# eDiscovery Business Confidence Survey Meta Results (Winter 2016 - Winter 2018)

| Winter 2016 | Spring 2016 | Summer 2016 | Fall 2016 | Winter 2017 | Spring 2017 | Summer 2017 | Fall 2017 | Winter 2018 |
|---|---|---|---|---|---|---|---|---|
| N = 80 Respondents | N = 76 Respondents | N = 168 Respondents | n = 113 Respondents | n = 100 Respondents | n = 104 Respondents | n = 101 Respondents | n = 100 Respondents | n = 100 Respondents |
| | | | | | | | | |
| **1. Which of the following segments best describes your business in eDiscovery?** | | | | | | | | |
| *Part of the eDiscovery ecosystem where your organization resides.* | | | | | | | | |
| | | | | | | | | |
| Software and/or Services Provider – 37.5% (30) | Software and/or Services Provider – 39.5% (30) | Software and/or Services Provider – 32.7% (55) | Software and/or Services Provider – 33.6% (38) | Software and/or Services Provider – 40% (40) | Software and/or Services Provider – 44.2% (46) | Software and/or Services Provider – 39.6% (40) | Software and/or Services Provider – 44% (44) | Software and/or Services Provider – 42% (42) |
| Consultancy – 31.3% (25) | Law Firm – 23.7% (18) | Law Firm – 33.9% (57) | Law Firm – 28.3% (32) | Law Firm – 33% (330) | Law Firm – 30.8% (32) | Law Firm – 34.6% (35) | Law Firm – 35% (35) | Law Firm – 34% (34) |
| Law Firm – 20% (16) | Consultancy – 22.4% (17) | Consultancy – 13.7% (23) | Consultancy – 16.8% (19) | Consultancy – 16% (16) | Consultancy – 14.4% (15) | Consultancy – 16.8% (17) | Consultancy – 11% (11) | Consultancy – 13% (13) |
| Other – 6.3% (5) | Corporation – 5.3% (4) | Corporation – 11.9% (20) | Corporation – 10.6% (12) | Corporation – 4% (4) | Corporation – 4.8% (5) | Corporation – 3% (3) | Corporation – 4% (4) | Corporation – 5% (5) |
| Media/Research Organization – 3.7% (3) | Media/Research Organization – 5.3% (4) | Media/Research Organization – 0.6% (1) | Media/Research Organization – 0.9% (1) | Media/Research Organization – 2% (2) | Media/Research Organization – 1.9% (2) | Media/Research Organization – 3% (3) | Media/Research Organization – 0% (0) | Media/Research Organization – 0% (0) |
| Corporation – 1.3% (1) | Other – 2.6% (2) | Other – 4.2% (7) | Other – 4.4% (5) | Other – 2% (2) | Other – 2.9% (3) | Other – 1% (1) | Other – 3% (3) | Other – 5% (5) |
| Governmental Entity – 0% (0) | Governmental Entity – 1.3% (1) | Governmental Entity – 3% (5) | Governmental Entity – 5.3% (6) | Governmental Entity – 3% (3) | Governmental Entity – 1% (1) | Governmental Entity – 2% (2) | Governmental Entity – 3% (3) | Governmental Entity – 1% (1) |
| | | | | | | | | |
| **2. How would you rate the current general business conditions for eDiscovery in your segment?** | | | | | | | | |
| *Subjective feeling of business performance when compared with business expectations.* | | | | | | | | |
| | | | | | | | | |
| Good – 58.8% (47) | Good – 61.8% (47) | Good – 47.6% (80) | Good – 56.6% (64) | Good – 49% (49) | Good – 52.9% (55) | Good – 53.4% (54) | Good – 55% (55) | Good – 59% (559) |
| Normal – 31.3% (25) | Normal – 34.2% (26) | Normal – 38.7% (65) | Normal – 37.2% (42) | Normal – 42% (42) | Normal – 40.4% (42) | Normal – 41.6% (42) | Normal – 36% (36) | Normal – 34% (34) |
| Bad – 10% (8) | Bad – 3.9% (3) | Bad – 13.7% (23) | Bad – 6.2% (7) | Bad – 9% (9) | Bad – 6.7% (7) | Bad – 5% (5) | Bad – 9% (9) | Bad – 7% (7) |
| | | | | | | | | |
| **3. How do you think the business conditions will be in your segment six months from now?** | | | | | | | | |
| *Subjective feeling of business performance when compared with business expectations.* | | | | | | | | |
| | | | | | | | | |
| Same – 51.2% (41) | Better – 53.9% (41) | Better – 44.6% (75) | Better – 49.6% (56) | Better – 40% (40) | Better – 47.1% (49) | Better – 43.6% (44) | Better – 55% (55) | Better – 56% (56) |
| Better – 42.5% (34) | Same – 43.4% (33) | Same – 52.4% (88) | Same – 45.1% (51) | Same – 56% (56) | Same – 49% (51) | Same – 49.5% (50) | Same – 41% (41) | Same – 39% (39) |
| Worse – 6.3% (5) | Worse – 2.6% (2) | Worse – 3% (5) | Worse – 5.3% (6) | Worse – 4% (4) | Worse – 3.8% (4) | Worse – 6.9% (7) | Worse – 4% (4) | Worse – 5% (5) |
| | | | | | | | | |
| **4. How would you guess revenue in your segment of the eDiscovery ecosystem will be six months from now?** | | | | | | | | |
| *Revenue is income generated from eDiscovery-related business activities.* | | | | | | | | |
| | | | | | | | | |
| Higher – 60% (48) | Higher – 57.9% (44) | Higher – 50% (84) | Higher – 59.3% (67) | Higher – 52% (52) | Higher – 59.6% (62) | Higher – 50.5% (51) | Higher – 56% (56) | Higher – 55% (55) |
| Same – 35% (28) | Same – 39.5% (30) | Same – 41.7% (70) | Same – 35.4% (40) | Same – 38% (38) | Same – 33.7% (35) | Same – 43.6% (44) | Same – 39% (39) | Same – 38% (38) |
| Lower – 5% (4) | Lower – 2.6% (2) | Lower – 8.3% (14) | Lower – 5.3% (6) | Lower – 10% | Lower – 6.7% (7) | Lower – 5.9% (6) | Lower – 5% (5) | Lower – 7% (7) |
| | | | | | | | | |
| **5. How would you guess profits in your segment of the eDiscovery ecosystem will be six months from now?** | | | | | | | | |
| *Profit is the amount of income remaining after accounting for all expenses, debts, additional revenue streams, and operating costs.* | | | | | | | | |
| | | | | | | | | |
| Higher – 45% (36) | Same – 51.3% (39) | Same – 47% (79) | Same – 47.8% (54) | Same – 47% (47) | Same – 43.3% (45) | Same – 49.5% (50) | Same – 44% (44) | Same – 38% (38) |
| Same – 45% (36) | Higher – 39.5% (30) | Higher – 38.7% (65) | Higher – 41.6% (47) | Higher – 39% (39) | Higher – 50% (52) | Higher – 39.6% (40) | Higher – 45% (45) | Higher – 45% (45) |
| Lower – 10% (8) | Lower – 9.2% (7) | Lower – 14.3% (24) | Lower – 10.6% (12) | Lower – 14% (14) | Lower – 6.7% (7) | Lower – 10.9% (11) | Lower – 11% (11) | Lower – 17% (17) |
| | | | | | | | | |
| **6. Of the six items presented below, what is the issue that you feel will most impact the business of eDiscovery over the next six months?** | | | | | | | | |
| *Challenges that may directly impact the business performance of your organization.* | | | | | | | | |
| Budgetary Constraints – 22.5% (18) | Budgetary Constraints – 28.9% (22) | Budgetary Constraints – 28% (47) | Budgetary Constraints – 24.8% (28) | Budgetary Constraints – 26% (26) | Budgetary Constraints – 21.2% (22) | Budgetary Constraints – 20.8% (21) | Budgetary Constraints – 31% (31) | Budgetary Constraints – 24% (24) |
| Data Security – 21.3% (17) | Increasing Volumes of Data – 26.3% (20) | Increasing Volumes of Data – 28.6% (48) | Increasing Volumes of Data – 33.6% (38) | Increasing Volumes of Data – 26% (26) | Increasing Volumes of Data – 25% (26) | Increasing Volumes of Data – 20.8% (21) | Increasing Volumes of Data – 24% (24) | Increasing Volumes of Data – 30% (30) |
| Increasing Volumes of Data – 20% (16) | Data Security – 15.8% (12) | Data Security – 7.1% (12) | Data Security – 9.7% (11) | Data Security – 15% (15) | Data Security – 16.3% (17) | Data Security – 11.9% (12) | Data Security – 13% (13) | Data Security – 13% (13) |
| Lack of Personnel – 16.2% (13) | Lack of Personnel – 13.2% (10) | Lack of Personnel – 14.3% (24) | Lack of Personnel – 9.7% (11) | Lack of Personnel – 8% (8) | Lack of Personnel – 20.2% (21) | Lack of Personnel – 14.9% (15) | Lack of Personnel – 11% (11) | Lack of Personnel – 9% (9) |
| Increasing Types of Data – 13.8% (11) | Increasing Types of Data – 10.5% (8) | Increasing Types of Data – 10.1% (17) | Increasing Types of Data – 15.9% (18) | Increasing Types of Data – 17% (17) | Increasing Types of Data – 10.6% (11) | Increasing Types of Data – 21.7% (22) | Increasing Types of Data – 11% (11) | Increasing Types of Data – 16% (16) |
| Inadequate Technology – 6.3% (5) | Inadequate Technology – 5.3% (4) | Inadequate Technology – 11.9% (20) | Inadequate Technology – 6.2% (7) | Inadequate Technology – 8% (8) | Inadequate Technology – 6.7% (7) | Inadequate Technology – 9.9% (10) | Inadequate Technology – 10% (10) | Inadequate Technology – 8% (8) |
| | | | | | | | | |
| **7. In which geographical region do you primarily conduct eDiscovery-related business?** | | | | | | | | |
| *The location from which you are basing your business assessments.* | | | | | | | | |
| | | | | | | | | |
| North America – 93.8% (75) | North America – 90.8% (69) | North America – 95.2% (160) | North America (United States) – 75.2% (85) | North America (United States) – 86% (86) | North America (United States) – 83.7% (87) | North America (United States) – 88.0% (89) | North America (United States) – 89.0% (89) | North America (United States) – 92.0% (92) |

| Col1 | Col2 | Col3 | Col4 | Col5 | Col6 | Col7 | Col8 | Col9 |
|---|---|---|---|---|---|---|---|---|
|  |  |  | North America (Canada) – 19.5% (22) | North America (Canada) – 5% (5) | North America (Canada) – 11.5% (12) | North America (Canada) – 5% (5) | North America (Canada) – 4% (4) | North America (Canada) – 1% (1) |
| Europe – 3.7% (3) | Europe – 6.6% (5) | Europe – 3.6% (6) | Europe – 4.4% (5) | Europe (UK) – 5% (5) | Europe (UK) – 2.9% (3) | Europe (UK) – 4% (4) | Europe (UK) – 3% (3) | Europe (UK) – 3% (3) |
|  |  |  |  | Europe (Non-UK) – 2% (2) | Europe (Non-UK) – 1% (1) | Europe (Non-UK) – 3% (3) | Europe (Non-UK) – 3% (3) | Europe (Non-UK) – 3% (3) |
| Asia/Asia Pacific – 2.5% (2) | Asia/Asia Pacific – 2.6% (2) | Asia/Asia Pacific – 1.2% (2) | Asia/Asia Pacific – 0% (0) | Asia/Asia Pacific – 2% (2) | Asia/Asia Pacific – 1% (1) | Asia/Asia Pacific – 0% (0) | Asia/Asia Pacific – 1% (1) | Asia/Asia Pacific – 1% (1) |
| Central/South America – 0% (0) | Central/South America – 0% (0) | Central/South America – 0% (0) | Central/South America – 0.9% (1) | Central/South America – 0% (0) | Central/South America – 0% (0) | Central/South America – 0% (0) | Central/South America – 0% (0) | Central/South America – 0% (0) |
| Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) | Middle East/Africa – 0% (0) |
|  |  |  |  |  |  |  |  |  |
| **8. What are best describes your primary function in the conduct of your organization's eDiscovery-related business?** | | | | | | | | |
|  |  |  |  |  |  |  |  |  |
| Legal/Litigation Support – 65% (52) | Legal/Litigation Support – 72.4% (55) | Legal/Litigation Support – 76.8% (129) | Legal/Litigation Support – 78.8% (89) | Legal/Litigation Support – 79% (79) | Legal/Litigation Support – 76% (79) | Legal/Litigation Support – 74.2% (75) | Legal/Litigation Support – 69% (69) | Legal/Litigation Support – 58% (59) |
| Business/Business Support (All Other Business Functions) – 30% (24) | Business/Business Support (All Other Business Functions) – 25% (19) | Business/Business Support (All Other Business Functions) – 17.9% (30) | Business/Business Support (All Other Business Functions) – 16.8% (19) | Business/Business Support (All Other Business Functions) – 18% (18) | Business/Business Support (All Other Business Functions) – 18.3% (19) | Business/Business Support (All Other Business Functions) – 21.8% (22) | Business/Business Support (All Other Business Functions) – 26% (26) | Business/Business Support (All Other Business Functions) – 30% (30) |
| IT/Product Development – 5% (4) | IT/Product Development – 2.6% (2) | IT/Product Development – 5.4% (9) | IT/Product Development – 4.4% (5) | IT/Product Development – 3% (3) | IT/Product Development – 5.8% (6) | IT/Product Development – 4% (4) | IT/Product Development – 5% (5) | IT/Product Development – 11% (11) |
|  |  |  |  |  |  |  |  |  |
| **9. What are best describes your level of support in the conduct of your organization's eDiscovery-related business?** | | | | | | | | |
|  |  |  |  |  |  |  |  |  |
| Executive Leadership – 56.3% (45) | Executive Leadership – 55.6% (43) | Executive Leadership – 34.5% (58) | Executive Leadership – 26.5% (30) | Executive Leadership – 38% (38) | Executive Leadership – 44.2% (46) | Executive Leadership – 41.6% (42) | Executive Leadership – 48% (48) | Executive Leadership – 52% (52) |
| Operational Management 21.3% (17) | Operational Management 22.4% (17) | Operational Management 34.5% (58) | Operational Management 38.9% (44) | Operational Management 39% (39) | Operational Management 27.9% (29) | Operational Management 34.6% (35) | Operational Management 36% (36) | Operational Management 25% (25) |
| Tactical Execution – 22.5% (18) | Tactical Execution – 21.1% (16) | Tactical Execution – 31% (52) | Tactical Execution – 34.5% (39) | Tactical Execution – 23% (23) | Tactical Execution – 27.9% (29) | Tactical Execution – 23.8% (24) | Tactical Execution – 16% (16) | Tactical Execution – 23% (23) |

Complex Discovery