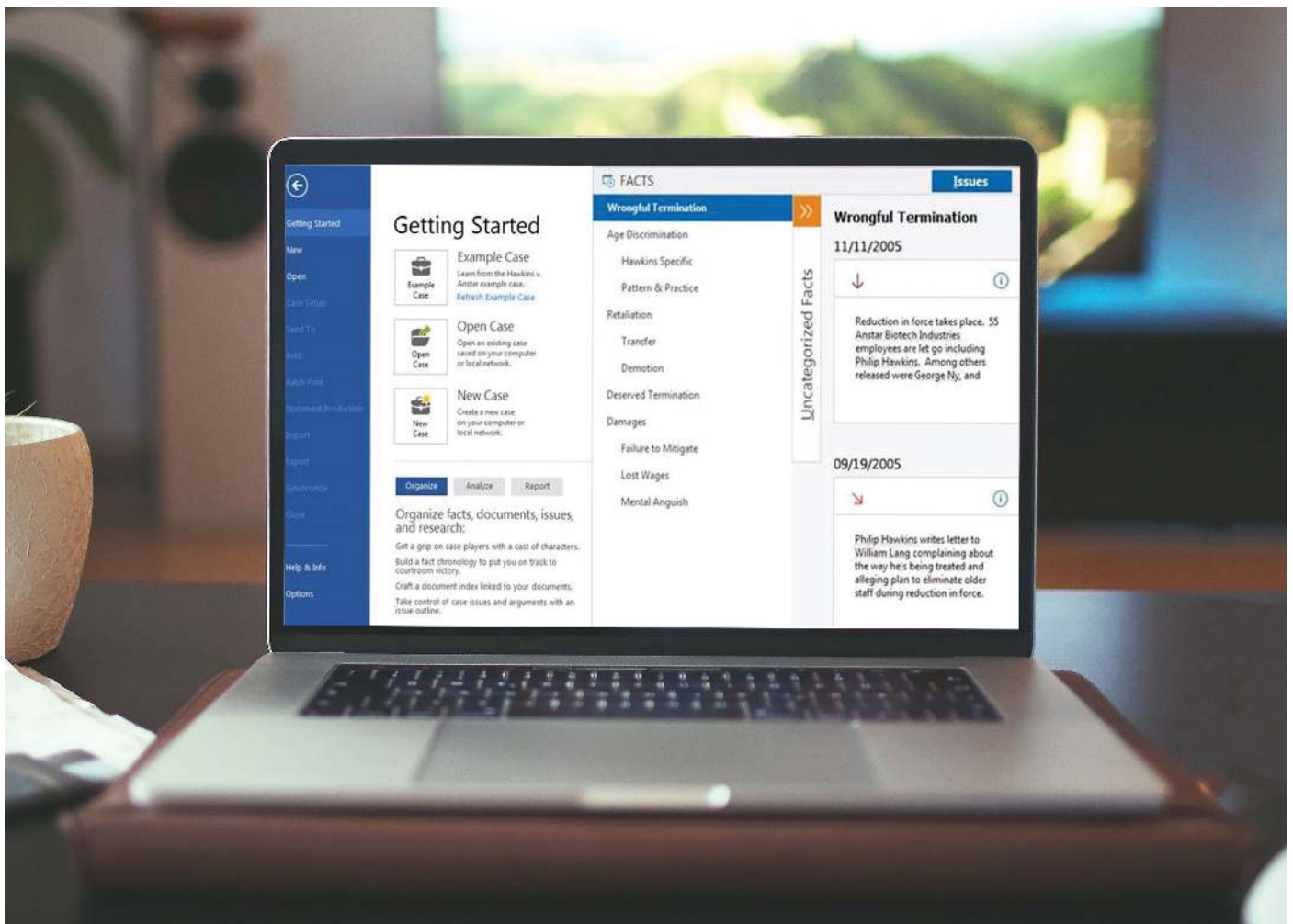


One of the first things you do when you take on a litigation matter is to start writing down the people, places, and things involved in the matter. Next you might start reconstructing the events leading up to litigation on a whiteboard or legal pad. Then you have to keep track of what documents support each fact involved in the matter. How do you keep all these information silos organized and connected together?

***“CaseMap has continued to flourish as one of the most powerful case analysis tools for litigators because it elegantly weaves together all of the critical fragments of information involved in a litigation matter.”***

That's why **CaseMap** has been so popular and respected for decades. Purchased by LexisNexis in 2006, CaseMap has continued to flourish as one of the most powerful case analysis tools for litigators because it elegantly weaves together all of the critical fragments of information involved in a litigation matter. CaseMap **version 13** was released in October 2017.

For those that have used CaseMap in the past, you'll be pleased to know that the software has kept all of its principal features and capabilities. The biggest difference after the LexisNexis acquisition has been the direct linking from CaseMap into the Lexis Advance system for citations, background checks, research, and more.



In addition, any link from CaseMap into **Lexis Advance** is automatically kept updated via the **Shepard's®** Citation Service - this is no small trivial feature, as you can now see within a glance any references that you might need to update.

### Cast of Characters

Many litigators declare that they're not comfortable using CaseMap because they don't know all the information about the matter yet, or the facts or issues involved, so they don't know how to begin. But all you have to do first in CaseMap is start recording the information that you already know such as the people involved in the matter (what CaseMap calls the **"Cast of Characters"**). You can start by entering in the information about your client. Were they hit by a car? Enter the name of the other driver. Was your client terminated from employment? Enter the name of their supervisor or manager.

In other words, you don't have to know everything about your matter before you can effectively use CaseMap - just start simply by adding the pieces of information that you already know. As you start to learn more about your matter you can record the information and the great news is that you start linking facts and issues to the list of people that you've already entered into CaseMap.

And again, because CaseMap is backed by the power of Lexis® Advance, you can run searches on the individuals through public records, litigation profiles, and much more. Those links take you directly to the relevant Lexis Advance content and not just to the main front page of the research service.

### Facts & Issues

Next, start populating the "Facts" table in CaseMap with events. Don't make the mistake of thinking that "facts" are only for substantive issues that you would use to support your legal arguments. While the Facts table certainly does hold those type of facts, you should add any kind of event that will be helpful in retelling the story about everything leading up to the litigation.

For example, if there was a vehicle accident, you can start by recording the day that the accident happened. And since you already have a table of the "cast of characters," you can link each fact directly to the individual involved. When you record the date of the accident and you type the name of your client, CaseMap will automatically link that fact with your client's name.

If this were an employment discrimination matter, start by recording the day the employee was terminated,

or maybe the day that your client suspected their supervisors were plotting against them. When you record an event, just be sure you select the names of the individuals that you've already entered into CaseMap.

If you were to stop using CaseMap right there, you already have a powerful tool that allows you to filter down to ONLY the facts that involve a single individual. Within a couple of clicks, you can immediately view only the facts that involve your client, or their supervisor, which is extremely helpful for reviewing the past story.

But CaseMap doesn't stop there - you can also add "Issues" to CaseMap so that you can associate specific facts with specific issues. This lets you quickly filter down to a set of facts that you've determined are related to a specific issue.

CaseMap lets you sort all of your Facts in a chronological linear list, but you can now also select the "Fact Cards" view which presents your Facts as if they were written on a bunch of notecards on your desk in front of you, or on a whiteboard. The Fact Cards view offers a quick method for seeing which Facts that you've "evaluated" as either being "heavily for us" or "negative" to your matter.

***"...all you have to do first in CaseMap is start recording the information that you already know such as the people involved in the matter (what CaseMap calls the "Cast of Characters")."***

### Documents

Since many of your "Facts" will presumably be culled from emails, documents, and other files that you read through, CaseMap lets you pull them directly into the software so they can also be linked to your Facts and Issues.

For example, if there was a critical email from your client's former supervisor where they hinted at a potential termination, you can pull that email into CaseMap (usually as a PDF) and link it to a Fact. Now when you view that Fact, you can click the paperclip button to open the email and read direct from the source.

While CaseMap is not designed to be a full document review platform, it can certainly work for a small batch of documents collected from your client for evidentiary purposes. In the Documents table in CaseMap, you can jot notes or thoughts you have about the files and whether they're relevant to your matter or not.

CaseMap recommends converting most files to PDF before loading them into the system. CaseMap can handle many file types, but PDFs work best to ensure documents can be opened quickly and accurately.

In addition, CaseMap can link directly inside a PDF file to a specific paragraph or section of text. This can be extremely helpful if you have a large PDF containing several medical records but you only want to link to a specific page in the PDF.

### Reports

Having all of this information and capabilities inside CaseMap is certainly helpful, but you need to the ability to create reports and export information when you're going to meet a client or attend a hearing. CaseMap has you covered.

You can generate straightforward reports from CaseMap such as all of your Facts by Issues, or all the people involved in the matter. But CaseMap goes further to offer an extremely customizable "ReportBooks" option where you can pick and choose what you'd like to see included in the final report.

All of the reports are typically generated as PDF files, although you can elect to have an HTML file or Microsoft Word document. The best part is that the PDF reports keep all of your links intact. If you choose to include documents in the report, they will be part of the PDF and CaseMap will generate a link inside the PDF.

### Who Is LexisNexis CaseMap?

The original CaseMap was developed in 1998 as a relational database system for law offices to better organize information related to litigation matters. The parent company, CaseSoft, was acquired by LexisNexis in 2006 who continues to develop this significant software.

### Why You Should Consider LexisNexis CaseMap...

- Can instantly send a selected group of Facts from CaseMap into TimeMap to create a visually stunning timeline.
- All components of CaseMap can be linked directly into Lexis Advance services for background checks, public records access, legal research, Shepard's Citations, and more.
- CaseMap Document Manager provides a location to save and organize relevant documents, as well as annotate and redact sections.
- Multiple options for generating reports of information, including a "Summary Judgment" wizard, a Privilege Log option, and customizable "ReportBooks."

**“CaseMap lets you sort all of your Facts in a chronological linear list, but you can now also select the “Fact Cards” view which presents your Facts as if they were written on a bunch of notecards on your desk in front of you, or on a whiteboard.”**

### Try Out Lexis® CaseMap For Yourself!

You can [learn more](#) about CaseMap by visiting [this page](#)!



# Don't Let Technology Get in the Way of Practicing Law!

## Amy Bowser-Rollins

Litigation Support Guru

[www.LitigationSupportGuru.com](http://www.LitigationSupportGuru.com)



Litigation Support Professionals assist legal teams with the technical aspects of a litigation case. Before litigation support or electronic discovery ever existed, litigators were practicing law every day for years. Back then litigation cases consisted of collecting hard-copy documents from the client, exchanging hard-copy documents with opposing counsel and filing hard-copy documents with the court. It was easy enough for lawyers, paralegals and legal secretaries to figure out a workflow process to handle incoming and outgoing hard-copy documents. The process did not require any expertise beyond their legal training and natural organizational instincts.

Electronic mail and electronic business documents eventually entered the world of business. Within a few years, this electronic data became part of litigation discovery. In addition to hard-copy documents, more and more e-mail and e-docs were being collected. For a while, litigators would print the electronic files to paper, review the documents in hard-copy and then produce them in hard-copy. Those of us in litigation support would pray for the day when we could keep the electronic data in its electronic form throughout the entire discovery process.

For the most part these days, the electronic data remains in one electronic format or is converted to another electronic format throughout the discovery process. It's widely accepted by the litigators that electronic data can be imported into a database and easily reviewed for responsiveness. The responsive electronic documents can be produced to opposing counsel in an electronic format that can be easily reviewed post-production.

When legal teams began to receive documents in electronic format and that electronic data needed to be transferred from one media to another, converted from one format to another, imported into databases and exported from databases, and produced in very specific formats with accompanying "load files" to keep all of the pieces together, the field of Litigation Support was born. The technical aspects of these requirements

necessitated an addition to the legal team who could coordinate all of the technical tasks.

As you can imagine, technical geeks and litigators speak different languages. These two fields of expertise collided in a big way. However, after years of working together out of necessity, the legal team of law and technology has evolved.

There is one issue though that I've seen many times over. That is when the technology seems to "over power" or "thoroughly infiltrate" a litigation case. Sometimes the focus is so heavily on the technology aspects. Other times the electronic documents are treated like they are the center of attention because they are electronic. This can happen without the legal team realizing it. It can also happen when a litigation support professional or a "techie attorney" puts too much emphasis on the technical aspects of the case and they forget that litigators' primary goal is to litigate on behalf of their clients.

Clients retain attorneys to protect their interests. The discovery process can be about the documents but it doesn't have to be about the technology surrounding those documents. Sometimes "technology can get in the way of practicing law." We all need to remember that it is okay to go back to old school ways as a solution. Sometimes simple is the best solution and that's okay. It doesn't need to be more complex just because we have technology around us every day. We can't forget that the litigation process is ultimately about the practice of law and not about the technology.

### About Amy

From billing supervisor to word processing supervisor to legal secretary, to software trainer to litigation support, Amy Bowser-Rollins has seen every aspect of a law firm, and worked at firms of all sizes. Today, Amy runs the [Litigation Support Guru blog](#) where she provides content and educational training for anyone interested in the litigation support industry.





# Social Media Collection & Web Capture

While email has absolutely been the most critical source for finding potentially relevant communications over the last few decades, it is losing ground to the phenomenon of social media. It is flabbergasting what people will share over social media, which means it has rapidly become one of the juiciest sources of potentially relevant electronically stored information.

Even more important, social media has earned a place in almost every kind of litigation - from the smallest domestic dispute, to the largest civil litigation foray. People from all walks of life and positions use social media daily (hourly!) to share thoughts they would never say to people in person, or share otherwise. Finding tools to collect and process this luxurious source of potentially relevant data is becoming increasingly important.

There are only a handful of companies that are approaching this challenge and one of the best is Page Vault, who specially focuses on collecting web content and social media feeds for the purpose of using it as evidence in a litigation matter.



## Page Vault – LEGALLY DEFENSIBLE CAPTURE SERVICE FOR WEBSITES, SOCIAL MEDIA, VIDEOS AND OTHER WEB CONTENT

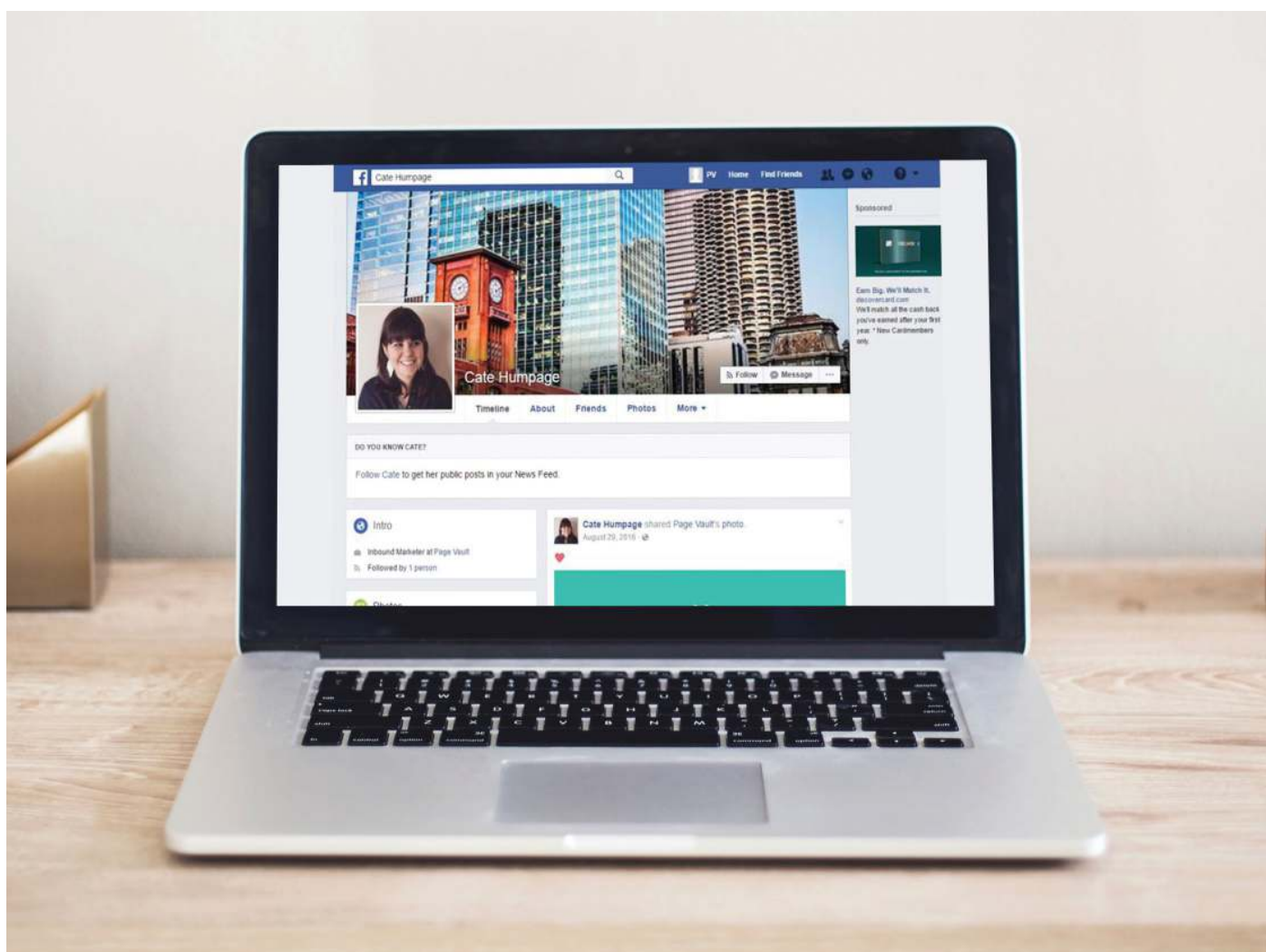
# PAGEVAULT

There's no denying that email has been one of the primary and predominate sources of potentially relevant information in e-discovery. But in the last 5-10 years, the prodigious richness of relevant evidence found on the web and social media channels has begun to overshadow email's relevancy reign.

Any tool in the e-discovery market is proficient at collecting, preserving, and processing email for evidentiary purposes. But most of these tools were built before social media hit its stride, and so they're not designed to collect web-based evidence in a method that preserves all of the important metadata. Plus many webpages today are dynamically built and pull information from a variety of sources from all over the internet.

In 2017, Page Vault conducted a [survey](#) of several hundred litigators and learned that in at least half of their cases the litigators had to collect web content for evidence. But according to a [2016 ILTA survey](#), most practitioners are using inadequate tools to capture website and social media, such as Adobe Acrobat and screen capture utilities. These tools basically "print" the webpage to a static PDF file which rarely looks like the original content in your web browser, and certainly doesn't collect and preserve the metadata for authentication.

***“Page Vault offers an exceptional and accurate web-capture service that solves all the issues with collecting web-based content.”***



**Page Vault** offers an exceptional and accurate web-capture service that solves all the issues with collecting web-based content.

### On Demand

Page Vault initially launched with a software product that is a subscription-based, **proprietary web browser** for law firms that have the manpower to run the service in-house.

But in early 2016, due to the demand for vendor outsourcing, Page Vault created an “on demand” service that extends their capabilities to lawyers and law firms as a “per-request service.” **The Page Vault On Demand** service requires no software to be installed and the service is transactional so the costs can easily be passed on to clients.

The best part of the Page Vault On Demand service is that lawyers don’t have to do the capture themselves. Not only are you saving the time, but you can rely on Page Vault’s extensive experience to ensure that the capture is complete and legally defensible.

You **submit a request** through the Page Vault website to get a free quote for your web collection needs. Page Vault looks at the webpage target to determine the complexity of the page, how many links are involved, etc. For a Facebook capture, Page Vault needs to know what pieces and parts of a profile that you need so they can determine the best method for capturing and collecting. They’ll do the same for traditional websites, YouTube videos, Instagram accounts, Twitter feeds, LinkedIn profiles, etc.

Most of us don’t look under the hood when we visit a website, but the content that we see in our browser is usually pulled from a myriad of different servers and locations all over the internet. While Page Vault starts the pricing at \$199 for capturing websites, many times they’ll need to customize the collection due to the nature of the site and all of the dynamic information they have to collect from the backend.

A standard Facebook collection starts at \$299 which includes the timeline with expanded comments and replies (here’s **an example** of their Facebook capture). If you need to capture more, simply be as specific as possible in your request to Page Vault and they will provide an accurate quote.

### What You See Is What You Get

The first thing you’ll notice about a web content collection done by Page Vault is the appearance which will look exactly like the webpage you see in your browser. This may sound like a trivial point, but try printing the webpage or converting it to PDF and see what you get as a result. Because of the dynamic nature of the world wide web today, it’s almost impossible to duplicate the appearance of a webpage just by using the browser’s print functionality.

That’s why Adobe Acrobat and other PDF tools are inadequate for defensibly collecting web content for evidentiary purposes. They might be adequate for “capturing” web content to show friends and family, but not “collecting” it for defensibility and authentication standards.

The Page Vault On Demand collection is still sent to you as a PDF file for standard projects, but it’s the proprietary tools that Page Vault uses that makes a difference in how the collection appears. The PDF file is merely the carrier since it’s a file format anyone can open and send.

Because there are pages in a PDF file, but no pages in a website, Page Vault developed a unique “screen overlap” to ensure that you don’t lose content between the page breaks in the PDF output. Again, it may sound like a small element but it makes a huge difference in ensuring the collection is accurate.

The second thing you’ll notice about a Page Vault collection is that it contains all of the information you’ll need to authenticate the origin of the webpage and content. There’s a cover sheet containing the website URL, the IP address of the site, timestamps when the collection took place, and other pertinent information such as the web browser used to collect the content (which can make a difference in how the content appears).

Additionally, there are timestamps at the bottom of each page in the PDF deliverable to further enhance the authenticity of the collection.

**“The best part of the Page Vault On Demand service is that lawyers don’t have to do the capture themselves. Not only are you saving the time, but you can rely on Page Vault’s extensive experience to ensure that the capture is complete and legally defensible.”**

### Who You Gonna Call For An Affidavit?

Regardless of whether you subscribe to the Page Vault Browser software, or use the Page Vault On Demand service, Page Vault becomes a trusted third party that can sign affidavits or testify regarding their service (both of which they have done multiple times). The web content collection is properly preserved on the Page Vault servers so that your computer does not become a link in the chain of custody. You can download the PDF of your collection with the assurance that the “original” capture is protected and preserved. Just get in touch with Page Vault to discuss your specific needs.

### Who Is Page Vault?

The idea for Page Vault bubbled up in 2012 after the founders observed a huge shift in how content was delivered to the web, and realized the challenge that lawyers faced in collecting that content for admissibility purposes. Today the company’s software developers and legal professionals work hard to ensure that attorneys and paralegals can save and print web content for their cases and improve the web evidence capture process.

### Why You Should Consider Page Vault...

- All the captures and collections done by Page Vault are legally defensible and keep the end-user outside the chain of custody. Page Vault can submit affidavits and testify in court on the use of their software and services.
- Page Vault can perform one-time web content collections or set up an on-going, regularly scheduled collection of a website.
- Page Vault can not only capture the initial webpage but also as many links as you need.
- Each page of a web content collection contains a timestamp at the bottom, and Page Vault uses proprietary technology to ensure nothing is lost between pages in the resulting PDF.

“*Page Vault is amazingly useful for any one-time/one-off web content collections that you have, but they can also schedule regular captures for changing websites, or monitor pages to collect when any changes occur.*”

### Try Out Page Vault For Yourself!

You can visit [Page Vault's website](#) for more information and take 20% off your first Page Vault On Demand project by using the code NEWCLIENT20.

PAGEVAULT





# Data Identification & Collection

Before you collect data, it's wise to have a place. So many litigators ignore the planning step either because they don't know how to talk tech, or they don't realize the importance of the step when it involves electronically stored information. Many litigators just ask their clients to "collect everything" and never take the time to describe to their client exactly what they need, thinking that it's better to collect everything and sort through it all later.

Smart and efficient litigators take a different approach, helping their clients focus their collection efforts on just the data that is really needed. Tools like Discovery Attender and Altitude from Sherpa Software are designed for this exact task, and allow clients to defensibly cull out data that is irrelevant while meticulously identifying and collecting electronically stored information that they need to turn over to outside counsel.

## Sherpa Software - EFFECTIVE TOOLS FOR QUICKLY AND EASILY SIFTING THROUGH YOUR ENTERPRISE DATA FOR EDISCOVERY AND INVESTIGATORY PURPOSES



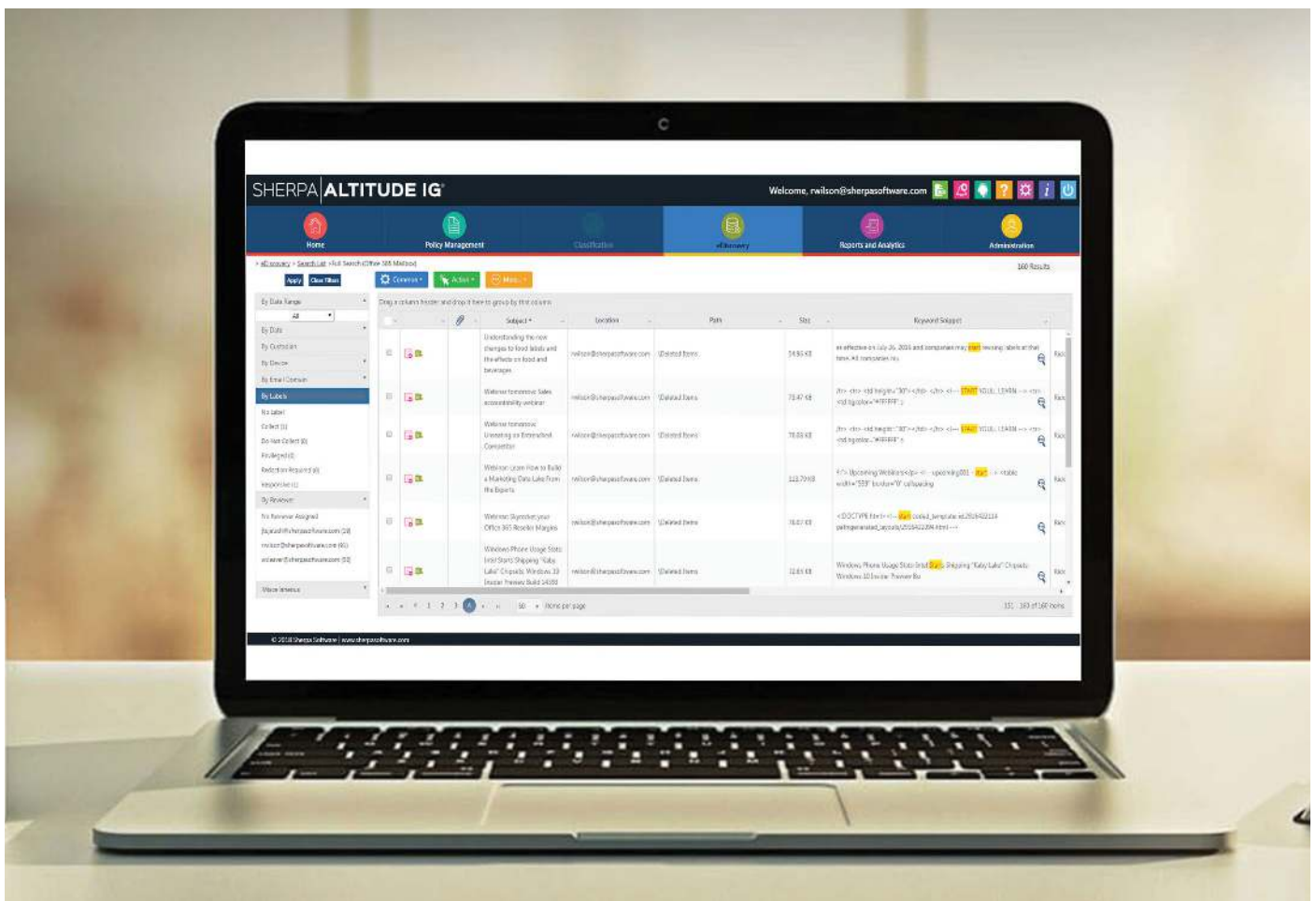
Sometimes you need an easy-to-follow guide in this crazy world of eDiscovery, and **Sherpa Software** is prepared to help. The company's original products were developed to help IT professionals better manage the growing volumes of email databases in Lotus Notes and Microsoft Exchange Servers. But the focus shifted to eDiscovery and information governance when they witnessed the frustration levels of those IT professionals when they had to search, collect, and preserve email collections for their legal teams.

Unfortunately, many companies and corporations don't take the time to strategically focus their collection efforts for litigation purposes. Instead of trying to narrow down the amount of files to be collected, they will often just copy the entire mailbox of an individual and dump it on their legal team (or

outside counsel) which obviously contains gobs of completely worthless junk that isn't relevant to the matter.

Tools like **Discovery Attender** and **Altitude IG** from Sherpa Software were developed specifically to provide better insight into their data, so they can confidently focus their time and resources on the data that they need.

**“Tools like Discovery Attender and Altitude IG from Sherpa Software were developed specifically to provide better insight into digital mountains of enterprise data.”**





## Discovery Attender

**Discovery Attender** is a standalone application that runs on a desktop computer or server. The end goal of Discovery Attender is to streamline the process of locating and producing data for your eDiscovery requests and internal investigations.

It's important to note that Discovery Attender is not designed to be a full-fledged document review program. You can think of it more as a "pre-review" step in your eDiscovery workflow where you have the opportunity to cull out the documents and files you know for a fact are irrelevant.

One of the strengths of Discovery Attender is the wide variety of data types that it can index including Microsoft Exchange, PST files, SharePoint, file shares, compressed files, and even emails stored in NSF, MSG, or EML.

Here's an example of a typical workflow using Discovery Attender: Your client's IT professional collects the full mailboxes (PST files) of 10 custodians and sends them to you. They haven't done any filtering - they simply copied the mailboxes wholesale which means you've got to find a way to filter out the 95% to 98% of emails that have nothing to do with your matter.

You know that Microsoft Outlook can open files, and you already have that software on your computer. But that would be a grave mistake because you would then be commingling electronic evidence from your client with your own work product. Instead, you can point Discovery Attender at the PST files which will index everything and provide you with a platform to run searches for keywords, date ranges, and any other specific criteria that will let you further boil down the information to what you need.

Discovery Attender provides an obliging wizard that walks you through each step of the process so it's not confusing or intimidating. Most people will elect to apply keywords to their data collection as a means of finding the more relevant messages which they can review in more depth later. Discovery Attender supports a wide range of regular search expressions along with proximity operators and other variations. There are even "syntax checkers" to ensure the search strings you've created can be run accurately.

After running your search, Discovery Attender offers several reports based on your document list, keyword report list, or even as per your custodians. Sherpa Software has observed many of their customers using the keyword report list as a tool for discussions with the opposing party on narrowing down search terms.

Discovery Attender also features a basic text viewer so you can spot-check whether the documents you're finding are the ones you actually need.

Once you've found the documents you're looking for, Discovery Attender offers several options for exporting the data so it can go into a formal document review platform. If you're searching through PST files and narrowed it down to a small group of messages, Discovery Attender can export that filtered set out as a PST file.

*“Once you've found the documents you're looking for, Discovery Attender offers several options for exporting the data so it can go into a formal document review platform.”*

## Altitude IG

Built upon the foundation of Discovery Attender, **Altitude IG** is a cloud-based, SaaS platform design to allow corporate and enterprise environments to locate and sift through mountains of data located in networking file shares, email servers, and even individual desktops and laptops.

IT professionals or in-house counsel can all access the Altitude IG platform from any web browser. The first step is to create a "matter" which can be a litigation matter or an internal investigation.

In many corporate environments today, their network file shares are an unstructured "wild west" where employees have stockpiled all kinds of files and data either to share with others in the company, or to simply get it off their computer hard drives. Network file shares typically appear as an H:\ drive, S:\ drive, M:\ drive, etc. The problem is that most companies never applied or enforced a policy on what individuals could store in these file shares, which means that they stored everything and anything. It's usually a big fat mess, but you are still required to search and collect from this mess if you're involved in litigation.

Altitude IG can connect directly to a network file share and index the data and files so IT or in-house legal can rapidly search everything and export what they need. If you're not using a platform like Altitude IG, then someone is having to spend hours and hours manually foraging through those files.

Similar to Discovery Attender, Altitude IG can easily search through PST files and Exchange mailboxes, as well as any other file collections. Once you've located the specific files you need for a litigation matter, it's an easy step-by-step process to export the information for the next stage, which is usually document review.

Because Sherpa Software designed the Altitude IG platform for legal personnel, they were wise to integrate a legal hold communications tool in the system. The legal hold communications must be sent in every litigation matter, but most companies track this task using Microsoft Outlook and perhaps an Excel spreadsheet. This may work fine if you have one or two custodians, but it will be extremely time-consuming (and error-prone) if you have a few dozen folks to track.

Altitude IG lets you set up the primary email notification and schedule the follow-up notices (e.g. if you haven't received a reply back in 3 days, send the notice again). You can also attach files and create a questionnaire. Recipients will click through to a web page where they can answer the questions and acknowledge their receipt.

### Who is Sherpa Software?

Started in 2000, [Sherpa Software](#)'s first product was an email management program to help implement policies for IBM Notes deployments. But because their customers had mountains of email piling up, and needed a way to automate policies for storage management and eDiscovery purposes, Sherpa Software developed [Discovery Attender](#) and [Altitude IG](#).

“*Altitude IG can connect directly to a network file share and index the data and files so IT or in-house legal can rapidly search everything and export what they need.*”

#### Try Out Sherpa Software For Yourself!

Visit [Sherpa Software](#) today and [contact them](#) for more information.



## Craig Ball's EDna Challenge: Can You Process and Review 10-12GB of ESI for Under \$5,000?

### Craig Ball

Ball in your Court

[ballinyourcourt.wordpress.com](http://ballinyourcourt.wordpress.com)



*Ever the tireless advocate for practical, down-to-earth e-discovery education, Craig Ball has tirelessly contributed to the practice through his generous PDF compendiums at [www.craigball.com](http://www.craigball.com), his "Ball in Your Court" columns for Law Technology News, and most recently his [Ball in Your Court Blog](#).*

*About 8 years ago, frustrated with the high costs of e-discovery, Craig sent several colleagues a hypothetical challenge about "Edna" who needed to process and review several email collections for under \$1,000. Those responses became the original "EDna Challenge."*

*In April 2016, Craig [updated](#) the EDna Challenge in a post on his blog to see if the project could now be done for under \$5,000. Craig invited any and all readers to post their suggestions and offer solutions.*

*I asked Craig for permission to include the updated EDna Challenge here along with a condensed set of responses, many of which were offered by the developers of products and platforms featured in the eDiscovery Buyers Guide.*

Brett Burney, December 2017

### "EDna: Still Cheap and Challenged"

Your old friend, Edna, called with a question. She has a small law firm. A client is about to send her a Zip file on a thumb drive containing collected ESI in a construction dispute. It will be PSTs for six people, another four MBOX takeouts from Gmail and a mixed bag of word processed documents, spreadsheets, PowerPoint documents, PDFs and "not a lot" of scanned paper documents (sans OCR or load files) for all ten custodians. There may also be some video, photographs and web content. "Nothing too hinky," she promises. She thinks it will comprise less than 50,000 documents in all, but it could grow to 100,000

items or more. The contents will unzip to about 10-12 GB in all.

She's determined to conduct a paperless privilege and responsiveness review of the material in-house, sharing the task with an associate and legal assistant. Everyone has a high-end, big screen desktop PC running Windows 8.1 with MS Office 2016 and Adobe Acrobat 11 Pro installed. The office's network file server has loads of available storage space. She doesn't own a review tool. She's willing to spend up to \$5,000.00 ALL IN, for software, vendor services, SaaS, whatever, exclusive of the cost of her time and staff time), but she won't spend a penny more. You can't loan her your systems or software. You can't talk her out of it. Pricing must mirror real-world availability, not a special deal.

Edna's solution must support:

- Efficient workflow
- Robust search
- Ability to process relevant metadata
- Simple document tagging and production identification
- Effective tracked deduplication
- Review may take up to 90 days, and the case may not conclude for up to two years. All review, hosting and production costs must be borne by the budget.

How should Edna spend that \$5,000.00?

### Andy Wilson from [Logikcull](#):

Edna, buy a license to Logikcull.com. Got you covered. And you'll probably be done in 3 days, not 3 months. Your client will LOVE you.

Okay, now that that's squared away I have a challenge for Edna: instead of billing me \$300/hour to read

emails for 90 days, or two years as it could be, can you offer a flat rate not to exceed \$10k? I'm concerned that \$300/hour X 8 hours/day X 60 days will bankrupt my small muffin top business. For \$144,000 I could buy a lot more muffin tops to accelerate the growth of my business. Got it? Kthx bye!

**“Edna, buy a license to Logikcull.com. Got you covered. And you'll probably be done in 3 days, not 3 months. Your client will LOVE you.”**

**Matthew Golab from Australia:**  
G'Day from Australia.

#### 1) DTSearch

My initial thoughts are that they purchase DTSearch (\$199 is the cheapest option) so that they can index and search and to an extent review with hit highlighting. The issue they would face though is that I don't think it would be a straight forward exercise in then annotation each doc, and exporting or doing something with those that are responsive - although you don't say that the scope actually includes production.

#### 2) Nuix Proof finder

Proof finder costs \$100, and can handle up to 15GB in a single case - although you can have as many 'up to 15GB' cases as you want in a 12 month period, and you then simply pay another \$100 if you need to continue after the initial 12 months.

Proof finder will be able to handle the extraction, indexing, identification of non-searchable (image based scans, encrypted files, corrupted), deduplication, as well as searching and review.

#### 3) Pinpoint harvester

This tool can achieve a similar result to Nuix Proof finder however I don't know about the annotating capabilities as its really designed for collection and legal holds and then deduplication and filtering and you then pass it on to another tool to conduct further processing and review. I also don't know the on the street retail price of harvester.

#### 4) Intella

Similar in concept to Nuix Proof finder, I think Intella could meet the criteria, what I don't know though is whether the \$99 PI model can annotate and do productions. The \$5K cap is the hardest part, and also my relative ignorance of the other options in the US market.

**Jon Kerry-Tyerman from Everlaw:**

Craig, thanks for the challenge!

Everlaw's cloud-based platform can provide everything that EDna requests, and more, far under her budget. For a flat fee of \$450/month, Everlaw includes 20GB of cloud hosting for a single matter, unlimited users, unlimited processing (including all imaging and OCR), unlimited production into any standard protocol, unlimited training and support, and unlimited features (visual search, workflow automation, email threading, deduplication and near-dupe detection, predictive coding, case-building tools, foreign-language detection and translation, etc.; more details here: <http://everlaw.com/features/>). For the first 90 days, this totals \$1,350.

If she'd like to suspend the case into a near-line state for the remaining 21 months, EDna would pay \$450 for the first year and \$45/month thereafter (9 months), for a total of \$855.

The grand total would be \$2,205, less than half of her budget!

**“Everlaw's cloud-based platform can provide everything that EDna requests, and more, far under her budget.”**

**Peter Mercer from Intella:**

Hi Craig,

Solution 1. I would suggest Intella P.I. \$99 and our 1/2 day training course \$595 on Intella. To me undertaking training on the software is a must. Trying to lean on the job while under a deadline is crazy. After the training course Edna's team would be set to begin the case.

Solution 2. Intella 100 @\$2995 and 2 X Intella Viewer @\$595 (Viewer allows the others in the office to also review the case). 1 X Intella Training. @ \$595. This would offer room for the case to grow over the 2 years and is a perpetual license. Both Intella P.I. and Intella 100 can be used on other cases.

Again want to emphasize how important having training on the software is (regardless of what software). A small amount of training in advance can save many tears.

***“I would suggest Intella P.I. \$99 and our 1/2 day training course \$595 on Intella. To me undertaking training on the software is a must. Trying to lean on the job while under a deadline is crazy.”***

**Richard Clark from TCDI:**

Craig,

I appreciate how these exercises are a pulse on the market. For years, this has been a large challenge in the industry as many platforms are built to address large data concerns, but the tens of thousands of small cases suffer as they don't "scaled down" very well economically. We built CVFox to address these case types.

The simplified workflow that CVFox will allow Edna to process and manage this project is as follows through a locally hosted SaaS platform:

Drag and drop data intake, CVFox will unpack the Zip file, process the nested data and host in our Tier 3 data center. Processing specs are configurable, but we will de-duplicate/de-NIST as needed, create the db (Postgres), OCR, index in both Elastic Search and CAAT™, image, and make available with RBA logins. CVFox can process all data presented through the automated process without any additional charges and all duplicates are tracked and easily managed.

For the investigation and search, there will be data analytics including concept clustering, near duplicate, email threading and traditional key word search however she would like. Edna's team will quickly be able to cluster similar documents, use dashboards, perform key word searches and organize key data important to the construction claims.

The charges are as follows to include full access to all options in CVFox:

\$200/GB of the non-expanded data volumes\* with unlimited access for six months. Non-expanded means it is the total native data sizes within the Zip file(s) regardless of the expansions on our servers). I am assuming that the 12GB's is the native data volumes so the total would be \$2,400.

After six months, we charge 7.5% of the original invoice per month (\$180), but since this case will be completed in 90 days, the case can become inactive at 3.75% (\$90/mo). The total would be \$1,620 for 18 months. As they need to reactivate the case, the charge would simply be \$180 for that month. The Inactive Total would be \$1,620.

Total: \$4,020

\*Should the assumption of the 12GB's be based off of the fully expanded data volumes, we would be much lower as we only charge on the native data volumes for easy predictability.

I trust this information is helpful in Edna's evaluations of the current legal solutions available on the market.

***“The simplified workflow that CVFox will allow Edna to process and manage this project is as follows through a locally hosted SaaS platform.”***



**Anith Mathai from Goldfynch:**

Craig,

Thanks for the update on the EDna challenge. We actually met a few real-life EDnas about a year ago, which inspired us to work on GoldFynch ([www.goldfynch.com](http://www.goldfynch.com)), a cloud based e-discovery service, targeted at small and solo practitioners.

To answer this updated challenge, EDna would have to proceed to the GoldFynch website and sign up for an account. Then add the “Nestling” case to her account, since her unzipped file size is within the 15GB limit.

The cost of the “Nestling” case is a flat fee of \$50 / month. This fee is all inclusive, including processing, format conversions, OCR, productions, multiple users, and support. For 90 days, her total bill would be \$150. If the case was active for 2 years, her bill would be \$1200. Case archival isn’t implemented yet, but it is planned, and could reduce EDna’s cost during the inactive part of the 2 years.

As far as workflow goes, it is pretty straight forward for EDna. She has to drag and drop the zip file into her GoldFynch case, at which point the data will immediately start uploading and processing. Our platform will take care of unzipping, file type detection, file conversion / imaging, indexing, and any OCR that might be needed. Depending on the number of files that needed OCR, which is usually the processing bottleneck, this process could take a few hours. But EDna can start reviewing processed files immediately.

EDna can search and filter through the files as she wishes, or go file-by-file through the whole set. GoldFynch supports tagging, coding, specialized date searching, as well as “key people, places, things” extraction, which uses language processing to give a quick overview of important words and phrases.

Once complete, EDna can produce the documents in native formats (for say, the spreadsheets), PDF or a combination of both. She can also apply redactions to files and Bates stamps as part of the production process.

“*Thanks for the update on the EDna challenge. We actually met a few real-life EDnas about a year ago, which inspired us to work on GoldFynch, a cloud based e-discovery service, targeted at small and solo practitioners.*”



# Processing & Review: Desktop Software

In the beginning of eDiscovery, there were only local servers, CD towers, laggy desktop software, and intermittent network connections. Most of those platforms are relics today, thanks to vast improvements in technology ... and the cloud.

But there are still important scenarios where you need to run software from your desktop computer. Maybe you need a self-contained environment for privacy aspects, or perhaps you only have a small and manageable collection of documents to review. There are several reasons to justify using desktop software, but there aren't that many to choose from anymore.

Digital WarRoom is featured here since they do offer a desktop software platform, albeit extensively supported by the company's cloud offerings and services. In other words, if your matter outgrows your desktop software needs, you can quickly shift into a more appropriate cloud-supported structure to accomplish your needs with help from the company.

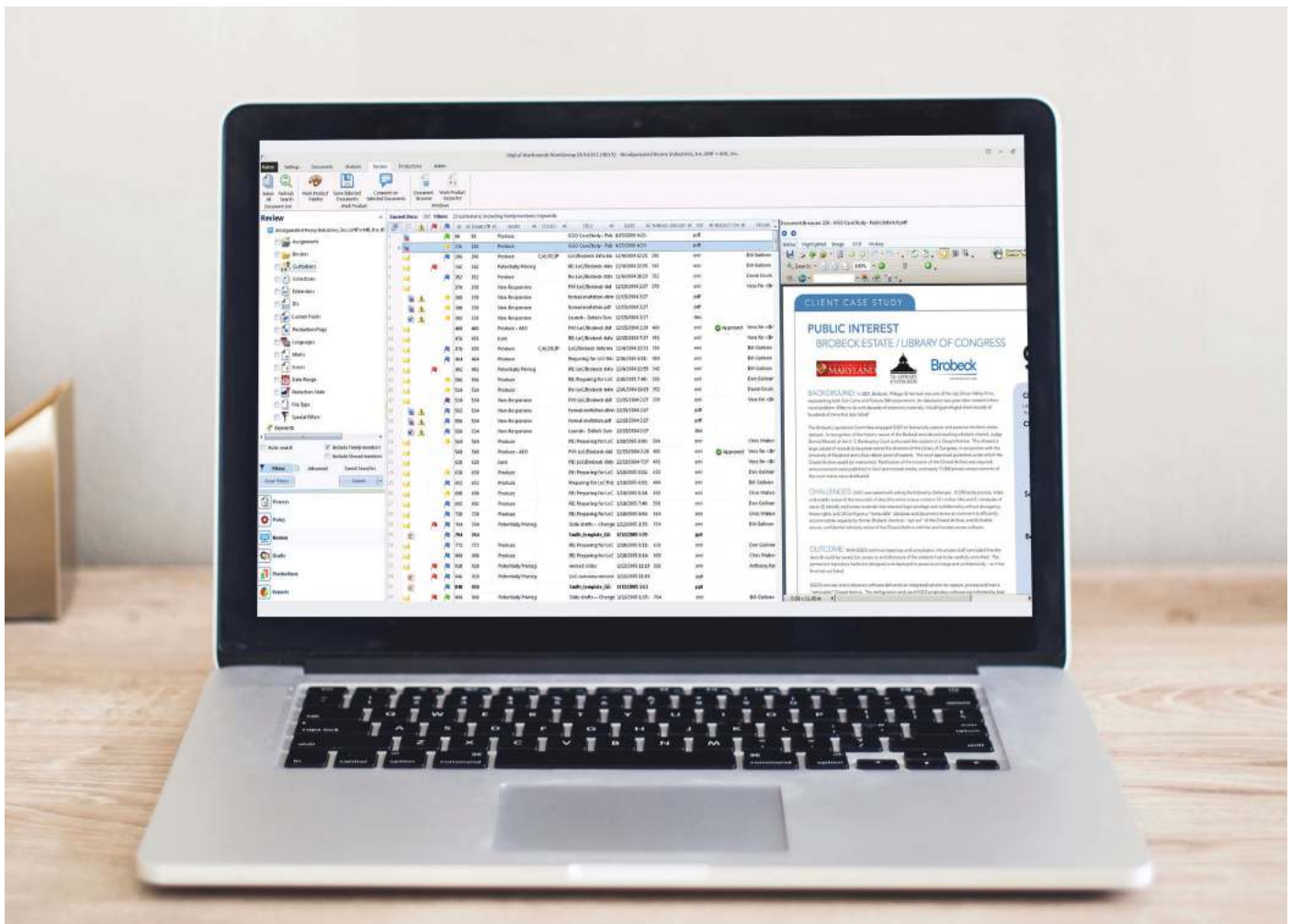
# Digital WarRoom® Pro - AFFORDABLE, PRACTICAL DESKTOP SOFTWARE FOR DATA PROCESSING, REVIEW, AND PRODUCTION FEATURING A COMPLETE EDISCOVERY TOOL SET FOR LAW FIRMS



A traditional “war room” is used by the military to plan for battle. A legal “war room” is used by a litigation team to plan for trial. Digital WarRoom® is a software platform for anyone that needs to plan a comprehensive attack on the processing, review, and production of electronically stored information (ESI).

Digital WarRoom® offers solutions for any size matter, but most notably, the company offers a desktop software option with Digital WarRoom® Pro that allows law firms to DIY their document processing, document filtering, review tagging, privilege log management, creating productions, deposition preparation, etc.

“If you're familiar with Microsoft Outlook's interface, and you're halfway acquainted with sorting columns in Microsoft Excel, you will have no problem in navigating the interface of Digital WarRoom® Pro.”



There are two main offerings of Digital WarRoom for your eDiscovery needs:

- 1) First there is the Digital WarRoom® Pro software which is a single license installation for a desktop computer. There are not many desktop software options available in the eDiscovery market today, but Digital WarRoom® continues to fill that gap for those firms that need a desktop solution.
- 2) Second, Digital WarRoom® manages their own extensive Private Cloud infrastructure that will support either a month-to-month subscription when a firm has a few dozen GBs worth of data, or the Private Cloud that can be deployed as a firm-wide solution to host hundreds of GBs of data with unlimited users and unlimited databases.

### Desktop Software

Digital WarRoom® has always offered a cloud-based hosting environment, but the company decided to offer an introductory-level product for a group of customers they found still needed the power of Digital WarRoom, but only had one or two cases where they could use the software. That's why they developed **Digital WarRoom® Pro**, although customers can certainly transfer cases to the hosted environment if they should ever outgrow the desktop software.

If you're familiar with Microsoft Outlook's interface, and you're halfway acquainted with sorting columns in Microsoft Excel, you will have no problem in navigating the interface of Digital WarRoom® Pro.

The only caveat with the desktop software is that you'll need to supply some of the other utilities and software tools to ensure you can use all the features of Digital WarRoom® Pro. This is one of the ways the company keeps the costs low (the annual license costs \$1,795), but the requirements not steep and the company includes an hour of free setup and training.

The Digital WarRoom® Pro installation requires Microsoft SQL Express (a free download), and the computer will need a copy of Microsoft Office and Microsoft Internet Explorer (which is not a problem for any office running Windows computers). Beyond that, there are just a handful of free downloads you'll need for image viewing and PDF conversions. Again, Digital WarRoom will work with you directly to get it all set up.

### Uploading & Processing

Getting data into Digital WarRoom is as simple as dragging and dropping, so when a client sends you a PST file, you can drag it directly into your instance of Digital WarRoom Pro. Just be aware that the data processing stage will take time and potentially strain your computer's resources. The data indexing and OCR functions are very processor intensive and not designed to run on a consumer class desktop computer. That's why so many service providers (including Digital WarRoom) manage large server installations, which can more quickly churn through the data processing stage. But if you choose to proceed on your own, just know that your computer will bog down during this phase.

Next, Digital WarRoom allows you to apply a "Policy" to your data before shifting it over to the Review side. The Policy wizard walks you through each step. For example, if you have data from five custodians, but only want to start reviewing the most important individual, just set your Policy appropriately. Plus you can further narrow down your data by keywords, date ranges, file types, and variety of other options. You can always go back and pull more files over to Review when you're ready. Unfortunately, many firms just yank everything over to Review without applying a Policy, which means they waste a lot of time getting overwhelmed with junk they don't need to be looking at.

***“Digital WarRoom allows users to set up an unlimited number of “Binders” where they can organize documents. Just be sure to add a note when you set up a Binder to explain what the Binder contains so that it can be referenced later.”***

### Browse & Review

Once you pull over your selected data into the Review side, you'll see a nicely formatted panel on the left that allows you to filter out specific pieces and parts of your data. For example, you can elect to only look at specific data from custodians, or a specific file type, etc. On the right side you'll see your list of documents which you can customize by adding or removing specific columns of information.



Documents in the list that have no coding applied (no decision made on them) are shown in bold, while coded documents are non-bolded. This is a helpful visual cue and similar to how read and un-read messages appear in Microsoft Outlook.

Digital WarRoom provides a simple yet effective document viewer where you can choose to see the native file, or a rendered image of the file. Anytime someone looks at a document, applies coding, or adds an annotation, Digital WarRoom tracks those actions. This is helpful for teams to double-check their work.

Digital WarRoom allows users to set up an unlimited number of "Binders" where they can organize documents. Many users take advantage of this for things like "Hot Documents" or even simply "John's Favorite Documents" - you can use anything that will help the litigation team better organize the documents as you read through them. Just be sure to add a note when you set up a Binder to explain what the Binder contains so that it can be referenced later. You can even use a Binder to collect documents that need to be exported or produced.

### Exports & Productions

Finally, Digital WarRoom® Pro offers a seamless workflow for creating production sets that anyone can accomplish as long as you follow the steps provided in the Production wizard.

The first step is to find the collection of documents that you intend to use for the production set, and then Digital WarRoom will group them into a "draft" production set. Next, you'll walk through each step in the wizard as you choose the production format (PDF, TIFF, etc.), apply Bates numbers, or any other necessary endorsements.

Fairly new to Digital WarRoom® Pro is the ability to embed a watermark on the documents to be produced. Instead of having a "confidential" stamp at the bottom of each page, this could be applied as a watermark.

### Conclusion

While Digital WarRoom® offers a multitude of service levels for firms and matters of all sizes, the Digital WarRoom® Pro software is one of the few desktop solutions still available on the market. If your firm has a specific rationale for using a desktop solution, then Digital WarRoom® is an excellent option.

### Who is Digital WarRoom?

In 2000, brothers Dan and Bill Gallivan were employees at the Seattle law firm of Preston Gates & Ellis when the firm had to review a warehouse full of documents as part of the federal government antitrust investigation of Microsoft. The Gallivans succeeded in utilizing technology to help the firm in this monumental task, and then launched Digital WarRoom in 2010 as a hosted service and a standalone software.

### Why You Should Consider FTI Ringtail...

- One of the only functional and modern-day desktop software solutions available in the eDiscovery market backed by Digital WarRoom's hosted options should you outgrow the desktop software.
- Valuable "Who to Whom" visual component showing who was sending emails to specific individuals.
- The "Work Product Palette" can be completely customized with the applicable tags and coding that reviewers can apply to the documents.
- Distinct "Filter Tree" for quickly selecting documents based on file types, custodians, Binders, and more.

### Try Out Digital WarRoom For Yourself!

Please enjoy a **45 day free trial** of Digital WarRoom, a secure, affordable do-it-yourself application where you can manage the full spectrum of eDiscovery. Readers of the eDiscovery Buyers guide are further invited to a **special discount** when you are ready to make your first step on the eDiscovery journey with us.





## How to Evaluate eDiscovery Costs in Small Cases

### Tom O'Connor

Gulf Coast Legal Technology Center  
[gulfltc.org](http://gulfltc.org)

Techno Gumbo

[technogumbo.wordpress.com](http://technogumbo.wordpress.com)



Once viewed as only a large case, federal forum issue, firms of all sizes must now understand how to handle electronic discovery cost-effectively and successfully. Why?

### You Must Know About E-Discovery...

First, because 2/3 of the states have now passed their own eDiscovery rules (see list [here](#)). Coast to coast from California to Florida, and from states as populous as New Jersey to mostly rural states such as Louisiana and Alabama, eDiscovery is now a local issue. The result of all that state activity is a dramatic increase in e-discovery activity for small local cases, especially in the area of domestic disputes.

Second, the states are also pushing technical competence as an ethical requirement. From the famous State Bar of California's "[9 Things Every Attorney Needs to Know About E-Discovery](#)" to the [Florida CLE requirement](#) for technical training, basic competence in technical issues is now the rule in 28 states (keep an eye on Bob Ambrogi's [Law Sites blog post](#) for the latest on this issue).

Third, with the increase in digital activity by people in all areas of their lives and given that more than 90 percent of all documents created today are generated in electronic format, we have seen an enormous rise in ESI in criminal cases (according to Georgetown Law, 88% of the US population uses the Internet every day and 91% of the adults use social media regularly. See [Social Media Evidence in Criminal Proceedings: An Uncertain Frontier](#) from Georgetown Law).

In 2012, the Department of Justice/Administrative Office Joint Working Group on Electronic Technology (JETWG) developed a recommended ESI protocol for use in federal criminal cases (see [Recommendations for Electronically Stored Information Discovery Production in Federal Criminal Cases](#)). Since then, attention to ESI has continued to grow and even bleed

down to state and local criminal matters. Remember the [Amazon Echo evidence](#) in the Arkansas murder case?

### From Edna to Ernie ...

My involvement with this small case issue began in 2010 when noted e-discovery consultant Craig Ball wrote a column for Law Technology News called "E-Discovery for Everybody." This article came to be better known as the "[EDna Challenge](#)" because in it, Craig proposed a scenario with a solo practitioner named Edna who had an eDiscovery budget of \$1,000 and asked how she could possibly perform any e-discovery on that amount.

The problem as Ball defined it was simple:

*"The vast majority of cases filed, developed and tried in the United States are not multi-million dollar dust ups between big companies. The evidence in modest cases is digital, too. Solo and small firm counsel like Edna need affordable, user-friendly tools designed for desktop eDiscovery - tools that preserve metadata, offer efficient workflow and ably handle the common file formats that account for nearly all of the ESI seen in day-to-day litigation."*

The response to the column was overwhelming with dozens of consultants, attorneys and vendors (myself included) proposing solutions. By the next year, the ABA TECHSHOW asked Atty. Bruce Olson (a former TECHSHOW Chair) and I to speak on the subject. We both thought that by then the challenge would have been met by the high number of eDiscovery vendors and resultant stream of conferences, seminars and online training venues, but in fact the room for our presentation was packed with Mr. Ball himself sitting in the front row.

It was then that Bruce and I realized the problem had not only persisted, but had grown larger. In response we decided to write a book about the issue, [eDiscovery](#)

for **Small Cases**, which was released by the ABA in 2012. To drive further data for the book, I drew up the “Ernie Challenge,” with advice from Craig Ball and my dear friend, now deceased, DLA Piper senior counsel Browning Marean. Named for another good friend Ernie Svenson, then a solo attorney with a general practice in New Orleans, this challenge covered those “tweener” cases that fall in the range covered by the Edna Challenge and mega cases suitable for the larger brand name products that dominate the EDD world.

The Ernie Challenge posited a case with roughly 1 terabyte of data to collect and a final amount of 200 gigabytes of data to review, the majority of that email with the balance being various types of financial data. It asked for some form of web review tool in order to work with the clients’ counsel and contract staff in a separate location.

By the time the book was released, Bruce and I referred to this situation as the “Small Case Dilemma.” Because while it is not automatically true that small cases require different tools for managing eDiscovery, the fact is that small cases often mean small technology budgets. Unless your practice is sufficiently mixed with big budget cases, so you already have a full complement of litigation support tools to use, you probably don’t have the tools necessary to handle anything but the smallest e-discovery matter. And the small budget means you can’t engage an outside consultant or vendor.

But the “new” e-discovery rules at both the federal and state level don’t apply to just large cases. They force civil litigants into a compliance mode with respect to the retention and management of electronically stored information or ESI. The risks that litigants face as a result of improper management of ESI can include findings of spoliation of evidence, summary judgment findings and sanctions, including adverse inferences, adverse jury instructions and even complaints filed with state bar associations.

### **Problem: eDiscovery Market Pricing**

The first problem for small firms is current market pricing in the market. Many, if not most, eDiscovery vendors have their roots in the per unit commodity pricing days of photocopying and imaging. The standard practice for years now has been to charge hundreds of dollars per GB each time data is handled.

In the early days of litigation support, you simply purchased a product such as Summation or Concordance for flat fee plus annual maintenance and installed it on your computer. This model doesn’t exist for eDiscovery products which exist in the wide, wide world of the Internet.

As a result, the common practice became to pay for each and every step of the ED process. \$X per GB for processing, \$X per page for OCR, \$X per document for near duplicate detection, \$X per page for Bates numbers, \$X per user and per GB to host and so on. And each of these may have different unit pricing that can run from a penny to \$500 per unit.

So given a forensically sound forensic collection of 800 GB (the size of the hard drive of one typical computer), that data set might eventually yield 200 GB of reviewable material. Several years ago, a typical eDiscovery company might charge \$200 per GB for the processing (\$160,000) plus \$50 per month per GB (\$10,000) and \$90 per month per user for the hosting. If the case lasted 18 months, this cost alone would have been just under \$350,000.00.

And if we accept the commonly cited statistic that the review process will account for 60-70% of the total project price, then we’re looking at a project cost that would eventually be close to \$1,000,000.00 for only 200 GB of data.

And even if they lowered prices (more on that below), eDiscovery vendors have simply not been interested in 200GB cases. The simple fact is they can’t support themselves on small jobs. Large companies have large overhead and need large revenue amounts to support that infrastructure. They may have spent millions of dollars developing software or, more commonly, acquiring another company with its already existing software. When this cost is added to their mind set of unitized pricing noted above, they are locked into a system of set monthly costs and simply cannot, from their perspective, give away their services to small firms with small cases.

### **Problem: eDiscovery Technology isn’t Designed for Small Data Sets**

The second problem is that given the mind set noted above, most current technology for eDiscovery was developed initially for large cases with large data sets. Companies with revenue streams based on processing or hosting terabytes of data cannot easily adapt to projects consisting of several hundred gigabytes much as you cannot expect a jumbo jet to be used as an effective or cost-efficient means of transporting commuters during rush hour traffic.

Moreover, products that have been designed to work with immense data collections cannot easily scale down to small sets of information. A SQL based product working with terabytes of data on a distributed internet framework needs a certain hardware and software infrastructure to operate. That type of system can’t be scaled down to load on a laptop or iPad.

The result is that these big products have big prices and both the products and the prices are beyond the scope of most small firms and small case budgets. But while those cases might be small to an international corporate service provider, they are far more meaningful to a person involved in a small business dispute or a divorce.

But if that case is valued at \$100,000.00 or even a \$500,000.00 and after analyzing the case and its budget, you believe you cannot spend more than \$50,000 for handling eDiscovery, then you have a problem.

### **The Good News: Costs are Adjusting...**

The good news is that costs have dropped. Significantly.

Traditional eDiscovery processing prices have dropped from \$500-600 per GB to \$100 per GB or less while monthly fees have dropped from several hundred dollars per GB to \$15-20 per GB and \$30-40 per user with some companies changing to a combined monthly fee incorporating both user and per GB charges. There has also been the beginning of a trend away from the unit pricing model towards a flat fee or "all in" pricing. These sort of bundled flat rate prices, whether it be "per drive," or even "per case," cover all the variables currently priced as separate line items.

This development stems from two factors:

(1) increased pricing competition among vendors and (2) newer cheaper technology. In the past year, many commentators have remarked that per-GB pricing cannot continue to maintain its stranglehold on the eDiscovery process. Indeed, in one E-Discovery Journal interview, Craig Ball said, "Some of the hosting services are putting together pricing where [they] are starting to sound rational and less frightening."

Regardless of the product you choose, there are several basic considerations for working with eDiscovery in small cases. They are:

1. Work with data in its native format. The types of files you will be dealing with are likely typical or standard files created by common programs used for email, word processing and other office functions.

2. Host the data yourself. There are many good Internet based hosted solutions that can fill your needs, but the typical storage fees charged for a case that exists for any length of time can bust a modest technology budget. So small cases work best with programs that can be installed on one computer for processing and review.

3. Keep the data sets manageable. This means getting agreements to dedupe and cull data down BEFORE you receive it, whenever possible.

4. Agree on exchange protocols. The single most effective way to keep eDiscovery costs low is to work with your opposition in a cooperative manner so you can stipulate to the use of low cost solutions.

This last issue is paramount because the fact is that technology is not the key to successful management of e-discovery in small cases. Rather, in our estimation, it is the process. We all must change to the new paradigm of working in the digital world. In the words of The Hon. Lee Rosenthal of the United States District Court for the Southern District of Texas and past Chair of the Judicial Conference Committee on Rules of Practice and Procedure, "Litigation habits and customs learned in the days of paper must be revisited and revised. The culture of bench and bar must adjust."

### **About Tom**

Tom O'Connor (toconnor@gulfltc.org) is a nationally known consultant, speaker, and writer in the field of computerized litigation support systems. He is also the director of the Gulf Coast Legal Technology Center [www.gulfltc.org](http://www.gulfltc.org) in New Orleans, Louisiana and blogs at Techno Gumbo <https://technogumbo.wordpress.com>. He is the coauthor with Bruce Olson of *Electronic Discovery for Small Cases* (ABA, 2012).



The background of the entire page is a photograph of a modern glass skyscraper. The top half of the image shows the upper part of the building and a bright blue sky with scattered white clouds. A semi-transparent green rectangular overlay covers the middle section of the image, serving as a backdrop for the title and the first two paragraphs of text. The bottom half of the image shows the lower part of the building, which has a curved facade and many windows reflecting the sky. Some greenery is visible at the very bottom.

# Processing & Review: Hosted Solutions

As eDiscovery matters grew larger and required teams of reviewers to work on the same database, and remotely, the desktop software offerings couldn't offer this scalability. That's when service providers realized the benefits of offering document review platforms over the Internet. These services preceded what we know today as "the cloud," although the platforms were accessed via the web, using a web browser, in much the same way as cloud services operate today.

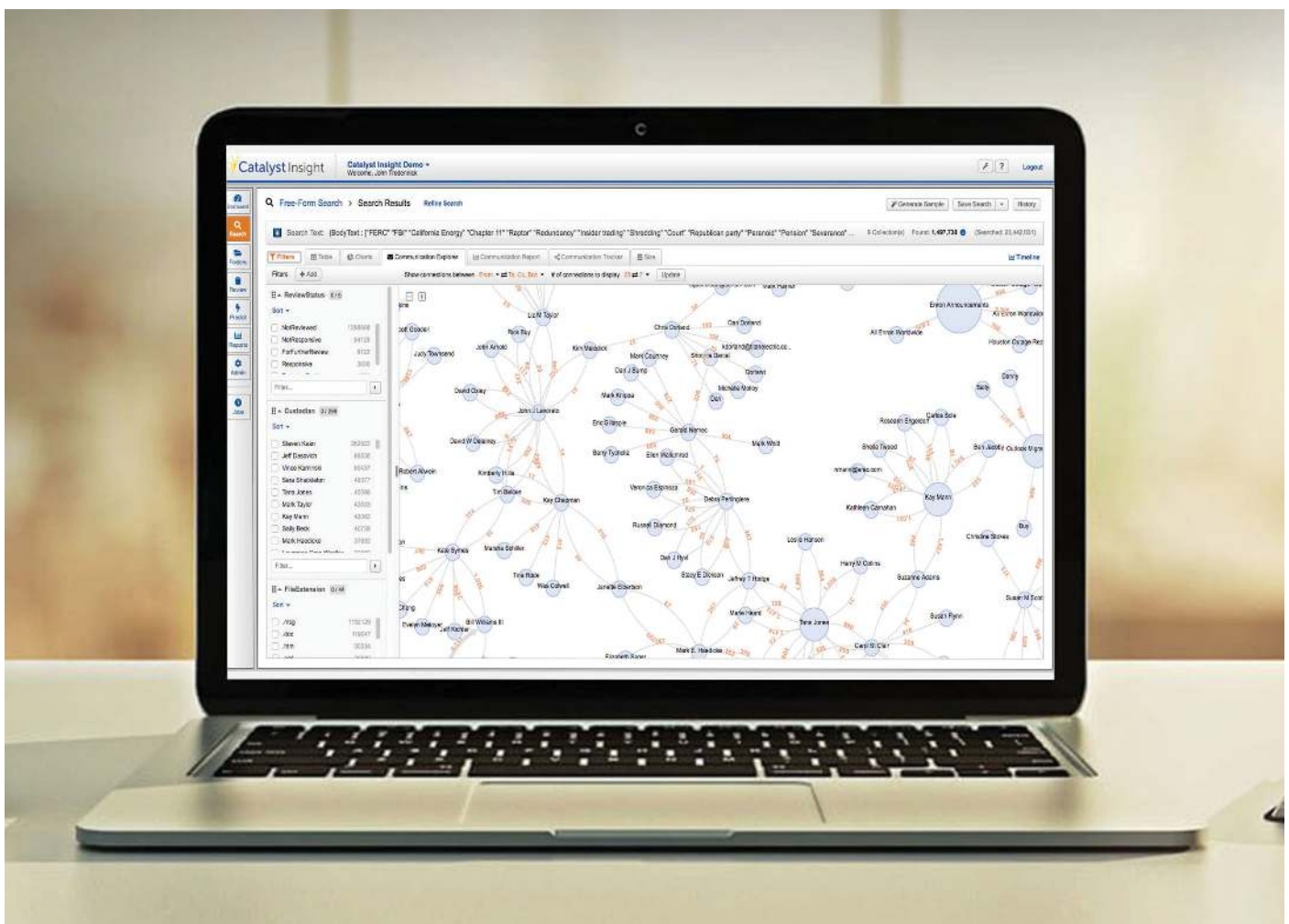
Platforms like Catalyst, Relativity, and Ringtail are offered as high-end, feature-rich, robust options for large document collections, all backed by superior professional services teams. In many cases, you should take advantage of these service teams and case managers to ensure you are taking full advantage of all the many features that these platforms offer.

# Catalyst Insight - LIGHTNING QUICK, RESPONSIVE REVIEW PLATFORM FOR INSTANTLY SEARCHING MILLIONS OF DIGITAL FILES WITH A BUILT-IN CONTINUOUS ACTIVE LEARNING (CAL) PREDICTIVE ANALYTICS ENGINE



It seems that Catalyst has always been on a mission to push the boundaries of applying advanced text analytics to enormous amounts of electronically stored information for eDiscovery and investigatory purposes ... and it's exciting to watch. The world isn't going to stop creating digital information, we just keep generating more and hoarding it all. If you're a litigator, you need capable tools that can parse through mountains of digital information to find the key components you need to support your arguments.

*“It seems that Catalyst has always been on a mission to push the boundaries of applying advanced text analytics to enormous amounts of electronically stored information for eDiscovery and investigatory purposes ... and it's exciting to watch.”*





How can you do this? If you're bullheaded enough to think you can do get through it by applying simple searches and filters, you're in for an unfortunate surprise. There are only a handful of platforms on the market today that can handle tens of millions of documents and still be immediately responsive.

One of these platforms is **Catalyst Insight** which is the brainchild of former litigator **John Tredennick** who has become one of the foremost proponents of utilizing using text analytics to effectively scour through massive amounts of electronic data to find the documents you need for a matter. Tredennick and Catalyst have been the primary advocates of an advanced predictive coding approach called "**continuous active learning**" (CAL) which means the system is constantly analyzing every decision that someone makes on a document (e.g. relevant, privileged, junk, etc.) and then immediately applies those decisions across the rest of the document collection. Catalyst Insight then presents you with a focused collection of files that the system has deemed to be similar, which would logically mean they could also be relevant and you might want to mark them as such.

Don't dismiss the idea of predictive coding or CAL - while this may not necessarily be a technology that YOU may use in a matter, there's a good chance that your opposing party may want to use it and you need to be aware and informed.

### Search & Review

Once your data is loaded into Catalyst Insight, most users head straight for the **Search** section, which is where you'll immediately see the power and speed of the platform.

You can start typing your terms into the "Free-Form Search" box and watch the "dynamic find count" in the bottom right corner automatically update as you type showing you the number of files responsive to your search request. There's no need to click a search button - you can watch your collection of 20 million documents get reduced down to 200 or 10 documents in less than a second as you start typing your search. You can add various search parameters all the while keeping an eye on your find count.

Catalyst doesn't recommend using blind wildcards in your searches. Rather, use the "Tracked Search" option where you can type in a search term and immediately see the various terms that match your term, and that are similar to your term (misspellings, etc.). You can then select the terms that you really prefer to search, rather than performing a blind search using a wildcard.

The "Power Search" in Catalyst Insight allows you to perform hundreds of searches with one click - there's no need to type a bunch of search queries connected with "or" parameters. You'll receive a report once the searches are run against your data which can be printed for when you sit down to discuss keyword search terms with opposing counsel.

There's also a "Faceted Search" - a facet is simply a data field that is associated with a special index to keep track of all the unique pieces and parts of your data. For example, a facet can be the sender or recipient of an email message, or the domain of the email address, or the subject line, etc. You can search for specific keywords in email subject lines, then add additional facets for a specific sender and a specific recipient. Facets can be dragged and added easily, and the entire time you can see how adding different facets affects your dynamic find count.

Lastly, Catalyst Insight allows you to create "Dynamic Folders" which can be used for a variety of purposes. First, you could create a search for a particular keyword and set up a Dynamic Folder to hold all of the results. As you ingest more data into the platform, any additional documents that match your search will be added to that Dynamic Folder. Second, a Dynamic Folder could be set up for a review workflow - once a reviewer applies a tag to a document inside a Dynamic Folder it can be removed and another similar document be added until the reviewer looks at their entire assignment.

Speaking of reviewers, Insight offers a helpful "Visual Workflow Module" that provides case administrators with a big picture on the progress of the project. Typically in large matters, there are dozens of individuals that are reviewing batches and groups of documents. Now the case manager can track the progress with an intuitive visual interface.

***“Catalyst doesn't recommend using blind wildcards in your searches. Rather, use the “Tracked Search” option where you can type in a search term and immediately see the various terms that match your term, and that are similar to your term (misspellings, etc.).”***

## Viewing Documents

Catalyst Insight offers an extremely functional near-native document viewer where users can highlight and redact text directly in the platform without first having to convert a document to an image. In fact, Insight can automatically redact text/character patterns such as phone numbers, Social Security numbers, or any other personally identifiable information (PII) so you're not having to manually search and redact each document.

The document viewing pane is fully customizable so that you can see the coding panel on whatever side of the screen suits you best, along with all of the related/duplicate documents and email conversation threads.

When you're looking at emails, Catalyst Insight offers a few additional tools to visually track how your custodians were communicating with each other. For example, the "Communication Tracker" allows you to follow an email message from the original sender through to the ultimate individual recipients. You can create a "Communication Report" at any time. And the "Communication Explorer" provides a high-level visual representation of how all of the players were communicating with each other.

## Productions

Productions can be created from a saved search, a filter made on specific facets, or a dynamic folder created just for this purpose. You are certainly free to walk through the production wizard and create a production set, although Catalyst and their service provider partners are always available to help in this aspect.

In many cases, it may be more prudent to accept the help because when you're dealing with documents of this size and scope, it's a huge benefit to have someone that's experienced in creating production sets since things will change minute-to-minute before the production is finalized.

## Conclusion

If you are faced with an extremely large document collection that must be reviewed and analyzed, one of your first options should be **Catalyst Insight**. In addition to their continuous active learning (CAL) predictive analytics engine, Catalyst is also well regarded for their ability to ingest and interpret documents of foreign languages.

## Who is Catalyst?

The Catalyst team has been preoccupied with designing secure, web-based document repositories since 2000, and are truly pioneers in the predictive coding technology circles known for their continuous active learning (CAL) approach. Catalyst is also one of the foremost platforms for processing and reviewing foreign language document collections.

## Why You Should Consider Catalyst Insight...

- Blazingly fast search engine that can evaluate millions of files and documents in milliseconds - there is no search index latency.
- A variety of search options are available for digging deep into your data collections, including Free-Form Search, Tracked Search, Power Search, Faceted Search, and more.
- A best-of-breed product for reviewing foreign language documents. Handles over 280 languages and allows you to display the UI in multiple languages as well.
- Utilizes **Insight Predict** to apply the predictive coding approach of continuous active learning (CAL).

**“If you are faced with an extremely large document collection that must be reviewed and analyzed, one of your first options should be Catalyst Insight.”**

### Try Out Catalyst For Yourself!

Visit the **Catalyst** website today and **contact them** for more information!



## RelativityOne – THE DOMINANT PRESENCE OF RELATIVITY TRANSITIONING TO THE CLOUD



For many years now, the first product that usually comes to mind when you mention eDiscovery is the powerhouse known as Relativity. From the company formerly known as kCura, CEO Andrew Sieja **announced** in August 2017 that the company would now be named after its namesake software. Sure the company had to change the sign on the building, but in reality, the name change signified a broader shift within the company to focus on providing their software to a broader audience than they already enjoy. Namely, Relativity was ready to embrace the cloud with **RelativityOne**.

In 2001, the company behind Relativity started to build what became the predominant platform for reviewing and analyzing data for electronic discovery purposes. Several years ahead of what we know today

as “the cloud,” Relativity was built as an “on-premise” solution requiring a server, some local networking infrastructure, and usually an individual as a full-time administrator.

“...the decision to pivot Relativity into the cloud was “driven by customer demand for SaaS and the recognition that this is now the preferred method for delivering software.”



The first customers of **Relativity** were some of the largest law firms in the country, but eventually it was litigation service providers that purchased and hosted Relativity for law firms and companies. Not only do these service providers host Relativity databases, they also offer a number of administrative services to manage and maintain those databases. Law firms today don't have to purchase Relativity since they can contract with a service provider and thus outsource the headaches of maintaining servers.

### The Journey to the Cloud

Over the more recent years, the cloud has provided a smooth and favorable entry point for a variety of eDiscovery startups, but they haven't posed much competition for Relativity. Cloud-based SaaS eDiscovery platforms have been extremely successful with mid-size and small firms, but it has been difficult for them to crack into the large firm market where Relativity is being used by 195 out of the AmLaw 200 (along with many large corporations and government entities).

But times change, and some of these more flexible SaaS providers have made a significant splash in the eDiscovery market so that everyone, including Relativity, has taken notice. That's why in October 2016, the company formerly known as kCura, announced they were launching a cloud-based offering called **RelativityOne**. CEO Andrew Sieja **declared** that the decision to pivot Relativity into the cloud was "driven by customer demand for SaaS and the recognition that this is now the preferred method for delivering software."

This announcement was met with two primary reactions. First, many observers of the eDiscovery industry asserted that it would be difficult for Relativity to pivot away from their traditional, deep-rooted, on-premise architecture. There is a ton of institutional knowledge that has been built up around the on-premise product, where many of the more recent cloud-based providers were born the cloud and have a bit of a head start there.

Second, since Relativity is used heavily by the largest litigation service providers in the world hosting thousands and thousands of databases, what would happen to them if Relativity started offering their own cloud-based hosting service? How would those partnerships weather the pivot to the cloud? Relativity (the company) apparently anticipated this specific question and has been working directly with their partners to ensure a smooth transition.

Sieja **stated** that some of their partners "see eDiscovery in the cloud as disruptive to their business

***"...as with any major innovation in the industry, this is going to be a big change and we're hoping that we can show them why RelativityOne is a win-win."***

... But as with any major innovation in the industry, this is going to be a big change and we're hoping that we can show them why RelativityOne is a win-win."

### Infrastructure and a Hybrid Framework

Because of Relativity's position and influence in the eDiscovery industry, the decision to offer RelativityOne in the cloud is truly monumental and significant. Not just because it signifies a major trend, but because from a practical perspective it relieves a lot of customer headaches around maintaining and managing infrastructure.

In other words, if you are a law firm that currently devotes a considerable amount of resources to maintaining and managing Relativity servers in-house, you now have the option to "outsource" your infrastructure headaches back to the experts-directly to Relativity. Or if you're facing an enormous amount of data to review that you would not normally handle in-house, you could quickly and efficiently scale up from your on-premise system to RelativityOne.

That last point reflects another huge advantage in Relativity's evolution - the fact that customers don't have to be locked into either an on-premise or a cloud-based solution. There's nothing wrong with considering Relativity as a "hybrid" framework. You can continue to use your on-premise Relativity server for cases and matters that make sense to handle internally, but at the same time you can take advantage of RelativityOne for cases that need the flexibility and scalability of the cloud. Even better, your users may not even be aware of what flavor of Relativity they're using because the same login can connect them to both instances (on-premises and SaaS).

### Law Firms of All Sizes

Another interesting phenomenon that may come out of RelativityOne is the possibility of mid-size and smaller firms having more access to the technology than ever before. Because of the capital expenditure required for the traditional on-premise Relativity installation, it rarely made sense for small firms to even consider using one of the most powerful and popular document review platforms on the market. Their only option was to contract with a service provider that could host data for them in Relativity.



It now remains to be seen, however, if RelativityOne could be a viable option for the small and mid-size law firm market since Relativity (the company) themselves are hosting and providing access to the platform via the cloud. We haven't quite seen yet how this will play out in the industry, but it will be very interesting to watch in the next couple of years.

It would also give law firms access to tools beyond just document review. Relativity has a broad ecosystem of modules for legal hold, early case assessment, analytics, and their "Fact Manager" that would broaden the litigation palette of many firms.

### Microsoft Office 365

One additional interesting development with the fact that RelativityOne is built in the cloud - the company has made a specific focus on connecting directly to Microsoft Office 365 backend data from hosted Exchange servers and SharePoint meaning that data from those services can be side-loaded directly into RelativityOne.

This is not directly a significant feature for law firms because the vast majority of firms have shied away from transitioning their IT infrastructure to Microsoft Office 365. But in the business world, the move to Office 365 is absolutely becoming the norm. So if you are counseling a corporate client on their duties for data collection and preservation, you would do well to be aware of tools like RelativityOne that could streamline the costs and time required for collecting, preserving, and reviewing corporate data.

### Who is Relativity?

The company barely needs any introduction since they offer the most popular eDiscovery platform in the world today. Started in the early 2000's by Andrew Sieja as a consulting shop, the company quickly switched their focus to their hyper-successful Relativity platform. Towards the end of 2017, the company changed their name from kCura to Relativity to signify a better focus on the software and the cloud with RelativityOne.

*“It now remains to be seen if RelativityOne could be a viable option for the small and mid-size law firm market since Relativity (the company) themselves are hosting and providing access to the platform via the cloud.”*

### Try Out RelativityOne For Yourself!

For more information about RelativityOne you can reach out to the company directly at [sales@relativity.com](mailto:sales@relativity.com).





# FTI Ringtail – COMPREHENSIVE REVIEW AND ANALYSIS PLATFORM FEATURING EFFECTIVE VISUAL TOOLS FOR PROVIDING DEEP INSIGHT INTO LARGE-SCALE DOCUMENT COLLECTIONS

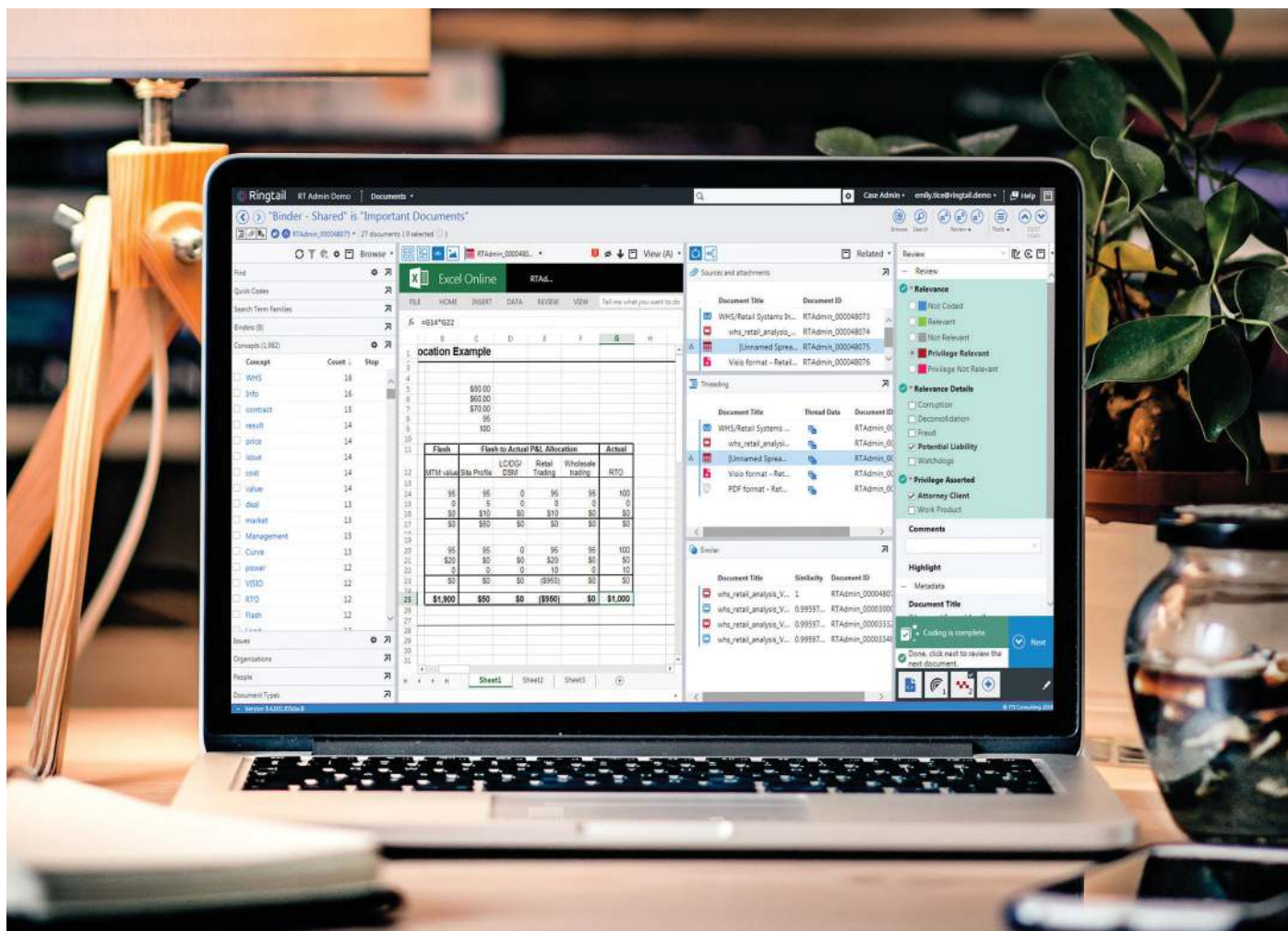


When you're embarking on a document review project, you normally have to work through a spreadsheet-like list of files one-by-one-by-one. But it's abundantly more helpful to gaze at a visual representation of all your emails and documents so you can immediately see the shared concepts and topics amongst them. Even better would be a platform that would let you switch between a list and visualizations based on your particular workflow and strategies.

FTI Technology recognized the importance of these two approaches when they acquired the Ringtail

platform in 2005, and the Attenex technology in 2008. FTI has successfully combined both platforms into the new Ringtail 9 to produce a powerhouse document analysis and review tool.

*“The Ringtail platform enjoys a long and austere pedigree in the eDiscovery space and offers some of the most intricate and customizable features available in a document review platform.”*



The **Ringtail** platform enjoys a long and austere pedigree in the eDiscovery space. The software has been around a lot longer than many other platforms as evidenced by the fact that it's now in version 9. Ringtail has always offered some of the most intricate and customizable features available in a document review platform but FTI has superbly managed to keep all of that intensity intact while offering an approachable platform that anyone can use. All of the complexity is still under the hood for Ringtail traditionalists, but the main interface is approachable for anyone who just needs to analyze and review documents.

### Browse Pane

When you run a search or browse a document collection, **Ringtail** presents you with a "Workspace" that can be fully customized. On the left you'll find the helpful "Browse Pane" and on the right is your list of documents.

The Browse Pane allows you to filter documents by various criteria including search terms, concepts, and "quick codes" which get set up by the case administrator. You can filter documents by Binders, Issues, and Saved Searches. The doc counts in the Browse Pane continuously update to reflect your selections.

### List Pane

The List Pane showcases a tremendous amount of information about your files at a glance, although it's most helpful when you learn what each of the icons and colors and visual cues represent.

For example, there's a small icon to the left of each file that will look like an email message if the file is an email, or a small document if the file is a document. While file icons are nothing new, Ringtail applies a color to that little icon depending upon the coding that has been applied to the file. A blue icon indicates that no coding has been applied to the document; a green icon means it's been marked as relevant; and red means it's privileged. All of this can be customized by the case administrator.

In addition, the attachments to email messages are slightly indented from the parent email, and light gray lines indicate the beginning and end of document families.

If you're looking at a list after running a search, there'll be a small column showing the number hits in each document. This is much more helpful than having to open each individual document to see the actual hits.

### Visualizations

But you can only comprehend so much from a list of documents. There are many scenarios where it will be much more helpful to view a set of topics and concepts that are being discussed throughout the data to give you a good place to start your review. In Ringtail, that's when you can switch over to the new "**Map**" (formerly the "**Document Mapper**") which you may recognize as the "petri dish" of the original Attenex. For those of you that have been around for a while, you'll be happy to know that the Map looks very similar to the original technology, but FTI has harmoniously integrated this visual map into the more comprehensive Ringtail platform.

The Map is simply another pane that can be added to your Workspace in Ringtail, and many users will probably continue to show the List Pane of their documents on the left. The Map presents a group of files in a visual constellation based on the concepts found in the documents. Each circle on the Map represents a group of documents that are discussing similar concepts.

***“Once you get comfortable with all the visual cues in the Browse and List Panes, you'll find that Ringtail is an extremely powerful tool for quickly narrowing down a massive collection of files based on search terms or filtering by metadata and facets.”***

It's difficult to describe the visual **Map** with words, but once you see it on your own data, you get it completely. You can zoom into relevant clusters, jump to different documents, or drag the focus to a related group. Once you select a cluster, the List Pane will populate with the documents contained in that cluster.

If you run a search with the Map Pane in view, you'll see a colored glow around circles that contain files with your search hits. And if you then filter down to the list of documents from the Map, you'll see that again your List Pane is populated with those documents ready for you to apply codes and tags.

## Viewing Documents

When you select a specific document, it appears in the viewer. While you can customize the Workspace for your needs, most users will have the Document Viewer on the far left and the Coding Pane on the far right. In the middle, you can bring up the “Related Pane” that will show you any related documents from the same family, or the email thread. You’ll also see any similar or “near duplicate” documents in the Related Panel to help you see the big picture for each file.

If you had performed a search and then clicked a document, you’ll see your search terms highlighted in the document’s content. If you need to redact a specific word or phrase on a document, you can search directly in the document and Ringtail will place a rectangular redaction over the word, although you can change and edit the redaction as necessary.

Ringtail confidently handles Excel spreadsheets, even letting you apply redactions to the native spreadsheet when necessary.

## Conditional Coding

The newest version of Ringtail now has a complete “conditional coding” feature built into the system so that an administrator can determine if certain fields and tags need to be applied based on decisions a reviewer makes. For example, if a document is marked as “relevant,” Ringtail can then require the reviewer to select a specific reason why they marked it relevant.

There are also coding “macros” built into Ringtail which are immensely useful for quickly applying a set of coding decisions. These macros appear as small buttons down at the bottom of the Coding Pane so that all a reviewer needs to do is simply click a button, or use a keyboard shortcut to apply the set of coding decisions. This is a tremendous time-saver for reviewers who have to plod through a number of similar documents and apply the same coding over and over – using a quick keyboard shortcut saves a ton of time.

## Production

The production capabilities of Ringtail have always been extensive, but the latest version now provides

an even more helpful wizard to walk users through the individual steps of creating a production set.

Each step in the production module explains exactly what decisions need to be made and whether endorsements should be applied to documents; and at the end Ringtail will quality check the entire production set to ensure everything is accurate and correct.

## Conclusion

FTI has made a commitment to providing complete access to one of the most sophisticated and customizable document review platforms with Ringtail. In addition, they have taken some of the best of breed visual analytics technology from the Attenex technology and baked that directly into Ringtail making this one of the most consummate and complete platforms on the market today.

## Who is FTI Ringtail?

FTI Technology is the eDiscovery practice of FTI Consulting which is specially outfitted to handle large-scale, multi-year litigation matters, as well as global investigations. FTI Technology acquired Ringtail and Attenex and skillfully merged the technologies together to form Ringtail 9 – a platform that delivers unparalleled insight into large document collections.

## Why You Should Consider FTI Ringtail...

- Ability to add a visual document “Map” to the review interface to quickly see the concepts and topics discussed in the files.
- Set up coding “macros” so that reviewers can quickly apply a set of tags and coding decisions to documents either by clicking a button or using a keyboard shortcut.
- Redact specific words and phrases by searching the document and having redactions applied automatically.
- Case administrator can create a “Master” case template that can be used for all new cases to ensure they are set up the same with customizations (i.e. they don’t have to re-create the wheel for every new case).

### Try Out FTI Ringtail For Yourself!

The Ringtail e-discovery platform helps law firms, corporations and government agencies around the world tackle the complexity and scope of today’s e-discovery. Ringtail is available in a SaaS deployment model, as a managed services model with assistance from Ringtail’s partner network, or as an on-premises installation. For more information – or to request a demo or trial - please visit [www.Ringtail.com](http://www.Ringtail.com).



# Four Factors for Deciding Between On-Premise vs. Cloud-Based eDiscovery Software

**Rob Robinson**

Complex Discovery Blog

[www.complexdiscovery.com](http://www.complexdiscovery.com)



What's the optimal delivery model for eDiscovery software? There are champions of the on-premise approach whose argument centers around security and capability, and highlights the ability to deal with complex data sets. There are likewise champions for the off-premise/cloud approach, whose argument centers around the speed and cost benefits of self-service discovery supported by the economics of a public cloud infrastructure. In the middle, some will combine the attributes of both on-premise and off-premise to deliver unique solutions.

So how does one go about determining the best offering for your firm? Here are four factors to consider:

**Security:** Does the solution provide the level of data protection needed for your eDiscovery effort?

**Capability:** Does the solution allow you to complete the basic tasks required for your eDiscovery effort?

**Complexity:** Does the solution allow you to complete advanced tasks required for your eDiscovery effort?

**Cost:** Does the solution address security, capability, and complexity in a cost-effective manner?

## Security

The security of data is fast becoming one of the most prominent and visible areas of concern in the selection of eDiscovery software solutions. Control of data, applications, servers, storage, and network connectivity behind an organization's firewall has traditionally been viewed as the most secure of available eDiscovery solution deployment options. In an on-premise approach, an organization has complete control of data and all the elements that might act on the data in the course of eDiscovery.

But today's off-premise/cloud-based/SaaS options can satisfactorily address many of the security requirements previously achievable in on-premise offerings because of sophisticated encryption and security experts on staff.

Regardless of an on-premise or off-premise approach, there are always some areas of security concern that transcend the software delivery approach. One example is the transfer of productions outside of the firewall or cloud-secured environment to requesting parties. These risks should be mitigated through the use of secure transfer protocols, encryption, and shared access to secure servers managed with role-based access.

Both on-premise and off-premise offerings may be sufficient to meet organizational security requirements, but some approaches may mitigate risk more comprehensively than others. Therefore it is important to understand your current and potential future security requirements when selecting eDiscovery software.

## Capability

Assessing the capability of eDiscovery software is simply determining whether or not a solution can accomplish the necessary tasks required for your litigation efforts. While there are not always discernible differences in the capabilities of on-premise and off-premise offerings, there are some characteristics to consider such as maturity, integration, and automation.

*“So how does one go about determining the best offering for your firm? Here are four factors to consider when choosing between on-premise solutions or the cloud.”*



The maturity of an offering is important as it helps inform one on how long an offering has been in the market and if it might or might not contain the latest and most efficient technology to accomplish your eDiscovery tasks. If a mature solution is incapable of completing a task today based on lack of functionality or in the near-term based on discontinued support, then it might not be the most appropriate solution from a purchase protection perspective.

Integration of an offering is also an important selection characteristic as it may indicate the potential for time and cost efficiencies lacking in non-integrated solutions. For example, offerings that have internal or external technology integration points for ingestion, processing, and review tasks might be more desirable than non-integrated offerings.

Automation in eDiscovery should be considered in the same way integration is considered. If automation is available, then it may be desirable over non-automated solutions based on time and cost savings delivered in task completion.

### Complexity

You need to know if your eDiscovery software can deal with data complexity such as the ability to ingest and process an increasing number of data formats. In facing this challenge, many organizations have employed a combination of software offerings to address both non-complex and complex data in their discovery efforts. One example of this combinatorial approach is to employ an off-premise, SaaS-based offering based on emerging technology, and then leveraging an on-premise, mature eDiscovery processing engine to address volume and file format challenges that can't be addressed by the off-premise platform.

This combination approach takes advantage of the speed and cost benefits of the cloud to deal with a majority of eDiscovery volume and file format challenges, and the robustness of a mature on-premise offering to address complexity challenges presented by high volumes of data and an increasing number of file formats.

### Cost

Budgetary constraints are a common hurdle for law firms and legal departments seeking to address the legal, technological, and business elements of eDiscovery. This economic constraint is compounded by the lack of consistency, predictability, and transparency in the pricing of many software offerings, regardless of whether they are on-premise or off-premise, or based on emerging or mature technologies.

Given the fact that most eDiscovery software providers understand the cost of delivering their solutions to the market, it seems reasonable for those in the eDiscovery industry to be able to request and expect to receive simplified pricing from providers. This simplified pricing should account for all elements of a software offering, regardless of whether it is on-premise, off-premise, or a combination of the two. Pricing should also be able to be provided for individual projects or time and volume defined subscriptions, trading length of user commitment for user cost benefits.

### Conclusion

In navigating the glittering generalities presented by individuals and organizations seeking to influence eDiscovery software selection decisions, remember that there may be many right choices for your specific needs. Considering those choices through the lens of security, capability, complexity, and cost may help ensure that you not only make a right choice but make the best choice for your needs.

#### About Austin

Based in Austin, Texas, Rob Robinson is a data and legal technologist who has held multiple senior leadership positions with top-tier legal technology providers. Rob writes and regularly shares industry information through posts on eDiscovery on his blog, [ComplexDiscovery](#).

**“Regardless of an on-premise or off-premise approach, there are always some areas of security concern that transcend the software delivery approach. These risks should be mitigated through the use of secure transfer protocols, encryption, and shared access to secure servers managed with role-based access.”**





# Processing & Review: Cloud-Based SaaS Platforms

Cloud-based SaaS document review platforms are the most significant development for small and mid-size law firms that need to utilize technology to review electronically stored information. While these SaaS platforms can't offer every feature and system option that you'll find in the larger hosted solutions, they provide the essential and fundamental tools to support the vast majority of matters without added complexity and confusion.

These platforms are so accommodating because firms no longer need separate (and costly!) tools to process, review, and produce documents. When a firm receives a PST file from a client, they can simply upload the files to the service right in their web browser - if you can upload a picture to Facebook, you can upload a PST file to one of these services. The platform performs all the processing on the data - indexing, OCR, metadata extraction, and more - and then loads the processed files into a easy-to-access database. Users can "tag" documents as relevant or privileged, and the platforms will walk you through creating a production set that can be sent to the opposing party.

The pricing on these SaaS platforms is even simplified because the vendors can take advantage of the lower prices of cloud-based distributed computing. This is always a critical concern for lawyers and their clients, and these services make it easy to pass along the per-GB, per-month fee on to clients.

# Lexbe - A COMPREHENSIVE CLOUD-BASED PROCESSING AND REVIEW PLATFORM FOR DIY FIRMS



From the beginning, Lexbe has focused on the DIY approach for data processing and document review - they realize many litigation teams prefer to tackle eDiscovery on their own either because they need to keep costs down or the desire to maintain control over all aspects of their matter. But when you get behind, you can call Lexbe's professional services team to get back on track.

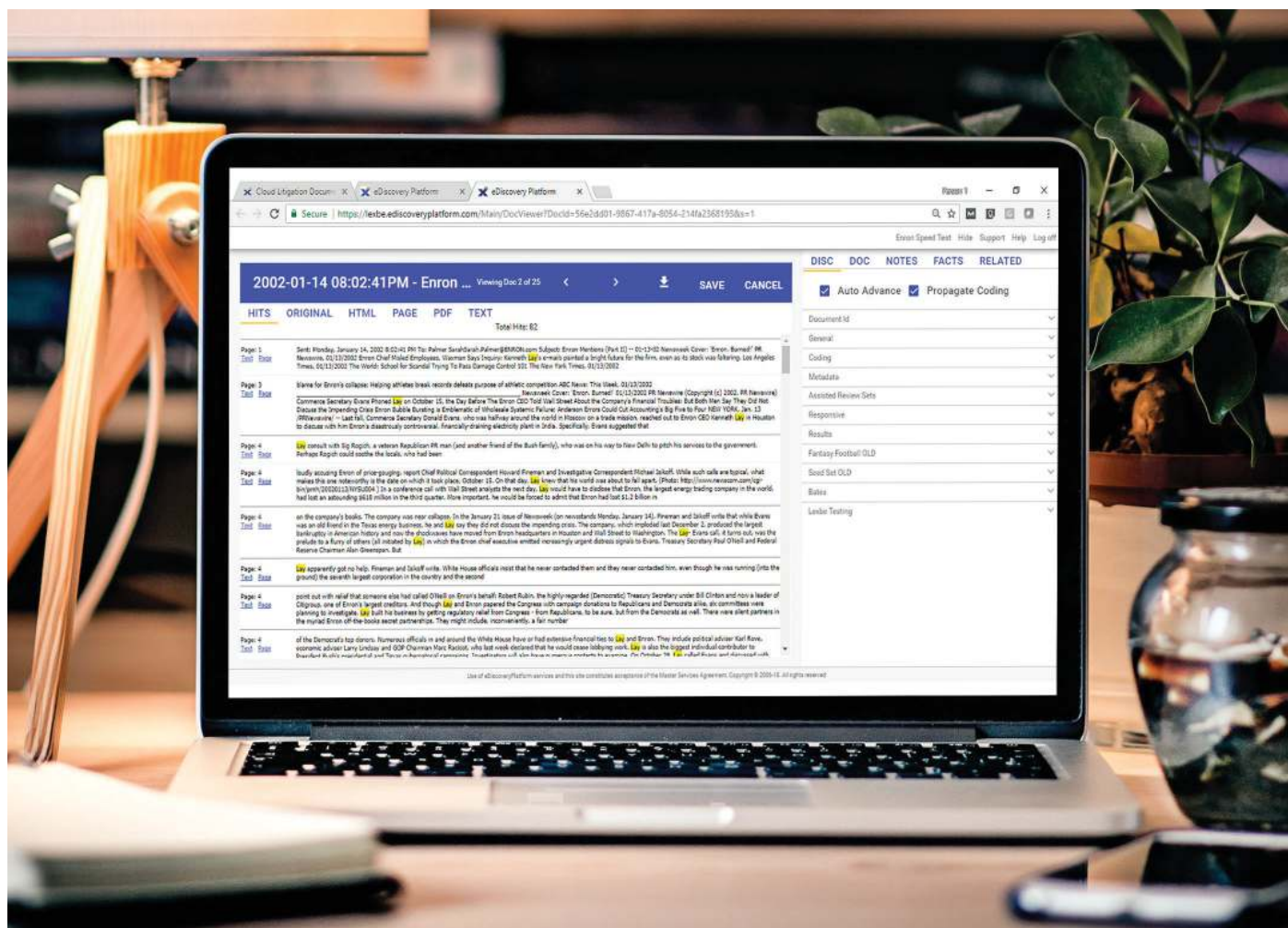
Lexbe was one of the first cloud-based platforms that empowered small and mid-size firms with the ability to tackle document review projects without a substantial outlay for purchasing software and hardware or specialized training.

## Uploading & Processing

Lexbe recently overhauled their main platform interface to streamline functions and help fuel their DIY mission. Lexbe has always featured a simple

and intuitive interface, and the main method for navigating the interface is through tabs at the top for Case, Analysis, Search, Browse, Discovery, Management, and a few more.

“Lexbe was one of the first cloud-based platforms that empowered small and mid-size firms with the ability to tackle document review projects without a substantial outlay for purchasing software and hardware or specialized training.”



The “Case” tab is where you upload files for processing and ingestion into the system. You can simply upload a .PST file, or if you have multiple electronic files Lexbe recommends that you compress them into a single .ZIP file before uploading. If you can upload a picture to Facebook, you can upload data to Lexbe.

### Browse & Review

After your data is processed, most users will click to the “Browse” tab to be presented with a linear list of files and documents. You can customize the columns and fields of information that appear in the list. You are welcome to start reading through the first document and go through the whole list but that’s usually not the best use of your time.

Instead, you should use the Filters on the left side of the screen to quickly drill down into a set of documents that may be more important, such as documents from a specific custodian, or from a specific date range, or just specific files types (e.g. Microsoft Word documents or PowerPoint presentations). Documents in a filtered view can also be sorted by date - if you’re looking at email messages the attachments are displayed immediately after the main message.

One of the best additions in the updated interface is the conspicuous yellow bar at the top of your document list that shows you exactly what filters are being applied to the documents you’re viewing. As you apply filters to your data, the yellow bar keeps track so you know exactly what you’re looking at all times.

Even better, the set of filters that you apply to the data can be saved for future use, and they can also be shared with other members of your team. The ability to share your filtered document lists with other members of your team is an extremely powerful feature to promote collaboration.

### Search

Lexbe incorporates all of the major features you need in a comprehensive search tool for eDiscovery. You can perform a simple, Boolean search in the provided search box on the left, or elect to toggle on the advanced options to run concept, fuzzy, or stemming searches. You can apply your search to specific metadata fields, or you can combine a saved filter with your search to further narrow down the collection of documents you need to review.

All of those searching features are great, but Lexbe has kicked it up a notch with their new **Uber Index**. While most search tools will certainly index the

metadata and visible contents of files, Lexbe’s Uber Index goes a bit further and will OCR any images that contain text embedded into Microsoft Word documents or PowerPoint presentations so you can search that text too (which could be extremely important!). The Uber Index also contains the translation of any non-English characters found in the documents.

“*All of those searching features are great, but Lexbe has kicked it up a notch with their new Uber Index. While most search tools will certainly index the metadata and visible contents of files, Lexbe’s Uber Index goes a bit further and will OCR any images that contain text embedded into Microsoft Word documents or PowerPoint presentations so you can search that text too (which could be extremely important!).*”

### Viewing Documents

Clicking a document opens it in a new tab in your web browser. This is helpful if you’d like to drag the tab over to a second monitor to view a document while keeping the database list open on your first monitor.

A set of tags at the top of the document lets you select which view of the document you want to see. The “Original” view allows you to download the native file of the original document if you need to open it in its native application (e.g. a Microsoft Excel spreadsheet must be opened in the Microsoft Excel software). Often this step won’t be necessary since Lexbe offers other tabs with extracted native text and the PDF tab.

The “PDF” tab is where most people will spend their time because it presents the best representation of how the original document looks without having to open the file in its native application. The “Text” tab shows you all of the text that was extracted from the document, including any additional text that the Uber Index picked up. Lexbe also offers “Produced” and “Redacted” tabs that show you the documents with a Bates stamp or other endorsements, or the documents with the redactions burned in.



A panel to the right of the document contains tabs that correspond to what actions you want to take on the document. The “Discovery” tab is where you tag a document as responsive or privileged, and the “Notes” tab lets you type out any thoughts you have on the document. Lexbe even lets you apply notes to a specific page of the document. You can find a list of all your notes by clicking “Case Notes.”

The “Related” tab reveals any members of a document family (e.g. parent email message or sibling child attachments). This is also where you can see any duplicates of the document from the database as well as “near-duplicates.”

One of the most impressive features included in Lexbe is their case analysis tools. When you’re viewing a document, you can click the “Facts” tab in the right panel which allows you to link the document to a chronology. You can create new facts under the “Facts & Issues” section and view your chronology there as well.

### Exports & Productions

Continuing in the DIY tradition, Lexbe lets you create your own exports and production sets once you’re done with review. If you have a basic understanding of creating electronic production sets, you’ll be fine. If you need any assistance, just contact Lexbe’s Professional Services Team.

Clicking “Export” on the left panel offers two options: you can “Export Log to Excel” or “Export to Briefcase.” The Excel option creates a nicely formatted spreadsheet with all of the fields you choose to include. You can search and sort the spreadsheet and there’s a hyperlink included for each document that will take you into the Lexbe platform if you have the proper credentials.

Clicking “Production” on the left panel starts a wizard that walks you through the process where you choose the format of production (PDFs, TIFFs, etc.) and whether you want any stamps applied (Bates, confidentiality endorsements, etc.). Lexbe has an excellent validation step to ensure the right documents are included so that you’re not producing any files that have been marked as privileged.

### Pricing

Lexbe offers plans starting at \$25 per GB per month, but you should contact Lexbe to determine the best plan for your needs. The “Flex Plan” is month-to-month, but the Subscription Plans are less expensive based on tiered discounts.

### Who Is Lexbe?

Based in Austin, TX, Lexbe provides companies and law firms with a web-based eDiscovery Platform that is easy to use, without sacrificing any of the features that litigation professionals expect in best of breed review software.

### Why You Should Consider Lexbe...

- The Uber Index throws a much wider search net including performing OCR on embedded images inside documents and presentations.
- Documents can be associated with “Facts” that get aggregated into an easy-to-access Chronology.
- The “Case Assessment” feature can generate reports for a multitude of components including document count by custodian, file sizes by extension, and much more.
- Lexbe offers excellent training resources to ensure clients are set up for DIY success, and their Professional Services Team is ready to help answer any questions you have about the platform.

**“One of the most impressive features included in Lexbe is their case analysis tools. When you’re viewing a document, you can click the “Facts” tab in the right panel which allows you to link the document to a chronology.”**

### Try Out Lexbe For Yourself!

Click [here](#) to view a Lexbe [demo on-demand](#).





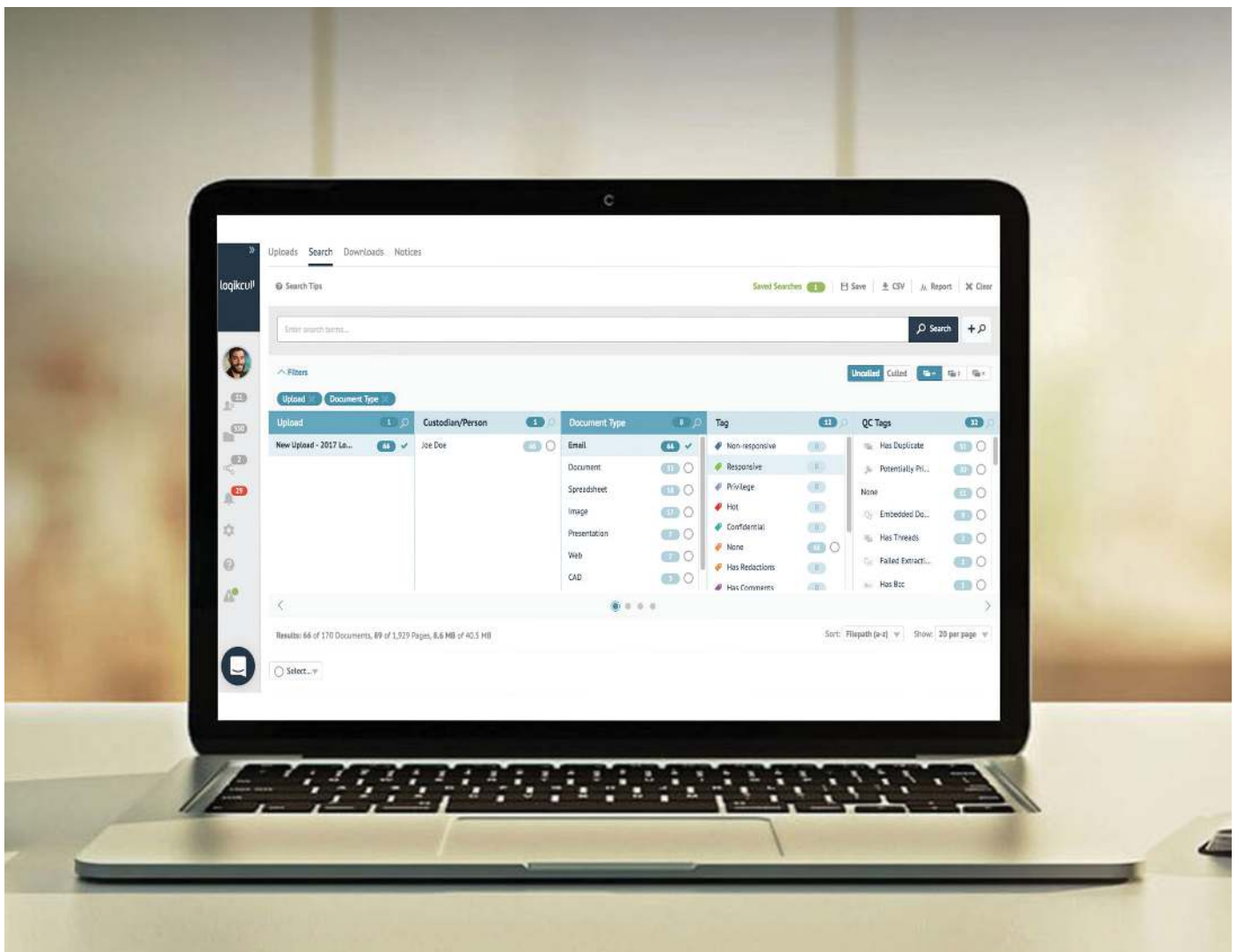
## LOGIKCULL – TRUSTED CLOUD-BASED REVIEW SOFTWARE FEATURING SPEEDY SETUP AND USEFUL DATA FILTERING CAPABILITIES



If you're a modern-day litigation team, you need a modern-day tool to review modern-day electronic evidence. Logikcull is an online software platform that lets you search, review and analyze email, digital documents, database files, social media, and much more.

The Logikcull platform is designed around three simple pillars: Upload (Processing), Search (Review), and Share (Productions). You'll see these sections when you log into Logikcull and everything you do in the platform falls under one of these categories.

*“If you're a modern-day litigation team, you need a modern-day tool to review modern-day electronic evidence. Logikcull is an online software platform that lets you search, review and analyze email, digital documents, database files, social media, and much more.”*



## Uploading & Processing Data

To get data into Logikcull, you simply drag and drop it. This can be a .PST file, or a collection of digital files compressed into a .ZIP file. Logikcull immediately starts processing and indexing your data and when that's completed, you can download a "Processing Report" as a .CSV file (can be opened in Excel) that shows the number of files uploaded along with other essential information.

All of your data is thoroughly processed in the backend for you - files are de-duplicated, preserved, and scanned for viruses; all the metadata is extracted and indexed; and images are generated for every file so that viewing documents is quick (Logikcull preserves the native files in case you need them).

Additionally during the processing phase, Logikcull tags any file that has something unique about it, or that presented a problem during processing. The "QC Tags" (Quality Control) catalog any files that "have no text" or contain "hidden comments" or "has speaker notes" so you can jump to those quickly and check them out. If there are files that are password-protected, failed to OCR, or contain a virus, you can quickly bring those up and fix them as necessary.

Logikcull even creates a "Potentially Privileged" QC Tag which is applied to every email that has a law firm email address in the sent/received fields. You can add domains in the settings, but this is an excellent way to bulk code what are presumably confidential communications.

**“Logikcull encourages collaboration amongst a litigation team through the Comments box. Here you can type your thoughts and use an @ symbol to sort of “direct-message” another user similar to Facebook or Twitter.”**

## Culling Filters

Once your data is uploaded and processed, you can jump into the "Search" section, otherwise known as the review stage.

You'll be hard-pressed to find a more accommodating interface than Logikcull for rapidly culling and filtering down your data for review. Logikcull often compares the experience to shopping on Amazon. When you need a pair of shoes, you don't start looking

at all 1.3 million pairs on Amazon one-by-one-by-one - that would be ridiculous. First you'll apply some filters such as men's or women's shoes, and whether you want sneakers or dress shoes. Next you'll only want to look at shoes in your size, a specific color, and maybe a specific brand. You may further filter down by price or customer ratings. Now you only have to look through 20-50 pairs of the shoes that you know you want and that will fit you.

When you load 1.3 million documents into Logikcull, why would you start at the very first document and go through them one-by-one-by-one? Instead, use the "Culling Filters" to pull up a very specific set of documents that are going to match what you're looking for.

For example, select "Emails" so you're not looking at PowerPoint presentations or music files. Then apply a date range so you're only looking at emails sent in 2014. Then you can easily narrow down to emails sent from a specific individual. Now you're only looking at 250 files instead of 1.3 million, and that's a MUCH less overwhelming approach to reviewing the files.

No files or documents are deleted throughout this process - you can always reset your filters if you need to see other files.

## Search Like Google

Logikcull is on a mission to make their discovery tool as easy to use as Google. While the "Culling Filters" are extraordinary, you can certainly attack your document collection with keyword searches. You can type right into the large, Google-esque search box at the top. You can search all your documents, or just the subset of documents that you've narrowed down with the "Culling Filters." If you need to get more granular in your searches, you can use the Advanced Search Builder, which allows you to search within any metadata field.

There's also a "Bulk Keyword Search" which is extremely helpful if you're arguing with opposing counsel over the list of search terms to use. The Bulk Keyword tool can run a report to show you exactly how many hits each keyword brings up so you can show opposing counsel they're being ridiculous in their demands.

## Document Viewer

Clicking a document opens a screen that looks a little overwhelming, but you have everything you need to start reviewing documents and tagging them appropriately (plus you can close the panels you don't need). On the left side is your list of documents, in the middle is the document viewer, and the right side has

a panel containing all your document information and available tags for coding (e.g. Responsive, Privilege, etc.). The right panel also has a Notes box where you can add entries for a privilege log.

In addition, Logikcull encourages collaboration amongst a litigation team through the Comments box. Here you can type your thoughts and use an @ symbol to sort of “direct-message” another user similar to Facebook or Twitter. When they log into Logikcull, they’ll see you messaged them and they can jump right to your comment and reply to your question. No need to print out a copy or attach the document to a separate email - all of your discussions about documents can stay right inside the Logikcull platform. You can also assign documents to reviewers individually or in bulk.

### Downloads & Productions

The first step in generating a production set is to run a search, which could be as simple as filtering to all the documents that the team has tagged as “Responsive” but not “Privileged.” This “saved search” becomes the basis for your production.

Logikcull walks you through each step for creating your production set, asking you to decide if you want native files, PDFs, load files, etc.

Once your download is complete, how do you send it to the opposing party? Do you create a copy of the production set and put it on an external hard drive or Dropbox account? Logikcull offers a compelling alternative - since your data is already stored in the cloud, why not share it directly from there with the opposing party? You can send them a download link from within Logikcull (they can’t get to your database) and you can even decide when the link expires. You’ll also get a notification when someone logs in to download the data. Logikcull calls this the “ShareSafe.”

Alternatively, you can just download the production to your computer and send via FTP or another secure method.

### Pricing

Logikcull offers a “Pay As You Go” pricing plan starting at \$40 per GB per month and that includes unlimited users and unlimited matters. Always **contact** Logikcull directly for the most recent prices and plans. Subscription options, with a lower per GB price, are also available.

### Who Is Logikcull?

Since Logikcull was founded in 2004 by CEO Andy Wilson and CTO Sheng Yang, they’ve made it their mission to “democratize discovery.” The Logikcull platform focuses on simplifying the processes associated with eDiscovery through three simple steps: Upload, Search, and Share. The platform is used by the U.S. Government, Fortune 500 companies, and AmLaw 200 firms, and is a favorite of small law firms and solo practitioners as well.

### Why You Should Consider Logikcull...

- The “Culling Filters” (we sometimes call it the “Filter Carousel”) at the top is one of the best interfaces for revealing your document metadata so you can quickly cull out files you don’t need, and focus on the ones you do.
- The “ShareSafe” feature is innovative way to save time and resources when sharing production sets with outside parties (expert witnesses, opposing parties, co-counsel, etc.). <https://logikcull.com/features/sharesafe>
- Logikcull offers responsive 24/7 support which is easily accessed from within the platform through a chat box. You’re talking to a live person within minutes.
- Now offers a “Matter Mirroring” integration with Clio. <http://blog.logikcull.com/new-logikcull-clio-integration-brings-together-two-leaders-of-the-legal-cloud>

#### Try Out Logikcull For Yourself!

Click here to sign up for a free Logikcull account or contact sales at [sales@logikcull.com](mailto:sales@logikcull.com).

**logikcull**

## Nextpoint – COMPREHENSIVE CLOUD- BASED LITIGATION SOFTWARE THAT TAKES YOU FROM DATA PROCESSING TO DOCUMENT REVIEW ALL THE WAY THROUGH TRIAL PRESENTATION



If you've struggled through an e-discovery project at any point in your career, chances are the experience was confusing and laborious, and based on software that's been around for decades. You were chained to your desk reviewing documents since there were no options for mobile or remote access.

Or perhaps more recently you've used tools that are completely insufficient for a proper and responsible document review, such as your own Microsoft Outlook for reviewing evidentiary email or PDF viewers to open TIFF images. Creating production sets is a baffling

exercise, and everything is running on an old server at your firm that's barely limping along and slowing you down.

**“Nextpoint offers a compelling and productive alternative to all of these challenges by offering a complete platform for your client's data taking you from complaint to verdict.”**





Nextpoint offers a compelling and productive alternative to all of these challenges by offering a complete platform for your client's data taking you from complaint to verdict. The data resides in the same platform from the moment you start collecting data all the way through to trial presentation. Plus your client's data enjoys all the benefits of the robust security offered by the cloud, complete with 2-factor authentication, which is a level of data security that the majority of law firms cannot begin to replicate.

### Uploading, Processing, and Data Analytics

Uploading your documents and files to Nextpoint is an easy drag-n-drop operation. The Nextpoint software then takes over and processes all of your data, methodically extracting all the metadata and content, and then pushing it to an unpretentious database ready for review.

**“Based on customer feedback, Nextpoint includes an easy-to-use “Share” feature for emailing a link to a document inside the platform, or an entire export/production set.”**

A recent feature rolled out by Nextpoint is called the **“File Room”** which is like a staging area for your data before it gets ingested into Nextpoint. You are not charged for anything being stored in the File Room so it's a perfect place to store data received from a client or opposing party so that you are confident it's being preserved properly. The risky alternative is to store that data on your own computer (which could go kaput at any time) or on a firm server (where it could accidentally be deleted by others).

Once your data is done processing, you can click into the **“Analytics”** tab that provides a clean, colorful overview reporting the number of documents, emails, attachments, and more. You also have a list of the top email domains extracted from the emails and all the file types. There's a bar graph reporting what month/year contains the most files. You can quickly jump into any facet of your data from here to perform bulk culling or quickly bulk code items (e.g. easily mark all emails from @amazon.com as irrelevant).

### Search & Review

Once you click on the **“Review”** tab, you'll see a list of folders based on the documents and data that you uploaded into Nextpoint. On the right side you have a simple search box that allows you to quickly access a set of documents based on a particular search term or phrase. You can also access your saved searches from this same box.

If you prefer to use **“Filters”** to quickly locate a set of documents, there are dropdowns on the right side for details such as **“Review Status,” “Coding Fields,” “System Data,”** and more.

If you're not sure where to start, the Nextpoint services team can initially organize your files into folders that make sense to you, or create some saved searches to give you a head start.

Nextpoint also features a robust Advanced Search screen. As you complete the search fields, you'll see that Nextpoint builds the search string for you at the top so you can ensure the system is running the most helpful search.

When you bring up a list of documents in Nextpoint, the different columns can be sorted, and you can enlarge any column if you need to see more information. You can add whatever columns make the most sense for your needs, and save the layout as a **“Template”** so you can pull up the same layout later.

Nextpoint offers a unique **“Exchange”** feature that creates a duplicate database of specific documents that you need to share with expert witnesses, co-counsel, or others outside the firm. A wizard walks you through how to select the files to be included in an Exchange database and how to share with others. This is a lot easier than downloading the files and sending them on an external hard drive.

### Viewing Documents

Clicking on a document link opens the document in a new tab in your web browser. The Nextpoint Document Viewer is very clean and uncomplicated - you see your document in the main part of the window, and the **“Viewer Mode”** allows you to switch into a text-only view.

A handy tab lets you quickly see the Review/Redaction/Highlight history for the document, and keeps track of every time a user viewed the document and what actions (if any) they took.

The search box in the upper right changes to **“Search within Document”** when you're viewing a single document. Below the search box, there is a panel for **“Related Documents”** that shows you any attachments to an email message that you're viewing, or other messages from the email thread.

And below that, the “Coding Fields” panel allows you to tag a document if it’s responsive to your matter, and whether it is privileged. The entire coding panel can be customized to include any number of tags and codes that are helpful to your review project.

Based on customer feedback, Nextpoint includes an easy-to-use “Share” feature for emailing a link to a document inside the platform, or an entire export/production set. The link only allows them to view the current document and does not provide access to the rest of the database, making this a great way to quickly share a single document or a file collection with folks inside or outside the firm. You can also add a note to the emailed link. This avoids you having to print out a document and send it as a separate email attachment.

Nextpoint’s Document Viewer also provides full functions for highlighting text and adding redactions. You can change the color of highlights and redactions depending on your needs. You can also add endorsements as necessary.

### Deposition and Trial Prep Tools

Most tools will stop at document review functions, but Nextpoint also offers useful tools for organizing and managing your post-review deposition transcripts, designations and videos. You can use Nextpoint to parse through all of those documents and include the necessary pieces and parts into your trial presentation needs.

Nextpoint’s “Theater” allows you to present the document in a professional manner right from within your web browser. This is different from the traditional trial presentation software applications the run on your computer, but Nextpoint has successfully utilized their presentation tools in thousands of matters.

The Theater mode crisply presents your documents or images on a black background so that your entire focus is on the subject of what you’re presenting. The simple tools allow you to create callouts of sections of the documents and then highlight the particular text to draw your audience’s attention exactly where you want it to be. There’s no row of buttons or other fluff to distract your audience from the document, but a small help window provides you with the short list of keyboard shortcuts to make you look like a pro presenter.

### Who is Nextpoint?

In 2001, former paralegal Rakesh Madhava had a mission to improve access to justice by engineering a powerful, affordable litigation solution for law firms of all sizes. Original running Nextpoint as a trial presentations services shop, the company realized that they could provide even better services atop a cloud-based platform that law firms could also use to process, review, and produce data in e-discovery matters.

### Why You Should Consider Nextpoint...

- Client Success Teams provide on-demand training and assistance, including a live chat tool offered from inside the platform to answer questions immediately.
- Full capabilities for creating production sets as native files or exported with load files.
- Remarkable tool for trial presentation needs including showing documents/images, and creating callouts and highlighting text.
- Quick access to database statistics showing the number of file extensions, email attachments, email threads, number of redacted documents, and much more.

**“Most tools will stop at document review functions, but Nextpoint also offers useful tools for organizing and managing your post-review deposition transcripts, designations and videos. Nextpoint’s “Theater” allows you to present the document in a professional manner right from within your web browser.”**

### Try Out Lexis® CaseMap For Yourself!

Nextpoint simplifies and accelerates end-to-end discovery at a price your clients will love. Find out why hundreds of firms across the country have standardized on Nextpoint software and services. [Talk with us today.](#)



**NEXTPOINT**

## Everlaw – FULL-FEATURED DOCUMENT REVIEW PLATFORM IN THE CLOUD ENHANCED WITH INTEGRATED TOOLS FOR CASE ANALYSIS AND CHRONOLOGIES



It's amazing how cloud-based review platforms have evolved over the last several years. Not because they're becoming more like "traditional" software offerings that have been around for decades, but because they excel in managing today's electronic evidence (email, social media, mobile data, etc.) and are more flexible in providing unique and useful tools that aren't possible in conventional software settings.

An excellent example is [Everlaw](#), which is a remarkable replacement for legacy document review platforms, but also offers tools for case analysis and trial preparation. In the past, this would require three separate pieces of software sustained by multiple servers and extraneous infrastructure.

*“Everlaw is a remarkable replacement for legacy document review platforms, but also offers tools for case analysis and trial preparation. In the past, this would require three separate pieces of software sustained by multiple servers and extraneous infrastructure.”*



Everlaw offers everything you need to review, tag, code, and search electronic data presented in a streamlined interface. You also have access to a unique drag-n-drop, visual search tool and their massively useful StoryBuilder® structure.

The company behind Everlaw places a strong emphasis on ensuring that their customers have the best user experience possible and frequently updates the platform based on user feedback.

### A Dashboard of Case Cards

Logging into Everlaw brings you to a matter's homepage, or what I like to call the "dashboard." Small, colorful, rectangular "cards" are arranged in categories for Searches, Binders, Document Sets, Document Batches, and more. The entire screen can be rearranged so that your "favorite" cards are easier to find and open.

***“Everlaw offers everything you need to review, tag, code, and search electronic data presented in a streamlined interface. You also have access to a unique drag-n-drop, visual search tool and their massively useful StoryBuilder® structure.”***

### Upload & Processing

In true SaaS fashion, users can **upload data** to Everlaw by dragging and dropping files into their browsers. It's as simple as uploading a picture to Google Photos from your computer.

Alternatively, Everlaw learned that many law firms now receive data from clients shared with them through cloud storage services like Dropbox, Box, and Google Drive, so Everlaw now has buttons at the bottom of the screen allowing firms to connect directly to those services. There's also an option for pasting in a direct link to a location where data is shared.

Everything uploaded to Everlaw gets processed in the back end, which includes creating PDF renditions of every document to ensure that they can be viewed instantaneously. You can always get back to the original file.

All of the data processing is done in a serial fashion, so that as soon as the first files get processed a customer can start looking at them while the rest of the batch continues to be processed.

Once finished, you can access a graphical, friendly report on all the data that was uploaded and processed.

### Search

There are several ways you can approach your document set, but most users will start by searching the files.

If you're arguing with the other side on what search terms to use, you can upload a list of terms to Everlaw to receive a "search term report." This can be immensely helpful in convincing the other side that their requests for certain terms are extravagant and burdensome. These reports can be downloaded as PDFs.

Everlaw offers an exceptional search tools called "Visual Search" where users can build advanced, intricate search strings for their data in a drag-n-drop interface. You can drag colored fields into the main search pane that depict the different pieces and parts of the files you need to search.

For example, under the "Document" section you can drag over the "Contents" field if you intend to search all of the contents of your documents. But if you would only like to search the content of email messages, you can also drag over the "Type" field and set that to "Email" to narrow down your search.

Not only is this an innovative, interactive, visual search builder, but as you build your search, Everlaw immediately presents you with an "Instant Search Preview" list at the bottom of the screen so you can see exactly how many files are being returned based on your search. The list updates as you add more parameters to your search - most platforms require you to type in a search, hit return, and then wait for the results. Everlaw once again puts the focus on users since there's no waiting period.

When you're satisfied that your search has brought up what you expected, you can click the blue "Begin Review" button to jump into your documents and start reviewing them.

### Viewing Documents

Clicking a document opens it in a new tab in your web browser. If the document is in the list based on a search you ran, the document viewer shows the number of "hits" found in your document and highlights the words in your document.

Above the main document window, you can see pieces of the document's metadata. If you need to see more, there's a dropdown arrow you can click.



On the left panel, you can pull up a variety of different related documents such as a list of duplicates/near duplicates, document attachments, and the location of the particular message in the conversation thread.

Below the document you'll find the coding panel. It's small by default but it can be made larger when needed. All of these panels can be **customized** so you can see as much or as little information as you need. And since Everlaw thinks about their user interface so much, you can even put your web browser into full screen mode which further streamlines the interface.

### Excellent Tools for Excel, Audio, and Video

Excel files don't appear in every litigation matter, but when they're involved they can be a bear. Everlaw has developed tools to ensure lawyers can easily view Excel spreadsheets, view the underlying data and formulas in cells, and even offers the ability to redact specific sections of the spreadsheet. If you regularly have to wrestle with Excel spreadsheets in your litigation matters, you won't find many other platforms that can handle those files better.

But Everlaw doesn't stop there - they've also built in a transcription tool for audio and video content. When you upload an audio file or video, Everlaw will automatically transcribe the content into searchable text. Think of it as similar to voice recognition software - it won't always be 100% accurate, but it can be invaluable for searching multimedia files. You can navigate to any part of the transcript and the platform allows you to start playing the video or audio from that point.

### StoryBuilder®

As you start reading through your documents and find relevant items, and even "hot" documents, you can add them directly to Everlaw's **StoryBuilder®** tool where you can add notes, build a chronology, and develop an outline as you prepare for depositions, motion practice, or other litigation activities.

The **StoryBuilder®** tool allows you to associate a document with issues in your case. You can also start building a "Master Chronology" that can be sorted or filtered as needed. Even better, the entire StoryBuilder® tool can be accessed by other members of the litigation team so you can all collaborate on the same outlines and chronologies simultaneously.

### Production

Production sets are easy to create in Everlaw and you can produce files in multiple forms if requested. A walk-thru wizard sets you up to add Bates stamps or other endorsements, choose what fields of information to include in the set, and configure every other aspect of the production, from redactions to privilege logs.

### Who Is Everlaw?

Originally dubbed EasyESI when the company was founded in 2011, the company and platform was rebranded as Everlaw in 2014. The company is based in Berkeley, CA and regularly recruits top technical talent from the area.

### Why You Should Consider Everlaw...

- The StoryBuilder® tool is an integrated feature for analyzing your case information, notes, issues, timelines, and chronology.
- Predictive coding tools baked in to Everlaw continuously update themselves based on your decisions on documents, and present the results in an easy-to-see graph of "relevant" and "irrelevant" files.
- All audio and video files are transcribed in Everlaw so that the text of those multimedia files can be searched.
- Unique visual search pane that provides an "Instant Search Preview" list of documents immediately at the bottom that gets updated as you add search terms.

**“Everlaw has also built in a transcription tool for audio and video content. When you upload an audio file or video, Everlaw will automatically transcribe the content into searchable text. Think of it as similar to voice recognition software - it won't always be 100% accurate, but it can be invaluable for searching multimedia files”**

**Try Out Everlaw For Yourself!**  
Learn more at [Everlaw.com!](https://www.everlaw.com)



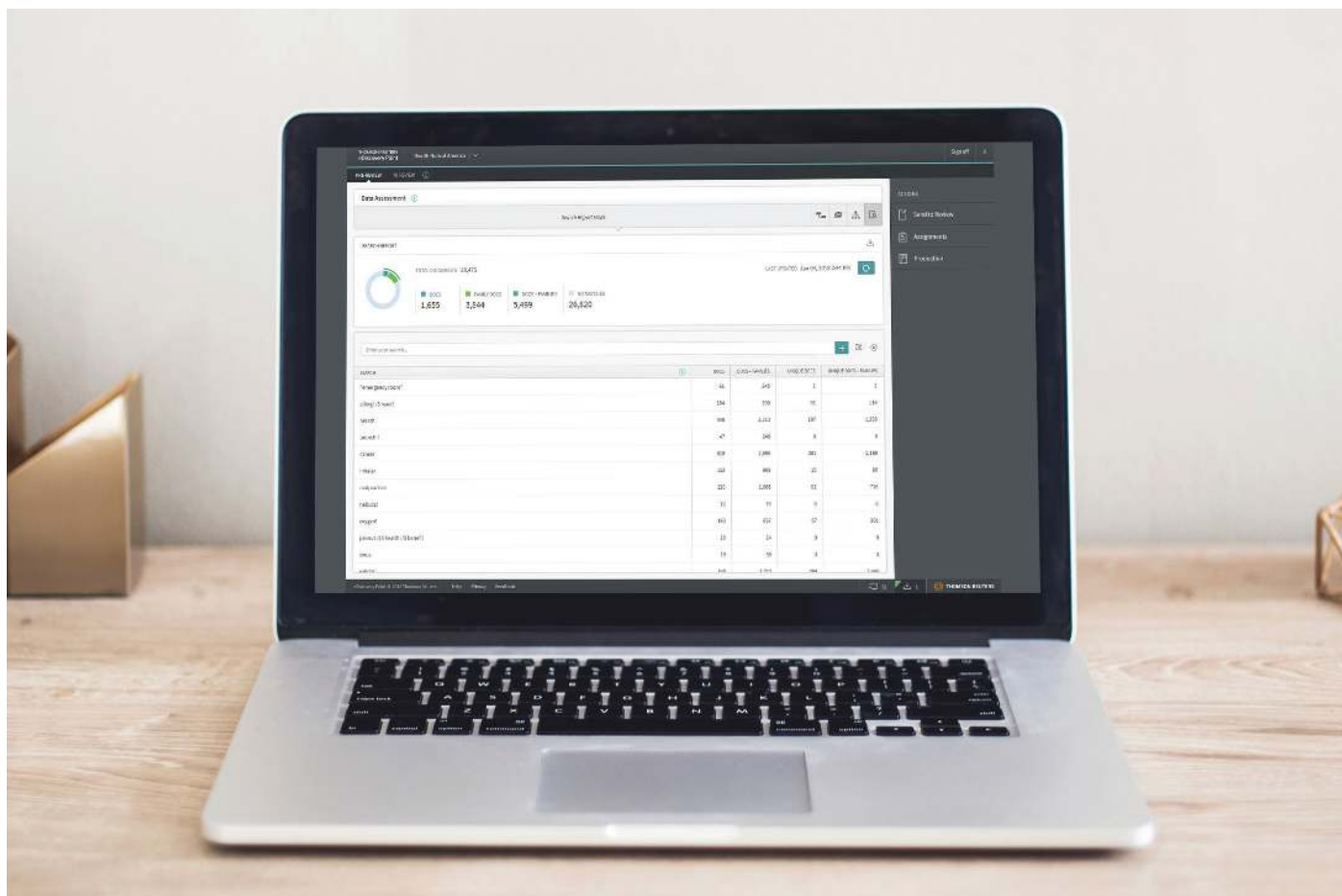
## Thomson Reuters eDiscovery Point - COMPREHENSIVE EDISCOVERY SOFTWARE AND SERVICES BASED ON A CLOUD-BASED PLATFORM FOR ASSESSING & REVIEWING DATA WITH SIMPLE PRICING



Wouldn't it be helpful if there was an approachable, cloud-based platform that would let you easily review emails and documents ... and it was offered at a competitive price point, backed by superior technical support, service professionals, and education resources. Good news: Thomson Reuters eDiscovery Point offers all of this and more.

Introduced in 2016, Thomson Reuters developed eDiscovery Point proclaiming it a "revolutionary new SaaS web-based eDiscovery software solution." While it's certainly not the first SaaS document review platform, it has successfully differentiated itself in the market with accompanying services and a couple of prominent features designed to help users reduce the unnecessary burden and better navigate the unavoidable complexity of discovery.

*“Thomson Reuters eDiscovery Point has successfully differentiated itself in the market with accompanying services and a couple of prominent features designed to help users reduce the unnecessary burden and better navigate the unavoidable complexity of discovery.”*



**“One of eDiscovery Point’s pivotal differentiators is that the data you upload is not immediately put into a review database. Instead, your uploaded data first goes into a “Pre-Review” staging area where you can use several tools to better understand the data, and be selective in exactly what documents you send over to the “Review” section.”**

Since Thomson Reuters **acquired** the Case Logistix review platform in 2010, as well as the legal outsourcing and managed services powerhouse **Pangea3** later in the same year, the company has learned a lot about the state of review software on the market and received a ton of feedback from customers. All of this background empowered Thomson Reuters to create a graceful and functional platform for data processing, data assessment, coding, review, and production.

Even better, the login for eDiscovery Point is tied to your Thomson Reuters **OnePass** profile that you use for other **Westlaw** products, meaning you can get everyone on the team up and running quickly.

### Uploading & Processing

eDiscovery Point offers three methods for uploading data into the system. Most users will select the “Upload” option where they can select a PST file or other electronic documents received from the client and drag and drop them directly to the system for processing and review. You can also FTP the data, or physically send media to Thomson Reuters.

All of your ingested data is scanned for viruses, OCR’d, de-NISTed, de-duplicated, indexed, and all text & metadata extracted. You can actually follow the entire processing phase through each stage with arrows telling you exactly what’s happening along the way. At the end, eDiscovery Point provides a complete processing log that will report any file exceptions or other issues.

### Pre-Review vs. Review

One of eDiscovery Point’s pivotal differentiators is that the data you upload is not immediately put into a review database. Instead, your uploaded data first goes into a “Pre-Review” staging area where you can use several tools to better understand the data, and be selective in exactly what documents you send over to the “Review” section.

In other words, do not waste your time (and your client’s money) looking at every single file that you upload. If a client sends you their entire mailbox, there will only be a tiny fraction of those messages that will be relevant to your matter. You don’t need to see all the emails they receive every day with news headlines, Amazon receipts, and what not. The Pre-Review stage of eDiscovery Point lets you weed out that extraneous junk.

There are several “Data Assessment” tools accessible in the Pre-Review stage. One of the best is “View PST” which reveals the sub-folders of an email mailbox in the same way that a user would see them in their Microsoft Outlook. You can elect to only move certain sub-folders over to the Review section instead of all the folders. A similar tool is “View Source Path” which reveals the folders of a group of files when collected from a computer or network share drive.

If neither of those approaches work for your data, you can always run keyword searches, or filter out immaterial documents by file types or date ranges. When you find the documents that require a closer look, just select what you need and hit “Send to Review” on the right panel.

While the Pre-Review vs. Review divide may sound like extra work, it saves you time and money. First, you can easily filter out data that would otherwise waste your time. And second, it literally saves you money because you only get charged for the potentially relevant data you send over to Review. You can keep as much data in Pre-Review as you need, and be confident that it’s preserved and protected. And you’re only billed for data that you send over to the Review section.

Even better, this flexible design supports the non-linear nature of litigation because as you review the documents and realize that you need to bring over more documents from the Pre-Review stage, you simply jump back over and run another search or filter, and send those extra files over to Review. And, again, you only pay for data you keep in the Review section.

### Services

While eDiscovery Point fully supports law firms that prefer to handle ediscovery in house, the Thomson Reuters professional services team, consisting of more CEDS certified professionals than any other organization, is available to help whenever something might be beyond your firm’s expertise.

In fact, you'll have a dedicated case manager for your matters, and you have access to unlimited eDiscovery education and training. These premium services are included with your eDiscovery Point subscription at no additional charge. Thomson Reuters encourages their customers to pick up the phone and call them whenever you have a question - you don't have to submit a tech-support ticket or anything to get immediate service. Thomson Reuters can also handle any English or foreign language document review needs with their extensive staff of over 650 permanent employees.

In essence, Thomson Reuters becomes an extension of your litigation team, especially for mid-size and smaller firms that don't have access to full-time litigation support staff.

### Who Is Thomson Reuters eDiscovery Point?

Thomson Reuters is a multinational mass media and information firm, but for lawyers they are best known for their legal solutions such as Westlaw (legal research), Practical Law (legal know-how guidance), Firm Central (practice management), Elite (financial), and more. **eDiscovery Point** was released in 2016 as a web-based e-discovery software solution that is geared for law firms and matters of all sizes.

***“You'll be assigned a dedicated case manager for your matters, and you have access to unlimited eDiscovery education and training. In essence, Thomson Reuters becomes an extension of your litigation team, especially for mid-size and smaller firms that don't have access to full-time litigation support staff.”***

### Why You Should Consider Thomson Reuters eDiscovery Point...

- Effective division of the platform into “Pre-Review” and “Review” stages that saves litigators time and money by effectively filtering out extraneous irrelevant data. You are only charged for data that is sent to the Review stage.
- The Pre-Review stage offers a comprehensive search “hit report” that can be used to discover what terms may be overbroad.
- If your firm is already using WestlawNext, you can log into eDiscovery Point with the same OnePass login, and use the same search syntax you're already familiar with in WestlawNext.
- Every firm receives access to a dedicated case manager that becomes an extension of your team – at no additional charge. Thomson Reuters can do as little or as much of the work for you on the platform when you need assistance.

### Try Out Thomson Reuters eDiscovery Point For Yourself!

Visit the Thomson Reuters **eDiscovery Point** website today to get more information and a free demo!



the answer company™

**THOMSON REUTERS®**



# GoldFynch - ACCESSIBLE AND STRAIGHTFORWARD CLOUD-BASED DOCUMENT REVIEW PLATFORM WITH AN EXTRAORDINARY PRICING STRUCTURE FOR SMALL AND MID-SIZE FIRMS

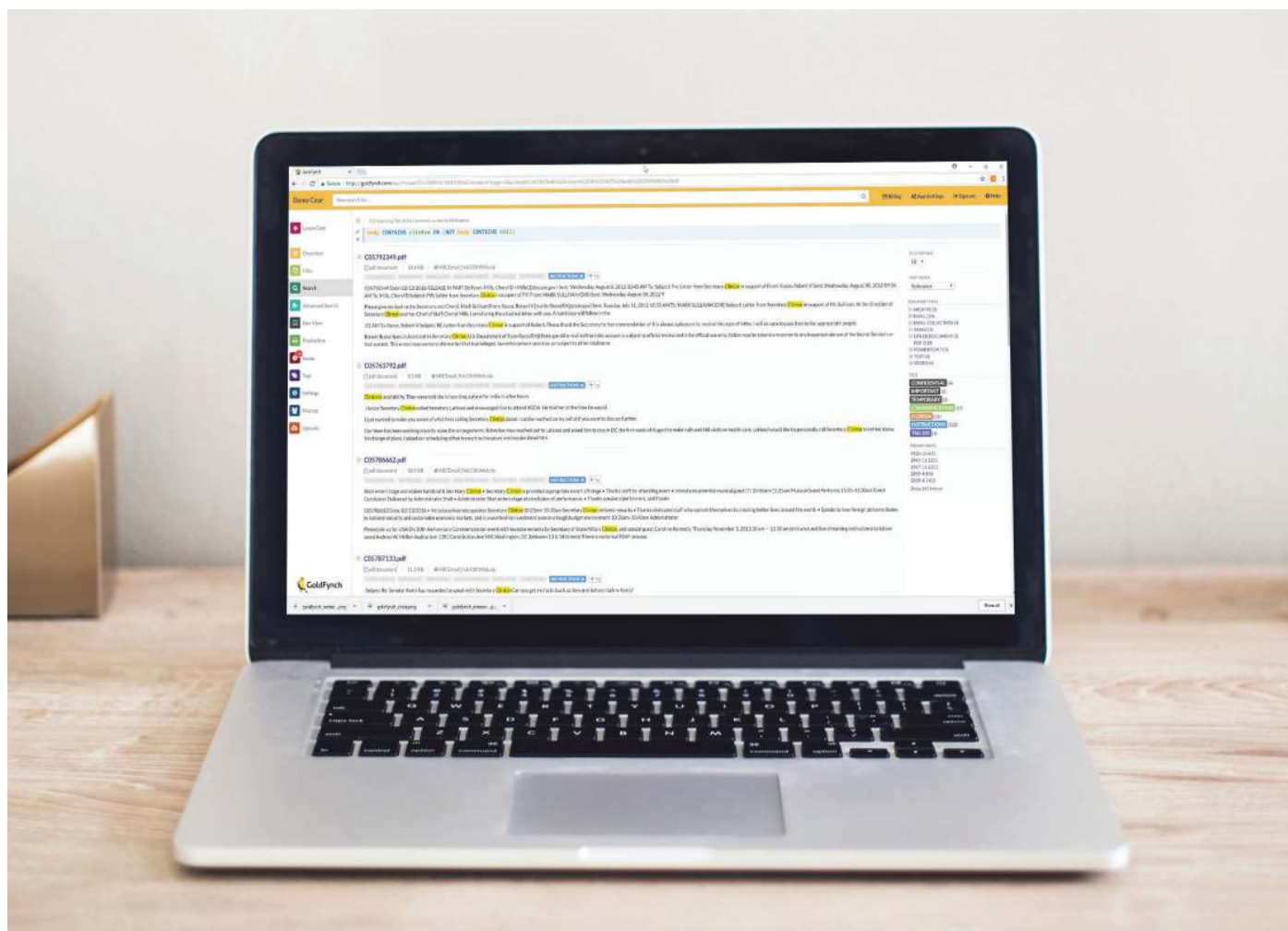


GoldFynch may well be one of the most intuitive and affordable options when it comes to cloud-based document review platforms. Compared to others, GoldFynch does not offer a plethora of advanced and intricate features, but since the vast majority of litigators don't need predictive coding or text analytics, GoldFynch is an optimal choice. Most lawyers just need an easy to use, affordable, and capable alternative to reviewing emails inside their own Microsoft Outlook software ... and GoldFynch could be exactly what they need.

A relative newcomer to the eDiscovery market, GoldFynch has uniquely positioned themselves to

take advantage of the most modern and cutting-edge technology available for today's web browsers, and they have effectively leveraged the capabilities of the collective cloud. The lower pricing in no way indicates lower quality, it just means that GoldFynch can pass on the savings to you and your clients.

*“GoldFynch may well be one of the most intuitive and affordable options when it comes to cloud-based document review platforms.”*



## Uploading & Processing

Once you've created a case in GoldFynch, you are presented with a no-frills dashboard containing action buttons on the left side.

The first button you need to click is "Files" that allows you to upload data into GoldFynch. Thankfully the entire process is a simple drag and drop function, so if your client has sent you a **PST file** or a collection of PDF files, you can simply open your web browser and drag those files over.

There's only a minimal amount of processing performed on your data, so after you upload data you may need to go through and delete any extraneous files that don't contain data, such as Windows system files. This is easy to do in the post-upload screen.

Brilliantly, GoldFynch keeps the folder structure intact for any PST files that you upload so you can see exactly how messages were being stored by your client or custodian.

## Search & Review

The next step for most users is to click the "Search" button which takes you to a nice, clean interface with a search box at top. You can **start typing** search terms to search the content of your files, or you can search in specific **metadata fields** such as the To or From fields of email messages.

As you start typing search queries in the large search box at the top, you'll immediately start seeing results appear similar to what you see when you start a search in Google. If you click on a document from here, it will open in your web browser and all of your search terms will be highlighted in the document.

In the far right of the search box, your search terms get saved as little colored buttons. When you add additional search terms, they'll get added to the right side as well, providing you at a glance with the parameters of your current search. Because of this unique feature, you can quickly perform a "search within a search" by simply adding additional keywords and keep track of the current search by glancing at those buttons. If you need to delete a search term, just click the tiny "X" on the button.

If you are searching within a specific folder of documents, you'll see that folder appear as an extra button in the far right of the search box as well, with a different color. This is extremely helpful to ensure you're searching in the correct area.

GoldFynch has discovered that 80% of the searches performed in their platform are done through the simple search box at the top, but they also offer an Advanced Search option for users when they want to go a bit deeper into their data. The Advanced Search component allows you to build complex search queries with multiple search parameters.

The Advanced Search view is nice and colorful and allows you to drag around your different query structures to ensure you are creating the exact search strings that you need.

## Viewing Documents

For all of the electronic files you upload to GoldFynch, the platform will create a PDF rendering of those files and extract out any locations, dates, people's names, and more, which are revealed on the right side. You can click on any piece of this information to reveal it in your document. If your documents are not searchable, GoldFynch will perform OCR and extract out the information.

“*GoldFynch has uniquely positioned themselves to take advantage of the most modern and cutting-edge technology available for today's web browsers, and they have effectively leveraged the capabilities of the collective cloud.*”

The document viewer for email messages shows you what folder the message came from so you can see it in context. In addition, GoldFynch will show you the attachments to messages and they have promised that email threading will be arriving some time in 2018.

GoldFynch allows you to tag your documents in a free-form manner, similar to the way you may add a hashtag on Twitter. You are free to use whatever nomenclature that will be helpful for you to track which documents are relevant, confidential, hot/important, or completely irrelevant for your matter.

You can also bulk-tag files when you perform searches, so that you can quickly mark a group of files as irrelevant.

## Exports & Production

When you're ready to produce documents, you simply click the Production button on the left panel to start the production wizard. You first find the set of documents you plan to produce, and then you'll walk through the steps to create a production set that can be **shared** right from within the system, or downloaded to be sent by other means.

## Pricing

There's one area where you can apply the word "disruptive" to GoldFynch - their pricing.

GoldFynch's pricing is per case, so this may not be the best option if you plan to load multiple cases. But it's perfect if you only have 2 to 5 cases per year and you need an easy way to pass on the costs of the service to your client.

If the total amount of data that you upload for a single case is less than 512 MB, your use of GoldFynch is completely free for that one case. Now the caveat is that the case size is based on "uncompressed" file volume after uploading your data to the GoldFynch servers, which can sometimes be a little larger than the PST that your client sent you. In other words, a single PST routinely expands out to a larger size when it goes through the processing stage.

Up to 1 GB of data, your case in GoldFynch only costs you \$10 per month. Up to 3 GB of data, your case will only cost you \$25 per month. GoldFynch offers a fantastic **pricing slider** on their website so you can see exactly what you should expect to pay each month. For example, if you have up to 5 GB of data in your case, you will only pay \$35 per month.

Even better, if you are done with your case, or your client stops paying you for your hard work, you can simply download the data from GoldFynch and delete the case (although you won't be able to keep your tags).

This unique and accommodating pricing structure is absolutely fantastic for mid-size and smaller firms that perhaps have never used an eDiscovery platform before, but need something to use that is quick and affordable so they can get up and running. There's very little risk in trying out GoldFynch for free.

## Conclusion

If you're a smaller firm that has been using Microsoft Outlook to review PST files collected from clients, or a PDF viewer to open each TIFF image from a production set, you would be well-served to give GoldFynch a **try** to see how it can vastly improve your workflow.

## Who Is GoldFynch?

Founded by three University of Iowa graduates, Ross Johnson, Anith Mathai, and Amanda Johnson, **GoldFynch** is their brainchild (the parent software company is **Mazira**). Based on multiple requests from lawyers and paralegals, the three founders created GoldFynch to be a simple, cloud-based alternative to the clunky and frustrating software already existing on the market for litigation support.

## Why You Should Consider GoldFynch...

- Offers an unrivaled and economical **pricing structure** on a per case basis, based on the amount of data you hold in each case per month.
- Reveals the folder structure of PST files so you can visually see the folders that clients were using in their own Microsoft Outlook.
- Extracts any dates and locations found in documents and displays that information in the right-hand panel for quick review.
- Queries in the Advanced Search window can be moved around to obtain the intended search.

***“If you're a smaller firm that has been using Microsoft Outlook to review PST files collected from clients, or a PDF viewer to open each TIFF image from a production set, you would be well-served to give GoldFynch a try to see how it can vastly improve your workflow.”***

You can **try out** GoldFynch on a 5 GB case, free for 30 days! Or for bigger cases you can **enjoy** GoldFynch with a \$35 credit for the first month. Click **here** to start today!



## CLOUDNINE - COMPETITIVELY PRICED CLOUD-BASED PLATFORM FOR DATA PROCESSING, REVIEW, AND PRODUCTION SUPPORTED BY A FULL PROFESSIONAL SERVICES PORTFOLIO



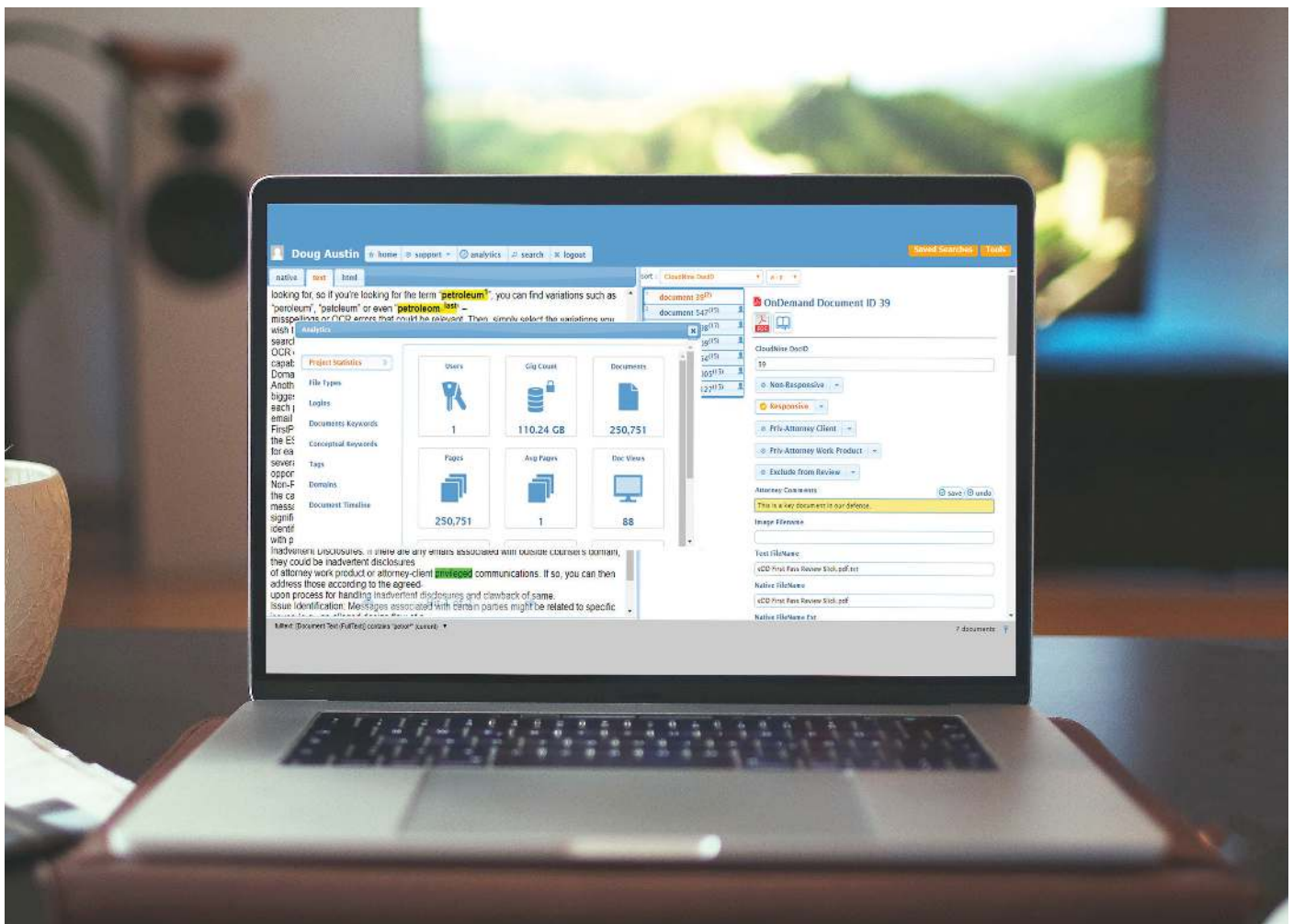
Backed by a strong history of litigation services, the **CloudNine** platform is an easy-to-use choice for processing, reviewing, and producing the electronic data you collect from your client or an opposing party. CloudNine has developed a “4S” focus on speed, simplicity, security, and services.

“*CloudNine platform is an easy-to-use choice for processing, reviewing, and producing the electronic data you collect from your client or an opposing party.*”

### Uploading & Processing Data

Although the entire CloudNine platform is accessible via a web browser, you'll need to download the “Discovery Client” software in order to upload data to the platform. The software is Windows-only, but Mac users have successfully used the software through Windows virtualization software (e.g. Parallels [www.parallels.com](http://www.parallels.com)).

The software download feels like an unnecessary step - other platforms just let you upload files directly through the browser. But the extra task actually provides an ingenious opportunity to cull





out extraneous digital junk that you don't even need or want uploaded into the review database. If you don't take advantage of this, you're wasting time and racking up unnecessary expenses. Plus, the desktop application offers more robust features and an upload won't get interrupted if you happen to close your web browser tab.

How do you receive data from clients? Do they send USB thumb drives or external hard drives which they've stuffed full with all the data they think you'll need? Make a working copy of the files on to your computer or server, and then launch the CloudNine Discovery Client software and point it to that folder. The software scans the folder, and you get to put checkmarks on only the files that you need. You should UN-check any computer system files, or maybe you don't want to upload their iTunes music collection, or you don't want to look at their sales spreadsheets. You can always go back and upload those files later if you discover you need them.

The Discovery Client software uploads your selected data to CloudNine and starts the data processing stage where metadata is extracted, text files are created, hash files are generated, and HTML renders are completed. CloudNine also generates an **EDA report (early data assessment)** so you see how much data you've loaded, how many messages, families, file types, etc. that you'll be reviewing.

### **Analytics & Keywords**

But there's still some investigative work you can do on your documents before you just dive into the first document in the list. Open the Analytics panel in CloudNine and click the "Project Statistics" to get a big picture of the size of the data you're looking at, the number of pages/documents, average pages per document, etc.

Next you can look at the "Document Keywords" listing out all the occurrences of each word found in your files. This could be a little overwhelming, but handy info if there's a word or phrase on which your case hinges, or you simply just want to see the frequency of certain words.

CloudNine also presents you with a collection of "Conceptual Keywords" that gives you a sense of the major themes detected in the documents and files. If nothing else, this is a good jumping-off place to determine if these files have the topics you're targeting.

The Analytics box also reveals all the domains pulled from the emails (EML, MSG, or PST files) that you've uploaded.

All of these facets of your data collection can be accessed in the "Filtering" section of CloudNine so you can more precisely cull out certain documents or files that you don't need to see initially. For example, you can filter out any emails with domains from @espn.com or @nytimes.com since sports scores and news headlines are probably not going to be relevant to your matter. You can also filter out by file type, or get rid of any duplicate files. You're not deleting any of these files, you're just [digitally] setting them aside so you can focus on what's most important first.

***“CloudNine also presents you with a collection of “Conceptual Keywords” that gives you a sense of the major themes detected in the documents and files. If nothing else, this is a good jumping-off place to determine if these files have the topics you’re targeting.”***

### **Searching**

Searching in CloudNine is easy, whether you want to search the content of every single file, or you want to narrow down your search to a specific field - such as only searching the From or To or CC lines of an email message. When you search the full text of your files, the words are highlighted in the Text and HTML views so they jump right out.

Click "Recent Searches" to view your search history, or save a search to run it again later.

### **Viewing Documents**

CloudNine has a unique "Vertical Document List View" that shows the document on the left side of your screen, a column in the middle with a file list, and a panel on the right showing available tags and all the metadata associated with the selected file. This is how most folks will use CloudNine once you're ready to read through documents.

CloudNine also offers a "Native Tree View" that shows the folders of how the original documents were stored and organized. For example, if your client just copied folders from their server and sent that to you, this Native Tree View will show you all of the folders and sub-folders mirroring how your client stored their files. If your client sent a PST file, the Native Tree View shows you the same folders and sub-folders that they see in their Microsoft Outlook inbox. This view is fantastic because you get to see exactly how your client stored their files, which is helpful when you're conversing with your client on where and how they stored certain files.

If you have a dual-monitor, you'll appreciate the "Table View" where one monitor can show you the document while the other monitor displays all the document's metadata.

### Document Exports & Productions

There are a host of options for exporting and producing files out of CloudNine once they've all been reviewed and tagged for relevancy and privilege. An excellent export wizard walks you through the process of selecting what you need to export: native files, images, OCR, load files, etc. You also have options for Bates stamping files and otherwise labeling them.

You'll receive an email once the production is complete so that you can download it off the system and distribute it to the waiting parties.

### Pricing

CloudNine offers some of the most competitive pricing in the industry starting at \$35 per GB per month. That can go down to \$12 per GB per month if you have the volume to support that pricing structure. Additional services will add a few dollars to the price.

Always check CloudNine's [website](#) and [contact them](#) for up to date info.

### Who Is CloudNine?

CloudNine has been around since 2002 headquartered in Houston, Texas. The company started out primarily as a litigation services company, but their main focus today is the CloudNine, cloud-based platform for data processing, review, and production. But they still remain a full-service shop to support their platform and assist you with any of your eDiscovery related needs.

### Why You Should Consider CloudNine...

- An included Litigation Hold tool lets you email notifications and track acknowledgements - much better than manually tracking via Outlook.
- You can sign up for CloudNine for free without a credit card and load as much data as you want for a 30-day trial. It's an excellent way to test out the system.
- CloudNine offers a protected cloud security infrastructure vs. a general public cloud which provides CloudNine more control and access to their servers depending on the needs of clients.
- If you use Relativity, also check out their [Outpost for Relativity](#) service that can streamline the ingestion of data into Relativity saving you buckets of time.

***“There are a host of options for exporting and producing files out of CloudNine once they've all been reviewed and tagged for relevancy and privilege. An excellent export wizard walks you through the process of selecting what you need to export: native files, images, OCR, load files, etc.”***

### Try Out CloudNine For Yourself!

To sign up for a 30 day no-risk free trial of CloudNine, you can go to <https://cloudnine.ediscovery.co/index.aspx#signup>. And, for any additional information regarding CloudNine products, you can contact Doug Austin, CloudNine VP of Products and Professional Services at [daustin@ediscovery.co](mailto:daustin@ediscovery.co).



## Cloud Automation Has Made eDiscovery More Affordable than Ever

**Doug Austin**

eDiscovery Daily Blog

[www.ediscovery.co](http://www.ediscovery.co)



If you're reading this guide, you're probably either looking for an eDiscovery solution or at least want to see what's out there when you're looking. Or, you're an eDiscovery provider wanting to see what's being said about your solution and about your competitor's solutions!

If you're in the first group, there's good news. Cloud automation has made eDiscovery solutions more affordable than ever. It used to be that if we wanted to buy something, we had to go to a store. If we wanted to buy music, we had to go to a music store - today, we can download the music we want instantly. If we wanted to rent a movie, we had to go to Blockbuster - now, we can stream the movies we want from our couch. And, we can get just about anything else from Amazon and other online retailers.

These are all examples of cloud automation providers that have revolutionized many aspects of our lives as we know it. Cloud automation has also revolutionized eDiscovery as well, by integrating and automating many tasks (such as legal hold, collection, processing and production) that used to be performed manually (and billed accordingly). Because there is no hardware or software to buy with a cloud-based eDiscovery solution, it's easy for even small to medium sized firms to get started quickly - and conduct eDiscovery affordably.

This integration and automation not only applies to off-premise (cloud) solutions, it also extends to on-premise solutions where cloud technology has automated some of these same tasks for those platforms. That's how impactful cloud automation technology can be - even adding value to on-premise solutions you may already use!

So, what should you look for in a cloud-based eDiscovery solution? Here are four factors to consider:

**Speed:** Not just of the application, but also speed in getting started. Can you sign up for a free account (without any provider interaction required) and load as much data as you want and use the full capabilities of the platform for up to 30 days?

**Simplicity:** Does the platform simplify the flow of ESI through the discovery process from preservation and collection through production? Can you get free training and support to get the most out of the platform?

**Security:** Where will your data reside? Will it be on servers dedicated to the platform? Could that data be stored internationally? What type of environment is your client comfortable putting their data into?

**Services:** Is the provider simply a software provider or can they also provide a range of professional services to assist where integration and automation leaves off? Not every task can be automated.

The ability to consider these factors and the ability to take an extended (30 day) "test drive" with the solution can help you select the right solution for your firm. More importantly, they can help you avoid selecting the wrong solution!

“Cloud automation has made eDiscovery solutions more affordable than ever. It used to be that if we wanted to buy something, we had to go to a store. Now we can stream the movies we want from our couch.”

For more information about how cloud automation is revolutionizing eDiscovery and factors to consider when selecting a solution, feel free to reach out to me at [daustin@ediscovery.co](mailto:daustin@ediscovery.co) for a copy of my white paper submitted to the State Bar of Texas in November 2016!

#### About Doug

Doug Austin is Vice President of Products and Professional Services with [CloudNine](#) and also Editor of the CloudNine sponsored [eDiscovery Daily](#) blog, which is a trusted resource for eDiscovery news and analysis and an EDM Education partner. Doug also has received a JD Supra Readers Choice Award as the Top eDiscovery Author for 2017.

#### Disclaimer:

The views represented herein are exclusively the views of the author, and do not necessarily represent the views held by [CloudNine](#).

“*Cloud automation has also revolutionized eDiscovery as well. Because there is no hardware or software to buy with a cloud-based eDiscovery solution, it's easy for even small to medium sized firms to get started quickly - and conduct eDiscovery affordably.*”





# A.I. & Data Analysis in eDiscovery

You've all heard the panic stories that robots will soon be replacing lawyers at their jobs. That's hogwash since there will always be a need for human logic to correctly apply the technology to their legal matter. Plus humans are better at devising strategy and handling the nuances of story-telling. Those lawyers that can comprehend and grasp how artificial intelligence can streamline their work, and lower costs, will put the robots to work.

That's where powerful analytics tools like Ayfie, NexLP, and FTI Radiance come into play - they're not there to replace, they are there to offer incredible technology for those that are willing to utilize and harness the power. The lawyers that understand a linear, document-by-document, one-by-one, eyeballs-on-each-document kind of review is ridiculous are those that are seeking out these tools to enable them to see MORE of their more relevant data faster, without wasting time spinning their wheels looking at irrelevant junk.

# Artificial Intelligence and Machine Learning Innovation in eDiscovery

**Chelsey Lambert,**

Founder and CEO,

[LexTechReview.com](http://LexTechReview.com)



For all of us that grew up watching the Terminator, 2001 a Space Odyssey, War Games or loved the tv show Night Rider the concept of machines with their own agenda is nothing new. Yet, today there is so much concern and mystery on how Artificial Intelligence and Machine Learning will affect the delivery of legal services.

Before we get into the details, I just want to call out this technology is nothing new. And, that we have all been using machine learning and artificial intelligence products for quite some time now.

If you use Google Maps on your smartphone, you may remember a time when the feature was added that reminded you to leave earlier for a meeting because there was traffic. At first, it seemed creepy almost big brother like... but then most users rejoiced in the addition of this valuable alert. Which saved them the stress, headache and embarrassment of being late.

Machine learning, and artificial intelligence tools can also be called augmented intelligence as they increase the value of the result or 'answer' the products we use deliver to us by using data we are already generating. By simply monitoring actions for patterns, then giving the machine permission to suggest actions based on a recognized sequence the value of our data is enriched.

Litigation, specifically the eDiscovery process stands to benefit from these technologies tremendously. Consider the volume of work required to begin a project. Hundreds of man hours previously spent sifting through digital documents, files and records.

Historically, there were outsourcing providers, overseas offices and cubicle farms of employees tasked with mining through paper. Today, the manual review process is additionally burdened by an exponential increase in data sources. Social media, video, text messaging, email, phone records and

more. Data stores growing by the minute, faster than any amount of humans can keep up with.

The goal of most eDiscovery software or service providers is to augment, or enhance these data sets with relevant information in fractions of seconds. To trim down a file store of two hundred fifty thousand documents to the two thousand or ideally two hundred that have the closest relationship to the evidence the client depends on the law firm to find.

## **Machines cannot learn without a trainer.**

Artificial intelligence tools are not self-sufficient beings unless we allow them to be. They can define parameters, parse thousands of lines of text searching for patterns or correlate related documents. But, without guidance and continued feedback the algorithms, will stagnate. Correction of errors, and new data sets are required to improve results which directly benefit the law firms who use the technology, and put in the effort to train it over time.

## **eDiscovery Intelligence Layers**

There are two opportunities for AI and Machine Learning to be applied. First within existing software functions, and second by adding an integration with a tool that offers a unique add on layer of artificial intelligence programming.

“...this technology is nothing new - we've all been using machine learning and artificial intelligence products for quite some time now.”



An example of this are providers like NexLP or Everlaw who's use of artificial intelligence technology can be seen throughout the design of the entire product. Compared to Ayfie, an solution that can be integrated with Relativity to add a layer of Neuro Linguistic Programming Intelligence to enhance the data sets in review.

Specialty products like *Ayfie Inspector* are created by teams of some of the smartest minds in the world. They have the ability to add new value into longstanding products, without impacting the customer experience, distracting that organization from their existing development timeline. From a vendor perspective there's a whole new world of opportunity for internal product enhancement and expansion of features by integrating with some of the marketplace's newest providers.

***“Attorneys are not being replaced by machines, instead machines are freeing up the attorney's time to focus their expertise on solving the client's problems.”***

### The Fear of Job Loss

Robots aren't going to court for us, and I doubt we will see that occur in our lifetime, or in the generation that follows. The tasks being eliminated by new products is opening the doors for new jobs and opportunities in legal technology. One of the fastest growing sectors of the market legal tech is booming. The need for lawyers who understand the context and application of the law are needed to fulfill the roles of advisors, product specialists and innovators for these firms continues to grow.

Within the solo to mid-sized firm segment fear of the unknown impact around artificial intelligence products like Ross have caused quite a bit of confusion. Attorneys are not being replaced by machines, instead machines are freeing up the attorney's time to focus their expertise on solving the client's problems. Artificial intelligence tools and machine learning enhanced software can be the first level of delegation. In its simplest form, AI and Machine Learning aided technology such as *Law Yaw's* document automation/assembly, *Diligen's* assisted contract review, *Docket Alarm's* advanced legal analytics tools, or *Smokeball's* Auto-Time feature for time recording and more remove tedious work from your plate. That frankly, you shouldn't be doing anyway.

### Efficiency, service and respect for the client.

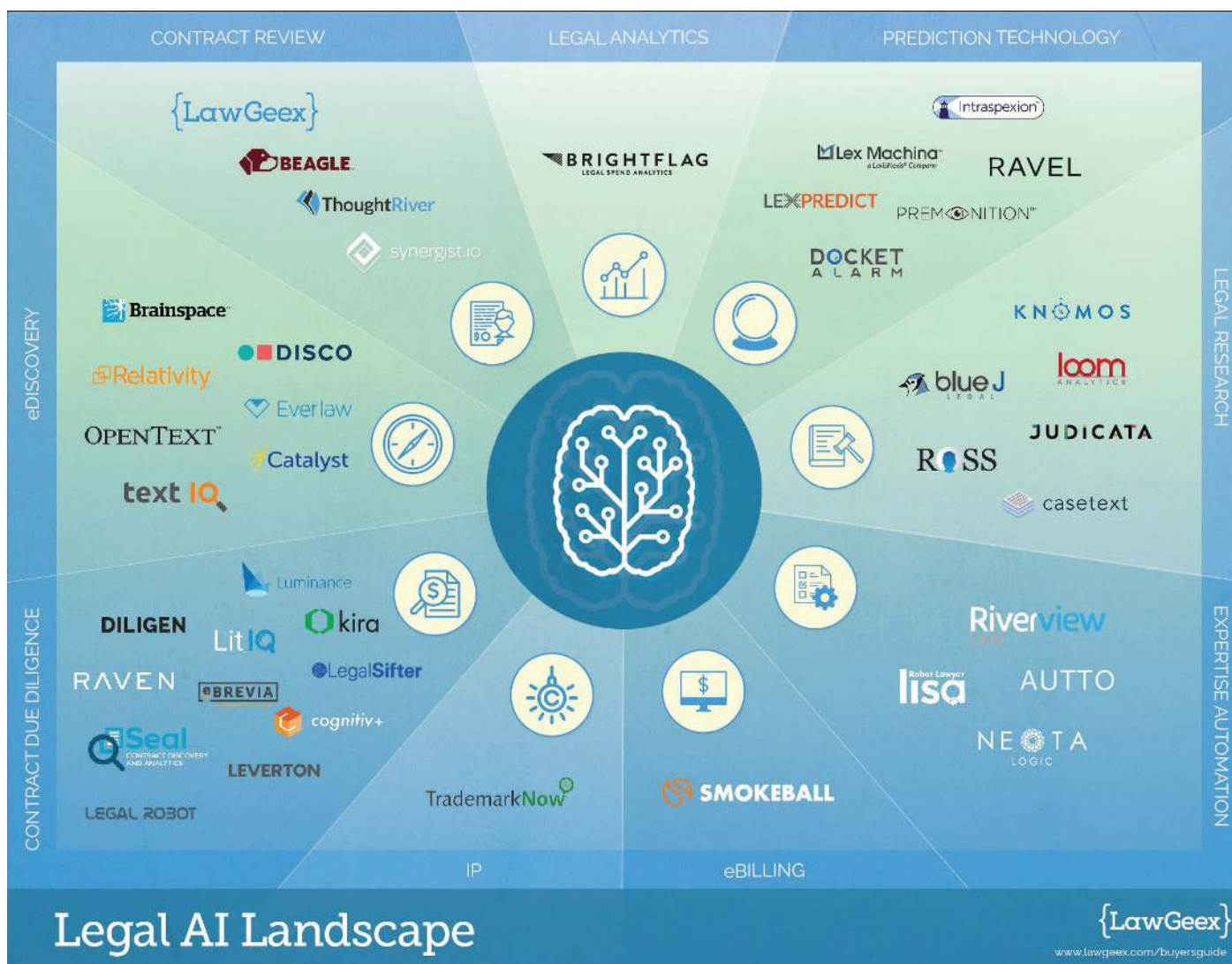
On that note, the pressure to reduce legal spend has never been greater. Tolerance for bloated budgets, and pass through costs back to clients is dwindling. As *Casey Flaherty's Legal Technology Audit* proved, there is a massive need for efficiency and improvement in the legal profession. Products that incorporate these technologies are jumpstarting those much needed efficiency gains.

### In Closing

I challenge all of us to appreciate, and acknowledge the work that has been done in recent years to fold these valuable innovations into tools we use daily. In a speech I attended given by famed tech godfather Steve Wozniak ('the Woz') he explained that technology so powerful already exists. And, that if it were given to consumers now, our adoption would come to a halt. Because the gap between what we can comprehend and what is possible is so great.

We are slowly biting away at the Apple, it is not being force fed to us, and with that approach the application and rewards of adoption can be achieved by firms of any size.

***“There is a massive need for efficiency and improvement in the legal profession. Products that incorporate these technologies are jumpstarting those much needed efficiency gains.”***



**Image Credit:**  
 LawGeex, 2017 Buyers Guide  
 LawGeex | AI Contract Review



## AYFIE INSPECTOR – ADDING LINGUISTIC FEATURE A DOCUMENTS FOR RELATIVITY® REVIEW

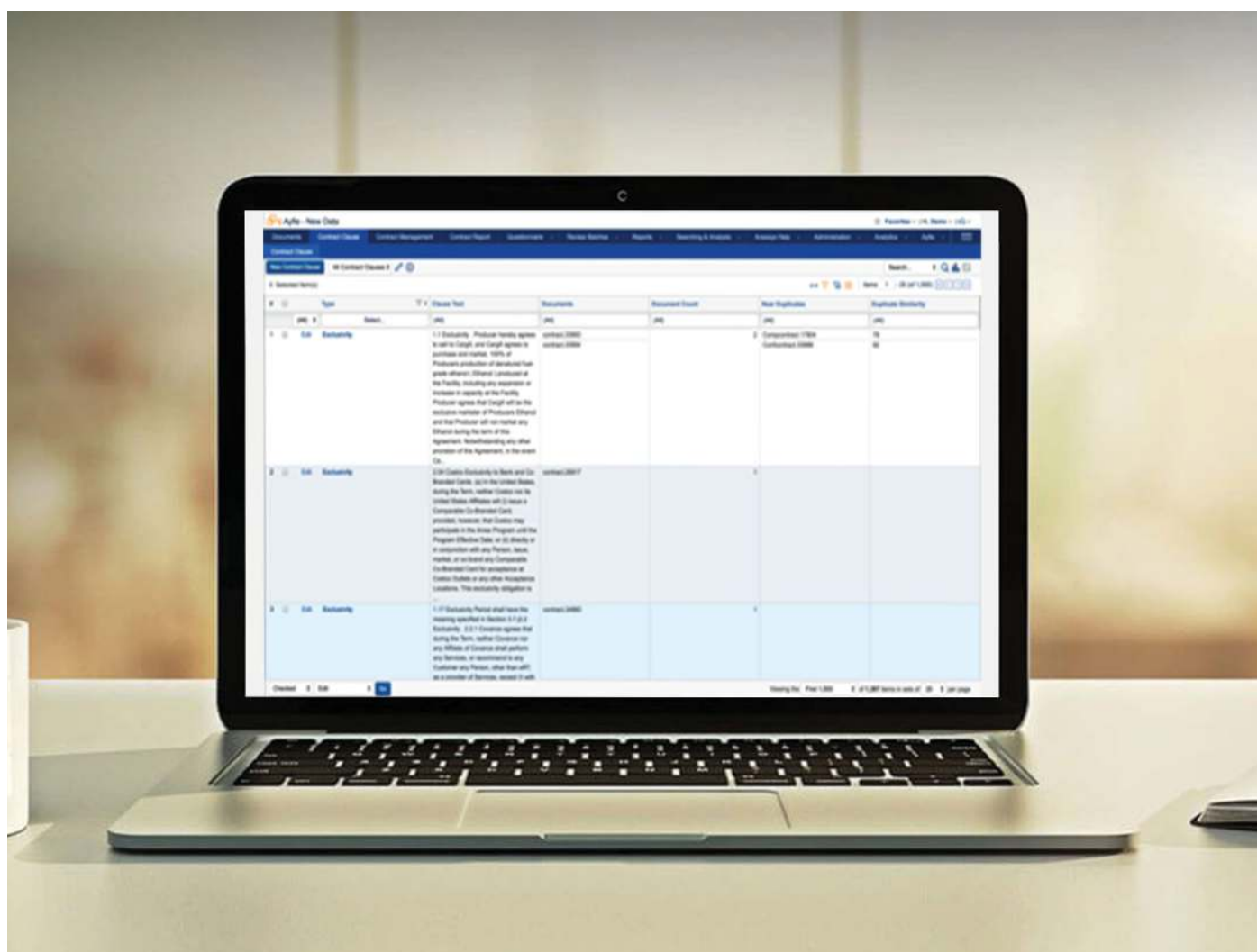


Ayfie, a newcomer at this year's ILTA show just announced the integration of ayfie Inspector with the Relativity product.

**“While so many new technologies claim using “Artificial Intelligence” (AI), Deep Learning or machine learning magic to aid in document review, the ayfie team aims to improve search results delivered during the eDiscovery process by asking; “What do the words really mean?””**

While so many new technologies claim using “Artificial Intelligence” (AI), Deep Learning or machine learning magic to aid in document review, the ayfie team has done something different. They aimed to improve search results delivered during the eDiscovery process by asking; “What do the words really mean?”

The issue lies in how machines read queries and the results that are returned. Using contract review as an example, taking thousands of documents, if individual tokens are indexed by software and then returned based on matching keywords then the intent of the query is often detached from the results. ayfie Inspector leverages a codified understanding of natural language to find relevant parts of the contracts and focus the search on those.



### Leverage the Power of Linguistic Identification

ayfie analyzes the linguistic significance of phrases, concepts, entities or sections of text then builds an index of key Features that translate into more relevant matches for the user. With identification of core semantic facts (eg. clause Identification for contracts, identification of PII, PHI), ayfie Inspector can facilitate specific workflows within Relativity to tackle processes involved in, for example, M&A DD or GDPR Compliance.

Standard eDiscovery processes like de-duplication, email threading, clustering and classification are all enhanced by ayfie's linguistic feature engineering methodology. ayfie Inspector delivers the right information to the user to eliminate redundant efforts.

### Enriched Contract Meta-Data Amplifies Relativity Search Results

The integration of ayfie Inspector and Relativity gives users the ability to apply ayfie's range of capabilities to fields within Relativity. Contract review challenges are tackled seamlessly by taking the ambiguity out of terms which are often generic, similar or buried in long complex documents. Let's say you want to search for "breach." Standard results return anything with the word breach. Now, results delivered could be specific to the presence of "breach" in a confidentiality clause.

By extracting key core semantic facts, such as Contracting Parties and isolating clauses from documents, ayfie allows for deeper analysis of contractual data. For example, enabling a near-dupe analysis on specific clause types so users can quickly identify language which diverges from the standard template. The power of grouping contracts based on timelines, categories or value allows reviewers to quickly prioritize the documents.

### Summarization and Reports

After the review process is complete, you can view the data, make tagging decisions and produce a report for the client. An elegant cover sheet or quick reference guide can be used to swiftly share the contract review opinion.

### In Closing

The use of ayfie's style of Aided-Intelligence (ai) is growing, particularly in use cases that require a higher degree of precision. ayfie Inspector's application of Linguistic Identification increases the relevancy of results, making it a significant innovation in the eDiscovery marketplace. The platform has the potential to uncover more relevant information in a fraction of the time of traditional approaches and as advancements in contract review process become readily available.

**“Standard eDiscovery processes like de-duplication, email threading, clustering and classification are all enhanced by ayfie's linguistic feature engineering methodology.”**

Learn more about ayfie Inspector for Relativity® here.



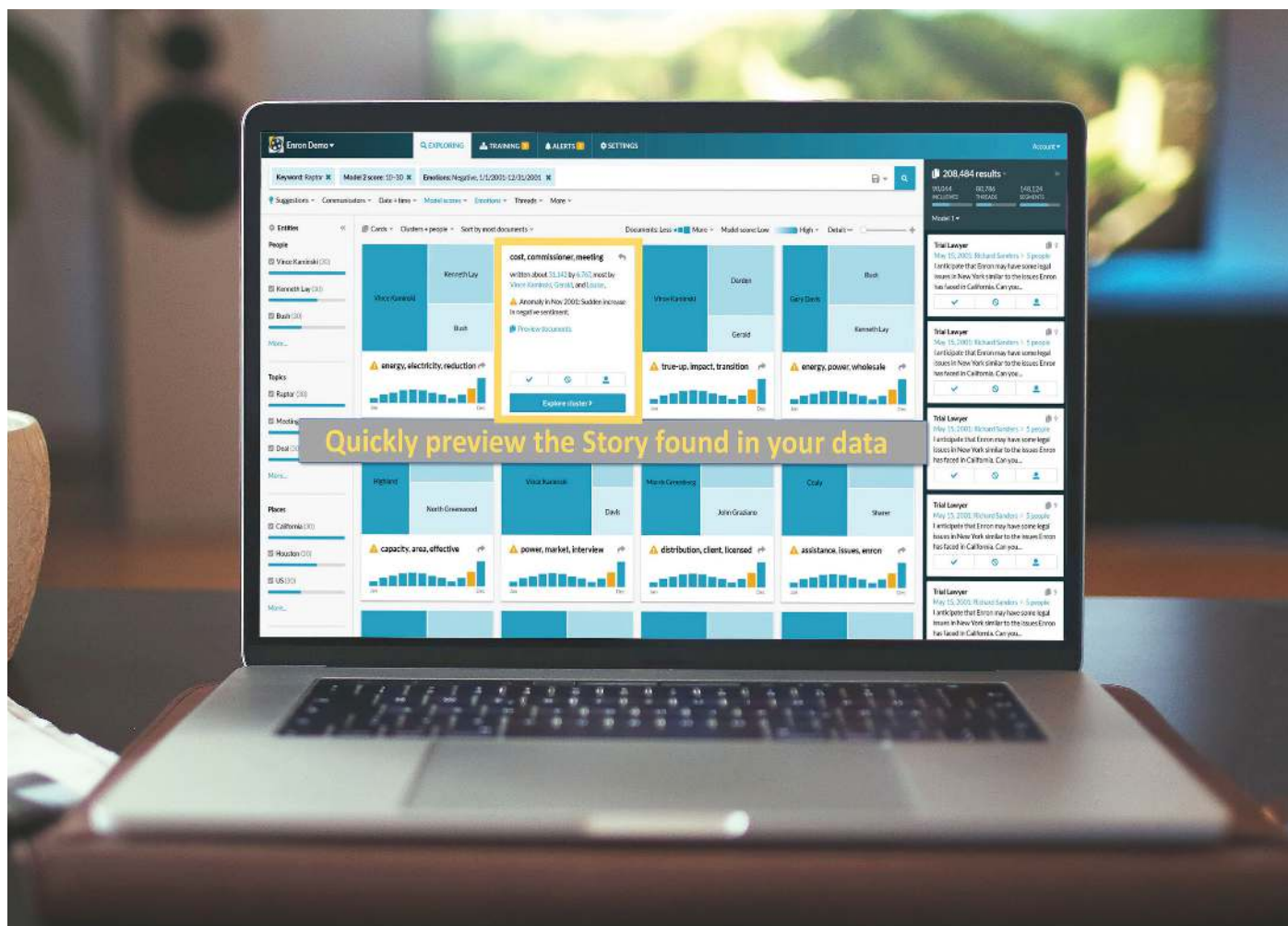
# NexLP – EASILY REVEAL WHO WAS TALKING WITH WHOM & WHEN THROUGH THE POWER OF ARTIFICIAL INTELLIGENCE



It's harmful to think about eDiscovery as merely "document review" today because it's no longer just about individual documents and their secluded content. Today we seek a bigger picture about what individuals were discussing in email conversations, text messages, and social media based on their mood and emotions, and when all those communications took place. All this supplies a much broader perspective on exactly what happened around a specific matter.

Unfortunately, it's been difficult for litigators to break out of the four corners of an 8½" x 11" document, but this doesn't reflect how people communicate today or exchange information. Traditional document review projects demand multiple individuals sitting in front of multiple computers racking up multiple hours of manual document review looking at every single "document."

**“Based on Dr. Dan Roth's significant contributions to data science and cognitive computing, the NexLP platform is designed to reveal information and insight into the email and information you collect for a litigation matter and bring you the story contained inside.”**



But how does this approach get you any closer to the actual story? How do you synthesize all of the information gleaned by each reviewer into one cohesive story?

That's where technology can lend a hand. "Natural Language Processing" (NLP) has been around for years as a specific field of computer science focused on helping computers better understand human language. This may sound like a fairly straightforward problem to solve, but that's because we are humans and humans understand human language very well.

Computers are not human and hence have a hard time understanding emotions and quirky/eccentric concepts that are woven into human communication. A computer can recognize words just fine (like spell checking) but humans assemble words together in illogical abstractions. Human brains can process these patterns easily, but presents immense difficulty for computers.

### Natural Language Processing (NLP)

This is why we're fascinated with machines like IBM's Watson - the technology offers a glimpse into the possibilities that computers can comprehend human communication, based on the way humans actually communicate.

One of the uses of "Natural Language Processing" (NLP) is to classify human communication as positive or negative. When humans communicate, it's easy to determine the tone of a conversation from body language, voice inflection & tone, and the words used in that context. Humans can pick up on subtle inflections of sarcasm, double-meanings, or hidden mockery when speaking with each other, and humans are also good at recognizing positive or negative communications in email messages when taken in the context of a broader conversation. All a computer can see are words without any understanding of the emotional component, but NLP can recognize sentiment and classify static text in the appropriate way.

A real world example of NLP is how large companies monitor Twitter, Facebook, and other social media channels to determine how people are talking about the company. It's not enough to simply flag each mention of the company - that doesn't tell the whole story. Companies want to know the "flavor" of the mentions to discover if people are making positive or negative comments.

If NLP technology is already revealing the general tone of discussions for companies, it's a natural and logical progression that it can determine the general tone

and flavor of an email conversation. And that's exactly what NexLP is bringing to the eDiscovery space.

### NexLP

Based on Dr. Dan Roth's significant contributions to data science and cognitive computing, the NexLP platform is designed to reveal information and insight into the email and information you collect for a litigation matter and bring you the story contained inside. (Dr. Roth just received the 2017 John McCarthy Award "for major conceptual and theoretical advances in the modeling of natural language understanding, machine learning, and reasoning.")

Almost any platform in the eDiscovery market today can provide you with statistics on how many email messages were sent from John to Amy, but NexLP is able to provide you with deeper insight into what topics they were discussing, reveal their emotions during the discussion, and even highlight the timing of their communications that might be suspect (e.g. after work hours, early mornings, etc.).

***“Almost any platform in the eDiscovery market today can provide you with statistics on how many email messages were sent from John to Amy, but NexLP is able to provide you with deeper insight into what topics they were discussing, reveal their emotions during the discussion, and even highlight the timing of their communications that might be suspect (e.g. after work hours, early mornings, etc.).”***

Any other search platform can tell you how many "hits" when you search for the word "Japan" but all that tells you is how many times the word "Japan" appears. That can be helpful, but it doesn't tell you anything about what they were talking about - it just tells you how many documents you're going to have to spend your weekend looking at.

But what if you were looking for the number of times that people were discussing smuggling items to Japan, when they might have been using code words, or only discussing it during specific hours due to the time difference - that's something that only NexLP is able to unwrap based on their sophisticated technology.



It's important to distinguish the fact that NexLP is not a typical document review tool - the technology is designed to be used by litigators in conjunction with a traditional review tool. Before you send a ton of junk and noise to your review tool, you can gain a much better understanding of how individuals were communicating with each other, and therefore only send over the most relevant and on-point data for further review.

### StoryEngine™

NexLP offers their Story Engine™ technology as software-as-a-service so that any law firm can take advantage of this technology and apply it to their data instead of just diving into the documents blindly.

If your firm uses Relativity, you can take advantage of the tight integration between NexLP and Relativity since you can access the NexLP technology from right inside the platform.

The Story Engine™ technology is laser focused on utilizing artificial intelligence and machine learning to solve the "story gap" commonly found in eDiscovery. The Story Engine™ can quickly reveal all of the important actors, places, and things being discussed in your data collection, tell you who was communicating with whom, and even reveal "why" a particular conversation was happening.

### Filtering, Searching, and Fine-Tuning

Once you jump into the NexLP platform, there is really no limit on the number of directions you can go digging around in your data to reveal important topics and concepts being discussed.

Now that can be incredibly freeing as an approach to finding relevant documents, but it can also be overwhelming ... which is why NexLP offers some excellent starting places.

Upon logging into NexLP, you're presented with the helpful "Global View" which provides a broad overview, big picture of your data. Two "Quick Filters" helpfully show you the percentage of email threads "with negative sentiment" and "high pressure content." It's like NexLP is doing a first pass review of your documents and bringing up items that have a questionable tone.

You don't have to start with the Quick Filters, you can approach the data set in a more traditional method by searching for a particular word or phrase that you already know the custodians were discussing. Not only will the Quick Filters update based on the results from your search, but NexLP offers an index of the words found in the search results to give you a better idea of the content found in your search results.

You can drill down in the visual set of search results until you're confident that you've gathered a few documents that are relevant to your matter. Clicking open a document gives you a basic view, but then lets you fine-tune the algorithm that NexLP is using by telling the system if the document is indeed related to the term or filter. Every decision that you make on the relevancy of the document is factored back into NexLP to improve the model library and the algorithm it's using to determine the other documents and data discussing the same and similar topics.

### Revealing Email Conversations

When it comes to email, NexLP reveals a much bigger picture of how and why people communicate with each other. NexLP can reveal specific anomalies in communication among individuals. Instead of "John Smith sent 10,000 emails last year," NexLP allows you to drill down into specific queries for important nuggets such as "John Smith sent 196 negative emails after 11:00 PM in the past three months."

This kind of insight gleaned from email communications can be extremely helpful in employment discrimination matters when you are looking to see when and how supervisors and other employees were discussing certain individuals.

While NexLP may not be the technology that you use on every single litigation matter, it's an amazing option to keep in mind for those instances where you need a better approach to understanding the story within the electronic data. It's certainly much better than you having to sit down and read through each and every document to manually build your own chronology of events and relationships in the communications. Without NexLP, you're just blindly going from one document to another in an attempt to keep track of everything and build the story in your head.

If you have a matter where this could be helpful, [contact NexLP](#) and talk through the matter so they can help you understand where their technology could help.

***“Once you jump into the NexLP platform, there is really no limit on the number of directions you can go digging around in your data to reveal important topics and concepts being discussed.”***

### Who is NexLP?

In 2013, a team of data scientists, programmers, and eDiscovery experts came together to create a next generation cognitive analytics solution using artificial intelligence and machine learning. Today, NexLP is one of the leaders in using artificial intelligence and advanced cognitive analytics to enable clients to better parse through their structured and unstructured data sets.

### Why You Should Consider NexLP...

- Quickly look through an un-structured data set (even without metadata) and identify the top communicators in an email collection.
- The Story Engine™ platform can identify the actors, places, and things in a data set and even detail who was communicating with whom during a specific time frame.
- Generates an “emotional score” for each document that indicates the mood of how individuals were communicating with each other.
- Resolves acronyms used within the data set so that they can easily be defined and found by users.

**Try Out NexLP For Yourself!**

To see a demo, please reach out to [sales@nexlp.com](mailto:sales@nexlp.com).



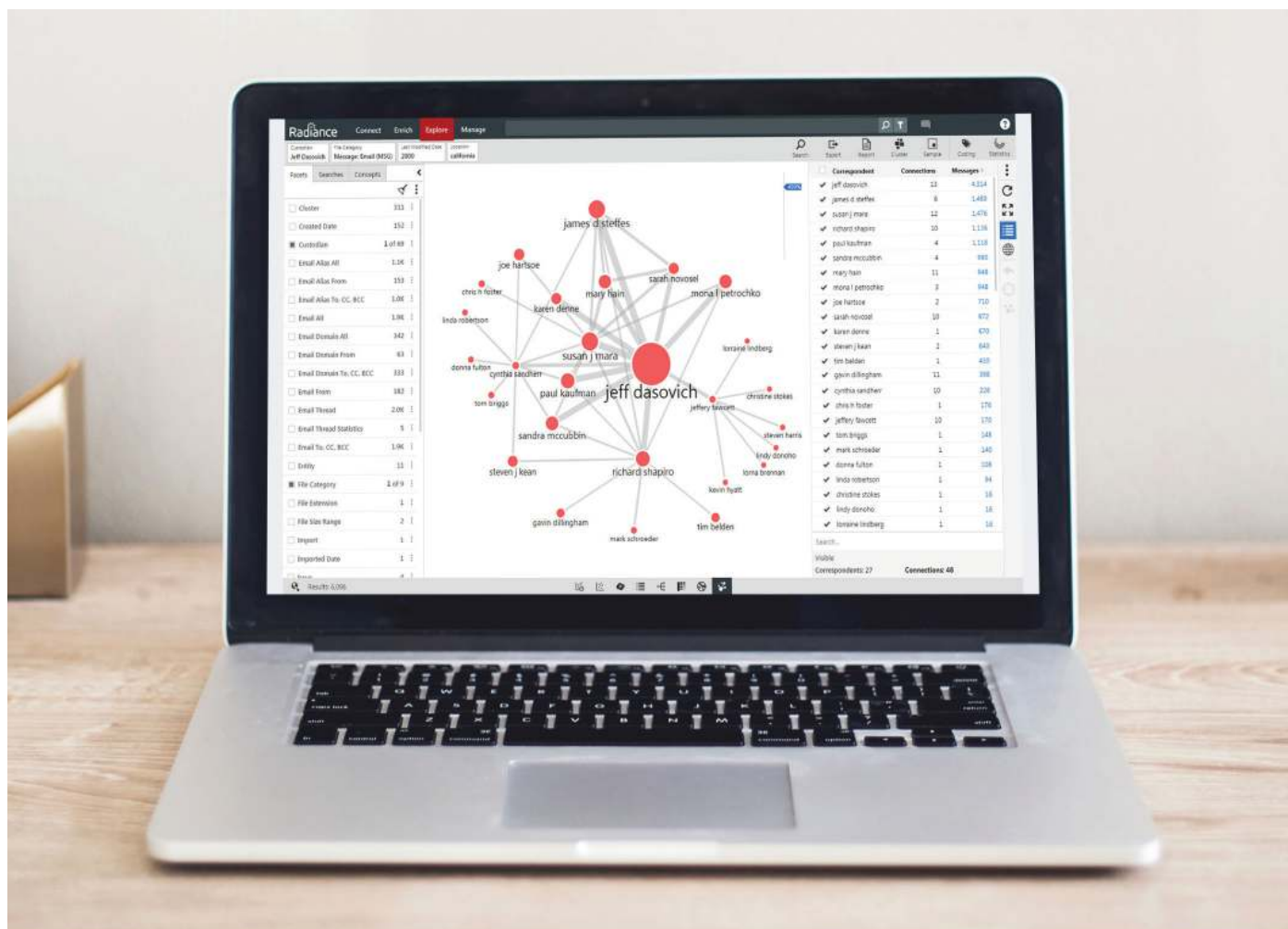
## FTI Radiance - COMPREHENSIVE DATA ANALYSIS PLATFORM PROVIDING UNIQUE AND VALUABLE INSIGHT INTO MASSIVE AMOUNTS OF ELECTRONICALLY STORED INFORMATION (ESI)



If you look at the E-Discovery Reference Model (EDRM), you'll see an "Analysis" box that doesn't really get a lot of focused attention. It either gets ignored completely, or sort of gets rolled into the more definable Review phase of an e-discovery project.

But FTI determined that the Analysis box needed a little more attention and birthed the idea of Radiance - a "highly scalable, visual analytics platforms that brings clarity to massive amounts of electronically stored information." If you're facing a large amount of ESI and trying to get your head wrapped around how you'll even start to make sense of it all, you need Radiance.

***“If you're facing a large amount of ESI and trying to get your head wrapped around how you'll even start to make sense of it all, you need Radiance.”***



## Connect to Data

The first step is connecting Radiance to the mountain of data you're facing. Radiance can ingest any locally stored data that you've collected from file shares or PST files, or any other exports received from clients (including [IBM StoredIQ](#) exports). But even more accommodating, Radiance can connect directly to cloud-based business repositories including Office 365, G Suite, Dropbox, Box, and even Slack, which is quickly becoming an extremely pivotal business communications tool that only a handful of eDiscovery platforms are connecting to currently.

The direct connections to cloud-based storage services is essential and necessary since this is how many companies and corporate entities are storing data today, with the vast majority of them using either Microsoft [Office 365 Enterprise](#) subscriptions or [G Suite](#).

***“In fact, a primary goal of the Enrich phase in Radiance is to turn unstructured data into structured data. So where you might have a random paragraph of content, or a text message, or a Slack message, the Enrich phase pulls those haphazard fragments of information together so you can view it all in a big picture, meaningful approach.”***

## Enrich your Data

After loading your data, Radiance puts you into the “Workbench” with details on the data that you've uploaded. Next, Radiance begins to “index” your data which FTI more elegantly calls “Enriching” your data ... sort of “indexing plus.” While Radiance can certainly reveal the primary metadata and information facets of your data (e.g. file types, dates, etc.), the platform goes deeper to extract and reveal as much information as possible that they glean from the data.

For example, Radiance rakes out a number of concepts and business entities from your data including the language used, the geographic locations mentioned, monetary values, personally identifiable information (PII), and more. FTI has built their own analysis models to recognize credit card numbers, Social Security numbers, and a variety of other nuggets of data.

In fact, a primary goal of the Enrich phase in Radiance is to turn unstructured data into structured data. So where you might have a random paragraph of content, or a text message, or a Slack message, the Enrich phase pulls those haphazard fragments of information together so you can view it all in a big picture, meaningful approach.

## Visuals and Visualizations

Once all of the data has been indexed and enriched, you can start using the visual tools in Radiance to gain a big picture of your data collection while drilling down to specific topics you discover are interesting and relevant.

One of the first places to jump is the “Chronology” visualization which shows how documents are distributed over a period of time, based either on custodians or document coding. Users can drill down into specific time periods to get an even more precise view of the number of email messages and attachments being exchanged.

Next, the “Data Plot” visualization tells you the number of files and file types included in your data set. You can get as granular as necessary even with specific date ranges to get a chronological appreciation of your data.

At any time in these visualizations, you can drill down into a single custodian to identify a specific number of documents that originated from them, and you can use the timeline to get an idea of when they were communicating with others and sending/receiving documents.

Even more powerful, Radiance offers a “Social Network” visualization (not to be confused with “social media”). The “Social Network” visualization allows you to specifically see how certain individuals were communicating with other individuals. Your selected custodian is shown as a large circle, with spines extending towards the other individuals with whom they were interacting. This is useful to see if someone was communicating with other individuals that may not have been on your original collection list.

One of the most helpful visualizations in Radiance reveals email threads. Since email today is treated more as a conversation, the timeline-like visual of email threads is extremely beneficial so you can follow the conversation as messages get replied to, and forwarded.

But it doesn't stop there - clicking on a message in a thread will open it in a panel on the right. You can select two messages to compare them and Radiance highlights the differences and similarities and red and green respectfully.



FTI Radiance boasts a couple of other visualizations for emails including the “Relationship” visualization showing specific email exchanges, and the “Bundle” visualization that displays relationships between custodians and organizations.

### Word Cloud and Search

Radiance also offers a “Word Cloud” that displays the words and phrases pulled from your data set. The more times a word is found in the documents, the larger and bolder the type. You’ve probably seen some of these “word clouds” on promotional materials or blogs to show the frequency of topics discussed, so having a similar tool for your discovery documents is handy.

Of course, no platform for data analysis would be complete unless it provided the ability to search through your data. Radiance allows you to bring in a list of search terms which can be run against your data to obtain a report, or you can approach it from a more manual aspect and perform a search in a normal manner.

Your search results are presented in a clean, usable interface, and some bulk coding can be applied to documents if the ultimate goal is to export your analyzed data to a review platform such as FTI’s Ringtail or Relativity.

Radiance offers a basic document viewer mainly for the purposes of ensuring your searches and facet filters returning the correct documents, but ultimately you should plan to export data to another platform that is dedicated for document review.

### Conclusion

**FTI Radiance** is one of the few platforms that is solely focused on providing deep analysis into a data set. In some cases, we call this “Early Case Assessment” (ECA) or even more accurately “Early Data Assessment” (EDA) because it’s an exercise that’s necessary in today’s world of immense amounts of data that must be analyzed and understood before any kind of a meaningful document review can be performed.

### Who Is FTI Radiance?

**FTI Technology** is the eDiscovery practice of **FTI Consulting** which is specially outfitted to handle large-scale, multi-year litigation matters, as well as global investigations. While FTI Technology offers Ringtail as an eDiscovery review tool, the company developed Radiance a couple of years ago to provide their clients with a visual tool for analyzing large data sets.

*“FTI Radiance is one of the few platforms that is solely focused on providing deep analysis into a data set.”*

### Why You Should Consider FTI Radiance...

- Designed to allow easy analysis of large data sets pulled from multiple sources with easy-to-use visualizations.
- Connects directly to cloud-based business repositories including Office 365, GSuite, Dropbox, Box, and even Slack.
- Powerful visualizations for uncovering the relationships between email messages amongst various individuals, as well as visually revealing the email thread in conversations.
- The “Partition” visualization provides a high level overview of all the concepts found in a data set which is a perfect approach for beginning and investigation.

### Try Out FTI Radiance For Yourself!

To learn more about how **FTI Radiance** can help you, please visit [this link](#).



A low-angle, upward-looking photograph of several modern skyscrapers against a clear blue sky. The buildings are made of glass and steel, with some showing grid-like window patterns. The perspective creates a sense of height and scale. A semi-transparent green rectangular area is overlaid in the center of the image, containing the title and a paragraph of text.

# eDiscovery Managed Services

Many lawyers typically like to work on their own, but there are many scenarios where it makes sense to enlist some competent assistance in your litigation matter. And when you come to that realization, there are managed service providers like UnitedLex that can step in and bring the full force of their immense experience into play directly on your litigation matter.





Unfortunately, many law firms are hesitant about exploring partnerships like this because they're nervous it will undermine their bottom line. But it seems that more and more corporate clients are seeking out firms (and service providers) that are willing to align their goals and vision with the corporation.

This is evidenced in the [recent announcement](#) regarding UnitedLex and DXC Technology. Instead of hiring their own lawyers, or working with the overhead of outside counsel, DXC Technology invited UnitedLex to [provide them](#) with an entire legal department. UnitedLex currently supplies 250 lawyers, paralegals, and legal professionals to run the legal department of the Fortune 200 company.

It seems that there could be opportunities there for law firms who are willing to partner with UnitedLex in offering a bigger package to corporations who are seeking to further transform the delivery of legal services.

### Total Project Cost Guarantee

Another example of UnitedLex's commitment to pushing the boundaries of old, tired traditions in the legal market is their ["Total Project Cost Guarantee."](#) The guarantee applies primarily to the eDiscovery and litigation support services supplied by UnitedLex.

UnitedLex is not the first service provider to propose the idea of a fixed fee, or flat fee, but they have certainly developed a robust package by leveraging their extensive eDiscovery experience and capable network of support consultants. This is a bold and confident manifesto by UnitedLex, since eDiscovery projects are notorious for running over costs and blowing budgets - not necessarily because the project was underbid, but because of the unpredictable habit of electronic data to expand during the processing phase.

But based on their experience and background, UnitedLex can confidently provide a predictable price point for clients which is well-received. UnitedLex has often found that clients prefer cost predictability over cost reduction - it's much easier to budget when you have a guaranteed price-point to work from without fear that it will get blown.

### Questio

One of the ways that UnitedLex has been able to streamline their eDiscovery and litigation support offerings is through their proprietary [Questio Integrated Technology](#) platform. This is not so much a single, specific product, but rather an amalgamation of their different processes and workflows that UnitedLex has developed from their vast experience in eDiscovery matters.

[UnitedLex](#) utilizes a suite of best-of-breed technology tools to process and host electronic evidence for their clients, and the entire workflow is managed by their Questio platform. Most service providers have internal methods for tracking projects, but it seems that UnitedLex has placed a little more attention on streamlining their workflows to undergird their cost predictability and the work of their highly skilled legal talent.

### Who Is UnitedLex?

UnitedLex ([www.unitedlex.com](http://www.unitedlex.com)) is a global providers of enterprise legal services around eDiscovery, cyber risk, and business strategies. The company was founded in 2006 with a singular mission to improve the performance of leading corporations and law firms.

**“Another example of UnitedLex's commitment to pushing the boundaries of old, tired traditions in the legal market is their ["Total Project Cost Guarantee."](#)”**

**Try Out UnitedLex For Yourself!**

Visit [UnitedLex](#) today and [contact them](#) for more information!







# Utilities for Litigators

Just because you're a litigator doesn't mean all you do is eDiscovery - there are many other components of a litigation matter that you have to juggle constantly. One of those is writing up your briefs, and responses, and other filings with the court. Don't make it any harder on yourself than it needs to be - use tools like Lexis for Microsoft Office that can streamline all the work you have to do when writing.

# Lexis® for Microsoft® Office – POWERFULLY INTEGRATED TOOLS IN MICROSOFT OUTLOOK AND WORD FOR QUICKLY AND ACCURATELY CREATING CITATIONS DIRECTLY TO LEXIS ADVANCE



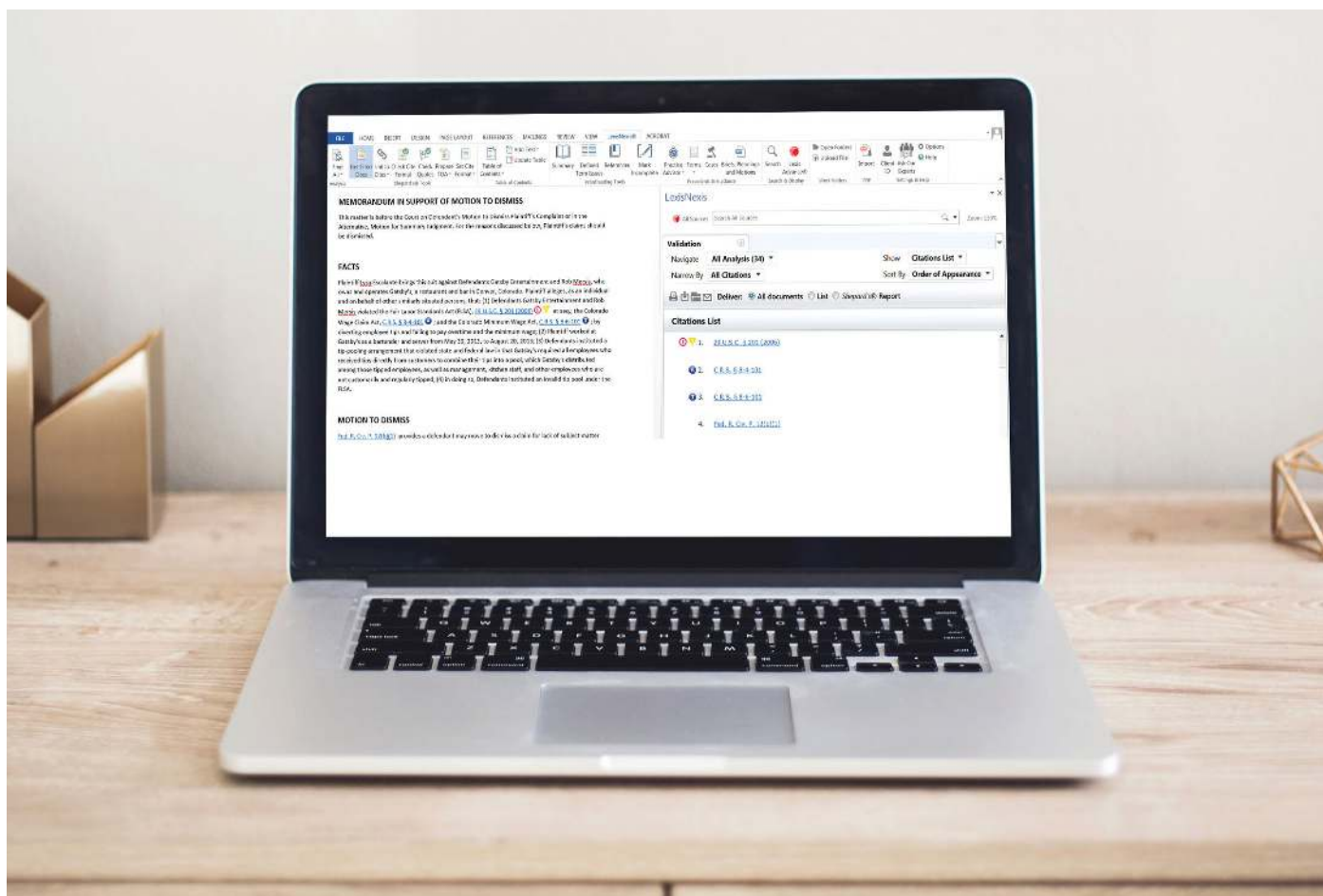
Lexis® for Microsoft® Office

Several studies have declared that legal professionals spend about 90% of their time in Microsoft Office - primarily Outlook and Word. That's what makes Lexis for Microsoft Office so compelling because it works inside something that you're already using for the vast majority of your day.

*“That’s what makes Lexis for Microsoft Office so compelling because it works inside something that you’re already using for the vast majority of your day.”*

The award-winning Lexis for Microsoft Office could be more accurately described as an “add-in” for Microsoft Outlook and Word, but that would be missing the essence of what the product means for legal professionals.

The traditional way of composing a legal document means that you will have Microsoft Word open on one side of your screen, while you have Lexis Advance open in a web browser on the other side of your screen. You constantly flip back and forth to find case law, check on citations, copy language from regulations, look up corporate entities, and more. But Lexis® for Microsoft® Office brings all of the capabilities of Lexis Advance directly inside Microsoft Word and Outlook, saving you to the two-step dance on your computer. Everything can be accomplished from a single interface.



## Get Cited Docs

We'll come back to Microsoft Outlook in a moment, but there's a good bet that most of how you work with Lexis® for Microsoft® Office will be in Microsoft Word. Regardless of how you access Lexis for Microsoft Office, the product is accessed from the Office "Ribbon" at top.

When you're working on a legal document in Microsoft Word and you've inserted links to cases, statutes, regulations, and articles, it can take you hours to manually check every single citation. One of the first buttons in the Lexis for Microsoft Office Ribbon is "Get Cited Docs." Click that button, and within seconds you will have a complete list of all the citations from your document in the right-side panel inside Microsoft Word. As you click through each citation in the right panel, it jumps to its location inside your Word document. A small drop-down menu allows you to see a simplified list of all your citations that you can print out if necessary.

Since this is a LexisNexis product, each citation is run through the [Shepard's® Citation Service](#) so you can see immediately whether each citation has a positive or negative treatment. You can even sort your citations by Shepard's® treatment so you can focus on the ones that need attention.

All of your citations can be hyperlinked directly to Lexis Advance, and even to a pinpoint location and page if available. The "Link to Cites" button can quickly generate these hyperlinks. If you convert this Word document to PDF, all the links will stay intact so you can send it to a colleague. If your recipient has a Lexis Advance subscription, they can click directly into the research platform.

***“All of your citations can be hyperlinked directly to Lexis Advance, and even to a pinpoint location and page if available. The “Link to Cites” button can quickly generate these hyperlinks.”***

## Check Cite Format

Next, the "Check Cite Format" button can single-handedly save you hours of time ensuring that all of your citations are accurate.

The first thing you need to do is tell Lexis for Microsoft Office what format you want your citations to be checked against. In the "Set Cite Format" dropdown, most of you will select The Bluebook® format although there are options for California, New York, Florida, and Texas citation formats, with more coming soon.

Once you set your cite format, click the "Check Cite Format" button in the ribbon and it will take a few seconds to analyze your entire document. When done, the right panel lists all of your citations along with any corrections suggested by Lexis. At the very top of the panel, a legend shows you how many citations are correct, and how many Lexis determined need some double-checking.

You can walk through each citation in the panel, and Lexis gives you the option of either keeping the original citation, or using the suggestion they provide. You are also free to edit the citation so you're not locked into the suggested changes.

If you're unsure about the case or statute that you're citing, Lexis offers a direct link directly into Lexis Advance so you can verify the source.

## Check Quotes

In a similar fashion, Lexis for Microsoft Office offers a "Check Quotes" button in the Microsoft Word Ribbon that will analyze your entire document and pull out any of the quotes that you have pulled from a statute or case opinion. In the same method for citations, you can walk through each of your quotes to ensure they're accurate.

The panel on the right inside Microsoft Word lists the number of quotes that were found, and how many you need to verify or correct. Each quote from the document is presented along with the actual source text that Lexis found. You can either use your current quote, you can edit the text, or you can use the suggested text from Lexis.

Again, at any time, you can click the link to jump right into Lexis Advance to confirm you're quoting the source accurately.

## Table of Authorities (TOA)

Naturally, all of the tools in Lexis for Microsoft Office helps to ensure that your citation authorities are complete and accurate, so it's a logical next step that Lexis for Microsoft Office can generate a beautifully formatted Table of Authorities (TOA) for your Word document.

When you click the "Prepare TOA" button, Lexis for Microsoft Office goes through your document and the right panel then presents you with a preview of how the TOA will appear. You can control the fonts and text size of the TOA, and whether you want citations in parentheses, etc.



You can also move around authorities in the right panel, or even delete the ones you don't want included in your final TOA. Nothing you do here will change the content of your document.

When you're satisfied with the formatting, you simply click the "Insert TOA" button and a completely accurate table of authorities will be inserted where your cursor was placed in Microsoft Word.

### Microsoft Outlook

Most of the functions of Lexis for Microsoft Office are available in Microsoft Outlook, although you're not going to be creating a TOA there.

The best feature in Outlook is that Lexis for Microsoft Office can create links for any case or statute mentioned in an Outlook email message, so you can jump straight into Lexis Advance. Simply click the "Get Cited Docs" button in the Ribbon in Outlook, and you'll see hyperlinks generated for any citations in your email message. Even better, Lexis for Microsoft Office also links to any companies mentioned in the message so you can jump to their profile in Lexis Advance.

Another interesting feature that Lexis baked into Outlook comes from a partnership with Nuance. [www.nuance.com](http://www.nuance.com) If there is a scanned PDF attached to an Outlook message, Lexis for Microsoft Office can OCR it on the fly. You can also easily convert the PDF to a Microsoft Word document so that you use the additional tools from Lexis for Microsoft Office there.

### Conclusion

The bottom line is that if you have a subscription to Lexis Advance and you are not taking advantage of Lexis® for Microsoft® Office, you are spending more time than you need on manually checking your citations. Not only does Lexis for Microsoft Office save you an enormous amount of time, but it ensures that your citations and quotations are accurate.

### Who Is Lexis for Microsoft Office?

Released almost 9 years ago, Lexis for Microsoft Office came out of direct customer feedback requesting an easier way to integrate the tasks of document drafting and legal research. Today, the product can even be used inside Office 365 and Microsoft Word for Mac.

### Why You Should Consider Lexis for Microsoft Office...

- Works in Microsoft Office for Windows versions 2007, 2010, 2013, and 2016; Office 365 and Microsoft Word Online; and Microsoft Word 2016 for Mac.
- Creates accurate, pinpoint hyperlinks from Microsoft Outlook and Word directly into Lexis Advance.
- Can convert PDF attachments in Microsoft Outlook into Microsoft Word documents so you can access the Lexis for Microsoft Office tools for checking citations and quotes.
- Generates a beautiful and accurate Table of Authorities that can be easily inserted into a Microsoft Word document. You can change the formatting of the TOA before committing to a final version.

***“The bottom line is that if you have a subscription to Lexis Advance and you are not taking advantage of Lexis® for Microsoft® Office, you are spending more time than you need on manually checking your citations.”***

**Try Out Lexis® for Microsoft® Office For Yourself!**  
Sign up now for a free trial of [Lexis for Microsoft Office!](#)



Lexis® for Microsoft® Office



Thank you for reading,  
let's keep in touch!

We appreciate the time you spent learning more about the eDiscovery options available to your law firm. New products, feature updates and announcements happen throughout the year. So, to help you stay informed we have expanded the eDiscovery Buyers Guide to include additional online resources. Follow us on the channels below for more free education, and special offers!



Subscribe to our YouTube Channel:  
**eDiscovery Buyers Guide**



Follow us on Twitter:  
**@eDiscoveryBuyer**



Like us on Facebook  
**eDiscoveryBuyersGuide**



*Lex*  
TECH REVIEW

[www.ediscoverybuyersguide.com](http://www.ediscoverybuyersguide.com)

The eDiscovery Buyers Guide is supported by vendor sponsorships. The products and services selected for the guide are done at the author's discretion. Reviews are also written to reflect the opinion of the author. Each product or service must first be selected for the guide, then incited for inclusion before sponsorship is requested. Additionally, emerging technology who do not have the funding to pay for a sponsorship are included based on the level of value they offer to law firms. All sponsorship proceeds go towards the costs associated with production and distribution of the guide.