

# **Andrew Haslam**

# In conjunction with



# eDisclosure Systems – Buyers Guide

# 2021 Edition

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

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"What Andrew has put together is nothing short of remarkable and IMO puts Gartner to shame."

"I have to tell you that I'm deeply impressed by the Buyer's Guide you have put together! I'm working now for about 7 years in the eDiscovery/Forensics field and I couldn't agree more with what you have written. I will put your document on the mandatory reading list for our new joiners."

"I joined the eDisclosure industry 3 months ago with no knowledge of the subject, your Buyer's Guide has been the single most useful document I have found to educate myself. Thank you."

### FOREWORD (2021)

Welcome to the ninth edition of the Buyer's Guide to eDisclosure Systems. 2020 was a year we won't forget, with COVID-19 causing tremendous suffering and upheaval across the whole world. Even the insular realms of eDisclosure and legal practice were shaken up and forced to address a very different set of challenges from those we thought we would be facing. Working remotely became the new normal, as the legal profession accepted 5 years of technology change in as many months (if not weeks). The rate of litigation work spluttered, as clients had more immediate business priorities to address, such as survival, and looking after their employees; causing many of the sales people in the industry much heartache and Zoom fatigue as they tried to keep their pipeline going.

Yet life did proceed, both inside and outside the technology bubble of disclosure. The UK has left the European Union, with the implications on data protection and transfer yet to be fully sorted, and the US changed its President, with world waiting to see how a shift in policies might play out. The duration of the UK's Disclosure Pilot has been extended because of COVID, and initial feedback has resulted in some changes with more potentially to follow.

The consolidation within the eDisclosure marketplace continues, with a number of familiar names disappearing. New technological challenges emerged, such as the ability to cope with an ever increasing range of different types of data, from What's App through to Teams. This version of the Guide should keep you knowledgeable on the topics and up to date with the suppliers. I hope you find it useful.

### Foreword to Edition 8 (2020)

I write this as we enter our 5<sup>th</sup> week of UK lock-down in response to the COVID-19 virus. I had nearly completed the Buyer's Guide and have taken the decision to press on with publication, with the caveat that some entries have been retained, even though I have not received updates from those organisations. I've made that clear in the data for the handful of companies that are affected, we will sort it all out in 2021.

Welcome to the eighth edition of the Buyer's Guide to eDisclosure Systems. This year sees dramatic changes to the UK's relationships with the rest of the world in general, and Europe in particular. It remains to be seen how this shift will impact the status of the UK in terms of its data protection regime and how that is viewed by the EU. Some suppliers have already set up additional processing centres inside the EU, readers should check out Chapter 8 for specifics if this topic is of interest to them.

The initial feedback on the Disclosure Pilot will have been released during the first part of 2020, anecdotal evidence to date would suggest that the focus on increased use of technology is having an impact and more law firms than ever are developing relationships with external suppliers and creating in-house eDisclosure roles. If you are thinking about going down that path, it is hoped this Guide will act as a roadmap of your options.

### Foreword to Edition 7 (2019)

Welcome to the seventh edition of the Buyer's Guide to eDisclosure Systems. By the time this document is published, we will be several months into the two year pilot of the changes to the <u>Civil Procedure Rules</u> for eDisclosure, with their emphasis on increased use of technology. It is hoped that this Guide will assist people in the assessment and selection of suitable technology, as the marketplace continues to consolidate, and also offers new entrants with associated newer functionality.

The eDisclosure Pilot has at its heart the Disclosure Review Document (DRD), which details the various steps and requirements users need to meet, including requiring parties to agree how they will transfer information between them in the disclosure

process. During 2018/19, the author was part of a working group from the UK ILTA Special Interest Group for Litigation Support, that has produced a free to use "best practice" exchange protocol, along with accompanying guidelines. You can download the documents from the ILTA site <u>here</u>.

### Foreword to Edition 6 (2018)

Welcome to the sixth edition of the Buyer's Guide to eDisclosure Systems. 2018 starts with a pilot of proposed changes to the Civil Procedure Rules for eDisclosure. Those changes have an emphasis on the informed use of technology to support the collection, processing and review of electronic information. It is hoped this publication will assist practitioners in making those informed decisions.

The eDisclosure marketplace continues to consolidate as companies merge, and we are starting to see a slow but steady increase in the number of law firms investing in managed services partnerships with selected suppliers. If you are starting on that journey, or just "dipping your toes" into the world of eDisclosure, this Guide will help you along the way.

#### Foreword to Edition 5 (2017)

Welcome to the fifth edition of the Buyer's Guide to eDisclosure Systems. 2016 saw continued change in both the UK eDisclosure and the wider world of eDiscovery. The composition of this edition is markedly different to the first volume produced back at the start of 2013.

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

#### Foreword to Edition 4 (2016)

Welcome to edition 4 of the Buyer's Guide to eDisclosure Systems, a document that gets bigger (and hopefully better) each year.

The 2015 theme for the UK eDisclosure marketplace has been one of consolidation, with a number of firms being acquired throughout the year, see inside for all the details of who is still around and what they are now called.

During 2015, Andrew was asked to participate in the development of an eDisclosure/ Discovery competency standard for the LTC4 consortium, which was formally launched at this year's LegalTech. You can find out more details about the LTC4 initiative and how you can use the standard <u>here</u>.

This version incorporates all the additional and modified vendor information that has been gathered over the past 12 months and welcomes 13 new suppliers to the fold, balanced by 11 who have left / been acquired as well as 2 name changes. We now have companies from 9 countries in the Guide.

#### Foreword to Edition 3 (2015)

Welcome to edition 3 of the Buyer's Guide to litigation support systems. The previous version was downloaded some 1,800 times over the year, hopefully this one will be as successful.

This version incorporates all the additional and modified vendor information that has been gathered over the past 12 months and welcomes 27 new suppliers to the fold.

#### Foreword to Edition 2 (2014)

The first edition of this "bible" was enthusiastically received around the litigation support community, with plaudits being offered from across the world. As a result of that document, in the first half of 2013, the Author was asked to join a working party tasked with providing a "Jackson Compliant" protocol for use within the Technology and Construction Court (TCC).

As a by-product of the work done for the TCC protocol, the initial chapters to the Guide have been reworked to make them even more of an introduction to eDisclosure in general, and the requirements upon lawyers in particular. It is hoped they prove of use to readers.

# DOCUMENT AUTHORISATION AND VERSION CONTROL

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DOCOMENT	

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May 2019	7.1	Final Version
Jun 2020	8.1	Final Version
26/04/21	9.0	2021 edition, includes all vendor feedback since version 8.1. Copy passed to publisher and placed on website in Apr 2020.
04/06/21	9.1	Minor updates and 3 additional entries. Copy passed to publisher and placed on website in Jun 2020.

3.1 Definition 7				
1	FXFC	UTIVE S	SUMMARY	1
3.				7
-				
	3.2	EDRM	Model	8
		3.2.1	Description	9
		3.2.2	Legal Implications	9
		3.2.3	Who can help	9
	3.3	Inform	ation Governance	9
			Description	9
			Legal Implications	9
			Who can help	9
	3.4	Identifi		9
		3.4.1	Description	9
			Legal Implications	9
			Who can help	10
	3.5	Preser		10
		3.5.1	Description	10
		3.5.2	Legal Implications	10
	~ ~		Who can help	10
	3.6	Collect		11
		3.6.1		11
		3.6.2	<b>U</b>	11
	27	3.6.3	Who can help	11
	3.7	Proces	•	12 12
		3.7.1	Description Legal Implications	12
		3.7.2	Who can help	12
	3.8	Review	•	13
	5.0	3.8.1	Description	13
		3.8.2	Legal Implications	13
		3.8.3	Who can help	13
	3.9	Analys	•	14
		3.9.1	Description	14
			Legal Implications	14
		3.9.3	Who can help	15
	3.10	Produc	ction	15
		3.10.1	Description	15
		3.10.2	Legal Implications	15
		3.10.3	Who can help	15
	3.11	Presen	itation	17
		3.11.1	Description	17
			Legal Implications	17
			Who can help	17
	3.12		Summary	17
	3.13			17
			EDRM's Technology Assisted Review Reference Model	18
		3.13.2		18
			Set Protocol	18
			Educate Reviewer	19
			Code Documents	19
			Predict Results	19
		3.13.7	Test Results	19

			Evaluate Results	19
			Achieve Goals	19
			CAR is evolving	19
	3.14	-	ation in England and Wales	19
	3.15		Summary	20
4.	Techno	ology Are	eas	22
	4.1	Litigatio	n Readiness / RIM / Email Archiving	22
		4.1.1	Litigation Readiness	22
		4.1.2	RIM / Document Retention Policy/GDPR	22
		4.1.3	Email Archiving	23
	4.2		on – Forensic & Generic	23
	4.3	Scannir	na	24
	4.4		ve & Subjective Coding	24
	4.5		n Support Tools	25
		•	Early Case/Data Assessment	25
		4.5.2	Litigation Support Systems	25
			Multi-Purpose Tools	25
	4.6		ation Systems	26
5.		t Survey		27
0.	5.1	•	ng Legal Environment	27
	5.2	Market	• •	28
	0.2		Historical Market Review - Overall	28
			Historical Market Review – Litigation Support Products	31
		523	Historical Market Review – ECA Products	31
			Historical Market Review – Predictive Coding Products	32
	5.3		Analysis	33
	0.0	5.3.1	Background / Gartner Report	33
		5.3.2	Consultancy Firms	33
		5.3.3	Software Specific Organisations	34
		5.3.4	Solutions/Bureau Organisations	34
		5.3.5	Outsourcing Organisations	35
		5.3.6	External Review Teams	35
		5.3.7	Managed Review Facilities/Teams	35
	5.4		Issues / "What's Hot"	36
	5.4	5.4.1	Clustering / Concept / Sentiment Analysis	36
			Email Threading	36
		5.4.2 5.4.3	Automatic Translation	
		5.4.3 5.4.4	Automatic Translation Audio / Video Files	36
		-		37
		5.4.5	Computer/Technology Assisted Review	37
		5.4.6	Collection of data from Social Media environments	39
		5.4.7	Small Quantities of ESI	39
		5.4.8	Charging Model	39
		5.4.9	Redaction tools for "Native" Formats	39
		5.4.10	Email family groups with non-relevant children	40
	5.5		al Problems	41
		5.5.1	Email Groups	41
		5.5.2	Re-unitisation of Images of Paper Documents	41
		5.5.3	High level allocation of alias for Names Normalisation	41
		5.5.4	Data Collection by Client or Law Firm's IT Department	42
	<b>F A</b>	5.5.5	Issues of working in "Native" formats	42
	5.6	Vendor		44
	5.7	Softwa		45
		5.7.1	Software – By Supplier	46
	<b>F</b> 0	5.7.2	Software – By EDRM Function	48
	5.8	Relativ	ity "Plugins"	49

vii

6.	Procu	irement A	Approach	54
	6.1	Suppli	er's Pricing / Client Tactics	54
		6.1.1	Involve the supplier as soon as possible	54
		6.1.2	Tell them as much as possible about the case	54
		6.1.3	Understand the supplier's constraints	55
		6.1.4	Don't keep asking for the "best of three" quotes	55
		6.1.5	Ask for flexibility in pricing	55
		6.1.6	Be prepared to do some work in comparing pricing	56
	6.2	Overall	I Requirement/Approach	56
		6.2.1	Requirements scoping	57
		6.2.2	Match potential vendors to requirement	57
		6.2.3	Assess vendor capability	57
		6.2.4	Short list	57
		6.2.5	Demonstration with real data	57
		6.2.6	Establish call off contracts	58
	6.3	Scanni	ing	58
		6.3.1	Overall Considerations	58
		6.3.2	Example Requirements	58
		6.3.3	Possible Quotation Format	59
	6.4	Unitisa	tion and Coding Services	61
		6.4.1	Overall Considerations	61
		6.4.2	Example Requirements	61
	6.5	Data C	Collection	62
		6.5.1	Overall Considerations	62
		6.5.2	Example Requirements	62
	6.6	Litigatio	on Support Services	63
		6.6.1	Overall Considerations	63
		6.6.2	Example Requirements	63
	6.7	Proces	sing small volumes of ESI	64
		6.7.1	Overall Considerations	64
		6.7.2	Example Requirements	64
	6.8	Schem	natic of Generic Requirements	66
	6.9	Summa	ary	67
7.	Additi	onal Res	sources	68
	7.1	Legal l	T Insider	68
	7.2	The e-l	Disclosure Information Project	68
	7.3	The BC	DNG! Emails (Jonathan Maas)	68
	7.4	Comple	ex Discovery (US site)	68
	7.5	eDisco	veryToday (US site)	68
	7.6	Clive F	reedman (eDisclosure web site)	68
	7.7	Civil E	vidence for Practitioners	69
	7.8	Electro	onic Disclosure – Law and Practice	69
	7.9	The 20	18 eDiscovery Buyers Guide (US Focus)	69
	7.10	The IL	TA eDisclosure data exchange Protocol	69
	7.11	That Te	ech Pod (US Podcast)	70
	7.12	The TC	CC Legal/EDRM Timeline	71
8.	Suppl	ier & Sof	ftware Details	73
	8.1	Supplie	ers	73
		8.1.1	AITHERAS LLC (US)	74
		8.1.2	AlixPartners	76
		8.1.3	Altlaw	78
		8.1.4	Alvarez & Marsal	79
		8.1.5	•	81
		8.1.6	0	84
		8.1.7	Aon's Cyber Solutions (formerly Stroz Friedberg)	88

8.1.8	Arkus Consulting	91
8.1.9	BCL Legal	94
8.1.11		95
8.1.12	<b>blu</b> Eye GmbH (A <b>blu</b> Group company)	98
	Breakwater (US)	100
	Bundledocs	103
8.1.15	Canopy Software, Inc (US)	104
	CaseLines, Part of Thomson Reuters	105
	Casepoint (US)	107
8.1.18		108
	CCL Solutions Group Ltd	109
8.1.20	•	111
	Cenza Technologies	115
	CloudNine (US)	117
	Codex Global	123
	Conduent	124
	Consilio	126
	Control Risks	128
	Critical Data	130
	CYFOR	131
	Data Analysis Services (DAS)	135
	Deloitte LLP	136
	DISCO (CS Disco, Inc)	138
	Disklabs Ltd	140
	EDRM	140
	Epiq Systems	146
	Ernst & Young	140
	Everlaw	153
	Exigent Group Limited	153
	EXO Edge Legal Services Outsourcing (India)	154
	Exterro UK Limited	160
	Forensic Risk Alliance (FRA)	161
	FRP Advisory	163
	FTI Technology (A practice of FTI Consulting)	163
0.1. <del>4</del> 2 8 1 / 3	Grant Thornton UK LLP	167
	Guardum	170
		170
8.1.46	HaystackID (US) Heureka Software, LLC (US)	
8.1.47		174 175
8.1.48	Hillogic (Australia / UK)	
8.1.49		177
8.1.50		178
8.1.51	Innovative Development LLC (IDLLC UK Ltd) LLC	179
8.1.52	Insiox eDiscovery (Pty) Ltd (SA)	180
8.1.53	<b>o</b> , , , , , , , , , , , , , , , , , , ,	182
8.1.54		184
8.1.55	Intelligent Voice	186
8.1.56	IT Group (A Kroll Business)	188
8.1.57	JND eDiscovery (US)	190
8.1.58	KNOVOS (Capital Novus)	194
8.1.59	KPMG LLP	195
8.1.60		199
8.1.61		202
8.1.63		204
8.1.64		207
8.1.65	Legal Tech Innovations	209

	8.1.66	Legastat	212
	8.1.67	Lighthouse	213
	8.1.68	LINEAL	215
	8.1.69	Lionbridge Technologies, LLC.	222
	8.1.70	LitSavant Ltd	223
	8.1.71	Logikcull (US)	224
		London Legal Discovery	225
		Luminance	227
		Maas Consulting Group	230
		MedBrief	232
		Media Discovery	233
		Media Resources	234
		Merlin Digital Magic, Inc (US)	235
		Millnet Document Services	236
		Milyli (US)	238
		Morae Global	239
		Now Discovery (Lumix)	243
		NUIX RESPONSE: Nuix Pty Ltd	244
	8.1.84	Omnis	246
		OneTrust	247
		OpenText Legal Tech	248
		Opus 2 International	251
		PA Consulting Group	253
			255
		Pagefreezer Paperam Digital	258
		Panoram Digital	
		ProSearch (US / Ireland / India) PwC LLP	260
			263
		QuisLex	267
		Rational Enterprise	269
		Relativity	271
		Reveal-Brainspace	272
		Ricoh (US)	273
		Servient	275
		Sky Discovery	277
		Smith & Williamson LLP	279
		Special Counsel	281
		SullivanStrickler Ltd	283
		Swiss FTS (Switzerland)	285
		SFTS Engineering (Switzerland)	288
		TCDI (US)	291
		The Oliver Group	293
		TransPerfect Legal Solutions	294
		TSD Software Ltd (Bulgaria)	300
		Veristar, LLC (US)	302
		Vound Software (Intella) (US)	303
		Xact Data Discovery (XDD) (US)	304
		XBundle Ltd	305
		ZyLAB Technologie B.V. (Netherlands)	307
	8.1.115		309
8.2	Software		310
	8.2.1	Anexsys Entity Review Software	311
		Anexsys Software Suite	315
		Aon Software Suite	317
	8.2.4	Breakwater Software (Including StoredIQ)	318
	8.2.5	Bundledocs	321

8.2.6	Canopy Software	323
8.2.7		325
8.2.8		328
8.2.9		329
8.2.10	Catalyst	331
	CDS Convert	333
	CloudNine	334
	Concordance FYI	337
	Consilio Product Suite (Global RPM®)	338
	Digital Reef (A TransPerfect Company)	340
	DISCO Software	344
	DocBuster	348
	Epiq Software (DMX and TMX)	349
	Equivio Relevance	352
	Everlaw	355
	ExhibitManager	364
	Exigent Software Suite	368
	Exterro Software Suite (includes FTK)	372
	eZSuite (KNOVOS)	374
8.2.26	FRA Software Suite	375
	Heureka software	377
	ICONECT	378
	In Control (Reveal Data Systems)	381
	Index Engines	383
	Integreon Tools	384
	Intella Suite (Vound Software)	386
	Intelligent Voice <sup>®</sup>	392
8.2.35	Inventus software suite	397
	KLDiscovery Software Suite	398
8.2.38		407
8.2.39		409
	Law PreDiscovery	410
	Lighthouse Technology Solutions	411
	Lionbridge Connector for Relativity	412
8.2.43	LitSavant Conformity Engine	413
8.2.44	LegalCraft <sup>®</sup> Transcend	416
	Luminance Discovery	417
	Lumix (Now Discovery)	420
8.2.47	Magnum	422
8.2.48	MedBrief	423
8.2.49	Millnet DocBuster	424
8.2.50		425
8.2.51	Mindseye TunnelVision	429
8.2.52	•	430
	Nexidia	432
	NightOwl Discovery Software Suite	434
8.2.55	•	437
8.2.56		443
8.2.57		445
8.2.58	Panoram Digital Project Management (PDPM)	449
8.2.59	Relativity	450
8.2.60	•	453
8.2.61		455
	Sightline (From Consilio)	460
8.2.63	•	461

8.2.64	SullivanStrickler Software	463
8.2.65	TCDI Software Suite	464
8.2.67	TransCEND (a TransPerfect Legal Solutions Company)	466
8.2.68	TSD Relativity Product Suite	468
8.2.69	UFED Series	471
8.2.70	Viewpoint	473
8.2.71	XBundle Software	478
8.2.72	ZyLAB	480
8.2.73	Zylpha Solutions	483
ANNEX A - TECHNIC/	AL GLOSSARY	484
ANNEX B - Blank Ven	ndor Form	491
Vendor Informa	ation	491
Software Inform	nation	491

# 1. EXECUTIVE SUMMARY

Welcome to Andrew Haslam buyer's guide to litigation support (or eDisclosure/ Discovery) systems. As with previous editions, this version has been released in Spring to ensure that the latest information from the LegalTech exhibition in New York has been incorporated.

The target audience for the Guide are those individuals who understand they have a requirement, but do not know how to proceed with the next steps. It is assumed that people within organisations that have a litigation support function, will turn to them in the first instance for advice, but might use this document as a primer on what is available.

Possible readers of the Guide are end users of these systems, be they lawyers, barristers, in-house counsel, or IT departments. The Guide does not purport to identify the "best" software or supplier in the marketplace, but instead aims to supply information to allow users to arrive a shortlist of potential vendors, with a procurement exercise being the next logical step.

The Guide is based on Andrew Haslam's general experience in the marketplace, also drawing from a number of vendor procurement exercises. The information on firms and software tools has been provided by the organisations themselves, albeit moderated by the author.

The remainder of the Guide contains a background to the marketplace, looking in more detail at the scope of the document and potential users, and an overview of the EDRM model. A Chapter on the technology areas provides a more detailed examination of the processes that underpin the EDRM schematic, followed by an in-depth survey of the marketplace, the vendors, current issues and potential problems.

A procurement Chapter provides the "meat" of the document with example requirements for scanning, coding, data collection and litigation support services. There is a reference Chapter for additional links to other useful sites and then the specific details of suppliers and software.

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

# 2. GUIDE STRUCTURE

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

Торіс	Where
What is eDisclosure (and what is it not.)	3.1
The EDRM model, which is explained both in overview and detail, shows what legal involvement is required at each stage, and where you might get help from. The model covers the following stages:	3.2
Information Management.	3.3
<ul> <li>Identification of what data you might need.</li> </ul>	3.4
Preservation of that information.	3.5
Collecting the data without "polluting" it.	3.6
• Processing the data to cull it down to potentially relevant material.	3.7
Reviewing it.	3.8
Conducting analysis on the reviewed information	3.9
Producing, either at the disclosure stage or for trial.	3.10
Presenting the information in court.	3.11
A short resume of the EDRM model, and how it works.	3.12
A description of Computer Assisted review (for advanced readers).	3.13
Why cooperation is needed and why it isn't collaboration.	3.13.10
A final summary of the Chapter.	3.15

The remainder of the Guide gives more information on eDisclosure, issues you might encounter and how to procure the right systems for your needs from the correct type of vendor.

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

Торіс	Where
Having given context in terms of the relevant technology areas, a number of specific aspects of the marketplace are examined.	5
First, a brief background to the changing legal environment, is provided.	5.1
A historical perspective of the marketplace grouped by different types of available tools is given, including:	
<ul> <li>A general overview of the technology.</li> </ul>	
<ul> <li>Early Data Assessment (tools for getting a handle on the mass of data.</li> </ul>	
• Litigation Support Products (the things that do the review and analysis bit).	
Predictive coding or other terms for Computer Assisted Review.	5.2
A review of the marketplace is provided in terms of describing the different types of service providers (which for these purposes covers both software and hardware) that are out there, grouped by vendor type:	
<ul> <li>A bit of background to the marketplace.</li> </ul>	
<ul> <li>Consultancy firms, the "supermodels" and the rest.</li> </ul>	
• Software specific organisations (firms that own their own software)	
<ul> <li>Solutions / Bureau organisations (firms that use someone else's software).</li> </ul>	
Outsourcing, a brief mention to provide full coverage.	5.3

Торіс	Where
Then the Guide goes on to explore the current practical "hot topics" in this area, about which you should be aware:	
<ul> <li>Clustering/Concept/Sentiment analysis, that is automatically grouping similar documents together by software means.</li> </ul>	
• Email threading, so that you can just read the "top" email of the thread.	
<ul> <li>Automatic language translation, not for the court but for quick and dirty review work.</li> </ul>	
<ul> <li>Digital audio files, can be reviewed as if they were text, that is you can jump straight to a word in the middle of an hour's recording.</li> </ul>	
Computer Assisted Review.	
Collecting data from social media.	
• I just want to read the emails, and not spend a fortune putting the stuff into a review system.	
Charging models; How much?	
Redaction for native formats.	
Emails with non-relevant attachments.	5.4
The Guide then identifies a number of key issues you should raise with any service provider:	
<ul> <li>Adding Privilege to just one attachment to an email. Because some products don't let you do this.</li> </ul>	
<ul> <li>Re-unitisation of images of paper documents. Because paper is still with us, but some products don't like it.</li> </ul>	
<ul> <li>Names normalisation, how to tame all the different versions of your email address.</li> </ul>	
<ul> <li>Data collection by either the client or your IT department. Don't Do It.</li> </ul>	
• Some issues when working in Native mode. The "buried treasure" of track changes in Word, speaker notes in PowerPoint and comments in Excel cells.	5.5
A list of the main UK vendors sorted by:	
Consultancy firms (both large and medium)	
Software specific organisations	
Solutions / Bureau organisations	
Forensic Firms	5.6
Followed by a list of the main software products sorted by reference to main stages of the EDRM, ie. Software for:	
Collection.	
Processing.	5.7

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

Торіс	Where
All you every wanted to know about procurement but were too afraid to ask.	6
Vendor pricing, how they arrive at their cost model and how to get the best deal.	6.1
Advice on the overall approach, which is to arrive at the point of having potential vendors demonstrating their software to you preferably with your data.	6.2
"Cut and paste" sections for each of the following areas, that you can just drop into your procurement document, or use a demonstration checklist.	
Scanning, because paper is still with us.	6.3
Unitisation and coding.	6.4
<ul> <li>Data collection, because neither you nor the client should be doing this.</li> </ul>	6.5
• Litigation support systems, the heart of the Chapter, with lots of detail.	6.6
• Processing small volumes of ESI, AKA, how I can just read the emails in the case without spending any money.	6.7
A very nice picture that shows how all of this hangs together.	6.8
A final summary of the best bits in this Chapter.	6.9

Торіс	Where
Other resources. A list of other websites that might help you gain greater understanding about the topic of eDisclosure.	
Includes a link to the TeCSA page holding information on the TCC protocol and a copy of the TCC Legal/EDRM Timeline (complete with hyperlinks to the relevant parts of CPR).	
Also a link to the ILTA webpage for the exchange protocol.	7

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

Торіс	Annex
A glossary of all the technical terms used throughout the Guide.	A
A blank copy of the form used by suppliers to provide details of themselves	В

and the software products they use.

Throughout the Guide the following boxes will be used to draw your attention to specific points.

# **NOTE:** Brief Description

Used to draw attention to specific elements of the text.

# BEST PRACTICE: Brief Description

Details a point of best practice that users are advised to follow.

# WARNING: Brief Description

Warns users of any potential issues.

# 3. EDISCLOSURE – AN INTRODUCTION

The purpose of this Chapter is to take the reader through the process of eDisclosure, starting with a definition of what it means, and what it does not mean, and then progressing (by means of an industry standard model) through the various stages of the procedure. At the end, there is a more advanced section on the specific area of Computer Assisted Review or CAR, but this can be skipped until required.

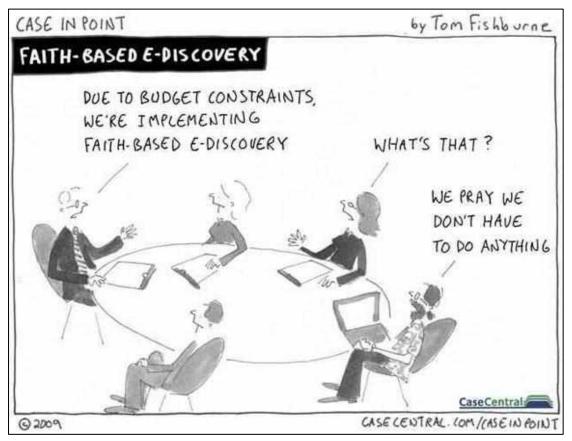
### 3.1 Definition

A simplistic definition is that eDisclosure is all about the disclosure of electronic material. However we need to dig a little deeper into that statement of the obvious.

There are two parts to the definition; the words "disclosure" and "electronic material". Let's explore the second one in a little more detail. Electronic information refers to the "stuff" that is within emails, Word documents, Excel spreadsheets and PowerPoint slide shows. This is the level that most readers will need to interact with for eDisclosure. The term also includes databases, social media (Facebook, LinkedIn, Twitter), digital audio such as recorded conversations in deal rooms, support centres et al, images, mobile phones, tablet devices (i.e. iPads and their ilk) and a host of other increasingly more exotic types/locations. All of this is known as Electronically Stored Information or ESI.

The definition of eDisclosure then becomes the process of identifying, collecting, processing, analysing, reviewing and presenting ESI for legal proceedings.

Because so much of the software in this area comes from the United States, it is as well to recognise the synonym eDiscovery, which is the American term for eDisclosure.



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

discussions on format might be used for the images, and which kinds of physical media could be used to hold the images and their data, be it "floppy disks", tapes or a memory stick. This discussion used to be incorrectly labelled as "eDisclosure", and is mentioned here to dispel any legacy misunderstandings.

## 3.2 EDRM Model

As you would expect for a technical process, there is an official model showing the various steps involved in the whole procedure. This is known as the Electronic Discovery Reference Model (EDRM). The model is discussed in great detail at <u>www.edrm.net</u>, but for the purposes of this report the standard graphic used to give an overview of the approach is shown below. Also see the EDRM entry in the Supplier's chapter (8.1.33).

If you want to see how the various stages of the EDRM process relate to the procedural requirements contained in the CPR and the related Practice Direction, and what this means in terms of the action that you should be taking in the context of eDisclosure and when, you should refer to the eDisclosure Timeline in section 7.12.



# **NOTE:** Circular Processes

Some of the lines used to link the boxes have arrowheads at each end. This implies (and very often means) that the workflow "loops" around and that having done one box, you need to go back and repeat some previous processes.

The background in the graphic shows the volume of data decreasing as the various stages are completed, with a corresponding rise in the identification of relevant material. The various processes involved in eDisclosure are shown as discrete boxes with workflows between them. The main use of the model for this review is to provide a "shorthand" to explain the functionality that different software products provide.

For example a company specialising in area of Records Information Management, email archiving and the ability to "freeze" documents within a client environment in order to meet the requirements of disclosure (the US "Legal Hold" concept), might state that they "work in the left hand side of the EDRM model". A forensic firm might focus on the purple Preservation and Collection areas, whereas a litigation support software firm might have literature showing them focused on the blue boxes of Processing, Review and Analysis. The following sections go through each of the "boxes" of the model and look at three things:

### 3.2.1 Description

The official description of the individual process/procedure.

## 3.2.2 Legal Implications

What you as a lawyer might become involved in within this particular process.

## 3.2.3 Who can help

A brief overview of the types of services and/or software products you might need to support you in this process. Wherever possible software products are named, though these are non-exclusive lists.

# 3.3 Information Governance

### 3.3.1 Description

Getting your electronic house in order to mitigate risk & expenses should eDiscovery become an issue, from initial creation of electronically stored information through its final disposition.

### 3.3.2 Legal Implications

This is an area also known a Litigation Readiness and is normally conducted by the client. You might be called upon to assist in terms of providing advice on data retention requirements for a specific industry.

### 3.3.3 Who can help

Normally the preserve of the larger consultancy firms working with their clients.

# **NOTE:** There's a BD opportunity here

Why not approach your clients (possibly with a technology partner by your side) and engage them in conversations about becoming litigation ready. You supply the detailed legal and business specific knowledge and the client is better prepared for the "evil day" of litigation.

### 3.4 Identification

### 3.4.1 Description

Locating potential sources of ESI & determining its scope, breadth & depth.

### 3.4.2 Legal Implications

This is the initial stage where the client comes to you and explains their problem. Using a combination of your legal knowledge and their understanding of the organisation they work for, you should start to get an idea of where the ESI might be located. You might want to incorporate a rough outline of the scope in your initial client care letter, you might be happy with going on what the client tells you (it is their data after all), or you might want to delve a little deeper into what data silo's exist.

This is very much a "horses for courses" area. A good rule of thumb is; do you know enough about the client and their technology to run a "sanity check" over what they are telling you?" If not, you might want to get some professional help to try and uncover the "nasties", before they bite you downstream.

# 3.4.3 Who can help

Some eDisclosure suppliers specialise in producing something called a "data map". This is NOT a technical document showing all the servers and other bits and pieces that makes up the client's IT infrastructure. Rather it is a written description (possibly with a diagram or two) of where the various data sources are. For example; "*Most of the information is stored on the email servers, but some is on the back-up tapes, and there is a company the main firm took over last year that has got its own IT infrastructure which will need to be examined.*"

# BEST PRACTICE: Build a "Data Map" as soon as possible

Should be a single piece of A4 that describes where the data is stored and any issues surrounding it. Print it out and have it on the front of the Matter file. The overall concept of a "Data Map" is embodied in Section 2 of the DRD.

### 3.5 Preservation

### 3.5.1 Description

Ensuring that ESI is protected against inappropriate alteration or destruction.

### 3.5.2 Legal Implications

Once you have determined the possible scope of the areas you might (or definitely will) be collecting data from, you need to ensure that the client doesn't delete or damage the ESI in those locations. Again this might be something for your initial engagement letter and you might need technical help. You might cover things like; stopping the re-use of back-up tapes (it can be cheaper to buy a whole new sets of tapes that over-write important evidence), or removing the limits on email in-boxes that cause emails over 60 days old to be deleted, or putting a hold on the re-use of the PC, that was used by the employee who is now suing your client.

### 3.5.3 Who can help

There are very expensive, mainly US based tools that will enforce the American concept of "legal hold". If your client has got this kind of software in place, they are probably involved in serial litigation and you won't be reading this kind of Guide.

The key area that causes problems is when there is a "disconnect" between the client and their IT department. You might want to make sure that someone from the client's IT department is involved in the initial meetings/conversations so that they can understand what you are asking the client to do. If you are not comfortable with your level of technical knowledge you might want to take along support from a vendor so they can talk "Geek to Geek".

# ● WARNING: Forget the Client's IT staff at your peril

Make sure the Client's IT people understand what data you are preserving, so that they don't inadvertently destroy it as part of their normal business practice.

### 3.6 Collection

#### 3.6.1 <u>Description</u>

Gathering ESI for further use in the e-discovery process (processing, review, etc.).

### 3.6.2 Legal Implications

As a rough guide, there are two kinds of data collection, those that require a forensic process (complete with chain of evidence documentation) which is normally in cases of fraud, and the rest, where you just need to collect the data in a competent manner. The first group is a specialist area, and if you are involved in this kind of proceedings, you probably have got a "tame" forensic investigator that you can use, if not you need to find one. The forensic data capture might also involve things like retrieving data from mobile phones, making forensic copies of PC's or other computer equipment, and all other kinds of highly specific activities.

For the more general data collection requirement, there are issues here, more fully explored in subsequent chapters. Suffice it to say, that it is best to have a qualified individual or service provider collect the information and there are pitfalls involved in letting the client do it for themselves. However, in some cases this might be OK.

There are two schools of thought on the scope of data collection. One is that you collect very broadly (so you only disturb the client once) and use the downstream processing to winnow out what you need. The other is that you do a focused collection and run the risk of having to come back and widen the scope. Each is valid, and they are non-exclusive, in that you can start focused and (if the case progresses/warrants it) come back later and do a wider collection for downstream culling.

This is where an understanding of the case, and where the information is stored is invaluable, as you can then make informed decisions. With, of course the price of the different options and how it affects the downstream processing very much to the forefront of people's minds.

# ● WARNING: Badly collected data can lose you the case

Leave data collection to the experts. If the client offers to do to save money, be very careful and make sure they understand the implications if they get it wrong. It is NOT just a case of copying things from one place to another.

### 3.6.3 Who can help

The forensic data collection organisations are a specific grouping of service providers. Make sure that you get a forensics company and not just a litigation support service provider that has sent someone on a data collection course. They tend to use products such as Guidance EnCase or Access Data's FTK toolkit to carry out the collection process, indeed these products are often used by the other group as well, just without the formalised chain of evidence documentation. The key thing is that people in this first group are used to appearing in court as an expert witness to explain how they obtained the specific piece of information.

The second type of data collection can be handled by a number of vendors, though in practice using the specialist organisations and dispensing with the formal side of things is a sound tactic.

## 3.7 Processing

### 3.7.1 Description

Reducing the volume of ESI and converting it, if necessary, to forms more suitable for review & analysis.

### 3.7.2 Legal Implications

The "shorthand" term for this stage is Early Case Assessment (ECA), or more accurately Early Data Assessment. This is where the range of options open to you increases quite dramatically. In the main the processing goes through two stages; first the data is "cleansed" in that unwanted types of information are automatically removed, this process can also involve the identification of duplicate versions of emails etc. Second, the data is loaded into a tool that allows the user to identify the information they want to take forward into the next stage.

The capabilities of the tools at this stage are quite bewildering, but in the main, you are trying to identify the information that you will want for your case, so an understanding of the key people involved in the matter (normally called data "Custodians" in techie speak) is good, as well as the date range that covers when key events happened. You might have an idea of the kinds of terms or keywords that would be useful to search on, but there are other much more powerful technologies at your fingertips that will surpass the results of keywords.

The key to getting maximum benefit from this stage is for you to team up with a sympathetic vendor and let them drive the technical process, whilst you supply the background and legal requirements of the matter.

# BEST PRACTICE: Build a partnership with a service provider

Let the service provider drive the processing software; you should focus on giving them the salient points of the case issues, so that you can identify and cull out unwanted data.

### 3.7.3 Who can help

The choice of software here is split into two groups. On the one hand there are products specifically designed to work in this area. These range from software that third party suppliers use such as Veritas eDiscovery Platform, IPRO's eCapture tool, or Nuix, through to tools specifically designed by suppliers for this area, like the DART tool from Insugo. There are a number of these specialist tools, and the mention of those above is not to elevate them above the rest, purely to show examples of the genre.

Secondly, there are products from the next stages of the process (Review & Analysis), that incorporate functionality for this step as well. Products such as Ringtail, come to mind, as does Relativity's Relativity Processor software, and Opentext (used to be called Recommind) offerings. Again, these are mentioned as examples and not as an exclusive list.

In the first few editions of the Guide, the Early Data Assessment modules of the "All in One" products did not match the functionality provided by dedicated tools. This is no longer the case, which is good news in one way as it adds to the choices available to you, and bad news in another, as it adds complexity to the selection process in this area.

Finally there are specific ECA tools such as Brainspace and NexLP that are designed to sit alongside the review platforms as "best of breed" ECA options. In 2020/21 Reveal software acquired both of these products with the avowed intent of incorporating the functionality of both systems into Reveal so they could take on Relativity head to head. Watch this space to see how that turns out.

# **NOTE:** Controlling costs starts here

Getting a good deal on processing costs is as important as having the latest technology. There is no escape from this, you have to put in some effort in building a relationship with a service provider in order to understand your option.

### 3.8 Review

### 3.8.1 Description

Evaluating ESI for relevance & privilege.

### 3.8.2 Legal Implications

For many, this and the next stage form the hub of the eDisclosure process. The products mentioned here will be the environment in which you and your legal team will conduct most (if not all) of your on-line interaction with the data. The first half of the equation is the ability to review ESI and assign values for: Relevance, Privilege, Trade Secret, Personal Data, and as many case-specific topics as you can shake a stick at. By the time you are in this stage, you will (hopefully) know what the issues are that you will be fighting the case on, and the various criteria you will apply to determine relevance et al. Your role will probably be to oversee the team that is carrying out this review work, though in smaller cases you might be doing the work yourself.

For large scale review exercises; you might have to recruit contract legal staff to do the work under supervision or farm the work out to one of the London based managed review facilities. You might have a "near shore" option of a cheaper office outside of London, or you might be involved with an off-shore Legal Processing Operation such as Integreon (India) or Exigent (South Africa). In essence you will direct the team (whatever the size and geographical location) and provide overall Quality Assurance back to the Client.

### 3.8.3 Who can help

The short answer to this one, is a lot of service providers. There is a lot more analysis of the firms and their products in the Chapters after this, but the broad split is between organisations that have their own software, and specialist software products that are supplied by different types of third party vendors be they consultancies (of different sizes) or more generic companies (that come from different backgrounds). There is a bewildering mix of software functionality and supplier personnel that combine to give you a multitude of options.

The key is that you should go through a procurement exercise before you are deep in the middle of a case, and thus make the decision in a rational cost effective manner, and not as a result of a frantic phone call to the first service provider you can find on a Friday afternoon.

That is what the rest of this Guide is about.

# **NOTE:** What works for one firm, doesn't for another.

The "right" software for law firms, varies according to the people on the legal staff, the kind of law they specialise in, the functionality of the software and the "chemistry" with the people from the service provider.

#### 3.9 Analysis

#### 3.9.1 Description

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

#### 3.9.2 Legal Implications

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

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

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

If, however, you have a more complex viewing requirement and want the equivalent of Sky HD+ box that allows you to record three shows at once, pause live TV, access the past 7 days of shows and download movies from on-line services, you want the litigation support products with more functionality.

The elephant in this particular room that everyone is avoiding is the concept of Computer Assisted Review or CAR. At this stage all we will do is acknowledge its existence, note that it has a formal definition in a Section or to, and hold that thought until we get to the following Chapters which give you an idea of all the different technologies that are available.

# BEST PRACTICE: Understand the "what", not the "how".

No-one (particularly the Judiciary) will expect you to be able to explain the workings of the software. If you build an approach that samples the output to show it is working, then you have the basis for agreeing/arguing with your opponent at the first CMC.

### 3.9.3 Who can help

Same as before. Lots of service providers can help. The trick is to select one who can become a trusted partner, before it all starts getting too hectic.

### 3.10 Production

### 3.10.1 Description

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

### 3.10.2 Legal Implications

You will want (have) to agree with the other side the scope of what you are delivering. The technical details of what is being handed over can be left to the service providers with the following exception.

It is assumed that the majority of the cases that readers of this Guide are involved in will focus on emails and their attachments, which will mainly be MS Office outputs in terms of Word, Excel and PowerPoint, with some PDF's thrown in. The battleground here can be the format of those ESI items. Word, Excel, PowerPoint exist in what is called "Native" mode inside their programs, that is you can modify and change the contents of the document, spreadsheet or presentation. Those Native documents have something called metadata associated with them, things like the original creator of the document, the date it was last printed etc. For Excel and PowerPoint, unless the ESI is handed over in Native mode, it isn't much use to the other side, so they will (quite rightly) insist upon it being handed over in that form. Word can cause all kinds of headaches, in that it can contain "Track Changes" which in turn may or may not hold privilege information etc. An option (reached by agreement with the other side) might be to create text searchable PDF's and only hand those over.

If the opposition suggests <u>only</u> giving you "TIFF" images of the ESI, you should reject it.

It is sufficient for this level of explanation to know that there are issues in the production of ESI and be aware of them and your preferred approach long before you start engaging with the other side.

# WARNING: Don't "degrade" information

Neither you nor the other side should be taking 100% searchable ESI and turning it into images of printed pages. Those kind of games are contrary to Paragraph 34 of PD 31B and could result in an adverse order for costs. If your matter falls within the scope of CPR PD 51U (the eDisclosure Pilot) then the default mode for data exchange is "Native".

### 3.10.3 Who can help

Whoever is supporting your litigation software should take care of the technical aspects of exchanging information. You should work with them in understanding the

implications of the options that the opposition give to you. A useful best practice protocol and guidelines is available for free <u>here</u>.

# 3.11 Presentation

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

It is rare that you get to use presentation systems such as those deployed in the Leveson enquiry. Of more likelihood is a request for a set of linked PDF's and that is something the service providers will happily do for you. Since 2013 and the advent of the Magnum product from Opus 2, you are more likely to find technology in the court room. The pandemic in 20/21 led to a significant uptake in the use of these systems from basic eBundling software through to courtroom support systems.

### 3.11.1 Description

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

### 3.11.2 Legal Implications

This used to be a very US centric part of the model, and not something the majority of users of this Guide would come across. However, the advent in 2013 of the Magnum system from Opus 2, and in 2014 CaseLines from NetMaster Solutions Ltd, mean that if your case does make it all the way to court, you might well be using a computer system to help you. At a lessor level the ability to create a linked "bundle" of PDF documents is something more firms are becoming aware of, and using where appropriate. 2017 saw the arrival of the XBundle software suite in this area. 2018 ushered in both the TMX trial presentation product from Epiq, aiming to provide competition for Opus 2 and the marketing of the eponymous Bundledocs for the PDF linking solutions. The 2020 year of lockdown saw a big push towards the use of electronic bundles (or eBundles) throughout the litigation process, as well as a much bigger use of trial support software.

### 3.11.3 Who can help

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

### 3.12 EDRM Summary

At the start of the process it is about you establishing the scope of the case, identifying the real issues, and then designing and driving the data collection and culling in an informed manner. You should NOT have to get involved in actual processing of data.

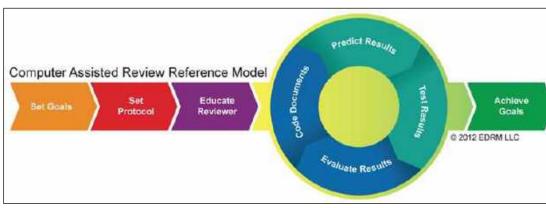
Once you are into the Review and Analysis stages, there is a very large range of options. The best advice is to carry out a procurement exercise, were you try as much as possible to compare Apples with Apples. That is what the rest of this Guide is about.

### 3.13 CARRM Model

# **NOTE:** For Advanced Readers only

This Section is only for those individuals who are contemplating the use of Computer Assisted Review or CAR. First time readers can probably skip this bit and come back to it when they need to.

In December 2012, the EDRM team published a draft model and definitions for the area of Predictive Coding, otherwise known as Technology Assisted Review (TAR) or, as they (and a lot of other people) prefer to call it, Computer Assisted Review (CAR).



The model shown below is followed by the text from the EDRM site.

# 3.13.1 EDRM's Technology Assisted Review Reference Model

Technology Assisted Review (TAR) is a process of having computer software electronically classify documents based on input from expert reviewers, in an effort to expedite the organization and prioritization of the document collection. The computer classification may include broad topics pertaining to discovery responsiveness, privilege, and other designated issues. TAR (also sometimes called Computer Assisted Review, or CAR) may dramatically reduce the time and cost of reviewing ESI, by reducing the amount of human review needed on documents classified as potentially non-material.

The framework below was developed in 2012 by an EDRM team to document the steps of the TAR process. Like the EDRM framework, the TAR framework should be a useful reference for e-discovery practitioners at corporations, law firms and elsewhere; e-discovery services and software providers; and organizations evaluating e-discovery tools. In 2017, a new EDRM team is undertaking a project to develop TAR standards, using this framework as the launching point.

Find out more <u>here</u>.

The Major Steps in the CARRM Process are described below

### 3.13.2 Set Goals

The process of deciding the outcome of the Computer Assisted Review process for a specific case. Some of the outcomes may be:

- Reduction and culling of not-relevant documents;
- Prioritization of the most substantive documents; and
- Quality control of the human reviewers.

### 3.13.3 Set Protocol

The process of building the human coding rules that take into account the use of CAR technology. CAR technology must be taught about the document collection by having the human reviewers submit documents to be used as examples of a particular category, e.g. Relevant documents. Creating a coding protocol that can properly incorporate the fact pattern of the case and the training requirements of the CAR

system takes place at this stage. An example of a protocol determination is to decide how to treat the coding of family documents during the CAR training process.

### 3.13.4 Educate Reviewer

The process of transferring the review protocol information to the human reviewers prior to the start of the CAR Review.

### 3.13.5 Code Documents

The process of human reviewers applying subjective coding decisions to documents in an effort to adequately train the CAR system to "understand" the boundaries of a category, e.g. Relevancy.

### 3.13.6 Predict Results

The process of the CAR system applying the information "learned" from the human reviewers and classifying a selected document corpus with pre-determined labels.

### 3.13.7 Test Results

The process of human reviewers using a validation process, typically statistical sampling, in an effort to create a meaningful metric of CAR performance. The metrics can take many forms, they may include estimates in defect counts in the classified population, or use information retrieval metrics like Precision, Recall and F1.

### 3.13.8 Evaluate Results

The process of the review team deciding if the CAR system has achieved the goals of anticipated by the review team.

#### 3.13.9 Achieve Goals

The process of ending the CAR workflow and moving to the next phase in the review lifecycle, e.g. Privilege Review.

# ♥ WARNING: Driving a CAR needs skill.

CAR technology is very powerful, but needs to be understood. A degree of mathematical skills is required to both use the tool fully and explain the methodology to the other side. If you don't have those skills, consider adding them to your legal team, possibly from the supplier of the product you are using.

TAR / CAR is mandated in the eDisclosure pilot for any matter where the review scope is over 50,000 documents. You need to bear this in mind when selecting a supplier.

### 3.13.10 CAR is evolving

Some suppliers are now talking about TAR/CAR 2.0, implying that there has been an evolution in the approach to this process. More detail on this at 5.4.5.

### 3.14 Cooperation in England and Wales

Though not part of the EDRM model, this part of the Guide would not be complete without emphasising the focus on cooperation for the eDisclosure process within England and Wales. Practice Direction 31B requires that "the parties and their legal representatives must, before the first case management conference, discuss the use of technology in the management of Electronic Documents and the conduct of proceedings". PD 51U takes the emphasis on cooperation a lot further in the approach

embodied in the joint drafting of the Disclosure Review Document (DRD).

Consider a meeting with the other side where both parties have; their legal representation, the client(s), the client's IT representative(s) and the litigation support providers. Use this to agree the various processes you will undertake and how the information will be shared. There is still plenty of room for argument on all the other issues of the case, but in this area you are expected to present a united front to the Judge.

If you can't agree then you can apply for directions from the court, but this could be a risky business with no one liking the outcome. Far better to have discussed and agreed up front, and the earlier in the process the better. In some cases engaging an experienced neutral mediator to facilitate the parties in reaching a consensus may be a more satisfactory way of resolving disputes which may arise.

# BEST PRACTICE: Cooperation is not collaboration.

Working with the other side to smooth the path of eDisclosure is essential. You can still put your arguments and fight your case, just don't waste time and effort being obstructive. It will almost certainly add to the costs.

### 3.15 Overall Summary

By this stage a reader should be comfortable with the definition of eDisclosure and the various stages it encompasses. They should also be familiar (at a high level) of what involvement they as a lawyer might have with each part of the process and what tools and service providers are available to help them.

To summarise the current position, most of the significant "players" in the litigation software world have similar capabilities, albeit they might be grouped as ECA on one hand, or litigation support on the other. The main products are truly Unicode compliant, have near duplicate facilities, "cluster" data into concepts without intervention from users, as well delivering a rich search environment and the ability to easily manipulate the results of enquiries.

The differences are evident in which area of the EDRM the product addresses. The ECA tools are far more focused on processing large volumes of emails and their attachments, with emphasis on various techniques to try and identify the potentially relevant data. Litigation support software has more focus on the review of documents for relevance and privilege, and the preparation of a case around identified themes, leading to a disclosure exchange and downstream courtroom production. Confusion arises because the various products are continuing to mature by absorbing functionality from competitors. Thus ECA tools drift into the right of the EDRM and litigation support products to the left.

Now we add to this complex mix the whole concept of Computer Assisted Review (CAR) which can be presented as a "Black box technology that supplants lawyers, so be afraid, be very afraid", when nothing is further from the truth.

Where this leaves readers trying to assess which product they should choose, is that they have to evaluate what piece of software works best for them, and their circumstances. Unlike scanning, coding and (to some extent) forensic support services, it is not possible to select a supplier on price and functionality alone. Firms need to evaluate the software by means of demonstrations (preferably with their own data) and then (optionally) trialling rival products against each other to gain an understanding of what suits their individual unique requirements and work mix.

The remainder of this Guide aims to provide information to enable readers to achieve those aims.

# NOTE: What's Next?

The rest of the Guide take you through all the things you need to know in order to procure Litigation Support services and software. If you are not at that stage yet, then you can stop now, though there is some good detail on pitfalls and technical issues in Chapter 5 you might want to skim through.

# 4. TECHNOLOGY AREAS

The aim of this Chapter is to provide a brief outline of the various areas of technology in order to provide context for the rest of the Guide. It is not intended to provide a comprehensive description of each area, more a taste of the requirements and an overview of the main issues to be aware of.

The Chapter first looks at those areas that are outside the main scope of the guide and then goes through the remainder in a roughly chronological sequence within the timeframe of a project.

Though the Guide mainly focuses on eDisclosure, there is mention of scanning as many cases still involve paper alongside the ESI material, so the topic is covered for completeness.

# **NOTE:** Do I really need to read this?

This gives more context and detail on the different tools that you have at your disposal. If you think you have a good enough understanding already, skip to Chapter 5.

### 4.1 Litigation Readiness / RIM / Email Archiving

This Section examines those technology areas which (as at this version of the guide) are outside of scope. It is included to provide background information on these areas, and might in subsequent issues also provide a springboard for the addition of more information on solutions within these topics.

### 4.1.1 Litigation Readiness

A common analogy is that, if litigation support and eDisclosure are the ambulance at the bottom of the cliff, then litigation readiness is the fence at the top that stops you falling over. Litigation readiness is inexorably bound up with a sound Records Management policy, and this in itself is a good efficient business practice. Indeed for some firms in the financial sectors, the demands of Sarbanes Oxley, the Financial Services Act, Basel 2 and MiFID, make a sound records management strategy an essential element of their business. Increasingly, the way in which a business handles electronic data has a value in its own right and that value is being assessed in Merger and Acquisition situations. The demands of the Bribery Act only increase the pressure for organisations to have a good grasp on the control and management of their ESI.

As well as the regulatory and compliance drivers, there are increased risks for firms involved in global transactions and a poor or badly prepared response to litigation can result in significant brand tarnishment, or even the destruction of the company. On a more pragmatic level, there is a good business case for controlling the spiralling costs of eDisclosure, and let us not forget, a key element of the rules changes in both the US and England, was the requirement for lawyers to specifically address the challenges of eDisclosure. That initiative was re-addressed with PD 51U in 2018.

For more information on this topic see the whitepaper stored <u>here</u>.

### 4.1.2 <u>RIM / Document Retention Policy/GDPR</u>

As just mentioned, one of the other main elements in this area is that of policy as encapsulated by Records Information Management as a topic title, and Document Retention Policy as a specific concept. Of course what is really meant by a retention policy, is when can you delete or destroy records. That being said, a rational policy that at least removes all the superfluous duplicate copies of emails and other ESI items, does pay dividends once litigation is underway and you have to collect and process all of those individual files. The main priority in this area is to ensure you are doing the best you can to conform to the relevant legislation, so I would advise users to approach their normal provider of legal advice for guidance.

A brief mention of GDPR. The UK made GDPR law in May 2018. At the time of writing, (Mar 2021) the situation around BREXIT is still confused, so the adequacy of the UK data protection standard as measured against the EU in unknown, though it does seem as if the UK will be deemed by the EU to have an "adequate" standard of data protection. Adequate is actually a level that very few countries achieve, so this will be a significant step forward should it be ratified.

There is an increasing awareness of how the level of data management required to comply with GDPR, also overlaps with litigation readiness and overall good practice.

As rule of thumb, if your matter is within the jurisdiction on England and Wales you should aim to store your data with a supplier who's servers are based in the UK. If you have EU data, you might have to consider storing the data in an EU location, depending on the outcome of BREXIT.

# **NOTE:** Another BD opportunity

Did I just hear someone say they wanted proactive legal advice on industry specific areas so I can show how much I know about your business and how I might help when it comes to litigation?.

# 4.1.3 Email Archiving

In a way, this is a Ronseal title, in that it does what it says on the tin, that is, these are systems that archive email. At a very high level the choices on offer mainly fall between having an in-house system, or using an external "cloud" based provider. Again at a high level, the first generation of offerings seem to be based around the in-house option, with more sophisticated functions and pricing coming for the second generation of cloud based products.

# 4.2 Collection – Forensic & Generic

Once the data you need has been identified, the next step is to collect the information. This is normally the preserve of vendors who provide specific services. Alternatives that normally should be avoided, are either using your own IT department to carry out the work, or letting the client's IT personnel do the collection. See Section 5.5.4 for more on the issues surrounding these choices.

The skills required to provide forensic services are very specialised, and take time to acquire. Therefore the firms operating in this area tend to be relatively small, even when the team itself is part of a large organisation such as the forensic groups of the big consultancy firms. It has been known for clients to form working relationships with specific individuals in the forensic world and remain "loyal" to that individual even when they change the organisation they work for.

The requirements tend to split into two areas, the provision of forensic services and the collection of ESI in a competent manner, which might have to conform to evidentiary standards. As a rule of thumb, forensic services are normally needed when fraud is suspected and information has to be retrieved from mainstream computer systems and/or more obscure places such as mobile phones, tablet devices and online social network sites.

See Section 6.5 for draft requirements within this area.

# 4.3 Scanning

By and large, scanning is a commodity item with most suppliers providing similar services. Prices are normally based on scanning black and white A4 pages that have printing on one side, and creating TIFF images at 200 or 300 Dots Per Inch (DPI). Exceptions to either the colour or size of the document cause the price to increase. It is normal to get the vendor to use a process called Optical Character Recognition (OCR) to derive a text version of the images. Even the best OCR process will contain spelling mistakes, with a 99.9% accuracy rate equating to 4-5 miss-spellings on a single sheet of A4.

The main issue to watch out for in scanning is that of unitisation, in this specific area we are focused on how the images that result from a document are then "bound" together to form the set of "pages" representing the document. An issue can arise whereby the supplier carrying out the scanning obtains the images, but these are passed to a second supplier for coding purposes. The individuals in the second supplier look at the images and derive the unitisation of the documents from their interpretation of where document breaks occur, without being able to reference the original documents and thus seeing how they were stapled or attached via paperclips etc. together.

Scanning vendors have two approaches to this issue. The majority use their operators to "manually" unitise the images of the pages in the files. The more sophisticated minority have pre-prepared slip sheets that they insert within pages to show things like document start and end, paper clips, attached post-it notes etc. Their scanning software recognises all these coding forms (and strips out the images of the slip sheets) and is able to re-constitute the electronic version of the file so that it exactly matches the unitisation of the paper version.

For smaller scanning requirement, this issue is immaterial. However for larger projects (say over 20 or so lever arch files) it can cause significant problems unless addressed.

Finally it is normal practice to uniquely identify each images in some manner so that it can be referred to. The usual methodology used to be to apply BATES numbers to the document following a pre-arranged format, with a BATES number per page, though in some systems/projects this approach is now changing. As systems increasingly accept PDF's of whole documents rather than scans on individual pages, the need to individually number each page has started to recced, with document numbers being used to identify specific records.

See Section 6.3 for draft requirements within this area.

# 4.4 Objective & Subjective Coding

It is normal process add coding to the review system to sit alongside the images (Tiffs or PDF's) of paper documents. The coding can be either Objective or Subjective coding, with most paper documents having a minimum of Objective coding. Objective coding is that information that can be derived from the document, usually this is seven fields:

- Document Date (With an additional field to show if the date had been estimated in any way).
- Document Title.
- Document Type.
- From.
- To.
- Copyee.

Subjective coding is information that is added by a suitably qualified individual on matters such as relevance, Privilege, Trade Secret, Personal data, etc.

There is debate about the need to add Objective coding to ESI. Email does not require any additional coding as it contains the date, title and addressees within itself. Sometimes coding is added to Word documents as it can be very difficult to identify the objective information from the metadata of a Word file. However, given the volumes of ESI, such coding (even when carried out overseas by an LPO) can add significant amounts to the cost.

The issue to be aware of is that there are many different dates held within the metadata of ESI items, such as date created, date last printed, date last saved, etc. Normal practice is to use the "date last saved" as the date of the document / spreadsheet / presentation / PDF, but this might well NOT be the date shown within the item. There is no easy answer here, just a requirement to be aware of the limitations of the reliance on metadata for dating items.

# 4.5 Litigation Support Tools

This Section looks at the software in this area across three broad areas. A more detailed market analysis in shown in Section 5.2. whilst Section 6.6 has draft requirements within this area.

## 4.5.1 Early Case/Data Assessment

Once material has been collected, it is normally passed through some form of initial assessment/culling. The tools in this area allow users to "slice and dice" the information in many ways, from removing unwanted file types, grouping by date and custodian of the information, through to more sophisticated clustering of the data using semantic analysis. This last option is where the software groups "similar" items together. The computer determines what is "similar" by conducting a linguistic analysis on the content of the ESI items as well as comparing date, time and other objective data. The power of this approach is twofold. First, it groups superfluous material so that can easily be bulk coded as irrelevant. Second, the computer had no preconceptions about issues or keywords and can sometimes produce unexpected results in its grouping that a human reviewer would not have spotted.

## 4.5.2 Litigation Support Systems

The systems in this area are focused on the review of "documents" in preparation for initial disclosure to the other side, and (if the case progresses that far) a trial bundle. They have facilities for tagging documents for user defined issues, as well as powerful search tools and auditable production processes. The more recent tools have built in workflow that enables large scale reviews to be controlled in a much easier manner and "logic" checks that improve the Quality Control side of things. There are a range of tools on offer within this sector of the market, from reasonably "cheap and cheerful" up to top end products. That being said, most (if not all) now share common functionality and will enable users to deliver their end product, the key here is to match user requirement with the offered functionality and only buy enough to get the job done rather than over-specify the need.

## 4.5.3 <u>Multi-Purpose Tools</u>

There has been an increasing trend over the past few years for both the ECA and litigation support products to "drift" into each other's areas in terms of their functionality. Which is to be expected in a maturing marketplace. However there are also starting to appear offerings that span the whole of the two areas combined. These come in two flavours. First a single product that from the start has been designed to cover the entire spectrum, and second products that started as discrete offerings (sometimes from

different companies) but by a process of acquisition and re-development now share a code base and have seamless integration between each part.

The issues here are about how well such an overarching aim can be met by a single set of software developers. The requirements of an ECA tool are quite different from that of a litigation support system and the interfaces and functionality for each area are very specific to those specific requirements. The danger here is the "Jack of all trades and Master of none" syndrome. However, as products encroach on each other's areas and as these multi-purpose tools evolve, it is probable that the successful tools of the future will span all the areas, the trick is to make sure you don't buy too soon.

# 4.6 Presentation Systems

The main focus in this area used to be the production of some form of court room bundle, rather than in-court presentation systems such as those deployed in major inquiries like the "Bloody Sunday", "Diana Inquest" or "Leveson" public events. The lockdown year of 2020 ( which carried into 2021) saw a significant uptake in the inhouse use of tools by law firm to create what used to be called eBibles, and is now more often referred to as eBundles. The use of these tools permeated well beyond courtroom or arbitration settings as lawyers realised the efficiency and time savings to be gained from quickly and easily being able to create indexed linked bundles of electronic documents.

The main choice for courtroom support systems used to be between the more traditional approach of a set of PDF files linked together into some form of eBible and more generic "cloud based" offerings. The suppliers of the eBibles tend to be those vendors with roots in scanning, whilst the preference in the cloud based solutions seems to be a choice between products from Epiq and Opus 2.

During 2013, the Magnum product from Opus 2 gained a significant amount of "traction" in the marketplace and should be explored by anyone who ends up taking a case into the courtroom. During 2020 both Opus 2 and Epiq provided support for online "virtual" court rooms. If these become the new normal, expect other offerings to appear from alternative suppliers.

During 2014, the CaseLines product from NetMaster solutions, was adopted by the UK Supreme court, on a trial basis, for the submission of all documents to the court. Since 1<sup>st</sup> January 2016, CaseLines has been in use at all the County Courts in England and Wales, providing a true paperless office environment. In 2018, CaseLines was adopted by the Dubai International Financial Centre (DIFC) Courts to become the first court in the Middle East to introduce a new secure cloud-based technology to allow court documents to be uploaded from anywhere in the world. In Autumn 2020 Caselines was acquired by Tomson Reuters, see their <u>entry</u> in Chapter 8 for more details

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

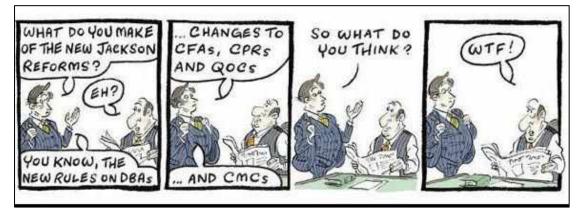
Launched at LegalTech 2018 was Epiq's TMX application, a collaborative platform for case preparation and presentation. TMX is a secure, flexible, and highly scalable sharing platform that gives international clients the ability to build electronic bundles quickly and easily for court hearings and arbitrations, while delivering to the U.S.-based users, a single collaborative tool with which litigation teams can prepare case documents for depositions and trial.

Key competitors in the in-house eBundling marketplace include <u>BundleDocs</u>, <u>XBundle</u> and <u>Zylpha</u>. Readers should use the Guide to assess which product best meets their need.

# 5. MARKET SURVEY

This Chapter looks at the overall marketplace. It starts with a quick review on the changing UK legal environment and how that might impact upon the choice and use of technology. There then is a review of the various areas that make up the sector, followed by an analysis of the different types of vendors, and culminates in a look at the current "hot" topics for users of the guide to be aware of.

# 5.1 Changing Legal Environment



It is assumed that users of this guide are well acquainted with the Civil Procedure Rules (CPR) that are the formal rules for this area within the UK. Of main interest to this guide is Practice Direction 31B - Disclosure of Electronic Documents, which took effect on the 1<sup>st</sup> October 2010 and comes with an Electronic Documents questionnaire. Further information on these topics can be found in Chapter 6. The point of mentioning these changes to the rules is that they prompted an increasing awareness amongst practitioners of law that electronic information existed and had to be disclosed (the real meaning of electronic disclosure, as opposed to arguing about the media used to hand over material).

The other key driver in this area has been Lord Justice Jackson's review of Litigation Costs that was published in its final form in January 2010. The suggestions on how costs might be managed have mainly been implemented, with judicial training on costs management starting in January 2013, and the required legislation being enacted in April 2013. For the purpose of this Guide the key factor is that parties should arrive at the first Case Management Conference with a plan for eDisclosure that they have agreed with the other side. Fundamental to the changes is that Judges will have been trained to explore how the disclosure exercise will be carried out, and if the proposed approach uses technology in an appropriate manner. So the days of printing everything, or conducting a linear review with an army of legal staff, or arguing over arcane lists of broad keywords are numbered.

During 2019/20 there was a 2 year pilot of proposed changes to the Civil Procedure Rules for disclosure. The most straightforward and factual article about the proposals is on Simmons & Simmons' <u>Elexica</u> site. It summarises the proposals and the main reasons for the changes, and has links to the <u>draft rule</u>. The pilot has been extended into 2021 and has already been modified with more changes in the pipeline.

Lawyers need to "tool up" with technology and understand how to fully use the tools they have at their disposal. It is hoped the rest of this Guide will help them achieve this goal.

# 5.2 Market review

This Section of the Guide looks provides a historical review of the marketplace in two main areas. First a review of the overall evolution of the technology and second a more UK specific analysis of the changes in specific technological areas.

# **NOTE:** What's this Section about?

Section 5.2 gives the background to the differences between the types of software providers. If you are happy accepting that some are "pears" and some are "apples" then go to Section 5.3. If you just want a list of the main software products go to Section 5.7.

# 5.2.1 Historical Market Review - Overall

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

## <u>2016</u>

2016 continued the consolidation of the marketplace, In March Mishcon announced a partnership with Unified to create an organisation dedicated to providing eDisclosure support to Mishcon's lawyers. Also in March, kCura liked the product Content Analyst so much that they bought the company, thus bringing control of their Computer Assisted review technology inhouse.

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

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

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

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

## <u>2017</u>

This year's LegalTech saw a shift in emphasis in the supplier booths for the first time in many year's with a whole host of fledgling companies offering contract review using some form of Al/Machine learning. It will be interesting to see if any of this bleeds through into the eDisclosure world.

The pace of market consolidation slowed during 2017, though in September OpenText continued its acquisitions with the purchase of the forensic collection software company Guidance. Morae Legal and Clutch Group announced a merger, and Xact Data Discovery, Lighthouse and Advanced Discovery each acquired competitor ediscovery groups, and Inventus purchased Unified. In a flurry of news in March 2018, Consilio and Advanced Discovery announced they were merging, to form the second largest eDiscovery company behind Epiq, whilst CloudNine bought all of the Lexis Nexis eDiscovery toolset; including Concordance and Law. It will be interesting to see how these mergers and acquisitions pan out during the rest of the year.

## <u>2018</u>

The consolidation of the eDisclosure marketplace continued with a spate of US mergers, with the most interesting being the Jan 2019 acquisition of Catalyst by OpenText, with plans to enhance and continue investing in all product lines. In Sep 2018 Nuix bought Ringtail software from FTI Consulting, thus giving them an "end to end" functionality capability across the EDRM model. In Oct 2018 Consilio acquired DiscoverReady further consolidating the US marketplace.

As far as the UK was concerned, the interesting news in the eDisclosure area, was the moves by both CS DISCO and Everlaw into the marketplace, mainly in competition with Relativity. Both now have UK offices, employees and clients. The depth and range of "not-Relativity" alternatives continues to develop.

#### <u>2019</u>

Towards the end of 2019, Nuix renamed the Ringtail element of their software to Nuix Discover and started to show the results of their investment into the R&D for the product. The rate of consolidation slowed down, in the UK mainly as there are very few companies left to purchase. There were some mergers, as Legility bought Inventus in early January 2020, alongside further investments by venture capital into the emerging software players such as Everlaw and iCONECT.

There was continued speculation about what software will be the dominant player in the years to come, best summarised in this <u>article</u> by Rob Robinson, proposing that the next era will belong to an (as yet to be identified) application that is simply "Not Relativity". That being said Relativity with its amazing ecosystem of training and certification continues to be the market leader.

#### <u>2020</u>

No review of the year would be complete without some reflection on the "winners and losers" due to COVID 19. The winners were undoubtedly the providers of eBundling and courtroom support systems who saw demand for their services rocket as the court system in England and Wales embraced remote hearings. The losers were the providers of more traditional eDisclosure software as demand went on pause. There was a focus on new data formats as lockdown turbo-boosted use of alternative communications links such as Teams / What's App/ Zoom / etc.

There were continued investments during 2020 by venture capital into both DISCO (\$40M) and Everlaw (\$62M). These were upstaged by the announcement in March 2021 that Relativity had reached an agreement with Silver Lake (an existing investor in the firm) for an investment to support and accelerate Relativity's growth in cloud-based eDiscovery, AI, and communication surveillance. The size of the investment wasn't announced but the deals values the company at \$3.6 Billion.

Xact Data Discovery (XDD) went on a bit of an acquisition spree, snapping up RVM and LightSpeed in July, and the UK based Anexsys in August. Also in August Reveal obtained NexLP and the UK courtroom support software company CaseLines was purchased by Thomson Reuters. Then in January 2021 Reveal obtained Brainspace, with the avowed intent of using the kickstart from both NexLP and Brainspace to turbocharge their eponymous Reveal software so it could seriously challenge Relativity.

At the end of the year Nuix was floated on the Australian stock market, and in early 2021, Relativity bought VerQu for its technology that focuses on processing various social media formats such as Teams, What's App, et al.

Then in April 2021, Consilio and XDD announced a merger, further consolidating Consilio's position as the largest supplier of eDisclosure services in the world.

5.2.2 Historical Market Review – Litigation Support Products



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

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

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

## 5.2.3 Historical Market Review – ECA Products

The genesis of ECA was the explosion in volumes of disclosable material brought about by electronically stored information (ESI), a shorthand acronym for emails, Word, Excel, PowerPoint, PDF's and all the other data that organisations and individuals produce. The main concept underpinning ECA is that the software groups items of ESI together by virtue of data analytics of their contents and metadata. The initial product in this area was called Attenex (now an integrated component of FTI Consulting's Ringtail product), with the name itself meant to be "At ten times", an indication of the increase in review speed you could obtain by using the product. Over the years other products have appeared, elements of ECA have been grafted into the main litigation support products and the capabilities of the offerings have expanded, with the cost also dropping exponentially. When Attenex first appeared it had a charging model of £2,000 per GB, now ECA can be accomplished for tens of pounds per GB. One of the other key players in this market used to be the UK based firm Autonomy. They (like Recommind) come to the arena of litigation support from a background of enterprise searching and knowledge management. Recommind realised they almost had a litigation support tool in their product and added functionality to make it work. Autonomy first bought IntroSpect to give themselves a litigation support product and re-built it around their IDOL search engine. Then they purchased iManage to give themselves a document management offering. In terms of market focus, Autonomy (more so than Recommind) was pushing for domination in the corporate environment where the three overlapping areas of Litigation Readiness (IntroSpect), Knowledge management (IDOL) and document management (iManage) exist. However the events of Autonomy by HP means that this entire product range was under a cloud for some time. As at the date of this version of the guide, that cloud has lifted and HP are once again strongly selling Autonomy, though mainly into the Information Governance area, rather than litigation support.

The most significant current thing in the ECA world, is that it seems to have firmly breeched the corporate firewall. By this I mean that the software runs inside a corporate environment and, when required, can by issue legal holds and then incorporate these into a focused search on "held" material to identify the data that needed to be processed further. Though the whole Legal Hold concept didn't really apply in the UK, there will be some clients in litigious marketplaces that this would be of interest to. Also the UK Bribery Act is providing an impetus for organisations to look again as to how they manage their electronic information. In this area, products from eDiscovery tools, and Recommind are mentioned as ones to watch.

For the moment, the focus for the UK is on the ECA tools that mainly operate outside the end client's environment. In practice this has tended to mean one of three products, Veritas eDiscovery Platform, Nuix or Digital Reef, with (up to now) only the first two really having success. It seems that lawyers prefer Veritas eDiscovery Platform to Nuix because of its interface and seemingly better functionality, Technology departments chose the speed and performance of Nuix, over what they consider to be its slightly flashier competitor. The Recommind product range incorporates both ECA and standard litigation support tools, as does Relativity with its Processor and Review offerings, Lateral Data's Viewpoint. Nuix's purchase of Ringtail in late 2018 gave it end to end capability.

# 5.2.4 <u>Historical Market Review – Predictive Coding Products</u>

The phrase "Predictive Coding" is shorthand for any process that uses computing power and software algorithms to try and carry out coding of electronic documents. On one level the machine can carry out objective coding and scan the document for the data it can "recognise" to give you the From, To, Title, Date kind of material. So far so good. Next you get the programs that will "search" the document and highlight the terms that it thinks means the document should be relevant and even highly subjective calls such as Privilege.

However there are caveats. The software will only really work on fully electronic material, so you cannot get the same results on the OCR of images of scanned documents. Second, most products require the user to "seed" the review work with appropriate documents that have been reviewed by a human (normally senior) lawyer, so it is not a silver bullet that will solve all your problems. Finally, no one is (yet) suggesting that the relevance and privilege reviews are totally done by the computer, the software puts forward documents that meet criteria and asks humans to validate its choices.

What is significant, is that the documents that are not selected, are never looked at. Yet this in itself, ties into the UK approach to proportionality. To paraphrase the UK

approach, there might indeed be a slight chance that a "smoking gun" exists in the far reaches of the potentially disclosable material, however, it can be far too expensive to review everything and so that faint possibility must not be allowed to drive the review strategy.

# 5.3 Vendor Analysis

# Image: Note:And what's this Section about?

This gives the background and detail of the different types of suppliers so that you can understand the relative strengths and weaknesses of each type when you ask them to demonstrate their software. If you just want a list of the main UK organisations go to Section 5.6.

The purpose of this section is to give a brief overview of the different types of vendor that users of this Guide will encounter in the marketplace. This is done so that the relationship between the software offerings and the people that supply them is understood. It is deliberately UK focused.

# 5.3.1 Background / Gartner Report

The definitive guide to the eDisclosure marketplace used to be provided by the analyst firm Gartner. It published annual reviews in May of each year from 2011-15. Retailing at some \$1,500 they used to normally be obtained for free, via vendor's websites for the "cost" of an email address for marketing purposes. One of the key elements of a Gartner report is its use of a "Magic Quadrant" to categorise firms according to both their ability to deliver functionality and the completeness of their vision. It is a useful background document, but is very US centred and does not cover third party suppliers. That is the purpose of this Guide.

In 2014 one of the main themes of the reporting on the Gartner report was how similar the Magic Quadrant was to the previous year, suggesting that the market had paused and a period of consolidation was about to start. This was confirmed in 2015, with what was the final version.

In 2021 Gartner revived their analysis of the eDiscovery marketplace with an new report.

## 5.3.2 Consultancy Firms

Up until 2010, this group was mainly the accountancy / consultancy firms in Deloitte, KPMG, E&Y, PwC, Navigant, etc. In 2010 however, two formally independent third party suppliers were bought out by firms eager to provide litigation support to their clients. Legal Inc became part of Grant Thornton and Trilantic was bought by Huron Consulting. In both cases the litigation support firm gained the financial backing and larger access to market of their "parent", though there was perceived to be a slight disruption to their ability to deliver services during the initial "bedding in" period. This dissipated during the year.

2012 saw further consolidation with 7Safe being acquired by PA Consulting at the start of the year, and in June, Palmer Legal Technology (PLT) became part of Proven, a litigation support and investigations firm. In December 2015, Proven was acquired by Consilio.

This group can realistically be split into two "camps". In one there are the "supermodels" of the big accountancy based firms, Deloitte, E&Y, KPMG, PA Consulting and PwC. This group are larger scale firms that tend to exist of a steady diet of work generated by the rest of the organisation. Some are interested in the bigger litigation projects, but users of this guide are more likely to encounter them when the

client announces that they will be using their services and the law firm will just have to comply. In house counsel might have far more to do with this group, and will have their own opinion on the strengths and weaknesses they bring to any project. I have labelled these the "supermodels" in that the litigation projects normally have to be of a certain size to warrant them "getting out of bed". If your matter is large enough to be of interest to them they can provide a premium service at (for the main) a premium price. If it's Friday and you have 1 GB of data you need to get processed by Monday, you probably don't bother with these guys, as the conflict checks alone might take the weekend, if not longer.

In the second sub-group are the relatively smaller consultancy organisations such as Consilio, FTI Consulting, Grant Thornton, and Ankura (formally Navigant). I use the words "relatively smaller" as though they might not be as large as their "supermodel" brethren, they are significant organisations in their own right and much larger than the third party suppliers they compete against. These are much faster at processing their conflict checks, taking hours rather than days, and are interested in smaller projects (using the "set a sprat to catch a mackerel" sales approach). It might be worthwhile approaching them on the ubiquitous Friday afternoon scenario, but do be aware they can take slightly longer to respond, as they come with their own QA process that does have an overhead. But if that is what you need, then they will be a Godsend.

In summary there are good people doing good work within the teams inside the large (and very large) organisations. There are pro's and con's with selecting a "larger" firm over a "smaller" one, these will emerge as each potential user evaluates their own requirements against the supplier's strengths in the procurement process.

# 5.3.3 Software Specific Organisations

This group is the firms that own the software that they bring to market and thus have greater control over its development path. However, obviously, their consultancy and approach to litigation services is predicated upon their own software. In the UK, this group is split between two groups, the more numerous UK arms of US based firms, and a smaller group of UK headquartered organisations.

In the first group there are firms such as; (a non-exclusive, alphabetical list follows), Aon (that used to be Stroz Friedberg), DISCO, Everlaw, Epiq, KLDiscovery, OpenText (that used to be Recommind), SullivanStrickler and ZyLAB. In the second is only eMag now owned by Insurgo.

These firms are financially secure and (generally) have a depth of resources, though there is a perception that, for some of them, their project management teams always seem to be stretched. They are generally the more corporate offering as opposed the final grouping described next.

## 5.3.4 Solutions/Bureau Organisations

The members of this group tend to be relatively smaller firms that thrive on offering a variety of solutions to end users and can match their products to the specific requirement of a case. There is an element of this grouping that came from a scanning and coding background, with others from the forensic services area. These firms are sometimes more "nimble" than their bigger brothers and can be more focused on client care, but carry a slighter greater risk in terms of their financial standing and long term viability.

Rather than list the UK "players" here, readers should explore Chapter 8 to get a feel for the vendors that are out there and their offerings. There are significant number to choose from.

# 5.3.5 Outsourcing Organisations

There are a number of Legal Processing Organisations (LPO), with the majority of offerings based in either India or South Africa, with both Epiq and Integreon also having a UK base and supplying services to a number of larger law firms. These organisations tend to be software agnostic and mainly (in this marketplace) provide a cheaper option for carrying out larger scale review work. Using these organisations is normally something that is done by the experienced ligation support client, so there is some coverage of LPO's in this guide, but not a significant amount. Again, readers should explore Chapter 8 to get a feel for the vendors that are out there and their offerings.

## 5.3.6 External Review Teams

There are a small number of organisations that will provide review teams of experienced legal staff (paralegals and/or lawyers). These teams can either work offsite or on your premises. The individuals are normally very familiar with a number of review tools and are agnostic in terms of the vendors. They have the advantage that the teams can be deployed very quickly and just as quickly reduced in numbers. The organisations also increasingly offer access to bilingual skills in Russian and other eastern European languages as well as the more common EU varieties. The ones in this version of the Guide include:

BCL Legal, Codex Global, Epiq, i-Lit Paralegals, Special Counsel, TransPerfect Legal Solutions.

#### 5.3.7 Managed Review Facilities/Teams

Similar to the previous section, during 2014, there was a flurry of organisations offering managed review services within their own premises, in response to a growing demand from law firms. The suppliers offer a (normally) London based secure facility, alongside the ability to rapidly provide reviewers skilled in a specific review tool, very often with a specific language ability. All suppliers tell stories of being rung on a Thursday night with requests for "a team of 20 reviewers to work from Friday through the weekend in order to complete the project by Monday morning". If that's your idea of forward planning then these people exist to meet your needs.

The ones in this version of the Guide include:

Altlaw, Anexsys, Consilio, Epiq, KLDiscovery, Integreon and Legility.

# 5.4 Current Issues / "What's Hot"

This Section of the guide looks as those issues that are "hot" within the marketplace. It will be revised with each version of the guide, and the author welcomes input on areas readers would like to know more about.

# **NOTE:** Why do I need to read this

Some of these are the tools above and beyond key words, that can enable you to complete eDisclosure within a tight budget. Even if you aren't using them, the opposition might well be, so you need to know what they are talking about.

# 5.4.1 Clustering / Concept / Sentiment Analysis

This section shows the progression of the abilities of available software as we move through the early stages of clustering, to concept and, most up to date, sentiment analysis. The descriptions focus on the outcomes of the analysis tools, not precisely how they work, that's a question for the individual suppliers.

Clustering is the ability to automatically group together documents with similar content. It was pioneered by Attenex and their "petri dish" visualisation of the documents, with clusters running off a spine of a shared set of keywords. Other software companies have followed suit in terms of technology, if not the way they display it. Most useful in the context of "find me all documents similar to this one", which can enable bulk actions such as making the document set relevant, or eliminating it from the review process.

Whereas clustering works on all documents having similar content, concept analysis has the some sort of output, but here the groups of documents are brought together by shared concepts rather than shared text. So even though a document might not contain the words "contract breach" by virtue of the contextual analysis it can be identified as having that concept, and so will appear in the concept group.

Since 2018/9 onwards we have started seeing products that also provide sentiment analysis, identifying if the tone and language used in documents (but particularly emails) are "angry" or "upset". In some matters, being able to hone in on these kinds of items early on in the review process is very useful.

These tools are normally supplied by software looking at the Early Case Assessment phase of the review process. Specific suppliers include Brainspace and NexLP, though clustering and concept analysis is normally built into most litigation support tools.

## 5.4.2 Email Threading

Threading is the ability to display all the emails within a chain of correspondence as a single "thread". In its more sophisticated versions, any missing emails can be "inferred" by their presence in subsequent iterations of the chain, which might influence the collection decisions. The way in which a chain can branch out can also be captured, so that only a small number of emails have to be read in order to gain an understanding of the entire thread. All litigation support software should support email threading, it's become an entry level requirement.

## 5.4.3 Automatic Translation

Some programs have the ability to automatically translate a number of common languages. Most can spot that the text is in a foreign language, but the ability to translate is a little less common. No one is suggesting that the translation is of evidential quality, but normally it is enough to enable an initial view to be taken in terms of relevance etc. Practical experience has thrown up one or two issues. The software does not cope well with the presence of two languages in a document, you can get a

number of "false positives" with say an English email which has some French words in its address footer, being wrongly categorised as "French". Also sometimes the document is correctly identified as being in a different language, but (if the module for that language is not installed) then it is arbitrarily categorised as some other country. The software vendor in this version of the Guide is Iconic Translation Machines.

### 5.4.4 <u>Audio / Video Files</u>

An area that was originally a competition between two market leaders, Intelligent Voice and Nexidia. As the market has matured, Intelligent voice has established itself as the dominant player in this space.

This is the ability of software to index digital audio – including that within video files – as if it was text and then provide functionality enabling you to search in a similar manner. So, if you have an hour of a recording, the software will take you to the 30 second slot, some 45 minutes in, that contains the words "inside dealing". A specialist tool for specialist projects, but an absolute Godsend if you have thousands of hours of digital material to review. Further improvements allow the production of text, including with redactions as applied to the audio, so that you can read the conversations rather than listening to them.

Intelligent Voice has biometric voiceprint search capabilities, and a standalone review player for each audio or video file with an embedded navigable transcript. Its end-toend offering covers the entire audio discovery process from ingestion through to production, including redactions of both text and media, all without the data or the review team ever leaving the platform. Intelligent Voice also supports separate concurrent redaction sets of audio, such as separate productions needing different redactions to the same recording.

During 2020 Complete Discovery Source switched to Intelligent Voice, referencing Intelligent Voice's "superior technology" in the process. Legility, having acquired Inventus, also went public with their use of Intelligent Voice. In addition to its end to end integration in Relativity, Intelligent Voice is also available with ZyLAB.

## 5.4.5 <u>Computer/Technology Assisted Review</u>

There was a school of thought that said predictive coding was set to be the most disruptive technology to effect lawyers, why is this so? The technology came from the United Sates where the twin pressures of every increasing volumes of electronically stored information (ESI) coupled with a constrained financial environment, meant inhouse counsel demanded that law firms did more for far less fees. Though its genesis might have been American, the changing way of working had just as much impact over here. In the end the technology wasn't disruptive per se, in that it did stop large scale manual reviews, but it did enable lawyers to focus on the most potentially relevant documents far quicker in the EDRM cycle than before, so making them more efficient.

There are a number of slightly different technologies out there, but for the purposes of this section, we will group them all under the single heading of Computer Assisted Review (CAR). with the following core approach at the heart of their products. When faced with a mass of ESI, a well-qualified person (or small number of individuals) are used to "train" the software in identifying which documents are relevant overall, important to specific topics, and (in some cases) Privileged. The training involves reviewing a batch of ESI, normally around 1,000 - 1,500 documents, which has been selected at random from the corpus of the material. The computer processes the results and provides another batch of documents, where it starts to suggest its values for relevance, topic association, etc. The reviewer codes this batch and the computer refines its algorithms, and repeats the process. Normally after five or so batches, the machine is ready to work on its own, and then codes the remainder of the collected

material. What happens next depends upon the strategies adopted by the drivers of the CAR.

One possible approach is to select a level below which, the documents might be tentatively relevant, but proportionality would mean they could be discounted, say anything below 50%. At the top end of the coding spectrum, you might decide that any document that is marked between 100 and 80% is relevant and, at this stage, does not need human eyes to confirm what the computer has decided. Where you will spend time and money is reviewing the documents that the CAR process says are between 50 - 80% as these are the more marginal calls that need verification.

Using CAR technology has a number of benefits. Foremost is the significant reduction in time and cost of disclosure review work, with the experience of senior people being used up front where it makes most difference. Some cases studies show savings of over 60% in legal fees and review time.

Next, the process lends itself to a verifiable procedure, you can share samples of the documents in the different bands of relevance with the other side, thus proving the process works, without having to delve into the guts of the CAR logic engine. All studies to date, show that computers are far more consistent and accurate than humans in conducting review work, the silicon chip making no distinction between Monday morning or late on a Friday afternoon. Finally, as this is an IT technology, it is improving at an exponential rate, meaning that next year it will be twice as capable, four times so the year after that, and so on. It's a technology that is here to stay.

Be aware that from the middle to end of 2013 the next generation of CAR products started to split into two totally different "camps", on the one side was the more traditional pattern based approach that uses Linguistic Analysis (pattern matching) to train the software, and on the other side are products emerging from all the research on information mining carried out by the US government in the aftermath of the 9/11 terrorist attack. It's a battle that will run for some time, you just need to be aware that it's going on when the eager salesperson is in front of you. In 2016, England and Wales obtained judicial approval of CAR with precedents being established in two cases;

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

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

A further ruling on the use (or rather miss-use) of CAR was given in 2018 :

Triumph Controls UK Ltd & Anor v Primus International Holding Co & Ors [2018] EWHC 176 (TCC). Link <u>here</u>.

This case has interesting implications as it marks the appearance of the next iteration of CAR / TAR, that is to say continuous active learning (CAL), though as already said, it reflects on the poor use of this approach.

Where used correctly, CAL is a different approach to the previous methodology of CAR / TAR. CAR has one or two subject matter experts review document to train the system in an iterative process that might take a number of batches and period of days to arrive a workable "engine". CAL start with a group of reviewers working on documents, and "learns" from document number one onwards as to what is relevant and what isn't. The reviewers still need to be properly supervised and the correct QC controls applied, but you can arrive a trained "engine" faster than the CAR approach. The Triumph case shows what can go wrong if the review process isn't correctly supervised, but when the technology is used correctly it can be faster than the CAR / TAR approach.

Chris Dale has an informative article on the use of CAL here.

As with all the advanced functionality mentioned in this Guide, this is an area where you need to discuss options with your supplier.

### 5.4.6 Collection of data from Social Media environments

As electronically stored information proliferates into different areas, so the ability to collect it from within those environments becomes more urgent. Various vendors are developing tools (or buying up companies that have done the development) to enable them to hook into LinkedIn, Facebook, Twitter, Yammer, WhatsApp, Teams, Zoom, et al and extract information in a meaningful way. Again, the need for this functionality will depend on the area the matter is within, but increasingly data stored in social media is becoming important in more and more cases. This is particularly the case after a year or more of pandemic lockdown when "traditional" ways of sharing information have been supplanted by social media channels.

#### 5.4.7 Small Quantities of ESI

See Section 6.7 below. This is a constant requirement that comes through every size of procurement and articulates the real need for users to "just read the emails". The key problem is that information is passed to lawyers in electronic format, yet (for very good reasons as far as the IT department is concerned) they are not allowed to use the firm's environment to review it. So, they are sat there with a PST of a small number of email, an email with 50 or so Word attachments, or a thumb drive with a couple of thousand items and they "just want to read them". Providing a quick and easy solution to this requirement will be a real game changer for the various suppliers.

A number of products have come and gone in this space, See the vendor and software chapter for more details.

#### 5.4.8 Charging Model

Just as lawyers are coming under increasing pressure on prices, so vendors are being stressed by their clients. The default model is that people will charge you by volume, so much per GB at various stages of the process. Increasingly users are looking for a fixed price solution so they have clarity of costs to pass on to their clients. In response to this, some vendors are offering a "managed solution" option that guarantees fixed pricing for users, irrespective of individual case volumes.

See Section 6.1 for more discussion on this.

#### 5.4.9 <u>Redaction tools for "Native" Formats</u>

A bit of a specialist requirement, but one that could be significant if you really, really need it. What we are talking about here is the ability to redact (that is blank out the offending text, and remove it from all search capabilities) areas within things such as Word, Excel and PowerPoint documents. Normally this involves a cumbersome process of turning the "native" item into a PDF version and then redacting the PDF, but for things such as Excel spreadsheets this is not very workable. A number of vendors are now starting to supply toolkits that let you redact within the "Native" mode. However, if you have Privileged information within a note on an Excel spreadsheet and the opposition has convinced the judge that you must supply the document in its original Native mode, this could be a lifesaver. My normal rule of thumb is that some 0.2% of documents in a collection end up being redacted, and they are Word files to start with, just how crucial the ability to redact Excel spreadsheets really is remains to be seen.

In 2015 The Payne Group produced a redaction tool that allows you to remove material from a native Excel spreadsheet. Other suppliers such as Anexsys (Formally Hobs Legal Docs) also provide Relativity plugins that enable bulk redactions of things such as personal data. Redaction is also now available for audio files and the transcripts produced from them using the plugin from Intelligent Voice.

As ever look through Chapter 8 for all the products.

#### 5.4.10 Email family groups with non-relevant children

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

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

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

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

From 2018 onwards, a number of suppliers are storing emails in a .MHT format as opposed to the normal .MSG standard. The big advantage of this is that the .MHT does not include the attachments to the email, thus removing all the issues described above.

Talk to your supplier about what they can offer, for the author, this is a very significant step forward in functionality and its use should be encouraged as much as possible.

# 5.5 **Potential Problems**

This sub-Section details some of the more common issues that can be encountered in using litigation support systems. It is not to say that a software package with one of these problems is automatically excluded from your procurement, there are very often workarounds, but you need to know the issues exist so you can factor them in to your evaluation criteria.

# 5.5.1 Email Groups

# WARNING: This can cause serious amounts of delay and cost

If there is one single issue you need to be aware of when selecting software, this is it.

In the United States it is possible to claim Privilege over an entire email family (that is an email with one or more attachments), this is not the case in the UK and other jurisdictions. However, some of the software packages used to treat the email family as a single entity and did not allow you to split out attachments because they are privileged. This can cause significant overheads at production time and should be an issue you are well aware of when selecting software. Make sure it is a question you ask of the supplier.

#### 5.5.2 <u>Re-unitisation of Images of Paper Documents</u>

Most of the software on offer comes from a background of handling electronic information, emails, Word documents and the like. Now the one thing a piece of Electronically Stored Information (ESI) never does, is change its boundaries, it is what it is. Compare this with scanning, storing and coding paper based images. With the best will in the world there will be time when the images that make up a paper document need to be re-unitised, that is the coding that encompasses say 6 pages, needs now to be split into two sets of coding, one for the first three pages and one for a second document of the last three pages. Not an issue, I hear you say, we will just split up the images in the software and change the coding as needed. This is where you hit the mind-set of the R&D team for ESI based software. They have no concept of the boundaries changing and so have little, or no functionality for re-unitising paper based records. Paradoxically the "ancient" software of Concordance and original Summation could do this with no problems as they came from a paper based background, it is the "new kids on the block" that have problems.

This won't affect you, unless you have significant amounts of paper to process for your disclosure exercise, but if you are in that situation, explore with your vendor partner how they will deal with this.

#### 5.5.3 High level allocation of alias for Names Normalisation

The issue here is the variety of names that appear during collection of emails. Not only do you get people who have different email hosts, so;

andrew.haslam@allvision.co.uk, andrew.haslam@gmail.com, andrew.haslam@etc

Also in Outlook you have the option for a "Display as:", where you can edit the text in the "Display as" field. I like to differentiate between people's personal and work email addresses, so I change the text in the "Display as:" field to reflect this, so the entry with an email address of;

andrew.haslam@allvision.co.uk, could be displayed as Andrew Haslam (Work)

Now when an email is collected, the email address shown is Andrew Haslam (Work) not <u>andrew.haslam@allvision.co.uk</u>.

Also if you are collecting email from within an organisation, you can get the SMTP version of this that has all kinds of letters, brackets and punctuation.

Most Early Data Assessment tools are aware of this issue and will allow you to pick a set of names to search on, so if I was trying to get all emails sent by Andrew Haslam, I could tick the boxes to get the all the variants of my name. After a while this gets really boring, particularly when you want to start doing searches of email sent to and from a group of people, each with 4 or more versions of their email address.

What (in the author's humble opinion) is needed if a facility to have a single alias, to which all the variants could be assigned, and then you could far more easily be able to conduct complex searches. From 2014 onwards some products started to incorporate this functionality into their offerings, with edt being one of the early adopters.

Or, you get the vendor to do all the heavy lifting for you, and you just tell them what you want.

## 5.5.4 Data Collection by Client or Law Firm's IT Department

The short version of this is used to be. Don't Let Them Do It.

The longer version, is that data collection is not a matter of copying an item of ESI. If you don't know what you are doing, when you copy something you can change all the metadata associated with a document. What does this mean in the real world?

In one of the cases I was involved in, one set of clients used to present monthly reports to their board using a PowerPoint slide deck that had Excel spreadsheets underpinning all the graphs. The dispute revolved around actions that had taken place in 2006, so copies had been made by someone (client's IT department, incompetent vendor, some gremlin along the way) of the 2006 PowerPoint shows, sometime in 2010. Except they hadn't been forensically copied, and all of the shows now had a date displayed on the first slide of sometime in 2010, not the original correct 2006 date. So there we were in 2012, coming late to the case, relying on other people's efforts and evidence, and the other side kept demanding we give them the 2006 documents and all we had were "tainted" versions with no way of now collecting the originals.

The proposal to self-collect data normally comes from a client wanting to keep their costs down. My advice used to be to caution against this, but most internal IT departments are now technically competent enough to carry out the process, though you need to make sure they are well aware of the potential dangers before you let them do this. Sometimes in-house IT can cope with most of the collection requirements, but need external assistance with the more exotic forms of data, such as that held on mobile phones, or within structured databases such as accountancy systems, etc.

In close second, comes the lawyer, also keen to cut costs who volunteers their inhouse IT team to get the information. In most cases, a law firm's IT department does not have the expertise, the time nor the professional indemnity insurance to be going anywhere near a data collection. Avoid it and get a professional to do the job, then, if it does all go wrong, their insurance can take the hit, not your reputation.

## 5.5.5 Issues of working in "Native" formats

Most litigation support platform have viewing tools that let you look at Word, Excel and PowerPoint documents without firing up the original software. This is fine for a quick glance, but of no use at all for real review. In a number of the real life cases I've been involved in, the text that makes a document Privileged has been contained in the Track Changes comments in a Word Document. (There's a whole Section's worth here on organisations that hand over Native documents without scrubbing this kind of data, but

that's for another day). Similarly unless you look at the formula's and workings of Excel, how can you begin to understand the purpose of the spreadsheet.

The answer to this used to be that people would offer up PDF versions of the ESI. Nowadays that won't cut it and will be resisted (very strongly) by any half-awake opponent. You need to be aware of the "iceberg" of issues that collecting and review Native data brings, and (at the very least) have protocols built into your review platform so you can see reviewers have downloaded the native document to review it. Plus, that the people doing the review have the technical skills to do things like look in Word Track Changes, or know how to remove the "hide" command in Excel.

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

In the UK you should be aware that the eDisclosure pilot has mandated that the default for exchanging documents should be in native mode, unless there are reasons to use a imaged rendition of the item, such as the need to apply a redaction.

# 5.6 Vendor list

The following table shows the main organisations in the UK, grouped under the headings used in the previous Section. It is shown to give a start point for readers to decide whom they wish to reach out to, for demonstrations and/or quotations. A more comprehensive listing of the service providers and their software products is shown in Chapter 8.

The assignment of organisations has been a relatively arbitrary process as some suppliers could lay reasonable claim to being under more than one heading. It has been done purely to try and group like with like, and is no reflection upon competence or suitability to task. It will be up to the Reader to decide what their requirements are, and then to approach the firms that best meet those needs.

A number of organisations provide services across the EDRM model, so just because their forte is in Forensics does not de-bar them from providing a review platform, and vice versa. You need to read the rest of the Guide to work out what your requirements are, and which kind of organisation best meets your needs, or indeed, if you should interview across the range of service providers to get a feel for their relative strengths and weaknesses.

Consultancy Firms (Large)		
Alvarez & Marsal	BDO	Deloitte
Ernst & Young	KPMG	PA Consulting
PwC		
Consultancy Firms (Med	ium)	
AlixPartners	Ankura	Aon (Stroz Friedberg)
Blu Eye GmbH	Consilio	FRP Advisory
FTI Consulting	Grant Thornton UK	Innovative Development
IT Group	Smith & Williamson	
Software Specific Organi	sations	
AccessData	Brainspace	BundleDocs
Control Risks	Disco	Everlaw
Exterro	Intelligent Voice	KLDiscovery
LitSavant	MedBrief	Netmaster (CaseLines)
Nuix	OpenText	Opus 2 International
Relativity	Reveal	Servient
SullivanStrickler	Vound (Intella)	Zylpha
Solutions / Bureau Orgar	nisations	-
Altlaw	Anexsys	CYFOR
Epiq	Hillogic	Knovos
LDM Global	Legility	Legastat
Lighthouse	LINEAL	London Legal
Millnet Document Svcs	Morae Global	Sky Discovery
Special Counsel	TransPerfect	
Forensic Services		-
Consilio	Epiq	Insurgo
IT Group UK	Media Discovery	
Outsourcing Organisations / Document Review Firms / Translation		
BCL Legal	Cenza	Codex Global
Epiq	Exigent	Iconic Translation
		Machines
i-Lit	Integreon	QuisLex

# 5.7 Software list

Following on from the principles used in the previous Section, shown overleaf is a list of the major software products available within the UK and the organisations that supply them. Again the headings used to group the products are an outline rather than hard and fast differentiations. The aim is to allow readers to identify what products are in a similar category so they are able (as much as possible) to compare like with like.

No endorsement is made or implied for any of these products and their capabilities do evolve relatively quickly, so contact the supplier(s) to find out more.

There are suppliers and products in the Guide which are not shown in these tables, this is because they do not have a UK office. However you might still use their services depending upon the geographic location of your project. The advice, as ever, is read Chapter 8 and evaluate each supplier's offering.

# 5.7.1 Software – By Supplier

Product	UK Supplier(s)
Collection	
Cellebrite	Aon, Cellebrite, CYFOR, Epiq, Espion, FRP.
FTK	Access Data, A&M, Aon, CYFOR, Epig, FRP,
	IT Group.
Guidance EnCase	Aon, CCL Group, CYFOR, Epiq, FRP,
	Integreon, IT Group.
Processing and Early Case/Data	
Digital Reef	TransPerfect Legal Solutions.
ICE <sup>™</sup>	Consilio
In Control	Ankura.
Index Engines	Deloitte, Integreon.
Intella	Aon, IT Group
IPRO (eCapture)	Anexsys, Espion, Integreon, Legastat.
KOFAX Capture	Legastat.
Law PreDiscovery	AlixPartners, A&M, Ankura, Legastat.
DART	Insurgo.
Nuix	7Safe, AlixPartners, Altlaw, A&M, Aon,
	Consilio, CYFOR, Deloitte, Espion, Epiq, Ernst
	& Young, Grant Thornton, Inventus, KPMG,
	Legastat, PwC.
Relativity Processor	Consilio
TRACS/Invenire/LEAR	SullivanStrickler
Review & Analytic Tools	
BrainSpace	Consilio, Epiq, Morae Global.
Concordance FYI	AlixPartners, Anexsys, Integreon, Legastat.
NexLP	Epiq
Relativity	7Safe, AlixPartners, Altlaw, A&M, Anexsys,
	Ankura, Aon, BDO, Consilio, CYFOR, Deloitte,
	DTI, Epiq, Ernst & Young, FRA, FRP, Grant
	Thornton, IDS-Legal, Integreon, Inventus, IT
	Group, KLDiscovery, LDM Global, Lighthouse
	eDiscovery, LINEAL, London Legal, PwC,
	QuisLex, SullivanStrickler, TransPerfect Legal
	Solutions
Ringtail	FTI Consulting, Grant Thornton, QuisLex.
Sightline	Consilio
Xera	Integreon
"All in One Products" (Both ECA a	
AccessData	AccessData
cicayda	Legastat
Consilio Product Suite	Consilio
Deal Interactive	TransPerfect
DocuMatrix	Epiq Systems, QuisLex.
eTriumTM	Control Risks
ediscovery.com Review	KrolLDiscovery, QuisLex.
Exego	Planet Data
Exterro	Exterro
Integreon Tools	Integreon
Intelligent Voice	Anexsys, Ankura, BDO, Complete Discovery
	Source, Critical Data, Epiq, HaystackID,
	Legility, PwC, ZyLAB
	، ، ، <u>،</u>

Product	UK Supplier(s)
OpenText Axcelerate	Legastat, Opentext.
Veritas eDiscovery Platform	A&M, Ankura, CYFOR, Deloitte, Espion, Ernst
	& Young, Grant Thornton, KPMG, LINEAL,
	Veritas.
Viewpoint	LDM Global, QuisLex.
ZyLAB	ZyLAB
Digital Audio / Video Review Tool	S
Intelligent Voice	Anexsys, Ankura, BDO, Complete Discovery
	Source, Critical Data, Epiq, HaystackID,
	Legility, PwC, ZyLAB
Nexidia	CYFOR, Consilio, Deloitte, KPMG.
Translation Tools	
Language Weaver	Language Weaver (Iconic Translation
	Machines)
Lionbridge	Lionbridge
Pre and trial room systems	
BundleDocs	BundleDocs
CaseLines	Part of Thomson Reuters
ExhibitManager	Causasoft LLC
Magnum	Opus 2 International
ТМХ	Epiq
XBundle	XBundle
Zylpha	Zylpha Solutions

# 5.7.2 Software – By EDRM Function

The following table "maps" the different software offering to the areas of the EDRM model that they cover. This is not an exact science and you should check with vendors to obtain their viewpoint on where they sit and the facilities they offer.

Area	Software	
Collection	Cellebrite	Exterro
	FTK	Guidance EnCase
	SPEKTOR	UFED
Processing	Chat eDiscovery	AccessData
	DART	Cicayda
	Digital Reef	Consilio
	Index Engines	DISCO
	IPRO eCapture	DocuMatrix
	Relativity Processor	ediscovery.com Review
	Kofax	eTrium
	LAW	Everlaw
	Nuix	Exterro
	Proprietary Systems	Integreon Tools
Review/	CaseLogistix	Intella
Analysis	Concordance	Intelligent Voice
	Nalytics	OpenText Axcelerate Suite
	Nuix Discover	Veritas eDiscovery Platform
	Relativity	Viewpoint
	Sightline	ZyLAB
Presentation/	BundleDocs	Magnum
eBundles	CaseLines	Zylpha
	ExhibitManager	XBundle
	ТМХ	

# 5.8 Relativity "Plugins"

This is a Section introduced in the 2015 edition to showcase the increasing number of companies who provide additional software "plugins" for Relativity. The fact such a Section exists is testimony to the market domination achieved by Relativity and their products.

What is this all about? In the words of Relativity;

"The Relativity Ecosystem includes best-in-breed integrations and highly customized products that were built by Relativity developer partners and the advice@kCura team. It allows users to pick and choose the solutions that best suit their unique workflows, integrating them to more easily and efficiently transfer data between software packages that serve different stages of the e-discovery process."

More details here:

https://www.kcura.com/relativity/resources/ecosystem/

The following product descriptions are taken from the various organisations' marketing material.

Product	Short Description	
Anexsys	Anexsys	
Mask-It	Mask-It enables automatic redaction of multiple document types using one simple application. Users avoid repetitive and time-consuming redaction exercises whilst ensuring consistency and accuracy. Automatically remove email headers and redact keywords and phrases. For Excel use Mask-It to create custom redaction rules to tailor native Excel redaction and deal with hidden data and formulas all in one go.	
Mask-It PII	Mask-It can be extended by our Personal Identifiable Information (PII) detection application to quickly extract and report on personal information within your document set, this can be particularly useful for Data Subject Access Requests (DSARs). PII detected values can be shown in their context allowing a quick review of detected information without needing to open documents. When in document view, PII can be automatically highlighted and displayed in layouts and searches to aid the review and we can automatically redact detected PII within Relativity to save significant time during the redaction phase.	
Analyse	Provides context to STR terms for quick reviews and in- depth reporting on your document set. The context can be selected ranging from a few words on either side of the hit to entire paragraphs and in the early stage of the case, this can be very helpful to review false positive hits and build up your terms ensuring you target the correct data. Analyse can also be extended to perform a range of text-specific operations based on your project needs some examples include finding the latest date in a document or extracting paragraphs that contain specific terms and identifying multiple documents which contain the same paragraph.	

Product	Short Description
Image viewer	We have developed a custom image viewer in our Relativity to show images in a google image style infinite scroll, allowing a user to quickly tag images that might be of interest for further review or quickly determine a set of images are all email signatures and can be removed. We have also implemented an automatic deduplication workflow for images and in recent projects have reduced the review time for images from hours to minutes.
Custom Hash	Custom hashing application allows the creation of a custom hash from selectable items of metadata. The application allows data cleaning as well as removing of values from metadata such as removing white space from text fields or stripping seconds from dates to help find matches. Everything is populated in new relational fields allowing you to review and validate the hash and make changes if required.
XDD Mobile	XDD-Mobile optimizes mobile review results by removing data silos and unlocking data for review by integrating it directly into normal eDiscovery workflows. With chat bubble visualization, image search, sorting, filtering and text searching, Anexsys' award-winning mobile solution simplifies complex mobile review projects from device collections through review. Coupled with Anexsys Forensic and Managed Review services, XDD-Mobile delivers an end-to-end solution from device collections to review.
Consilio	<u>.</u>
Advanced Visibility	Helps case administrators track case progress with real time data to effectively manage their projects
Search Magnifier	Automatically generates and runs multiple searches from the user's keywords and phrases. It turns a nine-step process into one simple step
XpressLook	XpressLook extracts raw files, de-duplicates, deNISTs and loads text and metadata into Relativity faster than other tools can ingest the data. It provides in-depth, multi-faceted data analysis, reporting and culling capabilities.
Intelligent Voice	
Intelligent Voice Player	The Intelligent Voice Player converts an audio or video file into a Relativity native, providing a highly accurate automatically transcribed index, speaker separated, synchronized and searchable within the media review player, plus creation, review and confirmation of redactions.
	In addition to the navigable waveform, a proprietary algorithm detailed in New Scientist magazine provides a navigable Executive Summary of the recording as a sidebar in the player, with any responsive search or alert terms placed at the top. These Intelligent Voice Tags:

Product	Short Description
	<ol> <li>Give insight without having to review the entire recording</li> <li>Surface Blind Spots &amp; Unknown Unknowns</li> <li>Provide Jump To navigation for assessing portions of the recording</li> <li>Provide a more robust and defensible set of keywords</li> <li>Reduce variation in summarisation &amp; interpretation between different users for the same recording</li> <li>Can enable some initially responsive items to be ruled out altogether</li> </ol>
	The Intelligent Voice Player converts supports American, Asian and European languages, including multiple dialects and accents as well as the ability to detect and transcribe language changes mid-conversation.
	Words are suggested for what might otherwise be unintelligible portions of speech, not just from the karaoke play-along through the displayed transcribed index, but also the optional sub & sur-titling of additional suggestions, along with the ability to reduce the playback rate.
	Any of the available lexicons can have additional words, phrases and acronyms added directly to them from within Relativity, and as many distinct lexicons as desired can be maintained, e.g.: Interbank Lending versus Pharmaceutical Litigation. For a given matter, the lexicon can be further adapted to bias towards the Search Keywords for Voice, ahead of similar sounding words and phrases, for optimal search retrieval.
JND eDiscovery	
JND LayerCake™	Pooling and cross-referencing query results in Relativity, LayerCake calculates a priority ranking for each document that can be used by case teams to identify hidden pockets of data, promote key documents for urgent review and suppress irrelevant documents from the set. In 2016, the application was leveraged on a case to save JND's client an estimated \$2.5 million dollars and more than 50,000 review hours.
JND MachOne™	A 2019 Relativity Innovation Awards finalist, MachOne is an alternative coding interface developed by JND that is optimized for ultra-fast, low-latency document review. The application effectively reduces time between documents and gives users access to a fully editable 'grid view' document list with built-in field verification for automated quality control.
JND OneSearch <sup>™</sup>	OneSearch is a patent-pending advanced search application that fires five search providers in concert when a user submits a search term or phrase in Relativity; one of the five search providers, Cognitive Search, is brand new and exclusive to OneSearch. Aggregated search results for the search term are ranked and listed in descending order,

Product	Short Description
	from most to least responsive, and displayed in an interactive Sankey Chart, Timeline and Histogram that reveal statistical correlations across search provider results.
Lighthouse	
ChatSmart	ChatSmart enables the rapid, efficient, and complete review of chat data in many formats, from multiple sources.
PrivSmart	PrivSmart prioritizes first-pass privilege review and automates privilege log generation by categorizing documents into groups based on their likelihood of being privilege, as well as normalizing privilege log entries automatically.
RedactSmart	RedactSmart increases speed and consistency with which redactions are applied, using programmable pattern recognition to complete hundreds of redactions in minutes.
ReviewSmart	ReviewSmart optimizes review through the rapid and efficient disposition of duplicate documents that survive initial family-level deduplication.
Lionbridge	
Lionbridge for Relativity	An easy-to-use plug-in that enables accurate, real-time, in app translation of all types of electronically stored information. Once installed, all document translation can be managed in-app, transmitted via secure connection, and monitored at every step. Our technology allows for end-to- end translation within Relativity for both Machine Translation and Human/Certified Translation.
LitSavant	
Conformity Engine	Enables any authorised user to design and implement rules which can be applied to the data entry process.
Miliyi	
Blackout	Blackout is an assisted redaction tool for Relativity. Streamline your redaction workflow and eliminate the time review attorneys spend applying redactions one-by-one. Simply select the criteria for redaction, the set of documents to review, and the redaction type, and Blackout does the tedious work for you.
Broadcast	Broadcast is a customizable reporting application within Relativity that lets you generate workspace-level dashboards where you can render important information via custom charts, graphs, and HTML for users without leaving Relativity.
Chronicle	Chronicle is the easiest way to build privilege logs in Relativity. With Chronicle create a consistent, defensible narrative while reducing the expense and time it takes to construct a privilege log.

Product	Short Description
Delegate	Delegate is the most robust admin tool for Relativity. Delegate allows Relativity hosts to create user and group level access settings for specific workspaces and matters—all within the same instance.
SFTS Engineering	
Illuminate	Illuminate extends the feature set of Relativity's document review and production capabilities.
Penumbra	Penumbra streamlines the redaction process when reviewing documents within your eDiscovery environment.
TSD Software	
MaxMessage	An enhanced messaging system across Relativity, giving you the ability to create and schedule messages to be sent instantly or during specific time periods to a specific user, group of users, all users in a workspace or all users in a Relativity instance. Also with the possibility of attaching files to these messages. In addition, you can keep track of message acknowledgment status (when and by whom the message has been seen, acknowledged or the attachments downloaded).
MaxBilling	An application that helps Relativity Hosting Partners and Relativity clients automate the process of customer billing within Relativity. Generate accurate and detailed, easy-to- read monthly reports with calculated costs from pre-set metrics and prices, including custom billing rates, periods, Tasks, Users and CaseRollup. By automatically generating bills, MaxBilling reduces the time and efforts you spent on billing, while minimizing the potential for errors.
TSD Email Event Handler	An application that gives users the ability to send email notifications that notify selected recipients of edits or changes on a Relativity <sup>®</sup> object

# 6. **PROCUREMENT APPROACH**

This Chapter proposes a procurement approach that can be used in selecting vendors. It is anticipated that users might wish to cut and paste text from the chapter into their own documents so the word [CLIENT] has been used to enable a "find and replace" with firm specific details/name.

It provides an analysis of the types of pricing models suppliers might adopt, an overview of the procurement process, and then specific requirements for:

- Scanning.
- Unitisation and Coding Services.
- Data Collection.
- Litigation Support Services.
- Processing small volumes of ESI.

# BEST PRACTICE: When should I involve a service provider?

As soon as possible in specific cases. Many law firms have been through procurement exercises and set up call off arrangements with a selected litigation support partner. They have an in-built advantage when it comes to eDisclosure.

# 6.1 Supplier's Pricing / Client Tactics

The purpose of this Section is provide an overview of the various factors that affect service providers' pricing so that the reader is better equipped to compare like for like. It is included in the Guide because this is a very difficult area, so be prepared for some work when you obtain quotations.

If the three most important things about buying a house are location, location, location, then the three most important factors about costing eDisclosure projects are volume, volume, volume. That is to say, ESI is notorious for becoming a black hole of ever increasing volumes, and as such it can be difficult to price the work. That being said there are some words of advice that can help.

## 6.1.1 <u>Involve the supplier as soon as possible</u>

The sooner a service provider knows what the project is about, the quicker they will be able to give you a price, and the more likely they are to be able to give you a more fixed cost. In an ideal world, readers will have selected a preferred supplier, (with a fall back in case of conflicts), familiarised themselves with the software and its capabilities, and have a call-off contract in place with a table of pricing. Failing that, you should at least have 2-3 known suppliers that you can call upon at short notice. If you telephone someone out the blue at 5 o'clock on a Friday afternoon and say you have 200 GB of data that you have to review by Monday, you will get a very different price than if you have pre-prepared the process.

## 6.1.2 <u>Tell them as much as possible about the case</u>

A good supplier will want to come and talk to you to explore all the aspects of the case; where the data is stored, what technical "gotcha's" might be lurking in the shadows, any obscure software or products that have known issues (Lotus Notes for example, is a favourite of corporates and has a lot of pitfalls for the unwary). The more they know about the task, the more they can advise you on the best way forwards and the more

flexibility they will have on pricing. Treat them as you would any technical expert. They have a deep range of knowledge, that you need on your side.

### 6.1.3 <u>Understand the supplier's constraints</u>

Service providers have three main components to their cost base, these are the costs of; storage, software and their professional services.

Storage in the UK is typically charged from between £15 - £20 per GB, per month. Some organisations rent their storage space, and thus are constrained on how much flexibility they have on pricing, others own their environment and thus have more room to manoeuvre. There are still some significant margins in this area, so be prepared to press hard on pricing here, but equally be prepared to divulge how much work you might be putting their way, what's the average size in ESI terms of your cases, how many litigation cases you do a year, and those kind of things. You do have that information at your fingertips don't you?

Suppliers that use third party software that they don't own, may have limited room to manoeuvre in terms of pricing. The original supplier of the software sets price boundaries beyond which third parties cannot move. Normally the more volume a bureau puts through a product, the cheaper it is for them, and thus they can pass on the price reductions. This is why it is advisable to run a procurement exercise and establish a call off contract before you find yourself making the Friday 5PM call.

Finally there will always be an element of professional services. The software tools need to be managed, and there is a need for some overall project management. Be aware that when a vendor provides project management, it will not include managing the project from your end (unless you are specifically paying for these services). That normally ends up the role of some hapless junior associate who spends more time being an ad hoc litigation support manager then they do practising law.

## 6.1.4 Don't keep asking for the "best of three" quotes

Some law firms have a policy of always getting a number of quotes beforehand and then showing the end client that they have got the "Best Price". This is very short sighted and no substitute for a proper procurement exercise. Suppliers get tired very quickly of being asked at short notice for a "quick quote", when they are only given half the facts, put in a lot of effort to provide a professional response, only to miss out on the work. Unsurprisingly they stop replying to law firms who operate in such a manner, meaning that you are limiting your procurement pool to the desperate and/or inexperienced suppliers.

## 6.1.5 Ask for flexibility in pricing

Once you have built a relationship with a supplier, then you can explore what flexibility they can provide in pricing. Just as the courts and clients are looking to pass risks on to the law firms, so you could be looking to pass some of that onto your litigation support partner. Note the deliberate use of the word partner. You cannot get a good price by ringing round the suppliers and seeing who will give you the cheapest quote for "processing 50 GB".

Service providers are well aware of the implications of the various legal reforms in this area, and should be looking to build relationships with you and give as firm a pricing as they can. The "worst" case should be a straight per GB price, but this is becoming increasingly rare. Vendors have a range of pricing plans they have on offer. Some will

not charge for the data going into the processing stage, only the material that emerges from the other end. Some will offer you a range of options for specific stages, and agree only to charge you the cheapest once the work is done and they can individually price what the components cost them. Some will ask for a retainer and then provide a fixed amount of capacity and processing for that price, which (if you are pushing the limits of the deal) can be good value.

The shorter version is that there are many ways to "skin this cat", ask for them and then work out what suits you best.

## 6.1.6 Be prepared to do some work in comparing pricing

If the good news is that, there are many options for pricing, then the bad news is that, there are many options for pricing. You need to allocate some time and effort to getting the information and then putting it into a form so that you can compare like with like. It is not a simple matter of ringing three firms and asking them for their price to process 50 GB. You will tend to get three different sets of questions and then three different pricing models. If you haven't set up a preferred vendor arrangement, then the best way to proceed, might be to have an example requirement, that mirrors one of your cases, complete with all the background information and assumptions, then pass that to the vendors so that you can get an idea of their pricing. Be prepared to build and maintain a spreadsheet for this.

You will have sensed by now the common theme running through this section of involving service providers as early and as fully as possible in the case. Try to build a partnership with one of the many competent firms out there and (in the main) you won't go wrong. You will certainly be in a better position than those who don't bother and leave it to the last possible minute.

The rest of this Chapter takes you through how to procure suppliers and software.

# 6.2 Overall Requirement/Approach

A generic procurement exercise will typically go through the following stages :

- Requirements scoping.
- Match potential vendors to requirement.
- Assess vendor capability.
- Short list.
- Demonstration with real data.
- Establish call off contracts.

# **NOTE:** How much do I really need to do?

As little or as much as you want. The aim is to end up with a preferred supplier, whether for one case or for many. Some law firms have followed a full procurement route taking weeks, others have asked 3 vendors in for demonstrations on one day and made a selection after that. The absolute minimum you must do is look at the software with the people who will support it, if you can use your own data for the demo, even better.

The main considerations for each of these stages are shown in the following sub sections.

## 6.2.1 <u>Requirements scoping</u>

All "Stakeholders" in the procurement should be interviewed. This not only includes the lawyers/legal staff in the litigation department, but might also embrace the legal teams from other disciplines. It should definitely include the IT department and (if one exists) the print room function. You would be amazed (or perhaps not if you are undertaking a procurement) as to how much stuff is still printed and photocopied.

The firm's accounting system might be examined to see which suppliers are already being paid for services, as well as a firm wide question on which suppliers people have heard about/used, and which they recommend/would never use again.

The aim of the exercise is to distil down the requirements of the various parties into a coherent whole, so that competing products can be assessed in an "apples" for "apples" manner.

One thing that will be needed is an estimate of the volumes of litigation that the firm undertakes. Firms should extract details from the their Practice Management System on the number of new litigation matters created each month, and couple these with estimates on the number of "live" matters, a rough idea of how much each is worth, and how long the cases run for. In this way they will have some idea of the overall scope of their requirement, and also vendors will understand the approximate value of the work they might obtain, and can price their offering accordingly.

## 6.2.2 <u>Match potential vendors to requirement</u>

The aim here is to select a pool of potential vendors that match the requirement, with the trick being the elimination of those suppliers that do not "fit" the needs or ethos of the firm. This is a two way process, the vendors themselves are selective in their sales qualification process and will only focus on those prospects they have a real chance of winning. If your approach is too wide, you run the risk of alienating the marketplace, and only getting the desperate and the naïve bidding for your work.

## 6.2.3 <u>Assess vendor capability</u>

Assessing vendor capability can be done in a number of ways. More formal procurements go through a cycle of Request for Information (RFI) to gather market knowledge, followed by a much more detailed Request for Procurement (RFP), which would contain the types of requirements shown the following Sections.

Some firms prefer to go direct to a short list and straight into the formal RFP, whilst others will skip this stage entirely (with some advice) and invite a selected group in for demonstrations.

All approaches are valid, it depends upon the budget for the procurement exercise, the level of formality the firm requires and the scope of the requirements.

# 6.2.4 Short list

If a more formal RFP (and RFI) has been issued then the response will need to be evaluated, given some form of scoring (with or without weighting, depending upon the firm) and a short list selected. In cases where the circumstances warrant it, firms might move straight to this stage, relying upon their ability to identify which vendors might meet their requirements.

## 6.2.5 Demonstration with real data

The next stage is key. Firms must evaluate the software they are considering using by means of a demonstration, preferably using the firm's own data, ideally from a real life case, so that the issues with it are known. The panel looking at the products should be consistent across all demonstrations, and feedback should be collated in a managed format, so that personal bias is reduced as much as possible.

References might also be taken up at this stage. Ultimately, however, it is the interaction between end users, the software and (most importantly) the vendor's staff, that is of greatest significance.

## 6.2.6 Establish call off contracts

Once vendors have been selected, the call-off contracts with discounted rates should be negotiated. It is better to use the law firms contract as a starting point, though the vendor T&C's should be examined. The trap to avoid here is the over eager in-house lawyer looking to make up their hours who sees this as an exercise to re-write everything from scratch.

## 6.3 Scanning

This Section explores the requirements for scanning services, which are mainly commodity items, with some room for added value in terms of the approach to project management and unitisation.

#### 6.3.1 Overall Considerations

It is expected that documents will mainly comprise single sided black and white A4 pages. There might be some colour pages, and document sizes other than A4. These are normally dealt with by an exception process.

The documents will normally be provided from [CLIENT] offices, though occasionally they might need to be collected from clients. The collection and transport of files/documents to and from the supplier will be the responsibility of the supplier.

It is proposed that the scanning work will be carried out at the supplier's site, however, it is the responsibility of the supplier to meet [CLIENT] security and document-tracking requirements in order for this option to be followed.

An optimal process needs to be identified which will ensure accurate document scanning including physical unitisation at a document level.

The documents to be scanned will normally be provided in banker's boxes. Within these boxes, the documents will be sub-divided into individual files that vary in size, type and binding.

## 6.3.2 Example Requirements

The activities to be completed by the selected provider are:

- Document / file preparation.
- Physical unitisation.
- Electronic scanning.
- 100% Quality control.
- Reassembly of documents / files.
- Objective coding and logical unitisation.
- Electronic BATES numbering post scanning and quality control processing.
- Delivery of single-page tiff images with unitisation and coded information for loading into the litigation support environment.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT].
- Dedicate the required facilities at their site.
- Resource the required operations.

- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

#### 6.3.3 Possible Quotation Format

Please provide pricing for the following items.

Scan, OCR and BATES number 100,000 pages. The pages are contained in 333 files, each file holding 300 pages, estimated 3 pages per document. If charged separately please shown the cost of preparing the pages and then re-constituting the files, and the provision of logical unitisation information.

Please provide the cost for the provision of each of the services shown below. [CLIENT] have "weighted" these costs as an overall percentage of processing 100,000 pages to reflect their real life experience of the frequency of these requirements being needed. For example, roughly 15% of the pages encountered by [CLIENT] also need glasswork copying before they can be scanned, whilst other services occur at even smaller percentages.

The services are:

- Glasswork A4 B/W Scan
- Large Format Scan (i.e. A3 and above)
- A4 Colour Scan
- Glasswork A4 Colour Scan
- Large Format Scan Colour
- Re-Binds (Documents that have to be un-bound before they can be scanned and then reconstituted in a bound state)

Suppliers should also quote for the cost of providing load files, DVD and any project management / professional services surrounding the scanning.

If there are any other costs associated with the provision of scanning services, suppliers should show them in their completed quotations.

A potential layout for a quotation spreadsheet is shown below:

All prices exclude VAT				Vendor :	Vendor Name
Bic	ding for	provisior	of these s	ervices :	Yes / No
Item/Activity	No	Unit	Unit Price	Total	Suppliers Comments
A4 B/W Scan	100,000	Pages		£0	
OCR	100,000	Pages		£0	
BATES Numbering	100,000	Pages		£0	
Physical Unitisation	33,333	Docs		£0	
File/Doc Handling	33,333	Docs		£0	
Glasswork A4 B/W Scan	15,000	Pages		£0	
Large Format Scan	20	Pages		£0	
A4 Colour Scan	5,000	Pages		£0	
Glasswork A4 Colour Scan	200	Pages		£0	
Large Format Scan Colour	40	Pages		£0	
Re-Binds	100	Docs		£0	
Load File Creation		Per File		£0	
DVD/CD	10	Per DVD		£0	
Technical Labour/PM	2	Days		£0	
					Spare for supplier use
					Spare for supplier use
					Spare for supplier use
			TOTAL :	£0	
Assumptions					
Pages / Document	3				
Pages / File	300				
Docs / File	100				
Total Docs	33,333				
Total Files	333				

## 6.4 Unitisation and Coding Services

The key consideration within this Section is the decision on whether to objective code ESI items or not.

## 6.4.1 Overall Considerations

There are advantages in using the firm that conducts the scanning to carry out the coding work, principally the overall control and cost saving that ensue.

The key to keeping prices down is to have the work carried out overseas. Most firms will offer a UK based service, but the cheaper rates come from shipping the work overseas. The service offerings do need to be explored, as some firms conduct their coding work in locations where the speed/quality of the internet connection is so poor, that the data needs to be transferred to that country for the coding work to be carried out. Other firms use organisations in countries where this is not an issue, and the data remains in the UK.

#### 6.4.2 Example Requirements

[CLIENT] require a supplier who will provide objective coding for [both] paper documents [and ESI]. The supplier will provide the environment in which the coding takes place.

[CLIENT] will allow the data required for the objective coding process to reside in an overseas location.

For the paper documents, suppliers will receive physical unitisation information including attachment groups and will apply logical unitisation alongside objective coding

The following coding fields will be required:

#### Paper Documents

- Document Title.
- Document Type (taken from a list provided by [CLIENT]).
- Document Date (either taken from document or by deduction from context within the original file.).
- Estimated Date (Yes/No field, if Yes, supplier and [CLIENT] to agree convention used).
- Author.
- Recipient.
- Copyee.

#### Word efiles

- Document Title.
- Document Date (either taken from document or meta-data).
- Author.
- Recipient.
- Copyee.

## Excel and PowerPoint efiles

- Document Title.
- Document Date (either taken from document or meta-data).

The Author / Recipient / Copyee fields for paper and efiles should show the name(s) and organisation(s) in brackets as shown below.

e.g. Andrew Haslam [Allvision Computing], Fred Smith [Client PLC].

A process of names normalisation will need to be carried out.

It is assumed that the document type data for all efiles will provided as a bulk update in the export process, i.e. all Word efiles will have a document type of "Word".

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT]
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

#### 6.5 Data Collection

The skills required to provide forensic services are very specialised, and take time to acquire. Therefore the firms operating in this area tend to be relatively small, even when the team itself is part of a large organisation such as the forensic groups of the big consultancy firms. It has been known for clients to form working relationships with specific individuals in the forensic world and remain "loyal" to that individual even when they change the organisation they work for.

#### 6.5.1 Overall Considerations

There are two main types of data collection:

- Forensic services, such as imaging hard drives, copying data in a forensically sound manner (for example in fraud cases) or retrieval of deleted information.
- Data collection in accordance with the guidelines embodied in the Electronic Data Questionnaire.

#### 6.5.2 <u>Example Requirements</u>

The services to be provided by the selected supplier should include:

- Forensically sound imaging of individual PC's, laptops, Apple Macs.
- Provision of a "data map" describing where the ESI is located throughout the client's IT infrastructure.
- Collection of selected ESI from client's infrastructure.
- Remote collection of selected ESI for overseas clients either by hardware or software based solutions.
- Sound knowledge of the data protection requirements in various countries.
- Support to [CLIENT] in exploring the collection of ESI from external devices such as pen drives, mobile phones, external hard drives, etc.
- Support to [CLIENT] in exploring the possible collection of ESI from on-line applications such as email systems or social networking software.
- Processing of back-up tapes.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT]
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

#### 6.6 Litigation Support Services

This Section is the main focus of the Guide and contains a significant amount of detail.

## 6.6.1 Overall Considerations

The following list of requirements is an extensive one. It is intended that users of this Guide will select those requirements that meet their needs and shape their procurement accordingly. The initial approach should be to determine what tools are available within the marketplace, and what their functionality might be. Vendors should not be disqualified from the selection process if they cannot supply some of the more advanced requirements, indeed users might not have need of that functionality for some time to come.

#### 6.6.2 Example Requirements

The services to be provided by the selected supplier include:

- Provision of processing facilities to enable de-duplication and filtering of data.
- Processing of Outlook, Lotus Notes and GroupWise email files.
- Any visualisation of the connections between data custodians.
- Processing, display and review of family groups of ESI files.
- Processing, display and review of scanned and coded documents.
- Ability to display information across dual screens.
- Provision of OCR from imported image files.
- Ability to store, display, search and review PDF files.
- Handling of foreign language based ESI.
- Near-duplication.
- Concept clustering / searching.
- Any other analytics functionality.
- Email threading.
- Predictive / Technology Assisted / Computer Assisted coding.
- Handling of digital audio files.
- Automatic translation of foreign language ESI.
- Provision of objective and subjective coding (including issue/hot topic) fields.
- Full search capabilities, including Boolean logic, saved searches and dynamic search update.
- Disclosure production capabilities, including BATES numbering, production of Privilege and Trade Secret lists, mass burning to external media.

- Production of a courtroom bundle.
- Strategy for meeting the demands of "tablet" based computing.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT].
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

## 6.7 Processing small volumes of ESI

Most firms have a need to "just read the emails" and this Section attempts to articulate that requirement.

## 6.7.1 Overall Considerations

A requirement has been identified to provide a mechanism whereby users in the firm can review relatively small amounts of electronic information. A classic scenario, is that a client will ask for an evaluation of a potential matter, often on the assumption, that they will either not be charged for this initial evaluation, or it will be a nominal fee. This need is not limited to the litigators in a firm, most lawyers/legal staff receive information in an electronic form and wish to quickly examine it. The issue is that it is difficult, if not impossible, to put this data into the firms in-house systems, as the IT department actively discourages ephemeral client data being added into the sanitised, backed-up, secure environment they provide for the lawyer's use.

The broad outline of the proposed approach is as follows:

- Vendors provide a solution with specific boundaries in terms of size of data, number of users and timeframe with a low price attached. For example, up to 500 MB of data, with one person looking at it, for one month at £50-100/month up to a maximum of 3 months.
- There is some form of easy to use mechanism whereby the Client information, PST file, email attachments, USB stick can be securely transferred to the vendor.
- The vendor loads the data into their litigation support environment without any additional processing and stores it under a client/matter reference.

#### 6.7.2 Example Requirements

The services to be provided by the selected supplier will include:

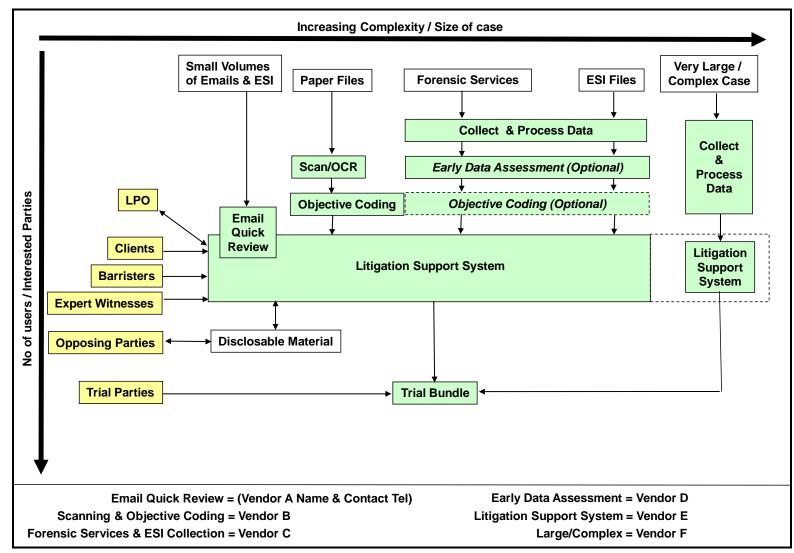
- Provision of means to securely transfer the data between [CLIENT] and the supplier, probably using a secure file transfer mechanism known as "secure FTP".
- Loading of email and electronic files into the selected product in a speedy manner, (the aim will be an overnight service).
- Provision of tools to allow the initial reading and analysis of documents.
- Provision of review tools to meet the needs of a "quick peek" scenario.
- A well-defined route to export the data so that it can be processed and loaded into the "full blown" litigation support tool.

• Very competitive pricing.

In order to carry out these activities the provider will need to:

- Enter into a call-off contract with [CLIENT]
- Dedicate the required facilities at their site.
- Resource the required operations.
- Provide an experienced project manager to manage individual projects.
- Provide periodic reporting on project status.
- Manage the project budget to ensure costs are monitored and controlled.

## 6.8 Schematic of Generic Requirements



# 6.9 Summary

This Chapter has provided users with the information for them to undertake a procurement exercise. As with all such exercises, the key to a successful project is a clear understanding of what the requirements are, and how best they might be met. Various potential requirements are shown, so that a selection can be made of the ones that best meet the user's needs. Once that framework is in place, and a shortlist of potential suppliers identified, then the proposed software solutions must be evaluated by means of a demonstration to a representative panel, preferably using the firm's own data.

# 7. ADDITIONAL RESOURCES

This Chapter provides a list of additional resources for users to refer to. It is not exhaustive and feedback on any additions is welcomed.

## 7.1 Legal IT Insider

The Legal IT Insider is one of the UK's leading media, information and communications organisation in legal IT. More details here:

http://www.legaltechnology.com/

#### 7.2 The e-Disclosure Information Project

The <u>e-Disclosure Information Project</u> is run by Chris Dale, a former commercial litigation partner turned e-Disclosure consultant. The Project aims to bring together lawyers, suppliers, courts and corporations with an interest in electronic disclosure, and to disseminate information about the court rules, the problems and the software and services available to handle them. It has an excellent resources section <u>here</u>.

## 7.3 The BONG! Emails (Jonathan Maas)

Jonathan Maas from Maas Consulting provides, in his words, an "informal, occasional and personal selection of recent international eDisclosure/eDiscovery/legal IT/data protection/interesting news/articles" via his BONG! emails (named after the headlines on the main evening TV news in the UK, on which headlines are read out between strikes (bongs) of Big Ben). To find out more, or to subscribe, please contact Jonathan on Jonathan@MaasConsultingGroup.com.

## 7.4 Complex Discovery (US site)

The <u>Complex Discovery</u> site is run by Rob Robinson and (in its own words)

Is an online publication that highlights data and legal discovery insight and intelligence ranging from original research to aggregated news for use by business, information technology, and legal professionals. The highly targeted publication seeks to increase the collective understanding of readers regarding data and legal discovery information and issues and to provide an objective resource for considering trends, technologies, and services related to electronically stored information.

A highly recommended site, and not just because they currently host the Buyers Guide.

## 7.5 eDiscoveryToday (US site)

The <u>eDiscoveryToday</u> site is run by Doug Austin, and aims to be a daily go-to resource for eDiscovery and eDisclosure professionals seeking to keep up with trends, best practices and case law in electronic discovery, cybersecurity and data privacy.

Another highly recommended site.

## 7.6 Clive Freedman (eDisclosure web site)

Clive Freedman maintains a website relating to electronic disclosure (mainly from an English perspective).

Clive is a Barrister of 3 Verulam Buildings, Gray's Inn, London, England. He was a member of the Working Party chaired by Senior Master Whitaker which was set up by the Civil Procedure Rule Committee, and which prepared drafts of Civil Procedure Rules Practice Direction 31B and the Electronic Documents Questionnaire. He also contributed to the TeCSA eDisclosure Protocol for use in the TCC.

The website can be found <u>here</u>. Note that from September 2018 onwards this became a static resource and is not being updated as Clive is focusing on his GDPR website.

# 7.7 Civil Evidence for Practitioners

The fourth edition of "Civil Evidence for Practitioners" written by Professor Peter Hibbert, published by Sweet & Maxwell, is now out, with chapters in eDisclosure making significant use of the TCC protocol and its supporting material, find it <u>here</u>.

# 7.8 Electronic Disclosure – Law and Practice

This <u>book</u> by Michael Wheater and Charles Raffin from Hardwicke Chambers provides exactly what it says in the title. Though a pilot of proposed changes to CPR will take place in 2019/20, there is much still in this book to warrant a read. In their own words:

- A detailed guide to the complex issues surrounding eDisclosure presented in an accessible and user-friendly format
- The first work of its kind to offer comprehensive analysis of the developing law on electronic disclosure combined with practical advice focusing on electronic disclosure and related document production in practice; a complex and fastgrowing area of evidence gathering and review
- A fully up to date examination of the relevant procedural guidelines and caselaw in this area

# 7.9 The 2018 eDiscovery Buyers Guide (US Focus)

In their own words:

"Legal technology professionals Brett Burney and Chelsey Lambert have released the 2018 <u>eDiscovery Buyers Guide</u> - a shopper's handbook and educational resource for solo to mid-sized law firms. The Guide was designed to serve as a shopper's handbook for solo to mid-sized law firms in search of options that fit their budget and average case size. Free to download, the e-book is divided into the primary product and service categories seen in the litigation support process which includes hosted solutions, SaaS platforms, social media evidence capture, service providers, utilities and more.

## 7.10 The ILTA eDisclosure data exchange Protocol

During 2018/19 the author was part of a working group from the UK ILTA litigation support Special Interest Group (SIG) that produced a best practice data exchange protocol and associated guidelines. The driving reason for this project was the fact that the previously mentioned disclosure pilot as set out in <u>Practice Direction 51U</u>, now in force in many UK civil courts, requires completion of a Disclosure Review Document. Among other things, the DRD requires parties to agree how they will transfer information between them in the disclosure process.

The matters to be agreed are set out in Section 3 of <u>Appendix 2</u> to the Practice Direction, and specifically in paragraphs 6 (7) – (11). The aim of the ILTA protocol is to address those requirements and provide information and education on the factors to be considered in the guidelines.

The protocol incorporates feedback from a number of eDisclosure suppliers and is endorsed by many more, as well as being used by various law firms. You can see all those involved in the project and download the documents from the ILTA <u>website</u>.

## 7.11 That Tech Pod (US Podcast)

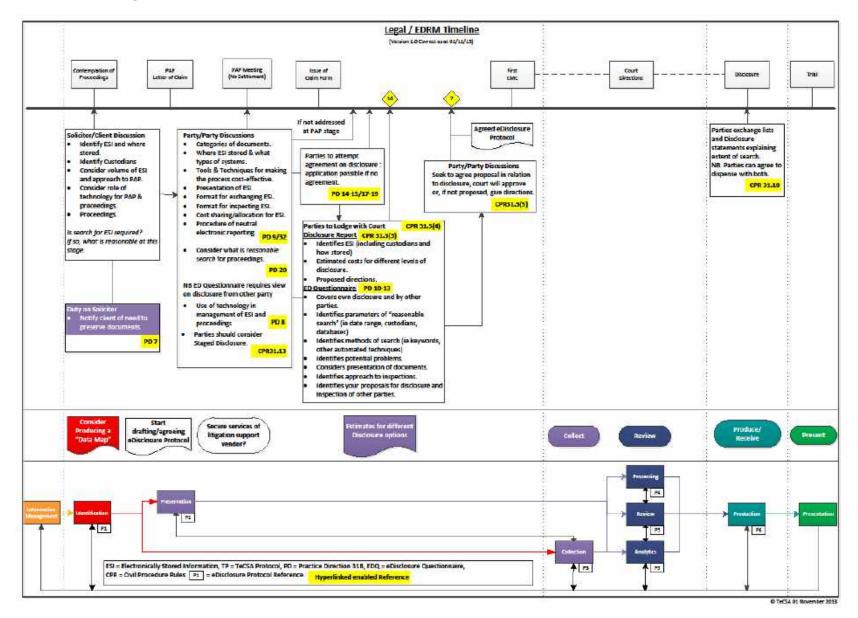
That Tech Pod is a podcast on eDiscovery, cybersecurity, data privacy, and tech innovations. Each week hosts Laura & Gabi, bring on heavy hitters in the industry to break down those topics. Guests range from lawyers, to CEO's, to data scientists and beyond. That Tech Pod is an educational non-biased podcast bringing fun into technology.

LinkedIn : <u>https://www.linkedin.com/company/thattechpod</u>

Website : <u>https://thattechpod.com/</u>

Email : <u>Thattechpod@gmail.com</u>

#### 7.12 The TCC Legal/EDRM Timeline



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# 8. SUPPLIER & SOFTWARE DETAILS

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

andrew.haslam@allvision.co.uk

The information is in alphabetical order.

Suppliers have been asked to provide the following:

- A brief (half a page maximum) synoptic description of themselves and their services.
- A listing of the software they use.
- A brief (half a page maximum) synoptic description of the software they provide.
- Contact details for anyone to approach them.

In the interests of brevity, the information is split into suppliers and software, with the software each supplier uses, merely listed in the supplier section, and a fuller description given in the software part of the Chapter. For example a number of vendors use the software package Relativity. This is described once in the software Section, and mentioned a number of times in the various supplier's descriptions.

## 8.1 Suppliers

The following pages show information provided by suppliers. It is mainly UK based, but some organisations from other jurisdictions have asked to be included, so are within the pages.

## 8.1.1 AITHERAS LLC (US)

Benjamin Hankins, Jr – Partner

 bhankins@aitheras.com |

 +1 301.706.7839

 51 Monroe St UNIT 506, Rockville, MD

 20850

 www.aitheras.com

 Compony Description

Company Description

AITHERAS LLC, a Small Disadvantaged Minority Owned Business, headquartered in Rockville, MD, is a leading litigation support service provider to International Commercial and U.S. Federal Government clients. We bring a comprehensive array of legal and litigation support experiences and best practices, applied and enhanced support for the follow LitigationSupport and IT related disciplines.

eDiscovery | Data Analytics | Investigative/Forensics | Case & Document Management

| Jury Selection | Digitization, Scanning & Coding Services | Pre-Trial & Trial Support

| Federal Cloud Hosting Solutions | Federal Records Management | Cyber Security Services | IT Governance |Business Intelligence | Helpdesk Support

As a key subcontractor, we support the largest Litigation Support platform within the Federal Government, the Department of Justice Civil Division Office of Litigation Support (OLS) with over six (6) petabytes of data for over 780+ large active cases.

We have an excellent understanding of litigation support culture and environment, with current work at the Executive Office for United States Attorneys (EOUSA) Litigation Technology Support Center in Columbia South Carolina (LTSC) ongoing for the past four (4) consecutive years.

We have an extensive relationships with Litigation Support industry leaders including most software and hardware vendors. AITHERAS is a registered reseller and implementation partner with over a dozen leading companies that provide products and services to the Federal Government.

Vendor Offerings

AITHERAS provides several key and unique features to accomplish its litigation support objectives, described below.

<u>Culture of Responsibility</u> - AITHERAS has a relentless focus and critical ability to protect client privacy and sensitive and classified material. Through our established methodologies, we have produced a culture that ensures client data security. These workplace processes and procedures, together withour strong track record and tailored training and mentoring, are instituted companywide--giving clients confidence and security they can depend on with AITHERAS. Our extensive experience with sensitive and classified data systems, those holding Personally Identifiable Information (PII), and Title 13 (Protection of Confidential Information) data, is reflected in just about every program we operate. Our Culture of Responsibility is defined by:

- Our ability to instill customer confidence in the protection of their data and information;
- Comprehensive employee training in handling sensitive and classified information; and
- Intelligent hiring practices and personnel that greatly reduce any kind of insider threat.

<u>Repeatable Litigation Support Processes</u> - AITHERAS' Litigation Common Process Framework (LCPF) is the result of the collection and implementation of best practices and lessons learned, through the execution of large and complex legal programs, and of our sustained investment in improving the quality and effectiveness of services delivered to our customers while ensuring cost and schedule are defined, realistic, and achievable; requirements are effectively analyzed and validated; litigation support processes and practices have built-in product quality; and programs achieve outstanding end user satisfaction.

<u>Transparent Workflow</u> - AITHERAS's Litigation Management System (ALMS) is a web portal that provides a transparent view into all aspects of data processing, collection, and analysis capabilities, and offers increased responsiveness, improved communications, and better collaboration through features that assist attorneys in making their work smarter, faster, and more efficient. The ALMS portal provides granular access control allowingeach customer to have complete visibility into their data. Benefits include:

- A close-in view of every stage of the process.
- Access to performance against scheduled milestones.
- Time and cost savings when tracking down pertinent information about case status.
- Cost savings through repetitive processes and procedures.
- Cost savings as a result of avoiding rework.

## 8.1.2 <u>AlixPartners</u>

Paul Brabant | Becky James

pbrabant@alixpartners.com | +44 207 098 7483

rjames@alixpartners.com | +44 207 332 5051

6 New Street Square, London EC4A 3BF

#### www.alixpartners.com

## Company Description

For forty years, AlixPartners has helped businesses around the world respond quickly and decisively to their most critical challenges – circumstances as diverse as urgent performance improvement, accelerated transformation, complex restructuring and risk mitigation.

**Alix**Partners

AlixPartners' Investigations, Disputes & Risk group includes approximately 320 professionals, including forensic accountants, lawyers, former regulators, legal technologists, and economists. Our team navigates regulatory matters, financial and digital investigations, forensic accounting, and asset recovery. Because we scale globally, we are able to provide around-the-clock support to our clients.

One of our key differentiators is our deep industry bench that comes from our firm's performance improvement practice and includes some of the world's preeminent industry experts, ensuring our deep understanding of the nuances and issues our clients face. With a single operational structure, we take a unified approach to all of our engagements and provide ongoing training to guarantee uniform, high-quality, and innovative services across our offices and services.

Additionally, all of our litigation support professionals (legal technologists, forensic accountants, economists, and quantum experts) collaborate, underpinning our ability to quickly deliver conclusions with increased range and certainty.

## Vendor Offerings

## Overview

AlixPartners' Investigations, Disputes and Risk team advises clients on every aspect of data management in litigation and investigations including information governance, data preservation, forensic data collection and analysis, data hosting, disclosure and claims management.

## **Discovery Management**

With respect to electronic disclosure, we help legal teams make sound decisions about the various aspects of data management and review. For example, we advise on the benefits of advanced technologies, help structure complex workflows, and provide weekly tracking of costs relative to budgets.

We maintain teams and data centres in the United States, UK, Germany, China, and Japan. Our forensic data collection team operates from the US, Argentina, London, Shanghai and Hong Kong, and has honed the ability to efficiently deploy remote collection capabilities.

Additionally, we have developed proprietary software to automate tasks such as validating the accuracy of data collection completed by our clients, and the harvesting of passwords to improve the ability to decrypt password-protected documents. We also encourage legal teams to leverage machine learning to improve the quality of document review.

Our specialties include the following type of matters:

- a. Phase 2 merger investigations involving the CMA and the European Commission, including cross-border investigations initiated by the US Department of Justice;
- b. Sensitive cross-border investigations involving fraud, bribery, whistleblowers, cartels and transactional due diligence;
- c. Cross-border litigation and arbitrations involving numerous stakeholders such as local counsel, experts, and third-parties in multi-jurisdictional actions; and
- d. Investigations arising out of insolvency proceedings where we initiate proceedings as administrators for the estate.

#### **Document review**

We have a deep network of review staff to draw from to rapidly organise review teams with various levels of experience, industry and language skills, and with the ability to securely connect whether working from an office or from home.

#### Structured data and Visualisation

In relation to structured data, our approach is driven by our expertise in analytics, which emphasizes the following capabilities:

- (a) Advise clients on the means to extract data from corporate systems such as mainframes, SAP or Oracle, as well as proprietary databases;
- (b) Identify relationships between data sets, including structured and unstructured data sources, and consolidate related information into a single platform;
- (c) Assess the means to visualise information so that the investigation team can directly query and interact with complex data sets.

#### Software

We continually evaluate technology platforms to determine which can improve our ability to deliver for our clients. Currently we offer Relativity for document management. For analytics we use Brainspace, NexLP and H5. For data processing we use Reveal Discovery Manager, Nuix, and Relativity.

Where we identify a gap in the software market we develop our own platforms, which in recent years has been focused on data assurance and analytics functions. We also offer a variety of options for machine translation and audio transcription services.

## 8.1.3 <u>Altlaw</u>

N/lott	Altace
ινιαιι	Altass

Matt.altass@altlaw.co.uk | 020 7490 1646

Unit 3&4 Angel Wharf, 54 Eagle Wharf Road, London, N1 7ER

# Altlaw

www.altlaw.co.uk

## Company Description

Founded in 2004, Altlaw has been a steady and consistent presence in the UK eDiscovery market.

Altlaw is a privately held and owner-managed eDiscovery specialist company which focuses on UK litigation, DSARs and Investigations.

Altlaw has a large Law Firm and in-house counsel client base, and is recognised as a trusted, reliable, and customer focused partner for all manner of eDiscovery.

Now solely a RelativityONE partner, Altlaw focus on leveraging the technological benefits of Relativity's most up to date, most secure and most powerful end to end version of the platform.

Although UK focussed, Altlaw also has extensive capabilities in managing the international needs of its clients, ranging from on the ground forensic collections, data processing and hosting with RelativityONE, through to international on-site hardcopy and scanning.

Altlaw also offer Managed Document Review from their Purpose built 100 seat Central London Document Review Centre, but are also able to client site, remote and hybrid Document Review models to suit client needs.

## Vendor Offerings

Altlaw has five main areas of expertise: Forensic Data Collection, eDiscovery, DSARs Document Review, and 'In-House/Behind the Fire-Wall' Managed eDiscovery Services.

Altlaw is a RelativityONE partner for eDiscovery processing, hosting and Al analytics.

Other technology partners include Nuix, Celebrite, BlackBag, FTK and CloudNine Law.

#### 8.1.4 Alvarez & Marsal

Phil Beckett, Managing Director

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#### Company Description

Alvarez & Marsal (A&M) is a global professional services firm specialising in turnaround and interim management, performance improvement and business advisory services. A&M delivers specialist operational, consulting and industry expertise to management and investors seeking to accelerate performance, overcome challenges and maximise value across the corporate and investment lifecycles. The firm is known for its distinctive heritage, hands-on approach and relentless focus on execution and results.

A&M was founded in 1983 when Tony Alvarez II and Bryan Marsal recognised the opportunity to provide radically different advice and hands-on support to organisations facing operational and financial hurdles – situations demanding action, objectivity and real results. Committed to its core values, A&M has since evolved from a boutique player to a leading global professional services firm, setting the standard for working with organisations to solve complex problems, boost operating performance and maximise value for stakeholders. Our more than 5,000 professionals spanning across 66 offices located in North America, Europe, the Middle East, Asia and Latin America, constitute a diverse group of seasoned experts.

Our team of seasoned experts and dispute specialists provide end-to-end advisory services across investigation and litigation lifecycles, in context of anti-bribery and corruption, anti-cartel, regulatory inquiries, complex financial disputes, accounting irregularities, M&A disputes, security breaches, intellectual property theft, employment disputes and other general frauds. A&M's professionals includes:

- Forensic technologists;
- Digital investigators;
- Structured data analysis specialists;
- Cyber security specialists;
- Forensic accountants;
- Former industry executives;
- Former regulators;
- Former law enforcement officers;
- PhD economists;
- Banking and securities professionals;
- Certified Fraud Examiners;
- Chartered Financial Analysts; and
- Information governance professionals.

#### Vendor Offerings

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

Our Forensic Technology Services practice provides repeatable, auditable and proven solutions by combining our operational experience with innovative, legally prudent procedures and the "appropriate" technology.

This allows A&M to deliver rapid response to requests for electronic information; accurate results with fewer surprises; and reduction in costs by elimination of unnecessary efforts.

Our core competencies within our Forensic Technology Services practice stretch across the information lifecycle, with specialisation in the management, extraction, analysis and presentation of vast volumes and complexities of electronic information.

A&M's collaborative approach to discovery management involves working alongside outside counsel, the clients' internal team and other professionals to deliver a comprehensive solution, combining advanced technology and expert advisory services to deliver strategic value.

A&M is tool-agnostic and continuously assess the leading tools in the industry that will best complement A&M's methodologies. Additionally, we are enthusiastic about customising our workflow according to the requirements from the client and establishing maximum efficiency and high quality. To this affect, we utilise a combination of third-party software and internally developed tools as appropriate. Some of the third-party tools currently utilised within A&M include Relativity, Brainspace Nuix, EnCase, FTK, Blacklight and Cellebrite, in addition to other workflow management, support and reporting platforms.

We regularly support large scale electronic document review exercises across multiple review platforms and regions, but some of our highlight credentials include:

- Relativity Certified Partner with 11+ years Relativity support.
- 20+ dedicated review managers, between 9 and 13 years Relativity experience (including Relativity certified Administrators, Experts and Masters), strategically located throughout the US, Europe and Asia.
- Over 300 individual Relativity workspaces supported with more than 80M documents hosted largest workspace has over 18 million unique documents.
- Extensive experience in deployment of efficient review work flows incorporating advanced analytics features, including email threading, near-duplicate identification, Continuous Active Learning (CAL) and Technology-Assisted Review (TAR).
- Multiple self-developed custom platform workflows, applications, objects and advanced field deployments, including participant and domain parsing and categorisation tools, advanced Pivot-based analytics, and redaction propagation.
- Global hosting and mobile review platform deployment and support.

## 8.1.5 <u>Anexsys</u>

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Company Description

Since 2004, we have consistently delivered high level eDiscovery and litigation support services to law firms, corporations and public sector clients. Our team of over 40 permanent staff operate from offices in London and Manchester. We were recently acquired by Xact Data Discovery (XDD), allowing us the opportunity to expand our services even further afield.

We provide support throughout the lifecycle of a case or investigation from pre-action all the way through to trial. Our team of eDiscovery experts help clients navigate disclosure exercises with market leading technologies, including Relativity, BrainSpace and Nuix. We are not limited to off the shelf eDiscovery solutions and we are capable of creating and combining new technologies.

We differ from the majority of eDiscovery providers thanks to our in-house software development team, who build bespoke applications for Relativity and standalone applications. We can adapt Relativity to a client's specific requirements, extending its standard functionality. We have developed solutions to assist with standard document redaction, redaction of Excel documents and the review of message and social media data.

We provide a complete litigation support package with our technical consultancy services complemented by an experienced reprographics team who provide hard copy support.

We are part of the Crown Commercial Service eDisclosure Services and GCloud frameworks, trusted to handle HM Government data at the highest levels of security.

Vendor Offerings

Managed Document - Anexsys Lens

Anexsys Lens is our barrister-led document review service which operates from dedicated offices in central London and has successfully implemented as secure and defensible mechanism for remote document review which allows us to continue to provide high quality review services to our clients despite the current circumstances arising from the global pandemic. We have a proven track record in delivering accurate and time sensitive document review projects for litigation, public inquiries and data subject access requests (DSAR). We work with clients to create strategic workflows that ensure defensible results which are further bolstered by our quality control processes. We use a proprietary tool Esquify, which tracks productivity, and provides Review Managers with AI-based analytics tools that help them to optimise Reviewer performance and remediate where needed. We track individual overturn rates per Reviewer, taking targeted samples for re-review by the Review Manager. Our methodology is pragmatic yet malleable and is geared toward delivering defensible results in a cost effective and timely manner.

## Relativity & Relativity One

We provide both on premise and cloud versions of Relativity to private and public sector clients. Both of our Relativity offerings are enhanced by our custom-built

Relativity applications. Our principal custom applications for Relativity and Relativity One are set out below.

Mask-It is a comprehensive solution enabling redaction of all standard document types. It helps users avoid repetitive and time-consuming redaction exercises, and it automates the redaction of keywords, email headers, Excel workbooks and more. It enables wholesale redaction of keywords in datasets of any size, saving countless hours for end-users.

We can enhance Mask-It with our PII detection software which automatically detects personally identifiable information (PII) within documents, which is particularly useful for GDPR and compliance exercises requiring the production of personal information.

We offer XDD mobile for the streamlined processing and review of mobile and message data within Relativity which enhances a reviewer's experience by presenting chat messages in a user-friendly manner. Reviewers can quickly filter the message data to remove irrelevant content and concentrate on the messages relevant to their case.

## Relativity Managed Services

We provide a managed service for clients in the private and public sectors with their own instance of Relativity. Our managed service includes technical support, environment and infrastructure management and the implementation and maintenance of third-party applications and integrations for Relativity. Our managed service clients range from top 15 corporate law firms to public bodies requiring highly secure isolated environments.

## Digital Forensics

Our forensic experts routinely carry out forensic imaging of laptops, mobile devices and enterprise content management systems. They assist clients both on site and remotely, guiding them through collections step by step to ensure all data preservation requirements are met.

Our forensic investigators interrogate devices, prepare expert evidence for civil and criminal proceedings and regularly appear in Court as expert witnesses.

# Hard Copy Support

Our reprographics team undertakes document printing services. They also undertake small- and large-scale scanning, unitisation and coding projects, enabling the digitisation of hard copy documents.

# Trial Preparation

We have developed Entity in house to assist with electronic document bundling and trial preparation. The system supports you through arbitration or trial and hearing preparation for civil, criminal, regulatory, investigative and eDiscovery matters. Our platform workflows streamline bundle creation including automating steps such as insertions and pagination and ensure that you can serve your court bundles in electronic and hardcopy formats. Where required we can also manage the transfer of data from disclosure platforms to trial presentation software such as Opus 2 Magnum.

# BrainSpace

We provide clients with BrainSpace, a data analytics platform for litigation and investigations. BrainSpace allows clients to identify key evidence faster through data visualisations and augmented intelligence solutions. BrainSpace is particularly helpful for Early Case Assessment (ECA) where clients are seeking to identify key issues early in proceedings.

## Nuix Investigate

We offer Nuix Investigate, an advanced investigation application which can streamline the review of data processed in the Nuix platform. The software assists government agencies, law enforcement and service providers in getting to the truth behind their data quickly. Its range of visualisation, search and analysis tools allow investigators to interrogate their case data to establish connections, paths of communication and the timeline of events.

#### Intelligent Voice

We have partnered with Intelligent Voice to integrate their software into Relativity. Intelligent Voice helps law firms and governments around the world ingest, transcribe, analyse and review vast amounts of audio, in a secure environment, freeing up valuable lawyer time and cutting down on costs.

## 8.1.6 Ankura Consulting

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Company Description

Ankura is a global business advisory and expert services firm with a global footprint across the US, Middle East and Asia. We have 1,400 employees in over 30 offices worldwide. Ankura provides a range of services in the following areas: Construction Disputes & Advisory; Disputes & Economics; Strategy & Performance; Turnaround & Restructuring; Forensics, Risk & Compliance and Data & Technology.

Whether a client is facing an immediate challenge to its business, trying to opportunistically increase the value of their company, or protect against future risks, Ankura designs, develops, and executes tailored solutions by assembling the right combination of expertise.

Our senior-level advisors have provided valuable insights in all types of situations – from government issues to complex business challenges to legal proceedings. In each case, we have worked with our clients to deliver measurable and meaningful results that have moved law firms, corporations, governments, and non-profit organizations in a positive direction.

We build on this experience with every case, every client and every situation, collaborating to create innovative, customized solutions, and strategies designed for today's ever-changing business environment.

This gives our firm unparalleled insight and experience across a wide range of economic, governance, and regulatory challenges. When concerns arise, we have the expertise, knowledge, and experience to guide you through the turbulence back to stability.

#### Vendor Offerings

Our Data and Technology team are experts and advisors in complex data risk management, handling critical risk issues across an organisations data enterprise, and providing support and guidance on our client's most challenging data issues. We tailor our services to support our client's requirements across a variety of matter sizes and types.

Our team of eDiscovery, digital forensic and Cyber & information security advisors provide consulting expertise and end-to-end project management across the full information lifecycle. Our consultants work collaboratively with clients to identify, contain and analyse issues and design efficient workflows to proactively identify and mitigate risk.

Our eDiscovery and digital forensics advisory team has significant experience with a broad range of industry-standard technologies and procedures. We apply quality control checkpoints, solve technological challenges, and provide cost-effective solutions. Our professionals have served in some of the largest and most globally recognised eDiscovery investigations. For every unique engagement, we carefully customise our approach to ensure an efficient and well-planned deployment of resources and technology.

Our Cyber Information Security and Incident Response team have a proven track record in handling incidents worldwide, with ability to isolate the root cause through remote support or team deployment. Our reactive experience includes, ransomware facilitation, malware and business email compromise analysis and recovery services. Our proactive capabilities include deep offensive security testing, including red teaming, pci assurance, cyber strategy and transformation, privacy/GDPR support, critical national infrastructure and security architecture. We also have the ability to help businesses with board level cyber strategy through table top risk assessments. When data incidents give rise to legal claims, our disputes experts guide the parties and their representatives through challenges such as e-disclosure and the analysis of evidence served in the proceedings. Our professionals have served as expert witnesses on technical matters related to liability and questions arising in the assessment of quantum.

## **Electronic Disclosure**

Ankura delivers unique and powerful capabilities in the most critical phases of edisclosure. Our experienced consultants can help you with the life cycle of a project, from preservation of evidence (determining what should be preserved, recovering key evidence from backup sources) through to planning the timetable for disclosure. Our team can assist with the collation of data, understanding the scale of your review exercise, sampling and review methodologies, analytics strategy, and completion of your disclosure review document.

Utilising industry-leading, intuitive, and user-friendly web-based interfaces we equip clients with the best tools so that they are productive immediately with minimal training. Our solutions seamlessly integrate with Ankura's collection process and allow us to consolidate all processing, analysis, review, and production tools into whichever platform is being used. The tools below can be hosted in our data centres in the US, EU, or Asia, as well as deployed on-premise behind the firewall.

Processing – Mindseye Discovery Platform, Intelligent Voice®

Early Case Assessment – Brainspace™, NexLP Story Engine

**Review** – Relativity<sup>®</sup>, Veritas<sup>™</sup> eDiscovery (formerly Clearwell), Reveal<sup>™</sup> InControl<sup>™</sup>, CS DISCO<sup>™</sup>

**Customised Relativity**<sup>®</sup> – Our offering of Relativity includes proprietary review windows supporting audio and chat room formats. These are designed to maximise the efficiency of review teams when compared to many other implementations of Relativity.

**Reveal<sup>™</sup> InControl<sup>™</sup>** – Our offering of InControl allows us to instantly and effectively create data centres anywhere in the world via an Amazon Web Service. Minimising hardware and other costs for our clients, ensuring true scalability and reliability.

**CS DISCO™** – Our offering of DISCO provides data processing, hosting, ECA and analytics all accessible from a secure Amazon Web Services' platform. This structure allows us to control cost whilst giving access to DISCO's clean and intuitive user interface with fully customisable workflows, views and security.

Advanced Analytics - Ankura's extensive experience with advanced analytical technologies have provided our clients with creative implementation strategies that help establish the facts of the case quickly and enhance the quality of review whilst lowering the cost. Key analytical features include: email thread identification, topic clustering, near-duplicate detection and participant, file, and term analytics. Ankura embeds Early Case Assessment (ECA), predictive analytics and technology assisted review (TAR) functionality directly within our review environments. A predictive coding process that uses statistical validation can help demonstrate to the court and the opposition that the process is thorough and effective.

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

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

**NexLP Story Engine**<sup>™</sup> – NexLP's Story Engine<sup>™</sup> utilises AI and machine learning to derive insights from a myriad of data types to deliver operational efficiencies for legal, corporate and compliance teams. Combining concept clustering, communications and sentiment analysis, Story Engine allows you derive fast insights from your data in any situation from a dispute to proactive risk management.

**Intelligent Voice**<sup>®</sup> – Using the latest voice recognition software, Intelligent Voice® allows the efficient transcription and analytics of audio data. It allows users to identify themes and concepts in otherwise non-searchable data. Using a continuous active learning algorithm, the software can teach itself different dialects to capture more accurate information. Using Intelligent Voice®, it is also possible to make audio files keyword searchable within a review platform, allowing a more targeted review of audio data files.

**Iconic Translation** – Fully integrated into Relativity, Iconic's eDiscovery platform allows you to translate foreign-language electronically stored information (ESI) quickly, securely, and effectively. Real-time translation eliminates manual translation turnaround times and reduces the risk of missing deadlines due to costly monolithic processes. Iconic's world-leading proprietary software, enables end-to-end multilingual e-discovery, whilst ensuring full data integrity and confidentiality.

Ayfie<sup>™</sup> - Ayfie Inspector is a powerful text analyser that helps you find information within your content more efficiently. Fully integrated with Relativity, it goes far beyond putting together patterns of words or similar names. Inspector connects activities, places, things and time. Ayfie Inspector can automatically identify and extract over 180 types of PII, making it invaluable in today's data privacy climate.

**Image Analytics** – Ankura's image analytics tool brings supervised and unsupervised machine learning to image files. Initially developed for the construction industry, Ankura's proprietary technology brings processes that have traditionally been exclusive to text content, to pictures. Utilising this technology similar pictures can be grouped together, or the system can be trained to retrieve specific types of pictures, saving many hours of manual review time.

**Structured Data Discovery** - Ankura also deliver strategic business solutions for clients requiring in-depth analysis of large, disparate sets of financial, operational, and transactional data. Ankura uses leading edge technologies and proven methodologies to identify, acquire, and transform massive amounts of complex and diverse information into workable databases. These tools allow for the development of new approaches to assessing and prioritising what is relevant when managing critical cases and issues. Ankura offers the collection, modelling and analysis of the

content of databases (e.g. General Ledgers, accounting, HR systems, supply chain / logistics systems, Accounts Payable, CRM systems, customer transactions, etc.).

Ankura has the critical combination of Business, Legal Process and IT expertise to bridge the gap between the key players. Ankura has a team of statisticians, data modellers and visualisation experts to help client get the best insights from the underlying data. For this purpose, Ankura uses visualisation tools such as Tableau and has capabilities to host real-time visualisations that can be accessed from mobiles, tablets, laptop and desktops.

**Digital Forensics** - Ankura's experts are skilled at interrogating a vast range of devices including complex enterprise networks, personal computers and mobile devices to identify relevant intelligence and evidence quickly, accurately and cost effectively. Ankura's professionals possess a unique blend of skills to help clients formulate their strategy, understand their position and deliver answers efficiently. Ankura adopts an agnostic approach to utilising market leading tools to ensure complete success with forensic collections and would analyse which tool is the best and most efficient fit for the client's needs and requirements. Ankura will provide detailed reasons and explanations for tool selection so that the client fully understands the service being provided to them. Ankura can intelligently interrogate data to meet specific client requirements which includes recovery of deleted material, analysis of artefacts and identification of malicious applications and/or data. Ankura will create a deliverable that is easy to comprehend and understand, be it witness statements, affidavits or expert reports.

**Information and Cyber Security** – Ankura's Cyber Security services cover the full spectrum of cyber response, from proactive assessments and hardening of security defences to reactive breach investigations. We are a preferred forensic partner with most leading global cyber insurance companies with clients in banking, utility, retail and legal sectors and investigated over 1000 breaches last year. This gives the team an in-depth perspective on cyber security matters which we leverage in our Cyber Intelligence 360 programme; akin to an MRI scan of an organisation's cyber security health. We can typically be on site in any global location within 24 hours. We also leverage industry technology partnerships to deploy software across the affected network and begin the remote containment and analysis of an incident within hours of being notified.

**Data Privacy and Compliance Services (GDPR)** - Ankura has expert industry experience in helping clients to operationalise the GDPR utilising a 55-point compliance framework. Ankura's experts help create a variety of procedures to achieve compliance, including incident response plans, subject access requests procedures, and record retention plans. Implementing these policies and practices to address the challenges posed by GDPR provides tangible and long-lasting benefits that extend well beyond regulatory compliance: in creating up-to-date records on privacy policies, data, risks, and IT controls, organizations will likely see improvements in storage management, business continuity planning, and risk mitigation, as well as an overall reduction in their information security threat profile. Clear data classification and typing also enables better disaster recovery and business continuity planning. Such investments toward GDPR compliance can therefore produce multiple benefits and companies that embrace this process may very well find that they have a broader global advantage in the not-too-distant future.

# 8.1.7 <u>Aon's Cyber Solutions (formerly Stroz Friedberg)</u>

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## Company Description

Aon's Cyber Solutions dedicated Investigations & Response team (formerly Stroz Friedberg) specialises in complex investigations with leading experts in digital forensics; cyber incident and data breach response; internal investigations; eDiscovery; intellectual property; compliance technology, threat intelligence, vulnerability assessments, and due diligence.

We have supported some of the most sensitive regulatory, internal and cyber investigations, and have a proven track record of working closely with our clients to dramatically reduce investigation timelines, deliver sound and actionable findings, and deliver substantial cost savings to businesses and legal advisors.

Our key ingredient is the combination of our diverse skill sets and expertise all working together to deliver on your most complex cyber challenges across the entire cyber risk value chain. We are the go-to firm for organisations and their law firms in investigating ninety percent of the highest profile breaches in the last decade, including serving Fortune 100 companies, 80% of the AmLaw 100, and the Top 20 UK law firms. Learn more at https://www.aon.com/cyber-solutions

Vendor Offerings

How can we help you to reach a successful outcome with Discovery and Disclosure?

**Core eDiscovery Services:** Our eDiscovery service offerings go beyond standard processing, analysis and production services, bringing our ingrained investigative and analytical approach to solving any data interrogation or disclosure requirement. Our problem-solving approach and goal-oriented eDiscovery & Disclosure workflows are designed to meet the needs of any matter, defensibility and proportionately. We show our clients time and time again that scoping and targeting the right data sooner in the process results in huge reductions in effort and review costs later. We provide proactive guidance and leverage the newest technologies and smart approaches to generate meaningful information early on and reduce volumes along every step of the workflow.

**Consulting & Subject Matter Experts:** Providing advice and guidance throughout the process is routine, not the exception. Our experts can help in countless ways - from guidance with negotiating an efficient disclosure plan; building an efficient and defensible cross-border workflow; designing a "proof of concept" exercise for a unique inquiry; advising on internal investigation approaches; document authentication including analysing produced documents to find evidence tampering or defending against claims of tampering; and all the way to helping validate and defend the final results of your review.

**Technology-Assisted Review & Machine Learning:** Our tools and workflows make full use of "TAR 2.0" technologies, such as continuous, active, and multi-modal learning, that are language-agnostic. We have the ability to apply powerful machine

learning to handle real-world challenges like internal investigations and lines of inquiry; apply early intelligence to subsequent case developments and rolling collections; and effectively reuse existing attorney decisions on relevance, private or privileged information, and cull clearly irrelevant material up front.

**Digital Forensics, Preservation & Collections:** We are leaders in the field of digital forensics and help shape best practices on digital investigations and risk management and are recognised industry experts. We are credentialed in network, database, mobile device, and other forms of digital forensics; malicious code and other types of malware; computer fraud and abuse; and data discovery, analytics, and disclosure.

**Expert Services:** Recognized in the field, our experts have been certified in multiple jurisdictions around the world and are regularly seen as the "go-to" firm for expert witness testimony, formal reporting to law enforcement, and critical technical advisory support in regulatory inquiries and enforcement actions. Our expert witnesses are worldwide leaders in the areas of cybercrime and digital forensics who are credentialed, published, and certified, with years of experience pursuing complex cases alongside accomplished lawyers. Our witnesses provide testimony on the validity of the forensic data, the reliability of chain of custody, and our findings and forensic analysis. We deliver expert evidence and stand up to cross-examination. We also act as a court's independent expert in forensic investigations and electronic discovery/disclosure matters.

**Intelligence & Investigations:** Our team help our clients with identifying the risks that they are exposed to, as well as open-source intelligence to assist in a fact investigation and help generate relevant lines of inquiry for an investigation or dispute situations. With this information our clients can make better-informed decisions about case strategy or responding to an incident.

**Data Breach Support:** Whether caused by bad leavers, internal bad actors, state sponsored organizations, hackers, or by accident, data breaches are an everyday threat and top concern. We give you a quick-acting team of incident responders who will help to deliver less damage, and ultimately less reputational and financial fallout. They will contain the incident while preserving evidence, screen exposed data for personal data using sophisticated software and search methods to help ensure you meet data privacy law reporting requirements, and confidently communicate with your stakeholders.

**Global Locations:** We can host data in our highly secure data centres in the UK and the US. Our technology supports foreign languages and our support teams include native speakers in local languages.

**Enterprise Advisory Services:** Building on our core expertise and experience in eDiscovery, Investigations, and Response, we regularly advise our law firm and corporate clients through a range of complimentary services designed to reduce their critical information risks including:

- Cyber Security Assessment, Test and Advisory Services
- Cyber Incident Response in the event of a cyber incident or personal data breach

**Proactive Cyber Risk Assessments** – including Threat Intelligence Review & Monitoring, Individual & Entity Vulnerability Assessments, Cyber Threat Hunting, and Compromise Assessments

 Information Governance Consulting – supporting clients to develop and mature corporate information governance programs • Managed Services Consulting - Our managed services engagements provide consulting services on a broad spectrum of issues covering cyber risk, eDiscovery and beyond.

## Solutions

**Defensible Collection:** Whether for litigation or an investigation, whether forensic, targeted, or even covert, we can handle it and make sure it's done right.

**Intelligent Data Culling:** We apply tested methodologies to help quickly identify and set aside objective irrelevant or low-priority data early in the process, minimising "false positives" and allowing matter teams to focus on the most interesting and important material.

**NOMAD Portable Discovery & Disclosure:** Our self-contained appliance that is deployable anywhere in the world. No matter the size, location, or complexity of the matter, NOMAD provides clients with a secure, powerful, and flexible system for sensitive investigations and electronic discovery/ disclosure projects.

**Multiple Language Support:** Includes machine translation, language identification, Multilanguage entity extraction and tokenization, native language search and review, and full support for multi-byte character sets throughout the process.

**Cross-Border Workflows, including Privacy Analysis & Redaction:** Leverage capabilities in multiple jurisdictions and expert consulting to design workflows that reduce risk and comply with data protection requirements (including analytics and sampling to help identify at-risk data; streamline review; and automate redactions)

## Processing

Our processing solutions, Nuix and Relativity, handle the most challenging data volumes and types.

## Brainspace<sup>™</sup> Analytics

Our analytics options help lawyers winnow data and prioritize key documents for litigation and investigation. Brainspace<sup>™</sup> Analytics helps you quickly explore, and cull large data sets with powerful visual analytics, concept search, query expansion, clustering, and communications network analysis. Brainspace Advanced Document Classification supports continuous multi-model learning (TAR 2.0) as well as traditional Predictive Coding (TAR 1.0) workflows. Our teams are certified in each of the applications named above and have multiple years of experience in both typical litigation exercises and more targeted investigations.

## Review

Aon's Cyber Solutions supports Relativity to provide native review, enhanced search, near duplicate identification, concept clustering, and multiple reporting options.

# 8.1.8 <u>Arkus Consulting</u>

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## Company Description

Arkus is a niche consultancy and expert services firm with experience advising clients on projects globally.

Our founders and colleagues have worked in some of the most demanding and highest quality environments in the industry, including magic circle law firms and top tier forensic technology and eDiscovery consulting firms. We have dedicated our careers to ensuring that our clients receive the right outcome whatever the scenario.

Throughout our significant experience, we have worked across a diverse range of industry sectors. We have delivered solutions for clients involved in some of the highest profile, high pressure and time-sensitive matters which have arisen in the industry over the past 15 years.

Combining this unique skill set and experience with a true affinity for client service and a deep technical capability sets Arkus apart from our competition. Being truly and sincerely consultancy-led, our teams form collaborative partnerships with clients across the lifecycle of a matter. We leverage this experience to support clients throughout the lifecycle of an eDiscovery exercise, from initial identification of potentially relevant data, through to expert witness services at trial.

Clarity and detail at a forensic level is at the core of everything we do.

# Vendor Offerings

# Forensic Data Collection & Analysis

Our experts have worked on some of the largest, most sensitive and highest profile data collections the industry has seen to date. From our fully remote forensic imaging capability, to in-situ targeted collections, we work collaboratively with our clients to devise and execute the most appropriate, efficient and defensible data collection strategy.

Wherever and whatever data is required for collection, we have the tools and capabilities to do so.

# eDiscovery Services

Arkus are experts in enabling clients to manage an eDiscovery exercise quickly and efficiently. The bespoke and collaborative approach implemented by Arkus puts clients and their legal teams in the driving seat, whilst being able to leverage our significant industry experience.

Every eDiscovery exercise is different, and so we always aim to use the most appropriate platform for each. Our team has expert capabilities in both Nuix Discover and Relativity. The Arkus team has many years' experience at the forefront of some of the industry's most sensitive and complex eDiscovery matters. These have included complex global investigations and some of the world's largest inter-jurisdictional litigations and arbitrations. We tirelessly work with you to ensure you reach the right outcome, no matter how complex the environment.

# Managed Document Review

Matters arise where there is just too much documentation to review within a short timeframe and our clients may not have the personnel available to conduct the review.

The Arkus team have significant experience in sourcing and managing highly experienced subject matter experts; often with a specific foreign language skill. Our team has managed document review matters ranging from small, isolated internal investigations for private companies, to large dedicated inter-jurisdictional review rooms.

An efficiently managed document review process will allow your legal team to better and more quickly understand the data within a large and diverse data set. With stringent requirements and robust management of an outsourced or insourced review team, clients have the confidence of being able to rely on a review team which can be considered an extension of the legal team working on the matter.

# Data Analytics

Our team has many years' practical experience collaborating on and delivering eDiscovery projects which have leveraged Court-accepted analytics tools and approaches. Arkus is at the forefront of these technologies, including AI and Continuous Active Learning. We provide these solutions in both Nuix Discover and Relativity platforms.

# **Bespoke Software and Solution Development**

Our teams have significant experience in helping clients address specific data problems through a bespoke design and build process. Clients ranging from law firms, accountancy practices and consulting firms have benefitted from Arkus' solutions across a wide range of issues within many different industries. Many of these solutions have been directly integrated into the Nuix Discover or Relativity platform to greatly increase clients' capabilities and effectiveness. Arkus can also deploy secure standalone bespoke web applications to resolve specific data or eDiscovery issues.

# Data Subject Access Requests (DSARs)

In recent years there have been changes to legislation that place a greater emphasis on the rights of individuals with regards to ownership of data. This shift has resulted in a significant increase in the number of Data Subject Access Requests that organisations are fielding on a regular basis.

Often organisations are responding to these requests by manually retrieving, reviewing and redacting documents. Arkus can build streamlined and repeatable workflows to automate large parts of this process.

This, in conjunction with providing the right technology can significantly reduce the time required to complete these types of requests.

## eDiscovery On Premises

While Arkus fully embraces cloud, we also understand that there are occasions where geography or data privacy dictate that an on-premise eDiscovery appliance is necessary.

The Arkus team are able to draw on years of experience of scoping, building and supplying these appliances. This experience enables our clients to quickly establish a robust and defensible eDiscovery solution in a self-contained package.

## Data Breach Response

In situations where clients suspect they have been the victim of a data breach, our team are able to deploy anywhere in the world to identify, secure and analyse any data sources that may have been compromised and answer these key questions:

- How did the breach occur?
- · What data sources did the attackers gain access to?
- · What PII may have been exposed by the breach?

We also partner with carefully selected vendors to offer on-going penetration testing services and provide defence and mitigation advice.

## Expert Witness Services

Arkus' forensic analysts have provided expert evidence in support of many high profile civil and criminal matters. Whether giving testimony to UK courts and tribunals, US regulators or other overseas bodies, Arkus has the ability to support clients' cases through to trial.

## 8.1.9 BCL Legal

Matthew Porter, Director: London Private Practice

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## Company Description

Established in 2003, BCL Legal is the UK's largest legal recruitment consultancy with over 70 staff, including 45 specialist legal recruitment consultants.

People led and tech-driven, BCL understands that effective hiring goes far beyond filling a job role. Successful recruiting puts its emphasis on people, quality and speed. BCL operates with unrivalled insight through discipline and location-specific teams and uses integrated technology to match the right people to business needs.

Our Document Review team is based in London and offers a nationwide service, working exclusively with many law firms and companies requiring project-based hires. The team is headed up by Matthew Porter who has successfully managed numerous large scale document review projects for law firms ranging from Magic Circle to West End, LPOs and Big 4 accountancy practices.

We work with a pool of 2,500 document review lawyers and paralegals.

## Vendor Offerings

Document Review Recruitment Services demand a high level of experience and expertise, and a sense of urgency to deliver immediate solutions.

Whether your project requires a team of three or 30, is short-term or long-term, our widespread pool of high-quality candidates, technology-driven database, BCL tried and tested methods, and the concentrated expertise of our team makes us the most trusted Document Review Recruitment Service in London and the UK.

- Onsite review
- Offsite review
- Managed review
- Technology assisted review
- Compliance management
- Linguistic testing
- Litigation support

# 

8.1.11 <u>BDO LLP</u>		
Natalie Butcher (Director, Forensic Services)	Technology	
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www.bdo.co.uk		
Company Description		
BDO, the fifth largest professional services network, has more than 1,650 offices in 167 countries. Our UK business is a limited liability partnership operating from 18 offices nationwide.		
BDO provides a range of professional services, including:		
Audit and Assurance	Business Restructuring	
Тах	Technology Risk Assurance	
Forensic Accounting	Business Valuations	
Forensic Technology	Business Services and Outsourcing	
BDO is known for its excellence in service across all practice areas and jurisdictions. Our highly resourced teams leverage expertise and best practice solutions from our global network, allowing us to offer our clients state-of-the-art technology in a cost and time effective manner.		
Vendor Offerings		
BDO has dedicated and highly skilled Forensic Technology and Risk Advisory teams, experienced in providing professional advice and handling differing volumes of data from a variety of sources across multiple jurisdictions.		
Central to our practice is our multidisciplinary team of experienced staff. Our skills and expertise encompass disclosure, computer forensics, data analytics and social media analysis.		
Our service offering includes:		

- Data profiling and scoping and custodian interviews; •
- Digital forensics: data collection, file extraction & analysis, investigations and • expert witness testimony;
- Data processing and early case assessment;
- Information governance and regulatory compliance consultancy including • GDPR:
- Litigation readiness: data profiling and mapping, legal hold program planning and implementation, eDisclosure readiness assessments, corporate eDisclosure program development;

- Cyber security: threat and vulnerability intelligence services, security compliance services, information and cyber security strategy services, security improvement planning, security incident response services;
- Social network intelligence analysis;
- Electronic disclosure: strategy and workflow development, data migration oversight, project management, document review management services, search validation, technology assisted review, post review quality assurance, production;
- BDO Leverage; advanced data analysis, pre-collection analytics, pre-review planning, review optimisation;
- Manipulation and analysis of structured data;
- Expert witness services; and
- Managed services.

Our software tools include:

# Forensic Collection and Analysis: EnCase and FTK

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

# Forensic Collection and Analysis of Mobile Devices: UFED

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

# Encryption Handling: Passware and Password Recovery Toolkit

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

# Data Processing: Nuix eDiscovery Workstation

Nuix is the market leading, complete and scalable solution for processing, investigation, analysis, review, and production. Nuix directly indexes virtually all forms of unstructured information, in any language. It can process complex proprietary formats such as Lotus Notes, Microsoft Exchange, Microsoft SharePoint, webmail and forensic images. Nuix technology identifies and makes searchable the information other software routinely skips. Nuix rapidly processes and analyses data in a way that is forensically preserved and defensible, and is used by many of the world's major regulators, including the Financial Conduct Authority and Serious Fraud Office (UK), European Commission (Europe), Securities and Exchange Commission (United States) and Competition Commission (Singapore).

# Review Platform: Relativity

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

# Unstructured Data Analytics: Brainspace

Brainspace is a text analytics tool which is powered by patented machine learning allowing you to interrogate your dataset using visual representations. Brainspace combines powerful concept searching, communications analysis and predictive coding within a single, intuitive interface. Brainspace allows you to find the facts in your data faster, prioritising your review for the most important documents and intelligently culling irrelevant documents.

# Structured Data Analytics: MindBridge and BDO Advantage

Through the application of artificial intelligence, the MindBridge engine uncovers material irregularities in data that are caused by human error, or by intent. Using the MindBridge system, organisations across multiple industries can minimise financial loss, reduce corporate liability and enhance their professional judgment.

BDO Advantage is our proprietary tool for analysing structured data. The application incorporates a financial analyser which ingests and analyses general ledger data, as well as supplier and customer analysers. Ingestion has been automated for data sourced from the most common accounting applications including Sage, SAP, Microsoft Dynamics NAV, SunSystems and Oracle. Standard tests can be applied to detect anomalous or high-risk transactions, and a visualised interface allows the user to interact directly with the data to perform their own tests/analyses.

# Translation Services: Park IP

Park IP Translations have developed a unique API plug-in technology that enables access to Park IP's machine and human translation resources directly from the Relativity platform. This allows case teams to conduct earlier first pass review of foreign language documents with English-speaking reviewers via your existing eDisclosure process; workflows are virtually uninterrupted.

Depending upon translation requirements, document translations can be produced and delivered immediately. All translated text is automatically delivered back to the Relativity platform and mapped to the source location. From "gist" translation, for relevancy determination, to high quality human translation for critical case documents, the process is simplified and costs are drastically reduced.

# Audio Processing: Intelligent Voice

High speed audio and video processing using speech to text and phonetic search, Intelligent Voice allows you to effectively search and cull voice data and add the responsive data directly into your review platform. BDO has successfully employed Intelligent Voice in a foreign language matter involving industry-specific vocabulary using the tool's model building functionality.

#### 8.1.12 blu Eye GmbH (A blu Group company)

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www.blueye-gmbh.de		
Company Description		
	part of the <b>blu</b> Cruppe AC is a single source	
	, part of the <b>blu</b> Gruppe AG, is a single-source <b>OLOGY SERVICES &amp; SOLUTIONS,</b> specialized	
in IT Governance, Risk & Compliance	•	
blu Eye core competencies comprise	e of Computer Forensic (eDiscovery), IT / OT &	
SW Asset Management, and Security.		
In support of its services, <b>blu</b> Eye employs an <b>extensive network of associated</b> , <b>globally recognized technology partners</b> to enable an efficient, consistent, accurate		
and expedited review of electronically stored information (ESI).		
<b>blu</b> Eye seasoned management team from the BIG4 audit firms and large technology		
vendors, has years of experience in multinational projects.		
As a premium partner of market leading IT GRC application vendors, <b>blu</b> Eye provides		
software licensing and technical implementation and integration services as well as operational support and offer several <b>solutions as a managed service</b> (i.e.		
eDisclosure, IT Regulatory Compliance & Security-a-a-S), combined with its		
independent GRC consultancy.		
blu Eye applies best practices, industry guidelines and standards in a pragmatic,		
collaborative and hands-on approach that takes its customers corporate culture into		
account.		
<b>blu</b> Eve services are tailored to client's	s project requirements at <b>flexible pricing models</b> .	
Vendor Offerings		

**blu** Eye **Investigative Technology Services & Solutions** support the improvement and optimization of workflows, processes- and compliance structures to reduce and prevent risks of fraud and governance violations.

- Supports corporate compliance and audit teams, legal departments and law firms in accelerated, cost-effective internal and external investigations and reviews.
- Helps to ensure that information is fully captured, analyzed, instantly accessible in a defensible manner, ready to take proactive measures in case of audits, disclosures or other legal requirements.

- Employs customized Inventory and eDiscovery tools to enable (near real-time) Early Case Assessments (ECA) to best meet client project requirements.
- Enables efficient, consistent, accurate and expedited endpoint discovery, interrogation and regulatory compliance management
- Works with best-in-class forensic software vendors, i.e. Nuix and Relativity (Certified Business Partner)
- Performs planning, setup and execution of parts or the complete Electronic Discovery Reference Model (EDRM).
- Advises on retention of information valuable to meet organizations business, legal and regulatory objectives (i.e. EU GDPR, EU Trade Secret Directive or preand post- M&A).

#### blu Eye Investigative Technology Services & Solutions include:

- Providing managed services, advice and guidance on best practices in Computer Forensics (eDiscovery), IT / OT & Software Asset Management and Security
- Project- and process management leveraging client's existing IT GRC solutions whenever it is available
- Forensic data collection from various sources to protect potential evidences
- Detection, interrogation, assessment and inventory of electronically and physically stored data and data generating systems throughout the organization
- Server-, Data mapping and identification of applications and data types that are being hosted on respective machines including their location
- Identification of global custodian data; the scope, breadth and depth of ESI
- Analysis, categorization and coding of data types (metadata) by i.e levels of protection, risks and controls, retention period, privileged or privacy status, personally identifiable information (PII), or sensitive personal information (SPI) etc.
- Legal hold management and creation of legal / litigation hold questionnaire
- Market-leading processing and data reduction of collected ESI automating De-NIST (analysis of file signatures), Forensic deduplication and search terms
- Best in class analytics like Email Threading, Clustering, Concept Search, Technology Assisted Review (TAR) / Predictive Coding
- Text and Message Mining, Analysis of Instant Messaging like Bloomberg Chat, Symphony, Slack and Skype. Analysis of message systems like SWIFT and cloud services like Office 365
- Support in interviews, culling, document review, coding and tagging, review process, quality-checks, efficiency analysis and reporting
- Production of documents for courts or opposing counsel
- Providing data near-line hosting in the EU and assisting in data archiving, deletion and recovery
- Gap analysis (As-is versus future state)
- Network of top-quality multilingual reviewers for first, second level and managed review assignments (German, English, Nordic and other languages upon request)

# 8.1.13 Breakwater (US)

Rajitha Boer Managing Director	
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Headquarters: 10412 Peonia Court, Austin, TX 78733	BREAKWATER
www.breakwatersolutions.com	

# Company Description

Founded in 2020, Breakwater is the combination of <u>technology from IBM</u> and <u>consulting leadership from Ankura and Navigant</u>. Breakwater has over 225 customers globally including over 90 in EMEA. Breakwater customers include corporations, law firms, and government organizations.

Breakwater helps mitigate risk and gain insight from sprawling information by combining technology automation and human expertise. Our expert consulting, software, and managed services address the challenges within information governance, disputes and investigations, regulatory compliance, privacy, and cybersecurity. Our solutions allow governance, legal, and risk professionals to locate, access, analyze, and manage information by making data transparent and actionable. Breakwater helps clients in public and private sectors mitigate risk, improve productivity, and increase profitability by transforming how they use data.

# SOFTWARE

# StoredIQ for Information Governance<sup>™</sup>

StoredIQ for Information Governance<sup>™</sup> is designed to help organizations discover, analyze and act on relevant unstructured data. It offers a holistic solution for addressing data management challenges relating to compliance, e-discovery, records management, storage optimization, and data migration. By providing an indepth assessment of unstructured data across the enterprise and where it resides, Breakwater can help your organization implement business-ready data and drive your organization's digital transformation.

# StoredIQ for Legal<sup>™</sup>

StoredIQ for Legal<sup>™</sup> provides robust electronic discovery (eDiscovery) process management from hold notification to identification, preservation, and collection. Legal teams can use one interface to manage all data preservation and collection requirements. The solution incorporates automation, analysis, and insight throughout the process to increase efficiency while reducing the complexity, cost, and risk associated with eDiscovery events.

# StoredIQ InstaScan<sup>™</sup>

StoredIQ InstaScan<sup>™</sup> is an intelligent file analysis tool that leverages automation and statistical sampling models to identify risk hot spots in unstructured cloud data quickly. The tool helps accelerate regulatory compliance and data governance as part of an information governance practice by providing unique capabilities, such as:

- Risk assessment and remediation recommendations
- Support for cloud data sources such as Microsoft 365 & Box
- Audit-ready compliance checks

# Atlas Policy Management<sup>™</sup>

Atlas Policy Management<sup>™</sup> is a single, cohesive retention policy management system for all information, regardless of file type. It provides natively integrated workflows and analytics to aid policy management and information governance. The solution helps eliminate information management risks by offering centralized

retention controls to support your business and legal requirements. Its integration with an organization's corporate governance catalog enables a unified actionable view into all retention obligations for each data type across all enterprise data sources.

# Atlas eDiscovery Management<sup>™</sup>

Atlas eDiscovery Process Management<sup>™</sup> empowers attorneys, paralegals, and discovery professionals to efficiently manage a rigorous, highly defensible legal holds workflow. It enables corporate legal organizations to use outside counsel more efficiently by electronically pre-interviewing custodians and reducing the scope of the data required to be collected and reviewed. Atlas eDiscovery Process Management automates the communication of discovery requirements and facts between IT and legal staff, including action item assignments, notifications, alerts, work planning, and searches through holds and collections.

# eDiscovery Manager

eDiscovery Manager enables authorized IT and legal staff to search, cull, hold and export case-relevant content reducing management costs for electronically stored information (ESI). This comprehensive solution gives you the high performance and rich functionality you need to support complex cases throughout your enterprise.

# CONSULTING

# Information Governance

Breakwater's deep expertise across the spectrum of data-driven risk, as strategic advisors and reactive consultants, gives us the ability to synthesize internal and external factors impacting your business, and identify avenues for mitigation or resolution. We can help you build a strategic framework for your organization that allows you to control risk exposure and react seamlessly and swiftly, when necessary.

Our unique combination of consulting and modular platform enables custom solutions to address your organization's most pressing governance needs. We can provide analytical insights into areas of exposure and then work with you to implement best-of-breed solutions, including workflow, policies, procedures, data management, and architecture to work within your current environment.

#### Litigation & Disputes

Breakwater experts emphasize the criticality of accuracy, efficiency, and transparency, particularly when large amounts of data or complex technical processes are at issue. We help organizations and counsel strategically mitigate data risks in a dispute by leveraging our expertise and technical solutions to garner early, actionable data insights and develop repeatable, defensible solutions.

We assist organizations and counsel with scoping potentially relevant or high priority data sources, aggregation and analysis of disparate data sources, identifying key data insights to inform case strategy, damages, and exposure analyses, and expert opinions related to data-driven processes. We provide comprehensive advisory services related to data strategy and process improvement to mitigate the time, cost, and data risks associated with litigation or disputes.

# Investigations & Regulatory Response

Breakwater's multidisciplinary team provides deep expertise in investigations, data, and technology to protect your organization. Our data experts and technology solutions enable organizations to strengthen governance and controls and garner early insights from key data sources to predict, detect, and remediate potential regulatory risks and exposures. In the event of allegations of fraud or misconduct, Breakwater assists companies and their legal counsel to swiftly and strategically investigate, respond to, and resolve regulatory inquires. Our experts will work with you on all aspects of an investigatory inquiry, including developing a data strategy, fact gathering, analysis of key data sources, reporting on key findings, and implementing improved controls to deter future risks.

# Cybersecurity, Privacy & Data Risk

Breakwater experts draw on years in regulatory enforcement, military intelligence, legal practice and consulting, privacy development, and advisory work to bring clarity to preparation, management, and response. We bring data, technology, and industry insights together to implement solutions to know where risks may arise, how to address those risks, and simultaneously create response plans that are fluid, rehearsed, and delivered when crises occur.

We work with you to understand infrastructure, data footprints, and current framework to bring best-in-class solutions to complement your existing capabilities and bridge any areas of exposure. Additionally, we manage the risk tolerance as the landscape for cyber and privacy evolves to ensure that your solutions address today's and tomorrow's needs.

# Managed Services

The investment in technology automation supporting legal, compliance, security, and governance requirements can be maximized by leveraging experts during implementation and ongoing operation. Engaging an experienced managed services team with direct access to application developers is key to achieving your business objectives.

Breakwater offers flexible managed services solutions based upon your requirements, from implementation and transition to your team to full daily management and operation. Working with organizations worldwide in every industry, the Breakwater Managed Services team offers decades of experience in information governance and management. Companies use managed services to augment their internal teams to balance workload spikes and mitigate the risk of service disruption.

#### 8.1.14 Bundledocs

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www.bundledocs.com

# bundledocs 🖉

Company Description

Bundledocs market leading cloud software is the ultimate tool for today's paperless (or paper lite) lawyer. Our incredibly easy to use software provides legal professionals with powerful document bundling, in-browser document manipulation, a suite of annotation features, OCR, collaboration and secure sharing. We partner with the industry's largest technology providers (including iManage, NetDocuments, Worldox, Tikit, SharePoint etc.) to deliver a fully integrated document workflow to our global client base. Now sold in over 30 countries worldwide, Bundledocs helps legal professionals save time, cut costs and create massive efficiencies within their organisation. Learn more at <u>www.bundledocs.com</u>.

# Vendor Offerings

We do one job. Help lawyers easily create document bundles, binders and booklets from anywhere.

It's really simple to use. Take documents from anywhere, adjust the order, group them, redact anything you don't want included and that's it. Bundles are instantly ready to save, securely share or print – from any device, at any time. We even handle document manipulation, annotations, OCR and online collaboration.

At Bundledocs we know it's imperative that our solution is simple and intuitive to use but also powerful to ensure that every bundle produced is prepared precisely, is of the highest standard and can be provided to any third party in good time. Bundles are now created in minutes – not hours!

Our tool eliminates repetitive and laborious tasks to produce binders that enhance the image and reputation of your organization. That's not all. With Bundledocs you can reduce photocopying, staff costs, and delivery costs, become more environmentally friendly and even move towards a paperless office.

# 8.1.15 Canopy Software, Inc (US)

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20191

www.canopyco.io

MACHINE LEARNING FOR THE PEOPLE

Company Description

Canopy was conceptualized in 2018 when two veterans of the eDiscovery software and services market, Ralph Nickl and Oran Sears, witnessed the limitations of using eDiscovery technology to respond to breach incidents. Seeing that Data Breach Response was quite different (in both overall goals and process to get there) than eDiscovery, it was clear to them that a purpose-built application would accelerate the identification of the actual people who are affected by data breaches, the two officially launched Canopy Software, Inc. in 2018.

Canopy applies AI and machine learning to quickly assess whether compromised data contains PII, link that PII to the impacted Entities, and quickly build the Notification List to update the impacted individuals.

Since launching the company, Canopy has identified 10s of billions of unique PII elements across hundreds of projects. The AI & machine learning only gets smarter over time. Which means that Canopy is constantly evolving to meet the global challenges of Data Breach Response.

# Vendor Offerings

Canopy software is made for protected-data identification & notification. When a cyber incident occurs, time is of the essence. Combing through millions of documents to find affected PII/PHI requires this new approach. Our purpose-built breach response application reduces the time, cost, risk, and effort associated with the defensible discovery of personally identifiable data, including PII, PHI, FERPA, PCI, CCPA, PIPEDA, HIPAA and GDPR data present in breached data.

In partnership with Canopy, cyber forensics companies, cyber insurers, law firms, and legal service providers can more quickly notify individuals when their identifying information may be at risk following a breach.

# 8.1.16 CaseLines, Part of Thomson Reuters

Andrea Kilby, Business Development Director EMEA

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Company Description

CaseLines is a division of Thomson Reuters. The solution delivers:

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

CaseLines

- Secure, multi-party collaboration
- One-click streaming of video evidence
- Flexible evidence presentation for in person, hybrid and virtual hearings

CaseLines delivers instant benefits to litigators, general counsel and clients. CaseLines simplifies bundle preparation and lowers cost. It allows counsel, judges, court staff and lawyers to work on the same set of documents at an early stage, and to do so securely and remotely. CaseLines is used in courts and arbitration centres throughout the UK, Canada, USA, South Africa and the UAE. The system has been used for over 700,000 cases and holds over 220m pages of evidence. Over 3,000 judges and over 50,000 lawyers use the system.

CaseLines

- is the market leading service for the preparation of legal bundles and electronic presentation in the courtroom.
- reduces the time and effort required to prepare legal bundles, eliminates the direct and indirect costs of paper and allows courtroom presentation of the bundles without the added cost of a courtroom operator.
- eliminates the need to pay for third party preparation of digital bundle files.
- provides a secure and easy-to-use cloud-based service to collaboratively produce, present and review high quality professional legal bundles, from the office or any remote location.

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

# Vendor Offerings

CaseLines is a secure web-based service that allows legal teams to collaborate on any legal content in a secure shared workspace from anywhere in the world. The solution evidence also supports fully paperless trials from pre-trial preparation to hearings and final judgement. CaseLines allows users to upload documentary and multimedia evidence into a single location, inviting users in to access the bundle. Users can then search the full bundle, including handwriting speeding up the process of discovery. What's more, users can review evidence side by side on one window. Case creators also have the option to create sub bundles for specific users, such as a witness file, or for a specific hearing.

Once evidence is uploaded into CaseLines users can annotate the bundle, adding notes as new documents are uploaded to the case, that can be exported once in

court. In addition, users can share notes with colleagues ensuring effective case collaboration.

When preparing discovery users can search and redact key terms across the bundle.

In court CaseLines can be used by counsel and judges to navigate the bundle, directing others to a page or specific time stamp of multimedia evidence.

# 8.1.17 Casepoint (US)

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www.casepoint.com	

#### Company Description

Casepoint empowers legal departments, law firms, and public agencies by providing smarter legal technology combined with award-winning client service. Casepoint eDiscovery is the fast, enterprise-class, and next-generation eDiscovery suite from Casepoint, based on more than 13 years of innovation in the industry. It is built upon Casepoint Platform, a highly scalable, secure, and configurable application environment that meets the demands of sophisticated clients within eDiscovery and beyond. A SaaS solution, Casepoint eDiscovery features cloud collections, data processing, advanced analytics, artificial intelligence, review, and production – all in an easy-to-use web interface. Casepoint customers benefit from the ability to support sophisticated workflows across millions of documents and hundreds of users, with custom reporting and data management tools built-in. Simple, elegant, and intuitive, Casepoint represents the next generation of litigation technology that will empower your global legal team.

#### Vendor Offerings

Casepoint Offerings:

- Casepoint eDiscovery
- Casepoint Platform

Casepoint eDiscovery is the first, premier application deployed on top of the Casepoint Platform. Based upon the experience of our award-winning eDiscovery system that has been supporting clients for the past 13 years, Casepoint eDiscovery is a full-strength, end-to-end legal technology suite.

(HIBITMANAGF6

# 8.1.18 Causasoft LLC (Switzerland)

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www.exhibitmanager.com

# Company Description

Causasoft was founded in 2012 by a team of leading international litigation and arbitration lawyers and IT specialists to develop and market ExhibitManager. ExhibitManager has been developed to fulfil the daily needs of litigators and arbitration practitioners when writing legal briefs. ExhibitManager is a user-friendly software that frees you and your team from the distractions associated with handling exhibits in large legal submissions in order to concentrate on your core competence: advocacy.

In 2018 Causasoft (Services) Ltd opened a subsidiary in London.

# Vendor Offerings

ExhibitManager is an intelligent software supporting litigators and arbitration practitioners in legal proceedings, from collecting and reviewing documents, to writing legal briefs as well as creating exhibit bundles with interactive eBriefs. ExhibitManager is the only solution of its kind on the market as it supports all three workstreams: (1) case analysis, (2) inserting exhibits (automatically numbered) into legal submissions with uniform and fully customizable styles, and (3) creating lists of exhibits, bundles and even hyperlinked eBriefs with just a few mouse clicks and without the need for external service providers.

Litigators and arbitration practitioners from many jurisdictions are currently using ExhibitManager. 70% of the GAR 30 firms use ExhibitManager today and therefore have a competitive advantage.

Causasoft also offers ExhibitManager training onsite and remote for your team.

For more information see the entry for ExhibitManager in the software section, or learn more about ExhibitManager on our <u>web site</u>

# 8.1.19 CCL Solutions Group Ltd

#### James Merritt

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www.cclgroupltd.com

SOLUTIONS GROUP DOD

Company Description

CCL Solutions Group is one of Europe's leading digital investigation specialists, supporting law enforcement, government and public and private sector organisations nationally and internationally. It brings together digital forensics, data analytics, discovery and disclosure, data governance and cyber security to help clients find, protect and transform their data.

Its track record and deep domain technical expertise, underscored by the most robust accreditation (ISO 17025, 27001 and 9001) and evidential handling standards, gives clients the reassurance that they are working with a trusted data partner.

Vendor Offerings

# **Discovery and Disclosure**

Our discovery solutions have been designed to maximise choice, minimise cost and optimise outcomes. They feature:

- An end-to-end service from device acquisition to final production
- Collections driven by the UK's foremost digital forensics specialist
- Processing built around the rapid ingestion of terabytes of data and R&D-led handling of difficult filetypes
- The application of the very latest in Technology Assisted Review techniques
- Leading-edge developments such as translation capability using Azure Cognitive Services and custom scripting
- Agnostic fluency across the leading review platforms including Nuix and Relativity, plus support for analysis and review in Microsoft 365
- Multiple review options, from secure online facilities to dedicated physical viewing suites to a fully CCL-managed legal review process

# **Digital Forensics Investigations and Collections**

For 20 years CCL has set the pace in digital forensics for law enforcement and corporate investigation teams. Group company CCL Forensics remains one of only a handful of UK labs working to the ISO 17025 gold standard and currently has the broadest accredited scope of any provider in the industry.

With the National Crime Agency, Metropolitan Police and nine of the top 10 largest police forces amongst its clients, CCL has invested heavily in extending that scope. Over 80 technicians and analysts, backed by an R&D 'Centre of Excellence', now offer the most comprehensive suite of devices, tests, tools and techniques for data extraction, collection and analysis - an advanced armoury in the fight against criminal activity, cyber-attacks and corporate bad actors.

# Managed Review

While some clients are happy to conduct their own evidence reviews within our secure suites or via secure remote access, others are looking for more. Our Managed Review service has been designed for those wanting to transform the speed, accuracy and visibility of the process, while significantly reducing cost and bringing in greater pricing certainty.

It can encompass 1st Pass, 2nd Pass and Privilege phases and can even extend beyond that into more in-depth analysis of the matter. Our average review project cost can deliver 70%+ savings when compared with law firm review.

We utilise a proprietary, proven, project management approach and stringent quality controls. So much of our day-to-day work is driven by the highest evidential standards - those that will stand up in criminal court - that process, integrity and compliance are implicit in everything we do.

# 8.1.20 <u>CDS</u>

Mark Anderson Director of UK Operations

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CDS COMPLETE DISCOVERY SOURCE

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Company Description

The most demanding law firms, corporations, and government agencies turn to Complete Discovery Source, Inc. (CDS) for a full range of electronic discovery solutions including data identification and forensic data collection, forensic investigations early case assessment (ECA), and advanced analytics. CDS's technology and workflows have achieved outstanding results for our clients on some of the most challenging discovery matters in the industry, this is why we have been voted "Best of eDiscovery" for seven years in a row in the National Law Journal's reader survey.

In an industry where consolidation is the standard, CDS is a privately owned, solutions based company that provides award-winning eDiscovery and data management services, litigation support services and technologies, to a diverse array of Government Agencies, law firms (including 77 AM Law 100 firms), global financial institutions (10 of the world's 20 largest banks), auditing firms within the "Big Four," national not-for-profits, top-tier insurance providers, energy companies, and other global, national, and local corporations including 125 of the Fortune 500.

Incorporated in 2003, CDS has grown organically, carrying on our commitment to provide flexible, personalised service to our clients. We are not a company cobbled together by integrating a collection of service providers with competing operational, billing, and client facing infrastructures. We are also independent of the demands placed upon the enterprise by outside investors, allowing CDS to provide clients with a personalised approach to matters.

CDS is a true leader in eDiscovery with a history of breakthroughs. We were first to achieve Relativity's Best in Service designation and pioneered the use of Relativity's end-to-end capabilities. CDS was also the first dedicated eDiscovery company to earn Privacy Shield and FedRAMP (US) certifications. CDS is consistently advancing the practice of eDiscovery and consulting with our clients on how new advancements can help their institutions save time and money. Protecting your privacy, from IP to DSAR requests is where CDS differentiates itself. Working with your team, we will outline and execute the most efficient and effective ways to conduct document review and disclosure.

CDS has one of the largest and most technologically advanced data security infrastructures in the industry. Our highly-secure Tier 4, SSAE 18 SOC 2 Type 2 tested data centres are fully replicated (redundant) with our disaster recovery sites to support the demands of our clients globally 24/7. Other important differentiators include the following:

- ISO 27001:2013 Certification for Information Security Management System (ISMS) Hosting Controls
- Tier IV SOC 2 Type 2 Tested Data Centers
- FedRAMP Cloud Security Compliance
- Scalability and Bandwidth: In an average month, CDS:

- Manages more than 750 individual projects
- Processes more than 8 TB natively
- Processes more than 6.5 TB to TIFF
- Hosts approximately 3.2 PB in CDS Data Centre's
- Provides daily project management on more than 700 TB of hosted data

# Vendor Offerings

CDS partners with industry-leading technology providers and develop our own proprietary tools in order to defensibly and successfully handle all nodes of the disclosure lifecycle (often represented as the Electronic Discovery Reference Model or EDRM) including Information Management, Identification, Preservation, Collection, Processing, Review, Analysis, Production and Presentation. To that end, CDS's eDiscovery software of choice is Relativity.

# <u>Relativity</u>

CDS is a Relativity Certified Partner providing both Relativity within our London Data Centre as well as RelativityOne via the Microsoft Azure Cloud. CDS supports over 4,200 unique user accounts, 3.2 PB of hosted data, and 750 active case databases. In addition to CDS's unmatched expertise within Relativity, the platform's robust security features will ensure that only the right people have access to the data, and that access is limited to the document sets necessary to efficiently use the system and complete their tasks. CDS's Relativity environment and eDiscovery solutions provides access to all nodes of the EDRM including:

- Relativity Legal Hold
  - Relativity Case Dynamics
- Relativity Processing
  - $\circ~$  Additional, and specialised processing available with Nuix, Venio, Law, and IPRO

# Relativity Analytics and Assisted Review

 Specialised consulting services also available through CDS's Advisory Services. Our Advisory Services team has extensive experience working with case teams to leverage advanced discovery analytics technologies in order to defensibly reduce large data sets quickly and uncover the most important documents in a particular matter. Our consultants are available to help your team understand and implement such technologies where and when they are appropriate, as well as consult on all aspects of the EDRM.

# Relativity Trace

 Relativity Trace provides compliance monitoring, via automated workflows, allowing for the ingestion, searching and flagging of data for review by compliance teams. Trace allows compliance monitoring to work hand in hand with Relativity's integrated toolkit including Relativity Analytics and Active learning.

# CDS Convert

 CDS Convert facilitates the conversion of short message data to the Relativity Short Message Format (RSMF). RSMF provides the review and analysis of these often troublesome data types directly within the Relativity platform. CDS Convert supports conversion of data including but not limited to:

- <u>Chat Platforms:</u> Bloomberg, Jira, Slack, Skype, Telegram
- <u>Social Media</u>: Facebook, Instagram, LinkedIn
- <u>Mobile Phone Data:</u> SMS, MMS, Chat Applications (WhatsApp, iMessage), Call Logs, Notes, Contacts and Calendar entries.

# CDS Vision

 CDS Vision was developed to harness the power of today's best-inbreed eDiscovery technology, utilizing advanced visualizations to create an intuitive interface for legal practitioners to navigate the electronic discovery reference model. Designed by the CDS team of attorney technologists, CDS Vision incorporates a proprietary set of filters, workflows and technology that allows users of all technical proficiencies to leverage the full power of RelativityOne.

# Iconic Translation Machines

 CDS have partnered with Iconic Translation Machines to provide both text and native document translation within Relativity and RelativityOne. Iconic seamlessly integrates within the Relativity User interface providing translation of over 50 languages and 2,000 language combinations in real time. Users can select to have the document translated to either plain text or as a new native copy loaded directly to the workspace as and when documents are submitted for translation.

# Brainspace

Corporations respond daily to a variety of internal investigations and 0 regulatory requests, guickly assessing the details of a large collection of documents is the new day-to-day reality for compliance and legal teams. Brainspace Discovery provides these teams with an intelligent, highly scalable analytics platform that reveals the story in an investigation. With Brainspace Discovery, legal and compliance teams can: Save time and reduce the costs and complexity of new or recurring investigation activities, perform a variety of in-house investigations more efficiently, reveal the story within large data volumes in a fraction of the time spent using disparate systems, and develop better investigation strategies much earlier in the process. Brainspace Discovery transforms millions of data points into fact patterns that are easy to recognise and understand, and is ideal for teams concerned with finding facts fast, framing timelines of critical activity and identifying the people involved in and impacted by an investigation.

# Veritone

 Manual transcription and phonetic-based search have traditionally been the "go-to" approaches for searching audio and video eDiscovery. These methods, while adequate, are not only expensive, but slow and limited in scope. With Veritone, audio and video eDiscovery is no longer limited due to cost, time, and human capital constraints. The Veritone Platform combines best-of-breed artificial intelligence engines – including transcription, sentiment, translation and face recognition - with powerful applications to deliver unprecedented search, impressive speed, and controlled cost. Seamlessly orchestrating AI transformation processes and selecting the most appropriate engines for higher levels of cognition and optimum results.

- Intelligent Voice
  - Integrated into RelativityOne, Intelligent Voice provides users with the ability to transcribe audio/video data in more than 25 languages. As a machine transcription and translation service, this provides clients with the ability to conduct investigations and disclosure exercises within RelativityOne. A combination of superior technological design and innovative approach allowing clients to obtain searchable text at unprecedented speeds allowing for data which previously would be laborious to search to be searchable in a click of a button. The integration with Relativity Trace means automated workflows can obtain, process, transcribe and search all as part of an automated process. Providing these tools at the speed of the cloud means investigators and barristers alike will be able to obtain benefit from the first transcription.

#### Heretik

 Integrated into the Relativity review platform, Heretik assists in the review and analysis of contractual agreements including the analysis and classification of contracts by section, and type. Once analyzed and classified data visualisation and review prioritization can be applied to your data as well as comparison functionality to identify changes in contracts or to identify similar clauses and sections across multiple contracts.

#### Delegate

 CDS combines our highly-customised eDiscovery services with Delegate, an intuitive self-administration tool for Relativity, to empower clients to serve themselves when and where they need to. Delegate is a client self-administration tool that allows Relativity users to manage their own cases. Delegate gives control to specific admins who can create, edit, and delete their own users, groups, workspaces, and matters.

# **CDS Forensic Services**

- CDS's Forensic Services Group has extensive experience conducting forensic collections domestically and internationally in all manner of corporate email systems, servers, user workstations (to include various operating systems), websites, cloud storage, Slack and mobile devices.
- Our forensics team conduct forensic investigations on cases such as intellectual property theft and employee misconduct investigations, and utilise industry leading tools including FTK, EnCase, Axiom, Cellebrite and Blackbag to name but a few.
- CDS forensic services include but are not limited to onsite and remote forensic collections of a variety of sources, analysis of USB history, file access activity, deleted file recovery, and analysis of log files, volume shadow copies, mobile device analysis and mobile phone backup analysis and extraction

# 8.1.21 Cenza Technologies

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# Company Description:

Cenza is a leading provider of managed Legal Services for the past 20 years. Our deep domain expertise in law, financial services and diverse industry sectors, combined with our process & engineering skills, is what gives us the know-how to provide solution for large-scale and time-sensitive contract management assignments. We provide a wide range of contract services, including contract abstraction, migration, redlining, due diligence review, document review, Al annotation, human in the loop and document conversion services. We are ISO certified for our Quality Management Systems and Information Security Management System (ISO 9001 and 27001).

# Services:

# Litigation Support

- Unitising and objective & subjective coding
- Customisable coding solution allows data to remain within the U.K. / EU
- OCR & clean-up, Excel formatting, Redaction, De-Duplication

# Managed Document Review

# Contract Lifecycle Management – CLM

- OCR & De-Duplication
- PDF to Word conversion
- Document Collection
- Contract Sorting & linking
- Extraction and Migration

# Contract Management

- Clause extraction, audit and abstraction
- Negotiation & management support
- Monitor obligations and Manage amendments
  - Legal research and Due diligence review

# AI & Machine Learning Services

- Al Annotation
- Human-in-the-loop / Lawyer-in-the-loop
- AI and ML Training
- Document Conversion

# Legal Word Processing

# **Real Estate Services**

• Lease review & abstraction

- Lease administration
- Title review

# **Finance And Accounting Services**

- Accounts payable services
- Accounts receivable services
- General Ledger
- Financial reporting and analysis

# 8.1.22 CloudNine (US)

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# Company Description

Every day more than 1,000 corporations, law firms, government agencies, and legal service providers.

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By offering CloudNine Collection Manager<sup>™</sup>, Data Wrangler<sup>™</sup>, Explore<sup>™</sup>, Review<sup>™</sup>, LAW<sup>™</sup>, and Concordance<sup>®</sup> as individual or comprehensive and integrated solutions, hosted and on-premise, CloudNine delivers market-leading flexibility and performance.

Built on values of superior performance, continual development, and excellent customer service, CloudNine is committed to the success of its clients, employees, and a global network of service partners.

In addition to its software, CloudNine also provides extensive education to eDiscovery practitioners as highlighted by its publication of the eDiscovery Daily Blog. The eDiscovery Daily is the go-to resource for thousands of eDiscovery and eDisclosure professionals seeking to stay current on the latest news and case law in the world of digital discovery.

CloudNine also provides an extensive array of Continuing Legal Education offerings, customized to support client educational requirements.

Established in 2002, CloudNine has offices in Houston, Raleigh, and Dayton, as well as remote employees throughout the USA.

#### Vendor Offerings

CloudNine offerings allow clients to experience the speed and simplicity of secure, self-service eDiscovery automation as well as the power of a full-service eDiscovery provider. These capabilities help attorneys and compliance professionals analyze, process, review, and produce electronically stored information in the conduct of litigation, investigations, and audits.

# Simplified Discovery Automation Software, powered by CloudNine

# CloudNine Collection Manager

Streamline and automate Office 365 and OneDrive data collection.

- Easy enough for first-time collectors, yet powerful enough to meet the needs of litigation support professionals and manage complex collection projects.
- With a single click, move collected data into CloudNine Explore<sup>™</sup> for processing and analysis and notify case teams when their data is ready to be searched and reviewed.

# CloudNine Collection Manager Overview:

- Install in minutes; no training needed.
- Large-scale collection across multiple mailbox accounts using OAuth 2.0 or a single account using login credentials.
- Collect linked OneDrive attachments.

- Create files, PSTs, or transfer directly to CloudNine Explore.
- Merge collected mailboxes into a single Master Custodian PST/Zip, or one PST/Zip per Mailbox.
- View account details to differentiate identical account names.
- Apply a date/time filter based on Received Date/Received Time to narrow scope of collection.

# CloudNine Data Wrangler

Inventory and Prioritize Collected Data to Make Better Decisions Faster.

# CloudNine Data Wrangler Overview:

Narrow in and find what you're looking for fast

- Create an immediate inventory of collected source data
- Reveal hidden files you didn't know were there

Make more informed project decisions before you start

- Organize into manageable PSTs
- Prioritize the essential data

Simplify your workflow and reclaim wasted days

- View and share visual inventory graphs with location, file type, and size
- Promote to processing engines and review platforms

Improve Timeline Predictability

• PST, mailbox, folder and forensic image directories including data volumes

Save Time and Money

- Filter unnecessary data
- Split large PSTs into manageable sizes
- Automate manual steps

Accelerate Project Delivery

- Rolling promotion of prioritized mailboxes and folders to processing and review
- Quick detection and repair of corrupt containers

# CloudNine Explore

Insight into "big data" quickly and easily to investigate issues, assess risk, confirm compliance and begin early case assessment to complete your project objectives, quickly and efficiently.

- Explore: Navigate through data to identify risk, determine scope and control cost.
- Assess: Inspect and review data using automated and in-person processes.
- Protect: Securely load, ingest and preserve data needed for ongoing investigation or litigation.
- Deliver: Provide information as required for legal production or further investigation.

# Core CloudNine Explore Technical Overview

- Core CloudNine Explore Technical Overview
- Step-by-step and advanced user workflows.
- Drag and drop data indexing.
- Date, domain, file type, PII and more filtering.
- Search term testing, reporting.
- First Pass Web UI Review with batching, sampling, tagging.
- Foreign language document identification.
- MS SQL Server, DT Search, open API making CloudNine Explore a tech team friendly solution.
- Deploy anywhere including laptops enabling you to take the platform where the data lives.
- Cross machine multi-threaded/core in-place indexing including PSTs.
- One million records indexed/hr and ready to search using one machine.
- No file copies necessary until export.
- Scales out across low cost devices.
- Direct index of forensic images.
- Bulk OCR text generation.
- Fully processed native exports.
- Additional functionality available including scan, searchable PDF creation, TIFF image creation, review, productions.

# CloudNine Review:

Streamlines the discovery, investigation, and audit process by allowing you to upload documents quickly and begin reviewing your document collection within minutes. CloudNine Review helps users:

Issue and Track Legal Holds:

• Create a customized hold notice and issue to key custodians to facilitate compliance with your preservation obligation. Send reminders or add additional custodians as needed.

Upload Data:

• Enable do-it-yourself collection and uploading of data to a secure on-line repository, enabling you to get the process started automatically without any human intervention required.

Automate Processing:

 Convert documents to a usable form for review. Exclude duplicative ESI with a click of a button. Easily identify non-responsive categories of documents for exclusion from review.

Search and Review:

- Identify potentially responsive documents quickly with robust search capabilities.
- Create review sets for multiple reviewers.

- Add users and data fields as needed.
- Set user rights to control access to functions, fields, and documents.
- View search hit results on rendered text or even images.

Generate Productions:

- Automate production to create precision productions and privilege logs.
- Track multiple productions for later reference in future matters.

Retain Data:

• Maintain collection in a protected cloud infrastructure until the matter allows for data destruction.

# CloudNine Review Certifications

Based on the combination of CloudNine's protected cloud data center infrastructure and dedicated cloud environment, CloudNine complies with important standards, certifications, and attestations including:

- FISMA Compliance
- SSAE 16 Type II Audit (Completed)
- HIPAA Compliance
- ISO 27001 Compliance
- PCI DSS Compliance
- CSA Security, Trust & Assurance Registry

# CloudNine LAW

Helps legal professionals process discovery data, both electronic and paper, while providing maximum flexibility in production and in export to review. Now enhanced with a new Turbo Import, CloudNine LAW offers a 64-bit, multi-threaded ingestion engine for linear scalability and multi-agent file processing to support the "big data" challenge facing organizations today.

Support for over 2,000 file types for importing and exporting:

• Transfer direct from CloudNine Explore<sup>™</sup> and import directly to CloudNine Review and Concordance and other leading document review platforms in a wide range of formats.

Scalable to handle even the largest imaging, endorsing, OCR or print jobs by adding additional agents.

Power production capabilities:

• CloudNine LAW leads the way in document production, including the most flexible imaging and endorsing capabilities.

# LAW Core Modules

- Turbo Import: Multi-core, multi-threaded ingestion and processing of data
- Admin: Create cases and exports.
- QC/Edit: Move documents around, add or delete bates numbers.
- Endorse: Brand or burn headers or footers into images.
- OCR: Generate searchable text from image files.

• Print: Print image files out in a batch process with or without slipsheets. Additional Modules

- Scan or TSI: Scan paper documents into TIFF format.
- TIFF: Create TIFF images from all native documents.
- E-Print: Print native documents to paper.
- Searchable PDF: Create PDF Files that you can easily search.
- Full-Text Indexing: Search all extracted text as well as text resulting from optical character recognition (OCR).
- ABBYY OCR: Create and index readable OCR text for difficult originals and Unicode documents.
- Analytics: Identify near-duplicates and email threads with extracted and OCR text.

# CloudNine Concordance

Enables more than 70,000 litigation professionals to import, review and produce high volumes pf eDiscovery documents in-house, with an attractive annual cost and manageable computing footprint.

Robust Searching:

• Search text and metadata to find potentially relevant documents fast.

**Review Workflow Management:** 

- Easily categorize and manage documents with user created tags and tag folders.
- Meet Production Obligations:
- Create image and/or native file productions with corresponding industrystandard load files.

Support Downstream Needs:

• View, annotate and redact images and near-natives for production, or print for depositions and expert witnesses.

Multi-User Support:

• Support multiple reviewers over LAN or WAN and schedule routine jobs using Administration Console.

Maximize Capacity:

• Build databases without predefined limits and work across multiple databases at one time.

Access it Anywhere:

• Use mobile license for case portability.

CloudNine Concordance Streamlined eDiscovery

Import, search and organize email and other electronic documents quickly and accurately:

• Send scanned paper documents and electronically processed files directly from CloudNine LAW<sup>™</sup> software to Concordance discovery management software for more detailed review.

- Email and document wizards make it simple to import e-documents—and keep the original formatting, metadata and hyperlinks to native documents, as well as parent-child relationships between email and their attachments.
- Accelerate review speeds using built in features to find or tag related parent and attachment documents.
- Easily change the fields and the order in which they appear in Edit and Table Views for a personalized workspace.

A complete overview of available services can be found online at cloudnine.com.

#### 8.1.23 Codex Global

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**Company Description** 

Codex specialises in translation and language services within the legal sector. We are driven by technology and underpinned by secure workflows in order to provide a robust service to our Global client base of leading law firms and in-house legal teams. Our in-house project managers and specialist network of linguists have vast knowledge of the legal sector in order to meet expectations at even the tightest of deadlines.

Covering over 150 different languages, we are able to provide high quality translations for a number of content types relating to legal, finance, property, manufacturing, pharmaceuticals and automotive amongst other areas.

#### **Translation**

We offer high quality translation & proofreading services, covering all subject matters. and we have the capability to turnaround large volumes of documents within short time periods. Our linguists are subject matter experts and we are able to build teams of linguists who will work simultaneously where necessary to meet tight deadlines. We will be pleased to discuss your requirements to determine the most appropriate workflow, taking into account the type of document, subject matter, timescales and end use of the translation.

# Machine Translation Post Editing (MTPE)

This workflow is particularly effective for large volumes of content as it can reduce both cost and turnaround. After the content has been processed through a machine translation engine, our professional subject matter experts will edit the machine output to ensure there are no mistakes and that the true meaning has been reflected in the translation.

# Audio Transcription

Codex regularly undertakes audio transcription for legal clients. This includes monolingual transcription as well as bilingual transcription across many language combinations.

# Interpreting

Codex provides both consecutive and simultaneous interpreting services for a range of scenarios including arbitration cases, client meetings, court rooms, depositions, medical appointments and conferences. We will be pleased to provide you with CVs of linguists in advance of any assignments should you or your clients require this.

# Multilingual Document Review

We are able to provide expert linguists to review documents in multiple languages at your offices (or preferred location). This can prove an efficient way of determining which documents should then be fully translated for further investigation and which can be excluded from any further research.

# 8.1.24 Conduent

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#### **Company Description**

Conduent delivers mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for its clients and the millions of people who count on them. Through process, technology and our diverse and dedicated associates, Conduent solutions and services automate workflows, improve efficiencies, reduce costs and enable revenue growth. It's why most Fortune 100 companies and over 500 government entities depend on Conduent every day to manage their essential interactions and move their operations forward.

CONDUENT

Conduent's differentiated services and solutions improve experiences for millions of people every day, including three out of every four U.S. insured patients, 10 million employees who use its HR Services, and nearly 18 million benefits recipients. Conduent's solutions deliver exceptional outcomes for its clients including \$16 billion in savings from medical bill review of workers compensation claims, up to 40% efficiency increase in HR operations, up to 27% reduction in government benefits costs, up to 40% improvement in finance, accounting and procurement expense, and improved customer service interaction times by up to 20% with higher end-user satisfaction.

# Getting to know Conduent – A Global BPO Company

- Founded 1988 as ACS; part of Xerox 2010-2016
- 84 of Fortune 100 Companies are Clients
- 64K employees in 22 countries
- 24 x 7 around-the-clock operations with fully mirrored data centers and fail-over capabilities
- Global Delivery Hubs: United States, Philippines, India, Guatemala, Romania

# Vendor Offerings

# Viewpoint eDiscovery

Our Viewpoint platform provides all-in-one eDiscovery software with completely integrated functionality spanning across data collection; pre-processing/processing; ECA; technology-assisted and linear reviews; analysis; production and case management. Through the client portal, users gain a single, centralized view into analytics, reporting and visualizations across their legal and compliance matters.

# eDiscovery Hosting and Data Management

An end-to-end solution for electronic records management and related data production to requesting parties, leveraging a secure and robust global private cloud infrastructure, and managed by our team of experts. Our platforms are supported 24/7 by experienced and dedicated project managers and client services professionals that consult on and implement customized workflows across Viewpoint and other best-in-breed technology, ensuring efficient review and consistency across all your matters.

# Managed Document Review

Alongside our platform, we provide rapid-response, high-volume document review and translation services by expert legal teams. Working with Conduent, you gain access to a bench of thousands of professionals located in key locations around the globe. Reviews are led by domain experts who work in close collaboration with counsel and are guided by experienced attorney project managers. Every review is customized to specified case needs and conducted by highly qualified, review professionals.

# 8.1.25 Consilio

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Company Description

Established in 2002, Consilio is a global leader in eDiscovery, risk management and compliance, document review, and legal consulting services.

**Consilio**\*

The company assists legal departments of multinational corporations and their outside counsel to respond to legal matters, reduce legal spend, minimise risks, and operate more efficiently using innovative software, cost-effective managed services, and deep legal and regulatory industry expertise across a spectrum of industries.

Safe Harbor and ISO 27001 certified, Consilio can deploy its services rapidly and efficiently to clients anywhere in the world from offices and data centres in North America, Europe and Asia. Consilio operates one of the industry's largest suites of eDisclosure services which includes data collection, complex data processing, document hosting, eDisclosure consulting and technology, digital forensic services, data analytics consulting, document review services and Managed Services.

Consilio is one of the largest and most experienced Relativity providers in the world. This includes being an "Orange Best in Service" premium hosting partner, having over 10 Relativity Masters worldwide and hosting over 35 petabytes of data (with one database of over 120 million documents). In London, Consilio has maintained Best in Service™ status every year that the accreditation has been available and longer than any other organisation outside of the United States.

Consilio has worked on thousands of global projects, including dozens of landmark cases. In one project, the company hosted more than 80 million records in 34 languages and supported more than 1,000 reviewers around the globe. The company's project managers have diverse law firm, corporate and consultancy backgrounds, averaging 10 years of industry experience in project management, litigation support, managed document review and forensic consulting.

Consilio operates more than 70 offices, review centres and data centres in 11 countries around the world.

Vendor Offerings

Consilio provides a range of services to assist law firms and corporate clients involved in litigation, arbitration, regulatory investigations, internal investigations and competition matters.

# eDisclosure Consulting

Consilio delivers practical advice on approaches to eDisclosure projects, from initial scoping, 'data mapping', Electronic Documents Questionnaire drafting and critiquing, production of eDisclosure budget estimates and Case Management Conference support. The company also provides consultancy on complex matters involving global data collections, multiple languages and less easily accessible information sources such as Bloomberg<sup>®</sup> chat, bespoke/structured databases, instant messages or recorded telephone conversations.

#### eDisclosure Technologies

Consilio offers a range of technology solutions to support different stages of the eDisclosure process, from initial assessment of client data through processing, searching and document review to productions. Consilio's proprietary review platform supports a wide range of information sources, including recorded telephone conversations and Bloomberg<sup>®</sup> chat. Data is hosted within a global network of data centres, and is accessed by legal teams using highly secure, encrypted connections.

# **Digital Forensics and Collections Services**

Consilio forensic experts engage with corporate IT departments in the early stages of a project to map out potentially relevant data sources before deploying to client premises and data centres to preserve, collect and analyse electronic data. Consilio forensic experts are experienced in extracting data from laptops and workstations, servers, handheld devices, "cloud" storage and backup tapes, and other media. Where data exists in a structured form, Consilio experts will liaise with client legal teams to understand the aims of the review and will query the relevant database(s) to create reviewable and producible reports.

Consilio provides digital, forensic-investigative services for a range of matters including infringement of intellectual property rights, compliance investigations and determining the provenance and authenticity of electronic documents in litigation or arbitration. Consilio forensic staff members are experienced in providing expert witness evidence in written reports or testimony.

#### Multilingual, Document Review Services

Consilio offers three models of document review services to provide clients with the flexibility needed to achieve consistent, defensible, high-quality results within compressed timetables:

**Staffing:** Clients are responsible for the strategy and process for review and disclosure, but leave the task of assembling a talented team of reviewers to Consilio.

**Coordinated Review:** Clients leverage the experience of Consilio's expert recruiters and review coordinators while maintaining control over the review workflow.

**Comprehensive Managed Review:** Consilio provides an inclusive end-to-end service, leveraging its advanced technologies and best practices.

Whether the project is local or global, each option provides access to Consilio's expert recruiters who can assemble a skilled team in as little as 24 hours, drawing from an established pool of legal professionals with native fluency in more than 30 languages and experience across varied matter types and industries. Review location is flexible as clients can choose from any of Consilio's review centres or utilise their own space. Clients can also determine the amount of review oversight needed for the matter.

Clients can utilise flexible pricing models - such as per-document pricing - that facilitate a cost-effective review.

Consilio also offers specialised document review services for contract review and normalisation to a contract management database, or due diligence review as part of corporate transactions.

**Control Risks** 

#### 8.1.26 Control Risks

#### Satinder Soni (Director)

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# Company Description

Control Risks is a specialist risk consultancy that helps create secure, compliant, and resilient organizations. We support our law firm and corporate clients with comprehensive investigative and litigation support services, including IT forensics, eDiscovery, data analytics, information governance, forensic accounting, and compliance consulting. With resources in 26 countries and eight international data centres, we can deploy teams of experts and provide services anywhere in the world at a moment's notice.

Our specialists have years of experience and expertise in their respective fields and a deep understanding of the litigation best practices necessary to ensure that we deliver defensibility and provide best-in-class service every time. Our investigations team are routinely instructed directly by corporates, or in support of counsel, on regulator-facing multi-jurisdictional investigative matters.

That combined experience ensures we can provide strategic advice to clients on review methodology, in the most complex and serious of matters, including anticipating the expectations of regulators regarding the collection, interrogation and production of data. We deliver innovative workflows, industry-leading technology and tools, and scalable and flexible solutions that result in reduced costs and lower risks to our clients.

Vendor Offerings

Control Risks service offering includes:

- o Expert IT Forensic Services
- o eDiscovery Services
- o Data Analytics
- o Managed Services
- o Custom Technology Development
- o Information Governance Solutions
- o Forensic Accounting and Investigative Support

Control Risks have data centres in London, Frankfurt, US, Brazil, Germany, Hong Kong, Shanghai, and South Africa.

# **Relativity Certifications**

Relativity Masters (2)

Relativity Experts (1)

Relativity Certified Administrator (10)

Relativity One Certified Pro (20)

Relativity One Review Pro (2)

Relativity Project Management Specialist (2)

Relativity Processing Specialist (3) Relativity Analytics Specialist (2) Relativity Review Management Specialist (8) Relativity Certified Sales Pro (7) Relativity Infrastructure Specialist (1) Relativity Certified Training Pro (1) <u>Relativity Applications</u> Control Risks Transcription

**Control Risks Translation** 

CriticalData

# 8.1.27 <u>Critical Data</u> Ciaran Kennedy

# - Technical Director

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719 Northwest Business Park, Dublin 15, Ireland

www.criticaldataservices.co.uk

# Company Description

Critical Data was established in Dublin in 2004 to serve the hard disk recovery needs of clients based in Ireland and further afield. Since formation, additional data retrieval services have been developed, most notably in the area of eDiscovery support in respect of extraction of legacy data stored on tape.

Unlike many competitive businesses that provide tape extraction services as part of a wider eDiscovery offering, Critical Data has purposely adopted a position as an independent data extraction service, without data review offerings, thus avoiding potential internal or external conflicts of interest.

In 2013, Critical Data became an accredited service partner of Index Engines, and through continued successes with global eDiscovery and consulting clients has become the Index Engines' technically accredited tape service provider in Europe.

Critical Data can offer a mobile short-term or fixed long-term solution deployment anywhere in Europe as dictated by project scale, taking into account data security, data protection, legal and jurisdictional considerations.

Our focus is the minimisation of time to de-duplicated data from tape, and also on the resultant cost savings that are delivered by tape indexing over the traditional tape restoration which involves full (and duplicitous) restoration of tape content. Our proprietary process wrapped around our Index Engines core technology means that no third-party service will restore selective responsive data from tape quicker than Critical Data. Whether you have 1 tape or 1 million tapes, we can help!

# Vendor Offerings

- Advanced Data Recovery services from all media types
- Law Enforcement data recovery specialists including CCTV Recovery
- Backup Tape processing for eDiscovery and backup-platform migration
- Voice data extraction and transcription from legacy call-recording systems
- Litigation Support Critical Data can rapidly extract selective responsive data from almost all tape formats based on content and/or metadata queries. Other service providers usually need to restore the full tape content to get to the data you need. The more tapes in question, the greater the performance benefits of our service compared to our competitors.
- Backup Migration in the case of migration to new backup software or new physical tape, we can cost-effectively migrate de-duplicated legacy data to the new tape format.
- Digital Vaulting of Legacy Data Our Index Engines-based offering is the best solution on the market for projects involving remediation of legacy mail from tape into a live digital enterprise vault.

# 8.1.28 <u>CYFOR</u>

Lawrie Hall, Director.

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## www.cyfor.co.uk

## Company Description

Since being founded in 2002, CYFOR has been supporting law firms and corporate clients with cost-effective, end to end eDiscovery and advanced Digital Forensic services. These specialisms extensively cover litigation and dispute resolution, as well as commercial, criminal and internal investigations.

Our ability to combine specialist forensic data collection techniques with a full suite of advanced eDiscovery workflows provides a leading edge. By harnessing the latest technology, including complex data analytics and processing, we have a proven capability from extraction through to production at every stage of the eDiscovery life cycle. We offer bespoke solutions on highly contentious, multi-lingual and multijurisdictional matters, with time critical deadlines.

A dedication to the highest level of quality and data security ensures CYFOR is both ISO9001 and ISO27001 accredited.

## Vendor Offerings

## eDiscovery: Complete Electronic Discovery Services

CYFOR offers complete end-to-end eDiscovery services, incorporating all phases of the Electronic Discovery Reference Model (EDRM), with a proven capability from forensic extraction through to production. Operating internationally, CYFOR supports law firms, corporate clients, regulatory bodies and government agencies involved in litigation, dispute resolution and regulatory investigations.

Our portfolio of electronic discovery solutions includes;

- Early Case Assessment
- Forensic data collection
- Document review
- Technology Assisted Review (TAR)
- Data Analytics & processing
- Secure data hosting

All services are underlined by dedicated project management, which is fully customised to each project developing the right strategy, addressing data review efficiency and ensuring the analytics tools are maximised. Our eDiscovery specialists are all Relativity certified and have the technical intelligence, consultancy skills and experience to operate as a natural extension to your team.

Our secure ISO27001 certified infrastructure, combined with industry leading technology, provides clients with a scalable solution and a single point of accountability to ensure all eDiscovery requirements are met.

#### Fixed Quoting

Producing information for review and analysis in response to disclosure requirements can be time consuming and expensive. With over a decade of

experience in electronic disclosure, we know it's essential to have a handle on costs and have adapted to the Jackson Reforms to offer fixed price quotations.

We provide a highly focussed and transparent pricing methodology to give visibility of costs at the start of any project, ensuring that budgets are accurately controlled and maintained. Also enabling the eDisclosure process to be applied to smaller cases on an investigatory basis. Our client focused, consultative approach has enabled us to deliver exceptional and cost-effective results, time and time again.

# Forensic Data Collection

With international experience and remote download capabilities, CYFOR are specialists in forensic data collection. Our fully qualified digital forensic experts are no strangers to complex global data extractions, across the full spectrum of digital devices, under time restrictive deadlines.

CYFOR's digital forensic investigative service covers a range of matters, including;

- Regulatory disclosure
- Data preservation during litigation
- Electronic disclosure
- Compliance investigations

From the first point of instruction, CYFOR provide a bespoke workflow to collate all the data in a forensically sound manner, while advising on the best technical strategies, using the latest software. We ensure all relevant data sources have been identified and mapped out prior to forensically acquiring, analysing and reporting digital evidence.

From extraction through to presentation in court, CYFOR maintains secure evidence continuity, throughout the entire life-cycle of your data.

## **Document Review**

Online document review platforms are powerful and indispensable tools in the eDiscovery process. CYFOR has comprehensive document review services, utilising the latest technology to effectively manage vast amounts of electronically stored information (ESI) on a wide range of complex matters, which can be scaled to meet clients' requirements.

## Processing

Through the application of advanced techniques, our eDiscovery Specialists can rapidly process and considerably reduce clients' data volumes within litigation or dispute resolution. CYFOR's processing capabilities have the ability to burst in order to handle large data volumes in short time frames.

## Secure Data Hosting

We protect our clients' data by preserving it in our own data hosting environment, which operates on its own independent forensic server. Our high-performance infrastructure is powered by an intelligent security model, allowing 24/7 access and maintenance by a handful of NPPV security cleared senior forensic specialists.

# Technology

CYFOR invest heavily in sophisticated technologies, allowing us to provide the best solution for our clients and their budgets across the entire eDiscovery life-cycle. Our end-to-end review platforms include;

**Relativity:** An industry leading online review platform servicing every part of the eDisclosure process, from legal hold through to production, including Early Case Assessment (ECA) and analytics. It enables case teams to handle the largest, most

complex projects using flexible, customisable workflows and powerful searching and visualisations capabilities—all in a highly scalable environment.

Core features;

- Visual analytics
- Predictive coding
- Email threading
- Data clustering

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

Core features;

- Processing power
- Remote email downloads
- Data management & export
- Data exporting
- Web Review & Analytics

# Digital Forensics – Forensically acquiring, analysing and reporting digital evidence

Recognised as industry experts, Digital Forensics has been at the core of CYFOR's service offering since inception. With a comprehensive range of forensic services and a proven capability, we have conducted numerous high profile civil and criminal investigations.

Summary of services

- Data recovery
- Forensic data collection
- Mobile phone forensics
- Computer forensics
- Cell site analysis
- Audio visual forensics

We have the expertise to forensically recover, analyse and present digital evidence across a full range of digital devices including, computers, mobile phones, external hard drives and servers.

#### Forensic Specialists

Individually, CYFOR's highly qualified digital forensic specialists are recognised as some of the industry's leading specialists. As a collective, their combined expertise becomes even more powerful for the most complex of cases, while going above and beyond to exceed client expectations. They utilise the latest technology and digital forensic techniques to discover all potential evidence within a wide range of investigations. Our forensic investigators are all approved Expert Witnesses and courtroom trained. Strict adherence to the ACPO Guidelines and thorough forensic protocols, ensures comprehensive reporting, often concluding with expert evidence presented in court.

#### **Digital Forensics Technology**

Digital forensics platforms are powerful and indispensable tools within any investigation and we continually invest in our technical infrastructure and forensic software to enhance our service offering. To enable forensic imaging, data

extraction, analysis and reporting of digital devices we have strong partnerships and full certification with the following leading technology providers;

- EnCase
- FTK
- Cellebrite
- XRY

## 8.1.29 Data Analysis Services (DAS)

#### Andrea Valencia

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**Data Analysis Services** 

www.dasinfo.org

## **Company Description**

DAS was established in 2012 with more than 18 years of combined experience working for some of the most prestigious law firms and evidence management com-panies in Europe and the Americas. DAS is an estab-lished global group of highly flexible and adaptable multilingual lawyers, jurists, accountants, forensic and data analysts. They provide managed document re-view, outsourced and insourced, remote and onsite evidence review services.

Their experience includes cross-border and multina-tional investigations, as well as routine litigation. Their multilingual team delivers bespoke services and excel at helping law firms, corporate clients and service pro-viders meet their legal investigation challenges by providing professionals of the highest quality on a tem-porary basis. DAS latest offshore service option in In-dia allows them to effectively provide full managed re-view services at a third of the cost of competitors.

DAS has managed eDiscovery/eDisclosure projects across Europe, America, the Middle East and South America in order to serve the LATAN market. Their specialised units include: antitrust and competition in-vestigations; legal forensics; compliance investigations, bankruptcy litigation; corporate restructuring; complex financial litigation; WTO disputes; GDPR Data Subject Access Requests, Data Breach Notification, EU data protection; government administrative and regulatory reviews; Anti-Corruption & Foreign Corrupt Practices Act (FCPA) and LIBOR. Their sector-specific experience includes banking & finance, pharmaceuticals, telecommunications, transportation, media & communications and the oil industry.

#### Vendor Offerings

DAS works with a wide range of document review and information management software, such as but not limited to: Relativity, Brainspace, Concordance, Ontrack, iConnect, Ringtail, Summation, iView, Stratify, Attenex, Lexis-Nexis, CaseLogistix, Nuix, Clearwell and Documatrix. DAS have the ability and proven experience to rapidly scale review teams and eDiscovery personnel in order to handle any project in a timely, cost-effective manner.

DAS Services:

- Managed Review Services to clients in Switzerland, Europe, the UK and the LATAM region.
- Secure review on-site centres in Zurich, London and Chennai.
- Multilingual and multi-location review teams.
- Specialized Remote Document Review Workflow.

## 8.1.30 Deloitte LLP

Nic	k Conw	ay
-		

Peter Robinson

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www.deloitte.co.uk/discovery

Company Description

Deloitte LLP operates in 170 countries and has an annual turnover of \$43 billion.

Over 1000 professionals across the globe are entirely focused on the provision of Deloitte's Discovery Consultancy, fully integrated e-Discovery services and technologies.

Deloitte.

In the UK we have 200 professionals in the Forensic Technology team, and have significant presence 'in Country' across Europe. Our management team has over 200 years of Discovery experience.

Our approach is to fully understand our client's requirements and help define the most effective workflows to meet them. We advise and provide services across the whole EDRM spectrum – these are detailed below.

Deloitte is software agnostic, and constantly reviews and selects best products to add to the portfolio of our 'primary products'. These products meet country requirements such as language and product support as well as offering global integration. Our practical and operational knowledge of the variety of e-Discovery software provides the insight to develop bespoke applications to further enhance product functionality.

Deloitte's Project Management principles (such as accredited Prince2 practitioners) ensure that wherever e-Discovery technology and services are required, all procedures, processes and extensive quality controls conform to the high quality standards demanded of a global professional services firm.

Deloitte provides e-Discovery services on cases of all sizes – from tens of Gigabytes through to Petabytes.

We specialise in cross border e-Discovery where data cannot leave the premises or Country. Our global presence, strategically positioned highly secure data centres and portable technologies, allow us to effectively manage cases where greater consideration may be given to data privacy issues and cultural attitudes.

Our services extend beyond traditional eDiscovery and allow clients to address the issues arising from a variety of electronic evidence sources including structured data (databases), Smartphones Instant Messaging, Audio etc. We also provide a full range of Digital Forensic and Cyber investigation service.

Deloitte also specialises in assisting clients in the definition of their e-Discovery requirements; producing Tenders to software and services vendors; and helping in any required implementation.

Vendor Offerings

Deloitte's Forensic Technology teams provides services across in the following areas:

• Discovery Consulting

- Data Collection
- Data Processing
- Data Hosting
- Review Management and Case Support
- Managed Services
- Structured Data Discovery and services (Data Analytics)
- Audio Recovery and Discovery
- Cyber Crime
- Digital Forensics
- Forensic Expert Services
- Document Review Services
- Contract Lifecycle Management
- Data Rooms
- Data Separation

## **Software Information**

Relativity

- Nuix Discover
- Brainspace
- Nuix Workbench
- Nexidia
- Discovery Start
- Audio Discovery, powered by TrueVoice
- Extensive range of Forensic tools

DISCO

8.1.31 DISCO (CS Disco, Inc)

Rich Bowes

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https://www.csdisco.com/

Company Description

DISCO is a legal technology company that applies artificial intelligence and cloud computing to legal problems to help lawyers and their teams improve legal outcomes. Corporate legal departments, law firms, and government agencies around the world use DISCO for edisclosure, case management, compliance, disputes, arbitrations, and investigations.

DISCO was founded with a vision to help legal professionals deliver the highest quality of services more efficiently through technology that enables lawyers to focus on the practice of law. Its edisclosure platform was born out of the firm's frustration with conventional edisclosure tools that were slow and difficult for lawyers to use. Instead of forcing lawyers to adapt their work methods to technology, DISCO wanted to invent technology that works the way lawyers work. DISCO's cloud-native edisclosure platform was the result, and today, DISCO is one of the fastest-growing enterprise legal technology companies in the world.

DISCO builds AI-driven solutions that not only optimise attorney processes, but also perform functions that would be impossible without technology, such as predictive analytics for compliance that surface legal issues before investigations arise. The company's solutions extend beyond edisclosure to cover the entire litigation lifecycle, from case inception to final resolution. The latest product milestone is DISCO Case Builder, a suite of case management tools that empowers legal teams to build better stories, work smarter, and leverage past work to help clients win.

In addition to its market-leading technology solutions, DISCO also offers expert endto-end professional services to provide consistent, high-quality results, which increase review throughput by 23% and reduce time spent on quality control by 32% on average. Services include forensic preservation and collection, data services, project management, and managed review.

With the rapidly increasing volume, variety, and velocity of data, legal professionals are increasingly turning to DISCO as an innovation partner. Law firms and legal teams recognise that DISCO is not only improving the practice of law today, but is also developing solutions that continually utilise technology as legal risks, obligations, and obstacles evolve.

# Vendor Offerings

<u>DISCO Edisclosure platform (DISCO Ediscovery)</u>: An all-in-one cloud-native solution, DISCO Ediscovery delivers anytime, anywhere cloud collection, transfer, processing, review, search, and production capabilities with a turnkey infrastructure delivery model that requires no upfront investment in software or services. DISCO's Dublin-based data center complies with GDPR privacy requirements and provides enterprise-grade information security. DISCO provides transparent and predictable pricing with an all- inclusive per-matter transactional price. Based on pre-expanded data size, it includes all the processing, unlimited users, productions, AI, analytics,

and more with no one-off or line-item costs. DISCO also offers subscription pricing options.

<u>DISCO Managed Review</u>: Using cutting-edge AI technology paired with AI-optimised workflows and deep legal expertise, DISCO's managed reviews are 60% faster than the industry average, with an average review speed of 88 documents per hour. The speed and accuracy that the DISCO platform delivers, coupled with an unrivalled team of industry veterans and DISCO power users, make it easy to guarantee deadlines and budgets.

<u>DISCO Professional Services:</u> From project management to data services, DISCO's dedicated staff of legal technologists and edisclosure professionals are available to help consult with clients in regard to search, investigative needs, and utilising AI to deliver value and extraordinary outcomes.

<u>DISCO Forensic Services:</u> To help legal departments easily perform a comprehensive collection, DISCO provides a full suite of end-to-end forensic services, which include forensic preservation, collection, analysis, and consultation, performed by experienced Certified Forensic Examiners using defensible processes and methods.

<u>DISCO Case Builder</u>: To empower legal teams to build better stories, work smarter, and leverage past work to help clients win, DISCO Case Builder delivers a single, cloud-based repository that manages and organizes all case materials including depositions, pleadings, correspondence, and motions. It assembles and makes searchable all case materials, provides attorneys with the tools to collaboratively work with these files, and rolls these documents and work product into an at-a-glance case dashboard that encourages best practices and recommends the actions that most affect case value.

## 8.1.32 Disklabs Ltd

Simon Steggles	
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B77 4AS	<b>Disklabs</b> <sup>®</sup>
www.disklabs.com	
Ocean and December in the	THE DATA EXPERTS

## Company Description

Disklabs assists e-Discovery companies with Data Collection – the physical gathering of data devices containing data. From initial email conversations, through in-person meetings, to the full Data Collection service, reporting and data transfer, our team works with the e-Discovery partner and the client to ensure efficient and secure device capture and data provision.

Disklabs operate a dedicated Secure Courier – an unbranded vehicle with tracking – driven by a member of our staff, all of whom have Non-Police Personnel Vetting Level 3 and Security Check certification.

Our team is available to work all around the world, with experience of working in many countries, including Australia, Singapore, China, UAE, Bulgaria, Romania, Germany and France. Disklabs undertake contracts of any length and past contracts have run from as little as 2 days up to 7 months.

Disklabs clients range across all sectors, from shipping and mining companies to banks and legal firms. More recently, a lot of our work has come from our e-Discovery partners. The Disklabs team is used to working with high level management and provides an efficient, professional Data Collection team.

Our forensic clients include the Information Commissioners Office (ICO) and HMRC as well as all 43 Police Forces in England and Wales. One of our most notable jobs was the Data Collection for the ICO at Cambridge Analytica in 2018, where the Managing Director, Simon Steggles, led the Digital Collection Team.

Disklabs is a boutique digital forensics company that specialises in Data Collection, forensic imaging, data recovery and faraday RF shielding. Founded in 1997, Disklabs remains privately owned.

Disklabs turns over £1-2 million annually and employs approximately 20 members of staff. Disklabs operates from Disklabs House, one of just a few non-police stations in the United Kingdom to hold the security status of a Police Approved Secure Facility. All members of staff, including admin and non-technical personnel, hold Non-Police Personnel Vetting Level 3, supported with Security Check clearance, (NPPV3 and SC). Disklabs staff also have security clearance for both the NHS and the Metropolitan Police.

The focus for Disklabs is to bring our decades of experience of Digital Forensics to the wider Data Collection community.

#### Vendor Offerings

Our Data Collection Team collect data and can process collected data if required, redacting any LLP information and presenting the findings to the client in any of the regular formats: Relativity, Cloud Nine, Harvester, Logikcull, Zdiscovery, etc.

Our work with clients including police forces and HMRC over many years has provided our longstanding team with vast experience in both Data Collection and data processing services.

## 8.1.33 <u>EDRM</u>

Kaylee Walstad, Chief Strategy Officer

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EDRM | PO Box 25, Corbett, OR 97019

www.EDRM.net

Company Description

Empowering the global leaders of e-discovery, the <u>Electronic Discovery Reference</u> <u>Model (EDRM)</u> creates global practical resources to improve e-discovery, privacy, security and information governance. Since 2005, EDRM has delivered leadership, standards, best practices, tools, guides and test datasets to improve best practices throughout the world. EDRM has an international presence in 113 countries and growing and an innovative support infrastructure for individuals, law firms, corporations and government organizations to collaborate as peers to improve the practice and provision of data and legal discovery.

Founded in 2005 by attorney George Socha and technologist Tom Gelbmann, EDRM was created to address the lack of standards and guidelines in the eDiscovery/eDisclosure industry. Since its inception, the EDRM community has steadily grown with participation from hundreds of domestic and international organizations, including representatives from service and software providers, law firms, industry groups, law schools, city governments, state attorneys general, state and federal agencies, and corporations involved with eDisclosure.

In 2016, EDRM became part of the Duke Law School. The Duke community and the Bolch Judicial Institute supported EDRM in its efforts to provide educational and professional resources in eDisclosure and information governance, supporting its mission to promote understanding of the judicial process and improving the administration of justice

In October, 2019 EDRM was acquired by Mary Mack (CISSP, CEDS, CIAM) and Kaylee Walstad (CEDS, CIMP), the former executive director and former vice president of client engagement, respectively, of The Association of Certified E-Discovery Specialists (ACEDS).

For the past four years, Mack and Walstad led ACEDS, the leading global provider of e-discovery certification and education, stewarding the growth of the association, its certification program, and its chapters to international status and recognition. In their new roles, Mack will serve as the chief executive officer and chief legal technologist, and Walstad will serve as the chief strategy officer for the EDRM. The Bolch Judicial Institute at Duke Law School will remain involved in the work of the EDRM community as a Foundation Partner.

#### Vendor Offerings

EDRM is a multidisciplinary, contributor driven organization. Contributors work with project trustees, who oversee the participation and work product. EDRM work product is published as creative commons with attribution, with commercial use encouraged. In 2020, projects will have the opportunity to publish monthly.

EDRM develops and publishes global eDisclosure/e-discovery, security, privacy and information governance frameworks. Each framework is designed with two fundamental goals in mind. First, the framework should help people and organizations better understand the framework's topic – what are the typical major steps in e-discovery, for example. Second, the framework should help them better understand what to do, at a practical level, with respect to that topic. The seven EDRM frameworks are:

- Electronic Discovery Reference Model
- <u>Technology-Assisted Review Reference Model</u>
- Information Governance Reference Model (IGRM)
- Metrics Model
- Privacy & Security Risk Reduction Model
- Talent Task Matrix
- M-SAT (The eDiscovery Maturity Self Assessment Test)

# EDRM Active and New Projects for 2021

Beyond frameworks, EDRM contributors collaborate to solve problems or respond to opportunities. The following projects are active or recently concluded and are actively seeking contributors.

**PRO BONO** – This new project was created to help improve and promote equal access to justice. EDRM's new Pro Bono Project participants will build a platform for matching organizations and individuals in need of e-discovery capabilities for pro bono matters, with organizations and individuals wanting to make such capabilities available. The Pro Bono Project is seeking a new Trustee to lead and is also actively seeking contributors.

**DATA MAPPING** – This project is designed to document community standards around data mapping in response to the <u>Senior Executive Accountability Regime</u> (<u>SEAR</u>) in Ireland.

Project Trustees are Rachel McAdams and Eoghan Kenny of A & L Goodbody out of Dublin, Ireland and is closed to new contributors.

**PROCESSING SPECIFICATIONS-**This project was launched to update the processing stage of the EDRM. Organized in concert with John Tredennick, Founder of the Merlin Foundation, this EDRM project will build processing specifications such as de-NISTing, de-duping and other functions and is open to new contributors.

**DATA SETS**-This project, in its formative stage, seeks to update and increase the number of datasets available to the community. Project Trustee is Cash Butler, CEO & Founder of Clarilegal and welcomes new contributors.

**STATE E-DISCOVERY RULES**- This project seeks to create a central resource for State eDiscovery Rules. Project Trustee is Suzanne Clark, Discovery Counsel, eDiscovery CoCounsel and is currently seeking new contributors from states not yet covered.

**EDRM REVISION** – Recognizing that the EDRM model has not had a refresh in some time, the project focuses on updating the underlying documentation of the EDRM model to reflect changes in technology, process, and the law. Project Trustee is Tara Emory and is concluding their final work product in the near future.

**GDPR PROJECT** – The project team is working toward developing a code of conduct for cross-border discovery under the EU General Data Protection Regulation. EDRM formed the team in August 2017 to examine GDPR and develop guidance for becoming GDPR compliant, particularly with an eye toward the regulation's impact on cross-border discovery. Initially focused on data transfers from Ireland to the U.S., the guidance is aimed at mitigating some of the risk that international litigation teams and e-discovery practitioners face when balancing U.S. discovery obligations against European data privacy laws. Project Trustees are Dave Cohen and Yelizaveta Kotova and is closed to new contributors.

**IGRM** – The Information Governance Reference Model was initially created to frame the discussion of information management, in the same way the Electronic Discovery Reference Model functions for e-discovery. The project focuses on updating the IGRM model as well as recognizing the interconnection between this project and the Maturity Assessment project. Maturity is measured in part by reviewing the level of collaboration among key stakeholders which is at the very core of excellent information management. Project Trustees are Eric Mandel and Lynn Molfetta and are open to new contributors.

**PRIVILEGE LOGS** – A privilege log is a record of the responsive or relevant documents that are being withheld from production on a claim that they contain attorney-client communication, attorney work-product, or trade secrets. The purpose of the project is developing best practices that most efficiently accomplish the task, including consideration of possible rule amendments. Project Trustee is Cristin Traylor and they are just completing their final work product.

**ARTIFICIAL INTELLIGENCE** – Artificial Intelligence is a wide ranging and pervasive methodology reaching all areas of life. The project explores its use in litigation and how it will continue to develop. The project explores and develops opportunities to educate lawyers and judges on the role of AI in litigation. Project Trustee is Kelly Atherton and they are just completing their final work product.

**ANALYTICS & MACHINE LEARNING –** Analytics and Machine Learning project (AAML), an umbrella project with four subgroups. The Project Trustees for this newly chartered project are Lilith Bat-Leah, Johannes Scholtes, and George Socha.

There are four active subgroups:

- Group 1: Glossary, taxonomy, and definitions
- Group 2: Evaluation, defensibility, and "best" practices (or trade-offs)
- Group 3: Ethics and bias
- Group 4: Demystification, facilitation, and uses of AI/ML in eDiscovery

**DISCOVERY MEDIATION -** There are several state and federal courts around the country that have implemented a discovery facilitative mediation program over the last 5 or 6 years. This project would involve identifying all such programs and determining how successful they have been. By comparing and evaluating such programs, hopefully we will learn that there are certain factors/components that distinguish a highly successful program from a less successful program. This project might also attempt to address some additional issues such as: (1) are these programs successful in helping the parties develop discovery plans early in the case; (2) are these programs successful in helping to address some additional a discovery mediator possess; (4) how best to motivate courts and attorneys to use discovery mediation (e.g. first two hours at no cost); and/or (5) are there any best practices that discovery mediators should follow. The Project Trustee is Jay Yelton, Partner at Warner Norcross + Judd LLP and Is open to new contributors.

**DEDUPE ID** – This international project's mission is to develop a "best practice" specification for "hashing" electronic documents and data (e.g. "MD5 hashing") to identify exact duplicates. A "best practice" hashing specification will have numerous applications that can generate significant cost savings, such as de-duplicating any data set that complies with the specification, and the creating privilege banks. The Project Trustee is Beth Patterson, Director, ESPconnect from Australia and is open to new contributors.

The EDRM Global Advisory Council 2021 provides input and expertise to forward EDRM projects and mission. With Advisors hailing from South Africa, Ireland, the Netherlands, Australia, Canada, Brazil, Japan, UK, Switzerland, India, Israel and throughout the US, the multidisciplinary group includes judges, attorneys, IT professionals, litigation support professionals, security, paralegals and info gov professionals from government, corporation, plaintiff and defense law firms, service providers, consultants and educators. Robert Keeling, Partner at Sidley Austin is the Chair of the Global Advisory Council for EDRM.

You can find the entire Global advisory Council listing here: https://www.edrm.net/about-us/edrm-advisory-council/

Our Trusted Partner Network makes everything possible. The EDRM Global Community is grateful to:

**Guardian Partners:** Xact Data Discovery, Compliance Discovery Solutions, Everlaw, Zapproved, Relativity and Ricoh.

Foundational Partner: Bolch Judicial Institute

**Defender Partners:** OpenText and Exterro

**Preserver Partners:** Canopy Software, ZyLAB, Clarilegal, iCONECT, The CJK Group, Cellebrite, LexTrado, Ankura, BDO, CloudNine, Sidley Austin, Reed Smith, Text IQ & UnitedLex

**Bedrock Partners:** LDM Global, Divergent, eDiscovery Advisory, Pagefreezer & HaystackID

Marketing & PR Partner: Edge Marketing, Inc.

Alliance Partners: La Touche Training, Merlin Legal Open Source Foundation, Saya University & Information Governance ANZ

 Talent Partner:
 Legal Tech Talent Network

EDRM's Trusted Partner Network is listed here: <u>https://www.edrm.net/about-us/partners/</u>

## **Opportunities for participation:**

The EDRM is open to all, and there is no cost to contribute to a project or attend webinars.

EDRM launched EDRM Hub, a Job Board/Events/Directory site during the beginning of the pandemic to assist companies and those seeking employment to be able to connect without a fee. The site is open to all to share a job opening, event, and add your company to the directory and for those to share their resume if seeking new opportunities. You can check it out <u>here</u>.

Join a project team, become a trusted partner, sponsor, and participate in our upcoming virtual events on EDRM's custom built virtual island campus. Reach out to <u>info@edrm.net</u> for more information.

Visit <u>www.EDRM.net</u>, and subscribe to our opt in email list, or send us a direct email at <u>info@erdm.net</u> for more information and to get involved and make a difference as an #EDRMStandOut.

Follow us on social media for up to the minute information: For our nearly 5K person LinkedIn Group: <u>https://www.linkedin.com/company/edrm-llc/</u>

For our LinkedIn corporate page: <u>https://www.linkedin.com/company/2943878/</u> Twitter: @edrm

Clubhouse: https://www.joinclubhouse.com/club/edrm-community

# 8.1.34 Epiq Systems

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## Company Description

Epiq, a global leader in the legal services industry, takes on large-scale, increasingly complex tasks for corporate counsel, law firms, and business professionals with efficiency, clarity, and confidence. Clients rely on Epiq to streamline the administration of business operations, class action and data breach services, court reporting, eDiscovery, regulatory, and compliance matters. Epiq provides EMS (eDiscovery Managed Services), LTS (Legal Transformation Services) and GBTS (Global Business Transformation Solutions) Epiq subject-matter experts and technologies create efficiency through expertise and deliver confidence to high-performing clients around the world.

Epiq provides global support to corporate and legal entities with a wide range of legal support services, partnering with clients to manage collection, processing, hosting, review and analysis of material for large and complex matters.

The size and scope of our operations, alongside our industry expertise allows Epiq to provide an end-to-end service, with solutions across all stages of the eDiscovery process.

The Epiq platform extends to 14 countries, including more than 80 office locations, more than 5,000 employees and a dozen data centres across the globe serving our clients. Epiq helps law firms, corporations, financial institutions, and government agencies manage complex, large-scale data sets and requirements of eDiscovery, bankruptcy, class actions, court reporting, regulatory, compliance and other critical legal tasks. In the U.K., Epiq works with 5 of 5 Magic Circle firms, and 17 of the 20 largest law firms. In the U.S., Epiq works with 48 of the 50 Am Law firms.

Epiq co-located data centers are SSAE 16 and ISO 27001 certified, all with hardened exteriors sitting on dual power grids, employing generator backup and 24/7/365 closed circuit and manned monitoring. Project managers coordinate with global teams to provide seamless, reliable, around-the-clock client support.

## Vendor Offerings

## eDiscovery Services

Epiq offers a breadth of eDiscovery solutions, including data collection, forensic analysis, processing, hosting, document prioritisation and production. We offer clients a single point of accountability for all eDiscovery needs.

- Data Collection: Epiq is uniquely equipped to handle worldwide projects—we have experts around the world, the ability to deploy teams on-site globally, and the experience to navigate through country-specific data protection laws. Epiq provides onsite or remote collection services to law firms, corporate and government clients and our certified forensic examiners are highly skilled investigators trained to execute defensible evidence handling procedures. Epiq's Forensics and Information Governance teams work with clients to set up repeatable, defensible, and efficient preservation processes. Preservation processes incorporate both third party and native tools, depending on the target data source, and we are able to collect data from disparate sources including mobile devices and structured data
- Processing: We process more data globally than any other eDiscovery provider. This experience and scale allows us to solve the industry's most challenging data problems on behalf of our clients.

- Hosting: Epiq currently has 12 data centres worldwide in which it can host client data.
- Client data will be maintained in locations as determined during project planning, and in
- accordance with regulatory requirements. Epiq offers both DMX and Relativity, two of the leading document review platforms on the market.
- Document Prioritisation: Epiq's document prioritisation services and software, proprietary hosting and predictive coding solutions are available globally and can be deployed on-site.
- Production: High-volume capacity and a wide range of subject-matter expertise.

# Managed Services

Managed Services offers a holistic, enterprise-wide approach to eDiscovery. It eliminates the need to shoulder the upfront costs of purchasing hardware and software. Epiq provides every capability needed to reliably perform eDiscovery. — software, hardware and processes—but most importantly, we provide the workflow management to make these capabilities work together. Epiq works with our clients to design a managed services package to suit their capacity and workflow requirements at a fixed monthly cost.

Arq<sup>SM</sup> is your own hosting environment for a fixed monthly fee: it eliminates the need for large, initial capital expenditures for hardware infrastructure or software licenses. The Arq platform includes unlimited use of email threading, near de-duplication, clustering and predictive coding. With Arq, a single dashboard provides administrative control over cases, users and security. Additionally, you get instant reporting on storage, users, custodians and attorney review speed and quality. Arq gives you one of the best review applications on the market at a predictable cost and without an upfront investment in hardware or software.

## Professional Services

Our global consulting team offers expert services in discovery preparedness, litigation and practice support, litigation and dispute services, records management, early case assessment (ECA) and information governance. We also have expert services available in law department strategy and technology planning and implementation.

## High-quality project management

Epiq offers best-in-class project management with more than 260 dedicated client support individuals working in a team-based environment globally. Epiq's project management and client services teams have extensive experience of supporting clients and their consultants and in aiding them with the development of new workflows for all elements of the eDiscovery process. Epiq assigns a committed project management team to the client to provide service consistency across cases and catalyse the development of cost saving, risk reducing standards of practice and case workflow.

## Predictive Coding (TAR)

Alongside our deep technology expertise, Epiq provides best-in-class TAR solutions including Relativity Analytics, NexLP, and Brainspace. We support these with a team of 9 TAR consultants to ensure our clients achieve the best outcome from TAR workflows. All of the technologies we support have been defensibly deployed in cases in the jurisdictions of the UK, Ireland and the United States. For all projects we are able to provide a report describing the technologies deployed, the methodologies used, and an explanation of the results of the process. If required, we are able to provide export testimony to support the technologies and processes used.

The technologies we support provide the following TAR capabilities:

- Predictive Coding TAR 1.0 (SAL) and TAR 2.0 (CAL)
- Concept searching
- Categorisation
- Clustering
- Email threading
- Near duplicate analysis
- Visual Communications Analysis
- Sentiment Analysis
- Domain Analysis

# Epiq Global Solutions

To facilitate eDiscovery services for our clients on a global scale, Epiq currently has operations in the following countries:

- Asia: Hong Kong, Japan, China, Singapore and India;
- Europe: UK, Germany, and Poland;
- North America: United States (multiple locations) and Canada;
- Australia

# Epiq Document Review Services

Our document review services enable our corporate clients and/or their outside counsel to outsource to us some or all of the tasks associated with reviewing document collections in an eDiscovery project. This includes:

- Interviewing and hiring qualified legal professionals for limited-duration document review work.
- Providing guidance to the client's outside counsel regarding best practices throughout the review process. Examples include reviewing the document review protocol and coding form if requested.
- Providing review project management services.
- Providing technology training to the review legal professionals.

Epiq provides review services in our secure facilities in London and in Frankfurt, throughout the United States, Hong Kong, India, Tokyo, and Toronto. We have more than 2,000 seats available worldwide.

We make extensive use of a variable workforce for document review engagements and only bring on staff as projects commence. The review team may range from a few legal professionals to several hundred legal professionals at a time. We have provided review services for over 40 languages and for many different types of files e.g. audio and chat.

Document reviewers generally work from our secure document review rooms designed to protect the confidentiality of our clients' sensitive data. Our security measures extend to both the technical and physical environments (e.g., neither removable storage media nor printers are used in the review pods, no personal belongings are permitted in the review rooms).

## Court Reporting

Epiq leverages cutting-edge technology and global resourcefulness to help you more efficiently manage your transcription needs.

More than 10,000 corporate and law firm clients draw on our vetted network of 5,000+ court reporters to generate north of 8 million pages of transcripts annually. As the legal process moves from complexity to clarity and through to finish, Epiq's resources and experience help you streamline your transcription requirements to save time, money and energy—night and day, around the world.

## Real-time reporting

Real-time court reporting provides users with a live, verbatim record of legal proceedings as they happen. Text is sent directly to laptops in the hearing room so that users can annotate transcripts according to issues specific to their case. Users are also able to create customised searches and annotation reports across multiple hearing days, allowing all results to be consolidated into one document.

For complex proceedings involving multiple parties or large amounts of evidence, real-time is of particular benefit, especially where information needs to be shared with team members based in multiple locations:

- Reduce preparation and court proceedings time by up to 25 per cent
- Search, view and annotate transcripts
- Create reports of annotations and search results across transcripts

Real-time court reporting services are used in the world's most high profile cases and are available as a desktop or web-enabled version for access on laptops or iPads in the hearing room or remotely. Full training, technical support and equipment are provided throughout the lifecycle of a case.

## **Daily reporting**

For shorter hearings, where you may not require real-time reporting but still need a transcript quickly, Epiq can produce a verbatim record of proceedings at the end of the day, usually within two to three hours.

#### **Electronic Presentation of Evidence (EPE)**

Electronic Presentation of Evidence refers to the in-court display of documentation, files, pictures, audio and graphics during trial, displayed onto multiple screens for all parties to view.

The use of EPE aids counsel in delivering an effective and compelling presentation, and it is estimated that its use results in a saving of approximately one third of court time.

Epiq supplies all relevant hardware and software where EPE equipment is not already installed in the courtroom. An independent operator, provided for the duration of the hearing, will control the display of evidence using specialist trial presentation software, and annotate and enhance on-screen images in accordance with the parties' instructions. All EPE operators are carefully selected and provided with training to work efficiently and confidently in the often pressured environment of the hearing room.

# 8.1.35 Ernst & Young

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# Company Description

EY is a global leader in providing proactive conduct and compliance solutions and helping protect and manage risks from litigation, regulatory investigations, data privacy and reputational issues. We have earned our clients' trust through our 360degree approach to the delivery of discovery, data analytics and AI, managed document review ("MDR"), computer forensics, cyber response, information governance and legal department transformation. Our integrated network of forensic professionals enables us to offer services to help our clients solve their data challenges with innovative solutions to meet their discovery, regulatory and compliance needs.

With more than 20 years' experience and 4,500 forensic technology professionals across 70 countries, we provide our clients global reach enhanced by local knowledge. We have forensic labs on 6 continents and have deployed our teams in over 150 countries. We can securely process, host and manage data in our data centres on 4 continents and via our scalable mobile data centres deployed onsite throughout the world. We have MDR facilities on 3 continents with over 400 permanent review employees and flexible staffing for thousands more. We also support secure remote MDR giving our clients the option to setup wherever needed.

Our clients benefit from access to market leading technology, customisation and innovation integrated with our end-to-end execution. We were one of the earliest adopters of technology assisted review ("TAR") having acquired Cataphora in 2011, and through our dedicated research and development teams, we have created and implemented several transformative solutions, including our EY Virtual platform and our EY Automated Discovery Workflow tool (see "Vendor Offerings – Innovation" below).

## Vendor Offerings

# **Discovery services:**

From pre-litigation and investigation information management to post-matter data disposition, EY offers services across the entire range of the discovery lifecycle and adjacent areas to help organisations manage legal and compliance risks and reduce cost. We deploy our discovery services as part of our larger Forensics & Integrity practice group. We take a partnership approach and aim to improve our clients' overall discovery response beyond project-specific workflows. Our footprint and strategically positioned teams of professionals provides our clients superior global coverage.

The diversity and dispersion of digital information continues to grow even while the legal and regulatory environments become more challenging. In the past year, we have seen widespread adoption of collaboration platforms, encrypted messaging and social media. These emerging data types present unique challenges around preservation, collection, processing and review. Our teams are experienced in handling these data types, and we also partner with key technology providers to

develop and implement solutions to give our clients a richer and more informative view of their data landscape.

## Managed document review ("MDR"):

EY provides scalable staffing of experienced review teams who are integrated into the forensic solutions. Our teams are led and managed by permanent qualified lawyers and investigators, and we can operate across jurisdictions, languages, subject matter and other requirements such as remote review. We take a consultative approach to MDR focused on continuous innovation to reduce review volumes, improve consistency and lower costs. We utilise analytics tools to perform early case assessment, TAR to prioritise and cull the review population and subject matter specific workflows to drive efficiency and quality.

We perform review activities in a variety of discovery contexts, including litigation, internal investigations and regulatory responses. We also have extensive experience bringing review process and technology to legal and compliance functions, such as monitoring and regulatory auditing. Our MDR teams also work closely with our broader global legal advisory network of 2,400 lawyers in 88 jurisdictions to support specialist legal elements.

Prior to the global pandemic, we invested in and were fully prepared for remote review. When the switch to full remote MDR occurred, our clients experienced a smooth transition. We deployed our remote capabilities leveraging secure review platforms, video collaboration and real-time chat messaging that approximated inperson collaborative document review. We continue to offer our clients flexible review models, including remote, hybrid, in our secure facilities or deployed onsite, as safety and any government restrictions allow.

# Data analytics:

Our teams bring strategic thinking together with extensive industry experience, data science and analytics capabilities to analyse the vast amounts of structured and unstructured data that often exist in today's litigation and investigations. We utilise machine learning, natural language processing and robotic process automation to uncover and act on links, patterns and anomalies needed to make actionable legal and regulatory decisions, focus investigative efforts and improve outcomes.

With the ever-increasing volume and variety of data involved in litigation and regulatory response, the use of data analytics is more important than ever to provide an understanding of how disparate data sources relate to each other. Beyond litigation and regulatory responses, we utilise data analytics to help our clients detect and investigate instances of fraud, waste, misuse, abuse, corruption, noncompliance, data breach and cybercrime. By identifying gaps in internal controls, we provide our clients with increased risk transparency, improve their understanding of business processes and contribute to wider transformation initiatives.

## Discovery consulting and legal managed services:

We help organisations modernise their legal department operations through costsaving measures and efficient, proportionate processes. Key services that we provide include discovery program assessment and development, information governance, data protection and privacy compliance, legal technology evaluation, legal hold process design and implementation, vendor assessment, buy vs. build analysis and AI, data analytics and automation implementation.

The costs and risks associated with disputes, investigations and compliance reviews are increasing by the day. Information requests from litigants and regulators are often broad yet with tight deadlines. Potential costs of noncompliance intensify the need to respond effectively. We help our clients move to a proactive stance by addressing inherent inefficiencies and risks in legal and regulatory compliance processes. By doing so, our clients gain the benefits of having repeatable, costeffective and consistent protocols that enable them to timely and effectively respond to unexpected situations.

## Innovation:

We extend off-the-shelf technology and develop custom tools and solutions to address unique client needs across the discovery lifecycle. Our team is trained in custom development via a variety of programming languages. Through our development and implementation of new and emerging technologies and features, we help our clients achieve savings, improve efficiencies and uncover the facts fasters.

Proprietary innovations that all our clients can now benefit from include:

- EY Virtual an extensible AI and data analytics-based platform supporting a wide range of legal and compliance needs fully integrated with Relativity and able to visualise and understand structured and unstructured data relationships providing a coherent view for analysis.
- EY Automated Discovery Workflow a group of tools utilising AI and robotic process automation to automate our workflows in order to reduce risk of human error, enhance efficiency and gain machine generated expertise as early in the discovery lifecycle as possible; these tools have improved our standard turnaround time from receipt of data to availability for review by approximately 50%.

## Key technology:

**Collection:** Autopsy, Axiom, BlackLight, Caine Linux, Cellebrite, DC3DD, DEFT Linux, EnCase, Falcon, Forensic Master, FTK, Hanzo, KAPE, MacQuisition, Magnet, Onna, Oxygen, PALADIN, Paraben, W2G, X1 Social Discovery, XRY, X-ways

**Processing and data handling:** Chat parsing (proprietary), Nexidia, Nuix, X1 Social Discovery

**Analysis, review and production:** Blackout, Brainspace, DocuSign Insight, Heretik, Relativity; EY Virtual (a microservices-based AI and forensic data analytics platform deployed via cloud or on premises designed to support the needs of a wide variety of risk management and investigative activities.

**Analytical components:** (1) Transport: MovelT, Aspera. SFTP with OpenPGP as an option, Kafka; (2) Data Store: HDP (HDFS, Hive, BigSQL, HBase), MongoDB, SQL server; (3) Transformation: Pig, Hive, BigSQL, Python, Spark, SQL; (4) Data pipeline: RapidMiner, SSIS, Alteryx; (5) Model execution and machine learning: Python/Anaconda, R, Spark, RapidMiner; (6) Federated search: Elastic search; and, (7) Visualisation: Spotfire, D3, BI.

## 8.1.36 Everlaw

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Company Description

## History

Everlaw was founded in the US in 2010, with the product first available on the market in 2011. Since the initial release, Everlaw has expanded its global footprint, including availability in the UK, beginning in 2017. Everlaw's software has been used by Fortune 500 and FTSE 250 corporations, 75% of the AmLaw 100, 100% of Silver Circle Firms, and 100% of U.S. State Attorneys General.

## Mission

Everlaw believes that legal teams deserve cutting-edge technology in their <u>pursuit of</u> <u>justice</u>. Everlaw is a cloud-native solution that empowers users to manage their own matters with a self-service, integrated, elegant platform. Everlaw delivers a fresh experience through blink-speed search, an intuitive user interface, real-time collaboration, easy-to-use technology assisted review tooling, and robust case-building tools.

## Vendor Offerings

Everlaw is a collaborative, cloud-based litigation platform for in-house counsel, litigators and the government that enables teams to discover, reveal, and act on information to better drive internal investigations and positively impact the outcome of litigation.

See software section for more details (8.2.21)

exigent

## 8.1.37 Exigent Group Limited

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# **Company Description**

## About Exigent

Exigent is a technology provider and consulting organization that is breaking industry boundaries and raising the bar for data-driven decision-making. Through a powerful combination of technology, analytical thinking, and financial acumen, Exigent's multidisciplinary team develops SaaS solutions to drive change in business and beyond. With a track record of shaking up the legal sector through the use of contract data and process optimization, Exigent provides businesses with the questions and answers they need to make the most of the digital disruption.

For information about Exigent visit <u>www.exigent-group.com</u>

## Vendor Offerings

## Services

Exigent Legal Services combines the very best legal minds with smart technology and business acumen. Our services will give you and your team more time to focus on your core strategic objectives and achieve greater efficiencies.

We deliver legal services that allow your team to focus on more valuable work inside the organization and create cost savings

Exigent's skilled legal professionals offer the support which corporate legal departments and law firms need so that their staff focus more hours on higher higher-value tasks:

- Legal services including contract review, due diligence, e-discovery and information governance, corporate compliance
- Immigration
- Medical legal services
- Outsourced legal administration
- Forensic Consulting

#### **Technology-**

Exigent's technology solutions offer practical, powerful tools that, paired with the right people, turn data into a smart asset that can create opportunity and value that includes:

- Contract management software;
- Business analytics software;
- Document creation software; and
- Legal spend and matter management software.

## Consulting

Exigent's experts understand your business. We combine powerful data tools with our expertise to give you actionable insights and guide you through how this information can answer the company's business needs. Our consulting services include:

- Legal department optimization; Legal spend analysis; and •
- •
- Contract optimization analysis. •

## 8.1.38 EXO Edge Legal Services Outsourcing (India)

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#### www.exoedge.com

EXO Edge specialises in Legal Services Outsourcing, providing <u>Document Review</u>, <u>eDisclosure Technical Support</u>, <u>Contract Management</u>, and <u>Document Coding</u> from its ISO 27001 Operations Centre in India.

The business was founded in 2017 by experienced legal services professionals and operates on the fundamental question – "Is there a better way?". We focus on driving down operating costs, improving efficiencies, delivering outstanding quality, and freeing up your talent to add more value to your business. The company mission is to help clients deliver profits, superior to their competition.

Our ISO 27001 Operations Centre has been independently certified ensuring the highest level of data security, while our modern facility has 100% power backup, and high-speed fibre Internet. We offer a "Follow the Sun" workflow model where we maximize every hour, 24 hours every day.

EXO Edge has been recognised by India 5000 as a small/medium enterprise offering outstanding quality, client service excellence, community contribution, and leadership.



Our team of associates focuses on our Core Values of Team, Results, Accountability, and Quality, and our other specialised outsourcing services include Finance and Accounting Services and Business Support Services.

The EXO Edge leadership includes:

- Conor Looney, our Chief Executive Officer, has held leadership roles in successful companies in Europe, the USA, and the Caribbean. He has more than 20 years' experience in the technology and FMCG industries and delivers consistent success across diverse industries and remote teams.
- Vivek Sharma, our Chief Financial Officer, is a Qualified Chartered Accountant with 20 years of experience as an international financial leader who has worked for PwC, Citigroup, Tele 2, and Digicel. Vivek has previously led a regional finance team across 18 markets across the Caribbean.
- Prateek Natekar is our Chief Operating Officer. Prateek has 25 years of experience in strategy, planning, operations management, consulting, and account management, Prateek started EXO Edge's India operations and previously worked with Innodata, IDS Infotech, Infosys, and Exigent.

- Rashmi Kishore is our Director of Legal Services. Rashmi has 25 years of experience in legal with 10 years in litigation. She is a Law Graduate with a Master's in Political Science and has worked for IDS Infotech & Integreon. She has previously handled a team of 250 lawyers in legal document review.
- Samit Mhatre, our Chief People Officer, has 18 years of experience in the field of Human Resources in Legal and Technology Outsourcing businesses. He has established and led global HR teams with a unique combination of process orientation and people skills. Before joining EXO Edge Samit held senior management positions at Elevate and Integreon.



# EXO Edge Offerings

# eDisclosure Technical Support

eDisclosure:

- Data Processing
- Continuous Active Learning
- Analytics
- Managed Services
- Workflow Implementation
- DSARs
- Sec238's and more

## Forensics:

- ESI Identification and Preservation
- Defensible Collections
- Analysis
- Data Scoping
- Expert Testimony Custodian Interviews Strategy and more

## **Document Review:**

- HIPAA/PII/Trade Secret/Privilege Redactions
- Data Subject Access Request (DSAR)
- Cyber Incident Review
- Objective Coding
- Litigation Chronology Creation



**EXO**edae

# Industry Experience:

- Real Estate
- Information Technology
- Pharmaceuticals
- Lifesciences
- Construction
- Insurance
- Hospitality
- Finance and Banking
- Consulting
- Mining
- Telecommunications
- Tobacco

# Types of Reviews:

- Contract and Breach Issues
- Patent Matters
- IP Matters
- Product Liability
- Internal and Regulatory Investigation
- Class Actions
- Regulatory Productions
- Securities and Fintech
- Privacy and Data Issue
- Employment Issues

## **Contract Management**

- Contract Abstraction
- Contract Drafting
- Contract Review
- Template Standardization and Clause Library
- Playbook and Workflow Documentation

## Industry Experience:

- Information Technology
- Healthcare
- Pharmaceuticals
- Lifesciences
- Logistics



- Hospitality
- Finance and Banking
- Consulting

Contracts Reviewed:

- MSAs
- NDAs
- Teaming Agreement
- Statement of Work
- Order Form
- EULA
- Lease Agreements
- Employment Agreements
- Partnership Agreements
- Consulting Agreements
- Distributor Agreements

#### Paralegal Services

- Web research
- Litigation Support
- Ancillary services (Document coding, Unitisation, etc.)



## Software Information

At EXO Edge we are technology-neutral and experienced working with the leading software platforms in the eDisclosure industry:

- Relativity
- Reveal, including NexLP & Brainspace.
- Viewpoint
- Nuix
- Ipro
- CloudNine LAW & Concordance



## 8.1.39 Exterro UK Limited

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## **Company Description**

Exterro was founded with the simple vision that applying the concepts of process optimization and data science to how companies manage digital information and respond to litigation would drive more successful outcomes at a lower cost. We remain committed to this vision today as we deliver a fully integrated Legal GRC platform that enables our clients to address their privacy, regulatory, compliance, digital forensics, and litigation risks more effectively and at lower costs. We provide software solutions that help some of the world's largest organizations, law enforcement and government agencies work smarter, more efficiently, and support the Rule of Law.

exterro

## Vendor Offerings

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

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

- EXTERRO DATA INVENTORY
- EXTERRO LEGAL HOLD
- EXTERRO OFFICE 365 EXPLORER
- EXTERRO E-DISCOVERY DATA MANAGEMENT (ECA/COLLECTION/PROCESSING/REVIEW/PRODUCTION)
- EXTERRO SMART ECA
- EXTERRO SMART LABELLING
- EXTERRO DATA SOURCE DISCOVERY
- EXTERRO PROJECT MANAGEMENT
- EXTERRO PROJECT MANAGEMENT FOR LAW FIRMS
- EXTERRO EMPLOYEE CHANGE MONITOR
- EXTERRO FILE ANALYSIS
- FTK<sup>®</sup>
- FTK CENTRAL
- AD LAB
- AD ENTERPRISE

## 8.1.40 Forensic Risk Alliance (FRA)

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Company Description

FRA is a forensic accounting, data governance and compliance consultancy firm specialising in international corruption and fraud investigations for major global corporations and law firms.

For more than 20 years, FRA has offered extensive multi-jurisdictional data privacy, transfer, and protection expertise in order to help clients achieve their objectives with compliance, litigation and investigations. With over 230 employees, FRA is headquartered in London, with 10 additional offices across EMEA and the US. FRA has extensive cross-sector and cross-border experience and scalability anywhere in the world with globally integrated teams across both developed economies and emerging markets, having worked in more than 75 countries with the capability to speak over 40 languages.

Frances McLeod is a Founding Partner of FRA, head of its US offices, and Co-Head of its Global Data Governance, Technology Solutions and Forensics Practice. She is a former investment banker and has over 25 years of experience advising diverse clients on sanctions, anti-corruption, fraud, internal controls, asset tracing, and money laundering issues.

FRA's Data Governance Practice is particularly unique in that it is co-led by two women partners, Frances McLeod and Britt Endemann. Britt has extensive experience assisting companies with advanced technology-driven solutions and AI technologies to address corruption risks and financial crimes, respond to regulatory inquiries in multi-jurisdictional matters, navigate OFAC compliance reviews, and conduct rigorous internal investigations.

In 2020, FRA launched FRA Pulse, a technology think tank where forward-thinking entrepreneurs have the opportunity to join forces with corporate leaders to codevelop and drive technology innovation.

As a firm, we have recently been recognized for our commitment to innovation and collaboration when were awarded both Investigation Consultancy of the Year at the 2020 GIR Awards and the Best Provider Collaboration at the American Lawyer Industry Awards 2020.

Vendor Offerings

## Services offered

Our Data Governance, Technology Solutions and Forensic consultants offer multijurisdictional data privacy, transfer and protection expertise to assist clients in achieving their compliance, litigation and investigations objectives. We deliver customized discovery workflow design, management and reporting. Our team supports and advises clients when categorizing the scope, identifying volume, and preparing a defensible eDiscovery strategy to meet legal and regulatory requirements. We leverage the collective experience and perspectives of data privacy, transfer and protection experts, data scientists, discovery and litigation analytics experts, and forensic accountants to augment the eDiscovery process, ensuring an efficient, defensible, and comprehensive plan of action, and producing sharp insights and credible results in urgent situations.

Partnerships with other vendors and service providers

- Knovos
- Cryptacomm
- ESI Analyst
- Joinder
- Relativity
- CaseMap
- 4IG

## 8.1.41 FRP Advisory

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Company Description

FRP Advisory ("FRP") is a business services firm providing restructuring and insolvency services, pension advisory, corporate finance, and forensic accounting and technology services.

The firm was formed in June 2010 and has approximately 470 staff and 70 partners.

Our Forensic Services team are highly experienced forensic accountants and forensic technologists, working closely together to provide a full-service offering. We are instructed to provide independent, objective advice in the context of investigations and disputes.

Vendor Offerings

FRP offer services across the entire electronic disclosure process, from assistance with data mapping and identification, through forensic data capture, document review and disclosure. Consultancy is central to our approach, whether providing services internally to assist with investigations, or proactively working with clients to assess the most cost-effective approach for each case.

Drawing on many years of experience of capturing data from a variety of friendly and hostile environments, the data collection team at FRP ensure that the correct protocols are followed such that the process will stand up in court if required. We also have the skills to carry out in-depth forensic investigation of devices.

Our team have worked on cases ranging from Subject Access Requests containing a few thousand documents, to multi-million document, multi-jurisdictional cases. The web-based interface of our document review tool, Relativity, provides access rapidly, while two-factor authentication and trusted IPs offer peace of mind that data security is at the forefront of our service. Our knowledge of Relativity is underpinned by the certifications held by our team, including Relativity Certified Administrator, Analytics and Processing.

Once a document review is complete, we can create bespoke disclosures to a variety of regulators, government agencies and other third-party providers.

## 8.1.42 FTI Technology (A practice of FTI Consulting)

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# Company Description

FTI Consulting, Inc. is a global business advisory firm dedicated to helping organisations protect and enhance enterprise value in an increasingly complex legal, regulatory and economic environment. With more than 6,300 employees located in 29 countries as of March 2021, FTI Consulting professionals work closely with clients to anticipate, illuminate and overcome complex business challenges in areas such as investigations, litigation, mergers and acquisitions, regulatory issues, reputation management, strategic communications and restructuring.

FTI Technology solves data-related business challenges, with expertise in legal and regulatory matters. As data grows in size and complexity, we help organisations better govern, secure, find, analyse and rapidly make sense of information. Innovative technology, expert services and tenacious problem solving provide our global clients with defensible and repeatable solutions. Organisations rely on us to root out fraud, maintain regulatory compliance, remediate customers where wrong doing may have occurred, reduce legal and IT costs, protect sensitive materials, quickly find facts and harness organisational data to create business value.

More information is available at <u>www.ftitechnology.co.uk</u>.

# Vendor Offerings

Our complete range of offerings, from forensic data collection to managed document review services, provides unprecedented flexibility to address any discovery and remediation challenge with confidence. Clients rely on our software, services and expertise to address matters ranging from internal investigations, customer and data remediation through to large-scale litigation with global e-discovery requirements. These include:

**Collections and Computer Forensics:** We help organisations meet requirements for collecting, analysing and producing data from a variety of sources, including e-mail, voicemail, backup tapes, social media, the cloud, shared server files and databases - often on multiple continents. We provide both proactive and reactive support using expert services, and defensible methodologies and tools that help companies and their legal advisers understand technology-dependent issues.

**E-discovery Management:** Our managed services reduce costs, provide greater budget predictability and transparency while reducing the need for internal technology investments. Through a master data repository, materials are processed once then can be used across multiple matters, enabling the reuse and retention of valuable work product such as privilege calls.

**Predictive Discovery:** Predictive Discovery is a service offering that combines legal expertise, statistical quality assurance and advanced technology in one comprehensive solution. It provides you with the benefits of predictive coding technology and the confidence that the project will be completed in a cost-effective and defensible manner.

**Managed Review:** With our managed review offering, you can meet deadlines, stay within budget, and trust the quality of the review. Our managed review offering ensures that you can seamlessly scale to handle any matter with high-quality review lawyers, using expert workflow and advanced technology.

**Technology Consulting:** We work with our clients to develop strategic programmes which are designed to reduce enterprise risk while improving the daily flow and management of critical information. We help our clients carry out a defensible and robust process for e-discovery and data remediation that focuses not only on the technical tools, but also on the policies and procedures that support the process. Our team assist clients in managing any or all phases of the discovery lifecycle from identification through to production and potential remediation.

**Nuix Discover:** A complete and easy-to-use e-discovery and document review platform that delivers defensible, cost effective review with advanced analytics, visual document review and predictive coding, unparalleled scalability and robust production capabilities. With flexible workflows, nuanced security controls, intelligent reuse of data and multiple deployment options, Nuix Discover is as easy to manage as it is to use.

**Relativity:** We are a leading UK provider of RelativityOne, a scalable and secure version of Relativity. It is open and customisable, can be accessed from anywhere via a standard web browser, and is supplemented by applications built by our in-house development team. Our offering is at the front of the market as the most supported and developed version of Relativity by the vendor, and this ensures that our clients have access to the most up-to-date technology and the largest selection of tools available for their case.

**Information Governance:** We assist in developing, implementing and delivering information governance projects that reduce corporate risk, cut storage costs, secure data, improve the e-discovery process and enable faster and deeper insight into data. Our services are tailored to meet specific client needs, whether you need a trusted adviser to assist with evaluating a new technology, a quick data migration project, defensible deletion or a complete transformational service.

**Radiance:** An easy-to-use, scalable platform that allows organisations to connect, enrich, analyse and visualise millions of documents from disparate sources in a single, elegantly designed user interface. With a powerful search engine and a library of advanced visualisations – including social networking, communication patterns, concept clustering and timelines – Radiance can help organisations in a number of ways, including investigations, early data assessment and the identification of high-risk data, such as personally identifiable information.

**Forensic Data Analytics:** We maximise analytics to help underpin investigations as it can paint a more accurate picture. Deploying statistical techniques, formulating bespoke algorithms and utilising machine learning are all forms of analytics we utilise to help digest and unravel large volumes of data far more accurately and efficiently. The techniques deployed also provides a forensically sound approach and the methods are defensible on large-scale investigations and remediation.

**Cybersecurity:** Our offering focuses on the full spectrum, from proactive privacy/security to reactive investigation and post-incident recovery. We have worldclass professionals with leading experience at the highest levels of government and law enforcement who have complementary skillsets and work as a single unit to benefit our clients.

**Contract Intelligence:** Due to the critical importance of contracts, a growing number of organisations are modernising their approach to these vital documents with FTI Technology's Contract Intelligence service. Providing a cost-effective solution for a key component of contract lifecycle management, Contract Intelligence helps organisations better find, understand and act upon contracts to meet regulatory

requirements, reduce risk and recognise greater business value. FTI Technology does this by combining leading-edge analytics technology, advanced workflow, and attorneys experienced in reviewing contracts.

**Software License Compliance & Optimisation:** FTI uses a structured and strategic approach towards license compliance by improving processes, reducing license miscalculations and driving predictive revenue through greater insights. We offer 4 keys services depending on client requirement; Compliance assessment, Procurement Consulting, Dispute Advisory and Crisis Management License Optimisation. In addition to the above services, FTI also has its own enhanced delivery model and in-house add-on tools for deep-dive compliance insights into licensing of high-risk software publishers like Oracle and SAP.

#### 8.1.43 Grant Thornton UK LLP

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Company Description



An instinct for growth

What starts out as an investigatory or regulatory problem very quickly becomes a hunt for information – who said what to whom, where that information is located and how to keep control of it when it can be moved around internationally, indiscriminately and at lightning speed. So how can lawyers, investigators and regulators make business decisions when the one piece of potentially critical information that they need is buried within a myriad of growing and disparate electronic data sources?

Grant Thornton is one of the world's leading organisations of independent advisory, tax and audit firms. More than 50,000 Grant Thornton people, across over **130 countries**, are focused on making a difference to clients, colleagues and the communities in which we live and work.

In the UK, we are led by more than 190 partners and employ 4,500 of the profession's brightest minds to provide our clients with access to considerable sector knowledge and expertise. We provide assurance, tax and specialist advisory services to over **20,000 privately held businesses, public interest entities and individuals** nationwide.

Our Digital Forensics teams are led by experts in their art, including a qualified barrister and solicitor with years of experience leading complex digital forensic and electronic investigations. Our team were invited to join the 2017-2018 Disclosure Working Group, with Grant Thornton helping to co-author CPR 31 on Disclosure Protocols and electronic evidence handling and have also helped draft the disclosure protocols followed by the Technology and Construction Court. We have contributed to international standards on data governance and have expertise in both Court, Arbitration and other forms of ADR. Members of our team have worked to investigate and prevent national cyber-terrorist incidents, helped to build and lead the Royal Military Police computer forensic investigation capabilities, and operated in law enforcement. We have experience of processing and hosting material for investigations before the SFO, FCA, CMA, and ICO amongst other courts and regulators. We pride ourselves on developing long lasting client relationships based on bespoke arrangements to suit all scenarios, from large, multi-jurisdictional matters to multiple small matters dealt with by unique subscription services.

Grant Thornton's Digital Forensics Group offers computer forensic support to all of our service lines, ensuring that all data is handled with appropriate chain of custody processes and to the highest standards within our ISO 27001 certified laboratories. Our global reach and forensic technology centres across Europe, America, and Asia ensure we are well placed to deliver on multi-jurisdictional cases or where knowledge of local regulations is required. Our team can be engaged in conjunction with an expert witness, as part of a wider investigation appointment, or as a standalone engagement. Our team members have acted as court experts on a range of digital forensic matters and are listed in the "**Global Investigations Review**" as experts in Digital Forensics and Investigations amongst other areas.

The team uses a combination of industry proven and bespoke state of the art technologies and techniques to handle and restore data from all manner of hardware

systems, including computers, mobile telephones and embedded devices, and software and database systems including defensible transformation of structured and unstructured data.

Our Computer Forensics team sits alongside our Electronic Discovery team ensuring that there is seamless integration between electronic evidence handling and data processing, enabling both teams to address challenging data types such as encrypted material or partially corrupt or deleted data that can be restored to an evidential standard. We also combine skills in data transformation, gathering data from systems such as Regulatory Reporting databases and SAP environments, along with Data Visualisation and Data Analytics expertise.

With data review being the single largest cost in any investigation or litigation support process, our Digital Forensics team can ensure that time is spent focusing on only the most critical information – **reducing volumes, review time, and cost -** with the ultimate aim of assisting our clients in achieving the desired result.

#### Vendor Offerings

#### Computer Forensics

Grant Thornton's Cyber Defence Centre has a dedicated Cyber Incident Response and Computer Forensics team which is available 24 hours a day to collect data and investigate and **contain data breaches and cyber-attacks**. Our team can also engage separately to support operational and infrastructural cyber resilience including deploying our Security Operations Centre for **live, real-time threat detection and response**. We have years' of experience responding to breaches in international banks, critical national infrastructure, cross-jurisdictional crises including WannaCry and (Not)Petya, and investigating and inoculating cyber-attacks and malware within the NHS, universities, schools, and corporates of all sizes.

Our Digital Forensics teams use a combination of industry standard tools including Relativity, NUIX, Clearwell, and F-Response, and unique and custom-built hardware and software solutions to permit us to process and interrogate data at speeds up to 1,000 times faster than conventional technologies. Our technologies include machine language translation of most written and electronic media and solutions for transcription and sentiment analysis of audio data in English and other languages. In addition, we have specialist tools and expertise to process any form of accounting and financial database into forms that can be interrogated for anomalies and fraud. We have developed bespoke, robust workflows for DSARs and Personally Identifiable Information (PII) requests enabling us to turn around intelligent and informative customised reports within tight deadlines.

Grant Thornton's Digital Forensics team also supports, and is supported by, the largest team of dedicated asset tracing specialists in the UK, allowing us to offer end to end solutions in the investigation of a fraud including collection and processing of electronic evidence, managed reviews by subject matter experts in the commission of fraud, and dedicated experts able to trace and recover assets internationally. **We provide consultancy on block-chain asset tracing and forensics on cryptocurrency wallets.** 

Our solutions make use of best of breed technology and our services are fully UKAS ISO/IEC 27001:2013 security certified, providing our clients with the confidence that their **data will be handled and stored securely and sensitively.** 

#### eDisclosure Services

We provide secure hosted eDisclosure solutions and consultancy advice, enabling our clients to perform early case assessment, simple and complex searching, data analytics, review, redaction, categorisation, and production of data in line with their matter specific requirements. Our team includes ten RCA accredited Relativity administrators, three Relativity Experts, and one Relativity Master, along with extensive experience, skill, and knowledge of other eDiscovery platforms. We use a range of AI and Analytical tools, and provide foreign language analysis, audio analysis, PII analysis, financial data modelling, and other capabilities, all integrated into our Electronic Disclosure workflow.

Blending our experience, technical knowledge, and solutions enables our clients to **quickly and effectively reduce the volumes for review**. This invariably **saves both time and cost**. Our services include a **managed review capability**, leveraging first-pass reviewers along-side subject matter experts, to offer a cost-effective and time efficient review.

Our services allow for electronic data received from our clients or collected by our computer forensics experts to be fully processed, de-duplicated, filtered, and indexed. Data is presented within user-friendly and feature-rich web-based interfaces, which require minimal training and allow our clients immediate access to search, analyse, and review their data. In-built functionality includes a host of data and text analysis tools for email threading, near duplicate detection, clustering, conceptual searching, categorisation and Continuous Active Learning (CAL).

With paper documents still a factor in some cases, we also offer document scanning and coding services to present original paper material alongside any electronic data within the same eDisclosure platform.

#### Technology

We work with our clients to discuss their requirements in order to select the best solution for each matter. Our team makes use of a range of market leading and best of breed eDisclosure and Forensic software as mentioned above. We also have access to other specialist redaction and translation/transcription tools.

In addition, our experts use the best solutions available for forensic acquisition and analysis, including Access Data Forensic Toolkit (FTK); Guidance Software EnCase; and a host of **cutting edge** utilities, tools **and artificial intelligence platforms** to meet the particular needs of our clients.

#### 8.1.44 Guardum

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**Company Description** 

The Company was founded in 2018. The business is currently 3 people but will double in size by the middle of 2020. The business was founded by Rob Westmacott and Darren Wray, Darren is the CEO of a cybersecurity consultancy and a frequent speaker on Information security and data governance. Rob Westmacott is the founder and ex CEO of Scribestar a document collaboration platform aimed at Capital Markets and has been active in the legal IT for over 35 years.

FUARDUM

#### Vendor Offerings

The Company has developed software that uses pattern matching technology to find personal and sensitive information in unstructured data and apply auto redaction and or anonymisation. Uniquely, Guardum's Ufoundme<sup>™</sup> software can find hidden data even if the search term is not specified, e.g., people's names. In tests, Guardum outperformed Google DLP in entity recognition and extraction and had the lowest rate of false positives. The Company was awarded Crown Supplier Status to G-Cloud 12 in 2020.

#### **Relativity Applications**

Guardum Redactor (Integration with Relativity One) Guardum Redactor is an advanced entity recognition, extraction and redaction tool for Relativity.

**Guardum Protect™** - Desk top application which finds all PI and auto redacts. Support for 50 languages.

**Guardum DSAR™** - Desk top application for end-to-end automated DSAR processing

**Guardum CODER™** - Finds and applies Metadata to documents based on their type and contents to make document classification simple.

**Guardum Data Scout**<sup>™</sup> - Find and filter documents from a variety of sources based on the personal information, metadata or contents.

**Guardum Indexer™** – Crawls client environment to index PI and presents the results in seconds. Optimizes performance for Guardum Protect, Guardum DSAR, and Guardum Discoverer.

Use cases and implementation opportunities are in optimising entity recognition and data extraction, Video and Audio redaction, DSAR handling, eDiscovery early data discovery automation and management, VDR integration, privacy indexing, smart redaction for effective data transfer and digital mailroom transformation.

The software is offered either as an API integration into existing tools or via a Windows download.

#### 8.1.46 HaystackID (US)

Hal Brooks, CEO
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**Company Description** 

HaystackID is a specialized eDiscovery services firm that helps corporations and law firms find, understand and learn from data when facing complex, data-intensive investigations and litigation. HaystackID mobilizes industry-leading computer forensics, eDiscovery, and attorney document review experts to serve more than 500 of the world's leading corporations and law firms in North America and Europe. Serving nearly half of the Fortune 100, HaystackID is an alternative legal services provider that combines expertise and technical excellence with a culture of whiteglove customer service. For more information about its suite of services, go to HaystackID.com.

#### Vendor Offerings

With an extensive portfolio of services customized for your specific needs, HaystackID can help you achieve quality outcomes at a fair and predictable price through the use of our Forensics First, Early Case Insight, and ReviewRight® Services.

HaystackID's Forensics First delivers a comprehensive portfolio of computer forensics and collection services designed to help law firms and legal departments find, understand, and learn from data at the start of the data and legal discovery continuum. HaystackID's Forensics First services combine power and precision to support legal, business, and information technology professionals as they conduct complex discovery efforts.

- 1. **Computer Forensic Collections and Analysis**
- 2. Computer Forensic Expert Witness Testimony
- 3. ESI Identification. Collection and Preservation
- **ESI Triage Services** 4.
- 5. Data Discovery Consulting and Management
- **Employer Protection Program** 6.

HaystackID's Early Case Insight services help you understand electronically stored information (ESI) and gain insight for data and legal discovery decisions. Our portfolio of services allow for data gathered in during the collection phase of eDiscovery to be evaluated and analyzed for insight that can inform downstream eDiscovery decisions; and ultimately contributes to positive outcomes for audits, investigations, and litigation.

- ESI Ingestion and Processing
- ESI Assessment and Analytics
- ESI Hosting
- Managed Services
- Legal Discovery Consulting and Management

HaystackID's ReviewRight<sup>®</sup> services help you learn from your data to make the right decisions for positive and quality investigation and litigation outcomes.

- ReviewRight Virtual<sup>®</sup> (Secure Remote Review) and Security Enhancements (3.0)
- ReviewRight Match<sup>®</sup> (Reviewer Qualification and Sourcing)
  ReviewRight Protect<sup>™</sup> (Data Breach Discovery, PII, PHI and Disclosure Review)
- ReviewRight Translate<sup>®</sup> (Foreign Language Review)

- ReviewRight Manage<sup>®</sup> (Managed Review)
- ReviewRight Host<sup>®</sup> (Review Hosting)
- ReviewRight Automate<sup>®</sup> (Technology-Enhanced Review)

These core offerings are augmented by **HaystackID Enterprise Managed Solutions**.

HaystackID offers specialized programs and solutions for the legal enterprise that seeks fully managed, defensible and financially predictable discovery, technology and data management solutions. **Enterprise Managed Solutions** include a portfolio of Discovery Management Programs.

- nVision<sup>®</sup> Turns discovery into a predictable business with one monthly subscription fee.
- nSight<sup>®</sup> A secure, web-based dashboard reporting portal that provides clients with the ability to monitor their entire portfolio of cases in real time.
- nTegrate<sup>®</sup> Seamless end-to-end discovery management solution design to maximize investment.
- nPractice<sup>®</sup> A discovery management program built around the Relativity hosted review platform.
- nControl<sup>®</sup> Client-driven data interrogation process.
- nVentory<sup>®</sup> Proactively protect organizations against access, theft, and destruction of digital assets by departing employees.
- nPower<sup>®</sup> HaystackID's O365 and Cloud Migration Services
- nSpect<sup>®</sup> Ensure a solid organizational foundation for maximizing technology investments.
- nHance<sup>®</sup> Extend legal and cybersecurity technology investment.
- nAlytics<sup>®</sup> Advanced analytics suit designed to support the intelligent application of advanced text analytics and statistical sampling.

Additionally, HaystackID's **Cybersecurity Consulting Services** help you protect your data throughout the information lifecycle.

- Cyber Risk (Vulnerabilities, Exposure and Testing)
- Information Governance (Compliance, Privacy and Protection)
- Managed Security (Intelligence, Migration and Remote Support)

These services can be employed in data discovery and legal discovery situations from the point of unstructured data creation and interrogation throughout the information (and litigation) lifecycle.

These core services, enterprise managed solutions, and cybersecurity consulting services are enabled and augmented by a combination of best-of-breed and proprietary technologies to support your technology requirements.

#### Core Software Platforms

- Relativity/Relativity One: Industry-leading eDiscovery and review hosting platform.
- Brainspace: Industry-leading analytics platform.
- Nuix: Industry-leading compliance and eDiscovery platform.
- ReviewRight: Proprietary software and database designed to streamline the assessment and selection of document review contract attorneys.

#### **Core Software Enablers**

• DataThresher: Proprietary interface designed to streamline culling in industry-

leading eDiscovery processing and analytics platforms. (Interoperability with Relativity and Brainspace).

- Electronic Common Technical Document (eCTD) Review Module: Proprietary review module designed to preserve the integrity and security of files being considered as part of complex regulatory reviews typically associated with FDA audits, investigations, and reviews. (Interoperability with Relativity).
- Mobile Device Integrator: Proprietary tool that streamlines fact harvesting of unstructured data formats from mobile devices and enables extracted data to be searched, reviewed, and produced within an industry-standard review and document production workflow.

#### 8.1.47 Heureka Software, LLC (US)

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Company Description

In 2014, Heureka was born from the necessity to gain control of and insight into unstructured data. Unstructured data represents 80% of all data and doubles every 19 months. Unstructured data houses data necessary for litigation defence but is also home to data that threatens privacy compliance – Personally Identifiable Information ("PII").

Unstructured data directly inhibits data privacy compliance, eDiscovery, and defensible deletion. The decades-long practice of data hoarding contributes to an inefficient EDRM model. Heureka reduces the time and cost of data discovery by at least 35% by improving data relevancy.

Heureka is the only platform that indexes unstructured data in place, at rest, with minimal impact on infrastructure and users. Heureka improves the economics to identify, remediate, classify, and manage unstructured data for legal compliance. Data is neither moved nor copied, ensuring data governance policy compliance.

Heureka's Management team is comprised of industry veterans whose backgrounds in cyber security, eDiscovery, digital forensics, legal operations, litigation management and enterprise software.

#### Vendor Offerings

Heureka's platform enables data discovery, data classification, and elimination of ROT (Redundant, Obsolete and Trivial) data. The platform is comprised of three main components: 1. endpoint indexing appliances 2. Advanced Classification & Tagging engine and 3. Command Console with Risk Dashboard.

The platform provides real-time access to unstructured data on network file shares, servers, VM's, laptops and desktops from a single interface, supporting Linux, MacOS and Windows.

Heureka's platform features iterative searching, risk identification and analysis before collection. Data is analysed at the point of creation, enabling early data assessment and "Early Case Assessment." The ability to surgically target and collect only relevant data improves eDiscovery economics.

Heureka's Advanced Classification & Tagging engine may be scheduled to run as often as necessary to identify intrusive PII. PII "tags" are attached to file metadata to include national identification numbers, bank routing, credit card data, or any data privacy-specific language.

Heureka enables business resiliency by finding and eliminating data with no business, legal, or regulatory value. Reports allow data audits and data content verification. File actions at the point of analysis ensure data governance and data compliance across the enterprise.

#### 8.1.48 Hillogic (Australia / UK)

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Company Description

Hillogic specialises in eDiscovery tools and web applications. They develop software solutions, integrate software technologies and take advantage of the latest developments and trends in web technology. The team has deep knowledge of legal and financial services, specializing in eDiscovery technologies, CRM systems and financial software solutions.

At Hillogic, we're dedicated to evolving your business through innovation. We strive to improve our client's business process with creative solutions and efficient technologies.

Vendor Offerings

#### **Relativity Applications**

We have developed a number of Relativity applications and utilities for Relativity and RelativityOne to assist in making the review workflow more efficient.

**HyperlinQ** - Automated hyperlinking tool for Relativity, designed to automatically hyperlink documents referred to in pleadings, witness statements, chronologies and trial bundles. The app will identify document ID's in the source Word document by recognising document numbering patterns. Documents will either be directly linked to Relativity or be downloaded as an offline copy.

**GENIE** – An advanced import/export tool for Relativity which can automate additional pre and post steps. Saved templated ensure consistency.

**PDF Agent** – A Relativity agent which can automatically convert native documents to PDF on the fly (or in bulk) and swap out the native with the PDF so the PDF is treated as the native.

#### Project Management Software

**ProjectNav** – Cloud based collaborative project and task management tool is designed to manage all aspects of eDiscovery projects, allowing firms and LSP's to stay in control of everything that is going on even during those busy periods. With an intuitive user interface, tasks can be set up and assigned to the team in minutes using built-in templates which are designed to enforce consistency. Communication, time recording, and billing stats can all be recorded within the system. Dashboard reports showing the productivity of the team as well as financial information provides a real time overview of capacity and allows for resourcing decisions to be made quickly and easily.

#### **Custom Development**

We love to automate processes and integrate different technologies for seamless workflows. Working with customers technology stack we can integrate key software into more efficient solutions through customisation.

#### Web and cloud solutions

Our expert team design and build websites and web applications which integrate into other existing technologies. Our web services also include SEO to optimise online presence with social media and search engine marketing.

#### 8.1.49 iCONECT

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**Company Description** 

At iCONECT we build advanced legal review software that helps law firms. corporations and government agencies address complex review projects more cost effectively. It's as simple as that. In fact, we've been creating powerful software for over two decades - truly innovative tools that empower people and organizations to optimize workflows and manage big data in the cloud or on-premise worldwide.

Our new iCONECT v10 platform continues to blaze the trail for next generation thinking. In a world where many e-disclosure applications create more confusion than clarity, our iCONECT v10 platform establishes a paradigm for intuitive software that blends powerful functionality with easy to use features. It is designed to support how people actually think and interact with technology versus how engineers think they should.

Genuine innovation doesn't stop at products, it runs through our company culture with everything we do including exemplary customer service and strategic programs engineered to help our clients and partners excel in multiple roles, industries and markets worldwide.

iCONECT services law firms, government, corporate legal departments and legal service providers (LSP) located in the UK, United States and Canada.

#### Vendor Offerings

iCONECT v10 uses our new innovative features such as Oversight; guickly identifies mis-classified documents, CAL; Continuous Active Learning platform that guickly identify and focus on documents that really matter and COVER: a module that gives you identification, report and redaction/blackout of PII, PHI, sensitive data or keywords to comply with CCPA and GDPR standards.

i-Lit Limited

The Independent Legal LT, Consultancy

#### 8.1.50 i-Lit Limited & i-Lit Paralegals Ltd

Mike Taylor (Managing Director)

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**Company Description** 

Founded in 2006 i-Lit Limited provides independent e-disclosure training, project scoping, vendor procurement and project management services to law firms. Mike Taylor of i-Lit Limited is recognised as one of the UK's leading e-disclosure experts who regularly writes on advances in law and technology.

#### Vendor Offerings

- Scoping e-disclosure exercises.
- Drafting e-disclosure protocols.
- Completing e-disclosure Questionnaires.
- Procuring external service provider support.
- Advising on communications from other parties.
- Project Management.
- Training.

#### i-Lit Paralegals Limited

Mike Taylor (Managing Director)

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#### Company Description

Founded in 2010 i-Lit Paralegals Limited provides temporary document review staff to law firms and companies. Uniquely focussed on the document review industry i-Lit Paralegals provides staff throughout the UK and Europe to organisations who need to effectively and efficiently review large quantities of documents.

We are "review platform agnostic" and can provide staff experienced in the sector of your review, in the software you are using and who speak the same languages as the document population.

Our minimum educational requirement is the successful completion of the LPC although we regularly supply teams of fully qualified staff. Our service is focussed on quality and is bespoke on every occasion and as such we are used to delivering the most demanding of client requirements.

We price on either an "hourly" pricing model, a "per document" pricing model which just covers review or a "per document" pricing model that covers project scoping, data processing and document review.

#### Vendor Offerings

#### On Site Review

Managed Review Services Review Management Technology Assisted Review Off Site Review Document Review Workflow Management

#### 8.1.51 Innovative Development LLC (IDLLC UK Ltd) LLC

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www.idediscovery.com, www.id-llc.com	DEVELOPMENT
	Discovery

#### Company Description

Innovative Development (operates as IDLLC UK LTD in the UK and EU) delivers integrated business process solutions in Information Governance, eDiscovery, and Data Management. We have over 27 years of professional experience providing high quality team and individual solutions. Our Principal Consultants assist clients in streamlining their processes, managing costs, and increasing efficiency. We provide confident and proven solutions for tackling mission critical issues that demand expertise, multiple points of view and coordinated execution. We work with clients and the tools/products they have in place (or want to acquire) to align corporate and business strategies to collaboratively manage change management and business process improvements. Our business processes are reliable, repeatable, and defensible. As a tool agnostic company, we work to streamline collection, processing, and review processes to implement efficient eDiscovery solutions that accelerate the completion of all compliance and litigation tasks on time and within budget. We also provide on-premise and cloud tool Proof Of Concept (POC) for clients that want to reduce their hosting and review costs.

IDLLC UK office supports our international clients in the UK, and EU. Innovative Development and IDLLC UK LTD are both women owned companies.

#### Vendor Offerings

Innovative Development provides multi-national companies the confidence required to meet their compliance and legal responsibilities globally, by region, and by country. Our business process solutions are aimed at enhancing data collection and processing techniques for clients facing rapid and accurate production of ESI for litigation and compliance matters. These processes include assisting clients to create usable data repositories of company ESI and implementing technology integrated business processes to meet regulatory requirements (like GDPR) to mitigate potential compliance failures. As a tool agnostic company, we deliver unbiased opinions on current client tools and comparisons to other similar tools to ensure clients have the right technical solutions at an affordable cost to create robust eDiscovery, Information Governance and Data Management processes to ensure completely accurate and timely production of required ESI.

#### 8.1.52 Insiox eDiscovery (Pty) Ltd (SA)

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#### Company Description

With a collective experience of over 50 years, including Big Four, we are a group of likeminded individuals, determined to make a difference. We are united in our common belief that a more agile and nimble environment is absolutely essential to innovate successfully. This is how Insiox was born.

Therefore, technology and innovation are at the heart of everything we do. From services to stand alone products, we believe in using technology as a key differentiator when allied to specialist skills.

We offer a suite of services in the broad risk management environment, with a keen focus on Legal Process Outsourcing. We provide the full spectrum of the EDRM in our eDiscovery offering.

#### Vendor Offerings

#### Legal Process Outsourcing

We are leading specialists in eDiscovery and litigation support services in South Africa and offer comprehensive electronic discovery services to support law firms, corporate clients, regulatory bodies, and government agencies involved in litigation, dispute resolution, regulatory inquests, and investigations.

Our team of trained attorneys and investigators, managed by our skilled Project Managers, adds value by reviewing your documents allowing you to concentrate on the legal aspects of your case. We have a multi-jurisdictional team with specific focus on the UK, USA, EU and Africa laws, as well as foreign language capabilities.

Our review team consists of trained, qualified specialists who can handle Tier 1 reviews rapidly and Tier 2 reviews confidently. Our Project Managers have the experience to ensure consistency, quality, and speed of review.

Contract review forms a significant component of our document review services and can be applied across multiple use cases, such as contract extraction and due diligence reviews. We combine this offering with the technical expertise of legal and accounting specialists to provide corporates with a comprehensive strategy to achieve regulatory compliance. We are currently seeing demand for and are developing use cases for pressing regulatory requirements, including IFRS 16, LIBOR reform and data privacy.

We continually evaluate technology platforms in the market to determine which can improve our ability to deliver for our clients. Currently we offer RelativityOne (the first provider in South Africa to do so), Intella and ZyLAB for document review, analytics, and TAR, operating through all stages of the EDRM. For data processing we use Relativity.

We use the lpro suite of litigation software to deal with "legal" scanning. With over 20 years hardcopy processing experience, we understand the unitisation and coding process.

#### **FORENSICS**

We have over 50 years of collective forensic experience across the full spectrum of forensic services. From Whistleblowing to investigations, we provide a range of prevention, detection, and response solutions Our areas of expertise include Anti-Bribery and Corruption, Digital Forensics, Financial Crime, Fraud, Investigations and Whistleblowing. Go to <u>www.i-tell.africa</u> for more information on our whistleblowing service.

We also offer data collections in South Africa and the rest of the African continent. Collections are performed in a competent and forensically sound manner (including chain of evidence documentation). We can also assist with data recovery.

#### SOFTWARE TOOLS

Data Collection:

- EnCase
- FTK Imager
- Cellebrite / XRY (mobile device acquisition)

Decryption:

• Passware

Processing:

• Relativity One Processing

OCR:

- ABBYY Recognition Server
- Ipro

Investigative analytics:

• Brainspace

Data Hosting Platform:

- Relativity One
- ZyLAB
- Intella

Analytics:

Relativity Analytics

**Bespoke Solutions** 

• i-tell Africa <u>www.i-tell.africa</u> (Whistleblowing)

#### 8.1.53 Insurgo Media Solutions (+ DART Software)

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Unit 12 Roseheyworth Business Park,

Abertillery, Gwent, NP13 1SP

#### www.Insurgo.co.uk

# INSURGO The Tape Media Experts

#### **Company Description:**

Tape media experts, Insurgo provide access to eMail, Voice Calls, Instant Messaging and other data stored on any backup tape anywhere in the world.

DART software underpins service delivery. DART is wholly owned by Insurgo and allows any tape to be processed anywhere in the world free of the need to use the original software, hardware or infrastructure that created the tapes.

Complete flexibility around service means that tapes can be restored on or off-site anywhere in the world with the work being done by our staff, local staff using our equipment or a licence for the software.

Insurgo has a thorough knowledge of tape, its structure, manufacture and operation. Insurgo sits alongside major manufacturers of tape and tape equipment on the LTO Consortium giving it access to the very highest level of technical information, crucial when resolving issues and developing new services. Insurgo is also a member of the Tape Storage Council. Add to this the deep understanding of corporate information storage methods and backup systems gathered over many decades of combined work in the field and Insurgo becomes a leading tape and tape-based data service provider.

Insurgo holds ISO 27001, ISO9001, ISO45001, ISO 14001 and ISO22301.

Vendor Offerings

Insurgo is a specialist tape and data services provider with unrivalled experience in the handling and restoration of back-up tape and the information stored upon it. Operating from secure UK premises (ISO 27001, ISO9001, ISO14001, ISO45001, ISO22301 certified) and also anywhere in the world via on-site deployment, remote access systems or licence-only engagements.

Insurgo can catalogue, index and restore data from any tape type, created using any backup software. Voice tapes are also fully supported with indexing, selection and review of calls from a range of logger systems.

Using automation and with a stock of hundreds of drives of all types Insurgo is able to process more tapes, of more types and formats more quickly, securely and effectively than any other provider.

Utilising DART – a purpose designed specialist tape restoration software - the original backup software and a range of specialist utilities, eMag ensures a level of accuracy of result that is not possible using alternative, single appliance type, solutions. With full email, voice and document processing capabilities – covering all systems – Insurgo can process data to the point of upload to your choice of review system.

Work can be delivered on or off-site anywhere in the world using our staff or yours with Insurgo providing all equipment or simply a licence for the software.

#### DART

DART is a specialist tape cataloguing and restoration system that works without needing any of the original hardware, software or infrastructure that created the tapes.

It means that in an eDiscovery event, access to eMail, Voice Calls, Instant Messages and other data can quickly and cost effectively be provided.

The output from DART is data in the native format as it was at the point it was copied to the tape so can quickly and efficiently be loaded into any review or processing platform.

DART can process virtually any tape of any backup format which means you do not need to rely on the IT Department knowing anything about the tapes or having the equipment or skills to process them.

Developed in the UK and wholly owned by Insurgo the system is highly scalable and can quickly be configured to cater for very large numbers of tapes.

Operating without the native software means DART has a number of features not available to that software which allows tapes to more quickly be selected, tapes to be restored in parallel and only required data be landed, saving time and money throughout the tape processing phase.

Insurgo maintains a huge collection of tape drives of virtually every type ever manufactured along with libraries and other automation devices to ensure that any size project can be delivered with complete efficiency.

The range of DART deployment options includes processing at our UK facility, on-site anywhere in the world with work being done by our Technical Specialists, work done on-site by your team or that of a client or we can provide a licence for DART to allow you to fulfil the project directly.

#### 8.1.54 Integreon

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#### www.integreon.com

#### Company Description

Integreon is a trusted, global provider of award-winning legal, business and research solutions for leading law firms, corporations, financial institutions and professional services firms. Integreon applies a highly trained, experienced staff of 3,000 employees globally to a wide range of needs that require scale and expertise, enabling clients to become more operationally efficient by streamlining processes, maximising investment and improving the overall quality of their work. With impressive scalability and ISO security certified delivery centres on three continents, Integreon offers multi-lingual, around-the-clock support, as well as onshore, offshore and onsite delivery of services.

Integreon

Insightful Outsourcing. Remarkable Results

For our UK, US and global document review clients, Integreon's ability to offer highly competitive commercial models without forgoing quality is based on 20-years refining and delivering process efficiencies for managed review and supervised review regardless of the delivery centre. Integreon also offers multi-lingual document reviews in more than 50 languages. Integreon is platform agnostic and can readily work with any eDisclosure hosting provider or can recommend a best-fit preferred partner. Either way, clients experience seamless project management and integration of technology and resources.

#### Vendor Offerings

#### **Document Review**

**Managed Review:** Globally managed review processes utilising industry-standard best practices, documented defensible processes and in-depth performance metrics to offer increased client visibility into project status, costing and results. Integreon prides itself on its bespoke, enhanced quality control processes. Managed review is available onshore, offshore, on- site and via blended service delivery with innovative pricing models. Integreon has experience with first or subsequent stage reviews, redactions, objective or subjective coding in the context of litigation, investigations (regulatory and internal), arbitrations, Data Subject Access Requests, and Cyber Incident Response.

**Dedicated Review Teams:** Dedicated teams deliver high-value services with a greater level of consistency based on their subject matter expertise and familiarity with specific client preferences.

**On-Site Reviewers:** Associates placed on-site at law firms to provide the advantage of contract reviewers that can be directly managed under the firm's own review processes.

**Technology Consulting and Service:** Utilising technology- assisted review, Integreon has the expertise, resources and key partnerships needed to manage your legal and compliance review requirements. Clients can choose document review by itself or combine the service with one of the leading review platforms for an integrated approach.

#### Data Reduction and ECA

In conjunction with its partners, Integreon's process integrates early case assessment (ECA) with data processing to help clients reduce data volumes and make informed decisions about whether to settle a case or proceed with litigation. Customisable reports help clients consider the risk, cost, and time required for a full discovery process.

#### Cyber Incident Response (CIR)

When a data breach occurs, clients need to respond quickly and with complete accuracy to ensure risk is mitigated and all obligations are met. Working independently or in conjunction with a cyber-security practice in a consulting or law firm, Integreon can quickly mobilise to conduct the necessary review and extraction of sensitive information to produce a clean Consolidated Entity List to ensure those impacted can confidently comply with all notification regulations.

#### 8.1.55 Intelligent Voice

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www.intelligentvoice.com

Company Description

Intelligent Voice Limited is a global leader in the development of proactive compliance and eDiscovery technology solutions for voice, video and other media. Intelligent Voice<sup>®</sup> turns audio, video, email and IM into smart data, using a powerful Machine Learning Engine, combined with the fastest commercially available Speech to Text processing. Featuring biometric speaker identification, custom language and acoustic modelling and both on premise and in-cloud integration, to provide you with the best processing and analytics tool available on the market.

Intelligent Voice enable government agencies, banks, insurers, litigation support providers, and international consultancy and advisory businesses to manage risks and meet regulatory requirements. The company is headquartered in the United Kingdom and has been providing market leading solutions across structured and unstructured data since the infancy of Optical Character Recognition in the early 1990s.

Fundamental to the success of the company, the patented technologies Intelligent Voice<sup>®</sup> and JumpTo<sup>™</sup> are developed by a team of dedicated researchers and system engineers based in the UK. Ownership of the core technology resides with Intelligent Voice Limited. Intelligent Voice continues to lead the market and will maintain their strengths in the areas of thought leadership, innovation, R&D and providing solutions to their clients.

Key to the Intelligent Voice ethos is Privacy, Performance and Price. Intelligent Voice is architected as a "cloudy" solution, but it can be deployed on-premise or in a private cloud. Intelligent Voice does not use public cloud services for its speech to text.

#### Vendor Offerings

High speed audio and video analysis and review underpinned by:

- Ultra-fast speech to text processing using NVIDIA<sup>®</sup> GPU cards, whether server or cloud-based
- Topics of interest automatically surfaced via a proprietary approach
- Optional indexing of identified alternative words combining the best of transcribed text and a word probability lattice to offer the widest possible range of searches across a dataset, without the over-retrieval of phonetic search
- Biometric voiceprint searching independent of any metadata or transcribed text.

Results from telephone calls or audio or video files that can be ingested into any eDiscovery system as:

- Speaker-separated US federal court format transcript text file
- IV Note; an automatically generated email containing the speaker separated transcript text within the body of the email and/or the original audio or video file as an attachment
- Data load file (.DAT)

 Standalone Intelligent Voice Player html file containing navigable transcript text, key topics and responsive search terms, combined with a player for the embedded audio / video file.

Audio historically sat in its own isolated silo, with phonetic search – searching on the sounds that make up the words rather than the words themselves – the only available tool. However Phonetic Search (sometimes referred to as Audio Search) in isolation has significant drawbacks:

- Phonetic / Audio Search does not give you "unknown unknowns" you need to know what you need to know before you can find it.
- Phonetic / Audio Search does not produce text. The workflow for any matter involving more than just audio – emails, IMs, scanned documents, etc – relies on text-based review, as do analytics tools such as Relativity and Brainspace.

Intelligent Voice<sup>®</sup> for eDiscovery have been designed by a team that have undertaken audio review themselves, and as such the toolset is intuitive and easy to use. The unique, patented Intelligent Voice Player cuts down review times by a client-verified 70%. Intelligent Voice<sup>®</sup> gives great power out of the box, enabling thousands of hours of audio to be processed each day. Intelligent Voice<sup>®</sup> only exposes what is relevant to an individual user or organisation.

Intelligent Voice has Native Relativity plugins for both on-prem and RelativityOne supporting the entire process from ingestion and transcription through to redactions and productions of both media and text, without the reviewer or the data ever leaving the Relativity platform.

All Intelligent Voice functionality is available natively in both the Relativity and RelativityOne platforms:

- Security. IV lets you choose on-prem, private cloud, partner hosted and now IV's secure SaaS processing, using high-speed GPU powered speech algorithms.
- IV works in more than 20 languages and dialects as well as providing an alternative word ("lattice") search to enable you to find likely words and phrases without the over-retrieval of phonetic search.
- User-driven model building put the power to get greater accuracy in your hands without the need for expensive and time-consuming professional services. Just keywords for the case, or run a saved search against documents already in your workspace.
- Search and analyse audio files without leaving the platform. Search for key terms in a specific file or across your entire archive of audio data.

- Redact text and audio direct from your interface using simple word highlighting. Intelligent Voice worked with Relativity to develop their free trial program and were the first Relativity Partner to offer a free trial. Available to new and current RelativityOne customers, the trial program allows users to deploy and use select RelativityOne-integrated apps in a free-trial format. Intelligent Voice have also partnered with ZyLAB to integrate speech review into ZyLAB's eDiscovery platform. See the Intelligent Voice entry in the Software Section for more details.

#### 8.1.56 IT Group (A Kroll Business)

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www.itgroup-uk.com		
Company Description		

IT Group, a Kroll business, is a leading provider of professional consultancy and expert witness services, specialising in IT and technology disputes. The company services a global client base of government agencies, blue-chip multinationals, law firms and insurers.

IT Group's experts have been instructed in ground-breaking trials and some of the world's largest IT and technology disputes, working for clients throughout Europe, Africa, the Middle East and Asia. Our partners are prominent figures in professional circles and regularly contribute to legal publications and events and continue to be recognised by Who's Who Legal as leading figures in data, digital forensics and eDiscovery.

Our specialists provide technical and forensic expertise in a global market, covering all aspects of IT and technology outsourcing projects, corporate investigations, data security, IP and software copyright. Our evidence is used in matters relating to delay, overspend, best practice and fitness for purpose of technology-based business transformations and implementations.

Our experts combine deep technical knowledge, acquired through years of experience delivering projects and designing systems, with a thorough understanding of the litigation process. Our expertise in intelligence gathering and data analysis enables us to support clients at every stage of a dispute, from the initial identification of technical issues to the production of expert witness reports.

Our network of digital forensic and eDiscovery professionals uses cutting edge technologies that incorporate artificial intelligence, machine learning and other forms of advanced data analysis to identify and preserve key data sources and provide meaningful insights to support the case.

We operate to three major ISO standards: ISO 9001, ISO 27001 and ISO 27701, for which we are externally audited on an annual basis to ensure that our data retention and quality policies are always maintained to the highest standard.

IT Group is part of Kroll, the world's premier provider of services and digital products related to governance, risk and transparency. Kroll works with clients across diverse sectors and has nearly 5,000 professionals in 30 countries and territories around the world. For more information, visit <u>www.kroll.com</u>.

Vendor Offerings

#### Our eDiscovery services

Our eDiscovery specialists support some of the highest profile litigations and investigations in the world. We are technology agnostic and use cutting edge technologies that incorporate AI, machine learning and other forms of advanced data analysis which are significantly more effective than human reviewers when it comes to culling irrelevant documents and identifying those that are most relevant – saving our clients both time and cost.

Our experts analyse electronic data sets for investigations and provide litigation support for parties throughout the eDiscovery lifecycle, from identification of data sources, collection and processing, through to production.

### IT Group provides clients with a dual eDiscovery platform offering; RelativityOne and Intella Connect.

#### **RelativityOne Certified Partner**

IT Group is in partnership with global software developer Relativity to use its marketleading software, RelativityOne. The cloud-based eDiscovery platform, built on Microsoft Azure, helps users to organise and review data for litigation, internal investigations and regulatory and compliance projects.

RelativityOne benefits from all the features and functionality that established Relativity as a global leader in eDiscovery solutions and is built for the cloud. Transitioning to the cloud also provides unrivalled flexibility and scalability, particularly for clients involved in multinational litigation and investigations.

This alliance further enhances IT Group's established eDiscovery practice, delivering global data management solutions with increased speed, scalability, and security.

To further validate their proficiency in eDiscovery and with the RelativityOne platform, our professionals have been examined and achieved a number of Relativity certifications including: Relativity Experts, Relativity Certified Administrator, RelativityOne Certified Pro, RelativityOne Review Pro, Relativity Processing Specialist, Relativity Certified User and Relativity Certified Sales Pro.

#### Intella Connect

Intella Connect is a web-based investigation and eDiscovery tool. IT Group was an early adopter of Intella Connect, a Vound software solution, and has partnered with Intella since 2012.

Intella Connect is a powerful web enabled platform that enables legal and regulatory professional to perform intelligent searches and to filter and review large amounts of electronic data from a variety of sources. The platform enables multiple reviewers to work on the same case simultaneously and can be accessed securely from any device with an internet connection.

#### 8.1.57 JND eDiscovery (US)

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JND eDiscovery	e DISCOVERY
431 1st Avenue North Suite 410	
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http://www.jndla.com/ediscovery	
Company Description	

Company Description

JND eDiscovery is an innovative legal technology and eDiscovery services provider serving private and public sector clients in the areas of Litigation Readiness, Data Collection, ESI Processing, Review Hosting, Analytics, Production and Managed Services. JND's certified consultants, technical analysts and project managers work closely with clients to design time-saving workflows and custom dashboards with real-time reporting techniques that enable case teams to work smarter and faster at a fraction of the cost.

JND eDiscovery is a Minneapolis-based subsidiary of JND Legal Administration, a legal management and administration company led by a team of industry veterans who are passionate about providing superior service to clients. Armed with decades of expertise and a powerful set of tools, JND has deep experience expertly navigating the intricacies of multiple intersecting service lines including eDiscovery, legal notice programs, class action settlements, mass tort claims, healthcare solutions and government services. Backed by Stone Point Capital and headquartered in Seattle, Washington, JND Legal Administration is trusted by law firms, government agencies and Fortune 500 companies across the globe.

#### Vendor Offerings

Investing in an array of COTS software and managing one of the largest cloud production environments of RelativityOne on the market, JND offers its clients access to leading-edge technology, managed services, proven workflows and best-in-class litigation support. Our premier RelativityOne environment includes exclusive access to JND's proprietary, Relativity-integrated software applications, LayerCake<sup>™</sup>, MachOne<sup>™</sup> and OneSearch<sup>™</sup>.

By moving to the cloud as a Certified RelativityOne Partner, JND provides infinite scalability, compliance with the industry's most stringent security protocols and early access to new feature releases. JND's secure RelativityOne environment supports data transfer speeds 10x faster than on-prem software solutions. With unprecedented search speeds of <1 second per 1 million documents, JND is geared to support the largest and most challenging matters with ease.

#### JND eDiscovery's Service Offering Includes:

#### Litigation Readiness

JND's experts consult with clients to establish defensible and efficient protocols prior to litigation, ensuring that they are prepared to meet their varying discovery goals and obligations within budget and without surprises. We collaborate with HR and IT teams to map network locations and job roles within the client's organization.

#### **Data Collection**

JND has a proven track record collecting from a wide range of data sources, including email, cloud data, network shares, hard drives and structured databases. Our certified experts leverage a continually growing array of best-in-breed collection and imaging tools to defensibly meet the varying needs of each collection. JND offers onsite and remote collections and consults with case teams on a per-collection basis to determine the best technology to leverage.

#### **ESI Processing**

JND delivers high-speed, predictable processing results through RelativityOne. By combining best-in-breed technology with advanced industry knowledge and technical expertise, JND has developed a defensible, streamlined approach that consistently delivers accurate results.

Key highlights of JND's processing environment include:

Up to 2TB/day Throughput Keyword or Analytics-Based Culling Email Threading Near and Exact De-Duplication Hidden Data Detection Interactive Reporting NIST Filtration Automatic OCR of Images

JND's processing environment is capable of handling single processing sets up to 5 TB in size without decreasing system performance. Because we use RelativityOne Processing, documents are instantly reviewable when processing completes, eliminating the cost and time incurred by exporting and loading between platforms.

#### **Review Hosting**

JND's industry-leading review platform, RelativityOne, provides a feature-rich backbone for organizing, tracking and quality controlling your review. With an array of dedicated high-speed servers, our RelativityOne environment was designed to outperform competition in both system uptime and efficiency for cases small and large.

JND's RelativityOne environment features:

Capacity to Support 100+ Million Document Workspaces Military-Grade Encryption and Security Elastic Cloud Infrastructure Custom Reporting Proprietary Analytics

#### Analytics

With processing and review workflows that seamlessly integrate analytics and technologyassisted review (TAR), JND's clients are able to defensibly leverage the benefits of cuttingedge analytics with no deep expertise into the "black box" required. JND offers a host of industry standard and advanced analytic solutions proven to remove non-responsive data from the review set, promote responsive data, and generally expedite linear review, including predictive coding, concept searching, clustering, assisted keyword generation, email threading and near de-duplication. Our analytics experts apply each of these technologies with a focus on defensibility and transparency.

#### Production

JND offers a comprehensive suite of production capabilities to easily facilitate the creation, tracking, reporting and delivery of document productions in a variety of formats. All documents that have been produced are stored alongside their source record and can be referred to with a single click in the document viewer. For the life of the case, each production set will be available for export or future reference.

#### Managed Review Services

JND has a proven track record managing document review and delivering accurate results efficiently, whether the project involves simple, objective coding or large-scale, complex document review. At the onset of every review project, JND consults with the client's case team to understand the nature of the documents involved and determine coding requirements,

then recommends an appropriate level of reviewer for the matter, ranging from experienced coders to barred attorneys and subject matter experts.

All JND reviewers are carefully vetted and thoroughly trained. Throughout the review process, the review manager uses built-in tools to routinely sample documents and perform quality control to evaluate overall progress, assess individual reviewer performance and ensure that coding is accurate and consistent across the team.

#### Military-Grade Security

FEDRAMP/FISMA Compliance ISO 27001 SSAE 16 SOC I, II and III AES 256-Bit Encryption for Data in Transit and at Rest

#### Software

#### Premier RelativityOne Managed Environment

Managing one of the largest cloud-based production environments of RelativityOne on the market, JND offers clients a superior cloud-based platform for swift, predictable and defensible end-to-end eDiscovery. JND's RelativityOne environment is compliant with the industry's most stringent security protocols and offers infinite scalability, unparalleled processing speeds and access to JND's proprietary analytics software. Our eDiscovery professionals are certified experts in the software who are adept at identifying and controlling variables early on to drive efficiency and ensure a predictable deliverable for our clients.

#### Proprietary eDiscovery Software

Beyond the native analytics capabilities offered by RelativityOne, our clients have access to JND's proprietary, patent-pending analytics software, which are exclusively available in our Relativity instance:

#### • JND LayerCake<sup>™</sup>

Pooling and cross-referencing query results in Relativity, LayerCake calculates a priority ranking for each document that can be used by case teams to identify hidden pockets of data, promote key documents for urgent review and suppress irrelevant documents from the set. In 2016, the application was leveraged on a case to save JND's client an estimated \$2.5 million dollars and more than 50,000 review hours.

#### • JND MachOne™

A 2019 Relativity Innovation Awards finalist, MachOne is an alternative coding interface developed by JND that is optimized for ultra-fast, low-latency document review. The application effectively reduces time between documents and gives users access to a fully editable 'grid view' document list with built-in field verification for automated quality control.

#### • JND OneSearch™

OneSearch is a patent-pending advanced search application that fires five search providers in concert when a user submits a search term or phrase in Relativity; one of the five search providers, Cognitive Search, is brand new and exclusive to OneSearch. Aggregated search results for the search term are ranked and listed in descending order, from most to least responsive, and displayed in an interactive Sankey Chart, Timeline and Histogram that reveal statistical correlations across search provider results.

#### Software Information

JND offers clients access to the following COTS and proprietary software:

- Collection

-

- o FTK
- o EnCase
- Cellebrite
- o Logicube
- F-Response
- Stealth Forensic

#### Processing and Early Case / Data Assessment

RelativityOne

#### - Review and Analytics Tools

- o RelativityOne
- o JND LayerCake<sup>™</sup> (patent pending)
- JND MachOne<sup>™</sup> (patent pending)
- JND OneSearch<sup>™</sup> (patent pending)
- "All in One Products" (Both ECA and Review)
  - o RelativityOne

#### 8.1.58 KNOVOS (Capital Novus)

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Company Information

Founded in 2002, with headquarters in the Washington, DC, metropolitan area, Knovos is a leading solution innovator developing technologies to solve today's legal information management challenges. Knovos has a successful track record of delivering robust, secure, and cost-effective solutions to law firms, corporations, government agencies, and partners around the world — helping organizations manage data, collaborate securely, optimize workflows, and make more informed decisions.

Knovos has more than 1,800 enterprise-level clients and 12,000 active users of its products, which cover end-to-end eDiscovery, information governance, legal project management, collaboration, arbitration, and performance management. Backed by unparalleled engineering and domain expertise, each product is highly secure, fast, flexible, and reliable. Knovos' international customer base includes Am Law 100 law firms and Fortune 100 corporations, as well as leading advisories and service providers.

In 2019, Knovos' technological innovation helped U.K.-based international law firm Hogan Lovells save approximately \$400,000 and 8,300 hours of review time in a <u>case</u> involving more than 10 million Korean-language documents. Knovos was also named in <u>Gartner's 2019 Market Guide for E-Discovery Solutions</u>.

With more than 300 employees across its offices throughout the U.S., EU, and Asia, Knovos is equally committed to the quality of its products and the quality of its support. Knovos' partnership program welcomes technology partners, consulting/advisory partners, and service partners/resellers. Companies of all sizes can benefit from Knovos' flexible pricing model and 360-degree solutions to help gain power over data.

#### Vendor Offerings

**eZReview:** End-to-end eDiscovery (early case assessment + data processing and production + document review and analysis)

**eZManage:** Legal project management solution for law firms and corporate legal departments

**nayaEdge:** Information governance solution for regulatory compliance, litigation readiness, and GDPR response

**Cryptacomm:** Document collaboration platform for secure file sharing, helping organizations enhance efficiency and productivity

**Arbicomm:** Arbitration management solution enabling central, secure collaboration, with powerful features like auto-indexing and trial bundle preparation

#### 8.1.59 KPMG LLP

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Company Description

KPMG ("We") help corporate and financial clients, and their in-house and external legal counsel to rapidly respond to data needs in disputes, investigations, and regulatory and internal reviews.

We have a highly experienced team which includes a range of specialists, industry sector experts with in-depth knowledge of e-disclosure, incident response, investigations, regulatory inquiries and data enhancement and remediation. We have over 500 forensic technology specialists globally and have been offering leading forensic technology services for many years.

KPMG has offices in 154 countries and over 3000 Forensic professionals across the globe focused on investigation, dispute advisory, competition economics and other forensic services. KPMG has an office in every country in the European Union. In addition, there is a similar sized team of circa 3500 cyber security and incident response professionals globally. Another noteworthy team is our Connected Technology team which combines over 1500 world leading coding specialists and data scientists who create applications and solutions where out of the box tools do not deliver the desired result or where sheer man power is not enough to guarantee timely delivery of highest quality outputs.

KPMG UK has 280 dedicated Forensic professionals across a number of offices, including London, Glasgow, Birmingham, Leeds & Manchester. KPMG has been providing forensic technology services in the UK for many decades and we were one of the first firms in the UK to do so.

KPMG uses industry leading technology, supplemented with our in-house customised solutions, to address our clients' specific needs. Our flexible commercials mean we can help clients control costs at every stage of the EDRM / discovery process. Our intelligent use of powerful analytics and repeatable models allows us to address small matters (GB) as well as very large matters (TB/PB).

KPMG constantly reviews the legal technology market to provide our clients with the latest and most innovative solutions to deliver insights faster and more costeffectively. Whenever out of the box features of a technology are not fit for purpose, KPMG's Connected Technology department can customise and integrate technologies to fit with local and global requirements, foreign language and unique workflow requests.

We also tailor the existing software to meet the requirements of clients from a nonlegal sector. Additionally, we assist our customers in identifying the risk areas/data points in their systems and educate them on ways to mitigate any suspicions of fraudulent activity.

KPMG has the ability to deploy technology tools to help clients deal effectively with large amounts of data and documentation, to manage and disclose important material or highlight fraud, weaknesses and business opportunities from within corporate data. Most matters that we work on require the analysis of both structured and unstructured data to fully tell the story.

Our global Forensic Technology team is supported by other KPMG professionals experienced in working on wide ranging Forensic projects, including Fraud, Bribery & Corruption, Accounting Misstatements, Competition Breaches, Money Laundering & Sanctions, Unauthorised Trading, Market Abuse and Asset Tracing. KPMG's accredited Project Managers (Prince 2 / ITIL / PMP) and PMO support function deliver high quality projects on budget and on time.

KPMG specialises in multi-jurisdictional matters and international eDiscovery where special consideration is given to local data protection laws and where it is required to process data on-site or in country. Our global multi-cloud capability, in country data centres and mobile appliances provide the right processing and review environment and can be deployed at short notice.

The Forensic Technology team frequently supports digital forensic and cyber investigations with well-developed tools, methodologies and scripts to give clients the information to negotiate down the ramson, to report accurately to the regulator and to notify data subjects.

KPMG assists clients with eDiscovery consulting services which includes the rigorous examination of the status quo (KPIs, cost analysis, tooling, workflows, resourcing) and in defining the target operating model for ediscovery going forward. We help clients understand opportunities, define requirements, draft tenders, advise on best practices, implement technologies and match the right resources for the job.

Vendor Offerings

KPMG provides services across in the following areas:

Active Learning Audio Recovery and Discovery Case Management System Chat Parsing (Bloomberg, Reuters, Yahoo!, MS Teams, Skype, Slack, WhatsApp, FB Messenger, Signal, Telegram, SMS and iMessage) **Clause Extraction Contract Lifecycle Management** Criminal and Civil disclosure support Custom Development (Software, Applications, Integrations, Bespoke Workflows) Cyber Crime Data Capture **Data Collection** Data Discovery Data Hosting **Data Identification Data Migrations Data Preservation** Data Processing Data Rooms Data Searching Data Separation Dawn Raid Defensible data deletion

**Digital Forensics** Document review **Document Review Services DSAR Support Services** Edisclosure (end to end) Ediscovery (end to end) Ediscovery Consulting Electronic and Investigation trial bundles Entity extraction **Evidence Management System** Expert reports (civil & criminal) **Expert Witness Services** Forensic Accounting Support Services Forensic Expert Services Forensic Laboratory Fraud and Investigative Analytics **GDPR** Data Mapping Information Governance Investigations JavaScript Legal and regulatory electronic disclosure Legal Hold Litigation Hold Litigation Readiness Managed Services Novation and Repapering Oral Testimonv Pre and post breach data identification **Predictive Coding** Productions to all specifications Python **Records Management** Redactions Regular Expression (RegEx in several scripting languages) **Review Management and Case Support** Sample-Based Learning Search Term Optimisation Slip sheeting Social Network Analysis Structured Data Discovery and services (Data Analytics) Technology Assisted Review (TAR) Trader Surveillance Whistleblowing Witness statements (civil & criminal) Software KPMG leverages the following technologies: **Data Collection:** Cellebrite / XRY (mobile device acquisition) EnCase FTK Imager Internet evidence finder/Axiom Live acquisition (DEFT / Kali) **Decryption:** 

	Passware
	Veracrypt
Proces	•
	Nuix
	Relativity
	RelativityOne
OCR:	
	Abbyy
	Handwritten text extraction
	Nuix OCR
Invest	igative Analytics:
	Behavioural Pattern Analysis
	Brainspace
	IBM i2
	Quantexa
	Tableau
Data H	losting Platform:
	Relativity
	RelativityOne
	Reveal
Voice:	
	Microsoft Azure Cognitive Services
	NICE (Nexidia)
	Voice APIs and Integrations
Analyt	ics:
	DaRT – KPMG's proprietary Cognitive Contract Analytics
	NexLP
	Relativity Analytics
Transl	ations:
	Iconic Translation Machines
	Microsoft Azure Translations
Deletio	on:
	Blancco
	DefDelete - KPMG's proprietary defensible deletion application
Cloud	
	MS Azure
	Google Cloud Platform (GCP)
	Amazon Web Services (AWS)

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#### 8.1.60 KLDiscovery UK

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#### COMPANY DESCRIPTION

Through our integrated businesses, we deliver best-in-class full lifecycle support across the information governance, eDiscovery and data recovery spectrums. We accomplish this through bespoke technologies and services supporting you through litigation, investigation, compliance and recovery from data loss.

- A Proprietary Powerhouse KLD has built, tested and introduced some of the finest software in the industry spanning the Information Governance and Electronic Discovery Reference Models (IGRM and EDRM). Our battle-tested technology archives, preserves, collects, processes, hosts and produces millions of files for our clients every day.
- Enterprise Expertise Serving clients for over 35 years, KLD has worked with 65% of the Fortune 500 and 95% of the Am Law 100 firms. As pioneers in data recovery through our Ontrack and Ibas business lines, the company has partnerships with Dell EMC, HP, IBM, Apple, Toshiba and Microsoft to solve the most extreme data loss scenarios.
- **Global Footprint** With 30+ offices and 9 data centres across 18 countries, including cloud, remote and mobile solutions, KLD is well positioned to address data management needs around the world.
- **Client Service Excellence** Innovative technology backed by 24x7x365 support and a company culture of exceptional customer service. Operating worldwide, our team "follows the sun" to ensure the effortless adoption of our services and software. Client portals provide greater transparency and insight into projects with on-demand reporting.
- **Consultancy and Advisory Services** Our team of experts provides professional guidance spanning all aspects of discovery and data management. Leverage decades of experience across multiple disciplines to plan, design and implement client-focused solutions.

Service Excellence, Effortless Adoption, Bespoke Technology – Created by and for Our Clients

#### VENDOR OFFERINGS

## Nebula Ecosystem - A Comprehensive Approach to Information Governance and eDiscovery

From archiving and legal hold to eDiscovery workflow, the Nebula Ecosystem provides a seamless, end-to-end solution for an organisation's data management.



• **Powerful End-to-End eDiscovery with Nebula**<sup>™</sup> - Nebula is loaded with workflow accelerators and allows full control of your data through document review and production.



• Enterprise-grade Information Governance with Nebula Big Data<sup>™</sup> - Nebula Big Data<sup>™</sup> is a next-generation, scalable storage solution with economics that rival back-up tape.



• **Comprehensive Legal Hold with Nebula Legal Hold™** - A full featured solution, Nebula Legal Hold™ makes it easy to manage multiple holds across any number of matters and custodians.



LEGAL HOLD

Your Choice of Data Hosting – Providing ultimate optionality for our clients, data in Nebula can be hosted:

• On-Premise - in one of our ISO 27001-certified data centres

- In the Cloud anywhere in the world within the Microsoft Azure Cloud
- On-Site within your office and borders with Nebula Portable™
- Rack Mount in your data centre with Nebula Enterprise™ (Coming Soon!)

#### SPECIALTY AREAS

- **M&A and Phase Two Requests -** We are uniquely equipped to help manage your submissions to the FTC, DOJ, CMA, European Commission, and other global competition bureaus. We offer the industry's most powerful data processing and review platforms, a dedicated team of Phase Two Request experts and global managed document review resources to help ensure timely and accurate productions to antitrust regulators.
- Joint Defence Hosting Gain efficiency and reduce litigation costs by loading discovery documents into a single database with secure permissions. With the support of our Joint Defence team, each stakeholder will have access to their own data, and billing is streamlined to accommodate multiple parties.
- **Cybersecurity & Ransomware** In the wake of a cybersecurity incident, we offer assistance locating and reviewing personal data so it can be communicated to the supervisory authorities and those affected within mandatory reporting deadlines. Additionally, our data recovery experts have developed a specialised collection of proprietary tools to recover data encrypted by ransomware.
- **Insurance Matters** With a dedicated team to ensure consistent service across all matters and budget transparency for stakeholders, our advanced technology streamlines review for superior speed and cost-effectiveness. We are an approved insurance panel provider for many major insurance carriers.

#### 8.1.61 Language Weaver (Iconic Translation Machines)

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Adam Muzika, Enterprise Sales Director	
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www.languageweaver.com	

#### Company Description

Language Weaver (formerly Iconic), is part of RWS, the world's largest language services and technology provider. As a leader and an innovator in machine translation and artificial intelligence, Language Weaver provides enhanced language solutions for clients around the globe. We have 20+ years experience in developing innovative machine translation technology and our world-class team continues to build and develop solutions that are best-in-class, while also supporting immediate access to human translation when the need arises.

We partner with the world's largest enterprises, law firms, and government organizations, helping them to adopt secure Neural Machine Translation solutions to deliver and consume multilingual content for their business.

Language Weaver's e-discovery solution, using proprietary Neural Machine Translation (NMT) software, can help e-discovery providers, law firms, and corporate legal departments to translate large quantities of foreign language ESI, quickly, securely and effectively.

Our translation solutions for e-discovery have been seamlessly integrated and leveraged extensively in the legal industry. All services are hosted in top-tier cloud computing facilities, ensuring maximum information security.

The translation service is accessible through our secure cloud portal, via our onpremise solution, Edge, a hybrid solution with Edge-Cloud, or third-party application connectors such as Relativity.

Language Weaver has pioneered automated translation solutions tailored to cross border legal cases. Our e-discovery solutions are secure and robust, providing faster, more effective streamlined review of foreign language information. When needed, we can also complete the last mile in your translation journey with integrated, certified translation from our professional services team.

#### Vendor Offerings

Language Weaver's e-discovery translation software allows you to translate vast amounts of foreign language ESI quickly, securely, and effectively, without having to move files in and out of your review platform. We empower you to search for and find the most relevant documents in your multilingual content, in your language.

With proven technical excellence in the development and deployment of legal translation software solutions, Language Weaver's proprietary software enables better quality end-to-end legal translation solutions that can be further adapted to your legal case by our in-house expert team of technologists using proprietary

language tools. Language Weaver also supports immediate access to human translation when the need arises.

#### Capabilities

- Proprietary technology: Innovative, state-of-the-art, proprietary architecture based on neural networks and artificial intelligence means more effective translations for review, reducing the risk of missing critical information.
- Compatibility: The Language Weaver connector for Relativity is fully compatible with Relativity, RelativityOne, Aero UI and Relativity Trace.
- Language Weaver web-based translation platform allowing users to run and manage translations across the organization, independent of any particular document review platform.
- Broad language coverage: Machine translation in more than 130 languages and over 3,000 language combinations means the vast majority of cases are covered.
- Automatic language Identification: Automatically detect the languages of your data set so you can focus on the review at hand in your language.
- Native file translation: Native file formats including Microsoft Office (Word, Excel, PowerPoint), emails, PDFs, and text.
- Translation customization: Further adapt translations to your legal case, content, or industry with custom enhancements including terminology and glossaries for even more accurate translations.
- Robust, scalable: Translate large volumes of documents in a fraction of the time.
- Secure, confidential: Our private cloud solutions are secured using certified SSL technology.
- Solutions can be deployed on-premise on your own servers to ensure your data never leaves your network.
- Data protection: Our servers are located in multiple jurisdictions, meaning you can control where your data resides depending on the requirements of your clients.

# 8.1.63 LDM Global

8.1.63 LDM Global		
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c/o Wilkins Kennedy Amersham,	Personalized Discovery Solutions	
Anglo House, Bell Lane Office Village, Bell Lane,		
Amersham, Buckinghamshire, HP6 6FA		
www.ldmglobal.com		
Company Description		
Information Management and data solutions consultancy servicing corporations, law firms and state agencies.		
• Founded in 1996, now with an established global footprint - Data Centers and Offices in the USA, Europe, India, China, Australia and the Caribbean.		
<ul> <li>Cover all phases of the EDRM, including eDiscovery, Analytics, Forensics &amp; Document Review.</li> </ul>		
Helping professionals reduce risk and achieve their objectives through bespoke technology solutions.		
Professional Expertise		
<ul> <li>25 years old - Completed &gt;5,650 projects in 43 countries</li> </ul>		
Certified consultants in the USA, the UK, Ireland, Australia, India, and Cayman		
Global Bedrock Partner of the EDRM		
Company owned ISO27001 Operations Center in India		
Proportionate and Predictable Costs		
Proficient at customized workflows and pr	OCESSES	
• Experienced professionals with backgrounds in investigations, electronic discovery, data subject access request, due diligence, compliance, information governance, asset tracing and insolvency		
Vendor Offerings		
LDM Global's expert legal and technology resour firms and corporations and include:	rces focus on consultancy for law	
eDisclosure		
Identification and Preservation of ESI		
Data Subject Access Request support		
Data Processing		
Data Analytics & Consulting		
Technology Assisted Review		
Hosted Document Review		

• Managed Document Review

- Proactive Project Management
- Managed Services
- Production Services

# Analytics

- Email Thread Analysis
- Near Duplicate Analysis
- Conceptual Searching and Clustering
- Relationship Analysis
  - Entity Extraction (AI identification)
  - Matter specific custom entity builds
- Custom prebuilt models
- Pattern Analysis
- Emotional and Behavioural Identification
- Fraud Indication
- Advanced Continuous Active Learning

#### **Document Review**

- ISO27001 Certified review suite
- A scalable and talented pool of experienced Document reviewers
- Review centre managed by a Director with over 26 years of industry experience

#### **Digital Forensics**

- Identification and Preservation of ESI
- Defensible Collections
- Data Scoping and Analysis
- Custodian Interviews
- Expert Testimony
- Strategy and Consulting

LDM Global offers full support on Relativity, a powerhouse tool offering advanced analytics, assisted review, hosted document review and production. In addition, another option that some clients find of great value is to have LDM Global host the Relativity software – saving on infrastructure costs -- while opening up permissions to allow the client to get more hands-on and do much of the eDisclosure work themselves. LDM Global leverages the RelativityOne environment, a cloud based solution which affords greater security of clients' data, greater scalability and increased response times.

While being first to market in the U.K. with Relativity, we also offer Viewpoint, a technology platform providing an all-in-one-tool, giving our clients options for the tool that best fits their needs. Viewpoint includes processing, advanced analytics, assisted review, hosted document review and production all in one platform. In addition to creating efficiencies through keeping your data in one tool, Viewpoint also allows for the flexibility to offer clients predictable and fixed fee pricing. This enables

the use of large case technology to be deployed on small matters and is a cost benefit to clients.

Furthermore, LDM Global offer both Nuix for processing and Nuix Discover (formerly Ringtail) for Review. Nuix is a market-leading processing tool, equipped to handle any volume of data, structured or unstructured. The recent upgrades to Nuix Discover allow it to compete as a strong alternative to the aforementioned webbased review platforms.

Finally, the newest addition to our suite of technologies is NexLP, which we offer as a plugin to Relativity. LDM Global utilizes NexLP to interrogate data, prior to review. With our bespoke, customised entities; allowing us to train the system in order to identify highly relevant documents, human behaviour and emotion, data patterns; our customised workflows enable clients to prioritize data and expedite any subsequent review. LDM will consult with one of our prebuilt custom models or can create an innovate solution based on your specific case needs.

Legility

#### 8.1.64 Legility (Inventus, a Legility Company)

#### Adrian White

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www.Legility.co.uk

## **Company Description**

Legility is a global eDiscovery management practice focused on reducing the costs and risks associated with the discovery process through the effective use of leading technology. For more than 25 years, Legility has been at the forefront of discovery services and has worked with corporations, law firms and government agencies to develop a deep understanding of their needs. A truly global organisation, Legility has offices throughout Europe, North America, and Asia where they have supported review in more than 35 languages. Please contact Legility at <u>info@Legility.co.uk</u> or visit <u>www.Legility.co.uk</u> for more information.

Vendor Offerings

- **Discovery Management:** Legility's technology and legal project management expertise provide clients with a cost-effective and defensible disclosure process. Our proprietary workflows and solutions, coupled with our unparalleled expertise and consultative approach, allow corporations, law firms, and government agencies to recognise extensive disclosure-related efficiencies and, in turn, substantially mitigate their cost and risk throughout the process. Legility's proprietary discovery management platform is fully enabled within Relativity.
- **Document Review:** Legility provides comprehensive review services, leveraging leading technology, technology-assisted review (TAR), early case assessment (ECA), and a team of legal review experts to save clients time and money. Our team has managed thousands of document review projects for Fortune 500 companies in a variety of sectors. As a global company, we also provide services wherever you need us in more than 35 languages.
- Dashboard Analytics: <u>Spotlight</u> is a business data analytics dashboard that provides full visibility into all of your key metrics including data spend, ROI, and reviewer statistics. Users have immediate access to any structured data set, such as e-billing, data volume or matter detail. Spotlight provides you with fully customisable and intuitive dashboards to assist in managing department functions, giving you valuable information to improve the decision-making process.

Key Features:

- Instantly see key metrics, volumes, and benchmarks on your own data in real-time. In addition to your own data, you now have the ability to measure and quantify outside counsel efficiency.
- Live access to all the key metrics in a document review gives Spotlight users control over the costly review process. In addition, by mapping data visually, Spotlight can also help identify gaps in data sets based on chronology or spot missing custodian data.
- Data is presented in fully customisable charts and graphs.
   Preparation of budgets, benchmarks and executive level presentations now takes only minutes.

- Digital Forensics: Legility's digital forensics practice consults on findings that come from reactive litigation and investigation cases to help close gaps in ethics and compliance programs, internal controls, and audit procedures so that your legal organisation can become more preventative in its purpose. Legility also provides evidence collection and forensic analysis services which include reports on:
  - Internet browsing and search history
  - o External USB device history
  - Cloud storage activity
  - Webmail analysis
  - Recycle bin and deleted items analysis
  - FTP log in analysis
  - Jump list, shell bag, LNK file and MRU file analysis
  - o Chat log analysis
  - o Media analysis
  - o Anti-forensics analysis

#### Software Information

Legility leverages a variety of technologies to reduce the overall cost of litigation and to provide budget predictability on projects. Clients have access to our comprehensive suite of technology and analytics tools which include both internally developed solutions and partner technology:

Spotlight - https://www.legility.com/en-gb/legility-spotlight

Relativity - https://www.relativity.com/our-community/customers/legility-analytics/

Venio - https://www.veniosystems.com

Intelligent Voice - https://intelligentvoice.com/

Spotlight: https://www.legility.com/en-gb/legility-spotlight

Spotlight is a business data analytics dashboard that provides full visibility into all of your key metrics including data spend, ROI and reviewer statistics. Users have immediate access to any structured data set, such as e-billing, data volume or matter detail. Spotlight provides you with fully customisable and intuitive dashboards to assist in managing department functions, giving you valuable information to improve the decision-making process.

Key Features:

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- Data is presented in fully customisable charts and graphs, preparation of budgets, benchmarks and executive level presentations now takes only minutes.

#### 8.1.65 Legal Tech Innovations

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	Leaal Tech Innovations
https://www.legaltechinnovations.com	

#### Company Description

LTI specialises in helping customers solve their digital evidence data challenges. When data is needed to answer legal questions arising from regulatory investigations, disputes, or other business challenges, LTI deploys the best experts and technology so that our customers can make informed decisions.

Our digital forensic and eDiscovery experts are located in the UK and Continental Europe. They assist lawyers working on competition, disputes, tax, and contentious mandates.

We provide our customers with one-off project solutions, great for lawyers who have the occasional forensic/eDiscovery need. Clients who have a continuous flow of mandates requiring non-stop forensic/eDiscovery support benefit from tailored services to suit their needs.

#### Vendor Offerings

LTI provides customers with end-to-end digital forensics, eDiscovery, eSearch and data challenges services.

Our experts anticipate, question and provide proactive solutions.

The technology solutions we deploy are best in class, packed with AI and machine learning features. Our customers can either "pay & go" or have fixed terms usage models spread over a year. The tech is either hosted in our purpose-built environment or deployed on-site.

#### Data Collections and Preservation

When data and documents need to be obtained as evidence, LTI's consultants have the skills needed to collect and preserve.

By questioning and interviewing, we set out to learn how and where documents are stored. Creating clearly defined protocol's, provides our customers with an understanding of the processes.

LTI's Data Collection and Preservation services include collecting data from laptops/computers, email systems, mobile phones, social media platform, servers, websites and cloud applications.

#### eDiscovery for Litigation or Investigations

When a lawyer is handling a legal dispute or regulatory investigation, research into their clients' internal data/documents will have to be conducted before a defence/statement can be drafted. This exercise often involves an eDiscovery process, comprising thousands of documents.

LTI's eDiscovery consultants make this process as pain-free as possible. Combing our 20 years plus experience and using the latest cutting edge eDiscovery technology, ensures that each phase of an eDiscovery exercise can be conducted with skill and precision. Our eDiscovery technology solutions can be deployed from within your organisation or using LTI's secure data centres situated around Europe (your access is gained over the internet).

LTI's document search and review platform is powered by Reveal, which also has the world's leading Al/Machine Learning applications (NexLP and Brainspace) integrated into it.

Our consultants work when you need them.

eDiscovery technology can be purchased monthly, project by project (no long term contracts). Customers who have a continuous supply of mandates will benefit from annual, bespoke packages.

#### Data Subject Access Request (DSAR)

Our DSAR offering provides customers with the technical capability to reduce the cost associated with handling DSAR's.

Working with our customers, we create a DSAR PlayBook, which details how to identify, review and produce responsive document sets.

Combining LTI's consultancy and document review platforms, ensure that an efficient and auditable workflow can be designed.

#### Exit Lever Strategy

Employee Leaver/Exit Strategy is a preventive program created by LTI to ensure that your organisation can proactively handle potential risks, business and regulatory challenges even after key people leave.

Our consultants work with you to make sure that your company is best prepared to deal with critical situations and events where data and documents from current and former employees are needed.

Your company's data is the lifeblood of your organisation. We help ensure it can be used to add value.

#### #MeToo Incidence Response

#MeToo Incidence Response is a service offered by LTI to help companies collect qualitative and relevant data concerning harassment incidents.

LTI has gained vast experience dealing with delicate corporate investigations, thus allowing us to offer a #MeToo Incidence Response service. Our service is empathic, discreet and impartial, which is needed when faced with employee document evidence-gathering exercises.

#### Proactive Compliance Monitoring Technology and Consulting

The proactive compliance monitoring is a service that allows a company to monitor for business risks in real-time.

LTI's consultants work closely with our customers to analysis which systems are in use and implement the technology and workflows which are suited to the environment and needs. Our flexible approach allows companies to adjust the monitoring method on the fly.

# Data Remediation

LTI's data remediation service can be deployed to solve many data challenges. In essence, we work with our customers to identify data and document sets of interest, within an IT estate. Then take the necessary actions to isolate, remove and provide the data and documents.

Typical situations we help clients with:

A customer is maybe interested in migrating to a new IT environment or want to remove/cull non-business data, conduct a Rot Analysis.

A regulatory demands a business identity, remove/destroy certain information.

A company is selling-off an area/part of their business and they need to provide the buyer with all the necessary data.

# CORE SOFTWARE TOOLS:

**Data Collections/Acquisition and Forensic analysis software**. Supporting the collection, preservation and analyse of source data/evidence:

Forensics Explorer | FTK | Caine | Deft | Paladin | Mobile Edit | Magnet | Google Vault | Microsoft Compliance | MetaSpike | Oxygen Forensics

#### Data Processing and Document Review Software.

*Reveal Discovery Manager* is the software we use to extract metadata, identify duplicates and make non-search files searchable. It also prepares data for loading into the document review platform. This software is installed on all datacentres and can be deployed at a client's site/office.

*Reveal* is our document review platform software. The document review platform allows for a single person or a team of people to search, review and classify documents in a collaborate fashion. Reveal is deployed in all datacentres and can also be installed at a client's site/office.

*Brainspace* is used for advanced data analytics, data insights and predictive coding/coding exercises. Brainspace is installed in all datacentres and integrates within the Reveal document review platform.

NextLP provides real AI and machine learning/natural language processing, allowing our customers to detect emotional and behavioural pattens. The learning/work product created on a project can be re-implemented on new mandates, thus allowing lawyers to build powerful AI models. NextLP is installed on all datacentres and integrates within the Reveal document review platform.

#### 8.1.66 Legastat

Paul Fox – Sales Director

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57 Carey Street, London, WC2A 2JB

www.legastat.co.uk



## Company Description

Established in 1953 Legastat have been providing litigation support services throughout the UK for over 65 years. Today, Legastat combines a range of traditional legal reprographics services such as printing, copying, scanning and document coding with innovative technologies for eDisclosure. Legastat's mission has always been to provide an outstanding customer experience of the very highest quality.

Located in the heart of legal London Legastat are trusted to deliver an independent, professional and efficient service to top law firms, corporations, government agencies, small law firms and sole practitioners; all of whom rely on us to meet their litigation support and disclosure obligations on time, accurately and efficiently.

At Legastat we put our customers' needs, quality and confidentiality at the heart of everything we do. This is demonstrated by our ISO 9001 accreditation for quality management, our ISO 27001:2013 accreditation for information security management and our Cyber Essentials accreditation. Our extensive eDisclosure work with the UK Government over the last 10 years, including the RM924 and RM3717 eDisclosure frameworks and G-Cloud, is testament to the high standards, expertise and professionalism that Legastat maintains throughout our business.

As the only original litigation support provider in London still operating today, Legastat is a business with a rich history and a vibrant personality. We are proud of our heritage and the core principles of quality, integrity and innovation that make us what we are today.

#### Vendor Offerings

Along with our full reprographics offerings, Legastat provides a range of software and service solutions to assist our clients with their eDisclosure needs. Our service offering covers both hardcopy and electronic solutions, underpinned by expert project management and technical assistance.

In 2016 Legastat became the UK's first OpenText Axcelerate Cloud partner in the UK eDisclosure market, greatly enhancing our eDisclosure capability and managed document review services. By incorporating class leading predictive coding and intelligent data analytics to our all-round service, Legastat can match the quality of our eDisclosure technology with our excellent customer focused professional services to support our customers.

Legastat's focus is on supporting our clients throughout the entire lifecycle of their project. By leveraging the full range of our end-to-end of Litigation Support Services, we can ensure that we offer technical and professional expertise, combined with commercial models that offer value for money and transparency. Our services include digital forensic collection, data processing and early case assessment and document review, all supported by expert services designed to enhance the outcome of your project.

LIGHTHOUSE

# 8.1.67 Lighthouse

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# Company Description

Lighthouse provides software and services to manage the increasingly complex landscape of enterprise data for compliance and legal teams. Lighthouse leads by developing proprietary technology that integrates with industry-leading third-party software, automating workflows, and creating an easy-to-use, end-to-end platform. Lighthouse also delivers unique proprietary applications and advisory services that are highly valuable for large, complex matters, and a new SaaS platform designed for in-house teams. Whether reacting to incidents like litigation or governmental investigations, or designing programs to proactively minimize the potential for future incidents, Lighthouse partners with multinational industry leaders, top global law firms, and the world's leading software provider as a channel partner.

# Vendor Offerings

Lighthouse provides software and services to manage the increasingly complex landscape of enterprise data for compliance and legal teams, whether they're reacting to incidents like litigation, government, or internal investigations, or designing programs to proactively uncover the potential for future incidents. Through our best-in-class expertise, Lighthouse stands apart as a leader in industry best practices and workflows. Our proactive, high-touch approach has enabled us to build enduring partnerships with the most respected corporations and law firms around the globe.

Lighthouse offers a full spectrum of capabilities to support a wide range of discovery services.

# Information Governance and Advisory Services

Lighthouse Advisory Services consult clients on the identification and remediation of legal and compliance risk associated with information and technology. Common topics include records management, data classification, data protection/privacy, data disposal and data migration. Emerging areas include those related to cloud migration (e.g., Lighthouse's M365 CloudCompass) departed employee monitoring, shadow IT, dawn raid preparedness, and operating model enhancements.

# Data and Computer Forensics

Lighthouse's dedicated forensics team has deep expertise in global collection and forensics services including, but not limited to, on-site collection, remote collection, cloud-based and social media collection, forensic analysis, and testimony. Lighthouse provides a comprehensive range of Data Collection/Forensic Analysis including the following: full service, onsite collection; remote collection; and supervised self-collection. Our collection offerings accommodate any desired methodology (forensic imaging, targeted collections, etc.) and virtually any data source or computing platform.

# ECA and TAR

Lighthouse delivers several intelligent review enhancements designed to increase reviewer efficiency: ECA, advanced analytics, predictive coding, continuous active learning (CAL), and TAR consulting services. These solutions provide a more economical, faster, and more accurate way to review a large volume of documents (50,000+) than linear review. Lighthouse utilizes an ECA workflow that combines

Relativity, Brainspace, and Big Data Analytics. The result is a strategically targeted yet comprehensive approach to ECA.

## eDiscovery Services

Lighthouse offers a full spectrum of capabilities to support a full range of ediscovery services, including identification, preservation, collection, ECA, processing, analysis, TAR, review, and production. For review, Lighthouse uses Relativity along with its proprietary suite of applications, SmartSeries, which includes the following tools: ReviewSmart<sup>™</sup>, ChatSmart<sup>™</sup>, PrivSmart<sup>™</sup>, and RedactSmart<sup>™</sup>. In addition, Lighthouse offers Spectra, a proprietary self-service SaaS tool, ideal for internal investigations and smaller matters where in-house experts do not need full-service support but want access to industry-best tools and capabilities and expert resources available to support and supplement them, as needed.

#### Smart Innovation

At Lighthouse, we have built a culture of innovation – it's at the heart of everything we do. We simplify complex problems using a combination of proprietary innovations and best-in-class, third party technologies, leading to new and better solutions for our clients.

#### Enduring Partnerships

Our clients have been relying on us as technology and service partners for more than 20 years. In addition to innovative technologies, we deliver extraordinary transparency, control, and flexibility to our clients, together with a proactive and high touch service, seeking to delight our clients, develop durable and efficient information governance and eDiscovery programs, and form long-lasting partnerships.

#### Best-in-Class Expertise

Our team has collectively worked on thousands of matters with clients including the world's largest technology, pharmaceutical, financial services, and retail firms. Lighthouse has long-term partnerships with these multinational companies because we provide expert advice at the forefront of best practices and workflows. We continuously train and develop our teams, broaden our experiences, and deepen our knowledge to offer an elevated level of guidance.

# 8.1.68 <u>LINEAL</u>

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Company Description

Established in 2009, Lineal provides AI-enabled full-service eDisclosure solutions, data governance, cybersecurity, and document review solutions around the world to leading corporations and the law firms that represent them.

Global by design, privately held and entirely employee-owned, we operate under the leadership of industry veterans who grew weary of outdated solutions and seek to counter the legal industry's most pressing issues by combining advanced technologies, bespoke processes, and integrated global delivery.

Recognised as one of the fastest growing legal services providers in the world, we maintain operations and staff throughout the United States, the UK, Germany, Hong Kong, Brazil, and India to deliver solutions seamlessly.

Clients partner with Lineal to develop bespoke legal data solutions for their most complex needs. We effectively harness market-leading technology, unrivalled inhouse experience, and the power of process-driven, highly defensible workflows to achieve results for law firms and corporations — both on time and on budget. Our solutions combine cutting-edge digital forensics, cybersecurity, and AI-enabled eDisclosure technology to maximise efficiency and drive client revenue.

Headquartered in the City of London with regional offices in North & South America, Europe, Asia, and the Middle East. Lineal is ideally positioned to provide an immediate and flexible response to your needs whether in the UK or internationally.

Vendor Offerings

# **GLOBAL eDISCOVERY SERVICES & LITIGATION SERVICES**

Lineal is a full end-to-end provider offering a global suite of services throughout the eDiscovery matter lifespan. Lineal is supported by the best technical and project management staff in the industry. We use the latest versions of the most powerful eDiscovery technology available to find relevant information quickly and accurately. We are able to provide clients with a clear idea of the scope of the data relating to a particular matter, and the costs of collection and review. We understand the challenges faced by the legal case teams and in-house counsel. Creative solutions to eDiscovery challenges are sought at every turn, working within the EDRM framework, and ensuring all identified data is collected, culled, reviewed and produced in a legally defensible and timely manner.

#### Services Overview

- Information Governance
- eDisclosure
  - Early Case Assessment
  - Technology-Assisted Review (TAR) / TAR 2.0 / Predictive Coding
  - Online Review through advanced eDiscovery platforms
  - Forensic Collections

- Data Analytics
  - o Data Hosting
  - Data Processing
  - Managed Services
  - Managed Document Review and Staffing
- Legal Document Services
  - Creation of electronic and hardcopy Bibles and Bundles
- Digital Forensics & Investigation
- Cyber Security
- Proactive Compliance Monitoring

#### Information Governance

Lineal's information governance services blend expertise and technology to identify, understand, and manage risk. We implement programmes and workflows to guarantee that vital, valuable information is managed securely, efficiently and in accordance with both domestic and international law.

We consult and coordinate with in-house counsel, law firms, and IT teams to identify, classify, normalise and analyse big data, establishing automated processes to deliver critical information to stakeholders in real-time.

Lineal can offer tailored ISO27001, GDPR & DSAR managed services for organisations of all sizes. With our experience and expertise, we can carry out the work necessary on your behalf to ensure your organisation is ISO27001, GDPR & DSAR compliant.

#### eDiscovery Consulting

Lineal's eDiscovery consultants connect the technical to the legal world. Using subject matter experts, Lineal consults on the tools and procedures used to ensure your project benefits from industry best practices, making it easier to manage strict timelines and costs. By identifying the biggest challenges relating to your project, we can hone in on a strategy, bespoke to your organisation's needs.

We provide expert advice, with a focus on data, at each stage: from sitting in on early custodian interviews, to the Case Management Conference or Meet and Confer, through review to production. Lineal consultants become the data experts working alongside your legal team to efficiently and accurately identify, collect, process, review, and produce your documents.

During our consultation, we will work with you to identify:

- Custodians, sources and volumes of data
- Options and strategies for processing and hosting data
- Detailed cost and timing estimates
- Level of review oversight needed for the matter
- Review location at Lineal's offices or client's own space
- Review platform and technology selection
- Tailored technology training for your team building upon previous review knowledge
- Additional staffing needs

# Our work is supported by a team of project managers who will ensure:

- Accurate and timely results
- Detailed project tracking
- Predictable budgets without hidden costs
- Highest quality of end deliverable
- Regular communication and defensible documentation

# Data Collection

Lineal has the expertise required to perform data collection exercises in even the most challenging circumstances. Our team has retrieved data from mobile devices, servers, cloud servers and even drones. We are highly skilled at collecting data from devices which are not easily accessible, such as backup tapes and disaster recovery systems which compress files, making them difficult to search. In addition, we can access previously deleted and/or fragmented files which are extremely inaccessible and require specialised tools.

Lineal maintains a network of forensic collection associates, in addition to its internal workforce, in order to mobilise personnel rapidly across the globe.

#### **Data Processing**

A successful eDiscovery project depends on being able to process data effectively. Lineal uses Relativity and Nuix to process data directly, this allows our teams to extract, cull, and deduplicate ESI effectively and efficiently. We can turn vast amounts of data into a usable navigable resource, allowing it to be reviewed in a cost-effective, efficient and defensible manner.

#### Data processing capabilities;

- Inventory & Analysis
- Data filtering
- De-duplication and metadata extraction
- Keyword searches
- Analytics including email threading and language identification

#### Hosting and Review

We provide a highly secure platform from which to host data whilst it is being reviewed (Tier 4 datacentre). Our clients trust that sensitive information is held securely, and we have the capacity required to handle even the most complex projects.

Hosting and Review capabilities;

- Review workspace customisation
- Relativity Assisted Review
- Review management and reporting

Continuous Active Learning / Technology Assisted Review (TAR) / TAR 2.0/
Predictive Coding

#### Project Management

Lineal is proud to have a team that consists of some of the most distinguished project managers in the industry, who are accredited to the highest level in systems/tools and subject areas of their expertise.

Our team of project managers is the driving force of our high standards for eDiscovery. Not only do they bring the expertise you need, but they also provide an unparalleled level of customer service, making sure all your needs are met. Our project managers work with you as an extension of your team so you can be certain to receive a professional, knowledgeable and prompt response to your needs.

Lineal's project managers work closely with case teams once data is loaded onto Relativity, Reveal or your chosen platform for early case assessment and/or review; advising on searching, analytics, and technology-assisted review and disclosure productions. Our project managers are able to offer project support and advice in line with industry best practices and due to their extensive experience, they are also able to ensure your projects are successfully delivered in line with your deadlines.

# Data Subject Access Request Packages (DSARs)

Data Subject Access Requests (DSARs) can pose a financial and human resource burden on your organisation. To support your team, Lineal offers packages designed for various levels of DSARs. We can collect, filter, review, and produce a compliant DSAR for you within the required time frame at an industry-leading fixed price. Our service allows you to confidently respond to DSARs; keeping you assured that your risk and financial exposure is mitigated and your compliance obligations fulfilled.

- Industry-leading fixed pricing for DSAR packages
- Ongoing support from legally qualified experts
- Collection, filtering, review, and production of DSAR related documents

# Managed Services

Lineal's managed services offer a flexible and tailored approach to our clients' needs. Based on an unrivalled team heritage of being the first to market with award-winning managed services.

Consolidating and delivering eDiscovery, Litigation Support Services, Information Technology and Infrastructure, our focus is always on efficiency and effectiveness. Whatever the size of your requirement, we have the people, technology, global footprint and resources to help.

We have developed our managed services to give you the best possible solution to:

- Deliver efficiency and cost reductions by minimising the need for capital investment
- Provide you with access to the latest and best technology available
- Give you the flexibility you need to scale up or down to meet the demands of your clients
- Enable you to access our team of industry experts
- Provide full training and support
- An all-in-one pricing structure and access to leading technology, people, and infrastructure.
- Own or license software and keep it behind your firewall. We can provide software, training, and support.

## Managed Document Review

Lineal provides seamless, end-to-end managed remote and on-premise document review, helping our clients reduce costs, save time and make litigation more efficient.

Lineal can assist you with a range of document review solutions, whether as a standalone provision or as part of a package with other eDiscovery services (e.g. hosting, data processing, consultancy).

We have an expert team, high proficiency in the latest eDiscovery technology such as TAR, a deep pool of document reviewers, and extensive experience in a range of subject matters. There is no document review project that is too complex or onerous.

#### Flexible, tailored approach:

We can provide contract lawyers or paralegals to work from your premises under your management. Alternatively, we can have them work from our local, nearshore or far shore document review centres under our supervision and in close cooperation with external counsel. We can also deploy teams to any corner of the globe if documents are unable to leave a particular jurisdiction.

#### Onboarding:

- All reviewers have an in person or video interview;
- They provide at least 2 references
- Where they are deemed experienced in a platform a test is administered to check that skill
- All foreign language reviewers must pass the ALTA exam

#### Background and other checks:

- All academic and professional qualifications are confirmed via both certificates and requesting confirmation from any educational institution/professional body via a reference. This happens at the outset of placement and the monthly thereafter.
- The licensure checks go through another step where the agency will self-verify via internet search.
- Sight check of all original passport and any visas and obtain a certified copy;
- Completion of all original passport and any visas and obtain a certified copy;
- Criminal records checks are run as standard as part of the license checks.

We take copies of passports/visa, degree certificates, language certificates (if applicable), admission to the bar certificates and take up the last 2 references for a candidate. We also ask candidates to complete criminal record declaration upon registration. If we place a candidate a second time, we will double check all of their compliance again and request further up to date references if required.

#### LD Remote Review Solution:

Lineal utilises Microsoft Azure Cloud Windows Virtual Desktop, which is provided through the Remote Desktop Web client over a secure https protocol, which has the following features:

- Passwords cannot be cached
- Virtual Desktop ensures no data can be transferred, only viewed
- Read-Only access to the virtual desktop
- Users cannot save/and or access documents
- No data stored at any time on any personal device or Lineal provided laptop

- Multi-factor authentication
- No cutting/pasting/clipboard access

# Legal Document Services

Our legal document services production department produces a full range of supporting information for our clients' legal matters. We provide a 24/7 service in order to deliver full and timely support for the most aggressive deadlines.

• Creation of electronic and hardcopy Bibles and Bundles

# **DIGITAL FORENSICS & INVESTIGATION SERVICES**

We are industry leaders in recovering digital evidence in a forensically defensible manner. Our teams are available 24/7 for domestic and international incident response. We continually invest in technical infrastructure and forensic software giving our clients the confidence their project is being managed with the latest equipment and technology.

Our highly experienced digital forensic experts are able to isolate, identify and expose forensically sound evidence from all types of electronic devices and networks. We offer comprehensive, digital forensic investigations to ascertain and pinpoint root causes. Lineal has significant experience in digital forensics and works with in-house counsel for enterprises, law firms, IT firms and consultancies.

Our Digital Forensics and Investigation Services include:

- Data Collection
- Data Recovery
- Misuse and Fraud Investigations
- Intellectual Property and Data Theft Analysis
- Cell Site Analysis
- Call Data Record Analysis
- Computer, Mobile Phone Forensics
- Audio Visual Forensics
- Indecent Imagery (IIC) Forensics
- Expert Witness Service
- Onsite Investigations
- Forensic Readiness Planning
- Search Orders
- Incident Response

#### CYBER SECURITY SERVICES

At its core, cyber security refers to the prevention of threats to digital assets connected via the internet – this includes hardware such as computers, networks, connected devices, and software such as operating systems, databases, email, and business systems.

The strongest form of defence and cyber security best practice includes a strategy of rolling assessment and testing with an effective incident response plan – our experts ensure to continuously develop and provide cyber security solutions that support businesses, and efficiently mitigate attempts of cyber-attacks or data loss.

We partner with clients to help them protect themselves against one of the biggest threats of the modern age. Our cyber consultants work to develop ongoing risk assessments and then implement the policies and procedures required to put all necessary countermeasures in place to limit and contain cyber security exposure.

Our Cyber Security Services include:

- Penetration Testing: Web Application, Network & Infrastructure
- Red Teaming
- Cyber Health Check & Training
- Vulnerability Assessment Scanning
- ISO 27001-compliant ISMS implementation
- Incident Response
- Simulated Phishing Attacks

# PROACTIVE COMPLIANCE MONITORING SERVICES

Leverage advanced AI Models to proactively identify risks, giving you the opportunity to be more effective and better prepared.

Be at the forefront with Lineal Avert:

Lineal Avert allows your compliance, investigative, and risk teams to address threats within your organizations email and chat data in real time. Through machine learning, Lineal's AI models become experts on your most pressing risks. Once deployed, the models constantly look for concerning signals within the data which are reported for investigation.

As the models scan your data, they continuously learn and improve to identify the problems you may have missed. Contextually intelligent, the speed and accuracy of Lineal's AI models can significantly enhance your team's analysis by identifying anomalies before they become a legal disaster.

- Build bespoke AI models: customize models specific to your organization's most pressing risks.
- Deploy onto communications data: point AI models wherever risk monitoring is needed.
- View Reports: check insights dashboard to review Avert's proposed red flags.

Utilize the power of the highest performing NLP AI in the world to drastically reduce downstream legal costs at any given moment.

#### 8.1.69 Lionbridge Technologies, LLC.

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Company Description

Lionbridge Legal was established over 20 years ago to exclusively serve the legal community. We focus on providing customized solutions for complex multilingual litigations, arbitrations, investigations, and corporate transactions.

We offer expertise across all practice areas and industries and have provided translations for some of the largest legal matters in recent history. With translators specializing in automotive, banking & finance, energy, life sciences, manufacturing, technology, transportation, and more, Lionbridge Legal is well suited to handle all your translation needs. We have a vast history working with legal entities including 92% of the Global 100, 94% of the AmLaw 100, and 100% of the world's top 75 law firms.

Lionbridge Legal is a division of Lionbridge Technologies, LLC, recognized by Common Sense Advisory as one of the world's largest language service providers. We provide language solutions to the legal community as Lionbridge's Center of Excellence for Legal Translation.

#### Vendor Offerings

#### Translation and Interpretation Services

Multilingual legal content is complicated. Legal content management shouldn't be. When the stakes are high, you need a trusted partner you can count on to deliver your legal translations and provide legal language services with expertise, accuracy, speed, and global scale. Whether it be a first pass using Machine Translation or a highly technical document needing a domain specific linguist, we have you covered. Using our large global network of linguists, Lionbridge produces translations with highly qualified professional translators who are experts in the language pair and subject matter at hand. In addition to the translations, you will receive 24/7/365 project management support, glossary development, proofreading, basic formatting, and detailed documented tracking services. In addition, to translation, we serve the legal community interpreting (onsite and remote), document summarization services, transcription and more. Ready to get started? Contact us today to speak with an expert about how Lionbridge Legal can deliver the most efficient, effective, and high-quality multilingual solutions for vour legal matter. legaltranslations@lionbridge.com

#### **Relativity Connectivity Solution**

Lionbridge for Relativity is an easy-to-use plug-in that enables accurate, real-time, in app translation of all types of electronically stored information. Once installed, all document translation can be managed in-app, transmitted via secure connection, and monitored at every step. Our technology allows for end-to-end translation within Relativity for both Machine Translation and Human/Certified Translation.

## 8.1.70 LitSavant Ltd

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#### **Company Description**

LitSavant Ltd was established by Mark Dingle in January 2010 as a UK technology firm specialising in eDiscovery and litigation support services. Originally founded to assist with the practical application of technology to eDiscovery and litigation support, we specialised in the use of Relativity<sup>™</sup> the leading litigation support platform.

As part of our consulting practice we realised that the Relativity platform was missing a simple method of building logical rules to check coding as it happened, rather than searching for inconsistent coding results after the event.

In response to this need, we developed the LitSavant Conformity Engine – a simple Relativity application which performs checks on data entry as it happens, to ensure that the information entered is consistent with logical rules.

We currently focus on the distribution and support of this application.

#### Vendor Offerings

# LitSavant Conformity Engine

This is a Relativity application which enables users without programming knowledge to implement logical rules to ensure coding consistency in Relativity.

Some key uses of the application are:

- To prevent users entering coding that is internally inconsistent (e.g. Hot and Not Relevant)
- To automatically send emails to inform key team members about amendments to questions and other custom objects or alert one set of people about the coding done by another (e.g. somebody has just tagged a Hot document)
- To log errors in the coding process
- To maintain a log of who coded what and when that is searchable from within Relativity and track overturns
- To prevent users from updating key fields after formal production
- To capture passwords for the Relativity Password Bank during the review process

All of these functions operate not only on documents but also on any other custom object (e.g. Custodians, Media, Collections) and can be applied at different stages within the Relativity eDiscovery process. The LitSavant Conformity Engine offers much wider functionality than Relativity's own custom event handler tool and can help users to effectively create or augment applications within Relativity, without developer involvement.

# 8.1.71 Logikcull (US)

#### Robert Hilson

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Company Description

Today, more than 97% of all discoverable information is noise -- completely irrelevant to your matter, but increasing its cost, complexity and risk. Logikcull is a cloud-based discovery platform designed to help legal teams quickly and automatically sort, make sense of and organize that noise so they can quickly find the signal. Trusted by more than 1500 customers in 36 countries and top-ranked by G2, Gartner Peer Reviews and Capterra, Logikcull helps corporate legal departments, law firms, and government organizations respond quickly and affordably to disputes and investigations, including discovery in litigation, subpoena and open records responses, and employee investigations. The platform provides perfectly predictable pricing available publicly at logikcull.com/pricing and can be accessed from anywhere at any time by creating a free account at https://app.logikcull.com/signup.

#### Vendor Offerings

Logikcull provides end-to-end cloud-based discovery and legal hold software that automates the processes associated with issuing hold notices, data ingestion, processing, search, review and production. To get started, you simply drag and drop your data and documents into Logikcull, where they are automatically indexed, preserved, OCR'd, imaged, de-duped, de-nisted, threaded and grouped by family, and organized for easy review. From there, you can run searches; tag, redact and share documents; and leverage Logikcull's proprietary Culling Intelligence for early case assessment and document culling. Saved searches can then be quickly exported or produced in any format with Bates stamping in a few clicks. Logikcull also provides 24/7/365 in-app support at no additional cost. For more, visit Logikcull.com.

#### Software Information

Logikcull provides end-to-end cloud-based discovery software that is completely proprietary and updated daily by its team of engineers. Logikcull's software is designed to be powerfully simple such that anyone, anywhere, on any device can begin a discovery matter in minutes and at a moment's notice. Logikcull automates 90% of the processes associated with data ingestion, processing, search, review and production, so that there is no need to rely on high-priced vendors or technicians -- and no extensive training or onboarding.

To get started, you simply drag and drop your data and documents into Logikcull, where they are automatically indexed (text and metadata), preserved, OCR'd, imaged, de-duped, de-nisted, threaded and grouped by family, and organized for easy review. Logikcull will also automatically flag any documents that may be problematic or important, such as potentially privileged data, documents that are password protected, or documents that have documents embedded within them.

From there, you can run searches; tag, redact and share documents; and leverage Logikcull's proprietary Culling Intelligence for early case assessment and document culling. Saved searches can then be quickly exported or produced in any format with Bates stamping in a few clicks. Logikcull also provides 24/7/365 in-app support at no additional cost, and encrypts all data in transit and at rest -- a step few vendor competitors take.

Perfectly predictable and transparent pricing is available at <u>Logikcull.com/pricing</u>. To get started or sign up for a free account, go to <u>app.logikcull.com/signup</u>.

#### 8.1.72 London Legal Discovery

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London Legal supports legal teams and corporate organisations throughout litigation and investigation processes from Paper services to eDiscovery. Working in partnership with clients, skilled technical and consultative teams bring years of experience based on three core values: collaboration with case teams through constant communication; integration by consultative advice and transparency on reporting projects.

#### Vendor Offerings

Headquartered in the City of London, our services include:

**Forensic Data Collection** - London Legal Computer Forensic consultants use industry leading tools and methodology to help organisations collect data as the foundation of an investigation or legal dispute. Using the appropriate collection strategy to capture documents and metadata ensures your review and analysis will be accurate with minimal disruption to an organisations business.

**Data Processing** – Enables document information from different file formats such as raw text and metadata to be extracted, organised and ingested into a single document review platform. Searching for relevant information becomes a simple task and facilitates the requirements case teams need to adhere to in Litigation or ensures admissible evidence is provided in an investigation. Following these steps through one seamless platform gains you access to your case data in a timely, organised fashion.

**Relativity Data Hosting** – Relativity is the industry recognised eDiscovery software platform acting as a single repository of data for your case. London Legal Relativity Certified Administrators (RCAs) support case teams of any size to review large quantities of electronic information regardless of their physical location. Case management becomes an efficient process and completely customisable to preferred workflows.

**Early Case Assessment (ECA)** - London Legal ECA helps you make informed decisions on unfamiliar data sets, assess key issues and ultimately build a strong review strategy. It bridges the gap between the duty to widely preserve potentially relevant data and the expectation to keep eDiscovery costs proportionate.

**Technology Assisted Review (TAR)** - Automates and organises your documents for review based on coding decisions made by your case team. By learning from human intervention, the software accelerates the review process minimising the time spent reviewing irrelevant documents. Case deadlines, document volumes and data types all impact the document review strategy, TAR is a technique you can apply to make the process more efficient.

**Relativity Managed Services** - London Legal provides client domain functionality through an isolated and secure environment for you to manage your Relativity data processing and eDiscovery review workflows. London Legal takes on the

responsibility of systems, technology innovation and resources to improve risk management, digitally transform operations and reduce expenditure.

**Data Subject Access Requests (DSARs)** - London Legal supports the full workflow to respond to DSARs with minimal timeframes and costs. Electronic data can be organised, processed, reviewed and redacted for confidentiality or third party PII quickly and efficiently, thus minimising the overall disruption to an organisation.

**Unitisation/Coding** - London Legal provides on-shore and off-shore logical unitisation and bibliographic coding services to assist clients with the processing and management of hard copy and unstructured data. During the logical unitisation process our team uses cues to determine pages that belong together as documents and captures document relationships, such as parent and child attachments.

**Production** - When you're done with review, Relativity gives you the tools necessary to meet your document production requirements. London Legal's digital print team uses specialist software and industry leading print equipment to provide high volume legal print services.

**Scanning** - London Legal's digital services team can scan any condition or size of documents producing them into multiple formats to suit your review needs. All documents and scans are monitored throughout the process from de-stapling and unbinding through to exact reconstruction. Thorough image checking ensures quality assurance before return to the client.

**Digital Printing** – London Legal Digital print teams produce high volume digital prints from electronic data of virtually any format. The process filters, orders, extracts and prints data from legal review tools, emails and attachments, native format documents, or from electronic media including CD/DVD, ftp sites and data sites. There is a range of add-on and finishing options including branding, bates numbering, printed slip sheets and binding.

**Copying** – London Legal's expert production team has years of experience in high volume photocopying. This ensures the highest quality reproduction, with careful handling of the original documents through deconstruction, copying and reconstruction or finishing as required.

## 8.1.73 Luminance

#### Enquiries

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## Company Description:

Luminance is the leading artificial intelligence platform for the legal profession. Luminance uniquely combines supervised and unsupervised machine learning to read and form an understanding of documents within datasets. This enables users to power thorough, robust and flexible investigations across a wide range of matters. Luminance approaches the challenges of eDiscovery in a completely revolutionary way, allowing users access to the latest in document processing and review software. A highly flexible solution, Luminance is up and running within hours and requires no pre-programming or lengthy user onboarding.

By adopting a machine learning approach, Luminance Discovery is a language agnostic platform, allowing users to work across languages and jurisdictions seamlessly. Luminance uses advanced AI-powered Technology Assisted Review and Deep Coding functionality and can be used across different investigations – from pre-emptive explorations of datasets to DSARs and large-scale litigation cases.

# **Company Snapshot**

- Launched in 2016
- 100+ employees across offices in London, Cambridge, New York, Chicago and Singapore
- Used by 300+ clients across 48 countries, including:
  - One-fifth of the Global 100 law firms
  - All of the Big Four
- Used in 50+ languages

# Vendor Offerings:

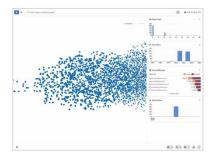
Luminance Discovery is a proprietary end-to-end eDiscovery platform that uses machine learning to assist legal professionals across a wide range of Discovery related tasks outlined below. Using a flexible approach of either cloud-based or on-premise deployment options, Luminance can be used on any matter of any size in any location in compliance with applicable data regulations.

- Intelligent ingestion, data processing and analytics
- AI-powered Early Case Assessment (ECA)
- Advanced search features including our proprietary Search Term Analyser
- Technology Assisted Review (Continuous Active Learning)
- Productions
- Word-Integrated Work Product
- Both cloud (Amazon Web Services) and on-premise deployment options

## Key Features of Luminance Discovery:

Unique features of Luminance Discovery include:

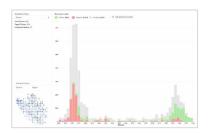
 3D visualisations of their entire dataset, represented as a document cloud generated from a number of parameters including date and conceptual similarity. Users can zoom, click and manipulate the graphic renderings of their documents in order to quickly grasp an overview of the data in their case and explore what is relevant to them and even identify conceptually similar documents in one click.



• Search Term Analyser enabling legal professionals to optimise search terms by quickly identifying terms that are over or under inclusive.



 Deep Coding, Luminance's proprietary Technology Assisted Review (Continuous Active Learning) platform – which includes a heat map to confirm that a representative sample of the document set has been reviewed and advanced auto-coding and QC functionality allowing the legal professional to find the optimal balance between speed and quality.



- Intelligent Redaction: Luminance's advanced machine learning capabilities automatically recognises Personally Identifying Information. Users can bulk redact all examples of certain critical and confidential types of information, or choose to inverse redact any search terms or data tags to make only specific parts of the documents visible.
- Third party integrations including HighQ iSheets, Box, Dropbox and other VDRs for seamless import and export. Global reach and flexibility enable teams to upload data from around the world through numerous data rooms, and after reviewing documents in Luminance users can extract key findings,

including Data Tags and Notes they have made directly into platforms like HighQ to automatically populate pre-configured reports.

 Luminance Discovery seamlessly integrates with Microsoft Word, allowing users to upload any Word file containing production references for Luminance's Hyperlinker to turn into a report. Reports are complete with inplatform links to relevant documents; users can send this hyperlinked Word file and recipients will be taken straight to the relevant document with one click.

## Key Differentiators:

- Luminance's conceptual understanding of documents can bring users to conceptually similar documents in one click for the most logical and thorough method of finding documents.
- Zero set up time, making Luminance applicable to projects of all sizes from DSARs to TBs of litigation data
- The industry's most advanced AI platform enables lawyers to cull irrelevant data within minutes. AI-powered ECA and powerful data visualisation technology ensures lawyers can quickly get to the heart of a case.
- An intuitive, clear user interface enables reviewers to begin using Luminance within an hour of adoption and without the need for training or certification

#### 8.1.74 Maas Consulting Group

#### Jonathan Maas

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www.maasconsultinggroup.com

## Company Description

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

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

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

# Vendor Offerings

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

- Full coverage of all aspects of the Electronic Discovery Reference Model (EDRM)
- Change management
- Service provider selection and/or management
- Establishing internal discovery teams
- Streamlining existing discovery workflows
- Identifying savings in external litigation spend
- Litigation/discovery project management
- Electronic Documents Questionnaire (Form N264) guidance
- Business integration
- Precedent H guidance
- TeCSA/SCL/TECBAR eDisclosure Protocol guidance
- Early data assessment
- Civil Procedure Rules awareness training
- Case Management Conference preparation
- eDiscovery/eDisclosure strategy/response
- Document reviews
- User and requirements specifications for new software development
- Project management of new software implementation

- Software assessment (time recording systems, know-how systems, DMS, etc.)
- Trial preparation
- Impact of the EU's General Data Protection Regulation (GDPR)
- Insights into UK and European markets
- Project management
- Introduction to relevant legal procedure and the drivers behind litigation
- · Assistance with presentations to legal audiences
- Leading market-facing roundtables
- Drafting joint white papers and/or webinars
- Guidance developing user interfaces and/or user manuals
- Functionality roadmaps
- Market awareness
- Internal corporate presentations on the state of the legal IT market

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

🗟 MedBrie

#### 8.1.75 MedBrief

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https://medbrief.co.uk

Company Description

MedBrief was founded in 2017 by three eDiscovery Consultants, two based in the UK and one in South Africa. The Company has been in operation since 2011 but only became a separate entity as a result of an MBO from a large UK based eDiscovery vendor.

Since 2017 both the Company and the demand for our services have grown significantly, from an initial team of 5 we now have over 50 clinical and administrative staff based between the UK and South Africa, a team that is growing all the time.

We are focused solely on the Healthcare litigation industry, providing software and services which assist in the process, distribution and review of medical files and radiology images. Our software is unique - we don't seek to compete with the mainstream eDiscovery review applications, but to compliment them or offer an alternative in circumstances where requirements change.

Our software and services are currently being used in over 12,000 clinical negligence and personal injury matters for firms across the UK together with a number of international mass tort and product recall cases for international clients.

Our clients come from a range of industries, while most are law firms we also work directly and indirectly with NHS Hospitals, medical product manufacturers and insurance companies.

Vendor Offerings

#### MedBrief Secure Review

MedBrief is both a Company and a piece of software, we own all of our IP and have an in-house development team. The services we provide focus on improving security an efficiency in healthcare litigation.

We are not an eDiscovery company, however we have a deep understanding of eDiscovery having spent many years working within the industry. Our objective is to provide complimentary services specifically in respect of healthcare litigation in circumstances where using traditional eDiscovery software is often not appropriate.

The application provides review functionality for both scanned and native document types together with the radiology images that accompany them.

In addition to the software we also provide the following services to Healthcare litigation teams:

- Obtaining of Medical Records hosting and distribution.
- Indexing and pagination of Medical Records.
- Scanning, pagination and OCR.
- Hosting of Medical records, radiology and other documents.
- Preparation of medical chronologies, summaries and reports.

#### 8.1.76 Media Discovery

#### Nicholas Tomkinson-Hill

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Church Croft house, Station Road, Rugeley, Staffordshire, WS15 2HE

bad, Rugeley,



# www.media-discovery.com

## Company Description

After some 30 years of trading as Media Resources, in 2014 we are re-branding as Media Discovery.

Media Discovery is a leading professional tape services organisation, providing tape data restoration services, with specific expertise in identifying and extracting targeted information, for Electronic Data Discovery (e-Discovery), Information Management and Corporate Compliance purposes.

Our mission is to work with our customers to reduce the business pressures associated with tape e-discovery and other tape restoration requirements, by providing them with swift access to required data that resides on backup tape media.

Our Expertise centres on our ability to restore information from virtually all physical tape formats and logical backup formats. Our services are delivered by highly experienced professionals, with tape specific expertise, in our dedicated and secure Data Services centre.

# Vendor Offerings

**Our Solutions**, both reactive and pro-active, are designed to deliver significant business benefits when organisations are faced with complex and expensive tape preservation and restoration demands. They include;

- > Tape e-Discovery
- Tape Restoration on Demand
- Tape Discovery and Remediation
- Audio Restoration & Processing

**Our Processes** enable us to swiftly identify, extract, and return required data, residing on backup tape, via the most appropriate methodologies - and are designed to save time, reduce risk and lower the costs associated with such processes.

#### Our Tape Discovery and Restoration services;

- > Incorporate Engineering skills to deliver a highly scalable service.
- Utilise efficient workflows.
- Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.
- > Follow a forensically sound and legally defensible process.

#### 8.1.77 Media Resources

#### Nicholas Tomkinson-Hill

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WS15 2HE

www.media-resources.co.uk



Company Description

Media Resources is a leading professional tape services organisation, providing data storage solutions including data restoration services, with specific expertise in identifying and extracting targeted information, for Electronic Data Discovery (e-Discovery), Information Management and Corporate Compliance purposes.

Our mission is to work with our clients to reduce the risks, costs and business pressures associated with tape processing environments. We address 3 key areas;

- 1. The supply of tape media.
- 2. Ensuring the ongoing accessibility of data.
- 3. The secure retirement of data bearing assets.

Our process allows us identify, extract and restore information from virtually all physical tape formats and logical backup formats, without recreating the original environment, therefore allowing access to required data in the fastest possible time and at the lowest possible costs.

Whether required for e-discovery or other tape restoration requirements, our services are delivered by highly experienced professionals, with tape specific expertise of over 30 years, in our dedicated and secure Data Services centre, centrally located less than an hour's drive from London.

#### Vendor Offerings

**Our Solutions**, both reactive and pro-active, are designed to deliver significant business benefits when organisations are faced with complex and expensive tape preservation and restoration demands. They include;

- 1. Tape e-Discovery
- 2. Tape restoration on demand
- 3. Tape discovery and remediation
- 4. Audio Restoration and Processing

# Our Tape Discovery and Restoration services;

- Incorporate Engineering skills to deliver a highly scalable service.
- Utilise efficient workflows.
- Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.
- Follow a forensically sound and legally defensible process.

#### 8.1.78 Merlin Digital Magic, Inc (US)

John Tredennick, Founder and CEO

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www.merlindm.com



Company Description

Merlin is an AI-cloud technology company building world-class software for investigations, ediscovery and regulatory compliance. We combine the power of machine learning and cloud computing with our own "digital magic" to make search smarter, review faster and discovery more affordable.

Merlin is new but the team is not. John Tredennick founded Merlin after selling Catalyst to a large public company. He and his team have worked together for more than two decades, designing and hosting search and review workflow systems for the largest organizations and law firms in the world. Our mission is to reinvent search and to deliver the next generation of investigation, eDiscovery and compliance software.

Vendor Offerings

**Merlin Integrated Search:** A revolutionary, AI-powered search and review platform that combines keyword and algorithmic search to help people find the information they need—quickly and easily—without having to master complex search syntax.

**Merlin Comply:** A customizable, automated workflow platform to help clients meet regulatory obligations—efficiently and effectively—while eliminating costly mistakes. Choose components and develop workflow to fit your needs.

Sherlock: An Al-powered digital document bloodhound.

https://youtu.be/j0ce9NkuOi0

#### 8.1.79 Millnet Document Services

#### Steve Chadd Managing Director

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#### Company Description

Millnet Document Services is the one of the largest and longest serving Document Services businesses in the heart of London.

Incorporated in 1996, Millnet Document Services boasts a wealth of experience and an enviable client base. Working with Legal 500 firms and FTSE 100 companies, our legal and corporate clients testify to our first class performance in offering an impressive range of services under one roof.

Combined, we have over 250 years of experience in the document solutions industry. Our varied client base relies on our ability to leverage this experience to provide a consultative approach to meeting their requirements, rather than just a one size fits all offering. Our 57 staff are highly trained in delivering innovative solutions and we are uniquely positioned to take a client problem, whether that be of space, cost, timeline, or even the necessity of a complete process overhaul, and provide a bespoke, process-driven solution.

At Millnet Document Services we deliver cutting edge technology with traditional client support.

#### Vendor Offerings

We are a global enterprise with a local infrastructure, capable of assisting clients in over 60 countries around the world. Our experts are perfectly situated to assist in any project, including live or onsite scanning, reprographics and electronic data printing.

#### Photocopying

We provide a wide range of outsourced photocopying and related services. Housing cutting edge technology our impressive production facilities are capable of handling photocopying jobs of any size 24/7.

#### Scanning and Indexing

We have extensive experience in delivering major document scanning projects, accurately, confidentially, and to the tightest deadlines. We specialise in high volume scanning projects that must be delivered to exacting quality standards. As a company, we started in legal assistance but have now grown into a multi-vertical company that assists corporations, law firms and other professional service firms with their document service needs. We scan to TIFF, PDF and many other formats and create load files for all the leading document management and litigation support packages.

#### On Location Support

We assist clients' print, index, and bundle projects worldwide, in-keeping with international laws and parameters. We not only have the capability to assist clients close to home, but around the globe. Where a case crosses international borders

paper evidence from another jurisdiction may need to be included – our mobile scanning services offer the best solution where cost and/or security implications prohibit original documentation from being shipped out of their place or country of origin. From our headquarters in London we can assist with onsite scanning anywhere in the world.

## **Bundle Preparation**

We take the stress out of bundle preparation so that clients can meet tight deadlines. Regardless of any last minute changes, you can be confident that the end product will be fit for purpose. Our up-front, process driven, rigorous workflow assessment of your bundle requirements results in certainty of price and gives you the confidence that your needs will be met, while cutting out the confusion and constant changes that are common in this service. We also have the legal expertise of our pool of managed reviewers for production and quality control of even the most complex legal bundles, providing you with peace of mind.

#### **DocBuster**®

Our solution for batch printing, DocBuster<sup>®</sup> is powerful, fast and user friendly, taking the headache out of printing electronic documents. Developed in response to commercial law firms' requirements and implemented in many of the leading law firms, DocBuster<sup>®</sup> is the definitive batch printing solution.

#### **Digital Print**

We provide high-end digital print and document finishing services across London to a broad client base spanning multiple market sectors. As part of our digital offering, we own a top of the range iGen 150 digital press, along with a Canon 10000 Imagepress both capable of producing astonishingly high quality print not only at regular 'A' sizes, but also larger flat sheet sizes up to 660 x 364 cm.

#### **Our Security and Certifications:**

- ISO27001 (2013)
- ISO9001 (2015)
- ISO14001 (2015)
- FSC Certified

#### 8.1.80 Milyli (US)

Steve Ankenbrandt, CEO

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www.milyli.com

**Company Description** 

Milyli – which stands for "Make It Like You Like It" – builds secure, intuitive software that makes managing sensitive information tasks easier. Milvli has worked with Relativity and other eDiscovery technologies since 2008, building custom solutions and developing innovative applications like our flagship redaction tool, Blackout. The world's top law firms, services providers, and government organizations trust Milyli's solutions to reduce work time, create technical and operational efficiencies, and

MAKE IT LIKE YOU

LIKE IT

# Vendor Offerings

Milyli software products integrate seamlessly into Relativity.

lower end costs. Learn how to "Make It Like You Like It" at Milyli.com.

- Blackout is the easiest, most comprehensive way to redact information in Relativity, including automated jobs native image, PDF, or Excel files. With Blackout, reduce review time, lower costs, and create workflows that increase accuracy.
- Chronicle is the easiest way to build privilege logs in Relativity. With Chronicle create a consistent, defensible narrative while reducing the expense and time it takes to construct a privilege log.
- **Delegate** is the most robust admin tool for Relativity. Delegate allows Relativity hosts to create user and group level access settings for specific workspaces and matters - all within the same instance.

# 8.1.81 Morae Global

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https://www.moraeglobal.com/



# Company Description

Morae Global Corporation (Morae) provides end-to-end legal and compliance solutions. Morae's team of experts is comprised of some of the most seasoned and knowledgeable professionals in the legal industry who are trusted to transform legal and compliance departments worldwide.

Core service lines include Information Management and eDiscovery; Legal and Compliance Consulting Solutions; and Alternative Legal Services. Using performance-based management consulting and technology-enabled information, discovery, and on-demand legal services, Morae is redefining the business of law.

Morae has offices throughout the United States, including in Houston, Chicago, and Washington, D.C., and internationally in London, Zurich, Abu Dhabi, Bangalore and Hong Kong.

# Vendor Offerings

# Information Management & eDiscovery

Evolving business regulation and exponential growth in data have created enormous legal challenges. Our many technology-enabled solutions apply sophisticated and proven processes to help your legal and compliance teams quickly and proactively address litigation, regulatory and internal investigations; effectively identify and shape your response to key risks; and drive efficiency for the company and its outside counsel.

# Policy Design and Implementation

Challenging the typical EDRM-based linear approach, our professionals rely on early analytics, streamlining document reviews and minimizing required resources throughout the project. Our methodology is designed to leverage predictive coding and other analytical tools to minimize volume, cycle time and cost while increasing measurable quality. Our professionals develop strategies based on particular experiences using tried-and-tested technologies, resulting in custom, cost-effective solutions and optimum performance.

# Legal Hold Management

We apply a programmatic approach that meets legal requirements that can be performed consistently and efficiently, and demonstrates defensibility through auditing and reporting. Our team specializes in designing and implementing technology and processes, reporting and change management. We serve as expert advisors and provide 360-degree support before, during and after implementation using industry best legal hold technologies including IBM's Atlas, Zapproved's Legal Hold Pro and Relativity Legal Hold, as examples.

# Forensic Collection

We have a Global network of data collection experts with decades of experience ready to be dispatched 24/7 to support you and your teams. Our team is attuned to local collection and data protection laws to collect in a sound and defensible manner. We use quick data extraction and proven collection methodologies across every data format or device. Every collection option is catered to: In-Person, Remote and Self-Collection. We assist in the recovery of deleted files, password cracking and online email recovery. Our experts examine Microsoft Windows registry, search engine and browser history. Also, last file access,

changes and deletion; phone logs and mobile phone evidence is examined. We deploy state of the art technology to support your data recovery efforts and compile a comprehensive report on results.

# **Data Processing & Hosting**

Our Data Analytics team has dozens of processed petabytes of data sourced from every major enterprise data source for thousands of workspaces. We are technology agnostic, meaning we've used all leading eDiscovery processing tools to ingest data into a wide variety of review platforms. We host data in our US or European servers, depending on client or project requirements, and were the first company in the world to be a RelativityOne Certified Partner in the UK. There is not a data type or source we haven't processed and hosted.

Our managed service offering is built around RelativityOne and hosted in the Microsoft Azure Cloud. Our solution is entirely Office 365 ready and offers rapid scalability with state-of-theart security at low cost, enabling corporate law departments and law firms of every size to meet their data management needs.

We take pride in industry-leading processing through-put of up to 300 Terabytes per day as well as our capability to develop customized processing workflows.

# **Data Migration**

With increasing regularity, clients are asking Morae to migrate entire data instances held by other eDiscovery vendors into our environment. Morae recently migrated one of the largest financial sector entities and one of the largest oil/gas sector entities, both of which included top-fold, high-stakes matters in the transfer.

# Managed Document Review – Substantive & Privilege

Our world-class project managers have overseen the most complex investigations and litigations in modern history. A key differentiator is our focus on understanding subject matter and implementing those insights into project execution with a heavy emphasis on technology solutions.

We help to build the review population by first gaining subject matter understanding, applying advanced analytics for early fact discovery, defining the review population and executing an informed approach. We triage to review in smart batches. This step includes privilege triage, which reduces the risk that privileged documents are missed. Technology and substantive expertise are the foundation for our multi-pronged QC approach. Finally, deliverables and reporting to bring greater meaning to our clients through reports such as Monthly Details & Spend, Daily Status, Issue Summary and the Key Documents Chart.

We offer managed review services in our ISO certified centre or on client site and routinely accommodate foreign language review including but not limited to Arabic, Bulgarian, Chinese, Czech, Danish, English, French, German, Hebrew, Hindi, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, Swedish, Vietnamese. Other languages are available upon request. In addition, Machine Translation is available.

# **Workflow Development & Special Projects**

Morae is adaptable to deploying differing workflow, from the simple search terms, threading, and review, to more nuanced workflows that leverage analytics or subject matter insight. Our workflows improve accuracy and pace, front load the discovery of matter-critical content, and help clients avoid costs.

As a specific example, we developed a custom workflow to perform trade reconstruction as required by Dodd-Frank or MIFID on an expedited basis. Furthermore, we're able to create trade chronologies using our custom developed chronology tool that automates the data sourcing from review and facilitates user supplementation.

# GDPR, CCPA, and Data Protection

GDPR and CCPA have ushered in an assortment of regulations mandating, among other requirements, that entities understand the contents and interworking of their business and customer agreements. Capture.IQ is our solution to automating that effort with robust QC workflows overseen by industry experts. Capture.IQ leverages unstructured data analytics to extract key contract data points. Automated extraction is underpinned by our industry-specific computer programmers and is subject to validation designed to ensure accurate capture approaching 99 percent.

Morae has also handled hundreds of DSAR matters for dozens of our clients. We've developed highly efficient workflows, applied by DSAR-specialized project managers, and have built out a team of more than 220 experienced DSAR reviewers around the world.

#### Fast-tracked Regulatory Investigations

Morae's high-horsepower solution framework is purpose-built for ingesting, analyzing, and producing significant volumes of data on tight timeframes. Our approach, toolset and team of experienced professionals are uniquely capable of meeting the demands of second requests, and have been thoroughly proven through our handling of some of the most demanding regulatory investigations in recent years. While we will tailor our approach to the specific requirements and strategic approach of our clients, we also operate from a playbook of principles and methodologies for regulatory requests of this nature. The key tenets of our approach are strong communication, process driven solutions to manage risk factors, and advanced analytics to streamline review for timely delivery.

# Advanced Analytics and Predictive Modelling

We are adept in the application of advanced clustering, concept searching, categorization, communications analysis, and other unstructured analytics in matters. Beyond the mere administration of these tools (e.g. Brainspace), we counsel clients in their strategic application as well.

Morae is often engaged to manage predictive modelling, the machine-learning scoring of a dataset by relevance-likelihood based on input from a subject matter expert. We leverage Continuous Active Learning and multi-lingual advanced analytics in every major language, including all European languages, Chinese, Farsi, Korean and Japanese.

# Redaction

Morae helps clients to redact sensitive or confidential data in disclosure to external parties. We're equipped to deploy Blackout, an automated redaction tool that plugs in directly to Relativity and saves time and money in the redaction workflow.

# Production

We have produced to every major regulator in the world and countless private third parties. Our robust production QC processes ensure that we disclose only what client and counsel intend and that production is delivered promptly according to specification.

# Legal & Compliance Consulting Solutions

Our clients call us outsiders with an insider's perspective. Our uniquely constructed team includes consultants with decades of experience, as well as former general counsel, law department operations professionals and law firm attorneys. We leverage our real-life experience to help transform your legal and compliance functions into nimble, innovative results-driven teams.

#### LIBOR Transition Services

Morae is a specialist in providing expedited LIBOR transition and other similar legal and compliance solutions. We can help with end-to-end LIBOR challenges or with any component part of the program. Our capabilities include determining which contracts meet

the risk criteria, efficient identification and analysis of the data and documents that matter, document drafting and end-to-end negotiation.

We can also support your corporate transactions and other large-scale due diligence and repapering exercises to meet time and budget sensitive requirements. This includes contract life cycle management programs for a wide array of contract types, including commercial, real estate, trading and securitizations. In addition, we help our clients separate fact from fiction in the realm of cutting-edge technology, such as artificial intelligence.

# **Alternative Legal Services**

We serve as an extension of your legal and compliance function by deploying skilled and experienced attorneys, paralegals and other professional resources—including process experts, data analysts, and technologists—to help accelerate key initiatives while balancing cost, quality and risk. Legal professionals from our deep and diverse bench can be procured individually or as a managed service, using predictable pricing models, and can be flexed up or down based on business needs. There is no need to increase headcount or infrastructure, or rely on expensive outside counsel.

Morae has performed a critical role in supporting clients to comply with GDPR. We have onsite experts deployed to oversee aspects of GDPR change management programmes.

# **Our Technology Partners**

Morae's multidisciplinary approach combined with decades of experience in implementing third party technology solutions ensures we can help you to cut through the hype and architect the ideal solution to suit your specific needs. We work with over 50 technology partners for a range of legal, discovery, and compliance services.

#### 8.1.82 Now Discovery (Lumix)

Beth Moore, Sales and Marketing Manager

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www.NowDiscovery.com

At Now Discovery, we never understood why eDiscovery tools were so complicated. We know the nature of legal reviews can be complex, but kept asking ourselves, "Shouldn't the tools designed for review be intuitive and actually simplify the process?"

We thought so, and decided to make that our mission. We got to work.

In 2013, we were asked to solve a unique problem for a strategic partner, to create an eDiscovery solution that would handle large volumes of documents. Through this partnership we worked with Silicon Valley tech giants, governments, law firms of all sizes and everyone in between to help them make sense of big data.

And we learned a lot.

Today, we've taken our passion for designing products that are focused entirely on user experience, and what we've learned from our eDiscovery partnerships, and built a comprehensive platform that is not only intuitive, but can be used by anyone.

# Vendor Offerings

Now Discovery are the creators of the cloud-based, end-to-end eDiscovery software, Lumix. Our straightforward web UI grants your team immediate access to the most powerful processing engine and intuitive review tool in the industry. Your projects can be underway in minutes, and with no time consuming onboarding or costly training requirements for your team. Our robust and secure infrastructure allows you to process data and work in all of your projects simultaneously, with no need for infrastructure investment or the costs associated with running multiple programs. This also makes Lumix simple to use in collaboration with partners, as roles and user access are all easily managed from one master account. Simple while remaining comprehensive, Lumix is the answer for new to eDiscovery small firms, fiercely independent solo practitioners and consultants, as well as large firms and corporate counsel in need of highly collaborative tools. The streamlined and intuitive nature of Lumix's design allows beginners and experts alike the opportunity to optimize their eDiscovery processes, with tool proficiency attained in a matter of hours. Three flexible pricing models allow users to choose how they are invoiced: per project, subscription based with volume discounts, or as a highly customized enterprise solution. Lumix is housed on Now Discovery's state-of-the-art private cloud, with data centers in the US and the UK.

# 8.1.83 NUIX RESPONSE: Nuix Pty Ltd

#### Adam Pembrey

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#### NUIX RESPONSE HQ:

Level 27, 1 Market Street, Sydney, NSW 2000 Australia **NUIX London:** 

Times House, Bravington Walk, N1 9AW

www.nuix.com

Company Information

# NUIX RESPONSE:

Nuix is a leading provider of investigative analytics and intelligence software with a vision of "finding truth in a digital world". Nuix's mission is to create innovative software that empowers organisations to simply and quickly find the truth from any data in a digital world. Nuix software has been used in investigations into some headline events over the last 15 years, including the Panama Papers, the Royal Commission into Misconduct in the Banking, Superannuation and Financial Service Industry in Australia, organised crime rings, corporate scandals and terrorist activities.

Simple. Powerful. Precise.

Nuix understands the DNA of data at enormous scale. Our software pinpoints the critical information organizations need to anticipate, detect and act on risk, compliance and security threats.

Our intuitive platform identifies hidden connections between people, objects, locations, and events—providing real-time clarity, control, and efficiency to uncover the key facts and their context.

Nuix and our partners deliver solutions that incorporate our global expertise in cybersecurity, law enforcement, digital forensics, investigation, intelligence, legal discovery, and information governance. We continually innovate to solve the complex challenges our customers face today and build their capacity to anticipate what's next.

More information about Nuix can be found here: <u>https://investors.nuix.com/Investor-Centre/</u>

# Vendor Offerings

# NUIX RESPONSE:

- **Nuix Discover** is an industry-leading legal review and visual analytics tool acquired by Nuix in 2018. Fully integrated processing, review, analytics, and predictive coding technologies help you uncover better evidence, faster, and quickly make it part of your case strategy.
- **Nuix Workstation** is the world's leading technology for extracting intelligence from high-volume unstructured, semi-structured, and structured data. It provides unmatched speed, scale, and accuracy to processing, searching, indexing, and analyzing the information you need.
- **Nuix Investigate** is a web-based, collaborative, forensic investigations tool in which to share, search, and analyze case data. Powerful visualizations

and a simple web interface enable investigators to analyze quickly and arrive at a case position sooner.

- Nuix Enterprise Collection Center performs data collection, relocation and production from many devices and storage platforms, across disparate, remote, and difficult-to-access sources.
- Nuix Adaptive Security is an EDR tool that delivers a proactive approach to detecting an ongoing attack, accelerate recovery time, easily adapt to changing environments, regulations and attack vectors—and ultimately stop incidents in their tracks.

# 8.1.84 <u>Omnis</u>

#### Ben Gowers

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# www.omnisglobal.com

Company Description

Omnis is a new breed of global service partner to the legal and compliance sectors. With offices in Dubai and London we provide an unparalleled service in round the clock document and data management services, for a growing list of high profile clients.

We are one of very few companies focusing on the Middle East region and were the first independent to enter the UAE Electronic Discovery market in 2014. In the UK, we are focused on applying innovative new approaches to assist companies with their ever emerging Information Governance challenges.

Our team is made up of technology experts from leading consulting firms, who are knowledgeable in multi-jurisdictional and cross-border matters, including applicable Middle East, UK and US legal processes.

Founders Ben Gowers and Nigel Murray have a wealth of experience in this sector, having built multiple successful businesses in the past. Their previous venture together, Trilantic, was sold to Huron Consulting in 2010.

#### Vendor Offerings

Our technology experts and solutions help organisations maximise the value of their information while minimising associated risks and costs.

Our practice areas are focused on Disputes, Investigations and Corporate Governance.

Our services consist of the following:

# **Electronic Discovery**

- Digital Forensics / Collections
- Electronic Data Processing
- Electronic Review & Disclosure
- Legal Process Outsourcing
- Paper Bundles, Scanning & Coding

#### Information Governance

- File Analysis & Risk Evaluation
- Intelligent Migration
- M&A Due Diligence / Divestiture
- eDiscovery Optimisation
- Maturity Assessment & Strategy

We use best of breed software, including EDT for Electronic Discovery and Nuix for Information Governance.

OneTrust

**PRIVACY, SECURITY & GOVERNANCE** 

#### 8.1.85 OneTrust

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# Company Description

OneTrust technology powers privacy, security and data governance programs to help companies make trust a competitive advantage. More than 7,500 customers use OneTrust to build integrated programs that comply with the CCPA, GDPR, LGPD, PDPA, ISO27001 and hundreds of the world's privacy and security laws.

OneTrust products are backed by 130 patents and can be used standalone – or seamlessly integrate together – to give you the right-sized technology for your privacy, security and third-party risk programs. Powered by an intelligence database of hundreds of laws, OneTrust adapts to the jurisdictions and frameworks that matter most to you, generating the right dashboards, visuals and record keeping reports you need.

In 2020, OneTrust was named the #1 <u>fastest growing company on the Inc. 500</u>. According to the <u>IDC Worldwide Data Privacy Management Software Market Shares</u> <u>Report</u>, 2019, "OneTrust is leading the market outright and showing no signs of slowing down or stopping." OneTrust is also one of Fast Company's 2019 <u>World's</u> <u>Most Innovative Companies</u> and is led by our CEO Kabir Barday, a 2019 EY Entrepreneur of the Year in the United States.

OneTrust is co-headquartered in Atlanta and in London, and has additional offices in Bangalore, San Francisco, Paris, Melbourne, New York, São Paulo, Seattle, Munich, Hong Kong and Bangkok

Backed and co-chaired by the founders of Manhattan Associates (NASDAQ: MANH) and AirWatch (\$1.54B acq. by VMware), and supported by \$710 million funding from Insight Partners, Coatue, and TCV, and the OneTrust leadership team has significant experience building scalable, enterprise software platforms. OneTrust is also guided by an external advisory board of renowned privacy experts and an inhouse global privacy and legal research team.

# Vendor Offerings

OneTrust is the largest and most widely used privacy, security, and data governance platform. The OneTrust platform is powered by the OneTrust Athena<sup>™</sup> AI and robotic automation engine, and our offerings include:

- OneTrust Privacy Privacy Management Software
- OneTrust DataDiscovery<sup>™</sup> AI-Powered Discovery and Classification
- OneTrust DataGovernance<sup>™</sup> -Data Intelligence Software
- OneTrust Vendorpedia<sup>™</sup> Third-Party Risk Exchange
- OneTrust GRC Integrated Risk Management Software
- OneTrust Ethics Ethics and Compliance Software
- OneTrust PreferenceChoice<sup>™</sup> Consent and Preference Management Software
- OneTrust ESG Environmental, Social & Governance Software

opentext \* Legal Tech

#### 8.1.86 OpenText Legal Tech

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Company Description

OpenText enables the digital world, creating a better way for more than 100,000 organisations to work with information, on premises or in the cloud. As a global leader in Information Management, our products enable businesses to grow faster, lower operational costs, and reduce information governance and security risks. OpenText was founded in 1991 and currently employs 14,000 staff in offices worldwide. For more information about OpenText (NASDAQ: OTEX; TSX: OTC), please visit: <u>www.opentext.com</u>.

Vendor Offerings

# OpenText<sup>™</sup> Axcelerate<sup>™</sup>

Axcelerate is an end-to-end eDisclosure solution with integrated advanced analytics and multiple forms of machine learning and TAR features. Axcelerate's analytics are developed in-house, producing rapid search results and a seamless user experience that helps legal professionals prioritize the review of important documents with the assistance of AI. In addition to keyword search, phrase analysis, and metadata filtering, Axcelerate includes advanced integrated visualisations, multi-factor visual analytics and communication mapping tools. It also features industry-leading machine learning capabilities that automatically organise documents according to conceptual similarity and continuously learn from human decisions to identify similar content. In addition to a full suite of workflow automation and document production tools, Axcelerate also includes advanced pattern recognition capable of automatically identifying and redacting PII, PHI and PCI like credit cards, phone numbers and more. Axcelerate also offers auto-detection of, sentiment, people, places and organisations for additional insight (powered by OpenText™ Magellan<sup>™</sup>). Simple, secure and rapid translations for 29 languages into English is also available via a platform integration with Veritone aiWARE. Axcelerate is available as an on-premises solution, OnDemand as a private POD in the AWS cloud or as a mobile server solution designed for organisations that need to keep sensitive data on premise for short-term eDisclosure needs.

# OpenText<sup>™</sup> Axcelerate<sup>™</sup> Investigation

OpenText Axcelerate Investigation is a purpose-built data investigation platform for early case assessment (ECA) and investigations. The software integrates data collection and processing capabilities with full text indexing, stackable metadata filters, predictive filters, predictive search and powerful analytics to help teams find the facts for rapid insight and action. Front-loaded data analytics and rich visualisations empower legal teams to quickly explore data sets of any size to find facts, assess risks, weigh the strengths and weaknesses of matters, conduct early case assessment, make strategic decisions, and take action with much greater speed and confidence than traditional ECA solutions. It is available as an on-premises solution or OnDemand in the AWS cloud.

# OpenText™ Legal Hold

OpenText Legal Hold is a proven, defensible legal hold technology providing centralized and automated hold management from a single pane of glass across the enterprise. Hosted securely in the AWS cloud, OpenText Legal Hold can be

deployed quickly, with no hardware requirements, and can integrate with various corporate systems including email, IT, and HR. OpenText Legal Hold can create and distribute targeted legal hold notices rapidly with web-based questionnaires, audit trails, and the ability to automate IT task suspensions to prevent inadvertent data spoliation. The ability to integrate remote collection capabilities, including critical endpoint data, is also available. At present, OpenText Legal Hold is only available in North America.

# OpenText™ Insight

Available only in the United States, OpenText Insight is a cloud-based eDisclosure and investigations platform purpose-built for enterprise multi-matter management. Documents can be collected, processed and reviewed once, stored centrally and promoted as often as needed for analysis, review and productions--effectively reusing work product. Analytics, machine learning, and automated workflows help legal teams review eDisclosure and investigations data and documents with speed and accuracy. Specific review features include multi-modal search, visual analytics and social networking, automated pattern detection and redaction of sensitive data, dynamic review workflow, paging and highlights, automated data management from loading and processing to production, and user-controlled automation. Insight allows users to process, search, analyse and review in more than 280 languages, including Chinese, Japanese and Korean (CJK). OpenText Insight Predict machine learning based on the continuous active learning protocol prioritizes reviews and is proven to achieve, on average, a two-to-one efficiency rate.

# OpenText<sup>™</sup> Legal Tech Services

OpenText Legal Tech software can be installed on-premise, accessed via your own secure private cloud or on a project by project basis OnDemand. OpenText is the only company that can offer direct-from-vendor technology and professional services across multiple delivery models. In addition, OpenText complements the technology offering with a fully staffed first-party professional services team to ensure that clients get the maximum benefit out of technology investments including:

• Data Collection Services – a dedicated team from OpenText using OpenText and other industry standard technology to collect data from multiple data sources within corporations on a project by project or subscription basis.

• **Digital Forensics Analysis and Expert Witness Services** – from recovery of deleted data to investigations of data falsification and intellectual property theft, industry accredited experts go beyond the user files to identify and report on the evidence you need, including expert reports and court testimony.

• **Managed Document Review** – fully outsourced document review services, leveraging OpenText's proprietary technology-assisted review tools, to improve efficiency and lower the costs of document review.

• **Recon Investigations** – helps companies and their law firms find evidence, fast in just a few weeks. Through a highly targeted exploration of data sets, the Recon Investigation team rapidly finds pertinent documents that provide insight into the facts and issues—whether known at the outset or identified during the investigation— and delivers the findings in a comprehensive Recon Intel Report.

• Axcelerate Portable Solution - OpenText Axcelerate delivered as a portable appliance supported by our professional services teams when data cannot leave site or jurisdiction. A full version but air-gapped version of Axcelerate (no Internet connectivity) is deployed to execute projects with no risk of data being transferred out of jurisdiction and free from Internet malware vectors. The portable appliance is forensically wiped at the completion of projects to remove all client data.

• **Project Management** - our team of experienced project managers have an average of 10 years' experience in eDisclosure and have worked on hundreds of projects across multiple jurisdictions, including data subject access requests (DSAR), litigation and arbitration reviews as well as large scale investigations. OpenText project managers work in a consultative manner and ensure every workflow they design fits the goals of your project, and the needs of your client.

• **Machine Learning/TAR consulting** - our team of TAR experts, including data scientists, search experts, lawyers and technologists, can develop optimal workflows to meet client goals in the most efficient and cost-effective manner.

• **Technology Implementation** - our professional services team can provide the full suite of services required to implement Axcelerate on-premise within your organisation or integrate our Axcelerate Cloud solution into your internal litigation support service.

• **Managed Services** - our team can provide onsite or remote managed services to manage on-premise software technical installation and/or case manage on-going eDisclosure projects with your internal legal teams.

# 8.1.87 Opus 2 International

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# Company Description

Over the last ten years, Opus 2 have delivered game-changing legal technology and services that have helped global legal teams conduct some of the most complex international arbitrations, litigation and public inquiries.

Trusted by 96% of the top 50 international law firms, their pioneering cloud-based technology allows legal teams, counsel and clients to access case data from anywhere in the world and at any time, streamlining communication and enabling more efficient management of the proceedings.

The highly-secure Opus 2 platform, tailor-made for lawyers, connects people, case information, analysis and data throughout the lifecycle of a dispute.

# How can Opus 2 help?

- Connected case analysis Break down barriers by enabling lawyers to annotate documents, share facts, questions and analysis, and search for information in one central, secure solution.
- Electronic hearings for arbitration and litigation Turn your hearing room into a connected environment with an electronic bundle and integrated electronic presentation of evidence ensuring focus remains on the issues in dispute
- Realtime transcription Connect your entire team to a live feed of the transcript, whether they are in the hearing room or based remotely.

Combined with industry-leading services, Opus 2 powers paperless, cost-effective and efficient case preparation and hearings worldwide.

# Why lawyers choose Opus 2

"Professional throughout, the Opus 2 team were prepared for and responded to all of our in court and out of court needs. Opus 2 is an intuitive and straightforward software, making it a key tool in proceedings. We could not find anything else which compared to its offering" – Siân Jones, Partner, BDB Pitmans LLP

# Why judges choose Opus 2

"Opus 2 enabled the trial to be concluded within the allotted timetable, and with the maximum efficiency. It also provided the inestimable advantage, from my perspective, of being able to access my notes made during trial, and the full galaxy of the trial bundles, from wherever I was and at whatever time of day (or night)" – Lady Justice Gloster in her judgement on *Berezovsky v Abramovich* 

#### Vendor Offerings

**Opus 2 Magnum** – a proprietary document management and electronic bundling tool which has made paperless trials a reality and is revolutionising the way in which lawyers access, share and manage their documents in the trial preparation phase and beyond. A versatile tool – Magnum can be used at any stage of the litigation/arbitration lifecycle.

**Opus 2 Magnum Realtime** – a court transcription tool that allows access to the live feed of proceedings as the action unfolds. Realtime is a highly secure, sophisticated portal to your live hearings. Whether they occur in a nearby courtroom or an

arbitration centre in another hemisphere, you may access the entire live proceedings from anywhere – not just from within the hearing room. At the conclusion of the day's session, Opus 2 synchronises the audio from the live session to the final transcript, allowing all participants to log in and re-live any moment from the day's proceedings.

**Electronic Presentation of Evidence (EPE)** – any evidence called in the hearing room will be instantly displayed on any number of screens controlled by our experienced EPE officer. If used in conjunction with Magnum, individuals will be able to gain immediate access to their own versions of the documents (with all annotations) alongside the full, clean version of the document that is shared throughout the hearing room.

Alongside the services listed, all clients will be given a dedicated, experienced Project/Case Manager who will act as a primary point of contact, providing consultative services throughout the client's hearing and ensuring that the transition from a paper to electronic trial bundle runs efficiently and exceeds client expectations.

# 8.1.88 PA Consulting Group

#### eDiscovery Team

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# Company Description

PA provide configurable, cost effective eDiscovery, cyber incident response and digital forensic services to law firms and General Counsel, and have done for around 20 years.

# Our approach to eDiscovery is unique

PA will always:

- ensure that you find our eDiscovery services simple to use
- provide you with clear quotes for any eDiscovery matter
- use our technical forensic skills during the collection, preservation and processing of data
- accept complex challenges where innovation & adaptability are necessary to manage the risk and cost

#### We have many years of experience in providing eDiscovery solutions

PA uses a distinctive blend of highly experienced digital forensics, IT infrastructure and information management professionals to continually refine and deliver our eDiscovery services. This ensures that our clients have access to the latest thinking and technologies to support their eDiscovery and legal needs. A popular service for new clients includes:

**Assisted DSARs**: Our streamlined data subject access request service is an easy way for you to comply within 30 days to any size DSAR. Our experts have the understanding to guide you on how to best manage the request, and data can be provided directly to us through our secure online portal, removing the need for you to handle, prepare or review the data on your own systems.

Clients use PA to help manage and control their global information challenges for litigation, regulation, investigation and arbitration matters. We are qualified experts in ensuring that electronic information is optimised for your investigation. Information Security is also now of paramount importance and PA is one of the only firms that specialises in this field, making us suitably placed to advise on, control and to protect your data.

We are also an approved supplier on the Crown Commercial Services eDisclosure services framework open to all public sector customers.

http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3717

# Our eDiscovery services will provide you with confidence

Our services all offer:

- Transparency clients knowing **why** we are doing what we are doing
- Visibility clients see **what** we are doing at all times



• Shared Commercial Risk – PA **appreciates and understands** the complexities of eDiscovery and are willing to share the risk with our clients.

# We share knowledge & expertise at all stages of the disclosure process

Our people are all experienced in bridging the communication gap between legal, IT, project managers and other stakeholders. They are fully conversant with the end-toend processes and the pitfalls of complex projects including legal holds, dealing with custodians for data collections, processing, document review, predictive coding and production. We use methods developed in the computer forensics industry to ensure that your matter is legally defensible from start to finish.

# Vendor Offerings

# Our eDiscovery services are always individually configured for each specific client matter

We use the best technology in the most appropriate way. Technology alone is not the answer, which is why we always work closely with you to ensure the technology is matched to the goals, resources and methods of each project to ensure:

- the most suited technology is used we regularly review the market for the latest technologies to ensure we are offering the best functional and commercially viable applications. This process has kept us committed to Nuix (for processing) and Relativity (for document review and analytics).
- information handling expertise is always on hand all our consultants are all information engineers who will manage and operate all elements of your matter from start to finish. This ensures continuity and detailed understanding of the case to remove any delays or service hold-ups.
- focused outcomes & delivery management irrespective of technology, service remains the core of our offering. PA invests in people with strong project delivery and management skills to ensure great outcomes are achieved.

# PA eDiscovery services

PA provides a premium end-to-end eDiscovery service, including:

- Preservation & Collection PA (formerly 7Safe) are proud to have partnered with the former ACPO E-Crime Working Group and Metropolitan Police Service in the authoring and publication of the Good Practice Guide for Digital Evidence. (<u>https://www.7safe.com/research-and-insight/acpoguidelines</u>). We are skilled at collecting and preserving data from all types of digital devices through to retrieving data from the cloud.
- Early Case Assessment in close collaboration with our clients, we focus a combination of price, speed and intelligence into generating early case visibility using our own unique tools and processes to provide early focus and help in the initial stages of a case.
- **Processing** our focus here is typically the balance between speed and price. Our Nuix data processing capability runs at industry leading speeds, therefore giving you high quality results, which can be achieved fast. If time is not an issue, then we have more cost-effective solutions for clients working to tighter budgets
- Intelligent Review we configure our workflow processes and tools together with you to best suit your matter and achieve the very best outcome using analytical technologies to assist where appropriate

- **Document Review Platform** a secure, fast, enterprise Relativity platform is designed to support many thousands of users and matters
- Air-Gapped, On-Site Solutions when legislative or privacy matters drive the specific location and/or security of data, we can deploy solutions to ensure total control over where and how data is processed and reviewed.

# Cyber Incident Response, Digital Forensics and Investigations

PA also has a leading Cyber Incident Response and Digital Forensics team who can help you in these areas. Services include:

- Cyber Security Incident Response\* and Threat Hunting (\*CREST Accredited)
- Digital Forensic Collection and Investigation
- Evidential Reports and Expert Witness Services
- Incident Response and Forensic Capability Development and Training

#### Security Assurance and Testing

Underpinning all of the above, is our absolute **focus on Information Security**. We are ISO27001 certified and members of the Chartered Institute of Information Security (CIISec).

#### **Training and Professional Development**

We also provide industry recognised technical training courses and are a CREST Approved Training Provider. (<u>https://www.7safe.com/trainingoverview</u>)

#### Information Management Advice

PA have a long-established record of helping large global organisations organise their information better. A core part of our work with our clients is to help keep the cost of future eDiscovery down, as well as implementing workable records management policies, processes and IT to reduce exposure to litigation and regulatory penalties by advising on:

- General Data Protection Regulation (GDPR)
- Information governance & architecture
- Records management, including Legal Hold processes
- Data retention & protection.

😂 Pagefreezer

# 8.1.89 Pagefreezer

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www.pagefreezer.com

# Company Description

Organizations across all sectors need to keep records of their websites, social media accounts, corporate chat tools, and mobile text messages for possible use during litigation. Pagefreezer helps them do it.

Millions of conversations are taking place online every minute. And the content of all these conversations is often relevant to litigation. Discovery and preservation rules demand accurate recordkeeping of all content, and companies are realizing the value of having access to complete, searchable electronic records—not only for evidence capture and litigation readiness, but also for greater insight into how and why conversations are taking place.

Pagefreezer was founded to help organizations with the complex tasks of data retention and preservation. With so much data being generated across websites, social media channels, collaboration platforms, and mobile messages, keeping accurate archives of it all can be difficult. Pagefreezer provides a single comprehensive solution that archives information in real-time and gives organizations a simple and effective way to search, review, and export records during the eDisclosure process.

Vendor Offerings

Pagefreezer offerings:

- Pagefreezer Enterprise Information Archiving for eDisclosure
- WebPreserver Online Evidence Collection Tool

**The Pagefreezer SaaS solution** simplifies compliance and litigation readiness by automatically archiving and monitoring an organization's websites, social media, mobile text messages, and enterprise collaboration platforms in a cloud-based dashboard. Sophisticated archiving capabilities ensure all content is captured and archived in real-time. Even if your content is deleted and taken down, you can rest assured that Pagefreezer will retain an unalterable record of your critical records. This content can be accessed through a dashboard that not only provides a seamless search of digital content but allows for easy export of information in defensible format.

Automated Website Archiving: Pagefreezer's website archiving service uses crawling technology, like that of Google, to take snapshots of your website.

**Real-Time Social Media Archiving:** Pagefreezer's social media archiving solution leverages social media APIs to gather data in real-time, providing the most comprehensive capture of social media content in the industry.

**Text Message Archiving:** The impermanent nature of mobile messages creates recordkeeping challenges. What happens once an employee has deleted a conversation from their phone? Pagefreezer's SMS archiving software provides a reliable record of conversations.

**Enterprise Collaboration Archiving:** Leveraging platform APIs, Pagefreezer makes it easy to collect and review enterprise collaboration records (from popular tools like Slack and Workplace from Facebook) for early case assessment and litigation readiness.

**WebPreserver** enables legally admissible online evidence capture. The solution is delivered through a Chrome extension that installs on your toolbar and an intuitive dashboard for file management. All preservations are stored to your own computers and servers. To initiate a preservation, simply browse to a particular webpage or social post, select preservation options using the plugin menu, and hit save.

WebPreserver automates many of the labour-intensive tasks of online evidence collection. With this innovative tool, legal professionals and investigators can:

- · Collect social media and website evidence with two simple clicks
- Let WebPreserver automatically scroll through timelines and expand comments
- Use bulk-capture features to collect entire websites and social media accounts
- Quickly collect and authenticate videos from Facebook, Twitter, YouTube, and Instagram
- Generate searchable PDFs and MHTML files to quickly and easily locate relevant content

For more information, please visit <u>www.pagefreezer.com</u> and <u>www.webpreserver.com</u>.

# 8.1.90 Panoram Digital

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Company Description

Panoram Discovery is a division of Panoram Digital, a new digital solutions company, founded in 2020, with the mission to help legal teams realise enterprise value from their enterprise technologies.

Panoram Discovery is led by co-founder Martin Bonney, an eDiscovery expert with over 25 years in consulting, service delivery and technology innovation at the forefront of this field. Martin and his co-founders are proud to have brought together a team of highly experienced eDiscovery professionals, including several certified Nuix Masters, who along with the best enterprise technologies in the marketplace today, offer clients a superior service experience on commercial terms that reflect the realities of the new marketplace.

- 1. Delivering eDiscovery matters on Nuix Discover the only fully integrated platform combining the world's leading analytics and processing capabilities with a new, easy to use, document review platform. All the functionality in a single architecture without the expense and risk of combining multiple brands.
- Creating a world class client experience through exceptional proactivity, collaboration, and focus on project outcomes, all delivered by our team of certified Nuix Masters.
- 3. Streamlining the delivery of all our cases through a proprietary Digital Project Management Platform (PDPM), built entirely in M365 and surfaced through MS Teams.

As the only UK member of the Nuix Advisory Council we are able to directly influence the direction of the product to meet client requirements on an ongoing basis.

At Panoram we believe we can transform our clients' eDiscovery experience, and we have assembled the people, process and technologies to deliver that today.

#### Vendor Offerings

Our services include:

1. **Hosted eDiscovery SaaS Service:** featuring our proprietary Digital Project Management Platform:

Utilising Nuix's best of breed integrated processing and review platform and delivered through our proprietary M365-enabled workflows, overseen by a team of experienced eDiscovery professionals. Project Management is delivered via PDPM, our specially designed platform using MS Teams to support a collaborative approach throughout the project lifecycle. High level reporting enables lawyers to understand progress and manage costs while automation streamlines and collates sometimes cumbersome processes (e.g. custodian interviews) to ensure efficiency and completeness.

We provide streamlined and price competitive workflows for specific needs such as DSARs.

# 2. Consulting Services:

In line with our emphasis on supporting enterprise legal tech we provide consulting on compliance and litigation readiness. The team has vast experience managing eDiscovery projects in multiple locations and can draw upon an extensive network to address complex and challenging requirements. We also have specific consulting offerings for DSARs and an offering to safely manage the process of employees exiting an organisation, including triage and investigatory support where issues are unearthed.

# 3. Managed Document Review Services:

We maximise efficiency in Nuix Discover to empower document review teams but we understand that some cases are so large, or deadlines so tight that burst capacity is needed. We can provide this as needed through our partnership with an international third-party specialist managed document review provider.

# 8.1.91 ProSearch (US / Ireland / India)

Regus House, Harcourt Centre, Harcourt Road, Dublin 2, Dublin D02 HW77, Ireland India KRB Towers, 4th floor, #1-4 &4A, Jubilee Enclave, Madhapur,	PROSEARCH
Jubliee Enclave, Madnapur, Hyderabad, Telangana, India, 500081 Company Description	

ProSearch is a leading provider of comprehensive discovery and compliance solutions, with more than 15 years' experience in building, extending and customizing solutions in forensics, data processing and document review.

ProSearch empowers corporate legal teams, law firms and government organizations to better manage their portfolio of matters for improved legal and business outcomes. We approach discovery as a business process that can be measured, managed and improved. Exceptional client service and an innovative approach to solution design and delivery result in improved discovery outcomes.

Founded in 2006 by Julia Hasenzahl and Trevor Allen, ProSearch maintains headquarters in Los Angeles, including a team of consultants, data scientists, linguists, project managers, attorneys and discovery specialists.

As a RelativityOne Services Partner, we assist organizations in migrating to and managing matters on RelativityOne. We go beyond traditional document review by reducing document review populations, optimizing reviews and increasing the quality of review through technology and technology-enabled workflows. Fully tested proprietary tools and workflows can be configured to meet the unique challenges of your project and your data.

Our Solutions Advisory team consists of senior project managers, lawyers and discovery experts who work closely with clients to provide support, training, use case demonstrations and expert consultation on both internal and external tools and processes.

# **Global Operations and Support**

A full-service operation in Dublin supports EU clients and U.S. clients with EU requirements. This location includes IT and data center operations, data privacy and security, forensics and other eDiscovery services related to data processing, project management and advanced review analytics support.

The ProSearch office in India provides project coordination, project management, and technical support to ensure consistency across time zones for clients conducting global review work.

# Vendor Offerings

#### **ProSearch Enterprise**

For clients seeking more than just an eDiscovery vendor, ProSearch offers a flat-fee partnership model that empowers legal teams to better manage their entire portfolio of work and make smarter business decisions. Our team becomes an extension of yours, listening and collaborating on solutions that maximize investments and improve outcomes.

# Relativity Hosting

Our industry-leading Relativity hosting environment is unmatched in terms of security, performance, scalability and features. Seven of the 14 largest Relativity workspaces globally are hosted at ProSearch. Our Relativity environment is built to support thousands of concurrent users without performance degradation.

#### **Migration Services**

Migrating to RelativityOne from any source, RelativityOne, Relativity Server, or non-Relativity case data.

#### RelativityOne: Your Tenancy

For pay-as-you-go RelativityOne customers, we offer comprehensive partner of record services from pre-implementation planning through ongoing managed services.

# RelativityOne: ProSearch Tenancy

For clients who prefer matter hosting by ProSearch, we offer a named client domain in the ProSearch RelativityOne multitenant environment.

# Early Case Assessment

Our teams have expertise in Brainspace, NexLP and Relativity Analytics, as well as our own custom applications and robust reporting. We work with you to get the most out of your investment in learning, accelerating your access to critical information and knowledge.

#### Advanced Search Term Analytics

Manage the volume, richness and defensibility of the review with statistically sound metrics about the yield and accuracy of search terms.

# ProSearch WorkStream for Chat and Collaboration Data

ProSearch WorkStream captures message and action-level metadata that can be used to organize, search and cull datasets from Slack, MS Teams and other chat and collaborative applications. Our solution is tailored to the needs of each client and provides robust search and filtering features that allow users to define discrete sets for more targeted review.

# ProSearch Privacy Suite

The ProSearch Privacy Suite uses deep learning models built on advances in natural language processing and computer vision techniques to identify protected private information. Results are integrated into custom Relativity review panels and dashboards to provide easy access to actionable metrics and streamlined review workflows.

# Portfolio Dashboard

An executive-level dashboard view of discovery and review project status and metrics from across multiple matters gives clients and counsel a bird's-eye view of their entire matter portfolio. Decision-makers can use the metrics provided for case comparisons and trends analysis to facilitate improvements in budgeting and planning for discovery and document review.

# 8.1.92 PwC LLP

Umang Paw, Head of Digital & Forensic Investigations	
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https://www.pwc.co.uk/DFI	

Electronically stored information is growing faster than most organisations' ability to manage it. It can be incredibly difficult to extract, preserve and analyse data from IT systems during a time of crisis - such as a regulatory investigation, receiving whistle blower allegations or suspicions of fraudulent activity.

The Digital & Forensic Investigations team at PwC helps clients manage and interrogate their electronic data and navigate the legal and business processes that are mandated by critical events. We also help clients implement preventative measures in an attempt to stop such matters arising in the first place, and ensure they have plans in place to be able to respond if they do.

Our team is comprised of experts spanning 40 countries globally, with forensic technology specialists in the UK being based in our offices in London, Belfast, Birmingham, Bristol and Leeds.

In 2021 we were named a leader in the IDC MarketScape: Worldwide eDiscovery Services 2021 vendor assessment. The decision was based on a number of factors including our investment and commitment to innovation, our unified technology platforms and favourable pricing based on quality of service.

We have extensive expertise in all aspects of the EDRM, from data identification and classification through to capture, analysis, review and disclosure. This expertise is key in the range of services that we offer, which include legal and regulatory electronic disclosure, regulatory compliance matters (such as GDPR), investigations (including fraud, bribery, corruption, IP theft and data breach, price fixing and other breaches of compliance), disputes, and assertion or defence of claims. Our services can be scaled for any given situation and we have experience of assisting with matters of all sizes for clients across all industries. In addition to our reactive services, we offer a range of managed services to help clients with recurring matters. This may include leveraging PwC experience to bolster client in-house teams and providing much needed surge capacity, through to the delivery of matters in their entirety.

Our discovery and investigation support capabilities help clients to locate, capture and search their data to quickly get to the right information, irrespective of data type, volume or location. We help our clients and their lawyers to: conduct an early case assessment to determine the merits of an action and data availability, review evidence in fraud, corruption compliance investigations, conduct privilege and relevance reviews, and disclose responsive information to opposing parties or regulators. In order to do so, we use a combination of industry-recognised, marketleading technology, together with an extensive catalogue of tools and applications bespoke to PwC, including:

- Our purpose-built evidence management tool, Evidence Links, brings all of the data sources that could be considered in an investigation into one place, where they can then be reviewed and analysed - allowing the investigator to see and discover themes faster. Evidence Links automatically builds a chronology of key events and key documents in the form of a timeline, and also allows users to establish links between key pieces of evidence. Installed within our Relativity eReview platform, it can easily be deployed on current and future investigations. Names of individuals and corporate entities can also be sent to RADAR - our bespoke corporate intelligence platform that scans numerous industry-leading intelligence databases - giving the investigator access to key intelligence in parallel to the gathered evidence.
- Our custom-built tool chat processing tool, which allows us to process a wide range of chat message formats (including Bloomberg, Skype, WhatsApp, Microsoft Office Communicator, Reuters, Yahoo!, SMS text and iMessage), identify and remove duplicate, irrelevant and empty chats, and then group together chat logs relating to one conversation thread in communication date order.
- Our in-house developed suite of tools designed to enhance the user experience and promote efficiencies. These include an application to view calendar entries within a 'calendar view' within our review platform, and a tool for the creation and editing of saved searched en masse.

We have spent over \$5 million globally on in-house development and innovation over the last two years alone.

We can also assist with project management, drafting and implementing preservation orders, drafting the Disclosure Review Document and disclosure statements, proving compliance, arguing reasonableness and proportionality, conducting first and second stage document review in any language and the creation of electronic trial bundles. We can also assess a client's eDiscovery capability.

Our proactive monitoring, surveillance and data discovery solutions help clients identify potential data issues at the earliest possible opportunity and gain further insight into the data that they hold. We can then help to design appropriate programmes to reduce the risks associated with poorly managed information and non-compliance with regulation. In providing clients with a robust framework of controls, we help to identify and address operational, security, compliance and discovery risks. Together, we i) implement good practice together with appropriate technologies, ii) account for readiness and maturity in a scalable way, and iii) take control of information to turn potential liabilities into assets.

# <u>Services</u>

- Legal and regulatory electronic disclosure:
  - o data capture
  - investigative and review analytics (including Predictive Coding / Sample-Based Learning / Active Learning / Technology Assisted Review)
  - Evidence Links (in-house case management and analysis system)
  - o data hosting and searching
  - production of material to varying specifications

•	Know Your Data
	<ul> <li>Data discovery for GDPR</li> </ul>
	<ul> <li>Pre and post breach data identification</li> </ul>
	<ul> <li>Defensible data deletion</li> </ul>
٠	Document review
•	Investigation support
•	Forensic accounting support
•	Managed services
•	Electronic trial bundling
٠	Data Discovery / Records Management
•	DSAR support
<u>Techr</u>	nology
Data ( • •	Collection: EnCase Live acquisition (DEFT / Kali) FTK Imager Cellebrite / XRY (mobile device acquisition)
Decry •	ption: Passware
Proces • •	ssing: RelativityOne Nuix PwC-developed proprietary technology for processing Bloomberg and chat data (Skype, WhatsApp, Microsoft Office Communicator, Reuters, Yahoo!, SMS text and iMessage, etc. formats)
OCR:	ABBYY Recognition Server Relativity OCR Nuix OCR Handwritten text extraction
•	igative analytics: Relativity Analytics Brainspace Tableau Evidence Links (PwC-developed proprietary technology)
Data H	Hosting Platform: RelativityOne Relativity on-premise Blackout Calendar item viewer (PwC-developed proprietary technology) Saved search management application (PwC-developed proprietary technology)

- Bespoke automated workflows Custom gap analysis ٠
- •

#### Voice: • Ne>

NexidiaIntelligent Voice

# Translation:

Iconic

# 8.1.93 QuisLex

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www.quislex.com	
Company Description	· ·

QuisLex is an award-winning legal services provider specializing in executing complex document review projects for FTSE 100 and Fortune 500 companies, as well as Magic Circle and Am Law 100 firms throughout the world. Since its founding in 2004, QuisLex has been a pioneer in the provision of managed legal services. With more than 1,200 attorneys, process experts, statisticians and linguists, QuisLex delivers solutions that reduce costs, mitigate risks, and enhance quality. The company's expertise in providing these benefits has been acknowledged by both clients and the legal industry at large, including being recognized by Chambers & Partners as a Band 1 Alternative Legal Services Provider, The *New York Law Journal* as a top managed document review provider, the *Financial Times* as a member of its Intelligent Business Top 35, and the *IACCM* as its "Outstanding Service Provider" for contract management solutions. QuisLex was also recognized by the ACC as a Value Champion for helping its client Deutsche Bank cut its eDiscovery costs in half.

# To date, QuisLex has reviewed more than four billion pages, created privilege logs running into tens of thousands of entries and worked on matters before most major jurisdictions and regulatory agencies worldwide. QuisLex is the partner of choice for many of the world's leading law firms. The company's clients trust it with complex, highly visible bet-the company matters, such as global regulatory investigations in the financial services industry or decisive patent litigations in the technology industry. It also has significant experience in competition/antitrust matters, FCPA/anti-bribery investigations, and PII reviews to assist in complying with DSARs and in responding to data breaches.

QuisLex has assisted numerous clients in responding timely and efficiently to highprofile, high-stakes investigations by the Financial Conduct Authority, Serious Fraud Office and Office of Fair Trading. It has also assisted in regulatory and internal investigations throughout the EU and before the European Commission, as well as the Securities and Exchange Commission, Department of Justice, Federal Trade Commission, FINRA and OFAC in the US.

QuisLex holds the ISO 9001:2015 certification for its patented Legal Quality Management System and the ISO/IEC 27001:2013 certification for its Information Security Management System. QuisLex is SSAE 16 (formerly SAS 70 Type II) certified, and in early 2020 received its HITRUST CSF certification.

# Vendor Offerings

The company's litigation services focus on managed document review services, which include complete end-to-end project management and quality control, and seamlessly integrate with outside counsel. QuisLex helps clients to prepare for the first CMC and compile defensible and proportionate disclosure strategies, as well as accurate cost budgets. QuisLex also prepares privilege logs, performs redactions for privilege, trade secrets and confidentiality and have vast experience with reviews involving multiple languages, including French, German, Italian, Spanish and Mandarin.

Many clients involve QuisLex early in a matter to perform services that some might not traditionally associate with a document review provider. While document review

companies may routinely review the documents provided to them, a key aspect of QuisLex's value-add is to proactively identify efficiencies for their clients, which allows them to streamline the process and review fewer documents where possible. This can include validating search terms and suggesting changes, as well as using statistically valid methodologies for culling document sets, or creating matter-specific strategies to optimize review.

Recognizing the increasing role of technology in document review and the need to continually improve efficiency, QuisLex has established itself as a pioneer in the application of techniques from the fields of information retrieval and statistics to document review. We have and will continue to be at the forefront of using tools such as predictive coding, email threading, metadata analysis, clustering, and hash value comparison, among others, to winnow down the total universe of potentially responsive documents and identify the most relevant documents to review first. We have also developed an expertise in designing and implementing TAR 2.0/CAL workflows for highly complex matters.

Post review, clients rely on QuisLex to leverage the expertise gained during the review (knowledge of the documents, custodians, important issues, and key facts) to assist law firms with activities such as preparing for depositions. This allows law firms to focus on the substantive aspects of the matter, while QuisLex can perform the more labour intensive but critical activities such as searching for, analysing, or summarising specific factual content. Having recently been immersed in the document population, QuisLex attorneys are well-positioned to leverage the company's search and analytics expertise to perform these activities, and as permanent employees, they remain available despite the common start and stop nature of review and post review activities.

The company's execution and delivery is further enhanced by the involvement of a dedicated Quality Team comprised of Six Sigma Master Black Belts, Black Belts and Quality Analysts whose sole function in the company is to monitor and improve the quality of the work product delivered. This team serves as an independent check on every project and contributes significantly to their industry leadership. The company's Six Sigma rigour and the expertise of their Quality Team allow them to execute projects on shorter time frames and with a higher degree of quality and budgetary certainty.

QuisLex also utilizes a highly specialized Legal Technology Group comprised of search specialists, linguists and statisticians that test, refine and validate search results, use statistically valid sampling methodologies to test and validate results, and create efficient iterative feedback loops to drive quality and efficiency at every stage of the project.

# Software Information

While QuisLex does not provide its own document review platform or software, they have experience with all of the major platforms, such as Relativity, Brainspace, NexLP, Recommind, Documatrix, Ringtail and LawFlow. A key function of its Legal Technology Group is to optimize the capabilities of the client-chosen platform. QuisLex also maintains a team of technologists and programmers who design customized applications (for example, a privilege log processing application) to extend the capabilities of a given review platform that may not provide certain functionality. At all times, QuisLex securely and remotely accesses the review platform, meaning that the data is never hosted by QuisLex but remains hosted by the corporate client, law firm or third party technology vendor.

# 8.1.94 Rational Enterprise

Costa Kypre, Managing Director EMEA	
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www.rationalenterprise.com	
Company Description	

Rational Enterprise was founded in 2006 by the founders of the then most successful provider of hosted e-discovery document review and production services.

Rational is headquartered in New York and has additional offices in Albany, Miami and London and is one of a few companies left that are family owned and managed.

Rational's London office provides full local support with data hosted in the UK and a full team of consultants and project managers.

Rational is a technology and services focused company. Rational work with law firms and large multi-national corporations in both the US, South America and Europe. Rational provide a full range of eDiscovery services utilising proprietary software and a sophisticated information governance solution, that has been purpose built from the ground up as an information governance solution for corporations.

#### Vendor Offerings

# eDiscovery Services

Rational provide a full range of on demand eDiscovery services which range from:

- Forensic consultancy and collections.
- Senior consultancy advising on strategies and approach.
- Data processing and hosting.
- Project Management.
- Cutting edge analytics and predictive coding technology.
- Proprietary review platform Rational Review.
- Managed Services.

# Processing and Hosting Onsite – Multi-Jurisdictional

 One advantage of utilising proprietary software and the cloud is that Rational can spin up an instance of Rational Review in any jurisdiction quickly and cost effectively, as there are no additional licence fees to have a separate instance.

# **Review Platform – Rational Review**

- Rational utilise a proprietary review platform, which provides cost benefits to our clients, with the same level of functionality as leading platforms on the market.
- Rational Review was created by a litigator to be used by lawyers.
- Rational Review focuses on the user to provide a more intuitive interface for lawyers and a unique and much easier and efficient method of searching.

•	Rational	Review	includes	cutting	edge	analytics	and	predictive	coding
	technolog	jy.							

• Law firms have deployed Rational Review behind their firewall as their inhouse internal review platform.

#### Information Governance – Rational Governance

- Rational Governance (RG) is a proprietary technology that has been built form the ground up as an information governance platform. RG has been deployed in companies in both the UK and US, including leading defence companies, government agencies, pharmaceuticals and financial services firms.
- RG manages a firm's data whilst the data remains in place, there is no duplication or requirement to move physical data outside of the firms control or to move the data from where it currently resides.
- Once installed the technology will cost effectively assist companies with the following challenges:
  - eDiscovery Response collating, preserving, searching and analysing information in place, including implementing instant legal holds across the firm's data universe, including desktops and laptops.
  - o Automate the response for data subject access requests.
  - Assist with regulatory compliance enables firms to react much quicker than other firms and in a much more cost effective and proportionate manner.
  - Complete internal investigations without impacting the firm's internal resources.
  - Effective records management, including automating and enforcing a firm's retention, deletion and/or archive policies.
  - Defensible data legacy clean up.
  - GDPR Compliance.
  - Data breach.

Relativitu

# 8.1.95 Relativity

The Relativity Sales Team

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https://www.relativity.com

#### Company Description

At <u>Relativity</u>, we make software to help users organize data, discover the truth, and act on it. Our platform is used by thousands of organizations around the world to manage large volumes of data and quickly identify key issues during e-discovery in litigation, internal investigations, and compliance projects. Relativity has over 180,000 users in 40+ countries from organizations including the U.S. Department of Justice, more than 70 Fortune 100 companies, and 198 of the Am Law 200.

# Vendor Offerings

RelativityOne is an end-to-end, SaaS platform built on Microsoft Azure, servicing every part of the e-disclosure process, from legal hold through production, including Early Case Assessment (ECA) and investigation. It can be used independently or as a hybrid solution with our web-based on-premises product, Relativity Server RelativityOne and Relativity enable case teams to handle the largest, most complex projects using flexible, customisable workflows and powerful search and analytics capabilities - all in a highly scalable environment. The Relativity App Hub - comprised of more than 100 applications and integrations - allows users, consultants, and third-party software providers to design, build, and integrate custom applications on the software's open platform, extending its functionality. RelativityOne and Relativity are available via direct license or through a global network of channel partners.

Learn how organisations around the globe are using Relativity here.

For more information, see the entry for Relativity in the software sub-section following this one. (8.2.59)

#### 8.1.96 Reveal-Brainspace

Samantha Mather		
smather@revealdata.com +44 (0) 7951 271978		Brainspace
EMEA have offices in both the UK and Ireland	reveal	NexLP
and the Global HQ is in Chicago, Illinois		
www.revealdata.com		

Company Description

Reveal, with Brainspace technology, is a global provider of the leading AI-powered eDiscovery platform. Fuelled by powerful AI technology and backed by the largest team of data scientists in the industry, Reveal's cloud-based software offers a full suite of eDiscovery solutions all on one seamless platform. Users of Reveal include law firms, Fortune 500 corporations, legal service providers, government agencies and financial institutions in more than 40 countries across five continents. Featuring deployment options in the cloud or on-premise, an intuitive user design and multilingual user interfaces, Reveal, with Brainspace technology, is modernizing the practice of law, saving users time and money. For more information, visit <a href="http://www.revealdata.com">http://www.revealdata.com</a>.

# Vendor Offerings

Reveal provides world-class document review technology underpinned by leading processing, visual analytics and artificial intelligence seamlessly integrated into a single platform for eDiscovery and investigations. Our software combines technology and human guidance to transform structured and unstructured data into actionable insight. We help organizations including law firms, corporations, government agencies and intelligence services uncover more useful information faster by providing a world class user experience and patented AI technology that's embedded within every phase of the eDiscovery process.

# 8.1.98 Ricoh (US)

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http://www.ricoh-usa.com/infogov

**RICOH** imagine. change.

Company Description

Ricoh consults with corporations, law firms, and government entities that face information management and eDiscovery challenges. We design and implement solutions that improve processes and greatly enhance insights into business critical and sensitive information. Our expertise and innovations have transformed legal and compliance operations, making access to information faster and easier, improving business, legal, and risk and compliance outcomes.

Ricoh leverages proven methodologies and exceptional client service — and a refusal to be limited by tradition. Our 85-year history is one that is marked by award-winning innovation. In fact, Ricoh's founder was mentored by Albert Einstein. Invention is in our DNA.

It is this legacy, one that combines proven capabilities with continuous innovation, that has made Ricoh a trusted partner to leading corporations, law firms, and government agencies. Tap into the innovation at Ricoh and benefit from a partnership that is powered by expertise, experience, and leadership in delivering exceptional outcomes.

Vendor Offerings

# • Information Governance Consulting

Ricoh's consultants design and implement complete Information Governance programs helping clients learn how to decrease costs, drive compliance, and make sound business decisions based on clean, reliable data. These endto-end programs are based on your organization's specific needs.

# Infrastructure and Managed Services

Secured and scalable cloud environment supported by our team of experts who specialize in managing complex infrastructure. We can seamlessly migrate your data and applications to our industry-leading cloud environment, provide application support, and troubleshoot issues.

# • Digital Forensics Services

Our licensed team of forensics experts will effectively collect your Electronically Stored Information (ESI), investigate your matters, and provide expert testimony with speed and reliability for a truly defensible and auditable process.

# • Managed Review Services

Our background checked, licensed contact attorneys use a technologydriven approach to ensure the amount of review documents is proportionate to your case. This approach helps get to your most critical information fast with scalable attorney coverage and fixed fee contracts.

# • Ricoh Acumen

Our proprietary dashboard solution that provides valuable business intelligence and insight from your Managed Review Services or Relativity hosting matter so you can discover a new level of project ownership.

#### • Ricoh On Demand

This secured, cloud-based proprietary solution is intuitive and allows clients to take full control over their eDiscovery process with anytime, anywhere access. Simply select the services needed and upload ESI for processing, analysis, review, and production.

#### OpenAxes

An on-premise identification, collection, smart culling and legal hold solution that allows you to easily investigate and analyse data in place, across unlimited endpoints.

# 8.1.99 Servient

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Company Description

Servient are a pioneer of machine learning and cloud-based eDiscovery services. Easy to use and learn, Servient provides immediate time and cost savings.

Servient allows the client to control as much of the eDiscovery process as they wish. This includes processing, production, creating and managing review teams, running an ECA process and more. Some rely on Servient to help on every step of the way, and others handle it all internally.

For this reason, we describe Servient as being built with 'Self Service In Mind'.

Servient provides these sophisticated technologies with a new pricing model that is reflective of the modern architecture utilised. No more up-front processing fees, no more user licenses that fluctuate throughout the matter and make budgeting difficult, and no more fees associated with analytics and predictive coding.

Put simply, Servient provides robust, scalable, budgetable, and cost-efficient eDiscovery.

# **Key Points**

- Founded in 2003, with offices in UK, USA, and India.
- Servient are known for their Continuous Active Machine Learning technology and workflow, which was first created in 2008 and underpins the whole system.
- Servient is designed and built for the Cloud and is flexible and customisable depending on the organisational needs.
- Servient is provided as:
  - SaaS (software-as-a-service) on a matter by matter basis.
  - Managed or Subscription Service manage multiple cases, on a monthly or annual plan

# The System

<u>Self-Processing Application</u>

Allowing you to process as much data as is needed (not just limited to smaller volumes)

• Early Data Assessment Application

Explore the dataset, run lists of search terms and prepare data for review, prior to sending the data into the review phase

Document Review Application

A fully featured, easy to use document review application. Search functionality included:

 <u>Standard</u> – Comprehensive Search and Analytics functionality: including keywords, phrases, date range, format, file type, custodian, Boolean and more)

- <u>Advanced</u> Technology Assisted Review (TAR/Predictive Coding) incorporating Continuous Active Learning, Conceptual Clustering, content-based Email Threading etc (included in the base price)
- Matter & User Management Module

Control who gets access and to what level of the case, add or subtract users from a case, create cases on the fly and deactivate them when they complete.

• <u>Reporting (QC/QA)</u>

Multiple dashboards and metrics that show the speed, throughput, and accuracy of a review.

Production Module

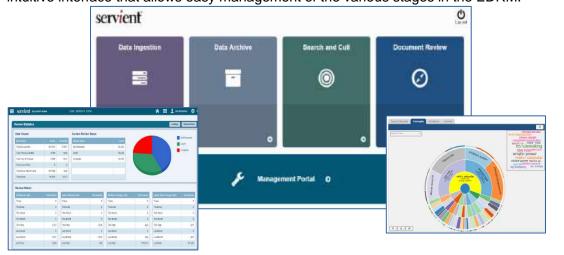
Users can create a template once and re-use it many times. Productions can be run Natively, in TIFF or PDF – with no extraneous charges for tiffing, branding, or stamping.

# **Key Differentiators**

- **Self-Service** especially processing, allowing legal teams to effectively run matters themselves without needing to rely on support from a vendor which will waste time and create service bottlenecks
- **Customisable** allowing true flexibility, the platform can is configurable to specific requirements in terms of screen layouts, user preferences, etc.
- Modern Charging Structure a simple, budgetable monthly data hosting charge, without up-front costs and other variable charges like Monthly User Fees or Analytics
- **Machine Learning** Servient provides a sophisticated Continuous Active machine learning technology and workflows. Servient gets the user to the critical and relevant information quickly.

### Vendor Offerings

The Servient application is wholly owned by Servient, developed with technologies that power the largest web companies in the world. The system provides a simple and intuitive interface that allows easy management of the various stages in the EDRM.



# 8.1.100 Sky Discovery

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

### Company Description

Our ethos is to provide the best eDiscovery service at a competitive price. We are an owner managed Australian business aiming to be recognised as a leading independent eDiscovery firm. We do not simply offer the lowest prices in order to attract new business. Instead, we constantly innovate to create more efficient processes that enable us to offer competitive prices without compromising on quality of service.

In 2020 we won Relativity's Community Choice Innovation Award for our Sky Photo Search plugin which analysis the content of photos so that they can be searched, this is one of many innovations we have developed to offer our clients extra value.

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

Our services are wrapped around powerful all-in-one solutions which means data only exists in one platform throughout the lifecycle of the project, minimising the risk of data errors that occur when using multiple software products.

Sky Discovery offers leading industry software solutions as well as proprietary solutions.

**Relativity:** As a Relativity Premium Hosting Partner, we offer the full suite of Relativity products and latest features hosted out of our data centres in London and Sydney. Sky Discovery has 9 RCA certified consultants and a number of consultants also hold specialised Relativity certifications include Infrastructure Specialists and Analytics Specialists.

**Nuix Discover (formally Ringtail):** Utilising Nuix's powerful data processing engine combined with industry leading visual analytics features, we offer our clients another best-of-bread solution supported by our expert team.

# Vendor Offerings

Sky Discovery offers a consultative approach to eDisclosure projects and acts as an extension to a firm's in house team.

# Areas of Expertise:

**Identification & Collection** – Our expert consultants work with legal teams to assist identifying where potentially relevant data exists using tried and tested workflows and to make sure the process is compliant with court requirement such as EDQ's and DRD's. Through our network of forensic experts, we specialise in collecting many types of data including mobile, web and complex structured formats.

**ECA** – Utilising visual dynamic dashboards, our simplified ECA offering allows legal teams to access the data early prior to review so they can make informed culling decisions early, resulting in a richer review set and reducing review costs.

**Review** – Sky Discovery consultants work with legal teams on litigation projects, information governance activities, regulatory requests and internal investigations, ensuring the technology is applied effectively and providing high end consultancy & project management support.

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

**Document Productions** – Assisting firms with disclosure and other production requirements, we blend the software's capabilities with years of experience. Automated and templated QA processed minimise the risk of producing privileged documents to the opposing party.

### **Project Management:**

Project Management sits key in the successful running of a project. Sky Discovery has developed a structured approach to Project Management which allows us to be in complete control throughout the entire project lifecycle. Central to this is our collaborative project and task management tool which, through the use of templates, is designed to enforce consistency and ensures instructions are accurately recorded. Communication, time recording, and billing stats are all recorded within the system ensuring all information is in one place.

### Specialist areas:

**Construction Litigation** – The variations tables application makes review of complex construction matters manageable in an efficient manner, linking variation requests and site instruction with all related document in the document set.

**Group Litigation** – This all-in-one automated solution reduces the administrative burden of matters with 1000's of claimants by integrating a number of smart technologies.

**Complex, non-standard data conversion**: Not all data can be processed using standard tools. Our team of technical experts and IT specialist can unravel the most complex data set and provide them in a reviewable format.

# 8.1.101 Smith & Williamson LLP

### John Holden

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Smith & Williamson

### Company Description

Smith & Williamson was founded in Glasgow in 1881 and has, for many years, combined an independent firm of accountants with an investment management and private banking house. Our business spans 12 principal offices and 1,500 staff located across the UK and Ireland with a turnover of approximately £212 million to April 2013. We provide audit & accountancy, forensic services, tax and financial advisory services to corporates, owner-managed businesses, professional practices and private clients.

At Smith & Williamson, our prime aim is to help clients achieve their financial ambitions, both corporate and personal, focusing on wealth creation, wealth management and wealth preservation. This unique approach singles us out from our peers and larger competitors, being the only UK financial services firm to combine a top 10 accountancy practice (Accountancy Age 2014) with an investment management and private banking house.

### Vendor Offerings

# Forensic technology

Our forensic technology team provides a scalable and technically focused solution to issues surrounding the recovery, retention, investigation and presentation of electronic data, both in investigations and during the disclosure process.

# Our team

With over 40 years' combined experience, our team consists of former police officers, IT professionals and lecturers who are not only technically adept, but commercially minded ensuring minimal disruption to a client's business. We can assist those less experienced to gain the maximum benefit from the technology and suggest appropriate ways to maintain proportionality.

# Investigations

Working together with our forensic investigations team, we investigate both criminal and civil cases and can:

- secure electronic data using overt or covert techniques
- · review servers with minimal disruption to networks
- identify and recover deleted and hidden data from all forms of electronic media
- provide clear, non-technical reports on our findings.

# e-disclosure

We offer a complete e-disclosure solution that:

- consults, collects and prepares documents for electronic review
- reduces the cost of e-disclosure through flexible charging structures

- saves time and money through more cost-effective planning
- simplifies even the most complex e-disclosure exercise through advanced analytics
- delivers cost efficiency to clients
- allows our clients to regain control of the case.

At the heart of our e-disclosure solution is IPRO Enterprise - featuring Early Case Assessment, web-based review including computer assisted review, near duplicate analysis, concept clustering and high speed processing tools. With these tools, clients can choose to manage the e-disclosure process themselves or our multidisciplined team is on hand to guide them through any stage of the process if required. By working as part of the client team, we give the insight and assistance needed to ensure a smooth e-disclosure exercise every time. 8.1.102 Special Counsel

Evie Mackay, Director of Delivery, UK Solutions Evie.Mackay@specialcounsel.com   +44 (0) 7845 050873 Millennium Bridge House, 2 Lambeth Hill, London EC4V 4BG www.specialcounsel.com www.d4discovery.com	Ŀŋ	SPECIAL COUNSEL
Company Description		

Special Counsel D4 is a leading provider of managed data, discovery and review services to law firms and corporations. As one of the first providers to offer an eDiscovery Managed Services solution, the company continues to lead the field in innovation and was the first Relativity Partner to offer RelativityOne in the UK. Overall Special Counsel D4 has been a Relativity Orange Level Best in Service partner for 9 consecutive years and was recently recognized as the first RelativityOne Certified Gold Partner.

Special Counsel D4 provides technology and review solutions for end-to-end EDRM support. Our data intelligence group provides a consultative experience for matters both large and small. Our global forensics team assists in information governance, preservation, and collection exercises across all jurisdictions. Our full technology suite is available across state-of-the-art data centres and global operations throughout the US, China and the UK while the Managed Review team are widely commended for the quality of their work product and the way in which they proactively collaborate with the client case management team. Depth of staff, experience and innovative technology allow the company to provide first-class performance worldwide.

# Vendor Offerings

- eDiscovery/eDisclosure Services
- Internal and FCPA Investigations
- RelativityOne Subscriptions
- Relativity One Hosting
- Managed Services
- Litigation Support Consulting
- Computer Forensics
- Data Collections/Mobile Device Collections
- Rapid High Volume Processing
- Early Case Assessment
- Advanced Analytics/Technology Assisted Review
- Managed Review and Legal Staffing
- Multilingual Reviewers
- Machine Translation
- Paper Discovery
- Legal Copy and Scanning
- Deposition Services
- Expert Witness Testimony

# **3rd Party Software and Solutions Offerings**

- Relativity (US and China Data Centres)
- RelativityOne (UK and US)

- Ipro eCapture
- Ipro Eclipse (Managed Service and US Hosting)
- Brainspace
- Nuix
- Veritas
- Systran
- Office 365 Integration
- LexisNexis Law PreDiscovery
- LexisNexis Concordance
- X1 Social Discovery
- Zapproved-Legal Hold Pro
- Cellebrite
- FTK
- enCase

SullivanStrickler

# 8.1.103 <u>SullivanStrickler Ltd</u>

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www.sullivanstrickler.com

# Company Description

SullivanStrickler was formed in 2013 by Shawn Strickler & Brendan Sullivan. They met in 2003 when Brendan became CEO of eMag Solutions responsible for transitioning the company from a tape manufacturer to a services provider. Shawn was appointed VP, Business Development, together they developed an industry reputation as the "go-to" place for discovering data from tape. They both left eMag in 2011, joining forces again in 2013 to form SullivanStrickler Ltd. a services and software company.

SullivanStrickler is headquartered in Atlanta, Ga, with full-feature data centres in Atlanta, New York, Austin, and London. The company focusses on creating software and services to solve the client's complex challenges with unstructured data, such as is found on legacy backup tapes, e-mail archiving platforms, content management systems, and voice or video recording systems. Our experience in the tape backup and archive environment is deeply technical, business-based, and used to support legal and compliance-based requirements. Our team provides the skills and knowledge across backed up data applications, tape technologies, core guidelines of emerging data privacy regulations including GDPR, secure vaulted environments, and the cloud.

Born from a passion for innovation and solving complex data challenges, our legacy solutions are the most advanced in the world. We improve data insight providing access to all media and data formats and adding structure to legacy data where it previously did not exist. Removing IT and discovery costs via elegant solutions, enabling the retirement of non-essential support and licensing costs for legacy environments. We reduce the risk of over-retaining, losing, or misplacing legacy data, moving it to our ISO/IEC 27001:2013 certified management facility.

# Vendor Offerings

SullivanStrickler specializes in the resolution of complex data availability issues. Our engineers are experts discovering usable, valuable data from legacy backup environments, with a deep understanding of the myriad of environments where legacy data resides and was created. Given this knowledge of data down to the hex level, our understanding of IT environments and how they relate to Discovery has proven to be invaluable to many of our clients.

# Legacy Data Managed Services

Clients are able manage their legacy data within the lowest cost structure possible while facilitating ad hoc restores of their data on demand. This offering is for companies that want to consolidate / streamline their eDiscovery and legacy data operations in one ultra-secure environment. We offer comprehensive, tailored, solutions, for a predictable monthly fee. Enables clients to retire legacy data backup infrastructures, partially or in their entirety, while still efficiently responding to data requests. Delivering faster time-to-data and greater data insight, removing costs and risk, SullivanStrickler's Legacy Data Managed Services is the only offering of its kind.

• Store your legacy data at our HAV (High Availability Vault). Restore it on demand.

- Emulate your target backup infrastructure in our HAV. Access it remotely as needed.
- Virtualize or host your actual target backup infrastructure with remote access.
- Replace target backup infrastructures with our SaaS applications Invenire & TRACS.
- Instantly find target files and remotely restore the same day.
- Create a hybrid of the above options, crush budgets and exceed responsiveness.

# Tape Restoration for Data, Voice and Video

SullivanStrickler provides the most reliable expertise and the fastest, most advanced data-recovery technology available today. Restoration from backup tape requires knowledge of backup software, tape formats, and agent-based backups. Our engineers have all these skills amassed over the last 30+ years.

Our developers create routines for varying levels of interrogation into data on backup tapes and back up sessions. Continually developing solutions for all data variances we are challenged with. We have a database of back-up environments that is unparalleled. Our technology is fast and flexible with unmatched reporting for audit trails and defensibility. If data must remain on-site to be restored, our proprietary technology can be deployed globally on-site at any location within 24 hours, in most cases. Our team of engineers arrive with the necessary equipment, and perform the restore with little to no downtime or disruption to the client.

### Forensics and Collection Services

SullivanStrickler has certified forensic experts who manage every facet of forensic data recovery. Identification, acquisition, preservation, analysis, and documentation of electronically stored data are coordinated for our clients' use. Our forensic experts increase the efficiency and accuracy of the digital forensic investigation process, without altering or compromising fragile digital information or risking defensibility. Holding a variety of certifications, including CCE, CHFI, & EnCE, our team can perform onsite or remote collections anywhere in the world.

### Departing Employee Defense

This solution is for clients wanting to be proactive in collecting vital data from departing employees. We provide a portable, turn-key eDiscovery protocol for preserving legal-hold data. This on-demand, subscription-based offering includes the forensic collection of portable devices, case lifecycle retention management for preserving legal-hold data to ensure business continuity, and hosting of relevant metadata in our secure cloud-based environment, Invenire, enabling secure early case assessment and storage of evidence for future use.

### 8.1.104 <u>Swiss FTS (Switzerland)</u>

### Mattias Aggeler

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https://www.swiss-fts.com

Company Description

Swiss FTS was founded in 2010 in Zurich, and is an independent and provider of Litigation technology and IT forensic services with offices in Zurich, Lausanne and Singapore.

SWISS FTS

Forensic Technology

Solutions

As a specialist in IT forensics, electronic discovery (eDiscovery) and information governance, Swiss FTS has the technology and requisite expertise to tackle some of the most challenging data protection and legal problems a company can face. With its many years of experience and its proven expertise, Swiss FTS supports its customers in areas such as fraud, corruption, data theft, sabotage, insider trading investigations, compliance and many others – always with precision, transparency and the utmost efficiency.

Swiss FTS is one of the leading corporate investigation firms in Switzerland and operates an ISO 27001-certified data centre in Switzerland and in Singapore for the hosting of sensitive data.

### Vendor Offerings

Swiss FTS offers full-service solutions to all IT Forensics challenges that a major company might face.

Services offered:

- IT Forensics
- Mobile Forensics
- eDiscovery
- Tape Recovery
- Hardcopy Scanning
- Trainings and Consulting for above

We are well-equipped and prepared to tackle some of the most challenging data and legal-related problems a company can face. We have extensive experience helping our clients solve problems related to:

- Fraud
- Anti-Trust Regulation Breaches
- Arbitration and litigation
- Corruption
- Employee Misconduct
- Anti-Money-Laundering Investigations
- Insider Trading Investigations



- Insolvency
  - Compliance
  - Data Theft
  - Intellectual Property Theft
  - Sabotage

See overleaf for software information and Certification

# RTIFIE SO/IEC 2700 STRIFFED FORENSIS CHA nuix CERTIFIED EDISCOVERY Relativity rt l Relativit гф HORIZED PAR SERVIC **母Relativity 母Relativity** CERTIFIED ADMINISTRA **母Relativity 母Relativity 母Relativity** EXPERT

# **Software Information and Certificates**







# 8.1.105 SFTS Engineering (Switzerland)

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# Company Description

SFTS Engineering's goal is to turn our team's extensive industry knowledge into a set of applications to improve the efficiency and accuracy of work performed on litigation and IT Forensic projects.

Our team consists of eDiscovery and IT Forensics experts who have worked on numerous projects for a wide variety of clients. The applications that SFTS Engineering develops are primarily created to solve issues and fill in feature gaps that have been discovered by our team while working on live projects.

We don't just develop applications; we use the tools we create every day to make our tasks easier and our work more reliable. SFTS Engineering is taking this knowledge sharing process a step further by enabling the entire industry to benefit from our experience.

Vendor Offerings

# Penumbra (Relativity add-on): Mark-up Management and Auto redactions

This application streamlines the redaction process when reviewing documents within your eDiscovery environment. Key features include:

- Automated redaction of keywords or regular expressions
- Entity Recognition:

Easily extract entities from emails and benefit from a fully automated redaction process.

• Pseudonymisation:

Pseudonymise sensitive information relating to companies, individuals or other information relating to the same entity.

• Readback:

Allows you to leverage your existing work by extracting the text under your manual redactions, enabling you to add the knowledge to your automated workflow.

• Enhanced Precision:

Penumbra leverages pattern matching technology to catch even more hits that might be missed due to OCR errors.

# Transfer Vault (on premise solution): Secure File Transfers

Transfer Vault is a robust stand-alone file transfer server, which can be used internally or with clients. It is designed to be user-friendly, and has built-in end-toend encryption as well as auditing features to securely setup a communication channel for sensitive data between involved parties.

# Illuminate (Relativity add-on): Manage and Share Highlights

An application to extend the feature set of Relativity's document review and production capabilities. Key features include:

• In-line document highlighting and commenting

- One-click navigation to relevant sections in a document
- Advanced summary features showing relevant text and associated comments

### **Custom Development:**

If you have a problem that our suite of applications cannot solve, SFTS Engineering can develop a customized solution to meet your requirements. Our application developers are also experienced experts in eDiscovery and IT Forensics, which enables us to better understand your situation and to work alongside your team to create the most effective solution.

See overleaf for software information and certificates

# Software Information and Certificates



Automated Redactions within Relativity

### **Entity Recognition**

- Easily extract entities from emails and benefit from a fully automated redaction process.
- Penumbra's built-in entity recognition technology extracts email addresses, names, phone numbers and other information to build search rules that can be applied to your workflow.

### **Pseudonymisation**

 Penumbra does not simply draw black boxes, but allows you to pseudonymize sensitive information relating to companies, individuals or other information relating to the same entity.

### Security

- End-to-end AES 256 encryption with randomly-generated keys and randomized strong passwords
- Provides fine granularity and control over who has access to transferred data
- Automatically avoids data insecurity through user error (such as weak passwords or incorrect settings)
- No access to data through the platform administrators.

### Ease of Use

- Drag and drop transfers while preserving the full folder structure
- As simple to use as the widely popular data sharing platforms in the cloud

# Manage and Share Highlights

 Illuminate gives you an overview of comments from multiple teammembers across your document set, saving you hours of wasted time organizing team comments across documents and showing you why a document was marked relevant.



Secure end-to-end encrypted data transfers. Available on premise.



Highlighting and commenting in natives within Relativity

# 8.1.106 <u>TCDI (US)</u>

# Elizabeth Wagoner

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### https://www.tcdi.com/

# Company Description

TCDI was founded in November of 1988. In the beginning, TCDI serviced a few select clients, managing complex database applications for the U.S. Government. Their deep understanding of their clients' needs and challenges enabled TCDI to create an unparalleled eDiscovery platform. Over the past three decades, TCDI has grown to 106 employees, with offices in Cleveland, Ohio and Greensboro, North Carolina. They have expanded their services to include forensics, processing, hosting and review. In 2017, TCDI added managed document review to their integrated services, which supports various document review models, including creating career opportunities for military spouses through their Military Spouse Managed Review program. TCDI has created a home office for their team of full-time reviewers, flex-time reviewers and project managers in their headquarters in Greensboro, NC. Through the pairing of design, streamlining review workflows and further automating document review TCDI continues to lower costs for their clients.

What differentiates TCDI from competitors? Their clients have become true partners, guiding them in the development of their tools, technology and processes. TCDI offers proprietary processing and analytics-driven hosted review products in order to provide the correct solution for each clients' budget and needs. Their ClarVergence Suite (CV Suite) is a product of TCDI development, allowing the customization of their flagship product, CVLynx. Through continuous process improvement TCDI, using CVLynx, continues to develop strategies to help clients decrease risk during cases, control and predict budgets and ultimately allow their clients to put the focus back on their core business. Thinking differently is what TCDI does best.

# Vendor Offerings

TCDI specializes in large-scale litigation case management, eDiscovery, managed document review, computer forensics and cybersecurity. Their innovative proprietary legal technology solutions help clients solve legal challenges by efficiently organizing and managing large volumes of data. Their technology is designed to decrease client cost by reducing data volumes and making human review and production more accurate. They continue to build scalable and customizable technology and platforms for law firms and corporations, both small and large. In addition to technical support, they offer project management and unparalleled customer service.

Through their ClarVergence Suite (CV Suite), TCDI provides legal services that support the entire eDiscovery process. For large matters, they created CVLynx, which supports both case management and eDiscovery. For smaller cases, TCDI's clients can use CVFox. Both platforms are built on CVOnyx –their proprietary modular-based processing software capable of ingesting large volumes of data quickly to prepare for review. From data processing through managed document review and production, TCDI has the internal systems and capabilities to help clients manage, organize and analyze large volumes of electronic information. In addition, CVLynx and CVFox as a review platform offers reviewers a simple and easy to use option for predictive coding and prioritized review.

As cybersecurity attacks become a growing problem for businesses due to the increase in the number of attacks as well as the rise of the costs associated with them, TCDI understands the importance of data security and privacy. Their team of trusted advisors comprised of security experts and industry thought leaders take an innovative approach to data security services. By combining "best of breed" technology with their proprietary cybersecurity assessment application, TCDI creates tailored solutions for their clients. TCDI's cybersecurity services include: cybersecurity assessment, penetration testing, comprehensive security monitoring and management, policy and plan development, data breach response and investigative services, security awareness training, access to a team of certified and highly skilled experts on an "as-needed" basis and law firm security evaluation. Additionally, TCDI specializes in computer forensics. In today's world, evidence is rarely preserved on paper, making it imperative to know how to collect digital evidence and recover data. TCDI has certified forensics analysts, trained to collect and analyze electronic evidence following forensic methodologies and procedures.

With their acquisition of Cicayda in 2020 – TCDI added Fermata legal hold which promotes defensibility at the start of litigation and provides and efficient way to identify and manage your company's sources and custodians of data and information. Fermata fits seamlessly into existing legal hold compliance workflows, allowing in-house counsel and legal IT departments to manage the entire legal hold communication process effectively and efficiently inside the office, on the go, and from any device.

Fermata allows for:

- Templates Create new matter holds based on existing and similar configurations. Copy elements of other existing holds into new holds such as notices, people, and questionnaires.
- Note Management Add new recipients to existing notices, manually change status of recipients to accommodate non-email delivery and manual workflows. Remove recipients from a notice while maintaining their full history.
- Automated Schedule Re-issuance Entire notices are reissued automatically based on a selected interval.
- Automated Scheduled Reminders Non-responsive recipients are automatically reminded to respond based on a selected interval.
- Cross Matter Reporting Track custodians' status across all matters.
- Full Audit Trail Reporting Download a complete list of all events in a hold as well as collected questionnaire responses.
- ROI Incredible savings in time, money, and responses.

# 8.1.107 <u>The Oliver Group</u>

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595 Greenhaven Road, Pawcatuck, CT 06379 US	The Oliver Group™
http://www.the-olivergroup.com	

Company Description

The Oliver Group (TOG), founded in 1997, provides data forensic and media restoration e-discovery services to corporations, litigation support providers, and law firms.

TOG is a proven, reliable partner with extensive experience that includes some of the world's most publicized corporate legal actions of the last decade. Our North American headquarters are located in Connecticut and our European Union headquarters are located in London.

# What We Do

TOG helps clients navigate the early stages of the e-discovery process through service offerings that include:

- Data Acquisition & Forensic Analysis.
- Media Restoration & Conversion.
- Data Preservation & Remediation.
- Data Filtering, Culling and Searching.
- Litigation & Compliance Readiness Assessments.
- Consulting & Project Management.

# Vendor Offerings

- Data Acquisition & Forensic Analysis onsite or remote
- Media Restoration & Email Conversion via Native process

e.g.: GroupWise to .pst

• Data Preservation & Remediation

One to one copy,

- Data Filtering, Culling and Searching
- Data Migration

e.g.: Exchange to Office 365 from backup tapes

- Legacy System Decommissioning
- Litigation & Compliance Readiness Assessments
- Consulting & Project Management

We use industry standard tools such as EnCase, FTK, Cellebrite, etc. as well as our own fully defensible developed in house software.

# 8.1.108 TransPerfect Legal Solutions

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www.transperfectlegal.com

# Company Description

<u>TransPerfect Legal Solutions</u> (TLS) empowers legal professionals to leverage AI, analytics and multi-language technology across eDiscovery, forensic consulting, due diligence, privacy, managed review and staffing projects.

TLS delivers software and service solutions to every Am Law 200 and Global 100 firm, and the majority of Fortune 500 corporate legal departments. Founded in 1992, TLS has a worldwide presence with over 100 offices and a global team of legal experts. TLS' quality-focused, consultative approach is supported by a vast network of resources with proven success in solutions engineering, problem solving, and delivering a complete partnership that clients can trust.

# Services Offered by TLS

TLS is one of the largest service providers in the world, executing well over 150 projects every month. More detail concerning TLS' suite of service offerings is as follows.

# • Forensic Technology & Consulting:

TLS operates approximately one dozen forensics laboratories around the world staffed by certified forensic technicians who can complete the most demanding and sensitive assignments with the highest level of technical expertise.

# • eDiscovery & Early Data Assessment:

TLS's proprietary platform, Digital Reef, is the world's fastest eDiscovery engine (capable of processing up to 17 TB per day). TLS is a Relativity "Best in Service" provider, and our hosting team is made up of certified PMs and battle-tested support personnel. TLS utilises robust data analytics tools in both Digital Reef and Relativity to ensure a cost-effective, streamlined, and fully-defensible eDiscovery process. More information regarding TLS' eDiscovery "technology stack" is provided below.

# • Managed Review & Legal Staffing:

TLS' document review and legal staffing services division is the most versatile and responsive in the industry because TLS' network of professionals was built by leveraging an existing worldwide network of foreign language professionals and global recruitment capacity. As a result, TLS can fill a need as generic as an English Language document review attorney for the most basic project, or as was necessitated by one recent project, a team of Japanese speaking attorneys with an engineering background and focus on "tunneling and boring" machines. TLS' unique offerings are Managed Document Review (Foreign and Domestic) and targeted investigative or special requirements document review.

# • Languages Services:

TLS translates more legal documents than any other company worldwide. TLS' proven record shows a long-standing commitment to quality, speed, and subjectarea expertise for international litigation.

# • Witness Interview & Trial Support:

TLS supports the entire trial process from planning through execution, including vetting and scheduling court reporters, formulating presentation strategy, preparing electronic exhibits, and assembling video clips and transcripts for trial use.

# • Reprographics & Production:

TLS has built a network of reprographic support locations in major markets around the world, allowing TLS to offer expedited service and enhanced logistics for pick-up and delivery.

# • GDPR Services:

TLS's compliance workflow can help align its clients' internal policies and technologies with the requirements set forth in the GDPR. TLS' technologists and consultants are experienced in information governance, data privacy, and cyber security, and are equipped to adapt their clients' business to the new and evolving regulatory environment.

# • Al Data Solutions:

TransPerfect DataForce is an unmatched network of in-country professionals to make AI systems smarter by qualitatively improving input data. We collect and annotate data to build a superior AI-enabled experience. We are piloting ways in which this improves our existing legal technology suite of solutions.

# Partnerships with other vendors and service providers

TLS is both a service provider and a software provider (as must be all top eDiscovery providers). On the service side, TLS is fully-integrated and does not outsource or sub-contract work to any partner/service provider. On the software side, TLS offers a robust technology stack comprised of both third-party platforms that we license and proprietary technologies that we develop. The third-party platforms that we partner with are listed below.

# Relativity:

Relativity is the leading eDiscovery hosting and review platform in the market. According to Relativity, TLS is the third-largest provider of the platform in the world (measured by user licenses issued). TLS has also developed a panoply of custom integrations into Relativity to ensure that TLS' Relativity offering is as dynamic and value-add as any in the industry. (See below for more details).

# Brainspace:

Brainspace is the most powerful and user-friendly early-case assessment, investigations and Technology Assisted Review ("TAR") platform on the market. TLS was one of the earliest adopters of Brainspace and has more Brainspace certifications than any other provider on the market.

# • <u>TextIQ</u>:

TextIQ is the only artificial intelligence on the market specifically developed to help lawyers identify and isolate privileged materials. TLS has extensive experience partnering with TextIQ on high-stakes litigations.

# Blackout:

Blackout is a redaction tool, which can automate the redaction process and redact native files, not just images (which was for years one of the greatest need areas in the eDiscovery market). TLS has been a provider of Blackout for several years.

# • <u>Veritone</u>:

Veritone is an AI software for transcribing and searching audio and video files, which TLS implements on an as-needed basis.

# • Forensic Software:

TLS' team of approximately four-dozen global forensic technicians license a plethora of forensic collection tools to facilitate defensible collections from almost any platform (e.g., Cellebrite for mobile phone collections, Axiom Magnet for social media collections, Nuix Collector for SharePoint, etc.).

# Heretik:

Heretik is a tool designed for due diligence, repapering and contract review. It identifies the contract type, segments the clauses (conceptually), tracks derivation from any standard form and allows lawyers to make global changes across a data set. The tool can also automate notices triggered by the contract.

There are additional characteristics that TLS wants to highlight because they are essential to understanding TLS as a company and as an eDiscovery service provider:

- <u>Foundation in Top-Tier Client Service</u>: TLS is on a mission to provide the best client service in the industry. To that end, TLS operates an independent Client Experience (CX) team, which was established in 2009 to provide an internal framework to monitor and track TLS' clients' experience and the levels customer service that TLS is providing.
- The Client Experience team's most recent survey of TLS clients reported that 83% of legal services clients rank TLS' customer service between an 8 and a 10 on a scale of 1-10 (10 being best service possible). That means that the vast majority of TLS' clients give very positive reviews about their experience partnering with TLS. While TLS will not be satisfied with its CX scoring until 100% of its clients provide a ranking of 10, in the complex, demanding and high-pressure world of eDiscovery, TLS is quite proud of its current scoring. Most clients are lawyers, not technologists, who do not inherently understand the limits and capabilities of the software and tech-driven workflows that TLS deploys. In turn, one of the great challenges for an eDiscovery provider is communicating with clients in a way that lay technologists understand so expectations are aligned with reality. TLS believes that its current score demonstrates a high level of success in overcoming that communication challenge.
- <u>Commitment to Software Development</u>: As noted above, TLS licenses a variety of third-party software platforms to offer to our clients. TLS supplements those third-party licenses with internally-developed, proprietary tools and custom scripts because the only way to ensure the most sophisticated and comprehensive "technology stack" available, it through a combination of licensed and developed solutions. TLS' proprietary technologies are summarised here.
  - <u>Digital Reef (*Pre-Review Analytics*<sup>®</sup>)</u>: Digital Reef is TLS' proprietary data processing and early case assessment ("ECA") platform. Digital Reef is one of the fastest data processing tools in the eDiscovery market; it also provides clients with *Pre-Review Analytics*<sup>®</sup> on a complimentary basis. *Pre-Review Analytics*<sup>®</sup> is an ECA platform that uses data analytics and AI to identify and eliminate "digital debris" that hits on a search term but has no relevance to the merits (e.g., SPAM emails, non-relevant file types, and "clusters" of highly irrelevant content). Utilising *Pre-Review Analytics*, TLS has been able

to increase average filter rates from the industry standard (80% based on deduping, deNISTing, search terms and date filters) all the way up to a net average of 91.5% (thereby reducing the volume of documents exported to Relativity from 20% down to 8.5%). This equates to substantial savings on the most expensive part of discovery: document review.

- <u>Telescope</u>: Telescope is a proprietary client-facing "dashboard" that TLS offers so that clients can track the workflow stages from project intake through completion. Telescope tracks data collections, processing, review, productions and all billing information in one centralized interface. All key performance indicators and service level agreements can be tracked in real time directly through Telescope.
- <u>AI Portal</u>: the AI Portal is TLS' proprietary, AI-powered machine translation engine that integrates directly into Relativity to enable document reviewers to review foreign language documents without the delay and cost of full human translation.
- <u>Mobile Data Viewer</u>: TLS' proprietary mobile data viewer enables TLS' clients to review text messages and data from other mobile phone chat applications within Relativity in a familiar "bubble" format (just as they appear on the device itself).
- <u>Top People</u> Because any technology is only as good as the person that "drives" the software engine, TLS invests significant time and resources training our personnel (detailed above). We have developed a proprietary Relativity certification program and are proud to report that our project managers hold many dozen Relativity certifications, including several certified "Relativity Masters," the highest certification available. Likewise, we hold over a dozen Brainspace certifications. And, of course, we have extensive knowledge and expertise concerning our proprietary processing and analytics tool, Digital Reef. Lastly, TLS boasts a number of lawyers who spent significant time in practice. This enables them to act as a strategic bridge between technologists, lawyers and their end clients.
- <u>Multilingual tech and workflows</u> Rather than bifurcating the language and eDiscovery workflows, there are huge advantages to integrating the two. Apart from cost and efficiency, security (data leakage) and competitive advantage (multilingual tech) are material to the success of many TLS projects. The process includes:
  - Localised forensic questionnaires + use interpreters for onsite collection.
  - Advanced language detection and language detecting OCR.
  - Search terms ensuring these are idiomatically and syntactically symmetric for non English data. This is so important/complex we wrote a an article dedicated to it, republished by JD Supra -<u>https://www.jdsupra.com/legalnews/simple-considerations-for-notso-simple-77698/</u>
  - Proprietary Machine Translation plug in for Relativity, often used at 1L.
  - Proprietary workflow for human translation through the Relativity coding panel, often used at 2L.
  - Expertise of leveraging analytics and AI with non-English data sets, to build language agnostic predictive coding models.

### Links to media coverage or awards won

TLS has received extensive industry recognition as one of the best eDiscovery and litigation support providers in the market. TLS is particularly proud of our first UK based awards – from the UK Chapter of the Association of Certified E-Discovery Specialists (ACEDS). The Teamwork Award, bestowed on TLS UK E-Discovery Team, recognises the best UK eDiscovery team in 2020 – for innovative solutions, cutting-edge technologies, faultless project management and expert strategic consulting on issues like defensibility, data privacy and the new disclosure regime. The awards are based 100% on voluntary reader reviews, not "pay to play" or any other less transparent methodology.

The awards won in the past three years are listed below.

- 2020 Awards and Recognitions
  - ACEDS UK eDiscovery Awards 2020 TransPerfect Legal Solutions
     Teamwork
  - ACEDS EK eDiscovery Awards 2020 Rajuan Pasha Training Hero
  - #1 End-to-End eDiscovery Solution Provider (New York Law Journal 2020)
  - #1 Predictive Coding Solution (New York Law Journal 2020)
  - #2 Foreign Language Translation Provider (New York Law Journal 2020)
  - #2 Managed Document Review Services (New York Law Journal 2020)
  - #3 End-to-End Litigation Consulting Firm (New York Law Journal 2020)
- 2019 Awards and Recognitions
  - #1 End-to-End EDiscovery Solution Provider (New York Law Journal 2019)
  - #1 End-to-End Litigation Consulting Firm (New York Law Journal 2019)
  - #1 Litigation Support Provider (New Jersey Law Journal 2019)
  - #1 Predictive Coding Solution (New York Law Journal 2019)
  - #1 Foreign Language Translation Provider (New York Law Journal 2019)
  - #1 Managed Document Review Services (New York Law Journal 2019)
  - #1 Cyber Liability Provider (New York Law Journal 2019)
  - #1 Litigation Support Provider (Daily Report 2019)
  - #2 Litigation Support Provider (New Jersey Law Journal 2019)
  - #2 Forensic Experts Provider (New York Law Journal 2019)
  - #2 Litigation Support Provider (The Legal Intelligencer 2019)
  - #3 Litigation Services Provider (National Law Journal 2019)
  - #3 Litigation Support Provider (National Law Journal 2019)
  - #3 Document Management Solutions (New York Law Journal 2019)
  - #3 Legal Staffing Provider (Attorneys) (New York Law Journal 2019)
- 2018 Awards and Recognitions
  - #1 Litigation Support Provider (Daily Report 2018)
  - #1 Litigation Support Provider (National Law Journal Midwest 2018)
  - #1 Predictive Coding Solution Provider (New York Law Journal 2018)
  - #1 Data Recovery Provider in the Nation (National Law Journal 2018)
  - #2 Forensic Technology and Advisory Services Provider (Connecticut Law Tribute 2018)

<ul> <li>#2 Litigation Support Provider (The Recorder 2018)</li> </ul>		
<ul> <li>#3 Litigation Support Provider (The Legal Intelligencer 2018)</li> </ul>		
$\circ$ #2 End-to-End EDiscovery Provider in the Nation (National Law		
Journal 2018)		
<ul> <li>#2 Managed EDiscovery Provider in the Nation (National Law Journal</li> </ul>		
2018)		
$\circ$ #2 Staffing Attorney Provider in the Nation (National Law Journal		
2018)		
Industry association memberships		
TLS believes that an eDiscovery provider's experience and quality of service are		
well-measured through professional memberships, which are detailed below.		
<ul> <li>Women in eDiscovery (TransPerfect's staff hold positions of leadership for</li> </ul>		
various local chapters of this organisation)		
<ul> <li>Law Society of England and Wales</li> </ul>		
- ACEDS		
<ul> <li>The Sedona Conference (Working Groups 1, 6 and 11)</li> </ul>		
<ul> <li>International Association of Privacy Professionals</li> </ul>		
<ul> <li>International Legal Technology Association U.K.</li> </ul>		
<ul> <li>Association Internationale des Jeunes Avocats</li> </ul>		
- Global Leaders in Law		
- International Bar Association (IBA)		
- Green For Arbitration		
- Women in Legal (NYC)		
- The Association of Certified EDiscovery Specialists		
- Society of Construction Law		
- EDiscovery Working Group, New York City Bar Association (TLS' President		
of Consulting is the Chair (emeritus) of this working group)		
<ul> <li>National Institute of Standards and Technology</li> </ul>		

# 8.1.109 <u>TSD Software Ltd (Bulgaria)</u>

Plamen Dobrev, Sales Specialist

sales@tsd.com I +359 2 437 2032 /3

51 G.S. Rakovski Street, 4th Floor, Troyan 5600, Bulgaria

www.tsd.com

# Company Description

<u>TSD</u> is a Bulgarian IT company specializing in offshore and nearshore software development services, IT consulting, and end-to-end custom software solutions. For more than 14 years, we have been successfully actualizing an ever-expanding range of projects in collaboration with our global customer base, providing specialized services within a variety of industries and sectors including Finance & Insurance, eDiscovery, Legal, Accounting & Auditing, Software & Technology, Security, and Gambling.

Since 2013, TSD has been immersed in the field of eDiscovery, specializing in the development of customizations and integrations on top of the Relativity platform, and launching our own suite of Relativity-based applications and services.

We invite you to contact TSD at <u>sales@tsd.com</u> or visit <u>tsd.com</u> for more information.

# Vendor Offerings

# **Custom Development for Relativity**

You have a killer idea about a Relativity-based application that can help your organization run the business more efficiently? You are looking for a Relativity Custom Development Partner who can develop an application tailored to your specific eDiscovery needs?

During the years of our Relativity experience, our teams have successfully realized more than 60 custom development projects for a number of clients as well as for the Relativity ODA. Our current portfolio consists of projects, which encompass various fields and are different in size, including large-scale projects developed for a period of several months as well as scripts built in a matter of hours.

We have built up extensive expertise with:

# • Connectors with different platforms

We have built various applications that connect Relativity with different external systems such as translation platforms, FTP/SFTP servers, external services, etc. The final products have allowed for a smooth two-way connection including user-friendly UI, good logging and monitoring capabilities.

# • Applications utilizing AI services

The majority of projects that TSD has developed employ innovative technologies and embrace the vast capabilities of AI. We have worked on building applications that utilize IBM Watson and Azure Cognitive Services, which have helped on a faster, more efficient and accurate document analysis in the clients' legal cases. We have also designed an analytics application that uses SVN models to classify documents in a case.

# • Applications for managing Relativity and exporting data

We have built various applications that improve the management of workflows in Relativity such as case managing apps and case monitoring apps. Our teams have developed applications that provide different export options for Saved Searches, folder structures, etc.

# • Tools for visualization and processing of audio and video files in Relativity

We have created applications that offer broad capabilities of playing audio and video files in Relativity. They also provide users with the ability to interact with the information in the files while reviewers are enabled to code the documents accordingly.

# • Various types of Relativity Scripts and tools

TSD can help you turn your idea into a time-saving and revenue-generating reality, providing you with a designated Relativity team that will take care of the full lifecycle of the project from the initial design to testing, final implementation, and support.

# **Relativity Applications**

We explored our clients' most common challenges in running eDiscovery operations and extended Relativity by building our own Relativity-based applications to provide efficient solutions to their difficulties.

Our current Relativity integrations are:

• **MaxBilling** - an application that automates the billing process and streamlines the invoiceto-cash cycle within the Relativity and RelativityOne platforms. It allows you to monitor both your and your client's Relativity data usage and ensure you bill each client properly. You can generate detailed and easy-to-read PDF or Excel reports with calculated costs from pre-set pricing metrics and custom rates including Case Rollup, Case Flow, Users, Analytics, Processing, Custom Tasks. MaxBilling reduces the time and effort you spend on billing, while also minimizing the potential for errors.

• **MaxMessage** – a Relativity -based application that builds on the Message of the Day (MotD) feature to neatly enhance communications within Relativity by adding different message targets (an individual user, a group of users, on a workspace or and on a platform instance level), periods, attachments, and the long-awaited message acknowledgment history.

• **TSD Email Event Handler** - a Relativity-based application that gives users the ability to send automated email notifications that inform selected recipients of edits or changes made to a Relativity object.

# Services for Relativity

- **Support and Maintenance for Relativity Apps:** An annual support and maintenance service, which ensures that your custom Relativity apps and workflows are compatible with the latest Relativity release, also helping you achieve an easy and smooth transition from Relativity on-premises to RelativityOne.
- Automation Testing for Relativity Apps: An automation testing service, which provides accelerated results including the highest possible rates of quality and functionality of your custom Relativity apps, helping you to generate considerable time and effort savings.
- **TSD Development Training for Relativity:** A five-day course, covering the fundamentals of Relativity Custom Development. It teaches you how to rapidly create agents, event handlers, custom pages and much more with corresponding business logic.

# 8.1.110 Veristar, LLC (US)

Mark Plaehn
Chief Revenue Office and
Senior Managing Director – Sales

### mplaehn@veristar.tech | +1 (312) 961-3601

9501 W. 144<sup>th</sup> Place, Suite 202 | Orland Park, Illinois 60462

www.veristar.tech

### Company Description

Since its launch in November 2019 by veteran litigation support professionals, Veristar has emerged as a premier legal services delivery firm and provider of bestof-breed solutions for complex forensic data collection, eDiscovery hosting, document review services, and specialized legal staffing support.

With the acquisition of Planet Data at the beginning of 2021, and our joint venture announcement with CrossRealms in March of 2021, Veristar continues its strategic growth trajectory and expansion plans to meet the evolving needs of corporate and law firm clients. As our clients continue to navigate the increased complexity of litigation, government investigations, and M&A activities, Veristar continues to evolve to help them meet today's challenges.

As a customized eDiscovery solutions provider, our team of dedicated eDiscovery experts allows us the ability to provide tailored solutions. Unlike the large bulk providers who offer a cookie cutter approach ("you can have any color you want as long as it's black"), Veristar's veteran thought leaders in the eDiscovery field understand that all matters, regardless of size, benefit from a customized, strategic approach. At Veristar, we've assembled a team of highly experienced and talented people who have a deep understanding of the intricacies of the eDiscovery business. And our clients are the beneficiaries of that experience, talent, and expertise.

We are retained by our clients to provide solutions for:

- Second/ITC Requests
- Cross-Border Disputes
- Patent Infringement
- Securities Litigation
- Employment Litigation
- Mergers & Acquisitions
- Governmental & Internal Investigation

VERICTAR

- Bankruptcies
- Environmental Litigation
- Contract Review

# Vendor Offerings

Veristar's Services include:

- Forensic Data Collections & Examination
- Mobile Device Discovery & Examination
- Exego Extract eDiscovery Processing (proprietary software)
- Contract Intelligence and Analytics
- Exego Early Case Assessment & Pre-Review Analytics (proprietary software)
- Secure Data Hosting
- Relativity Review
- Managed Document Review
- Specialized Legal Staffing
- Translation Services
- Managed Services Domestic & International

# 8.1.111 Vound Software (Intella) (US)

### Angi Brugger

Angi.Brugger@vound-software.com | +1-888-291-7201

10643 N Frank Lloyd Wright Blvd, 101, Scottsdale, Arizona 85259, United States http://www.vound-software.com





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

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

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

For more information, visit <u>www.vound-software.com</u>.

Vendor Offerings

Intella® Product Family

Find your evidence fast.

Intella delivers powerful process, search and analysis capabilities in an easy-touse platform for single-user investigations through to multiple-reviewer teams. Intella products are priced starting from Intella 10 for single users/ up to 10 GB, for less than \$1,000.

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

- Market-leading indexing speeds for faster evidence processing
- Enhanced search and analysis capabilities of mobile data collections, forensic images, email, attachments and embedded objects, archives, headers, and metadata
- Load file support for all major legal export formats, to include ingestion of existing load file productions
- Task and export wizards to create and implement repeatable, templatedriven processing steps
- Additional file level support for indexing native EnCase images, DD, L01, MacOS, GPT and ISO
- Multiple analytic visualizations, including Intella's unique cluster maps and Insight analysis

# 8.1.112 Xact Data Discovery (XDD) (US)

Bob Lorum, Chief Marketing Officer

blorum@xactdatadiscovery.com

+1 951-378-1991

5800 Foxridge Drive, Mission, KS 66202

www.xactdatadiscovery.com

XACT DATA DISCOVERY Because you need to know

Company Description

Xact Data Discovery (XDD) is a leading international provider of eDiscovery, data management and managed review services for law firms and corporations. XDD helps clients optimize their eDiscovery matters by orchestrating precision communication between people, processes, technology and data.

XDD has 16 offices throughout the United States and two locations in India. XDD offers exceptional customer service with a commitment to responsive, transparent and timely communication to ensure clients remain informed throughout the entire discovery life cycle.

### Vendor Offerings

Forensics, Processing, Data Hosting, Managed Review and Litigation Management Services

# 8.1.113 <u>XBundle Ltd</u>

# Mark Agombar

marka@xbundle.co.uk | +44 (0)20 7871 3125

160 Fleet Street, London EC4A 2DQ

www.xbundle.co.uk

# Company Description

XBundle is a litigation support and legal technology company created by lawyers, for lawyers. We excel in electronic case building, trial presentation, digital forensics, disclosure, and virtual hearings. We are here to help through every step of the edisclosure process, delivering everything you need for your case.

**XBUNDLE** 

XBundle was born in 2004 when Robert Onslow, an IP/IT barrister at 8 New Square Chambers, became increasingly frustrated with the growing size of paper bundles. He developed an innovative litigation software suite to counter these problems. Sadly, Robert passed away in 2016, but his vision for XBundle lives on. Today, XBundle continues to develop and implement advanced and practical solutions, working alongside leading law firms in trial preparation and presentation. The philosophy behind XBundle is: "if it is not as good as paper, then you are right to reject it".

XBundle consists of a small team of client-focused, legal support specialists with extensive experience working in the legal industry. XBundle has recently been involved in several remote trials and we were extremely successful in helping to ensure the process ran efficiently and smoothly.

# Vendor Offerings

XBundle offers a full service package – from workflow implementation, to data collection, processing hosting and review project management. We are here to help at every stage of the litigation process.

XBundle owns two proprietary software modules – XBundle:: Assemble and XBundle::View – which provide an integrated bundling solution to help efficiently produce and present high quality, electronic document bundles.

- XBundle::Assemble allows you to create bundle sets quickly and proficiently, and includes an in-built native Excel viewer and the ability to create dynamic cross-references.
- XBundle::View makes electronic trial presentation simple, allowing you to view two full A4 pages side-by-side and enabling remote control display and page-turning of your documents.

We are experienced in providing remote hearings services and create PDF bundles with all court-required formatting, bookmarking, hyperlinking and cross-referencing. We remotely display your bundle set in court over a webinar connection, controlling the page views of the bundle so that everyone sees the same pages at the same time. Our sideby-side display of two A4 pages ensures you can, for example, have the witness statement and an exhibit open next to each other for ease of reference.

Recent comment on our work has appeared in judgments which include;

# Malik v Hussain and others [2020] EWHC 2334 (Ch) (28 August 2020)

"I had the benefit of a professionally prepared electronic trial bundle, the relevant pages of which were produced via web link to the witnesses as they gave evidence remotely [...] The whole process worked extremely well and enabled the trial to be conducted most effectively. I am grateful to XBundle [...] Significantly, there was no loss of opportunity to see the witnesses as they gave evidence. Indeed, being able to see the witness close up on a screen, with the relevant documentation being easily accessed on the adjacent screen, enabled me to assess their reaction to questions and to compare their oral evidence to their witness statements or contemporaneous documents more easily and, to me at least, more usefully than had they given evidence in person in court and I had to navigate a multi lever arch paper trial bundle at the same time as observing them giving evidence."

Saxby & Ors v UDG Healthcare (UK) Holdings Ltd [2021] EWHC 144 (Ch) (05 February 2021)

"The trial participants used an electronic trial bundle managed by XBundle. I must thank the team at XBundle, in particular Mr Agombar, for all the support they gave to the trial participants, especially me, even outside court hours. Having a managed electronic trial bundle allowed the trial to run much more smoothly than it ever could have done with only a paper bundle or a non-managed electronic bundle. Because of the hard work of counsel, the solicitors and XBundle, the trial, although fully remote, was as fair as a face to face trial would have been."

We have our own secure, UK-based cloud data room with an in-built PDF viewer and can provide access for document hosting, enabling you to view documents without any need to download data.

We can also provide live transcripts and same day transcripts, as well as translation services.

XBundle's digital investigation services takes you through the computer forensic examination process from start to finish; from the capture, preservation and expert analysis of computer data, to the presentation of reports and evidence. Our experienced and highly-qualified team can recover and analyse live, deleted, compound and system files, as well as time-stamps, metadata and content. We can analyse any data stored on an electronic device, currently or historically, including documents, emails, images, video, chat logs, social media platforms, web browsing history and archives.

XBundle also offers a full reprographics services where electronic bundles are required in hard copy.

# 8.1.114 ZyLAB Technologie B.V. (Netherlands)

Reyndert Coppelmans (VP Marketing)

reyndert.coppelmans@zylab.com | +31 (0)20 691 9550

Laarderhoogtweg 25, 1101EB Amsterdam

www.zylab.com

### Company Description

We help legal professionals of today turn big data challenges into legal successes. Our user-friendly eDiscovery platform, powered by AI, helps legal professionals perform fast and complete data investigations. Legal professionals all over the world trust ZyLAB to meet deadlines, defy the odds, and exceed expectations by providing an efficient and defensible way to collect, cull, search, review and filter legal data.

Over the past 35 years, ZyLAB is trusted by 400+ law firms, governments and corporations worldwide to deal with eDiscovery, regulatory inquiries, internal investigations, DSARs, audits and handling public records requests.

ZyLAB is rated #1 eDiscovery platform on Gartner Peer Insights and scores a 4.8 out of 5 in 92 independently verified reviews by Gartner. 98% of our customers would recommend working with ZyLAB.

For more information, visit: <u>www.zylab.com</u>

Vendor Offering

ZyLAB - The Smart eDiscovery platform

Legal Hold – automate and scale legal hold processes

Manage and automate communication with a large number of custodians in your cases. Template your messaging (emails) and questionnaires, and automatically send reminders if custodians are not responding. Legal Hold Reporting provides a clear overview of custodians that have responded to your hold requests, holds per custodian, holds per attorney, and overall status of all legal holds.

ZyLAB ONE – manage end-to-end eDiscovery investigations

Manage all steps of the EDRM, or corporate investigation, on our end-to-end eDiscovery platform. Unique in an industry of integrated point solutions, ZyLAB has been developed as a native solution in technology and interface, making the platform powerful yet user-friendly. No risky data transfer or loss of audit trials. Our development team brings the latest innovations in Data Science to help you automate routine eDiscovery work and get more intelligence from your data. ZyLAB ONE handles terabytes of data seamlessly, and search is executed instantly.

Customer Success – helping you get legal success

A team to help you turn data into legal success. Customer Success includes an onboarding program, a customer success manager, 24/7 technical support, professional services, and the ZyLAB Learning Hub with 4 use-case learning tracks and over 60 training videos, as well as extensive documentation and FAQ.

Security – your data is safe with us

Confided in by the best IT and data compliance departments, ZyLAB holds to the highest data security standards in the world. We're trusted by governments, corporates and law firms with their most sensitive data on our cloud-based eDiscovery platform.

ZyLAB is fully certified in ISO 27001, Soc 2 Type 2 and holds a Cloud Security Alliance – Star 1 rating. Our platform contains end-to-end encryption, 2 factor

authentication, customer isolation through network security, permission-based user and access roles, virus scanning and malware detection measure to guarantee your data is safe.

Deployment - in the cloud or local

ZyLAB is a cloud-based solution with local Microsoft Azure datacentres across the USA and various European countries for data security. Alternatively, we offer a managed services or on-premise installation.

# 8.1.115 <u>Zylpha</u>

### Corie Robinson

# c.robinson@zylpha.com | 01962 658881

Suite 4, Poles Copse, Poles Lane, Winchester, Hampshire, SO21 2DZ

### www.zylpha.com

Company Description

MAKING LAWYERS' LIVES EASIER THROUGH THE SMARTER USE OF TECHNOLOGY

As former lawyers, paralegals, and IT professionals who have worked for major law firms, the team at Zylpha are in a unique position to understand the problems facing lawyers, with technical know-how to help make their lives' easier through the smarter use of technology.

In 2005 we designed and developed a digital document court bundling software package that frees lawyers from compiling manual document bundles, enabling them to create them digitally and within minutes.

### Vendor Offerings

- Electronic document (Court) bundling software with integrations into many case/document management systems
- Electronic signature integrations for iManage, SolCase & Visualfiles
- Many integrations for Visualfiles including MoJ portal, HM Land Registry, Smartsearch, PayPal and more
- SolCase and Visualfiles development and optimisation

# 8.2 Software

This Section details the software used by various companies. As there are firms that use third party products, at the end of each section is a box showing which company owns/supplies the product and a second line show which firms use the software as part of their offering to the marketplace.

Owned/Supplied by :	
Used by :	

#### 8.2.1 Anexsys Entity Review Software

## <u>Entity</u>

Entity is a cloud native document review platform created by Anexsys. It simplifies document review exercises for lawyers by providing an intuitive experience, designed to help lawyers undertake large scale review exercises with ease.

Entity's user interface has been designed with simplicity in mind, stripping away as much complexity as possible, resulting in an experience where lawyers can jump right into the product with no training.

# **Intuitive Review**

Our viewer technology supports a range of annotations, from page level notation, cross references and bookmarks, to highlights and hand written notes (when using a touch screen or tablet). Redactions can be applied right within the viewer without the need to convert to an intermediary format. Entity's approach is to make the documents being reviewed as accessible to the user as possible, enabling individuals and review teams to work individually and collaboratively.

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## Simple Search

Navigating documents within Entity is made easy via simplified search functionality. Entity offers standard keyword searching, along with additional options such as faceted search, phrase search and more. Entity is suitable for all types of document review projects including data subject access requests and investigations.

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#### **Overcome Challenging Datasets**

Entity contains a range of cloud native and custom built document solutions such as machine translation, audio transcription, detection of personal information and automated redactions. These solutions can be provided as a service, whereby Anexsys will carry out translations, redactions or transcriptions on a client's behalf within Entity and return the finished product to them.

Entity has been built for extensibility, enabling our clients to benefit from the immense research and development efforts of the major technology and cloud providers. We can plumb in Google Cloud's handwriting recognition, Microsoft's AI, and more, all available without upfront fees or commitments.

## **Evaluate Entities**

Entity is built on graph database technology which enables the identification of complex relationships in unstructured data. Users can highlight key players, organisations and personally identifiable information within documents, enabling early assessment of data and focussed interrogation of data.

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## The Technology

Entity uses AWS infrastructure to provide on-demand scale. Entity can spin up a near infinite number of processing tasks in a matter of seconds, to support optical character recognition, document conversion, text extraction and more. We only pay for these resources whilst they are active, meaning we can pass the cost savings and efficiency benefits on to our customers.

The Entity tech stack utilises Graph and NoSQL database technologies, designed specifically to provide high performance at scale, and suited to hosting the largest unstructured datasets.

Owned/Supplied by :	Anexsys
Used by :	Anexsys

## 8.2.2 Anexsys Software Suite

## Mask-It

Mask-It enables automatic redaction of multiple document types using one simple application. Users avoid repetitive and time-consuming redaction exercises whilst ensuring consistency and accuracy. Automatically remove email headers and redact keywords and phrases. For Excel use Mask-It to create custom redaction rules to tailor native Excel redaction and deal with hidden data and formulas all in one go. Speak to our consultants about our redaction workflow to help make your review as efficient as possible

### Mask-It PII

Mask-It can be extended by our Personal Identifiable Information (PII) detection application to quickly extract and report on personal information within your document set, this can be particularly useful for Data Subject Access Requests (DSARs). PII detected values can be shown in their context allowing a quick review of detected information without needing to open documents. When in document view, PII can be automatically highlighted and displayed in layouts and searches to aid the review and we can automatically redact detected PII within Relativity to save significant time during the redaction phase.

### Entity

Entity is an electronic document bundling and trial preparation review system that supports you through arbitration or trial and hearing and witness preparation for civil, criminal, regulatory, investigative and eDiscovery matters. Our platform workflows streamline bundle creation within Relativity and ensure that you can serve your court bundles in electronic and hardcopy formats. We can extract references from witness statements to automatically tag documents, automate reporting when documents appear in multiple bundles and automatically calculate insertion tab and page ranges. We support a range of output formats to suit the needs of your case and all documents can be annotated and tagged within the workspace.

#### Analyse

Provides context to STR terms for quick reviews and in-depth reporting on your document set. The context can be selected ranging from a few words on either side of the hit to entire paragraphs and in the early stage of the case, this can be very helpful to review false positive hits and build up your terms ensuring you target the correct data. Analyse can also be extended to perform a range of text-specific operations based on your project needs some examples include finding the latest date in a document or extracting paragraphs that contain specific terms and identifying multiple documents which contain the same paragraph.

#### Image viewer

We have developed a custom image viewer in our Relativity to show images in a google image style infinite scroll, allowing a user to quickly tag images that might be of interest for further review or quickly determine a set of images are all email signatures and can be removed. We have also implemented an automatic deduplication workflow for images and in recent projects have reduced the review time for images from hours to minutes.

#### **Custom Hash**

Custom hashing application allows the creation of a custom hash from selectable items of metadata. The application allows data cleaning as well as removing of values from metadata such as removing white space from text fields or stripping seconds from dates to help find matches. Everything is populated in new relational fields allowing you to review and validate the hash and make changes if required.

## XDD Mobile

XDD-Mobile optimizes mobile review results by removing data silos and unlocking data for review by integrating it directly into normal eDiscovery workflows. With chat bubble visualization, image search, sorting, filtering and text searching, Anexsys' award-winning mobile solution simplifies complex mobile review projects from device collections through review. Coupled with Anexsys Forensic and Managed Review services, XDD-Mobile delivers an end-to-end solution from device collections to review.

#### Machine Translation

We can offer a wide range of machine translation from differing providers, this can be a very cost-effective solution in the early stages of the review

#### Custom workflow

Do you have a specific need on your project? If you are interested to see how we can help please reach out to our consultants. Perhaps a custom event handler could assist with ensuring the team follow complex review logic saving time during quality control, a bespoke workflow for your project just as questionnaire tracking or importing a 3rd party database into the review platform whilst maintaining functionality, or perhaps connecting to a third-party system such as AWS Rekognition to help detect information from images would be useful for your review.

Owned/Supplied by :	Anexsys
Used by :	Anexsys

# 8.2.3 Aon Software Suite

STANDARD eDISCOVERY SERVICES	PREMIUM SERVICES
Deduplication	Standard eDiscovery Services +
DeNISTing	ECA with First Glance
Data Filtering	Email Threading
Data Processing	Near Duplication
Hosting in Relativity	Concept Searching/Clustering
Productions (tiff, bates, brand)	Keyword Expansion
Free User Licenses/Month	Predictive Coding
Standard PM Support	Privilege Analytics
Dedicated PM Team	Stroz Extract

## How Do We Charge?

ALL YOU CAN EAT	PAY AS YOU GO
Annual Fixed Fee	
Volume-based	Tiered Discounted per GB Rates
All-inclusive Services	Or, per Custodian rates
Two other <u>free</u> Aon Pilot Service Offerings (e.g. Cyber Security, Compliance, IP Analysis, Due Diligence)	Standard or Premium Services Available

## **Security Features**

Stroz Friedberg's Managed Services & Litigation Repository employs a robust security architecture which includes the following:

- Full law enforcement-level chain of custody on all devices and data
- Data stored with SSAE16: SOC1/SOC2, ISO/IEC 27001:2005, ISO 22301, and/or FINMA certification(s).
- Internal information security protocols
- Regular security assessments under HIPAA, PCI DSS standards, and/or NIST 800-53.
- Security certifications:
  - Security Essentials Plus Certification (UK)
  - $\circ~$  Subject matter experts with CISSP, CIPP, CEH, GIAC, GPEN, and CISM

Owned/Supplied by :	Aon
Used by :	Aon

## 8.2.4 Breakwater Software (Including StoredIQ)

#### StoredIQ for Information Governance™

StoredIQ for Information Governance<sup>™</sup> is designed to help organizations discover, analyze and act on relevant unstructured data. It offers a holistic solution for addressing data management challenges relating to compliance, e-discovery, records management, storage optimization, and data migration. By providing an in-depth assessment of unstructured data across the enterprise and where it resides, Breakwater can help your organization implement business-ready data and drive your organization.

Highlights

- Identify data in place that is relevant for your activities
- Visualize, refine and tag pertinent sets of data
- Discover dark data and identify sensitive and personal data
- Classify documents using active machine learning
- Act on data that's been audited
- Execute records retention and disposition policies

#### **Benefits**

#### Provides in-place data management

In-place data management enables an organization to discover, analyze, and act on unstructured data without moving it to a repository or specialty application.

#### Includes powerful search

StoredIQ provides a powerful search function designed to accelerate the understanding of large amounts of unstructured content.

#### Simplifies analysis

Get simplified but detailed analysis of large amounts of corporate data. Analyze and manage data in-place, which lessens the impact traditionally associated with moving data between locations.

#### Provides actionable intelligence

Empower your enterprise with actionable intelligence that supports many different policy actions, such as copy, delete, move, copy to retention or export.

#### Optimized for GDPR

StoredIQ GDPR-focused analytics cartridges provide advanced search capabilities specifically focused to discover country-specific personal and unstructured data subject to the GDPR.

#### Key Features

#### Automate policy across unstructured data

Use StoredIQ for Information Governance to help reduce risks and lower costs as you develop policies to identity, classify and manage enterprise information according to business value. Gain a deeper and holistic understanding of your unstructured corporate data. Get the necessary support you need to efficiently address your business and regulatory requirements, compliance enforcement, data retention, and response to audit requests.

Interactive UI with highly scalable search and analysis

StoredIQ for Information Governance provides faster search results and facet-based analysis to remediate unstructured data more effectively. It provides a modern UI that supports key term highlighting, interactive tagging, and sampling support. The document preview feature increases product usability.

#### Accelerate document classification with machine learning

StoredIQ for Information Governance comes with cognitive data assessment (CDA), which is used for machine learning-based document classification. CDA uses an active learning approach, where users review and tag the data that will most improve the data model. This capability can help achieve significant time savings for your data discovery and data privacy initiatives.

## Enhance your ability to make informed decisions

StoredIQ for Information Governance provides an in-place data management solution that enables an organization to discover, analyze and act on unstructured data without moving it to another repository or specialty application. The powerful search function accelerates the understanding of large amounts of unstructured content. Simplify analysis of large amounts of corporate data efficiently. Analyze and manage data inplace to lessen the impact traditionally associated with moving data between locations.

#### StoredIQ for Legal<sup>™</sup>

StoredIQ for Legal<sup>™</sup> provides robust electronic discovery (eDiscovery) process management from hold notification to identification, preservation, and collection. Legal teams can use one interface to manage all data preservation and collection requirements. The solution incorporates automation, analysis, and insight throughout the process to increase efficiency while reducing the complexity, cost, and risk associated with eDiscovery events.

#### Highlights

- Notify custodians with automated legal holds, alerts and reminders
- Manage custodian interviews and data sources for a legal matter
- Analyze data in place, and act for faster insight before collection
- Reduce downstream review costs by performing early data assessment
- Automate the legal collection process from dozens of data sources
- Align legal and IT on what needs to be preserved or collected
- Deliver a repeatable and defensible eDiscovery process
- Customize, manage and track workflow for preservation and collection

#### **Benefits**

#### Repeatable and defensible process

Maintain an accurate inventory of legal obligations by matter. The process includes individuals involved, information scope, and whether the duties have been satisfied fully or partially, and how.

#### Notify custodians and track confirmations

Send hold notices, track responses, and automate follow-ups and escalations to drive compliance. Pre-interview custodians electronically to reduce the scope of data collected and reviewed.

#### Manage data requests across legal and IT

Align legal and IT on what needs to be preserved or collected, where, and by when. Use customizable forms and fulfillment workflows to facilitate a common and timely view of requirements and status.

### Analyze data in place for fast insights

Analyze data in place with insights before collection. Automate legal collections from dozens of data sources.

#### Key Features

## Provide a systemic and defensible approach to eDiscovery

Lower costs and reduce the time and effort traditionally required to manage your eDiscovery process. Easily inform, remind and confirm duties with employees, managers, and IT to prevent spoliation and automatically capture a record of diligent, affirmative action. Decrease the volume of unstructured data by targeting only the most relevant information for a particular case. Create forensically sound and defensible collections.

#### Quickly and reliably identify people in hold scope

Create a list of employees to scope obligations specifically and reliably. Identify custodians based on custodian information or matter involvement. You can search the organization tree, select one or more departments and automatically build an employee list. Import custodian lists to manage large custodian numbers. You can also select and deselect to refine the scope. Add or remove custodians over time with a full audit trail.

#### Hold notice creation, follow-ups, and escalations

Easily inform, remind and confirm duties with employees, managers, and IT to prevent spoliation and automatically capture a record of diligent, affirmative action. Confirmations with automated response tracking help reduce risk and effort. Create notices from templates and add matter-specific elements. Easily route to attorneys for review. Use outside counsel more efficiently by pre-interviewing custodians electronically and reducing the scope of data collected and reviewed.

#### Align legal and IT for collections requirements and status

Achieve higher reliability and control with less legal and IT effort. Define and communicate preservation and collection instructions. Activities are automatically tracked, logged, and made transparent for attorneys and appropriate IT staff. Predefine criteria with IT across sources so that legal fills in the blanks for IT and IT can expand the data source details required to fulfill data requests. Status indicators keep everyone informed of responsibilities and next steps.

#### Analyze data in place, gain insights and take action

Automate the legal collection process from dozens of data sources. Use a powerful search function to accelerate understanding of large amounts of unstructured content. Conduct forensically sound, fully audited collections and export. Improve user productivity by analyzing and managing data in place.

### Easily monitor all discovery across different matters

Monitor, manage and mitigate risk with greater precision and less effort. Identify exceptions that need attention. Track actions and produce reports.

Owned/Supplied by :	Breakwater
Used by :	Breakwater

## 8.2.5 <u>Bundledocs</u>

### **Bundledocs Electronic Document Bundling Software:**

Bundledocs is the ultimate document bundling software and provides law firms and legal departments with everything they need to get the job done.

Effortlessly prepare quality professional briefs, reports, eBooks or document bundles in minutes. Simply take a load of documents from your folder, Case or Document Management System. Bundledocs organises them into a neat, numbered, sectioned bundle in minutes – ready to save, share or print. No matter how big or small, you can change in seconds. Simple, easy to use, time saving and massively efficient.

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With powerful technology underlying our functionality, Bundledocs helps alleviate common pain points such as:

- Production of Large Bundle
- Table of Content Creation
- Pagination and Late Inserts
- Document Manipulation
- Secure Sharing and Collaboration
- OCR
- Redaction and Annotations

Our cloud first technology provides users with a secure, stable platform for the creation of any size bundle – large of small. Our unique approach means that resources are added when needed meaning you don't have to worry about slow PC's, systems stalling and crashing or the file sharing limitations of your email.

Collaborative working is easily accommodated so you can work with colleagues in different offices, securely share bundles of any size with clients, or even collaborate with any third party. You even have the ability to make annotations public or private which is ideal when working with others.

Bundledocs has an open API allowing us to seamlessly integrate with your system. We already integrate with leading systems including: iManage, NetDocuments, Tikit TFB, Timeslice, Actionstep, Worldox etc. The best bit? Bundledocs is software you'll love using. It's incredibly simple and easy to use. No need for long laborious training sessions. No need to wait for install and setups. Just pick it up and go!

Owned/Supplied by :	Bundledocs				
Used by :	iManage, Ne Actionstep, W	•	Tikit	TFB,	Timeslice,

## 8.2.6 Canopy Software

Canopy is a cloud-based application deployed on AWS that streamlines data breach response in 3 core ways:

- Assess privacy impact in 24-72 hours: Canopy's patent pending PII detection technology eliminates the 1-2 weeks previously devoted to the manual assessment phase. Canopy's automated impact assessment guides the notification strategy, defines the scope, and helps develop accurate project estimates.
- Reduce false positives by more than 43%: Canopy's sophisticated algorithms reduce the quantity of documents that are unnecessarily promoted for manual review by 43+% compared to traditional processes—saving organizations significant time, money and resources.
- Accelerate breach review by over 25%: Canopy's automatic entity resolution and reconciliation, coupled with perpetual machine learning improvements in the background, enable breach response teams to complete the project significantly faster and achieve regulatory benchmarks.

Canopy achieves these improvements via 4 primary components of the software:

- 1. **Processing and Impact Assessment** Carefully calibrated AI-powered PII/PHI detection quickly reveals the composition of the breached data population.
  - (a) Process the entire breached dataset to automatically sort, group and quantify all the file types that are recognized by Canopy software.
  - (b) Recognize the presence of 60 foreign languages, enabling reviewers to prioritize their response strategy based on foreign laws and timelines.
  - (c) Detect and classify Social Security numbers, credit card numbers, ID numbers, medical record information and hundreds of other datatypes recognized by Canopy software.
- 2. **Data Mining and Extraction** Sophisticated data mining techniques identify precisely where sensitive information is located in the data.
  - (a) Anomaly Detection Canopy includes AI-based detection of data anomalies, such as typos in Social Security numbers and transposed characters.
  - (b) Image Classification Canopy distinguishes between documents containing sensitive information like driver's licenses or birth certificates and documents containing logos or advertising banners.
  - (c) Image Gallery Canopy aggregates all of the image files that are present across all documents, enabling users to bulk-tag and classify images as junk or important for review.
- 3. **Entity Resolution and Reconciliation** Leading-edge tools to aggregate fragmented PII/PHI and build deduped profiles of the actual people involved.
  - (a) Automatic Entity Deduplication With the help of machine learning, Canopy merges related entities into a single profile that logs all variations, such as maiden names and nicknames.
  - (b) MapAccel Map spreadsheet columns to entities and import entities while reviewing documents.

- (c) Profile Builder Rather than manual data entry of new information, reviewers click on PII in a document and instantly add it to the affected individual's profile in the system.
- (d) Entity360 Canopy aggregates every piece of PII that has been discovered for an individual during the project and displays the source documents side-by-side.
- (e) Active Lookahead Canopy actively associates individuals with documents as the system learns more about how they are related.
- 4. **Export of Notification List** Advanced machine learning continually refreshes the results in real-time, enabling the notification list to be complete as soon as QA concludes.

Owned/Supplied by :	Canopy Software
Used by :	Canopy Software

# 8.2.7 CaseLines (from Thomson Reuters)

CaseLines is the market leading service for the preparation of legal bundles and electronic presentation in the courtroom. Our systems hold over 700,000 cases, with over 220 million pages of evidence held securely in the cloud. Compared with CMS bundling tools, CaseLines is less complex to implement and manage, is preferred by Counsel, court staff and judges, and delivers increased savings.

The secure web-based service allows legal teams to collaborate on any legal content, giving you access to a secure shared workspace that can be accessed from anywhere in the world, without the hassle or cost of setting up a separate data room. It saves the trouble and cost of regularly re-issuing pdf bundles every time the contents change or re-printing hard copy sets. Key features include:

- Hosting of trial bundles and evidence documents with remote online access
- Automatic indexing and hyperlinking
- Dynamic hyperlinking of opening/closing submissions to bundle documents, or from witness statements to exhibits
- Review evidence side by side
- Notes 'stick' to the correct page in the bundle even when pages are added or moved around. Notes can be private or shared within the trial team
- One-click streaming of audio and video evidence or recordings of the hearing
- Produce multiple sub bundles for specific users or hearings from a master set of documents
- Automatic duplicate detection using AI fuzzy matching
- Search and redact

API's are available for integration to case management systems to facilitate easy loading of evidence bundles, and also to court management systems which allows a CaseLines evidence bundle to be generated automatically whenever an application is made through the court eFiling systems.

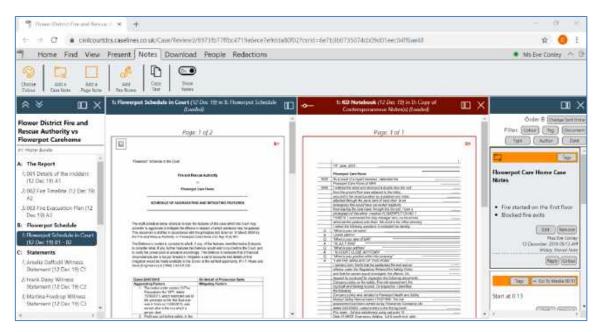
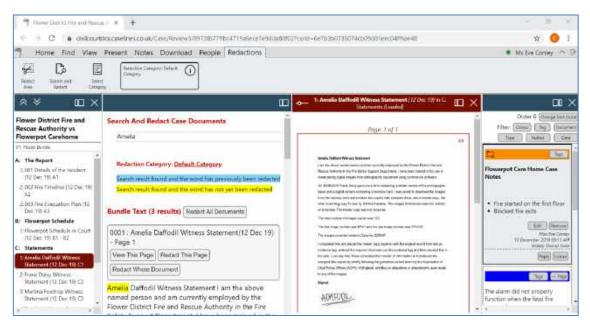


Figure 1 CaseLines allows users to review evidence side by side. Users can easily navigate the bundle index that automatically updates when new documentation is added. In addition, users can annotate evidence, adding notes with the ability to copy text.



**Figure 2** CaseLines allows users to search the full bundle and then redact the search results. These redactions can then be categorised, for example 'Witness One' or 'Address'. This helps to speed up discovery as users can easily redact and add meaning to these redactions.

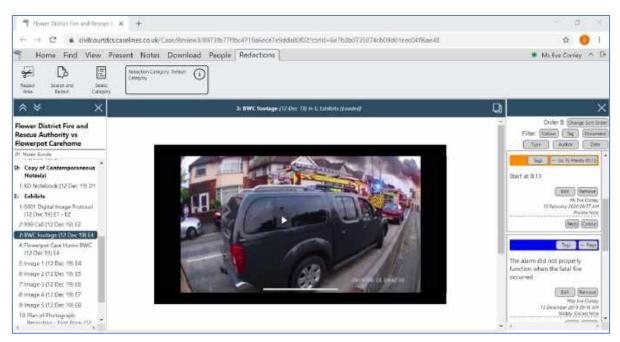


Figure 3 Users can upload multimedia evidence to the bundle, with time stamps to mark up evidence for review or display during hearings.

Supplied by :	Netmaster Solutions
Used by :	Baker & Mackenzie, Norton Rose Fulbright, Eversheds Sutherland, Taylor Wessing, King & Wood Mallesons, DLA Piper, K&L Gates, Crown Prosecution Service, West London Family Courts, DIFC Courts, Abu Dhabi Global Market Courts, Manchester City Council, Ealing and Brent Councils, Orbis Public Law, BT plc, Irwin Mitchell, South Africa Civil Justice System, COMESA Court of Justice

## 8.2.8 Case Logistix

Case Logistix is a robust document-review and production platform offering you a quick, simple, and accurate way to review electronically stored information (ESI) and traditional "paper" throughout the discovery process.

Case Logistix makes it easy to meet the challenges of eDiscovery.

- Intuitive Design: Case Logistix looks and feels like other common office tools.
- Native Review: Case Logistix lets you review documents in native formats, maintaining key formatting and metadata.
- Flexibility: You can customize Case Logistix to meet the need of the case rather than forcing the case to adjust to the application.
- Scalability: Built on a Microsoft® SQL database foundation, Case Logistix can scale from single-server/desktop configurations to robust multi-server solutions storing many millions of documents.
- Security: Control security at folder, document, data, and functional levels, ensuring that users see only what they need to see and do only what they need to do.
- Global Capabilities: Case Logistix is Unicode-capable, allowing you to find and review foreign language documents and localize to particular languages.

Owned/Supplied by :	Thomson Reuters
Used by :	Anexsys, Legastat.

## 8.2.9 CasePoint

Casepoint's flagship technology offering is Casepoint eDiscovery as a SaaS, cloudbased and hybrid-mode model. Casepoint eDiscovery is a full-spectrum eDiscovery solution that features state-of-the-art tools including:

- **Cloud Collections** Casepoint can directly collect cloud-based data with its revolutionary, disruption-free process.
- **Data Processing** Casepoint has a powerful built-in data processing engine that can process over 600+ file types. Clients can upload and process their own data using our web interface and desktop tool.
- ECA / Culling Casepoint offers a wide variety of culling tools. In addition to deduplication and DeNISTing, timeline and advanced filtering, Casepoint makes our full range of analytics and AI-based tools available to support client's culling needs.
- Review & Advanced Analytics Casepoint is a full-strength review platform that offers a robust set of review, redaction, tagging, advanced search, and data visualization and analytics tools. Advanced analytics are woven into the fabric of Casepoint, and collectively they are grouped under the name CaseAssist. The features of CaseAssist include three main sets: Data Story Builder, CaseAssist Active Learning (CAL), and Iterative TAR.
- Artificial Intelligence Casepoint provides built-in artificial intelligence and analytics that are the most robust in the industry, with advanced tools for TAR workflows.
  - Casepoint offers a first of its kind, artificial intelligence based, automated case evaluation system called CaseAssist. CaseAssist proactively identifies and alerts case teams of potential hot documents, helpful search terms, important dates, and likely "junk" documents. Instead of laboriously running complex search terms or reviewing predefined batches of documents, CaseAssist begins presenting potentially relevant documents to attorneys and investigators when they log into Casepoint on the fly.
- **Productions** Casepoint offers highly customizable production features and functions built directly into the platform allowing detailed level specifications and features.
- **Organization and User Management** robust organization, user, and administrative management features and functions to manage eDiscovery across the enterprise.

With Casepoint eDiscovery, legal teams can complete discovery projects faster, at a lower cost, and with greater accuracy using an end-to-end, integrated, easy-to-use tool. All customers get the complete package – there are no features to turn on or pay for later and no user fees.

Casepoint Platform is an innovative technology platform that law firms and legal departments can use to integrate a full range of enterprise applications, documents, legal data, and workflows, into a single flexible platform.

## Casepoint Security

Casepoint security is focused on data security, integrity, and reliability at the company, data center, application, and database level. At the company level, Casepoint maintains the following:

- SOC 1 Type II Attestation (SSAE 18)
- SOC 2 Type II Attestation

- ISO 27001:2013 Certification (Information Security Management Systems)
- ISO 9001:2015 Certification (Quality Management Systems)
- FedRAMP Authorization

At the data center level, Casepoint has chosen facilities that meet the highest security requirements and credentials. Data centers are fully replicated for business continuity. Casepoint's private cloud environment resides in secure data centers that have achieved:

- SOC 1 Type II Attestation
- SOC 2 Type II Attestation
- ISO 27001:2013 Certification
- Energy Star and LEED Certification
- PCI DSS Certification
- HIPAA

At the application and database level, Casepoint utilizes role-based security. Casepoint uses top quality encryption utilizing AES 256 bit encryption. Data is encrypted both in transit and at rest.

Owned/Supplied by :	Casepoint
Used by :	Casepoint

## 8.2.10 Catalyst

## Powerful Search

Insight provides the most powerful field and text search in the market. It is lightning fast, even for complex field and text searches against tens or hundreds of millions of documents. (We've tested searches involving over a million characters.) But Insight search goes well beyond Boolean constructs.

Use Faceted Search to analyze field values as you drill into your results. Or Tracked Search to analyze key words in anticipation of a Meet and Confer. Or PowerSearch to run a thousand searches with the click of a mouse.

## Visual Analytics

Not only did we improve the standard results page with flexible columns, previews and the ability to stack three fields in a column, but we also provided visual insights into your data.

Change to a chart view against any of your fields or several at the same time. Switch to a timeline view and drill into the dates. Track email communications between one and many or focus on two key witnesses with email and a timeline view.

## **Review Workflow**

Organize review teams and carry out review easily and efficiently with Catalyst's unique review workflow module. Set up review stages to fit your plan, dragging them where you want them. Set up users and workflow rules to determine where the documents go next.

Let the reviewers have at it. They get documents dynamically, as they need them. You follow their progress through the review dashboard or create reports to track progress, productivity and tagging patterns.

## Paging and Highlights

For review teams, the key metric is documents per hour. We designed Insight to provide the fastest paging in the industry, even with large text files and thousands of highlights. You click Save & Next, and your next document is instantly before you, no matter how big it is. We've used every trick in the programmer's book to improve productivity.

Unlike most other products, we don't limit the number of highlights you can show. Insight can display hundreds of thousands of highlights on massive text files in seconds. No more compromising on your review because of product limitations.

#### **Processing and Productions**

Rather than wait for your vendor to act, take control of the process yourself. Insight is automated from processing and loading right on through to production. Do it yourself at any time, nights, weekends or holidays.

Unlike most vendors, we've spent years developing a fully automated system. Load data through your custom, secure FTP site and watch as Insight automatically picks up the delivery and processes it according to your specifications. Since 2008, we have run more than 125,000 automated loads and produced hundreds of millions of documents.

## **User Control**

Although we host Insight securely in our private data centers, you can run it just like a local appliance. Set up a new site based on an existing model, manage users, set up new fields, choose redaction labels, folder structures, search fields, lookups and much more.

Give different rights to different user groups, from outside reviewers, to your internal team and even outside experts. The system supports private fields, folders, and searches so you can use it with joint defence groups or even opposing parties.

Owned/Supplied by :	Catalyst Repository Systems
Used by :	Catalyst Repository Systems

## 8.2.11 CDS Convert

Just as chat applications are pervasive in daily life, they are becoming increasingly prevalent in business, with more than 500,000 organisations using platforms like Slack and Microsoft Teams. As more workforces collaborate via digital platforms, the data generated is becoming more common in document review cases. Handling this data effectively is key to today's eDiscovery.

Until recently, dealing with Chat and Mobile data was a laborious task, resulting in numerous solutions, formats and workflows with little to no consistency between data types. This often resulted in data being reviewed in Excel files outside of a review platform. That was until the release of the Relativity Short Message Format (RSMF). The release of RSMF has allowed the eDiscovery industry to improve and standardise their approach to short message data using a format which allows quick, easy review within Relativity 10 or higher. The structure of the data is simple for reviewers to digest and allows highlighting, redaction and discovery following the same review workflows as used with standard data types.

CDS Convert acts as a conduit between structured data exports and forensic collections, providing conversion to RSMF files for native processing within Relativity. During conversion, metadata and text is extracted, avatars are assigned to users, attachments and gifs are pulled down from cloud storage and embedded inline within the message. Conversations are threaded together creating one standardised format for each data type.

Owned/Supplied by :	CDS
Used by :	CDS

# 8.2.12 CloudNine

CloudNine provides four software offerings for clients:

- 1. CloudNine eDiscovery Platform
- 2. Preservation and Collection from CloudNine
- 3. Legal Hold Notifications from CloudNine
- 4. Outpost for Relativity from CloudNine

## CloudNine eDiscovery Platform

#### What is the CloudNine eDiscovery Platform?

The CloudNine eDiscovery Platform (CloudNine), the company's proprietary eDiscovery automation software, is a secure, web- accessible, SaaS-delivered offering that allows clients to immediately upload, review, and produce electronic documents for litigation, investigations, and audits. Built with speed, simplicity, and security in mind, CloudNine users experience the benefits of:

- Speed: With an all-in-one eDiscovery platform users can load data, start reviewing, and produce in less than 5 minutes.
- Simplicity: CloudNine was built to be intuitive enough for the non-technical user but have all the functionality power users crave.
- Security: Housed in our own protected cloud. We use a TIA-Tier 4 data facility to ensure that data never leaves our hands

How do customers use CloudNine?

CloudNine allows users to start their electronic discovery with three easy steps:

1. Users Upload data to CloudNine's private network for automated processing.

CloudNine allows users do-it-yourself uploading of data to our secure online repository while automatically converting documents to a usable format for review. We offer cost effective cloud-based eDiscovery software to process and review large volumes of data, reducing the expense of traditional processing, loading, and hosting.

2. Automated processing "automatically" converts documents for review.

CloudNine is an intuitive platform with multiple viewing options, giving users the ability to review their way. Create review sets for multiple reviewers. Add users and data fields as needed. Set user rights to control access to functions, fields, and documents. With a comprehensive search engine, users can even get highlighting images.

3. Users begin searching and filtering documents in minutes and produce with flexibility.

CloudNine makes producing responsive data easy, generates production and privilege logs, and eliminates the need for additional processing after export. Image, native and text files can be exported, with the images Bates numbered, custom-branded, and converted to single or multi-page TIFF or PDF with a load file.

- One real-world example of this process in action is as follows:
- Client registered online (with no contract) and began to upload data immediately.
- Client uploaded 27 GB of PST email files.
- CloudNine processed 300,000 documents (Emails and Attachments).
- CloudNine reduced document set by 61% with deduplication and irrelevant

domain filtering.

• Client with CloudNine accomplished these tasks within 24 hours of registering.

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

Preservation and Collection

What is Preservation and Collection from CloudNine?

Delivered as an integrated and automated capability in CloudNine's cloud-based, Software-as-a-Service eDiscovery automation software, Preservation and Collection from CloudNine improves collection workflow by efficiently and comprehensively accelerating legal and IT team ability to detect, identify, locate, and collect ESI in a targeted, comprehensive manner. And once collected through an automated ingestion process, ESI is automatically processed and prepared for analytics and review in support of litigation, investigations, or audits.

## How do customers use Preservation and Collection from CloudNine?

Available at no incremental cost as part of the CloudNine eDiscovery Platform, the automated preservation and collection capability is accomplished through an eight-step, wizard-driven selection process that includes:

1. A secure login to the CloudNine eDiscovery Platform

2. The selection of the files and folders to be collected (scanning of local drives or specific folders)

3. The selection of a processing option (host with CloudNine, host with Relativity, build early data analysis report, or automatically create a load file for a third-party eDiscovery platform)

4. The selection of the project for the collected data to be added to (creation of a new project or loading into an existing project)

5. The selection of the time zone for the collection

6. The naming of the collection (custodian, location, etc.)

7. The secure upload of the collection (compression and uploading)

8. The upload confirmation for the completion of processing for analytics and review

Upon completion of the preservation and collection process, users are automatically and immediately ready to begin using the analytics and review capabilities as determined by their processing option selection (CloudNine, Relativity, or Load File for export to additional platforms).

To see a short technology snapshot of this offering in action, <u>click here</u>.

Legal Hold Notifications

What is Legal Hold Notifications from CloudNine?

Legal Hold Notifications from CloudNine empower legal and information professionals by enabling them to quickly and comprehensively develop, send, track, and manage legal hold notices to key custodians with the goal of protecting data integrity for potential or current investigations or litigation.

How do customers use Legal Hold Notifications from CloudNine?

With the defensibility and repeatability exemplified in all CloudNine eDiscovery automation technology, Legal Hold Notifications from CloudNine can be initiated quickly and directly from within CloudNine eDiscovery Platform and managed as part of a guided three step process. This three step process includes:

Step One: Understanding and Managing the Current Legal Hold Landscape

Step Two: Creating Legal Hold Notifications

Step Three: Confirming and Tracking Legal Hold Notifications

Click here to learn more about Legal Hold Notifications from CloudNine.

#### Outpost for Relativity

### What is Outpost for Relativity from CloudNine?

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

### How do customers use Outpost for Relativity from CloudNine?

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

<u>Click here</u> to learn more about Outpost for Relativity from CloudNine.

Owned/Supplied by :	CloudNine
Used by :	CloudNine

## 8.2.13 Concordance FYI

Concordance<sup>®</sup> e-discovery management software decreases the complexity of managing discovery and allows your team to search, review, organize, produce and share litigation documents - scanned paper, email and other e-discovery - generated during discovery.

Owned/Supplied by :	Cloud Nine
Used by :	IDS-Legal, Legastat.

## 8.2.14 Consilio Product Suite (Global RPM®)

# Document Review in Global RPM® or Relativity®

Global RPM is a secure, web-based document review platform designed and built by Consilio's in-house development team to meet the challenges of complex eDisclosure exercises. Global RPM is hosted in Consilio data centres across the globe to aid compliance with local data privacy restrictions.

The platform supports both small- and large-scale document review exercises and offers a range of features designed to simplify and speed up the review process, such as intuitive, customisable review interfaces and highly efficient workflow-management tools.

Users have the ability to perform simple or complex searches, create tags and folders, apply redactions and comments to documents, and select groups of documents for production. Global RPM allows searching and review of electronic documents in any language.

Using dynamic visuals such as dashboards, timelines and enhanced statistics, review managers can gauge resource requirements, monitor review progress, track reviewer productivity and adjust workflow to meet deadlines.

Consilio offers clients the option to host their matters in kCura's Relativity review platform. As an Orange Best in Service premium hosting partner, Consilio offers the full range of Relativity's suite, including Relativity Analytics. The company has hosted hundreds of matters in Relativity and has over 75 worldwide Relativity Certified Administrators (RCSs), Relativity Review Specialists, Relativity Assisted Review and Analytics Specialists, relativity Experts and Relativity Infrastructure Specialists.

Recently joined with Huron Legal and Proven Legal Technologies, Consilio maintains multiple Best in Service Blue<sup>™</sup> data centres in Europe. The combined, Consilio organisation has maintained Best in Service<sup>™</sup> status in London every year that the accreditation has been available and longer than any other organisation outside of the United States.

## Technology Assisted Review in Global RPM

Advanced analytical technology identifies and groups near-duplicate and conceptually similar documents as well as email threads; concept searching and clustering enable lawyers to prioritise documents for review more efficiently and deploy computer-assisted review techniques in appropriate cases.

Consilio offers clients a fully supported predictive coding solution as a cost- and timeefficient alternative to manual human review. The predictive coding technology, Backstop, allows for the creation and optimisation of multiple predictive coding models concurrently within the same review process. Each predictive model (tag specific) is independent of one another; thus each document will receive a probability score from each predictive model generated. The technology also handles sets of documents in multiple language without the need to create separate workflows. Consilio project managers support clients throughout each stage of the process ensuring that results are understood and optimised.

## Enhanced Audio Review in Global RPM

Global RPM fully integrates Nexidia's world-leading, patented phonetic-indexing and search technology to allow the searching and review of audio files such as telephone conversations in the same platform as the rest of the disclosure material. This streamlined one-system approach delivers dramatic improvements in accuracy and the opportunity for significant cost reduction.

## **Enhanced Chat Review in Global RPM**

Consilio's Enhanced Chat solution is fully integrated into Global RPM and overcomes the challenges associated with chat reviews from Bloomberg and other platforms. In addition to keyword searching and date range filtering, the search engine allows for filtering and searching over chat specific fields which enables our clients to focus their review on specific chat participants, companies, participant count, and other fields of interest. Furthermore, dynamic filtering out of the chat "noise" of disclaimers, entry-exit and history events significantly improves the accuracy and efficiency of the review process.

Owned/Supplied by :	Consilio
Used by :	Consilio

## 8.2.15 Digital Reef (A TransPerfect Company)

TransPerfect's Digital Reef is the only processing and ECA platform that has proven it can process 17 TB in a single day. The processing engine scales across available servers and processing cores to support any size case and is not limited to single server scalability like other tools. Nearly all data types are supported, including mail archives such as Microsoft PST and OST, and Lotus Notes NSF files. In addition, forensic containers such as E01 and L01 files are automatically mounted, deNISTed and processed, without requiring that they are first flattened by hand.

On top of this powerful processing engine, our clients enjoy an intuitive yet powerful ECA interface that allows datasets to be culled quickly and easily. Each client has full access to their case data for Boolean searching, reporting, tagging, and advanced similarity analytics. Analytics offers "find more like this" searching, clustering, and nearduplicate analysis which is included in the ingestion rate. Email Threading is provided using both email metadata and content, depending on the quality of the data. OCR is also built-in so that image-only TIFFs, PDFs, and low content PDFs can be automatically scanned for textual content.

Digital Reef processing and ECA key features:

- Powerful multi-server grid architecture
- Processing tools for litigation support personnel
- Intuitive ECA interface for case team and attorneys
- Email threading viewable and exportable
- Clustering based on advanced similarity analytics
- De-duplication, de-NISTing and near-duplicate detection
- Multi-byte Unicode for support of all foreign languages
- All ECA work product (such as tagging) exportable to review
- Extensive reports, include search breakdowns and email histograms

## Interface

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# **Example Reports**

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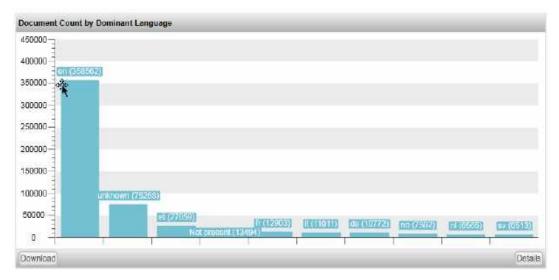
# OCR Confidence Level Report

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# Language Identification Report: Dominant Languages



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

## 8.2.16 DISCO Software

## DISCO Ediscovery

- DISCO delivers the fastest performance in the industry, with 1/10-second search and ½-second document viewing, even in databases with more than 100 million documents and even for the largest and most complex file types. Upload up to 4 TB of data per day using DISCO's proprietary high-speed uploader.
- DISCO's cloud-native review platform automatically scales to handle matters of any size, with any number of users. DISCO releases new features and enhancements to all matters weekly using software-as-a-service (SaaS) delivery, requiring no upgrades or downtime – our clients have the latest and greatest software at all times.
- DISCO's review platform includes all features for an end-to-end review, including Westlaw- and Lexis-style search syntax, an interactive search builder, clickable search examples, search history, saved searches, mass tagging and foldering, customizable folders for database organization, batch print to easily export documents for use in witness prep, redactions including mass redactions and redaction reasons, search term highlighting and persistent highlighting, the ability to add your own users with role-based permissions, customizable tags and tag groups, and automatic search result indexes.
- Full processing and analytics are included to identify duplicates and near duplicates, normalize time zones, extract all metadata, recreate email conversations and parent-child relationships, and OCR and image documents up front for faster performance during review – all at no additional cost.
- DISCO AI with Tag Prediction Technology works within the flow of normal document review, and is enabled on matters at no cost. As you work, DISCO gives multiple coding recommendations for the document, predicting tags that are most likely relevant to the text. Furthermore, the software also scores tags that have been suggested or applied to the document on a -100 to 100 scale, showing predicted confidence and/or potential tagging errors. AI models can be shared across matters with cross-matter AI.

DISCO's advanced AI is designed to help attorneys throughout the course of discovery by applying continuous learning on multiple review decisions concurrently. There is no setup or seed set creation required — just start your review. When the system has developed enough insight, it intuitively begins to display those recommendations to you in real-time.

DISCO's advanced AI gives precise predictions in a fraction of the time required for traditional review. As DISCO understands what is relevant to your review, it examines the document, taking into account the order, meaning of words, and sentence structure to arrive at intelligent insight as to whether the document is of substance to your review.

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- Automated workflow allows a case team to organize a large review into a series of review stages (for example, "first pass review" or "issue review") with customizable tagging panels and rules. The case team can then see what each reviewer is working on, can control access within a stage at the group level, and can see progress at the group or batch level.
- Review metrics provide transparency into overall review progress, including documents remaining, average pace for the review team and for individual reviewers, and an estimated completion date; help you identify problems early in the process, including reviewers who are outliers on specific review decisions or on their overall pace; and summarize what you are learning about the documents through your review.

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- Real-time Quality control creates a constant feedback loop enabling efficient QC without waiting until the end of your review and the ability to catch errors early to ensure there is less QC work to perform. Use data visualization and filters to locate discrepancies between reviewers and AI predictions. Sample the review work product to assess the quality of review decisions the team is making, or even use simple search syntax to locate inconsistently coded families for quality control and production preparation. Taken together, DISCO allows teams to surgically approach QC.
- Search Term Reporting. When negotiating search terms with the other side it can be difficult to know the scope or volume of documents (and their families) that any given search will return. Search term analysis resolves this issue by delivering a simple interface to cross-reference searches and see the result counts, family counts, and the unique counts of documents across terms. If you have received a set of search terms from the other side you can even drag and drop a .txt file containing terms straight into DISCO to save having to retype entries.

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- Searchable audit histories for each document let you quickly find documents tagged by specific people between certain dates.
- Case teams can use exhibit sets to collect documents for depositions, motions, or trial. DISCO automatically numbers and labels exhibits, allows you to add titles and descriptions for cover sheets, include or exclude attachments, and output collated exhibits with an automatically generated index of exhibits ready for printing or efiling.

Owned/Supplied by :	CS Disco
Used by :	Kennedys, SullivanStrickler, Withers worldwide

# 8.2.17 DocBuster



Millnet's solution for batch printing, DocBuster<sup>®</sup> is powerful, fast and user friendly, taking the headache out of printing electronic documents. Developed in response to commercial law firms' requirements and implemented in many of the leading law firms, DocBuster<sup>®</sup> is the definitive batch printing solution.

DocBuster is an integral part of Millnet's 24/7 document operation, and is used by businesses across the UK. DocBuster makes it easy for law firms to batch print documents such as emails and their attachments, and common file types including Word, Excel and PDF. DocBuster is tried and tested technology, used within leading UK law firms. Millnet has printed in excess of 100 million pages of emails, MS Office documents (Word, Excel, PowerPoint), PDFs and other file types with the program over the past 10 years. DocBuster is easy to install, requiring little or no IT involvement.

#### DocBuster is designed to be

- Easy to Use
- Powerful
- Cost Effective

#### **Main Features**

- Page count reporting
- Identifies password protected and corrupted files
- Chronological ordering of emails
- Formatting of Excel spread sheets
- Page capping on large documents
- Detailed slip sheets, making it easier to identify a documents origin
- Plus many other features that will assist lawyers in their day-to-day work requirements
- UK based support, DocBuster is backed up by the largest outsourced secure 24/7 legal document production facility in the UK.

Owned/Supplied by :	Millnet Document Services
Used by :	Various UK law firms

# 8.2.19 Epiq Software (DMX and TMX)

# Epiq DMX (DocuMatrix) – Epiq's eDiscovery business intelligence platform

# Dashboard

With its focus on easy-to-use business intelligence, DMX provides data insights, while still providing the ability to process and review terabytes of data.



Offering end-to-end transparency throughout the eDiscovery process, DMX provides a holistic picture of data flow: from the original data sources to what's been processed to what was ultimately reviewed and produced. And most importantly, how all this information is woven together seamlessly in an interactive and easy-to-use dashboard.

The DMX dashboard shows users:

- The stage in which the data resides
- Where each data source has been
- The data and custodians included in the current data set
- Data size and document count

• Current velocity of the review

With the DMX dashboard, data from previous projects can easily be referenced to inform decisions about future cases. The platform allows our clients to interact with the data and find information that never would have been revealed otherwise.

#### Review

The DMX platform equips our clients with essential discovery management tools to achieve an efficient, intelligent assessment and review with features such as:

• Advanced analytical features to triage data early in the discovery process and identify documents vital to the matter, leaving you with a smaller, more focused data set

• An automated workflow that reduces the risk of human error and keeps data and crucial steps from falling through the cracks

• Foreign language capabilities via fully-customizable workflows that support 195+ languages

· Secure multi-party project collaboration

• Review accelerators that can increase review speeds by up to three times, dramatically reducing document review costs

#### Processing

DMX delivers the most powerful data processing in the industry. Excavating deep into data files, DMX fully extracts metadata, text, embedded objects and domains, ensuring critical information is not missed. DMX is continually strengthened to handle a wide range of diverse data formats, including Lotus Notes, Bloomberg data, Unix Mail, chat, wikis, SharePoint, audio and video files, as well as emerging data types, such as social media.

Moreover, as DMX uses the native application interfaces, all data loaded remains in a native format that can be recognized and reviewed online instantly. This eliminates the need to adjust the data or any TIFF or PDF conversions.





# Epiq TMX – Collaborative platform for case preparation and presentation

"TMX is a secure, flexible, and highly scalable sharing platform that gives our international clients the ability to build electronic bundles quickly and easily for court hearings and arbitrations, while giving our U.S.-based clients a single collaborative tool with which litigation teams can prepare case documents for depositions and trial," said Cliff Dutton, chief innovation officer. "For legal professionals, TMX delivers an intuitive, adaptable platform that fully bridges the gap between document production and trial."



TMX enables:

- Collaboration between legal teams, experts, and clients
- Bundle creation in a flexible, familiar, and intuitive platform including folder structuring, pagination, and index generation
- Easy-to-use functionality such as searching, annotation, tagging, hyperlinking, and the presentation of transcripts and documents
- Private and shared workspaces configurable to the demands of the parties and the case

TMX is available immediately in Europe, and will be available in North America, Asia, and Australia later this year. To find out more, click <u>here</u>.

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Chapter 8 – Supplier & Software Details

Figure 2. TMX. Seamlessly and easily move or copy documents between folders

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Figure 3. TMX. Quickly assess document content with our comprehensive preview panel

Owned/Supplied by :	Epiq
Used by :	Epiq

# 8.2.20 Equivio Relevance

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

- Initial case assessment to rapidly assess key issues
- Culling of irrelevant documents that are responsive to typical keyword / phrase search techniques.
- Prioritisation of review start the document review with the most relevant documents
- Post-review quality assurance to assist in identifying review inconsistencies.

#### How does the Service Work?

- 1. The documents to be ranked for relevance are selected. For instance, they may be documents identified via the application of searches / filtering by say custodians, date range, file type etc. Alternatively, they may be the documents as selected by the client or documents received on disclosure.
- 2. The collection of documents to be reviewed are firstly de-duplicated and text extracted from electronic documents such as Word, email, PowerPoint etc. and for hard copy or scanned files text is created via optical character recognition 'OCR'.
- 3. The text from the files to be reviewed is loaded into the Equivio Relevance software. There is the option to 'seed' the review with sample relevant documents and / or keywords. Alternatively, the software will select a representative batch of 40 documents for the lawyer to review.
- 4. The software is simple to use and does not require any training (see screenshot below). All that is required is for the lawyer to read the text from each document and decide whether the document is 'relevant' or 'not relevant'. Note that it is also possible to review documents by 'issue'.

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	8 4923549-ue32e00.bt	Not Relevant	3/30/2009	9	Documents
	5 4516499kkt59c00 tx	Not Relevant	3/30/2005	7	Documents
	10 4K37K2HAVE/eC0.bit	Note	2/35/2009		
	11 1974096a24d00.txt	None	3/30/2009	2	
	12 1075725-exm/80e00txt	Relevant	3/33/2005	77	
	13 5039459 mil1300.te	Not Relevant	3/30/2009	2	
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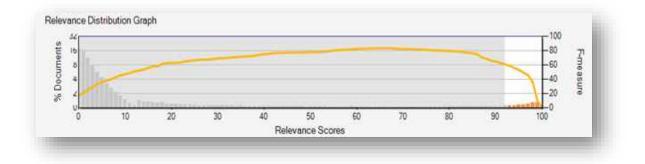
5. The software presents to the lawyer batches of 40 documents at a time. Upon completion of each batch of 40 documents the software takes between 2 and 5 minutes to assess the results and create another batch of 40 documents for review. In the background, the Relevance software is effectively 'second guessing' the lawyer's classification of documents. The process typically requires between 30 and 45 batches of 40 documents each (i.e. 1,200 – 1,800 documents) to become 'stable' (see the screenshot below showing the number of batches reviewed and progress towards reaching 'stability'). 'Stable' means the software has reached a point where it is correctly assessing the relevant / not relevant classification in line with the lawyer review with a high degree of consistency.

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Progress Indicat	ion					ſ	Not Stable
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- 6. At completion of the review process, the software typically takes between 1 and 3 hours to calculate a 'relevance score' for all of the documents in the collection. The score is a number between 0 and 100.
- 7. The Relevance software also provides useful statistics including a list of keywords / phrases used ranking in relation to the importance the software has placed upon such words / phrases in relation to determining the 'relevant' and 'not relevant' status of documents (see below for an example screenshot).

	Keyword	Weight	-	Keyword	Weight
۲	brand	0.20		tobacco	-013
	value	0,18		day	-0.09
	display	0.17		received	-0.07
	accounts	0.16		were	-0.07
	field	0.14		ph	-0.07
	stores	0.14		vantage utra	-0.06
	program	0.14		tte	-0.06
	spanish speaking	0.14	100	protocol	-0.06

8. Depending on the nature of the documents to be reviewed, it is normal to find that the relevance scores are grouped towards either end of the 0-100 scale. The final analysis includes various statistics including a graphical representation of the distribution of the relevance scores (see screenshot below) so as to assist with formulating an approach to reviewing documents thereafter.



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

Owned/Supplied by :	Equivio (Acquired by Microsoft in January 2015)
Used by :	AlixPartners, FRA, Legastat, Lighthouse.
	Equivio is often embedded into other litigation support products (particularly Relativity) to provide "Predictive Coding" functionality.
	Expect this to change as Microsoft terminate support for embedded options as contracts with suppliers expire.

# 8.2.21 Everlaw

Everlaw is a collaborative, cloud native platform for law firms, corporations and governmental entities that enables users to discover, illuminate, and act on information to better drive matters, and positively impact their outcome.

Everlaw uniquely combines speed, security, and ease-of-use into a unified, comprehensive solution that unlocks the collaborative power of cross functional teams and enables them to investigate issues more thoroughly, uncover truth more quickly, and present their findings more clearly.

Everlaw's innovative, secure, cloud-native solution enables organisations to more effectively find relevant information in order to help to move matters to faster completion.

To deliver on these promises, Everlaw started with a dramatically different philosophical approach, centered on **five key principles**:

#### 1. Security

Everlaw's security and compliance program is holistic and part of our core philosophy. It demonstrates our commitment to ethics and our company values, as well as compliance with our security, privacy, and confidentiality commitments to customers, and applicable laws and regulations. Our program is built on top of federal guidance on effective compliance programs because we believe that security, privacy, and compliance go hand-in-hand.

Our comprehensive program spans our architecture, software design, people & processes.

- FedRAMP Authorised
- SOC 2 Type 2 (Security, Privacy, Confidentiality & Availability) Certified
- Supports HIPAA Compliance
- Supports GDPR Compliance

We also have Cyber Essentials Plus and ISO 27001 on our 2021 roadmap, and in a culmination of two years of engineering effort, Everlaw's commercial environments (including the UK and EU hosting regions) now implement the overwhelming majority of the FedRAMP Moderate security controls based on the NIST Special Publication 800-53 standards.

#### 2. Respect for Users:

This core value is represented throughout our platform and in the way that we function as a company. Our goal is to deliver elegant solutions with thoughtful design which makes for happy software users who can not only get their job done, but even find enjoyment in the process. We are focused on long term success with our partners, so that means we aren't interested in making quick changes to the platform that don't align with our long term strategies.

# 3. Speed:

Big data can be synonymous with slow data, unless software is specifically built for modern data volumes. Everlaw is built to provide lightning fast performance no matter the size and scope of the case. We're built for Petabytes. With processing speeds of up to 900 k documents per hour and document review speeds from 86 docs/hour with standard review to 140 docs/hour with automatic context coding. Everlaw is 10x faster than Relativity and 5x faster than nearest cloud competitor in processing and productions.

# 4. Innovation:

As Everlaw continues to solve the industry's functionality and workflow challenges, our commitment to innovation helps us deliver. In 2020, Everlaw seamlessly released over <u>230+ new features</u> on a four-week release schedule without interrupting our customers' business productivity. New features are delivered every four weeks and automatically deployed to the platform at no cost with no need for version control. We had a mere 4 hours of total downtime — including scheduled downtime for all releases — in the entire year!

And the innovation we deliver is significant. In 2020, we released features such as native support for Cellebrite collections, metadata, inverse and whole page redactions, quick review, which displays the rich context of the document and allows for the application of new codes, all without opening the review window, together with Everlaw's client API, which allows external technologies to communicate programmatically with Everlaw — and that's just to name a few.

#### 5. Transparency:

We believe that when information is open and available, outcomes are more efficient for everyone. There are two main ways that we think about transparency.

- First, transparency is built into the product itself. Everlaw provides exposure to reporting at the case level as well as at the organisation level, allowing our partners to closely manage their projects and the associated costs.
- Second, transparency is built into our simplified pricing, which manifests itself in our service model. Unparalleled customer service with seamless onboarding, free live user training sessions, complimentary technical support, and strategic, consultative guidance to ensure that our customers realise their return on investment. Optimised for self-service, Everlaw automates or streamlines every step for a more predictable, faster, and secure review process. And when needed, easily engage with our network of expert providers with offerings that range from white glove managed services to individual services that broaden and enrich the user's journey across the EDRM.

Everlaw is a collaborative, cloud-native platform for law firms, corporations and governmental entities enabling users to discover, illuminate, and act on information to better drive internal investigations and positively impact the outcome of investigations.

Everlaw uniquely combines speed, security, and ease-of-use into a unified, comprehensive solution that unlocks the collaborative power of cross functional teams and enables them to investigate issues more thoroughly, uncover truth more quickly, and present their findings more clearly.

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Everlaw's innovative, secure, cloud-native solution enables organisations to more effectively find relevant information in order to move matters to completion faster.

• Early Case Assessment (ECA)- Everlaw offers one of the most interactive and comprehensive ECA solutions on the market, which can be used to zero in on what matters, target the scope of review, and substantially reduce overall discovery costs and risk. It is particularly useful in larger matters to help to increase efficiency and reduce costs.

ECA allows customers to host data at a lower cost in a staging environment with robust search and review capabilities. Documents are fully processed up front, allowing users to access and view imaged documents in the ECA staging area, not just text or metadata as with other ECA solutions.

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ECA on Everlaw is also unique in that teams can access proprietary clustering and data visualisation tools, which are typically excluded from other suppliers' ECA offerings. Users can complement using clustering and data visualisation with running searches and search term reports in the ECA environment in order to identify which documents to cull from the database and which to review for responsiveness or relevance, significantly reducing the amount of information needing review. Once they have used ECA, customers can directly promote documents in bulk from the ECA environment into their active review environment.

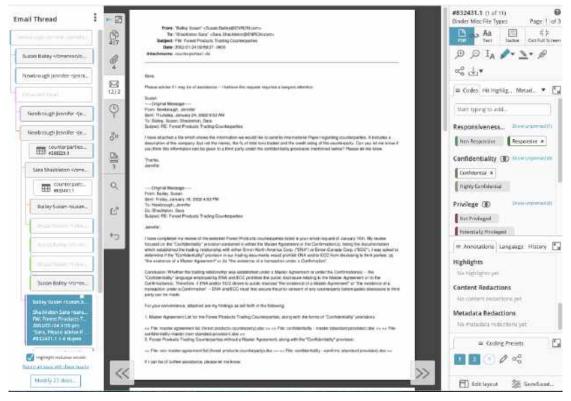
- **Discover:** Streamline every step of the eDiscovery process, from data upload and processing all the way through to search, review, and production.
  - Data ingestion: Everlaw accelerates the document review process by enabling reviewers to upload their own documents, plugging in seamlessly with third-party cloud hosting platforms — such as O365, Sharefile, Box, Google Drive/ Vault, and more — and ingesting documents quickly with processing speeds of up to 900 k documents per hour.

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 Search: Everlaw's instantaneous search results occur with even the most complex search strings. The ability to visually build searches allows both novice and power users to narrow their searches quickly and without needing specific search expertise.

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 Review: Providing exceptionally fast 'doc-to-doc' review speeds and shortcuts like coding pre-sets, users are able to complete their review significantly more quickly on Everlaw with review speeds of up to 140 documents per hour. The majority of document types are imaged during processing, at no additional cost, which allows for easy hit highlighting and redactions, including batch redactions, metadata redactions, inverse redaction, whole page redactions. We also support native spreadsheet redactions, including the automatic redaction of dependent values, through our native spreadsheet viewer. native spreadsheets, all which can be easily redacted.



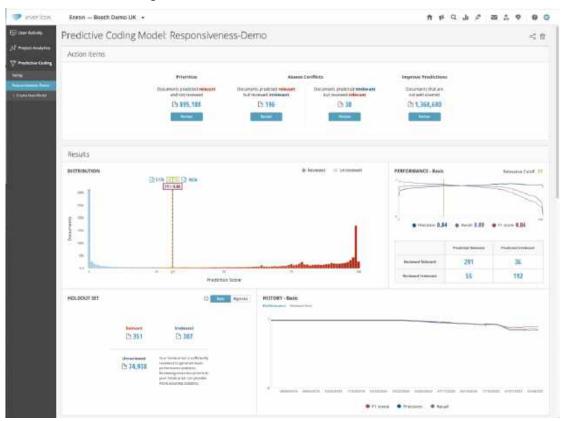
 Productions: Everlaw gives the ability for user driven full feature productions, providing the ability to generate, modify and share document productions at any time in an industry standard format. Additionally, Everlaw users can create on-the-fly disclosure lists in our cloud-based production environment.

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- **Illuminate:** Leverage powerful analytics, supervised and unsupervised machine learning, and interactive visualisations to accelerate review and identify the most valuable information.
  - Advanced Analytics: Review and understand all documents continuously in the Everlaw platform, whether they be foreign language documents, media files, or emails. With features like Data Visualisation, users explore data at a glance without the need to review individual documents or conduct a predetermined search.



 Predictive Coding: Supervised machine learning to expedite and prioritise review by surfacing relevant documents more easily and quickly than ever as part of your technology assisted review (TAR 2.0) processes. Teach Everlaw how to find the most important documents using our continuous active learning (CAL) algorithm. Through users assigning ratings, custom codes, and other attributes to documents, Everlaw's powerful algorithm learns to predict document relevance, enabling more efficient review.



 Clustering: Utilise unsupervised machine learning to quickly identify conceptually similar documents and glean valuable insights into large datasets without manually building a search. Clustering is an intuitive graphical display that, without any training, prior case knowledge, or use of external resources like dictionaries or ontologies, is able to group documents together based on conceptual similarity.



• Act: Craft narratives and efficiently manage the end-to-end process of matters including investigations or disputes with a secure, integrated suite of collaborative tools.

- Collaboration: Make decisions faster and move issues to resolution sooner in a secure, unified and collaborative environment. Everlaw is the only solution that combines powerful document review and analytics with secure in-platform sharing, real-time editing and communication.
- Narrative and timeline building: Ensure alignment while organising key documents into a coherent body of evidence, reaping significant cost and time savings by building draft documents, including case strategies and witness statements in-platform, and organising evidentiary documents into chronologies in timelines on the same platform.
- Interviews: Improve the interview process by providing your team with a single solution to locate and use exhibits, prepare for and take interviews, and then efficiently harvest critical evidence. Prepare questions, track and communicate about live proceedings, and analyse transcripts to prepare next steps.
- DSAR Deliverables: DSAR response templates can be created collaboratively in Storybuilder where users can quickly insert documents to sit alongside the requests; giving greater structure and clarity to both the organisation and to the data subject. The package can then be exported to PDF, for electronic sharing or printing and it is also possible to provide a more traditional document production through a secure link, or even to give the data subject limited access to the platform.

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- Matter Management : Enterprise grade capabilities to support the complex legal needs of large firms and corporations and efficiently manage project outcomes with integrated and collaborative project, user and matter management tools on a simple yet powerful platform.
  - Project administration: Drive consistency and streamline complex functionality with granular access permissions for enterprise-class security. Administrators have precise yet easy to use controls on access permissions within matters to amplify consistency, security and collaboration.
  - Automation Accelerate project set-up, drive consistency and reduce the need for workarounds with project templatisation, so your teams can spend the time on more substantive work. Reduce the likelihood of

manual errors during review with customised coding rules and drive consistency across matters to streamline the review process.

Owned/Supplied by :	Everlaw
Used by :	Travers Smith, Macfarlanes, and other law firms & corporations across the UK

# 8.2.22 ExhibitManager

ExhibitManager is the intelligent and user-friendly software that supports litigators and arbitration practitioners in legal proceedings, from collecting and reviewing documents, to writing legal submissions, as well as creating exhibit bundles and interactive eBriefs, that can be read and annotated on any computer including iPads.

Leading international litigators and arbitration practitioners on four continents are using ExhibitManager today. Experience shows that the time savings associated with handling exhibits typically are in the magnitude of several hours to even days. ExhibitManager provides an end-to-end solution delivered in record time for your core activity: writing submissions and preparing for hearings.

How do we compare to other litigation support software?

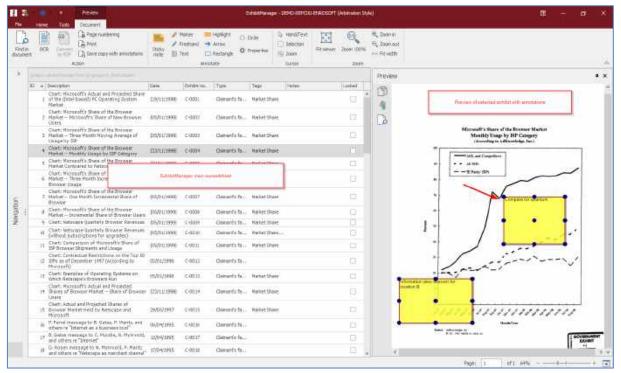
ExhibitManager is a highly sophisticated tool that supports you in three key tasks, necessary for successful litigation/arbitration: (1) Cite exhibits directly into your submission in uniform citation style from the evidence stored in the ExhibitManager database. (2) You quickly number, renumber, add lists of exhibits, stamp and bundle exhibits according to your specifications. (3) You create interactive eBriefs in PDF format with a few mouse-clicks. No need of an external service provider, changes can be done until the very end.

You may fully adapt the numbering and formatting of exhibits to suit the requirements of your Code of Civil Procedure or Arbitration Rules.

ExhibitManager promotes teamwork as all lawyers working on a legal brief are accessing the same documents. Teams may co-editing a brief in Microsoft Word and update the exhibit numbers in one or several documents. Team members benefit from ExhibitManager during case analysis, when writing and finalizing legal submissions:

#### 1. Case analysis

You may organize exhibits in different ways, e.g. by tags/issue, by exhibit number, chronologically etc. OCR and full-text search exhibits to find relevant information in a user-friendly document previewer. You can annotate exhibits and share knowhow within your team.

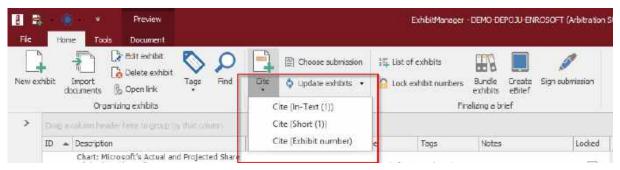


**Description Screenshot 1**: ExhibitManager main view; left: overview of organized exhibits by tag/issue, right: exhibit in preview with annotations.

# 2. Writing legal submissions

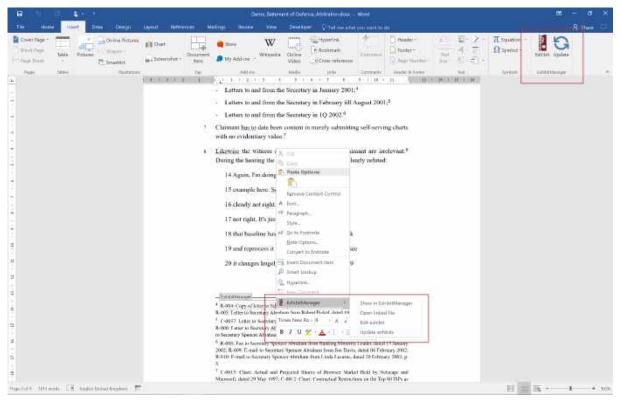
Insert exhibits into your legal submission with uniform and fully customizable styles. Exhibits can be numbered automatically. They may be updated with a single mouse click when their order has changed in your submission, or you may even update exhibit numbers in multiple documents (e.g. submission, witness statements and expert reports).

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



Description Screenshot 2: Citation Buttons and Button update exhibit numbers

ExhibitManager integrates seamlessly with Microsoft Word: You can easily review exhibits cited in the submission by right clicking on the exhibit citation.



**Description Screenshot 3**: ExhibitManager offers reviews of exhibits when working in Microsoft Word.

# 3. Finalize submissions

ExhibitManager supports you in various ways when finalizing your submission:

- Lists of exhibits can contain one or more exhibit type (e.g. Claimant's fact exhibits) and be ordered by exhibit number, chronologically, or by order of appearance. Creating combined chronological lists of exhibits is now a matter of seconds.
- Exhibit Manager creates **bundles** and stamps exhibits automatically. In addition to the exhibit number, stamps may include any additional information such as draft, version etc. All documents in the electronic bundle are named properly.
- ExhibitManager creates customized trial bundles.
- Create a **hyperlinked eBrief** (.pdf or .docx format) of your submission with a few mouse clicks. No more external service providers are needed. This saves you valuable time and you can do last minute changes, if necessary.

ExhibitManager eBrief Assistant	—		×
Creating an eBrief			
Welcome to the ExhibitManager eBrief Assistant			
The ExhibitManager eBrief Assistant helps you create an eBrief of your submission	on.		
An eBrief is an easy-to-use interactive PDF version of your submission that allow hyperlinks to all the cited materials. This enables the reader to focus on the sub searching through boxes of paper or individual PDF files for a document.			n
Before continuing, please make sure you have updated the exhibits	in your su	bmission	
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**Description Screenshot 4**: eBrief Assistant to create your eBrief within minutes. For more information, please see the video "<u>Introduction to ExhibitManager</u>".

#### System requirements

- Microsoft Windows Vista, Windows 7 or Windows 8, Windows 8.1, Windows 10 with .NET 4.5 framework installed.
- Microsoft Word 2019, 2016/2013/2010 or 2007.
- ExhibitManager uses an embedded, industrial-strength SQLite Database (included). However, we recommend ExhibitManager database runs on a Microsoft SQL Server 2008 or newer (MS SQL Server licenses are not included). This configuration is particularly recommended for larger teams working on one project concurrently.

Owned/Supplied by :	Causasoft LLC
Used by :	Causasoft LLC

#### 8.2.23 Exigent Software Suite

#### **Exigent Contract Management**

Exigent's Contract Management System is an end-to-end AI-powered solution built for speed to smart data. With a machine learning engine, our software auto-extracts contract data with astounding accuracy. With this level of access, you can manage obligations, prevent revenue leakage, mitigate risk, and transform your data into opportunity and value. Exigent's AI auto-extraction tool, Scarlett, is powered by a team of lawyers, financial experts, and data scientists, so we only deliver the data that matters fast. Our tool auto- extracts contract data from across your business, aggregates it and visualizes it to give you unparalleled levels of actionable analytics. Faster better data means you can make informed decisions to impact your business performance.

#### Key features:

- Secure, centralized contract repository: our suite includes contract management modules that provide a powerful centralized display of organization-wide information. This gives you visibility across your contract portfolio, including family and amendment views, and related documents feature that instantly highlight areas for concern, mitigating risks.
- Live alerts and reports: receive real-time alerts to manage contractual obligations and milestones such as price review triggers and ensure contract renewals are executed on time with automated user-friendly reports reducing risk and improving terms.
- Customizable, captivating data visualization: our easy-to-navigate dashboards are fully customizable and allow you to see key terms and conditions, and amendments. You get visibility into your entire contract base providing a holistic view of metrics and key performance indicators (KPIs). This highlights areas of concern, mitigating risks and ensures you make better, more informed decisions.
- Cross-departmental dynamic data configuration: our AI tool is multi-purpose and can be used across the legal, sales or procurement departments. It can auto-extract, amalgamate and analyze data, removing silos of data from across the business and giving you a greater perspective into your entire organization.
- Cutting edge AI and auto-extraction: our machine learning tool is trained by highly experienced lawyers, so our auto-extraction technique is more accurate than any generalist AI solutions. This means you have the right data, when you need it, increasing efficiencies and driving greater opportunity to provide value across the business.

#### Key benefits

- Accelerate your time to data: our AI-powered auto-extraction tool gives you key data points in seconds and insights in days rather than weeks, improving accuracy and quickly reducing manual repetitive contact management tasks.
- Prevent revenue leakage with real-time alerts when price reviews are triggered, enforce your contractual obligations and ensure contract renewals are executed on time.
- Use advanced analytics to make better decisions using the collated and curated data from across your organization, you can make more informed decisions that help you achieve concrete financial benefits.

- Maximize impact through compelling, customized data visualization: visibility across your contract portfolio and easy-to-read dashboards give you access to crucial business analytics that predict complications and empower growth.
- Mitigate risk and convert residual risk into value by seeing the data from across your business. Eliminating the risk of lost contracts due to theft or destruction of physical assets with a centralized, accessible and searchable digital contract repository.
- Streamline internal operations with well-structured contract data and timely reminders for upcoming deadlines and obligations.

# Exigent Data Discovery

With Exigent's **Data Discovery** tool, you can instantly search across any document to find relevant snippets, sentences, and paragraphs in just milliseconds. It is a powerful search engine platform that navigates the end-users to their appropriate documents in ease. It allows you to preview the resultant documents, based on the searched keyword, which can also be exported in an excel containing other important information associated with your documents. Data discovery relies on cognitive and contextual search and is unparalleled in speed and accuracy compared to manual review and other alternative search tools.

The easy-to-use tool, which can be set up in just few hours, also allows you to set access control for the documents, ensuring only the right people have access to the right information, and there is no limit to the user access matrix you can decide on.

#### Key features:

- Smart search, smart data: our Google-like search allows users to find fast answers across large portfolios of agreements or documents.
- This cognitive and contextual searching feature uncovers relevant phrases, sentences, and paragraphs in a document that would otherwise not be discoverable and delivers results in milliseconds. This is unparalleled compared to the manual review many organizations use.
- Advanced search: This is an advanced contract searching tool. It provides more comprehensive and most accurate results using AI.
- Search Filters: This tool helps you to customize the search with keyterms, that narrows to the most appropriate results and thereby in finding the documents.

#### Key benefits:

- Data Discovery helps adaptability in a great manner. Consider if one company is taken over by other or expansion happens with new certifications, at this moment to find the appropriate documents for the accreditation or for updating the company policies Data Discovery helps to find the most appropriate documents from the huge pile (with the keyword search).
- It helps you to find the documents in a fraction of seconds (which is published at the time of search). Thus it is very feasible.
- It is a secured tool which allows only authorized users to view the documents based on the accessibility.

#### **Business analytics software**

Exigent's business analytics software is a powerful, web-based, on-demand analytics solution that analyses extracted contract data to create meaningful interactive reports and dynamic integrated dashboards. These reports share business intelligence and insights directly to your desktop, tablet or smartphone anytime, anywhere, to key stakeholders in your organization.

# Key features:

- Speed of analysis;
- Interactive data visualization;
- Visual discovery;
- Architecture agnostic;
- Real-time collaboration; and
- Centralized data.

# Key benefits

- Powerful reports are specifically designed to capture granular information in the complex contracts and the inter-relationships which enable smart decision-making.
- Monitor contract milestones and risk markers, easily locate and search for terms and study trends across all your contracts, helping to quantify the contract value.
- In a crisis, quickly access the key information management needs to determine a course of action.
- To better discover, analyse and act on contracts throughout the organization to improve performance and agility, while reducing risk and cost.
- Enable deeper insights and discover business challenges, thus improving procurement efficiency, developing marketing strategies and supporting business growth.

# Document creation and workflow solution

Exigent provides a custom-built solution on Microsoft 365 that involves contract drafting and editing, approvals and signature through DocuSign.

#### Key features-

- Template-based contract creation
- Manage multiple templates and document versions
- Approval flows
- Enables the user to send out appropriate document out for e-signature through the system
- Role-based access
- System reporting
- Basic search functionality
- Integration with obligation management systems

#### Key benefits-

- Operational efficiency: accelerated speed to build standard contracts.
- Risk reduction: transform the most complex documents into intelligent, interactive templates allowing document authors to control the data used to populate and generate customised documents.
- Enhanced compliance: internal compliance and external regulation can be applied as part of the template creation process, ensuring that all documents generated automatically conform to an organisation's governance procedures.

- Management of contracts: the generated contracts can be stored in the obligation management system, allowing an organization to have full control of its contracts.
- Collaborations: The communication tools built into your workflow automation system is an extraordinary tool for team collaboration.

#### Legal spend and matter management software

Exigent's legal spend and matter management software comprises 2 main platforms: an e-billing system for external vendors, which allows tracking of legal spend and provides the business with accurate spend analytics; and an administrative platform which allows site administrators to perform high-level site maintenance. The cloudbased system is designed and built with the sole purpose of improving the way corporate businesses manage legal matters and pave the way for true legal insights and spend analysis.

#### Features:

#### **E-billing:**

- Invoice submission
- Credit note submission
- Invoice search
- User alerts
- · Checks if an invoice has already been submitted
- Marks instruction as closed once a final invoice is submitted
- · Notifies user of rejected invoices that need to be credited
- · Lists active instructions with essential billing information and
- Displays invoicing rules specific to each client's requirements

#### **Benefits:**

- Improved control and overview of legal matters
- Reduced work load and improved team efficiency (reduce internal costs)
- Improved relationship with legal service providers (improves collaboration)
- Reduced legal spend
- Increased rebates
- Advanced data security

Owned/Supplied by :	Exigent
Used by :	Exigent

# 8.2.24 Exterro Software Suite (includes FTK)

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

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

EXTERRO DATA INVENTORY Exterro's Data Inventory is built on an enterprise-grade relational database that enables you to model your data; on-line, offline and with third-parties from a seven-object perspective (Processing Activities, Applications, Third Parties, Countries, Departments, Record Types, and Data Subjects). It integrates data retention and a host of other regulatory and business considerations and aggregates discovery data from other sources. Teams can quickly dial-in to specific regulatory and litigation risks, document reporting obligations, maintain PIA's/DPIA's and demonstrate ongoing diligence and evidence of defensible controls.

EXTERRO LEGAL HOLD Widely recognized as the gold standard for legal hold software for Global 2000 companies. Designed for paralegals up through the General Counsel, Legal Hold's ease of use and rich feature set power immediate productivity gains.

EXTERRO OFFICE 365 EXPLORER Significantly reduces the time, money and resources needed to get to the facts of your matters by enabling you to quickly identify key data and custodian relationships. This unique product gives you the ability to assess data stored in Office 365 without having to scan or index it first.

EXTERRO E-DISCOVERY DATA MANAGEMENT The sole data management solution on the market that identifies the most important ESI <u>before</u> collection. Features advanced, innovative design in which processing happens **during** collection, and almost immediately produces content for review, "collapsing" the process and dramatically decreasing the amount of time it takes to get to the facts of a case, while also slashing costs and eliminating the need for technical intermediaries between the software and legal users. Encompasses collection, processing, review and production. Incorporates the latest innovations in artificial intelligence in the ECA and Review stages.

EXTERRO SMART ECA Exterro Smart ECA enables you to quickly investigate and identify potentially responsive data **both prior and post collection** by exposing contextual relationships between custodians and content, significantly saving you time, money and resources in the e-discovery process. Through rich visualizations of content stored throughout your organization, you can explore concept clusters and communication patterns to quickly and defensibly get you to the facts of every matter.

EXTERRO SMART LABELING Externo Smart Labeling leverages the latest deep learning technology innovations to help guide reviewers by constantly analyzing and understanding the context of their labeling decisions and suggesting/queueing and labelling the most relevant unreviewed documents, saving significant time and cost.

EXTERRO DATA SOURCE DISCOVERY Externo Data Source Discovery enables customers to easily and automatically obtain a comprehensive and defensible list of data sources throughout their organization, Without the need for IT or custodian interviews, legal professionals can access an updated and accurate data source catalogue and associate data sources to employees who have data stored within them.

EXTERRO PROJECT MANAGEMENT The only purpose-built project management system designed specifically for e-discovery. Leveraging built-in workflows and intuitive dashboards, Project Management automates repeatable processes for consistent, high quality projects. EXTERRO EMPLOYEE CHANGE MONITOR Employee Change Monitor reduces operational risk by replacing error-prone manual processes with automated, predefined actions appropriate to employee status changes. Employee Change Monitor mitigates the risk of electronically stored information (ESI) spoliation and court sanctions when employees under a legal hold depart or change roles.

EXTERRO FILE ANALYSIS Exterro File Analysis provides the critical foundation for any Information Governance project by delivering key insight into your unstructured data assets

FTK: The gold standard in digital forensics, FTK<sup>®</sup> Forensic Toolkit is the industry's preferred solution for a repeatable, defensible, forensically sound, full-disk image collection, processing and analysis tool. Zero in on relevant evidence quickly, conduct faster searches and dramatically increase analysis speed with FTK<sup>®</sup>, the purpose-built solution that interoperates with mobile device and e-discovery technology. Powerful and proven, FTK processes and indexes data upfront, eliminating wasted time waiting for searches to execute. No matter how many different data sources you're dealing with or the amount of data you have to cull through, FTK can parse and analyze data faster and better than anything else, all while ensuring your evidence is preserved in a forensically-sound manner. FTK has been a staple in every forensic investigator's toolkit for over 15 years.

FTK CENTRAL, FTK Central combines the innovation and flexibility of a web-based experience, with the industry-leading, powerful processing engine of FTK, to produce faster, repeatable results and maximum data discovery. Built on the latest and greatest web framework, FTK Central is optimized for speed, performance and usability and is custom-built for digital forensics, post-breach analysis or legal review.

AD LAB: Divide and conquer with AD Lab. Powered by our FTK forensic workhorse solution, AD Lab is the tool of choice when you need to power through massive data sets, handle various data types and run multiple cases at the same time. AD Lab features a collaborative, scalable environment with centralized case and task management, that can support a team of reviewers simultaneously for rapid forensic analysis and review. AD Lab uniquely enables distributed processing, allowing investigators to utilize additional hardware (up to 16 DPEs) to dramatically increase their case processing and resolution speed.

AD ENTERPRISE: Today's digital forensics teams face many challenges in a world filled with an overwhelming amount of data. From multiple office locations, to massive worker pools and work-from-home remote employees, AD Enterprise provides deep visibility into endpoint data (including Macs) to investigate employee wrongdoing and to facilitate regulatory and legal requirements so you can respond quickly, remotely and covertly while maintaining chain of custody. Whether investigating a data breach, performing a routine HR endpoint collection, fact checking a whistle-blower's claims, or investigating government inquiries, AD Enterprise facilitates focused forensic investigation and post-breach analysis, without interruption to business operations.

Owned/Supplied by :	Exterro
Used by :	Exterro

# 8.2.25 eZSuite (KNOVOS)

# Oezreview® INTELLGENT COMPREHENSIVE FOLISTIC

# A Holistic eDiscovery Solution

eZReview is eDiscovery made easy. Knovos' end-to-end solution covers the entire litigation life cycle — from processing and early case assessment to review and production. Our powerful built-in analytics engine enables deep, multidimensional analysis for a 360-degree view of your data.

		Review
69		
Enables fuster and advance data processing under the forensically acceptable formats	Enables multidimensional data analysis to find relevant data quickly	Review documents without risking quality work product
ECA	Knowledge Repository	Production
Ø		
	Gather intelligence for future cases	Production of the finest format of evidenced obtained from through review
		KNOVOS www.knovas.com
Owned/Supplied by :	KNOVOS	
Used by :	KNOVOS	

# 8.2.26 FRA Software Suite

**Knovos**: Knovos' eZReview offers a holistic eDiscovery and data management solution with built-in analytics, giving clients a multidimensional view of their data across the entire litigation lifecycle. Our partnership with Knovos allows data forensics experts and advisory consultant teams to more accurately and effectively conduct early case assessment, offer clients enhanced data insights, provide advanced analytics, manage complex data processing, and simplify document review and analysis. FRA is the first consulting firm to have a global partnership with Knovos to provide eZReview in the US, France and the UK.

**Cryptacomm**: Cryptacomm is a highly secure enterprise collaboration platform that provides document management and knowledge sharing solution. The platform facilitates seamless communication among relevant parties, enabling users to internally discuss, share, edit, assign, and track progress on documents and tasks and its granular permission controls limit the access of outside parties to a need-to-know basis. Cryptacomm saves time and cost while increasing effectiveness by consolidating and managing documents, information, and parties involved in any transaction.

**ESI**: ESI Analyst is a SaaS-based solution that consolidates mobile communication applications, geolocation, financial transactions and computer activities into one platform. By combining multiple sources of digital evidence in a single platform, ESI Analyst powers matter timelines, charts, reports, review and production of multiple forms of modern electronic evidence. FRA's partnership with ESI Analyst allows us to quickly access and analyze key communications and activities on behalf of their clients in the context of regulatory investigations and litigation.

**Joinder**: Joinder is a SaaS collaboration platform that connects companies to their lawyers by displaying current matters, deals, docket calendars, work-in-process like motions and conferences, discussion threads, workrooms and more all in one place that is deeply integrated with document management systems and Microsoft Office. Integrating Joinder brings the client work product into the client's boundary giving it access and control over that work and can derive value from it through use of data analytics and knowledge management to achieve better organization, transparency and efficiency. As an innovative new collaboration tool, incubated in Orrick labs, Joinder combines four key elements that are critical for legal work: storage, task management, communications and document management. It is powered by a proprietary document taxonomy, and artificial intelligence trained by hundreds of professionals and automatically organizes files, documents and information. Joinder keeps data safe through a relentless focus on security backed by regular audits.

**Relativity:** Relativity is an industry standard SaaS eDiscovery platform, used across the AmLaw200 and within government enforcement, including the US Department of Justice. It enables organizations to manage large volumes of data and quickly identify key issues during litigation, internal investigations, and compliance operations.

**CaseMap**: CaseMap offers Case Analysis Litigation Solutions that has been deployed globally for investigations, which allows our advisory services team to gather key facts and information in a single location. CaseMap provides a holistic view of an entire case to help build a strong legal strategy with our clients.

# 4iG: Data Collection, Early Case Assessment and Privacy Compliance Tool

Enables corporations to access, organize, manage, and monitor their data whilst addressing regulatory compliance, litigation readiness, risk mitigation, compliance with GDPR and other privacy regulations. The integrated AI platform allows identifying and acting upon targeted data sets using powerful visualized dashboards. 4iG has the ability to assist corporations with these compliance and DSAR requests as an onpremises solution, or as a third party software leveraging 4iG's targeted collections capabilities.

Owned/Supplied by :	FRA / Others
Used by :	FRA

#### 8.2.27 <u>Heureka software</u>

#### **Endpoint Service**

Heureka's endpoint service is deployed on desktops, laptops, and file shares anywhere in the world. Each endpoint creates a local text and metadata index that remains local. *Data is neither moved nor copied*. Heureka provides a full suite of search capabilities from keywords and Boolean queries to hash values, dates, file extensions and file names.

- Search and analyze unstructured data in place, before collection
- Distributed full text and metadata index

# Advanced Classification & Tagging

The Heureka Advanced Classification & Tagging platform gives information security and privacy professionals visibility to identify, mitigate and govern critical and sensitive data across the enterprise. All file classification tags are maintained in a central repository and propagated to all devices running Heureka to ensure all document copies are tagged the same way.

- Daily, automatic classification of endpoints containing PII
- Multi-matter intelligence to import tags from outside platforms for greater knowledge
- Export tags to inform other workflows, such as DLP

#### Central Command & "Risk Dashboard"

Central Command is the single user interface to manage all endpoints and functions and is home to the Risk Dashboard. Heureka's risk dashboard displays high-risk endpoints and PII types. Current and 30-day views are instantly available along with user selectable drill-down.

- Collect, quarantine, delete or encrypt files, and export results for BI and analytics
- Scheduled searches and auto-classification
- Tag and track PII data in real time
- Robust RESTful API

Once collected, data can be consumed by popular eDiscovery platforms for full legal review and tagging. The data insight gained from Heureka analysis travels with each document along the eDiscovery path.

Owned/Supplied by :	FRA / Others
Used by :	FRA

# 8.2.28 iCONECT

iCONECT v10 uses our new innovative features such as Oversight; quickly identifies mis-classified documents, CAL; Continuous Active Learning platform that quickly identify and focus on documents that really matter and COVER; a module that gives you identification, report and redaction/blackout of PII, PHI, sensitive data or keywords to comply with CCPA and GDPR standards.

# >Enhanced Security

iCONECT v10 has passed rigorous testing of US government's FedRAMP security resulting in even more control applied to your hosted data. With 9 layers of security including the ability to integrate with Active Directory, you can restrict view, edit and delete functions by user or group down to the meta-data/document level.

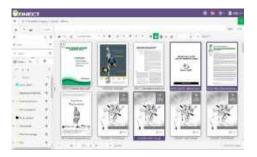
#### >Faster UX

iCONECT v10 brings a whole new level with Faster UX. Restyled and redesigned with the latest browser technologies for a crisper and more intuitive user experience.



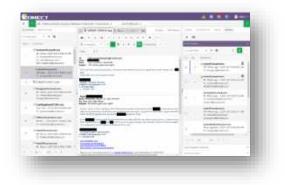
#### >International Ready

With 8 languages to choose from (including German, Spanish, Mandarin, French and more) interacting with iCONECTv10 has never been easier.



#### >Thumbnails, Facetted Search and more.

We've taken 'ease of use' to the next level with thumbnails, drag/drop, custom folder templates and uber simple searching. Finding document is as easy as booking travel or buying on Amazon with 'facetted search'.



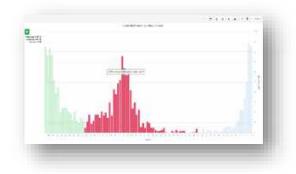
# >GDPR Ready with COVER

iCONECT v10 is in sync with recent EDRM and GDPR changes, helping you identify sensitive information and PII in every document and throughout the lifecycle of your matter. Once identified, use PII redaction with COVER. The COVER module gives you identification, reporting and redaction/blackout of PII, PHI, sensitive data or keywords to comply. Exclusive to iCONECT.



# >Charts and Graphs

From tally of meta-data, progress reporting or user metrics through analysis, easy charting and graphing of data is only one click away. You can even share them with co-workers through iCONECTv10's 'project dashboard'.



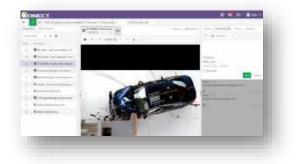
# >Oversight

Take it up a notch with OVERSIGHT. iCONECT v10 is tracks progress and quickly identifies mis-classified documents and potentially unfocussed review team members. Powered by Sentio. Exclusive to iCONECT.

# >Continuous Active Learning

Aim higher with CAL. iCONECT v10 is eDiscovery's most intuitive Continuous Active Learning (CAL) platform helps you quickly identify and focus on documents that

really matter. Powered by Sentio. Exclusive to iCONECT.



#### >Video and Audio Management

View, listen, tag and comment linked to timestamps in video and audio files as part of a seamless eDiscovery workflow.

# >Deployment Optionality

Adhere to your firm's infrastructure and security policies with Deployment Optionality. iCONECT v10 allows placement of the iCONECTv10 system behind your firewall, at a data center, with one of our worldwide LSPs, hosted or infrastructure only.

#### >Self Serve

Own your project with Self Serve. iCONECT v10 is has a full self-serve environment to help create, upload and onboard any project to get review started quicker. Complex project workflows can be saved as templates for easy re-use from case to case.

#### >More Transparency

iCONECT v10 is fully tracks user activity metrics for resource management and simplified licensing and billing reports for calculation by project/case and user metrics.

#### >Now with MOBILE upload and review [mobile screenshot]

Whether you're in the field or at a client site, the ability to access your information is seamless, even from a mobile or tablet device.

Owned/Supplied by :	iCONECT Development
Used by :	MD5, Altlaw in providing case support to major UK law firms and corporations

# 8.2.30 In Control (Reveal Data Systems)

InControl is a disruptive technology that will change the way you do business. Having a superior eDiscovery platform helps clients save time and money while preparing for litigation, performing a criminal investigation, or preparing for a merger. But even with the flexible and easy-to-use InControl system, discovery still takes a significant amount of time. Reveal Data provides the advanced intelligence solutions needed to maximize efforts during discovery and investigation. InControl's fully integrated analytics can be used at any point in a workflow, on any project, to help our clients identify patterns in their data, glean critical insights, and to focus their efforts to get to review faster. Our analytics empower legal teams to create the best strategy for success and close their investigation faster. Our platform can be installed on a client server or used in the cloud, giving legal teams the freedom to work on eDiscovery anywhere at any time. The cross-browser compatibility and support for multiple languages ensures our clients have the ultimate freedom.

#### Our suite of offerings includes:

**Forensic collection.** Reveal Data employs a team of forensic data specialists who are at the ready to help uncover the information needed. We have designed the InControl Crawler in parallel with our advanced methodology to uncover the forensic data, wherever it lives. Our in-house specialists can also provide expert testimony or help to secure it from other appropriate experts.

**InControl Crawler** is an innovative enterprise search platform that provides the flexibility to find the data needed when needed. This advanced network search solution facilitates quick and easy searching across large data repositories, both locally and remotely. Our comprehensive platform works for businesses of every size and type that traffic in large volumes of data. It improves organisation, finds documents fast, creates comprehensive reports, and preserves unstructured user-created data for litigation holds and more.

**Early case assessment.** Our ECA tools help our clients to gain a better understanding of the challenges and weaknesses in their case with an early case assessment that they can use to formulate a stronger strategy. Our tools include data deduplication, near duplication, email threading, bulk tagging/coding, extraction of metadata and text, and culling and filtering data by keywords, dates, people etc. Using our ECA tools, Reveal can save the customer time, effort and significantly reduces costs.

**Processing.** InControl streamlines discovery and helps litigation teams process all the data and evidence without having to move between multiple systems, speeding up workflows and reducing risk. Our specialists oversee processing of a case from start to finish, using the right technology and framework for its specific needs.

**InControl** has everything needed to categorise and sort data to easily identify the most important information in the case. This presents smarter insights so legal teams can see the overarching facts in the case and create the strategy that leads to success. The InControl Processing engine integrates seamlessly with the InControl review platform, allowing clients to use one system for all of their data.

Accelerated Review. We recognise that corporate legal departments are under increasing pressure to control costs and to achieve greater cost predictability which is no easy task in the era of big data. Data volumes have exploded and document review, traditionally one of the largest percentages of a litigation budget, can seem insurmountable regardless of resource allocation. Given these challenges, we have integrated Technology Assisted Review (TAR) and data visualisation functionality within the InControl eDiscovery Platform to accelerate the document review process. This advance technology uses Advanced Text Analytics and Continuous Active Learning to determine responsive and non-responsive documents sets.

**InControl Accelerated Review** (IAR) and data visualisation uses machine learning to find relevant documents based on input provided by human users. By a user reviewing and tagging a small portion of the data set IAR uses document tags to train a ranking algorithm that orders the documents from most to least likely to be relevant. Unlike traditional linear review, Accelerated Review allows the managing attorney to determine that a review is complete without requiring 'eyes on' review of every document. The managing attorney has the ability to monitor the decisions being made by reviewers in near real-time to more effectively control a pool of document reviewers. They can quickly identify issues and refine the review protocol in the early stages, before costly re-review becomes necessary. Using IAR, we offer real-time reporting which shows the accuracy of the trained model on-the-fly.

IAR provides lawyers with the ability to eliminate human review for large percentages of a document collection – often as much as 90%, potentially shaving millions off a company's legal spend.

**Online review.** The InControl software is flexible, reliable and customisable with a user friendly interface. It is cross browser compatible meaning that InControl can be accessed and used in the office, or at home on an iPad using any internet browser. There are no add-ons or installs required, it just works! This mobility allows teams to maximise their time and provides access to the information whenever and wherever it is needed. Our review platform helps to keep our clients InControl of the entire document review process. Users experience day one productivity with minimal training. InControl has full production capabilities including redactions and stamping.

**Transcript Manager.** InControl has a fully-integrated Transcript tool. Once a transcript is uploaded as a text file, a reviewer has the ability to search by page and line, highlight and tag key portions of the transcript, and hyperlink exhibits or other documents within the case.

Owned/Supplied by :	Reveal Data Corporation
Used by :	Navigant

# 8.2.31 Index Engines

It is important to select a identification, collection and preserving platform that supports backup tapes. Backup tapes have been neglected as a source of ESI in the past, however they have quickly become a reliable and convenient source of ESI. Backup tapes are a point in time snapshot of user data and emails. It is far more convenient to collect data from tape than from a live production environment.

Index Engines provides a cost-effective and comprehensive, electronic discovery and early data assessment solution for backup tapes. Index Engines solutions provide the following:

**ACCESS**: Delivers a single unified view into all data sources, from forensic images and networks to legacy backup types. No other product can get access to all this data allowing de-duplication and queries to be performed across a wide data set, simplifying the culling process and ensuring all ESI is forensically sound and reliable.

**AUTOMATION**: Index Engines has automated the workflow, accelerating the process of identifying and collecting ESI. Automated, stored queries can run on a scheduled basis to automatically find and extract ESI from any source. Automation minimizes manpower requirements and reduces the time and cost to collect data.

**EFFICIENCY**: Process large volumes of data quickly, from networks to backup tapes. A unique patented architecture processes speeds of 1TB per hour using a single node. Large volumes of data can be quickly processed and culled in order to meet even the tightest deadlines. A single Index Engine can process up to 70TB of data from any source.

**FLEXIBILITY**: Deployment options allow access to Index Engines technology through onsite deployment to manage the ESI collection process in house. Additionally, a cloud service is available for backup tapes so they can be indexed and searched using a web-based interface, where you can tag relevant ESI for extraction.

**EASE OF USE**: Most important is to have an interface that is automated and easy to use. Index Engines automatically eliminates unnecessary files and emails using powerful deNISTing and de-duplication algorithms. The intuitive interface allows one click culling to eliminate full email domains and file locations, allowing for rapid filtering of the content.

**LOWERING COST**: Index Engines provides a cost effective platform for delivering access to data on networks, forensic images and even backup tapes. Because of the efficiency built into the platform the predictable costs are lower than other solutions and are in line with your client's budget. Additionally, Index Engines allows you to consolidate multiple tools into a single unified identification and collection platform that simplifies the project and delivers more reliable results.

Owned/Supplied by :	Index Engines
Used by :	CDS, Deloitte, Integreon, Millnet.

# 8.2.32 Integreon Tools

# Software Information

Integreon maintains strong partnerships with the world's leading technology developers for hosted review and analytics, including kCura's Relativity, OpenText, and Venio Systems. These partnerships provide access to the review experience and multilingual expertise of Integreon combined with the technical capabilities of each partner. Clients gain a best-in-class solution for their first-level document review, which can bring together analytics and technology-assisted review with Integreon's renowned Lean Six-Sigma processes and workflows.

# Data Reduction and ECA Software:

Integreon's tools include **IPRO Allegro**, **Mindseye TunnelVision**, and **VenioOne** and enable testing different parameters for data domains, email senders and recipients, file extensions and other metadata fields, making data easier to visualize and the process for defensible reduction more manageable.

The easy-to-use web interfaces also allow clients to test date ranges, key terms and derivatives; select de-duplication options; and set file-type and domain exclusions to ensure relevant documents are sent into subsequent full processing and review.

# Processing and Production Software:

Integreon's technologies for full processing include **IPRO's eCapture**, **Mindseye's TunnelVision**, and **VenioOne** among others. Integreon's discovery consultants also work with each client to select the tools and technologies that will best meet their specific needs and case requirements.

# Hosted Review Software:

Integreon's technologies for hosted review include:

• **Relativity from kCura**: Integreon has been a partner with kCura, developers of Relativity e-discovery software, since 2010. Integreon is a Relativity Premium Hosting Partner.

Integreon offers clients the choice of (1) using the Relativity review platform as an al a carte hosted service, (2) as a managed service, or (3) as an integrated document review process that combines the review platform with managed review services. The company also provides exceptional support from a team of Relativity Certified Administrators.

• **OpenText**: Integreon and OpenText have been working together for three years, and more recently formed an alliance partnership as a mutual commitment to their clients in support of review engagements in the UK and Canada.

The partnership provides clients access to the review experience and multilingual expertise of Integreon combined with the technical capabilities of Recommind. Clients also gain a best-in-class solution for their first-level document review, bringing together OpenText's innovative analytics and predictive coding technology and Integreon's renowned Lean Six-Sigma processes and workflows.

• VenioOne: Integreon and Venio Systems recently announced a partnership in which Integreon has become a "trusted partner" for offering and support of the VenioOne and Venio On-Demand platforms. Through this technology partnership, Integreon offer Venio as an all-in-one web-based e-Discovery solution that helps law firms and corporations to decrease costs, lower risks, increase reliability and improve management of litigation.

Owned/Supplied by :	Various & Integreon
Used by :	Integreon

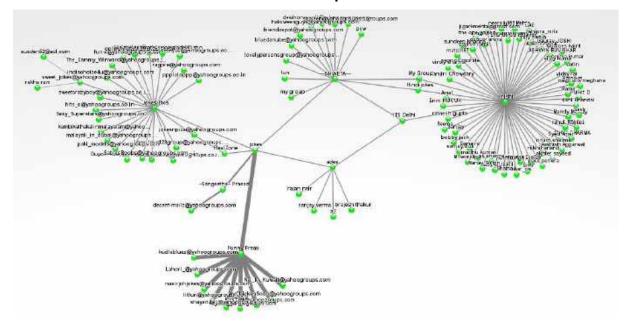
# 8.2.33 Intella Suite (Vound Software)

Intella Suite (Vound Software)

With Intella's unique Cluster Map technology, relationships and timelines between custodians and Electronically Stored Information (ESI) are instantly visualized, so you can quickly drill down through terabytes of information to find the most pertinent of evidence. This innovative approach to digital forensic search minimizes the need for a broad array of investigators and significantly cuts the time and costs organizations normally need to carry out digital investigations, audit requests and e-discovery.



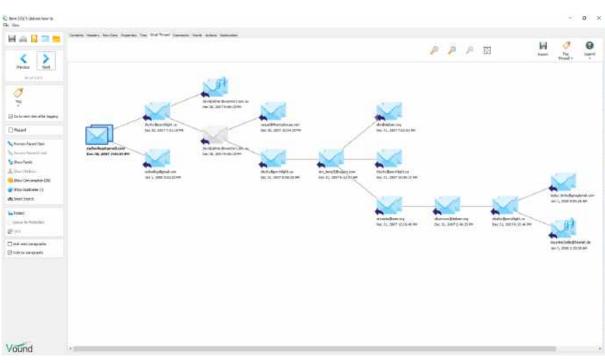
**Cluster map view** 



Visual mapping of custodians communication networks

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[Bug 178704	] dragging from nautilus tries to load images	_
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To	ubuntu-bugs@lists.ubuntu.com	
Sender:	ubuntu-bugs-bounces@lists.ubuntu.com	
Sent	December 26, 2007 11:50:58 AM CET	
Received:	December 26, 2007 12:01:07 PM CET	
Public bug reporte	ed:	
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If you drag a folde	er from nautilus to the playlist area in rhythmbox, RB	
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Redaction Editor – Featuring NEW color-coded redactions.



Paragraph Analysis for identifying identical paragraphs

# Software Options:

# INTELLA CONNECT AND CONNECT PLUS

Intella<sup>®</sup> Connect and Connect Plus are web-enabled document review platforms allowing multiple reviewers to simultaneously work on the same case without software installation or complex network and system configurations. Intella Connect allows up to 4 active cases and Connect Plus extends this limit to 10 active cases.

Intella Connect and Connect Plus are remarkably easy to use and require little-to-no training for users, making it ideal for:

- 1. Consultants who allow clients remote access to review a case
- 2. Organizations with multiple or remote locations who investigate and review the same case
- 3. Multiple departments and review teams that need to jointly review the same case.

Intella Connect and Connect Plus are managed and installed on a workstation in your environment or using a web browser over HTTP or HTTPS. You control whether Intella Connect or Connect Plus are used only on the local network or hosted on the cloud for access by remote users. The single Intella Connect or Connect Plus installer file configures all necessary components needed to manage and share a case directly with your reviewers. Reviewers do not need a dongle and only require a compatible web browser to review a case and data; no client installation or download is required.

# INTELLA TEAM

Intella Team enables multiple individuals (reviewers, investigators, paralegals etc.) to independently and simultaneously review Electronically Stored Information (ESI) / digital evidence.

With advanced export and sharing features, Intella Team makes it easy for analysts and reviewers to collaborate on investigations within a purpose-built platform.

Intella's robust indexing engine delivers market-leading speeds for faster processing of data sets. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including our unique Cluster Map, users are able

to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

Intella® TEAM is comprised of two components:

- 1. Intella TEAM Manager for one case manager
  - Index & prepare case data or evidence
  - Share case data between team members
  - Combine, review and approve work of team members
- 2. Intella TEAM Reviewers for up to 3 team members
  - Independently search, filter, bookmark, tag, and comment on case data
  - Transfer work back to the TEAM Manager for review and approval.

# **INTELLA PRO**

Intella Pro licenses are unlimited in case data sizes, making it ideal for corporate investigators, professional service firms and consultants who work on cases with large volumes of Electronically Stored Information (ESI) / digital evidence.

Intella's robust indexing engine delivers market-leading speeds for faster processing of data sets. Together with a user interface which is remarkably easy-to-use and Chapter 8 – Supplier & Software Details eDisclosure Systems - Buyers Guide 2019 V7\_1.docx Commercial in Confidence 321 multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

# **INTELLA 250**

Intella 250 is a powerful yet intuitive digital investigation tool for single users working on cases with data sizes up to 250 GB.

Intella's robust indexing engine delivers market-leading speeds for faster ESI / digital evidence processing. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

# INTELLA 100

Intella 100 is a powerful yet intuitive digital investigation tool for single users working on cases with data sizes up to 100 GB.

Intella's robust indexing engine delivers market-leading speeds for faster ESI / digital evidence processing. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

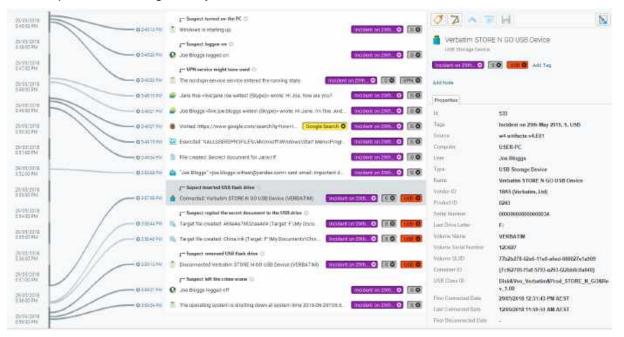
# **INTELLA 10**

Intella 10 is a powerful yet intuitive digital investigation tool for single users working on cases with data sizes up to 10 GB.

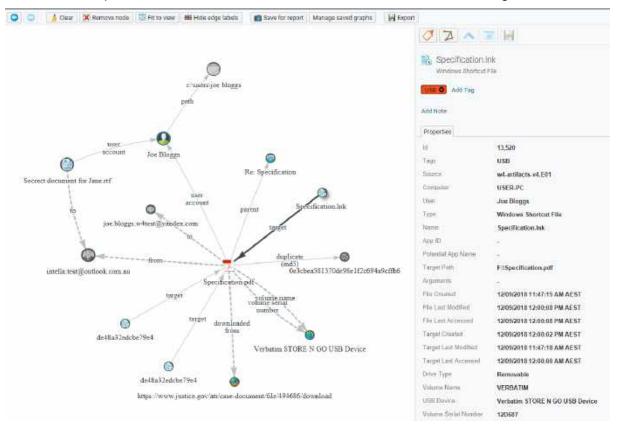
Intella's robust indexing engine delivers market-leading speeds for faster ESI / digital evidence processing. Together with a user interface which is remarkably easy-to-use and multiple search visualization options including Intella's unique Cluster Map, users are able to quickly drill down through volumes of unstructured data to find the most pertinent evidence with ease.

# W4

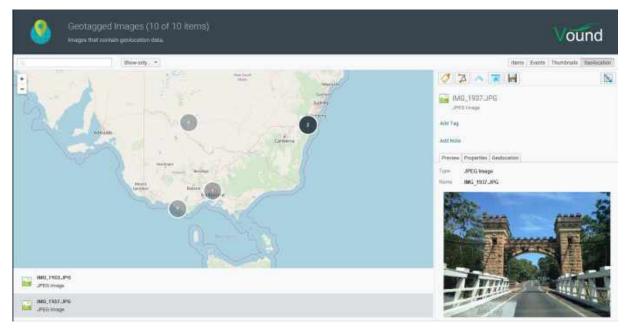
W4 lets investigator review digital evidence rapidly, locate items of interest quickly, and report their findings easily.



#### W4's unique Events view shows activities and other events in chronological order.



W4's Links graph shows how items are linked, revealing accounts, ownership, devices, and actions.

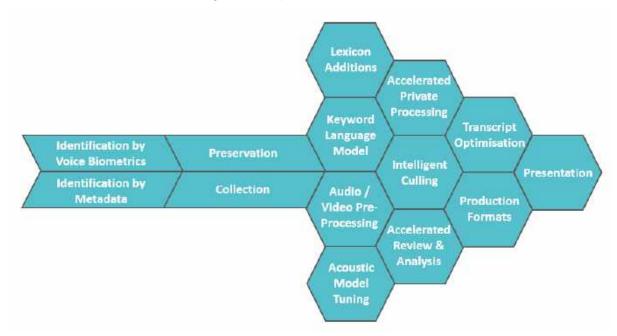


W4's Geolocation enables you to locate items with geodata on a zoomable world map.

Owned/Supplied by :	Vound Software
Used by :	7Safe, Aon, IT Group Ltd, SullivanStrickler

# 8.2.34 Intelligent Voice®

Used by US and European regulatory agencies, forensic eDiscovery specialists, law firms, emergency contact centres, and in-house compliance monitoring and eDiscovery teams, Intelligent Voice is the only audio and video discovery and compliance monitoring solution to support the entire process from ingestion and transcription through to redactions and productions of both media and text, without the reviewer or the data ever leaving the host platform.



Copyright Intelligent Voice Limited 2017-2021 / www.intelligentvoice.com

# Intelligent Voice Review Player

The Intelligent Voice Review Player converts an audio or video file into a Relativity native, providing a highly accurate automatically transcribed index, speaker separated, synchronized and searchable within the media review player:

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In addition to the navigable waveform, a proprietary patented algorithm detailed in New Scientist magazine provides a navigable Executive Summary of the recording as a sidebar in the player, with any responsive search or alert terms placed at the top. These Intelligent Voice Tags:

- 1. Give insight without having to review the entire recording
- 2. Surface Blind Spots & Unknown Unknowns
- 3. Provide Jump To navigation for assessing portions of the recording
- 4. Provide a more robust and defensible set of keywords
- 5. Reduce variation in summarisation & interpretation between different users for the same recording
- 6. Can enable some initially responsive items to be ruled out altogether

The Intelligent Voice Review Player supports American, Asian and European languages, including multiple dialects and accents as well as the ability to detect and transcribe language changes mid-conversation.

Words are suggested for what might otherwise be unintelligible portions of speech, not just from the karaoke play-along through the displayed transcribed index, but also the optional sub & sur-titling of additional suggestions, along with the ability to reduce the playback rate.

# Identification by Voice Biometrics

With audio collection metadata, Caller ID is often withheld, and where one is identified, it may be based on a phone line being assigned to them rather than them actually being on the call. Biometric Voiceprint Search enables recordings which are likely to contain a particular speaker to be identified and collected. This biometric information can also be used to verify phone record metadata, and also to search for a particular custodian using their biometric voiceprint.

# Intelligent Culling™

Some audio data may, for one reason or another, be unusable for review. It may be hang-ups, background noise, or speech that is unintelligible due to interference. A Confidence Report is available across the entire dataset, highlighting those files that are most likely low-priority review items, and those which are mostly silence or unintelligible.

Scripted redaction of Payment Card Information (PCI) can also be applied, whether to the review set as a whole or production sets only.

# Lexicon Additions

Any of the available lexicons can have additional words, phrases and acronyms added directly to them. As many distinct lexicons as desired can be maintained, e.g.: Financial Services versus Pharmaceuticals; Interbank Lending versus Foreign Exchange Swaps.

# Case Language Models

For a given matter, the lexicon can be further adapted to include Audio Search Keywords for the case, with biasing towards the Audio Search Keywords ahead of similar sounding words and phrases for optimal search retrieval.

# Accent & Dialect Customisations

It is also possible to create a custom acoustic model for a particular matter with as little as fifty hours of speech and matching transcripts.

# **Accelerated Private Processing**

Intelligent Voice's open source software stack enables fully private processing, whether on air-gapped physical servers or secure private cloud instances. No need for data to leave the jurisdiction, company or even building.

Intelligent Voice's Neural Networking and machine learning provides greater accuracy in difficult environments such as noisy offices or open trade turrets. It also allows the system to "guess" phrases that were traditionally considered to be "out-of-vocabulary".

Proprietary Intelligent Voice algorithms further accelerate NVIDIA<sup>®</sup> GPU cards for speech processing, providing the fastest commercially available Speech to Text processing, enabling rapid progression to the analysis and review stages.

Even with very low-quality audio, valuable text data is obtained that reduces subsequent review time by up to 70%.

# **Optimised Voice Retrieval**

Intelligent Voice<sup>®</sup> combines the best of transcribed text and word probability lattice to offer the widest possible range of searches across a dataset.

Alternative Words can be included in the Search Index or not Source System by Source System, and within a Source System, Capture Type by Capture Type.

Using advanced biometric techniques, Intelligent Voice<sup>®</sup> can also show who is speaking at different points in the call.

# Redaction

Audio and Video files can be redacted by highlighting the text or direct timestamp entry, with support for multiple teams concurrently applying, reviewing and confirming redactions over the same datasets, including for separately redacted productions of the same items.

Also supports Data Subject Access Requests under GDPR, FOIA etc, including where a case custodian submits a DSAR mandating a response ahead of the case disclosure schedule, and with separate redactions required.

# Integration, Productions & Presentations

A high-quality automatically transcribed index can be interfaced into an eDiscovery system so that voice can be used alongside other text related to the matter such as email or IM chats for faster review.

In addition to the options for ingestion/production detailed above – Text, Email, Dat and Standalone Intelligent voice Review Player – Intelligent Voice<sup>®</sup> also offers a fully featured API to allow deeper integration with current platforms, as well as additional export options of JSON and XML.

Production of audio and/or text, whether as collected or with a redaction set applied, are available via standard single item and bulk production workflows for the platform.

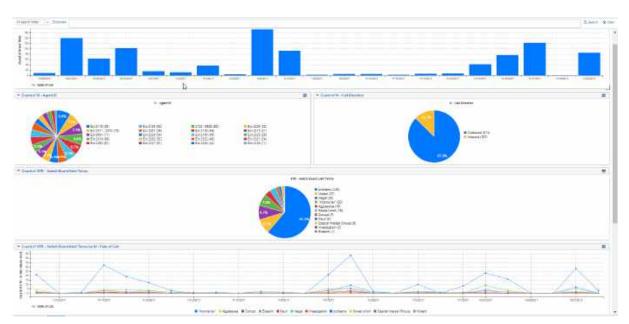
In addition to producing the native media, a separate standalone Intelligent Voice Presentational Player html is available, with the ability to edit transcript and tags, and optimized for court presentation of a culled dataset:

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# **Relativity Integration**

As well as a traditional workflow route using pre-culled data in a .DAT file to upload into Relativity, Intelligent Voice now offers a Relativity application for both RelativityOne and Server, so that audio data held in Relativity can be converted to text natively.

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# Deployment

Intelligent Voice is deployed as either a physical or cloud-based server, or as a SaaS service, with all the necessary software already available, and as such is simple to implement, and platform agnostic. Private cloud options include AWS or Azure. Intelligent Voice's latest v5 release introduces Docker-based deployment.

Training is measured in hours not days. Depending on the user base, no formal training may be required at all.

Owned/Supplied By:	Intelligent Voice Limited
Used By:	Many of the world's leading eDiscovery companies including Anexsys, Ankura, BDO, Complete Discovery Source, Critical Data, Epiq, Legility, HaystackID, PwC and ZyLAB as well as Government departments and regulators such as the US Department of Justice Civil Anti-Trust Division

# 8.2.35 Inventus software suite

Inventus leverages a variety of technology solutions to reduce the overall cost of litigation and to provide budget predictability on projects. Clients have access to our comprehensive suite of technology and analytics tools which include both internally developed solutions and partner technology.

Spotlight - https://www.inventus.com/spotlight

Relativity - https://www.relativity.com/customers/inventus-platform/

Venio - https://www.veniosystems.com/trusted\_clients/inventus/

# Spotlight: https://www.uk.inventus.com/spotlight

Spotlight is a business data analytics dashboard that provides full visibility into all of your key metrics including data spend, ROI and reviewer statistics. Users have immediate access to any structured data set, such as e-billing, data volume or matter detail. Spotlight provides you with fully customizable and intuitive dashboards to assist in managing department functions, giving you valuable information to improve the decision making process.

Key Features:

- Instantly see key metrics, volumes and benchmarks on your own data in realtime. In addition to your own data, you now have the ability to measure and quantify outside counsel efficiency.
- Live access to all the key metrics in a document review gives Spotlight users the ability to take control over the costly review process. In addition, by mapping data visually, Spotlight can also help identify gaps in data sets based on chronology or help spot missing custodian data.
- Data is presented in fully customizable charts and graphs, preparation of budgets, benchmarks and executive level presentations now takes only minutes.

Owned/Supplied By:	Inventus
Used By:	Inventus

# 8.2.37 KLDiscovery Software Suite



# Nebula Ecosystem: A Comprehensive Approach to eDiscovery and Information Governance

The KLDiscovery Nebula Ecosystem is purpose-built to manage enterprise data while offering a fully-integrated and seamless experience, backed by KLDiscovery's 24/7/365 'white glove' customer service.



#### Powerful End-to-End eDiscovery

Nebula<sup>™</sup> is loaded with workflow accelerators and allows full control of your data through document review and production. A powerful combination of capability and simplicity, our proprietary solution brings a fresh perspective to established technology with improved flexibility and control.

Nebula is available through your choice of data hosting, including:

- ISO/IEC 27001-certified data centres
- Microsoft Azure cloud
- On-site with Nebula Portable™

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# **Enterprise-grade Information Governance**

Nebula Big Data<sup>™</sup> is KLDiscovery's next generation archiving solution designed to address modern data management needs at scale. This offering is ideally suited to solve enterprise problems stemming from burgeoning data volumes, fragmented application landscapes and increasing business, regulatory and legal demands.

Retention policies, defensible deletion, and preservation controls are built-in, allowing organisations to capture and manage important data without the risk of keeping redundant, outdated or trivial data.



#### **Comprehensive Legal Hold**

Nebula Legal Hold<sup>™</sup> makes it easy to manage multiple holds across any number of matters and custodians.

Designed to be simple, intuitive, and efficient, Nebula Legal Hold's wizard-based workflow and communication templates makes generating legal hold notices, sending automated reminders, and tracking responses quick and easy.

From archiving and legal holds to eDiscovery workflow, the Nebula Ecosystem provides a seamless, end-to-end solution for an organisation's data management.

The Nebula Ecosystem was created to solve the most complex data challenges faced by legal, compliance, and IT professionals.

Learn more about how our technology can support the Information Governance Reference Model (IGRM) and Ediscovery Reference Model (EDRM) spectrum.



#### Nebula™

#### Production

Produce reviewer work product from within Nebula, allowing end-to-end eDiscovery management in a single tool.

#### Analytics

Advanced text analytics and workflow accelerators, including Predictive Coding, save time and money without the need for third-party plugins or partially integrated applications.

#### Review

User-friendly review interface that eliminates common pain points experienced in other eDiscovery tools, while ensuring critical information is easily accessible and readily available.

#### Processing

A blazingly fast and robust proprietary processing application with the ability to handle thousands of known file types and a comprehensive output.

#### Nebula Big Data™

#### Archiving

Enterprise-grade, cloud-based archiving with massive scalability. Feature-packed, comprehensive and extremely cost-effective.

#### Compliance

Defensible and accurate compliance with retention and disposition rules on the document level to implement company and regulatory policies.

#### Nebula Legal Hold™

#### Preservation

Dramatically increases the ease of managing legal hold notifications and creates an auditable and repeatable process that is the hallmark of defensible legal hold management.

#### Nebula Ecosystem

#### Collections

KLDiscovery collects data from approximately 150 different countries each year, in addition to remote collection and self-collection alternatives, such as Remote Collection Manager (RCMgr®).

# Ediscovery Enhanced Powerful tools take your Nebula™ experience to the next level.

#### Workflow

Total control over all document batching with a dynamic Workflow system. Workflow also fully automates document routing and distribution to streamline document review and maximise efficiency,

accuracy and defensibility.

#### Natural Language Processing (NLP)

Powerful language-based AI enables users to gain insights into data sets in ways never before available. Visually locate and search for documents pertaining to named entities, such as locations, events, and important people. Filter for documents containing critical language by analysing the sentiment of the author.

#### **Native Spreadsheet Redaction**

Allows reviewers to redact content from within Excel files without the need to convert to TIFF images. Options for redactions include removal of cells, rows, columns, worksheets, formulas, images, and more. Pristine copies of the original file are always maintained.

#### **Auto Redaction**

Protect sensitive information and streamline the redaction process with an automated approach. Greatly reduce the burden of redacting documents by automatically finding and redacting personally identifiable information, privileged content and other sensitive information.

# **Email Threading**

Group messages within an email chain to identify the most comprehensive versions of emails and navigate conversations more intuitively than in traditional review workflows.

# Language Identification

Support multi-lingual data and increase review efficiency by automatically identifying the primary language on all documents in your data set.

# **Predictive Coding**

Award-winning, patented technology that leverages human expertise to drive results. Utilises true machine learning and supports all workflow strategies including Prioritized Review ("CAL", "TAR

1.0/2.0", etc.). Predictive Coding with Continuous Active Learning combines user decisions and random sampling to immediately and continuously prioritize important documents for review.

#### **Workflow Reporting Suite**

Provides dynamic, on-demand information on the progress, productivity, and tagging trends for document review projects run within the Workflow system.

# A/V Suite

Winner of Relativity Innovation Awards for Best Service Provider Solution and People's Choice, A/V Suite simplifies the review of multimedia files. Visualise audio files and have total playback control.

Easily redact and produce audio files - something no other review platform can provide.

# PrivLog Builder®

Utilise an integrated suite of tools with advanced functionality to effectively build privilege logs. Automated privilege log features and name standardisation saves time and produces remarkable results.

#### **Near-duplicates**

Automatically group textually similar documents together, allowing for faster review of large amounts of records.

# **Machine Translation**

Leverage advanced AI-based machine translation technology to get accurate and reliable translations of documents written in most languages used across the globe. A fast and cost-saving alternative

to human multi-lingual review.



Measuring roughly the size of a briefcase, Nebula Portable allows powerful processing, filtering and analysis without the need to transfer data outside the company or across borders.

Conduct covert, full-scale investigative work with Nebula Portable without removing data from an organisation or country. Highly sensitive data stays secure and no connection outside the company firewall is required. Remote support requires manual authorisation before KLDiscovery has access to the environment.

#### IMPRESSIVE PERFORMANCE

Powerful enough to accommodate processing, filtering and review on-site. Nebula Portable can host Terabytes of active case data for dozens of concurrent users. Our cutting-edge mobile technology enables Nebula Portable to be deployed anywhere in the world, including your office. Nebula Portable can be stowed within a Pelican<sup>®</sup> case for convenient transportation.



#### GLOBAL CONSIDERATIONS

Our forensics experts ensure all data is collected and processed in a defensible manner according to country-specific protocols. Nebula Portable devices are even constructed on multiple continents to ensure compliance. POWERED BY NEBULA"

PORTABLE & COMPACT

A powerful combination of capability and simplicity, Nebula brings a fresh perspective to established technology with improved flexibility and control. Enabling smarter ways to analyze, process, review, and manage large data sets.

Nebula Portable is small enough to carry on commercial flights, allowing for quick and flexible deployment. Our on-site solution is backed by the expertise of KLDiscovery's forensic investigators, eDiscovery consultants and case managers who are familiar with local laws, languages and cultural considerations.

Designed to be a self-sufficient, full featured processing engine through review and productions, Nebula Portable supports multiple concurrent reviews as well as high-volume processing requirements. Nebula Portable offers a repository and matter-specific review platform where data can go to the repository for preservation/searching/ECA and also directly to a designated review database.

# Relativity

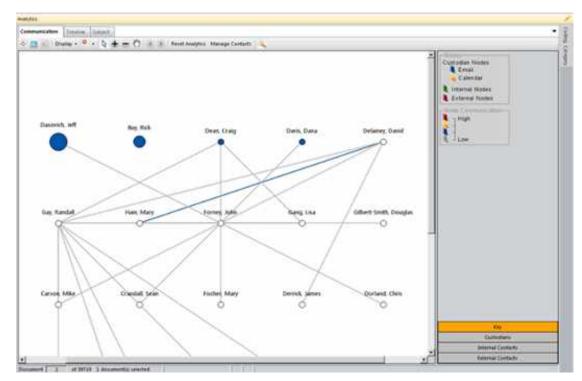
We have incorporated our proprietary predictive coding functionality and powerful analytical tools into our Relativity offering to ensure all our clients' specific needs are addressed. All our Relativity projects are supported by a dedicated team of experts with the necessary experience and a range of Relativity certifications to help you get the most from Relativity. We also offer Relativity as an onsite solution.



EDR is a proprietary review platform built by KLDiscovery and incorporating many of the groundbreaking KLD enhancements which have subsequently been built into Nebula and our version of Relativity. EDR has been built from the ground up by KLDiscovery meaning that we have been able to custom develop it to meet out clients' requirements, and some of our clients have now been using it on projects for more than a decade. Whether utilising the industry's most powerful predictive coding technology, and automated workflow, EDR delivers powerful and accurate results through a simple and non-technical interface.

EDR enables you to utilise:

- Industry-leading predictive coding, utilising a proprietary algorithm for Continuous Active Review. The major benefit of KLDiscovery predictive coding is not only the advanced nature of its algorithm, but also the extent of its integration into our platforms and automated workflow. This enables true Continuous Active Learning; learning sessions run automatically every 4 hours, or a session can be initiated manually at any time.
- Automated workflow enables case managers to work with you at the outset of a project to set up a workflow which automatically batches documents to specific review teams. This works especially well with prioritisation from our predictive coding, automatically updating and batching priority documents to reviewers in real time.
- Language identification and in-platform machine translation without needing to remove data into a separate software tool. This enables you not only to identify documents in different languages but also to view the original document alongside the translated text.
- Phonetic search and review of audio files, enabling you to find relevant information even when it is hidden in audio content such as recorded voicemails or recorded microphone feeds.



 Analytics including visual communication analysis (see above), email threading and near-duplicate identification and analysis included as standard.

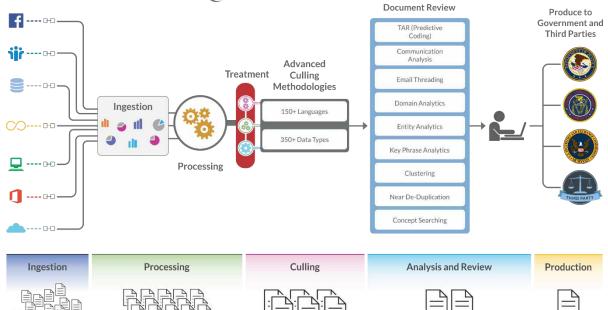
Owned/Supplied by :	KLDiscovery
Used by :	KLDiscovery

8.2.38 KNOVOS Software eZReview

# eZReview: eDiscovery Made Easy

eZReview, Knovos' holistic eDiscovery platform, enables insightful early case assessment, powerful processing and production, and simplified document review and analysis. eZReview is powered by Knovos' advanced analytics engine, which enables multidimensional data analysis and technology-assisted review (TAR).

# eDiscovery life cycle with OeZReview®



# Solution Benefits

- All-in-one eDiscovery platform
- Capable of ingesting hundreds of file types, including structured and unstructured data
- Intuitive, easy-to-use interface enables strategic document analysis, prioritization, and identification
- With TAR, document review is now much quicker, optimizing the entire eDiscovery process

Early Case Assessment

- ✓ Advanced filtering techniques
- Multidimensional analytics
- ✓ Multi-matter knowledge repository
- ✓ In-depth content analysis
- Instant data visualization
- ✓ Project cost estimates and budget reporting

**Processing and Production** 

- ✓ Wide multilingual support
- ✓ Flat file processing
- ✓ Processing of multiple data types

- ✓ Global and matter-level dashboards
- ✓ Standardized load templates
- ✓ Process visualization
- ✓ Complex processing algorithms
- ✓ Structured and unstructured data handling

# **Document Review**

- ✓ Inclusive redaction and annotation capabilities
- ✓ Two-factor authentication
- ✓ Customized review workflows
- ✓ Robust searching capabilities
- ✓ TAR, with continuous active learning (CAL)
- ✓ Role-based user access
- ✓ Privilege log management

# Learn more about our powerful eDiscovery solution

Owned/Supplied by :	KNOVOS
Used by :	KNOVOS

# 8.2.39 KOFAX Capture

Kofax Capture automates and accelerates business processes by capturing all types of paper and electronic documents and forms, transforming them into accurate and actionable information, and delivering it all into your core business applications, processes and workflows. Whether your information is on paper or in electronic files, parked at a central office or scattered on desktops and remote offices throughout the world, Kofax Capture can help you handle it all.

Offering unmatched scalability, Kofax Capture is a powerful, enterprise ready, production level capture platform. It captures information from virtually any source: scanner, multi-function printer, print stream, email, fax, web service or folder. It automates capture driven processes at the perimeter of the organization or wherever documents are received, regardless of the location, source, language or type.

No matter what hardware or enterprise applications you choose now or in the future, you can count on Kofax Capture to ensure consistent document capture, indexing and validation of your important information.

Owned/Supplied by :	KOFAX
Used by :	Legastat

# 8.2.40 Law PreDiscovery

Law PreDiscovery software combines production-level imaging and electronic discovery processing in one powerful, easy-to-use application that also includes the following functionality;

- Load electronic documents and mail stores, scan paper documents, and import TIFF images and load files,
- Extract text and metadata for other database applications,
- Process e-documents, mail stores, file lists and Microsoft Outlook folders simultaneously,
- Perform de-duplication and culling to process and review only responsive data,
- Use enhanced filtering capabilities for faster, more effective searching and culling.

Owned/Supplied by :	CloudNine
Used by :	AlixPartners, A&M, Iris, Legastat, LINEAL, Navigant

# 8.2.41 Lighthouse Technology Solutions

# Lighthouse Spectra

Spectra is Lighthouse's powerful cloud-based, user-driven information retrieval, analysis and management platform or ediscovery and compliance teams. Spectra is ideal for internal investigations and smaller matters where in-house experts are self-sufficient and want access to industry-best tools and capabilities and expert resources available to support and supplement them, as needed. Combining Lighthouse's innovative technology with the processing power of Nuix, the document review capabilities of Relativity, and the imaging finesse of Ipro, Spectra delivers a powerful, scalable, and user-friendly experience. Spectra is deployed in the cloud, providing a scalable, highly available, and secure environment for mission-critical operations.

# Lighthouse SmartSeries

Lighthouse SmartSeries is a proprietary suite of technologies and customized workflows designed to reduce your overall eDiscovery cost, risk, and review time, while improving your review team's consistency. They are optimized for Relativity so reviewing attorneys can work efficiently in a familiar environment. Now that's smart.

# ChatSmart

ChatSmart sets the SmartSeries apart with its unique ability to provide rapid, efficient, and complete review of chat data in many formats, from multiple sources. It combines unmatched innovation, and deep understanding of the particular challenges associated with chat messaging to deliver the only solution you will want to rely on for review of instant message, cell phone, and chat communications.

# RedactSmart

RedactSmart enhances the SmartSeries by increasing the speed and consistency with which redactions are applied, using programmable pattern recognition to complete hundreds of redactions in minutes.

# **Review**Smart

ReviewSmart rounds out the SmartSeries by providing the rapid and efficient disposition of duplicate documents that survive initial family-level deduplication. ReviewSmart analyses a user-defined data set, identifies all document-level duplicates within, and bundles them into unique groups, allowing a single document from each duplicate group to be reviewed and redacted with this coding propagated to its duplicates. Importantly, ReviewSmart can then analyze these duplicates and their families to identify and alert the user to coding inconsistencies that may require attention.

Owned/Supplied by :	Lighthouse
Used by :	Lighthouse

# 8.2.42 Lionbridge Connector for Relativity

Relativity has rapidly grown to become the leading platform to manage the e-discovery process and Electronically Stored Information (ESI). As a result of Relativity's growth, the need to translate multilingual content has exploded. International investigations and disputes generate thousands, or even millions, of pages of foreign language data. Lionbridge offers a solution to help global law firms and corporate legal departments more effectively and efficiently deliver cross-border e-discovery (e-disclosure) programs and other multilingual work within the Relativity platform.

Lionbridge Translator for Relativity revolutionizes and democratizes translations within Relativity. It puts you and your team in control of the translation process. Within the application, users will have access to both our secure Machine Translation technology, as well as our expert human translators. With Machine Translation, instead of receiving translations in days or weeks, you will get them in seconds or minutes. In addition, an in-app "easy button" will give you access to Lionbridge's expert translators, project managers and Quality Assurance (QA) staff when you have documents that require certification or exceptional quality achieved only by "the human touch."

Hundreds of leading law firms, corporate legal departments and e-discovery providers around the globe have trusted Lionbridge for fast, accurate legal translations for more than 20 years. Now, Lionbridge Translator for Relativity<sup>®</sup> provides Relativity users with exclusive access to the full range of Lionbridge's translation capabilities, tools and services, right from their own laptops or desktops. With Lionbridge Translator for Relativity<sup>®</sup>, e-discovery, legal technology, legal operations, and litigation support teams can gain more control over the translation process by being able to:

- Rapidly translate one, many or all foreign language documents within your Relativity document list views on a self-serve basis
- Create matter-specific translation glossaries using patented Lionbridge technology to ensure every translation is delivered in an optimally client-centric manner
- Get an instant cost estimate before proceeding with any machine translation job
- Review and edit translated material in an "Action & Insight Panel" when documents require additional attorney or reviewer scrutiny, such as for contracts
- Quickly and easily send documents to Lionbridge securely when translations require certification or expert human translation quality
- Monitor the status and completion of ongoing projects
- Review order/job history and associated spend

Interested in learning more? Contact us today to talk with an expert and learn how Lionbridge Translator for Relativity can streamline your multilingual e-discovery efforts. Reach out to us at <u>legaltranslations@lionbridge.com</u>.

Owned/Supplied by :	Lionbridge
Used by :	Lionbridge

# 8.2.43 LitSavant Conformity Engine

The LitSavant Conformity Engine is a Relativity<sup>®</sup> application which enables Project Managers to design and implement validation rules and other logical processes which are then enforced during data entry.

This works by allowing the user to specify what they want the software to do and the conditions that need to be fulfilled in order for the software to do it.

Here are 5 easy examples illustrating how these rules can be used and why they are very useful in increasing accuracy and reducing costs:

# Example 1 – Alert the user when they get it wrong

This is the commonest scenario and results in an onscreen message when the user codes something in a way that doesn't meet predefined rules.

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# Example 2 – Log mistakes (when users get it wrong)

When a user makes a mistake (such as coding a document both "Hot" and also "Not Relevant" as per the example above), in addition to alerting them so that they correct the error, we can also log the mistake. The mistakes can then be analysed to identify recurring themes for corrective action etc.

0 Selected Item(s)				
# 🗌 Name			Mistake Type	Mistake Made By
1 🔲 MSTK1005	Edit	<b>"</b>	Hot and Not Relevant	Dingle, Mark
2 🔲 MSTK1002	Edit	<b>"</b>	Missing Privilege Decision	Dingle, Mark
3 🖂 MSTK1001	Edit	ſ	Missing Issue	Dingle, Mark

# Example 3 – Send an email when hot documents are found

This example is pretty self-explanatory - when a user identifies and codes a document as hot for the first time, the software can send a customised notification email to specified users. The email could include information about the user who tagged the document as hot, any comments that they made and any additional coding from the document.

# Example 4 – Update the "Last Coded By" field

It's not uncommon to want to know who reviewed a document during a particular review round. The software can update a "Coded By" field – saving the user from having to enter this information.

# Example 5 – Update a "Family Privilege" field based on "Privilege" coding

Relativity propagation is a pretty blunt instrument in that the last coding decision on a family member is applied to all members of the family. If we want to know whether a family contains a privileged (or part privileged) document, standard Relativity propagation doesn't really do the job.

Instead we can create a custom action to use "Intelligent" propagation. With this approach, users code the "Privilege Status" of each document and the software then updates a field for all members of each family based on that coding to indicate if they are members of a Privileged, Part Privileged or Not Privileged family.

# Detail

The examples above illustrate the 5 functions that the software can perform as part of the coding process. These functions are:

- Show an onscreen message
- Create a new instance of an object
- Send an email
- Update a field
- Execute a Relativity script

One or more of these functions can be triggered when the specified conditions are met. Each of these functions is customisable and can be triggered by one or a combination of conditions. The conditions themselves are also fully customisable.

Whilst all of the examples above relate to coding documents, these functions are available on all custom objects as well.

Each of the functions above could be created by a programmer in code and deployed via an Event Handler. The innovation in the LitSavant Conformity Engine is that Relativity's standard interface is used to enter the rules – no programming knowledge is required and so the rules can be created, tested and deployed in minutes. And because the LitSavant Conformity Engine saves your rules into your Relativity

database when it is time to upgrade Relativity, you simply update the application as part of the upgrade process. If you were using Event Handlers you would need your programmers to manually rewrite and redeploy each of your Event Handlers in all of your databases.

The LitSavant Conformity Engine supports Relativity Server versions 10 and above (up to and including the current version) and RelativityOne. It is licenced on an annual basis and is available to anyone with their own Relativity environment.

Owned/Supplied by :	LitSavant
Used by :	Various UK, European and US organisations with their own Relativity environment

# 8.2.44 LegalCraft® Transcend

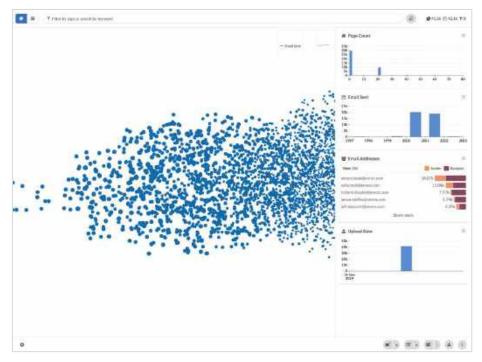
- Real-time transcription and evidence management software with integrated documents to enable searching, annotation, linking and generating reports on documents and transcripts using Transcend.
- Transcripts and documents accessible from iPad and transcripts from other mobile devices.
- Electronic Presentation of Evidence for viewing relevant material in the hearing room.
- Daily reporting, transcription, simultaneous and consecutive interpreting.
- Full deposition service using Transcend including in-house videography.

Owned/Supplied by :	Epiq
Used by :	Epiq

# 8.2.45 Luminance Discovery

Unique features of Luminance Discovery include:

 3D visualisations of their entire dataset, represented as a document cloud generated from a number of parameters including date and conceptual similarity. Users can zoom, click and manipulate the graphic renderings of their documents in order to quickly grasp an overview of the data in their case and explore what is relevant to them and even identify conceptually similar documents in one click.



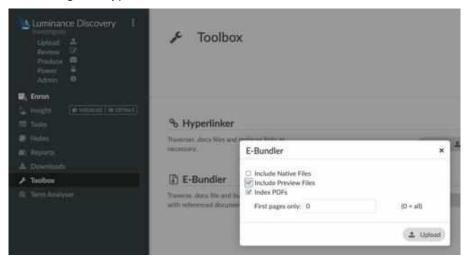
 Search Term Analyser enabling legal professionals to optimise search terms by quickly identifying terms that are over or under inclusive.

Luminance Discovery 1	Q Term Analyser		50	A Devenuel Analysis
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 Deep Coding, Luminance's proprietary Technology Assisted Review (Continuous Active Learning) platform – which includes a heat map to confirm that a representative sample of the document set has been reviewed and advanced auto-coding and QC functionality allowing the legal professional to find the optimal balance between speed and quality.



 Luminance Discovery also offers Word-integrated work product functionality. Designed to blend seamlessly within legal professionals' existing patterns of work, Luminance users can automatically hyperlink all production references contained within a Word document. This 'live' document can be then sent out to any relevant person who can instantly access the document in question just be clicking the hyperlinked reference in the Word document.



# Key Differentiators:

- Zero set up time making Luminance applicable to projects of all sizes not just the big ones such as DSAR requests
- The industry's most advanced AI platform enabling unprecedented levels of culling and analytics all for one low rate with no surprise fees
- User training in as little as one hour (no special certifications required), allowing a wider range of professionals to use the system and reducing reliance on costly third parties and consultants

Owned/Supplied by :	Luminance
Used by :	Luminance

## 8.2.46 Lumix (Now Discovery)

Meet our proprietary eDiscovery software, Lumix! The Lumix workflow is built on five pillars to help guide you through your projects, and make toggling between different functions a breeze. Need to limit access to specific functions in Lumix? User roles and permissions are easily defined by each pillar.

The 5 Pillars:

**LOAD** - Clients can upload data through the app, over a secure FTP, or ship a drive. After filling out a quick instruction form, LOAD automates processing the data and prepares your workspace. Includes:

- Meta-data, text extraction and OCR
- Optional pre-filtering prior to incurring charges
- DeNISTing and DeDuplication
- Detailed Load Reports
- Third Party Data Loading

**ASSESS** - Once the workspace is created, Lumix uses advanced tools to identify document groups and to uncover hidden patterns and trends in data, so users quickly understand the issues in a matter and can drill down to the most important documents. Includes:

- Early case assessment
- Unlimited Analytics
- Email Threading
- Near-Duplicate Analysis
- Domain and Conversation Filters
- Detailed Filter Reporting
- Keyword Hit Reports

**ORGANIZE** - Lumix continuously assigns documents to reviewers applying analytics and machine learning to study the document collection, prioritizing and assigning documents based on their content and human coding decisions. Includes:

- Auto-batch document assigner
- Active learning document grouping

**REVIEW** - Clients accelerate document REVIEW by applying filters, identifying related documents, mass tagging, and redacting confidential, privileged, and other sensitive information. Includes:

- Single/Mass TIFF creator
- Redaction Toolkit
- Keyword Highlights
- Fully customizable coding panels

**PRODUCE** - Lumix creates customized production sets in minutes, with quality control checks built in, ensuring no step is missed. Includes:

- Unlimited productions with endorsements
- Export natives, PDFs, TIFFs and text
- Storage space management

Now Discovery takes computing power and security seriously. Lumix's private-cloud was built according to the highest level of both, and will impress even the most discerning infosec teams. Housed on over 200 servers, and fully redundant, Lumix provides speed and resiliency.

- Highly Secure Infrastructure SOC 2 Type 11 Certification underway
- Infrastructure built on a 10 Gbps backplane. Data moves at the speed of light.
- Lumix swarm technology allows multiple servers to focus on the same task, dramatically reducing the amount of time it takes to complete your projects, and saving you money.
- All data encrypted using military grade encryption, AES-256-XTS
- Our "Scale At 80" algorithm ensures we stay ahead of our client's needs. When we reach 80% storage capacity, new infrastructure is in place in a matter of days.

Owned/Supplied by :	Now Discovery
Used by :	Now Discovery

# 8.2.47 Magnum

Opus 2 Magnum is a secure web-based service that allows your team to access, annotate and collaborate on any legal content. Transcripts and documents, including hyperlinked pleadings/witness statements/skeleton arguments, web research or entire trial bundles are securely hosted within a simple interface which allows users to annotate and easily share comments with team members (barristers, solicitors, experts).

Opus 2 Magnum is an indispensable tool for trial preparation, providing significant cost benefits and giving your whole team access to one central workspace, from the office or remotely from any location with an internet connection, thereby eliminating the need to print and regularly update expensive hard copy sets.

## Core Functionality

- Hosting of key documents/trial bundles and access online from anywhere
- Annotation of documents. Collaborate across the key materials with your wider team
- Hyperlinked documents: Transcripts to bundle references; Witness Statements to exhibits; Opening/ Closing Submissions to supporting material
- Create your own 'Custom Bundles' from the documents in the case
- Ability to capture and annotate your web research

## **Advanced Transcript Features**

- Access your transcript from anywhere, using any device
- Annotate and share notes made in LiveNote securely with your team
- Listen to synchronized audio of the hearing
- Simple filtering system to review your team's notes and annotations

## Lawyers Choose Opus 2 Magnum

"The Opus 2 Magnum system enables instant access electronically to all the documents in the case. We've now reached the closing submissions stage where the system pays big dividends because the written closings can be researched, cut, pasted and finalised from the screen. I suspect that this is how all major litigation will, in the future, be conducted. I would say this is the most important development in trial work I've ever experienced in my time at the Bar." - Lord Grabiner, QC, One Essex Court

### Judges Choose Opus 2 Magnum

"[Opus 2 Magnum] enabled the trial to be concluded within the allotted timetable, and with the maximum efficiency. It also provided the inestimable advantage, from my perspective, of being able to access my notes made during trial, and the full galaxy of the trial bundles, from wherever I was and at whatever time of day (or night)." - Gloster J in her judgment on Berezovsky v Abramovich

Owned/Supplied by :	Opus 2 International
Used by :	Opus 2 International

## 8.2.48 MedBrief

MedBrief facilitates the secure transfer and review of patient medical records, confidential documents and radiology. It is not an eDiscovery product but can provide significant value when deployed in conjunction with such products, particularly when used in the context of Expert or Counsel review.

Designed for use by both lawyers and medical experts the system can present indexed medical records, confidential documents and radiology all through a single webpage without the need to install any software. It is currently being used in over 8,000 clinical negligence and personal injury matters for firms across the UK together with a number of international mass tort and product recall cases for international clients.

MedBrief will solves many of the issues we all experience in respect of radiology distribution. We will no longer need to send you USBs, file-share links or downloads. Over 6,000 experts, lawyers and barristers are now using MedBrief to review medical imagery. Its latest version is a CE certified viewer accessible from any internet browser and works on PC's, Macs, android tablets and iPads.

MedBrief does not have any local server requirement and as such can be deployed and supported at short-notice into new jurisdictions, beyond a web-browser there is no client side installation.

Please get in contact with us and we'll explain more about what we do and how we might be able to assist you.

Owned/Supplied by :	MedBrief
Used by :	MedBrief

# 8.2.49 Millnet DocBuster



# eDocBuster is developed by Millnet, the UK's leading provider of legal document services to law firms.

DocBuster is an integral part of Millnet's 24/7 document operation, and is used by businesses across the UK. DocBuster makes it easy for law firms to batch print documents such as emails and their attachments, and common file types including Word, Excel and PDF. DocBuster is tried and tested technology, used within leading UK law firms. Millnet has printed in excess of 100 million pages of emails, MS Office documents (Word, Excel, PowerPoint), PDFs and other file types with the program over the past 10 years. DocBuster is easy to install, requiring little or no IT involvement.

## DocBuster is designed to be

- Easy to Use.
- Powerful.
- Cost Effective.

## **Main Features**

- Page count reporting.
- Identifies password protected and corrupted files.
- Chronological ordering of emails.
- Formatting of Excel spread sheets.
- Page capping on large documents.
- Detailed slip sheets, making it easier to identify a documents origin.
- Plus many other features that will assist lawyers in their day-to-day work requirements.
- UK based support, DocBuster is backed up by the largest outsourced secure 24/7 legal document production facility in the UK.

Owned/Supplied by :	Consilio
Used by :	Millnet Document Services, Print rooms in various law firms.

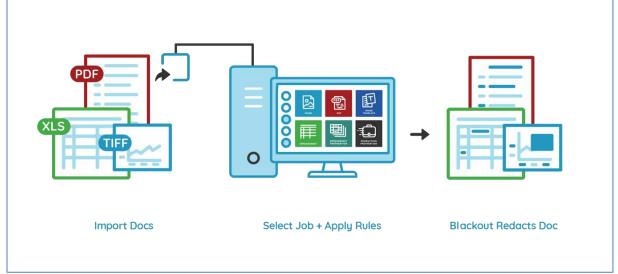
8.2.50 Milyli Relativity product suite

## **BLACKOUT BY MILYLI**

# BLACKOUT automated redaction tool

Blackout enables the easiest, fastest, and most comprehensive workflows for redacting sensitive information in Relativity. In addition to image jobs, only Blackout automatically redacts native PDF and native Excel files. Blackout's ability to redact quickly – even when managing large volumes – makes it the best choice for complex redaction tasks involving sensitive information. That's why Blackout customers use it during litigation, compliance and procurement, human resources procedures, and much more.

## How Blackout Works



**Benefits** 

- Cut time and costs out of reviews with automated redactions
- Rule-based redaction allows for versatile application of Blackout to any task requiring markup
- Create efficiencies that drive down human error by redacting words, phrases, and text patterns simultaneously
- Ensure privileged information is secure

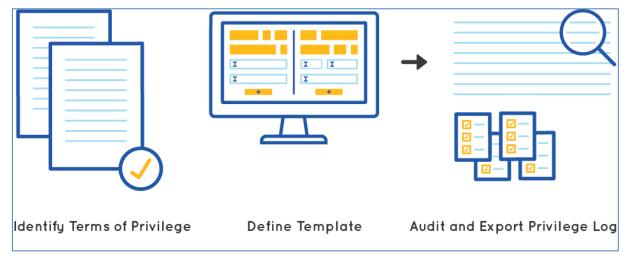
Learn and see more at: https://www.milyli.com/blackout

# **CHRONICLE BY MILYLI**



Chronicle, a Milyli product, is the easiest way to build a privilege log in Relativity. Using templates that recognize both Relativity fields and dynamic custom fields, Chronicle is able to concatenate fields and immediately reflect coding decisions and update as changes are made. This not only simplifies and streamlines the process of assembling a privilege log, but it also allows viewers to view and revise in real-time as a review is conducted.

# **How Chronicle Works**



## **Benefits**

- Simplify the creation, review, and delivery of privilege logs in a way that also saves time and effort
- Create consistent, clear, and complex narratives
- Automatically include documents tagged as privileged in real-time
- Make changes rapidly without impact on the final delivery timetable

Learn and see more at: https://www.milyli.com/chronicle

# **DELEGATE BY MILYLI**

# DELEGATE client administration tool

Delegate, a Milyli product, empowers legal professionals to get more from their Relativity investment while completely and safely preserving confidential information. As a robust administration tool, Delegate allows Relativity hosts to create user and group level access settings for specific workspaces and matters—all within the same instance.

## **How Delegate Works**

		→
Collect Users with Access	Identify Users for Admin Priv	New Admin Manages

# Benefits

- Equip end clients to better help themselves conduct reviews with more versatile permission settings
- Regain time spent managing and executing those requests and refocus on relationship-building customer service efforts
- Create users faster without compromising security in similar templates to those native to Relativity

Learn and see more at: https://www.milyli.com/delegate

MILYLI CUSTOM DEV, MIGRATION SERVICES, AND RELATIVITY APPLICATIONS



With thousands of development hours under their belt, the Milyli services team offers an extensive history tackling challenges big and small for everyone in eDiscovery from small law firms to industry leader, Relativity.

This includes assessing needs directly or assisting with resource management for migrations, integrations, technology transformation, team education (e.g., curriculum building), and more.

With Milyli, improve project management, team productivity, software migrations, and more while meeting the highest standards of functionality, reliability, usability, and efficiency.

Additionally, Milyli offers advanced technologies that shorten development time and work alongside other projects you may be running. These applications include Armada, Broadcast, Ditto, Layout-to-PDF, and MWA.

For more information visit: https://www.milyli.com/services

For specifics on migration services visit: https://www.milyli.com/migrations

Owned/Supplied by :	Milyli
Used by :	Akin Gump, Avalon, Commonwealth Legal, Complete
	Discovery Source, Compliance Discovery Solutions, D4, Deloitte MCS, Discovia, Driven, Epiq, FRA,
	Fronteo, Inventus, Kroll Ontrack, Law In Order, NightOwl Discovery, Oasis, ProSearch Strategies, Sky
	Discovery, Strategic Legal Solution, The Department
	of Justice, Xact Data Discovery

## 8.2.51 Mindseye TunnelVision

Mindseye TunnelVision is a leading third party platform for the processing of electronic data during legal proceedings. TunnelVision provides powerful data assessment, interactive filtering and native processing.

## Simple, Workflow-based Navigation

TunnelVision was designed with a clean, straightforward, easy-to-use interface. And because TunnelVision is organized based on workflow, how you use it maps to steps in the process – it has built-in stop-points around key quality control or decision points.

## Comprehensive – and Easy – Reporting that Tells a Story

Reporting is a critical function, but one that often falls short of real-world needs. TunnelVision excels at delivering the data you need, when you need it, because it was built with reporting as part of the initial design, not added as an afterthought. And while some systems provide dashboards that focus on the processing project, or even custodians of the data set, TunnelVision delivers detailed reports around the lifecycle of each file and processing step to help you build and share the story of your data. You can create reports based on actions you've performed in the application – giving you the ability to view the story from multiple perspectives, as broad or granular as you wish. And you can generate and export reports right through the TunnelVision interface – no back-end, manual database queries required.

## **Clear Exception Reporting and Handling**

When it comes to eDiscovery, unknowns represent big risks. And if you can't account for everything in your data set, your unknowns – and your risks – increase. TunnelVision tracks every file you enter into the system and documents whether it's filtered, is an exception, or has been exported. Not only does TunnelVision report on exceptions, it also lets you know when there is a processing issue and gives you additional details to support defensibility.

TunnelVision provides:

- Simple and intuitive web-based design created to support any level of user with minimal training, anywhere.
- Rapid native processing quickly makes data discoverable.
- Powerful and transparent search features enable drill down results to see all variations, sampling to validate precision, and flexibility to refine as necessary.
- Extensive metadata filtering and analysis features assist in prioritizing what to look at and when.
- Flexible investigative and analysis tools enable better insight into any data identified.
- 30+ report formats enable users to save all work product and details to several formats including PDF, Excel, Word, and many more.
- Fast export of targeted data and work product to downstream review.

Owned/Supplied by :	Mindseye
Used by :	Ankura, Integreon.

## 8.2.52 Morae Software Suite

## Audio.IQ

Audio.IQ is Morae Global's audio eDiscovery, monitoring, and compliance tool. <u>https://www.moraeglobal.com/audioiq/.</u> Audio.IQ is our proprietary audio platform developed in partnership with CallMiner, the industry leader in speech analytics.

During audio processing, the platform decompresses and enriches the data, capturing a wealth of data for each file including searchable text transcripts and metadata. Speech analytics goes beyond speech recognition, converting speech into structured text and meaningful units of data. The platform allows our audio experts to group calls by data characteristics and qualities.

In the context of eDiscovery, the audio solution is a fully managed service and, unlike other product offerings, Clutch provides a dedicated team of industry professionals to manage workflows, review teams, and progress, to report findings, and to conduct audio productions on time and to specification.

The two additional use cases for Audio.IQ are proactive monitoring or business function analytics and sales compliance. Call scoring, using data characteristics to rate calls based on criteria provided by the business, allow for prioritization or immediate escalation of calls for compliance assessment.

### Capture.IQ

Capture.IQ, a revolutionary contract analytics platform designed to help our clients dig deeper into their contract data. <u>https://www.moraeglobal.com/captureiq/</u> A fully-managed service, Capture.IQ extracts and codifies key reference data within all forms of legal and financial agreements allowing firms to easily access and make sense of their internal data.

Capture.IQ manages the entire financial and legal agreement life cycle by automating the capture and reconciliation of key reference data. The data extracted is subsequently reviewed and validated by our team of contract analytics experts. This process enables us to efficiently reconcile inaccurate, inconsistent or flawed reference data and to return accurate and fully validated data.

Additional use cases for Capture.IQ include the control of and regular surveillance over ISDA agreements, financial derivative term sheets, issuance documents and trade data; and the implementation and continuous monitoring of GDPR change management programmes and their ongoing GDPR compliance. The user-friendly platform offers easy and repeatable ways to identify and protect Personally Identifiable Information (PII) for GDPR purposes and it can be customised to reflect your GDPR implementation workflow.

### ClutchCumulus

In our digital age, the cloud has changed everything. By 2020, 92 percent of all data centre traffic will be in the cloud and that's not by accident. Cloud-based platforms deliver superior scalability, improved data security and unmatched power

# https://www.moraeglobal.com/ecumulus/

Cloud-based eDiscovery on the RelativityOne platform with secure processing, review, hosting and production by CLUTCH.

Deploying in the cloud allows us to deliver our state-of-the-art eDiscovery and global document review solutions – previously only available to the world's largest and most sophisticated financial institutions – on any and all eDiscovery projects, no matter the size or complexity.

Simple, fast, predictable eDiscovery at an unbeatable price – we call it ClutchCumulus.

ClutchCumulus transforms the way eDiscovery is delivered. No other eDiscovery

service offers so much.

Owned/Supplied by :	Morae
Used by :	Morae

# 8.2.53 Nexidia

The growth of electronic communications including voicemail, call-centre recordings, regulatory compliance, and digital conferences, has resulted in increased volumes of discoverable audio content. Searching these recorded audio and video files presents significant issues for legal professionals, corporate compliance managers, and government regulators. Nexidia has focused on audio and video content for over a decade and brings unparalleled experience and technology to your team.

Nexidia's Audio Discovery technology uncovers relevant information and solves the considerable challenges of audio search and review by:

- Quickly locating relevant content helping legal professionals understand the nature of the evidence.
- Significantly reducing the cost of audio review by allowing reviewers to quickly pin-point searches and deliver relevant data.
- Complementing and incorporating traditional electronic document discovery.

Nexidia enables law firms, corporate legal departments, and regulators to locate critical evidence in the shortest time, with the highest accuracy, and at the most affordable price. Nexidia's patented audio search technology increases the speed and accuracy of searches against large collections of audio content by eliminating the need to convert speech to text. Organizations can now review and search large amounts of unstructured content in a matter of days, rather than months, significantly reducing total project costs and making short deadlines achievable.

### Audio Discovery

Nexidia is the fastest and only scalable audio discovery solution that combines technology, audio expertise, and the highest levels of project management. Traditionally, law firms and electronic discovery companies have relied on manual transcription or human listening to review and investigate audio files. However, transcription is slow and costly, and human listening is an ineffective process for locating relevant content. Neither transcription nor human listening is scalable or capable of economically handling the large amounts of audio data being demanded and produced today.

Automating the review process eliminates the errors caused by fatigue, boredom and other distractions that typically result from human listening. Nexidia's technology returns highly accurate results regardless of audio quality, speaker accents, dialects, slang, and non-standard grammatical patterns.

Nexidia's audio discovery consultants work every day with highly sensitive content. They know that processing audio discovery is different from other forms of electronic information and work closely with reviewers to maximize productivity, workflow, and achieve the best possible result.

### **Compliance and Corporate Governance**

Whether required by a regulatory agency or internal policy, corporations are creating and storing significant volumes of audio and video files. Nexidia allows counsel and corporate officers to proactively monitor and quickly identify audio content for discovery, internal, or regulatory investigations. This flexible platform significantly speeds the legal review process by allowing counsel to organize and effectively search all recorded content and pertinent data, including metadata.

## Nexidia Forensic Search

Whether your challenge is legal discovery, corporate compliance, or governance, Nexidia Forensic Search offers tremendous flexibility and speed, indexing recorded audio up to 20,000 hours per day. This makes large volumes of audio available in just

a matter of days for search, automated analysis, in-depth review, and targeted listening.

As a result of its patented phonetic technology and approach, Nexidia:

- Provides better ROI by creating a more thorough approach, at a fraction of the costs of traditional methods of transcription or human listening.
- Quickly and accurately allows legal professionals to identify, prioritize, and review relevant data and respond to short deadlines.
- Enables compliance and corporate officers to identify subject matter, conduct preliminary searches, and prioritize the most relevant records for listening
- Provides a disciplined framework to review audio files for privilege, responsiveness, and other issues.
- Reduces judgment errors caused by fatigue, and provides an accurate assessment of critical content.
- Gives users an easy-to-use interface enabling quick, efficient ad-hoc searches and drill-down into specific content even proper names, jargon, and specialized industry terms.
- Allows users to continue using their preferred platform for non-audio/video processing and review.

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Owned/Supplied by :	Nexidia
Used by :	CYFOR, Consilio, Deloitte, KPMG.

## 8.2.54 NightOwl Discovery Software Suite

For data collection, NightOwl uses the latest technology including but not limited to EnCase<sup>®</sup>, AccessData<sup>®</sup>, Exterro<sup>®</sup> and Cellebrite<sup>®</sup>

NightOwl offers Relativity<sup>®</sup> ECA, Nuix<sup>®</sup> ECA, LAW<sup>®</sup> EDA, Veritas<sup>®</sup> and Brainspace<sup>®</sup> for ECA. These systems provide what NightOwl refers to as our Data Intelligence module. These tools can be combined in unique and interesting workflows to offer a flexible high-speed search and facet navigation, advanced textual analytics, and intuitive data visualizations all within a single login that is directly connected to the review workspace.

NightOwl processes data using Nuix. Our processing environment at peak performance can process 4.5 TB of data per 24 hours. Average processing rates in a typical real-world application are 125 GB per hour.

NightOwl has been a Relativity Premium Hosting Partner for nine years and has been a "Best in Service" partner for the past eight years. We operate a robust and secure Relativity environment in the US, comprised of both a primary site in Minneapolis and a complete warm backup environment in Chicago. We also operate NightOwl data centers internationally with separate Relativity instances in the US and EU (Dublin, Ireland and Dusseldorf, Germany). Relativity forms the foundation for nearly all of NightOwl's discovery management engagements. All NightOwl staff hold various Relativity certifications including Relativity Infrastructure Specialist.

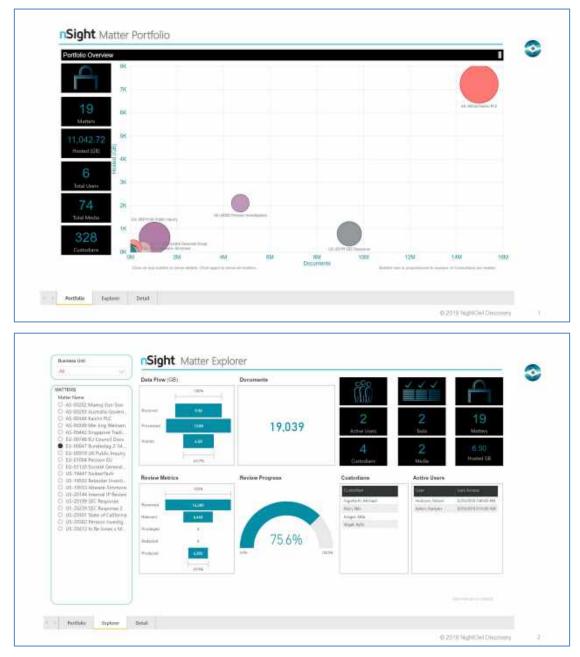
To optimize process in Relativity, NightOwl develops automated workflows that force additional or automated actions when coding documents. NightOwl has dedicated staff working with our client teams in developing a wide variety of coding decision "event handlers". These event handlers generally fall into one of the following four categories: Validation or auto-population of fields based on coding decisions, forcing fields or decisions into a required state when specific criteria is met, sending emails to specified email addresses when specific fields or coding decisions are made, or querying and updating fields and decisions on an automated recurring schedule.

NightOwl has developed proprietary Relativity applications including MissionControl<sup>®</sup>, which provides clients and internal operations teams with a dedicated administrative and production control module within NightOwl's instances of Relativity. MissionControl was created to track all attributes and data points associated with each client request. MissionControl enables our dedicated group of quality control analysts follow a standard automated process to ensure that each of those 860 data points have passed corresponding quality controls to exceed our high standards for work product.

NightOwl has also developed another proprietary Relativity application that provides our clients the opportunity to reuse work product of individual documents across multiple matters in their portfolio. DecisionCenter<sup>®</sup> tracks all attorney decisions on documents, finds hash duplicates in other matters within the client's portfolio and provides automated suggestions as to how those documents may be now classified based off of prior decisions. DecisionCenter is regularly used to kick start ECA processes, prioritize document review and provides an additional layer in quality controls on document reviews.

NightOwl's proprietary dashboard application, nSight<sup>®</sup>, allows users to access reports and review real-time information through secure, online, web-based client dashboard interfaces. nSight<sup>®</sup> provides clients with graphical visibility into total Relativity hosting storage, total processed data, total users, data breakdown by case, users by case, custodians by case, media by case and task list by case. These data points are arranged in a simple, easy to navigate interface that allows the client to drill down from general information into increasingly more detailed information for each case, media delivery or custodian. Additionally, NightOwl supports various third-party Relativity add-ons, which provide search and redaction functionality, including regular expressions to locate PII and HIPAA protected PHI, audio/video transcription, native file redaction, and advanced textual analytics.

For analytics, NightOwl employs a sophisticated team of in-house data analysts and TAR specialists. The advanced analytics team holds certifications in Equivio<sup>®</sup> Zoom, Relativity<sup>®</sup> Analytics Specialist and Relativity<sup>®</sup> Assisted Review Specialist, Certified Brainspace<sup>®</sup> Analyst, Certified Brainspace<sup>®</sup> Administrator, and is also skilled in the use of a number of advanced data visualizers such as Relativity<sup>®</sup> ECA. NightOwl uses Relativity<sup>®</sup> and Brainspace<sup>®</sup> 6.1 for its analytics and TAR projects, both of which offer TAR 1.0 and TAR 2.0 workflows.



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Owned/Supplied by :	NightOwl
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## 8.2.55 Nuix Discover

## Nuix Discover

Nuix Discover delivers end-to-end eDiscovery without compromise. Nuix Discover combines the world's leading eDiscovery processing, review, analytics and predictive coding in one software solution to help you uncover critical details faster and integrate them into your strategy for litigation and regulatory cases. Nuix Discover gives you the processing, analytics, review and automation power you need to master the details of any legal matter, no matter how large, challenging or complex.

# THE NUIX ADVANTAGE

- Amazingly fast review. Nuix Discover's intuitive user interface and intelligent automation capabilities allow legal teams to dramatically improve the speed and quality of document review while delivering profound time and cost savings.
- Analytics included. Nuix Discover has a fully integrated analytics suite included in the base licence, so all members of your legal team can use advanced data visualisations and everyday analytics to find key facts and patterns more quickly.
- Built for your business. Nuix Discover helps you manage all your litigation projects using multi-tenancy reporting and tracking; rapid start-up, training and support; and cross-functional eDiscovery workflows that make you more efficient and productive.

## GET STARTED SOONER

With processing, analysis, review and production fully integrated into Nuix Discover, you can quickly ingest data and start reviewing in minutes – no load files, no exports and a full portfolio of analytics and visualisations.

# FIND THE FACTS FASTER

Incorporate analytics into your everyday initial and linear review workflows to figure out what's going on and define your case strategy. Industry-best models for clustering, mapping and graphing distil the whole case into easily understood 'a-ha' moments. Nuix Discover's machine learning capabilities mean every time you make a coding decision, your next review assignment is more relevant.

## BREEZE THROUGH REVIEW

Escape the repetitive grind of linear review and make faster decisions in a single view. Nuix Discover's patented user interface uses visual cues and continuous active learning to ensure reviewers can quickly identify relevance and privilege without needing to search for information from hidden windows, tabs or other inefficient UI mechanics.

# CALL THE SHOTS

Manage the eDiscovery process end to end with full control over your data and workflow, including self-service case set-up and administration. Even for the smallest matters, you get all the analytics, review efficiencies and production capabilities at your fingertips.

# SCALE SEAMLESSLY FROM A SINGLE PST TO 100 MILLION DOCUMENTS

Nuix Discover is designed for scalability in data volumes and number of users. No matter how big or small the case, you can automate the way information is processed, organised and presented to reduce operational costs and simplify hand-offs.

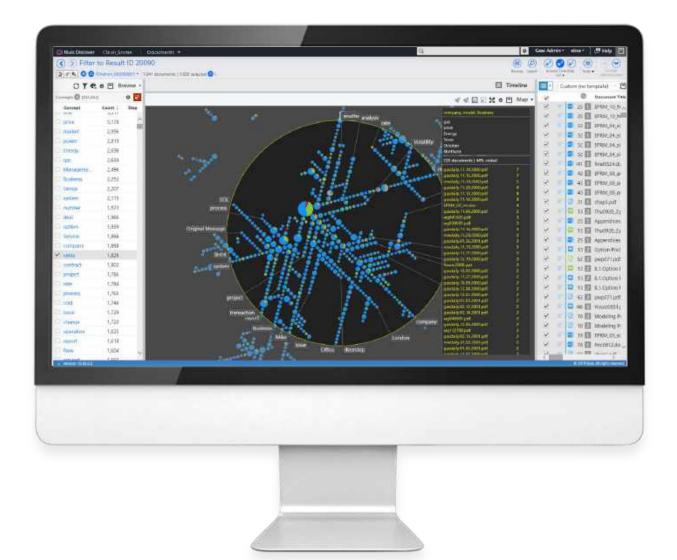
# **BETTER PROCESSING = BETTER REVIEW**

With Nuix Discover, you don't have to worry about the other side having better data or surprising you with evidence you've never seen. You'll never miss a shred of evidence using our industry-leading processing, analysis and review capabilities.

# FLEXIBLE DEPLOYMENT OPTIONS

Run Nuix Discover where and how you want, in your data centre or the cloud, using on-premise or hosted options. Whichever option you choose, you'll always get access to the latest features, innovations and operational efficiencies.





## Nuix Workstation

Process, search and analyse unstructured and high-volume data with unmatched speed and precision.

**Understanding data is not getting easier.** Growing numbers of evidence sources, file formats, devices, cloud services and storage techniques make the task ever more complicated. Nuix Workstation is the world's leading technology for extracting intelligence from high-volume unstructured, semi-structured and structured data. It provides unmatched speed, scale and accuracy to processing, searching, indexing and analysing the information you need.

## THE NUIX ADVANTAGE

- Get the big picture, fast. Quickly and comprehensively answer the fundamental questions of any matter and make early case assessments with all the facts at your fingertips.
- **Mitigate risks.** Nuix Workstation delivers a consistent, repeatable and forensically defensible process across each item and data source.
- **Empower your experts**. We provide insights like no other technology, revealing and contextualising the stories hidden in data.

- **Capture everything.** Nuix Workstation's efficient and scalable processing turns more than 1,000 file formats and source types into meaningful information, capturing the content, metadata and context of each item.
- Use one tool for multiple use cases. Our customers use Nuix Workstation for litigation, forensic investigations, information governance, government oversight, mergers and divestitures, compliance, data and email migrations and regulatory enforcement and response.

## INVESTIGATIONS

Nuix Workstation helps law enforcement, government and corporate investigators extract, correlate, and contextualise data so you can make fast, accurate decisions. We help you filter out meaningless data and find the key facts.

## LITIGATION

Nuix Workstation delivers consistent, repeatable and defensible eDiscovery workflows that scale from a single workstation to a global enterprise. You can shorten the time to early case assessment, minimise review and production volumes and uncover connections that strengthen the case.

## **INFORMATION GOVERNANCE**

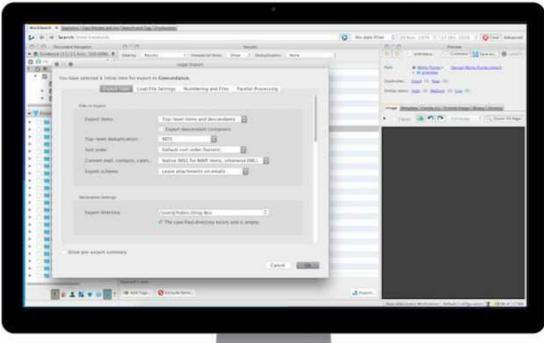
Nuix Workstation provides information transparency into enterprise content so you can mitigate risk, respond to regulations, tackle audit and compliance needs and manage information from creation to disposition or remediation.

## DISCOVERY AND INFORMATION MANAGEMENT SERVICES

Service providers and advisory firms use Nuix Workstation for client projects that need fast, accurate processing of vast, complex data sources. You can leverage the same software for value-add projects that enable your clients to reduce costs, mitigate risks, improve governance and make better business decisions.

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# 8.2.56 OneTrust Software Suite

**<u>ONETRUST PRIVACY MANAGEMENT SOFTWARE:</u>** Operationalize CCPA, GDPR, LGPD, ISO 27001/27701, NIST and 100s of the World's Privacy, Security, and Compliance Laws and Frameworks

Global privacy laws like the CCPA, GDPR, and others, have required organizations to change the way they think about privacy. Now, organizations must find ways to effectively manage consumer requests, meticulously document processing activities and data transfers, and stay on top of a rapidly evolving regulatory landscape. OneTrust Privacy Management Software offers powerful and easy-to-use compliance solutions that are purpose-built to solve these challenges at scale – allowing organizations to simplify their privacy program management.

OneTrust is the largest and most widely privacy, security, and data governance software. According to the <u>IDC Worldwide Data Privacy Management Software Market</u> <u>Shares Report</u>, 2019, "OneTrust is leading the market outright and showing no signs of slowing down or stopping."

# OneTrust DataDiscovery<sup>™</sup> - AI-Powered Discovery and Classification

Organizations need to "know their data" to comply with a growing number of privacy laws, understand their IT & security risks, and build comprehensive data governance programs. It is more crucial than ever for organizations to find the best ways to discover, classify, gain insights from, and govern data.

OneTrust DataDiscovery helps organizations discover and classify structured and unstructured data across cloud, on-premise, and legacy systems. The technology is made intelligent by the OneTrust Athena<sup>™</sup> AI and robotic automation engine, and regulatory research from the OneTrust DataGuidance<sup>™</sup> database or privacy laws and security frameworks.

OneTrust DataDiscovery empowers organizations to better understand their IT & security risk, manage broader data governance programs, and comply with privacy laws like the GDPR, CCPA, and LGPD.

## OneTrust DataGovernance™ - Data Intelligence Software

OneTrust DataGovernance helps organizations to improve the use of their data to become more insight-driven in their approach to creating business value. OneTrust DataGovernance software helps organizations better understand, operationalize and manage their data while creating data intelligence across the organization. The OneTrust DataGovernance suite includes Data Catalog, Data Discovery, Data Governance, Data Usage Requests, Data Retention and Deletion, and Data Lineage.

Leverage OneTrust's governance tools to help find, understand, govern, trust and use data not only to improve operations but also provide customers with the services and experiences they want.

# OneTrust Vendorpedia<sup>™</sup> - Third-Party Risk Exchange

OneTrust Vendorpedia<sup>™</sup> is the largest and most widely-used technology platform to operationalize third-party risk. The technology platform enables both enterprises and their vendors with technology solutions that include: the <u>Third-Party Risk Exchange</u>, a community of shared (and pre-completed) vendor risk assessments with 70,000+ participating vendors; <u>Questionnaire Response Automation</u>, a tool that helps organizations answer incoming security questionnaires; and <u>Third-Party Risk</u> <u>Management</u> software, a platform to streamline the entire vendor lifecycle, from onboarding to offboarding.

OneTrust Vendorpedia has earned a variety of analyst recognition including but not limited to being named a "Leader" in IT Vendor Risk Management Tools.

<u>OneTrust GRC - Integrated Risk Management Software:</u> Evolve your risk and compliance program with a modern GRC platform

Evolving your risk and compliance program spans your entire organization and relationships. You need a risk management solution that is simple to use across your business.

OneTrust GRC is an integrated risk management platform that delivers a complete, measured view of your business's risk portfolio, provides clear insights to leadership, and expedites the execution of routine tasks. Focusing on a user-friendly experience, organizations use OneTrust GRC's flexible framework to align business operations with standardized risk methodologies. By mapping policies and risk management workflows to controls, organizations can better comply with their internal governance and external regulatory requirements.

# OneTrust PreferenceChoice<sup>™</sup> - Consent and Preference Management Software

OneTrust PreferenceChoice<sup>™</sup> enables marketers and publishers to drive transparent user experiences, build trust, and comply with 100s of global data privacy regulations, including the CCPA, TCPA, CASL, and GDPR. With PreferenceChoice, organizations can implement a privacy first, customer centric approach to marketing and sales activities, collect user consent and preferences across channels, domains, and devices, scan for website and mobile app tracking technologies, automate consumer rights requests, and centralize consent and preferences data for easy consumption across martech systems.

OneTrust PreferenceChoice is the #1 CMP (according to <u>Kevel</u>) and is an IABregistered Transparency and Consent Framework (TCF) 2.0 vendor. OneTrust is the only vendor to receive the <u>highest rank</u> in all areas of the KuppingerCole Privacy & Consent Management Leadership Compass.

### OneTrust Ethics - Ethics and Compliance Software

OneTrust Ethics powers ethics and compliance teams to centrally automate and manage programs and promote ethical cultures. OneTrust Ethics products include whistle blower hotline and case management, code of conduct and policy management, awareness training, data ethics and risk management, third-party due diligence, and conflict of interest apps.

## OneTrust ESG - Environmental, Social & Governance Software

OneTrust ESG simplifies the gathering, storing and assessing of your company's ESG (Environment, Social and Governance) data and metrics. OneTrust ESG comes with a powerful assessment platform, that will help you identify both internal and third-party risks, track risks and ESG goals to make a successful ESG program for your organization.

Owned/Supplied by :	OneTrust
Used by :	OneTrust

## 8.2.57 OpenText Discovery Suite (EnCase & Axcelerate)

**OpenText EnCase** was acquired by OpenText and now complements Axcelerate's robust enterprise integrations with the most widely used forensic collection agent, deployed on over 36 million endpoints and counting. The EnCase agent enables legal ops to collect data from laptops, desktops, phones, and more with a lightweight agent. In addition to workstations, laptops, and mobile devices, EnCase can also collect and preserve content from on premise data repositories like Microsoft Exchange, Sharepoint, and Lotus Notes or from cloud data repositories like Amazon S3, Box, Google Drive, Dropbox, and Office 365.

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Figure 4: OpenText EnCase, collection wizard

EnCase can target specific files or capture whole disks, discretely. It can operate in the background and maintain a collection process even when a user goes offline. As soon as they reconnect, the agent resumes and completes the collection. This data is captured in EnCase's Logical Evidence File (LEF) format, ready for ingestion into Axcelerate or any other review & analysis platform.

**OpenText Axcelerate** is a complete, end-to-end eDisclosure platform featuring bestin-industry collections, analytics, and Predictive Coding delivered in an unparalleled user experience. From legal hold, to ECA and collection, to analysis, review, and productions, Axcelerate is the trusted choice for premier corporations, law firms, and government entities across the EU and the US.

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Figure 5: OpenText Axcelerate, document viewer

The OpenText Axcelerate platform includes 2 seamlessly integrated modules:

**Axcelerate ECA & Collection** tackles early stage/pre-action stage of eDiscovery identification, preservation, collection, and processing—in a single, highly scalable application. It enables organisations to connect to laptops, desktops, file shares, email servers, and document and records management systems to "explore-in-place" down to the file level, indexing data for search and aggressive culling before collection. Axcelerate crawls and directly ingests native file types from a wide range of cloud and on-premise sources, including Microsoft Office 365, Microsoft Office, Lotus Notes email, web-based email (Gmail, Outlook.com, Yahoo), 'chat' communications (Bloomberg, WhatsApp, Slack), and over 400 additional file types, all with automatic language detection.

**Axcelerate Review and Analysis** empowers legal teams to find the documents that make or break their cases, faster and more reliably. Axcelerate was named "Best eDiscovery Review Platform" by the editors of Legaltech News (June 2015) on the strength of its advanced analytics, best-in-industry Predictive Coding, and consumer-grade user experience.



Figure 6: OpenText Axcelerate, communications analysis

Axcelerate is delivered self-service to full-service to anywhere in between, as a subscription-based cloud solution, an "on-demand" hosted solution, or an on-premise software solution. Unlike other platforms that depend extensively on third party components and scripting, Axcelerate is a complete solution including self-standing productions, proprietary advanced analytics, and interactive visualisations no other solution has, all built right in:

- **Super-fast search** using various approaches including stem, fuzzy and concept searching to get results fast.
- **Smart Filters** to find the top people, search terms/phrase and data points quickly and easily, no need for complex search strings.
- **Hypergraph** communications mapping for visualised analysis of email and chat data at the sender and domain level.
- **Phrase Extraction** for more sophisticated keyword searching that shows terms in context.
- End-of-Branch Email Analysis for easy-to-follow threading and automatic identification of missing messages.
- **Continuous Machine Learning** for flexible, issue-specific Predictive Coding review workflows with superior results and simpler protocols.
- **Concept Browser** for automated categorisation and organisation of unstructured data into conceptually related clusters ready for investigation.
- **Smart Redactions** for automatic reaction of PII, PCI, and other patterns across entire data sets or on-the-fly during review without pre-imaging.
- **Business Intelligence with Efficiency Scoring** for total visibility into discovery processes at a project level and across the entire case portfolio.

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Figure 7: OpenText Axcelerate, phrase Smart Filter

Axcelerate is backed by OpenText's world-class support and professional services teams across the EU and US for training and processing.

Owned/Supplied by :	OpenText
Used by :	Deloitte, Insurgo, Forexus, Legastat, OpenText

# 8.2.58 Panoram Digital Project Management (PDPM)

# Panoram Digital Project Management (PDPM)

Built on MSTeams, Panoram's Digital Project Management (PDPM) Platform provides a complete collaboration environment for the cross disciplinary team-working on an eDiscovery project. PDPM is proven to speed up both the time to document review and the speed of document review. It provides a central location for all project details from instructions through to debrief, delivering both consistency and transparency and ensuring all projects are delivered on time, in scope and to budget.



Owned/Supplied by :	Panoram
Used by :	Panoram

## 8.2.59 Relativity

## RelativityOne Overview

Whether it's litigation, information governance, a government request, or an internal investigation, RelativityOne gives you a complete set of flexible tools in a secure cloud platform to tackle your unique challenges through every phase of a project.

**Keep Your Data Safe** – Centralise your data and reduce risk with a SaaS solution backed by Relativity Trust, a security program that goes far beyond standard data security and privacy certifications. With preventative defense, automated processes, and transparent operations, RelativityOne keeps customers' most sensitive data protected.

**Leverage Cloud Elasticity –** Don't worry about maintaining infrastructure or keeping up performance during peak times – it's all covered by RelativityOne.

**Use a Single Solution** – Start and finish e-disclosure in one solution with a single audit trail. No risky data transfers required.

**Support e-Disclosure around the World** – RelativityOne is available in the US, UK, Hong Kong, Canada, Brazil, and the Netherlands.

**Built on Microsoft Azure -** Benefit from the scalability, redundancy, and international reach of the Microsoft Azure cloud, as well as the continual investment, innovation, and commitment to <u>security</u> Microsoft puts into it.

**Integrate with Microsoft Office 365**<sup>®</sup> - Seamlessly move data from Office 365 to RelativityOne to get your review up and running quickly.

## Capabilities

Legal Hold – Fully integrated into Relativity, Legal Hold is a simple solution for a complex enterprise challenge that enables you to create a defensible, repeatable process for managing legal holds. Streamlined and automated workflows mean any team – legal, IT, or HR – can run their unique legal hold processes in Relativity. Additionally, every correspondence can be created from scratch, or built using existing templates, while built-in reports and dashboards provide real-time insight.

Collection – For legal teams and e-discovery professionals who want to quickly and securely get data from the cloud into review, RelativityOne Collection enables you to pull data from Office 365 directly into RelativityOne. With most enterprise data stored in Office 365, Collection makes it seamless and secure to get the most critical data into reviewers' hands as soon as possible.

Processing – Relativity Processing is tightly integrated into RelativityOne, so you can process and review data without ever leaving the system. An inventory option provides quick insight into your data and allows you to remove irrelevant files based on a date range, sender domain, and other high-level filters prior to fully processing documents for review. Reports, email notifications, and real-time status updates provide complete visibility into your processing job.

ECA & Investigation – Leverage a repository workspace to complete early case assessment and store coding decisions – all at a discounted rate. This workspace helps you streamline the process of understanding and culling data, providing only the functionality required to process collected data in a single searchable workspace, and start applying parameters to identify documents relevant for review.

Review & Productions – RelativityOne allows you to tackle all document review and production challenges, from the smallest to the most complex projects. Everything that you need to move from review to production can be found within a single platform. One of the latest capabilities is short message review. As the way people communicates has shifted toward more texting, instant messaging, collaboration tools, and social

platforms, Relativity has developed the Relativity Short Message Format to help you seamlessly review, analyse, and produce short message data from SMS, MMS, iMessage, Slack, Skype, Bloomberg, and other sources. This provides a holistic view of communications across multiple channels – critical to understanding the entirety of dialogue between individuals involved in a matter.

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## Short Message Review

Analytics & Assisted Review – Relativity Analytics and Assisted Review amplifies your e-disclosure efforts with visual data analytics and machine learning technology. You can bring in analytics at any time in your project, from early case assessment through production. Proven effective by hundreds of organizations and approved by courts across the globe, Relativity Analytics empowers you to investigate and review data faster with the control and flexibility you need to do it accurately and defensibly.

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Active Learning

Case Strategy – With Case Dynamics, you can manage your case strategy from a single location, alongside your e-disclosure efforts, to stay organized and focus on finding the truth. A complete toolset lets you share findings with your e-disclosure team and adapt your approach as you uncover the facts, making it easy to build your strategy through the entire case lifecycle. The latest capability added to help with case strategy, transcripts, is an application in Relativity to upload, review, and take action on transcripts to better prepare for trial.

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## Case Dynamics

VerQu Phoenix, VerQu Hydra, and VerQu Hive

In January 2021, Relativity announced it has acquired VerQu, adding VerQu's offerings, VerQu Phonix for data migration, VerQu Hydra, the communication capture platform, and VerQu Hive for NetDocuments.

### RelativityOne Redact and Milyli Blackout for Relativity Server

In February 2021, Relativity announced that it had reached an agreement with Milyli to add Milyli Blackout to RelativityOne as a new offering, RelativityOne Redact, embedded into RelativityOne's Aero UI for automated image and native redactions. Milyli will continue to develop and support Milyli Blackout for Relativity Server customers and will offer it as a separate application.

Owned/Supplied by :	Relativity
Used by :	7Safe, AlixPartners, Altlaw, Aon, A&M, Anexsys, BDO, Consilio, CYFOR, Deloitte, DTI, Epiq, Ernst & Young, FRA, Forexus, Grant Thornton, IT Group UK, Integreon, Inventus, KLDiscovery, LDM Global, Lighthouse eDiscovery, LINEAL, London Legal, Navigant, PwC, QuisLex, SullivanStrickler, TransPerfect Legal Solutions, XLS.

# (30 organisations)

# 8.2.60 Reveal Software

## The overall solution of Reveal Processing, Review, Analytics and NexLP AI

Reveal's fast and powerful processing engine allows you to securely digitize more than 900 file types with our self-service uploader. Gain insights into your data, regardless of data size or complexity, faster than ever before.

Reveal Review is the most comprehensive document review platform on the market with the flexibility and scale to manage any legal matter regardless of size and scope. With so many options available to accelerate and prioritise review, you need a review tool that seamlessly provides rich search, filtering, and document organisation features that enable you to efficiently manage the entire process from batching to production. In addition, Reveal is supported directly by its developers, so your support questions and feature requests will always have a direct line to the developers themselves.

Reveal AI (formerly NexLP) harnesses artificial intelligence and machine learning technology to derive actionable insights. You can use established models from the AI Model Marketplace to quickly organise data or develop your organisation's custom AI models to identify relevant information while isolating the noise. Reveal AI uncovers valuable connections and patterns buried deep within your data.

Reveal's Brainspace technology translates complex data into intuitive, easy-to understand interactive data visualisations, enabling your team to see patterns and relationships quickly. Seamlessly interact with large volumes of data that has been automatically organised using powerful unsupervised learning techniques.

## **Electronic Discovery**

Don't burn out your team wading through irrelevant data. Visualisation technologies like our Cluster Wheel and Story cards allow you to focus in on the most relevant information rapidly, while the Metadata Dashboard makes it easy to remove non-relevant clusters and concentrate on relevant entities and timeframes

### **Investigative Analytics**

Find out who knew what and when quickly with tools like interactive visualisations, concept search and Active Learning. For organizations that do lots of the same kind of investigations – like identifying sexual harassment or tracking negative social media sentiment – pre-trained models can accelerate the process of finding the answers you need.

### Early Case Assessment

Use interactive data visualizations and machine learning technology to make more informed data decisions further upstream in the eDiscovery workflow. Quickly categorise, promote, or remove low value data with the industry's most advanced AI. Quickly organise concepts, identify PII, and isolate junk email. Understand the facts of the legal matter earlier in the timeline so you can adjust your legal strategy to minimise costs and significantly reduce risk to your organisation.

### Intelligence Mining

Analyse your organisation's data lakes for actionable intelligence and valuable insights. Reveal finds things that would rather stay hidden, seeing through code names and other obfuscations to get right to the high value data faster than any other data analytics platform on the planet.

### **Communication Compliance**

Reveal can empower your compliance team to quickly and efficiently analyse communication content for potential policy violations and legal risk. Our data visualizations, transparent concept search and machine learning technology can

expedite the identification of compliance issues while suppressing the communication noise.

## **Global Footprint**

We understand that flexibility is key. Reveal is available to our clients in a SaaS environment, on-premises, or in a hybrid model, depending on your use case.

For those spinning up instances around the globe, our SaaS instances are an ideal solution. We provide the ability to quickly and automatically offload data to secure, less expensive cloud storage, reducing your data storage hosting fees.

Today, we can quickly spin up Reveal instances in 24 regions across six continents.

Owned/Supplied by :	Reveal
Used by :	Reveal

#### 8.2.61 Servient

#### Servient – Processing, Analytics, Document Review and Production Platform

Servient is a powerful eDiscovery platform that was designed and architected for the cloud, incorporating the most advanced software available to provide a truly scalable experience.

Built on AWS (Amazon Web Services), users will benefit from the vast scalability, redundancy, and international availability of the AWS cloud, meaning that data can not only be processed in extremely fast time scales, but also within the region in which it was created (very useful for certain projects, and with GDPR in mind).



The Servient dashboard gives quick access to the main aspects of the system:

**Processing** is fast and comprehensive, but designed with 'self service' in mind. Users, without any assistance from Servient, can process any amount of data securely. Of course, if you would like some assistance, Servient is glad to help with any processing job.

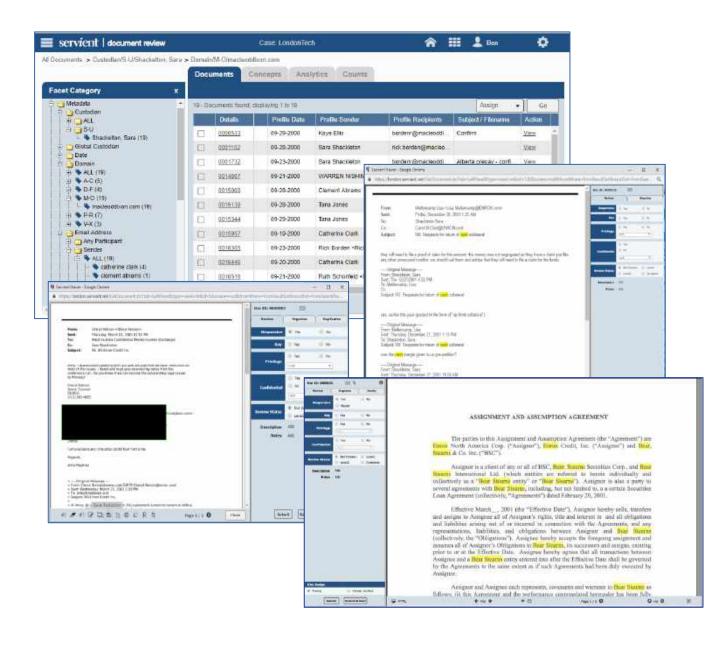
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Searching is provided for by both 'Standard' and 'Analytic' methods

- <u>Standard</u> searching & Filtering Keywords, phrases, date range, format, custodian, boolean etc
- <u>Analytical</u> searching Advanced Technologies such as Continuous Active Learning (Technology Assisted Review / Predictive Coding), concept searching, clustering, email threading



**Document Review** is easily set up in Servient, whether for small straightforward cases or for multi-level reviews. Batching of documents to the reviewers is automatic, faceting allows for point & click searching, up to the second reporting, and allows the legal team to begin work immediately. The coding/tagging panels are easily modified to fit your matter requirements or customisable to match your internal corporate systems.



**Reporting, Analysis and Productions** are easily managed through a series of easy to use dashboards, allowing your team to quickly see what has taken place during each stage of the review. In addition, Servient has a full slate of Quality Control dashboards that tracks each reviewer, how many documents they have reviewed, and most importantly, how accurate they are.

We then allow the manager to check the documents that the reviewers have coded incorrectly. In addition, Servient provides Sampling Dashboards to validate the quality of the review. The Production template provides easy to follow instructions to allow for the quick completion of your productions.

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The Servient system is designed to allow legal reviewers to quickly navigate through the matter documentation, but importantly is also designed to allow team leaders (or litigation support, knowledge lawyer, PSL) to take control of all aspects of the system as required, without the need for long and time-consuming training, giving the legal team full flexibility and control of the matter workflow.

The Servient system is designed to be faster, more accurate and less expensive than any other system on the market

Owned/Supplied by :	Servient
Used by :	Linklaters, Servient.

#### 8.2.62 Sightline (From Consilio)

Sightline is a secure, web-based document review platform designed and built by Consilio's in-house development team to meet the challenges of complex eDisclosure exercises. Sightline is hosted in Consilio data centres across the globe to aid compliance with local data privacy restrictions.

The platform supports both small and large scale document review exercises and offers a range of features designed to simplify and speed up the review process, by as much as 40% (as measured in empirical tests by Consilio)\*. Sightline's automated optimised sorting of records, leverage of analytics, intuitive and customisable review interfaces, and automated workflow-management tools all improve review speeds over other software.

Users have the ability to perform simple or complex searches, create tags and folders, apply redactions, highlights, reviewer remarks and comments to documents, and select groups of documents for review and production. Sightline allows searching and review of electronic documents in any language.

Using dynamic visuals such as widgets, dashboards, timelines and enhanced statistics, review managers can gauge resource requirements, monitor review progress, track reviewer productivity and adjust workflow to meet deadlines - all of which can be automatically sent to selected email addresses as scheduled reports.

Consilio maintains multiple Best in Service Blue™ data centres in Europe.

#### Analytics, Artificial Intelligence and Technology Assisted Review

Provided as standard (at no extra charge) with every matter hosted in Sightline, its advanced analytical technology identifies near-duplicate and conceptually similar documents, generates email threads and communication maps, provides concept searching, clustering and categorisation, and leverages artificial intelligence to enable lawyers to prioritise and review documents more efficiently..

Consilio also offers clients a fully supported predictive coding solution as a cost- and time-efficient alternative to manual human review. The technology can create and optimise multiple predictive coding models concurrently within the same review process, thus allowing more granular and/or issue based review. Each predictive model (tag specific) is independent of any others; thus each document will receive a probability score from each predictive model generated. The technology also handles sets of documents in multiple languages without the need to create separate workflows. Consilio project managers support clients throughout each stage of the predictive coding process ensuring that results are defensible and repeatable.

#### **Enhanced Audio Review in Sightline**

Sightline fully integrates Nexidia's world-leading, patented phonetic indexing and search technology to allow the searching, review and redacting of audio files, such as telephone conversations, in the same platform as the rest of the review material. This streamlined one system approach delivers dramatic improvements in accuracy and the opportunity for significant cost reduction.

Owned/Supplied by :	Consilio
Used by :	Consilio

#### 8.2.63 SPEKTOR Suite

#### SPEKTOR<sup>®</sup> Forensic Intelligence

A fully integrated hardware and software solution that enables non-technical first responders and litigation support teams to perform the following tasks quickly and safely:

#### DATA ACQUISITION

- Collect, forensically preserve & analyses data from computers (PC, MAC, Linux)
   , hard disks, removable media, cell phones, Sat phones , GPS and tablet devices
- Creates forensic images in dd, ENCASE®, FTK®, SMART® formats
- Live incident response including volatile data preservation on Windows (32bit and 64bit)
- Process driven, touch screen interface. Fully audited. Forensically & evidentially sound.
- Collect from "running" and "powered off" systems. Collect live and deleted data
- Quickly create and store unlimited re-usable collection profiles using our unique 6 step profile wizard.
- Collect data based on file dates, types and/or content using powerful signature analysis
- Allow remote data custodians to preserve their own data using secure collector technology
- Simultaneous collections from an unlimited number of devices
- Everything in one box all hardware, software, accessories and peripherals are included.

#### DATA ANALYSIS

- Auto-analysis and easy review of email, images, documents, movies, audio, system registry, browser activity, social media, chat, IRC, volatile network data, recent activity, system users, attached device history, installed software, network configurations.
- Recovers online chat and web browsing account details including passwords, online search term history, file transfers. Reconstructs webpages visited by users.
- Very powerful filtering and sorting using a simple interface find interesting data faster
- Instant keyword searching: Full indexing of file names, paths, file content and file metadata.
- o Instantly locates valid bank card numbers found in any collected data
- o Store unlimited keyword lists with unlimited number of keywords
- o Search in multiple languages using keyword lists or the onscreen keyboard
- Find known files using unlimited hash values every collected file is hashed with MD5 & SHA1
- Quickly import and store unlimited numbers of hash lists, each with unlimited number of hashes

- Auto identifies high risk files such as those with incorrect or missing file extensions, encryption, steganography and known indecent images or terrorist materials
- Powerful reporting to PDF or HTML
- o Easily export to 3<sup>rd</sup> party review, visualisation and decision support platforms

SPEKTOR Forensic Intelligence software is supplied with all the required hardware and peripherals in a small rugged hand carry case ready for instant deployment.

#### SPEKTOR<sup>®</sup> Drive

The Pocket Forensic Lab<sup>™</sup> - The same outstanding capabilities as SPEKTOR<sup>®</sup> Forensic Intelligence<sup>\*</sup> on a bootable thumb drive that runs on any compatible PC platform, temporarily turning it into a powerful forensic workstation. An invaluable pocket sized incident response tool for compliance, e-discovery and security professionals.

\* excludes the mobile phone module

Owned/Supplied by :	ETL
Used by :	ETL

#### 8.2.64 SullivanStrickler Software

SullivanStrickler's proprietary technology and workflows are custom, scalable and market driven. They accelerate time-to-data, provide unparalleled access and data intelligence, and eliminate both cost and risk. Take command of your data with the only Legacy Data tools of their kind.

**TRACS** – (Tape Restore & Cataloguing System) our software can scan, catalogue, and restore files from the legacy backup tapes without the original software. Extensively used for Legacy Media consolidation and migration projects. TRACS makes use of data handlers, which are Dynamic Link Libraries (DLLs) created to translate the native backup software that originally wrote the data to the tape. The same handlers which translate data from tapes also create 3 types of tape container formats (TMF, TDF or TSF), which allow for consolidation of legacy media, reducing our client's stored tapes and shrinking their physical storage requirements.

**INVENIRE** – Our secure web-based portal hosts metadata from various backup environments. There are 3 databases behind Invenire that host file level metadata, backup session level metadata, and mailbox level metadata. The metadata is imported into Invenire in real-time from either backup tapes scanned by TRACS, logs produced by Forensic imaging software, or by importing directly from the backup software database. Metadata can be custom created but typically, file path, filename, file extension, file size and M/A/C dates are imported to Invenire along with backup session name, policies and dates. Often used when the client wants immediate insight into what files are available on a set of tapes for a potential discovery request. When clients wish to retire an entire backup environment, Invenire is used as the portal to available data once created and managed by the retired environment, thereby potentially saving six-to-seven figure sums of money in legacy licensing fees.

**LEAR** - Legacy Email Archive Repository (LEAR) a web-based portal to a Private Cloud hosted application. It's a depository for email archives with features to enable ECA (Early Case Assessment) functionality on email data. Users, Matters, Custodians, & Collections are custom organized on the platform by the user and then searches and culls of data performed by filters that include search terms (with proximity), date/time, attachment types, size and more. Data can be ingested to LEAR, either on the application itself via the web, or if archives are much larger, our engineers will ingest the data locally. Messages can be de-duplicated, filtered, and the target output created and saved as a custom PST, Zip file, or Relativity Load File. As clients migrate to Office365, LEAR is a cost effective, feature rich way to host legacy platforms which need not be imported into Office365, such as SourceOne, Barracuda, Enterprise Vault, and others. Filtered outputs enable more responsive data sets to be used on a review platform of choice further reducing costs.

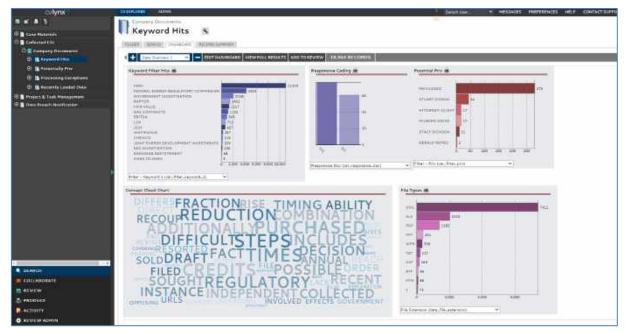
Owned/Supplied by :	SullivanStrickler
Used by :	SullivanStrickler

#### 8.2.65 TCDI Software Suite

Through their ClarVergence Suite (CV Suite), TCDI has created three applications that form the core of their eDiscovery technology offerings. These platforms have the ability to scale up and down, in order to support all litigation needs. For large matters, TCDI created CVLynx® nearly 20 years ago, which supports both case management and eDiscovery. For smaller cases, TCDI's clients can use CVFox®. CVLynx, is designed for large-scale, complex litigation and CVFox, is designed for the small to mid-tier corporations and law firms. CVOnyx®, which has been TCDI's proprietary processing platform since 2009, is used on the backend to perform culling, processing and data preparation for loading to CVLynx or CVFox.

CVLynx is a product of TCDI development, which allows them to customize their flagship product to meet client needs. TCDI focuses on continuous process improvement throughout their development of CVLynx resulting in continual reinvention of strategies to help clients decrease risk during cases, control and predict budgets and ultimately put the focus back on their core business. CVLynx offers counsel across multiple firms and locations the ability to compile, review, research and collaborate in a highly secure, web-based environment. Users have access to a highly customizable central repository that can handle individually unique data and file collection requirements. With CVLynx, TCDI becomes an extension of their clients' litigation support and document production teams.





CVFox, which has the same power as TCDI's flagship product, combines data processing, early case assessment, review and productions into a single, simplified SaaS solution. It is scalable and adaptable, making it sensitive to ever-changing litigation and project needs, allowing users to add new projects or build databases with the click of the button. Due to the minimal setup and training needed in CVFox, users are able to start processing and reviewing data within hours. Once logged in to CVFox users can upload their own data via a drag-and-drop interface that allows for a seamless transition from data processing to early case assessment, review and production, all within one consolidated platform. With CVFox, organizations of all sizes have the comfort of predictable pricing combined the capability to build simple and complex workflows in an easy-to-use solution. CVFox allows administrators immediate insight into their projects with customizable reporting, collaboration tools and powerful visualizations that save time and increase efficiency.

Owned/Supplied by :	TCDI
Used by :	TCDI

#### 8.2.67 TransCEND (a TransPerfect Legal Solutions Company)

TransPerfect is the world's leading provider of language services and technology solutions. Our proprietary legal exchange platform, TransCEND, enables firms to share files in a completely secure environment. Offering the industry's fastest repository creation, 24/7/365 support, and multijurisdictional hosting capabilities, TransPerfect is a trusted partner for every Am Law 200 and Global 100 law firm, as well as the majority of Fortune 1000 corporate legal departments.

Some of the enhanced features that we provide:

- Increased Security Most secure platform on the market with SSAE 16 SOC 2 hosting, advanced intrusion detection, multi-factor authentication and IP filtering capabilities
- Document Protection Industry leading Information Rights Management (IRM) capabilities that can disable screenshots, copy & paste, snipping, printing and downloading
- Business Rules Engine Ability to create custom business logic that can be triggered based on metadata coded for documents, providing contract management capabilities
- Automated Version Control Ability to check-in/out documents and utilize Open-In-Office protocols to edit and version Microsoft Office files directly through the application
- Custom Metadata Fields Fully keyword searchable dropdown menus, radio buttons, check boxes, calendaring options and text fields associated with individual documents
- Multilingual User Interface Stakeholders from different regions can review the user interface in their own languages which increases usability for non-native English speakers
- Simplified Invite Process Bulk invitations can be sent from the system to all the authorized parties simply by copying & pasting recipients' email addresses into our system
- Built-in Redaction Ability to black out, highlight or annotate text using our built-in redaction system and grant users access to native documents or the redacted versions
- Usage Activity Reports Includes advanced features such as data filters and report previews. Export reports to the program of your choosing (CSV, XLS, DOC, PDF)
- Email Documents Documents can be emailed directly to the application index as attachments where they can be dragged and dropped into the appropriate folders
- Communicate Communicate important information to individuals, groups, or organizations through the secure email system and Q&A module directly from the workspace
- Advanced Search Ability to conduct Boolean & Lucene searches using custom operators and save both private & public search results to come back to them in the future

Security is Key:

- SSAE 16 SOC 2 Certified Hosting
- HTTPS Connection Running SSL Encryption
- Annual Audits and Penetration Tests

- Two Factor Authentication Process
- Multilingual User Interface and Support
- Document Encryption (Information Rights Management)
- Concurrent Login Restrictions
- Dynamically Watermarked Pages
- Inactivity Logout Timer
- Fast and Secure Scanning of All Documentation

Owned/Supplied by :	TransPerfect Legal Solutions
Used by :	TransPerfect Legal Solutions

#### 8.2.68 TSD Relativity Product Suite

# **Max**Billing

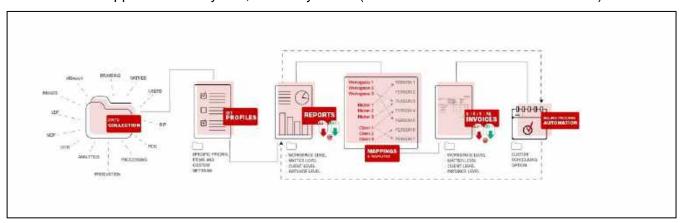
You are a law firm, service provider, or corporation which deals with recurrent bills and faces a number of challenges including manual repetitive and time-consuming tasks, charging, and invoicing for various billing metrics, managing data usage, costs, and discounts, quantifying data in your environment to measure ROI, and others. Does your billing software provide an integrated all-in-one solution for managing your billing operations, reporting, and invoicing in the most efficient way?

Simplify your recurring billing operations with MaxBilling – an all-in-one billing solution which helps you automate the billing and invoicing processes in Relativity, saving you countless hours by eliminating manual error-prone data and tasks.

Now you can address the majority of your billing problems in an easy and cost-effective manner.

#### MaxBilling main features and functionality:

- Ability to manage the entire billing information within one profile by using different pricing types
- Threshold (tiered) pricing functionality
- Various billing categories out of the box: Case Rollup, Case Flow, Users, Analytics, Processing, Custom Tasks
- Automatic report & invoice generation with custom schedule options
- Custom and recurring billing periods for your periodic incremental usage checkins
- Single- and multi-client reports and invoices on Instance, Workspace, Matter and Client level
- Available reports in PDF and Excel formats
- Collection of peak values for various items usage
- Customizable invoices based on mappings and templates
- Report data widgets allowing quick review and analysis of the report information on an Instance, Client, Matter, or Workspace level
- Customer Code capability unlocking a specific custom functionality in the app, which is available to one client only



• Supports RelativityOne, Relativity 10.2+ (lower versions available on-demand)

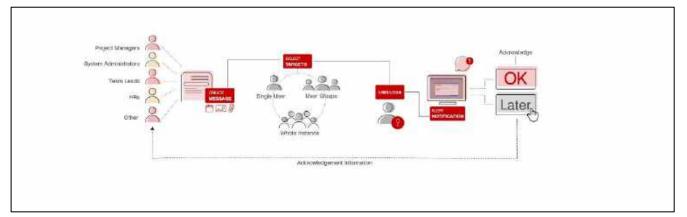
## Max essage

If you are a project or case manager, you know how complex discovery projects can be. Case strategy and more can change at a moment's notice – and these changes need to be communicated at the right time, to the right people.

MaxMessage streamlines communication across Relativity, making it easier than ever to get information to your teams. Compose rich-text messages, add attachments and schedule communications to be sent instantly or during specific time periods to different targets – individual users, a group of users, all users in a workspace, or all users in a Relativity instance. Track message acknowledgement and never ask yourself, "Did they get my email?" again.

#### MaxMessage main features and functionality:

- · Compatibility with Relativity 10.2 and above
- · Scheduling and sending rich-text messages to different targets
- · Attaching various files to messages
- · Ability to track message attachment downloads
- Receiving instant notifications/reminder popups anywhere in Relativity
- Access to Acknowledgment Message History
- Access to Inbound Message History
- Ability to download Acknowledgment Status Report in PDF file



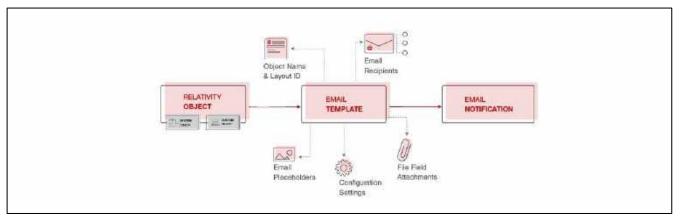
### EmaileventHandler

TSD's Email Event Handler is a Relativity-based application, that gives users the ability to send automated email notifications that notify selected recipients of edits or changes on a Relativity object.

If you are a Relativity user, you certainly know how essential it is to keep your team updated on any changes made to the current record. This is exactly why TSD launched its newest application – TSD Email Event Handler. It enables users to set up different custom email templates that can be attached to any Relativity layout. This improves the tracking of any changes saved for a specific Relativity object. Using the provided placeholders, users can easily choose which part of the layout should be added to the email body, which facilitates the process of notifying team members of any ongoing changes.

TSD Email Event Handler main features and functionality:

- Supports RelativityOne, Relativity 9.7 and above
- Custom email templates
- Custom email body placeholders
- Setting SMTP configurations Instance Settings and Secret Store supported
- Email History for each Relativity object, which is associated with an email template



Owned/Supplied by :	TSD Software Ltd
Used by :	TSD Software Ltd

#### 8.2.69 UFED Series

The UFED Series consists of Hardware and Software products providing professionals a set of effective tools to extract, decode, analyse and report of data from mobile devices. It covers the full range of data collection for investigative and eDiscovery purposes and is used by law enforcement and litigation support professionals worldwide.

<u>Cellebrite's UFED Touch and UFED4PC Ultimate</u> enable the most technologically advanced **extraction**, **decoding**, **analysis and reporting** of mobile data. It performs **physical**, **logical**, **file system and password extraction** of all data (even if deleted) from the widest range of devices including legacy and feature phones, smartphones, portable GPS devices, tablets and phones manufactured with Chinese chipsets.

With proprietary hardware, an integrated battery, an intuitive GUI and touch screen, the UFED Touch Ultimate speeds up the investigation process, meeting the demands of the mobile forensic industry.

**UFED 4PC Ultimate** is a versatile offering, that runs on existing hardware alongside other third-party software. It comes with a range of applications, invaluable for investigators to close cases faster:

- <u>UFED Physical Analyzer</u> The advanced application for decoding, analysis and reporting
- <u>UFED Phone Detective</u> For instant mobile phone identification
- <u>UFED Reader</u> Enables authorized personnel to share information with others

Highlights:

- Physical extraction from BlackBerry devices running OS 4-7. Exclusive decoding: BBM data, apps, emails, Bluetooth etc.
- Widest support for Apple devices running iOS3+.
- Physical extraction and decoding while bypassing pattern lock / password / PIN from Android devices including HTC, Motorola, Samsung Galaxy SIII family and more.
- Physical extraction from Nokia BB5 devices password extraction from selected devices.
- File system extraction from any device running Windows phone 7.5 and 8 including Nokia, HTC, Samsung, Huawei and ZTE.
- The most powerful solution for phones with Chinese chipsets.
- TomTom trip-log decryption, and data extraction from other portable GPS devices.
- Obtain existing and deleted data: apps, passwords, emails, call history, SMS, contacts, calendar, media files, geotags, location information, GPS fixes etc.
- Proprietary technology and boot loaders ensure forensically sound extractions.
- Frequent updates to ensure compatibility with new phones as they enter the market.

<u>Cellebrite's UFED Link Analysis</u> is a new application which immediately identifies and visualizes the connections and communication methods used between multiple mobile devices, based on data extraction reports.

**UFED Link Analysis** provides fast results for first responders and creates a bigger picture of any investigation:

- Reveal communication links between multiple mobile devices based on a rich data set: mutual contacts, calls, SMS, MMS, email messages, chats, application transactions, Bluetooth devices, locations and more.
- Understand how entities are connected by visualizing data from multiple devices.
- Visualize the communication directions between entities, pinpointing bidirectional and unidirectional communication.
- Discover if entities were at the same place at the same time.
- Drill down to specific events.
- Share your findings with other investigators.

Main Features:

- Entities analytics: Statistical data shows the frequency of communication and preferred communication methods.
- **Timeline:** Displaying a list of events in chronological order.
- Location analytics: Analyse multiple suspects locations on a single map.
- Mutual and all links graphs: View the suspects and the entities.
- Advanced filters: Filter data based on date and time, communication methods, location types and distance.
- Investigation data enrichment: Add data or pictures on entities in extractions.
- Advanced search: Search for information based on free text or several parameters.
- **Project and table search**: Text search on all data available in the project or table.
- **Report generation:** Customize reports containing detailed information and graphs.
- **Graph snapshot**: Save an image of the current view.
- **Project management**: Save the project information.
- **Suspect's data management:** Add data and pictures collected during the investigation.

Owned/Supplied by :	Cellebrite
Used by :	Cellebrite, FRA

#### 8.2.70 Viewpoint

#### VIEWPOINT FEATURES:

**Identification:** Viewpoint maintains the capability to access any machine connected to the network to identify, mark and copy files contained on file servers and other sources by file type, custodian, date of last access, date creation, system or key terms.

**Collection and Preservation:** The Viewpoint Collection and Preservation module allows users who have implemented Viewpoint within their own network infrastructure to perform active file collection and preservation. Through a simple point-and-click interface, corporations may filter by a number of parameters to collect and preserve electronically stored information, forensically copied and preserved directly into the Viewpoint's Evidence Repository.

**Evidence Repository:** Viewpoint's Evidence Repository preserves all data collected for every project throughout the lifecycle of the matter. All data is forensically maintained prior to filtering, culling or deduplication to provide an easily acceptable data warehouse that allows the legal team to repeatedly access evidence as refinement of the parameters in the case unfold. The ability for the legal team to easily "go back to the well" to further sample additional terms, concepts and other criteria is fully integrated with a robust reporting engine to display results of various "what if" scenarios.

**Pre-Processing:** The Viewpoint Pre-Processing solution enables clients to greatly reduce electronic data sizes at the earliest stages in the e-Discovery lifecycle. For a fraction of full processing costs, Viewpoint pre-processing will de-nist, de-dupe and even apply dynamic date filters to quickly cull large sets of data. By removing system files and unwanted documents before processing begins, Viewpoint will save you both time and money throughout the e-Discovery process

#### Viewpoint's unique pre-processing features include:

- Data cataloguing
- File extension filtering
- Fully recursive document level date/time filtering
- File type identification
- User-directed file folder removal
- MD5 Hash calculation NIST filtering, system file removal
- De-duplication

**Processing:** Viewpoint's lightning fast processing solution offers advanced capabilities to provide channel partners, corporations and law firms the ability to filter and process large volumes of data in a fraction of the time it would normally take. With our scalable technology, clients can begin to review and analyse data sooner, as well as perform analytics and data assessments early on in the case to assist in 26(f) planning and analysis before data is posted for review. Viewpoint Processing is the perfect solution for cutting back on burdensome review costs.

**Early Filtering:** Viewpoint's advanced early filtering capabilities allow users to apply one or any combination of available filters such as custodian, file type, date range, file size and many more. Early filtering greatly reduces unnecessary and costly processing and review. With a few quick and easy mouse clicks, users can apply custom filters to view only the results they're interested in.

**Systematic Deduplication:** Clients can avoid wasteful analysis and review time by de-duping within or across all custodians and sources. Viewpoint's intelligent de-dupe algorithm gives the administrator or user choices as the data moves through the

system into review. Additionally, one can always be assured that every document is tracked, saved and available for export by custodian for a completely defensible process.

**Multi-language support:** Full Unicode and double byte character support is included within the processing platform and currently supports 26 languages. All multi-language documents are fully supported for review, coding, indexing, searching, metadata filtering and production.

Viewpoint also includes:

- Data staging
- Recursive email and e-file container extraction
- Recursive embedded object extraction
- Metadata extraction
- Text extraction
- HTML creation
- Near duplicate identification
- Indexing all data using dtSearch<sup>™</sup> engine
- Strata Map (Heat Mapping)
- Visual Index & key term analysis
- File type (extension) analysis
- Email thread redundancy identification
- File validation confirming identity of file type
- TIFF generation
- OCR processing

**Viewpoint Assisted Review:** Viewpoint's technology-assisted review module is an integrated module within Viewpoint at no additional cost – cuts cost and time by automating review for document prioritization, QC enhancement or wholesale binary review. Viewpoint Assisted Review allows users to:

- Leverage it alongside Viewpoint's analytical tools to build the most efficient "seed" set and drive the most accurate review results
- Utilize it in combination with traditional culling techniques to further minimize the review population in a defensible manner
- Isolate the most highly relevant documents for ECA purposes in order to understand facts of the case early in the matter

**Analytics:** Viewpoint analytics are seamlessly integrated into your Viewpoint review workflow at no additional charge.

**Near Duplicate Review:** Eliminate redundant data to accelerate review speed and productivity. Using Near Dupe Similarity Viewer:

- Automatically group similar documents email, spreadsheets, text files and other electronic data for any number of custodians
- Review side-by-side version comparison and code individually or en masse
- Exclude non-relevant data from the review process early on to save time and costs

**Email redundancy and thread management:** Identify and group messages that are 100% contained in subsequent emails in the same thread with a redundancy algorithm that analyses the content of each message to ensure that previous versions of the same thread are contained within subsequent threads.

- Defensibly reduce data volumes by only reviewing the last email in the email thread
- Have 100% confidence that previous emails in a thread are included within the last email
- Identify where an email thread breaks down, and review the last email of the new thread
- Easily detect subject line changes, the addition or removal of correspondents, or where emails are missing all together
- Identify families across multiple custodians to ensure consistent treatment of each thread
- Code entire families at once, preventing inconsistencies across custodians or messages

**Relationship Analysis:** Identify the who, what and when of email communications between custodians with simple graphic visuals and maps.

- See spikes in communications between custodians early in a matter eliminating the review of unnecessary data later on
- Identify communications between known custodians and unknown parties to help you comply with discovery requirements
- Know who sent and received important documents within specific timeframes
- Understand communication patterns of interest among various custodians
- Dynamically group communications sent to various network domains (i.e., outside of the company)

**Concept Analyzer:** Search and visually cluster documents by concepts for one or more sources based on multiple criteria. Clustered concepts can be reviewed immediately, saved or made available to multiple users to access, review and code.

- Quickly identify important topics and groupings of related documents across and between concepts
- Prioritize review early on in a case and focus on what matters most right from the start
- Automatically cluster, search, group, merge, sort, save and print by concept
- Create a focused sampling of documents across the global data set when used in conjunction with Near Duplicate Identification

**Visual Index:** Get an in-depth look at your search term results – without running timeconsuming searches – using the powerful Visual Index search term refinement and document reduction feature.

- Easily identify and exclude false positives in a data set prior to building review assignments
- Reverse the functionality by selecting only the specific terms required for a search
- Generate a tree containing populated search results corresponding to each search term, with a listing of all wildcard and proximity search results

- Refine your original keyword list to generate more targeted and accurate search results using Spelling Suggestion
- Further refine search results by easily incorporating potentially useful terms gathered from the search index
- Easily modify your original search criteria and rebuild your views based on newly fetched search information generated

**Strata Map:** The Strata's functionality is used to identify and group documents based on user-specified document attributes. Strata's allows users to create multiple layers (or levels) of grouping to help them pinpoint documents for review/investigation or mass tagging.

**Review:** Viewpoint Review platform is the ideal linear review application. Containing advanced analytical features, Viewpoint Review allows users to perform simple document coding as well as mass coding among email threads or suggestive coding among near dupe families. By decreasing the amount of time it takes for review, clients can accelerate their litigation process while keeping costs low. Our leading-edge review tools include:

*Customizable Layout*: Viewpoint contains a series of customizable panels that may be located anywhere on the user's desktop and saved in accordance with the reviewer's own preference. Default settings may be controlled by the administrator and dual monitors are supported. Having a clean and manageable workspace will make the review process easier and more efficient.

*View Manager Search Preview:* Users can not only examine their search results prior to creating a document batch, but they can also ensure that their search and filter criteria were correctly enabled and exclude any false positive occurrences. Clients can also remove documents or add any relevant document not populated by their search.

*Native Viewer:* Users can review more than 400 documents types in their native format without having to open corresponding applications. This will cut down on review time, further lowering litigation costs.

*Suggestive Coding:* Users can significantly reduce their review time with Viewpoint's suggestive coding. One can instantly see similar documents across the entire database already coded by other reviewers. Where documents are not exact duplicates, Viewpoint's suggestive coding helps to eliminate conflicting coding and duplicate review of highly similar documents.

*Inline Redaction*: Our intelligent redaction tool can be used to trim parts of or entire documents. The "redact out" feature is useful for quickly and efficiently blacking out large areas by only having to select the small non-privileged parts. Users can redact 5,000 page Excel spreadsheets in literally seconds.

Keyword Filtering and Hit Highlighting: Upon populating one's keyword results, our dynamic filtering capabilities can be used to display documents containing one or more hits within the entire view. All search terms are clearly highlighted across any document type to help accelerate review time and keep litigation costs low.

**Production:** Lateral Data's Viewpoint Production Platform offers efficient document production features that are seamlessly integrated into our enterprise software suite. Lateral Data's production capabilities enable users to complete the entire electronic discovery process within our vertically integrated system. Viewpoint enables users to manage both outbound and inbound productions in one centralized location. Our advanced production features include:

*Native and TIFF Production:* Documents can be produced in native, TIFF or other image based formats. All industry standard delivery formats are supported by our flexible production capabilities. Duplicates may be reloaded into productions or suppressed and flagged. Additionally, many customizable delivery features allow users to accomplish the most complicated requirements.

*Categorized production folders:* Clients will stay organized and efficient by producing and storing documents in the same folder sets utilized during review.

*Rolling Production:* With rolling production, users can easily produce data on a rolling basis throughout the entire e-Discovery process. Deliveries and all included metadata may be viewed prior to and after actual production within Viewpoint's production module, ensuring that users have complete control over their data.

*Production Security:* Once data is produced, users can instantly lock all review folders and documents to preserve coding integrity and prevent others from making changes to delivered data.

**Case Management:** Lateral Data's Viewpoint Case Management includes the integrated View Manager for creating and editing document batches and assignments as well as a sophisticated dashboard for selecting projects and viewing project analytics. With Viewpoint's case management, one can monitor the progress of each case and can be assured that time constraints are being met. Lateral Data's case management features include:

*Viewpoint View Manager*. This is the central searching, filtering and project lifecycle console for project managers and reviewers during all phases of the review process. Project managers can use the View Manager to completely automate the creation or editing of unlimited document batches and assignments simultaneously based on one or more search criteria and/or filters.

*User Management:* Project managers can use the View Manager to enable, disable or modify user accounts and settings. Specific roles can be set up to allow secure access to only certain folders or features.

Activity Logs: Clients can monitor their reviewer's activity with our dynamic activity log system. All actions such as login, logout, searching and coding can be monitored. By eyeing a team's progress, project managers will be aware whether or not their team is achieving maximum efficiency.

*Viewpoint Dashboard:* Our graphical user interface is useful for simplifying administration and providing statistics for predictive reporting, deadline compliance, resource quantification, end-user productivity, coding statistics and other detailed reporting required to successfully manage a project.

Owned/Supplied by :	Conduent
Used by :	LDM Global, QuisLex, Conduent

#### 8.2.71 XBundle Software

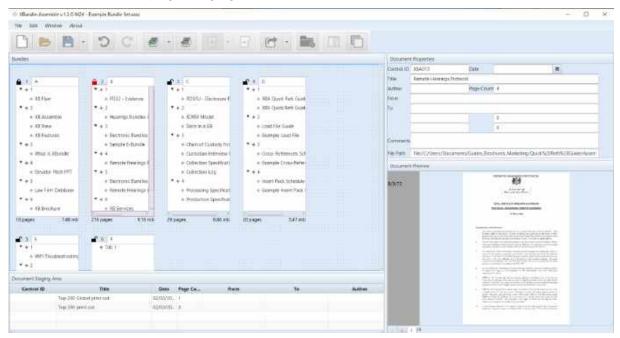
#### XBundle::Assemble

XBundle::Assemble is a bundling solution designed to help legal teams produce high quality, professional document bundles.

The bundles are designed around a virtual lever-arch file concept, ensuring suitability for electronic and/or print distribution.

The features of XBundle::Assemble include:

- Creating bundles that perfectly adhere to court division requirements and are easy to navigate.
- Using simple drag-and-drop technology to build bundles quickly and efficiently.
- Saving time with dynamic cross-references that automatically update when you add new documents to your bundle – you only need to create cross-references once.
- Exporting PDFs with embedded native file types (e.g. video, audio, Excel, CAD) as hyperlinks. You can open these files within your PDF without having to download them, so you don't need separate copies of every document.
- Automatic page ranging, including suffixing of insert packs.
- ✤ A Native Excel viewer displays cell contents without the ability to alter them.
- Automatically generated covers, spines and inside labels for print bundles, complete with full case details.
- Automatically generated custom indices with the metadata fields of your choice, complete with page ranging.



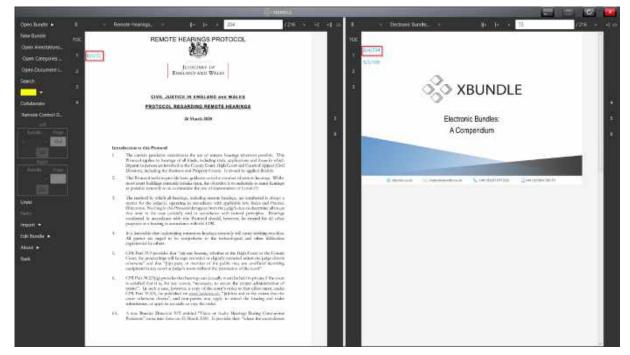
#### XBundle::View

XBundle::View is an electronic trial presentation solution which mimics paper bundles (and can be used seamlessly in parallel with a print bundle set) and works effortlessly in a court room or in remote hearings.

XBundle::View is built around a widescreen concept that allows the viewing of two A4 pages side-by-side on a single screen with no need to zoom or scroll, enabling the effortless reading of separate bundle pages or the comparison of documents.

The features of XBundle::View include:

- Opening as many document windows as you like as floating windows, meaning you can have more than just two pages open at any given time.
- Incorporating full keyword searching with highlighting.
- Sharing comments on documents in a secure environment.
- Remote control, which ensures that everyone is one the same page at the same time.
- Creating cross-references on the fly.
- A Native Excel viewer, which displays cell contents without the ability to change them.
- Playing audio and video from within the solution with no need to open separate windows.



XBundle:: Assemble and XBundle::View are available on a fully managed basis at an attractive fixed price per bundle and on a fixed price per hearing day with unlimited user access included.

Owned/Supplied by :	XBundle
Used by :	A number of clients.

#### 8.2.72 <u>ZyLAB</u>

#### ZyLAB - the Smart eDiscovery platform

Manage your eDiscovery investigation end-to-end in a user-friendly platform. ZyLAB is packed with artificial intelligence to help you automate routine eDiscovery work and provide richer insights from your dataset.

#### Legal Hold – automate and scale legal hold processes

Manage and automate communication with a large number of custodians in your cases. Template your messaging (emails) and questionnaires, and automatically send reminders if custodians are not responding. Legal Hold Reporting provides a clear overview of custodians that have responded to your hold requests, holds per custodian, holds per attorney, and overall status of all legal holds.

#### **Collection - Collect and upload data seamlessly**

Our upload environment supports all file formats you can imagine, with native support for 600+ electronic file formats. Direct connectivity with various online repositories, including Microsoft 365, Google and Social Media, make collecting and importing data a breeze.

#### Data processing - Turn data into structured data

ZyLAB's native processing engine allows for data processing without exporting or importing data to or from other tools. The data processing module is scalable, allowing it to seamlessly handle terabytes of cloud-based data. Unpack, enrich and analyse virtually every data file type, and handle older documents with 4-way OCR. Auto-translate documents, audio and video to up to 700 languages.

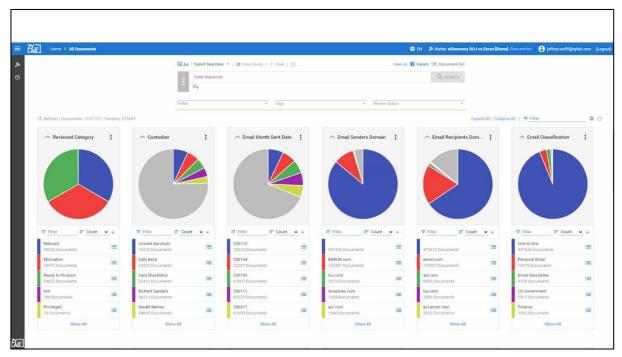
#### Data culling - Remove irrelevant documents

Every dataset has irrelevant documents, like duplicate emails or system log files. Outdated Information Governance policies may lead to the collection of aged junk files, clouding your dataset. ZyLAB's advanced culling capabilities, based on keywords or concept search

on a processed dataset, allows you to cull irrelevant data down in a safe and defensible manner.

#### Early Data Assessment

Facet overview provides an easy-to-navigate and complete overview of your data. Weed out documents that are not relevant or most relevant for further review. Autoclassification functionality automatically organizes data, saving you precious time. Concept (entity) search provides a quick overview of all entities found, informing your case strategy.



#### **Powerful Search**

Every investigation is unique and requires different ways to search your data. ZyLAB enables you to choose from 4 different search methods: simple keyword search, batch search, advanced search queries (patterns, quorum and fuzzy search) and concept (entity search). Choose you the method that best suits your investigative strategy.

#### Topic modelling - Better data intelligence

Uncover the unknown patterns, codewords and anomalies in your data. When you're not sure what topics to zoom in on, and want to get an overview of the topics in your dataset, Topic Modelling is the way to go. A Topic Wheel is presented with categories found in your dataset, allowing you to zoom in and out quickly and find topics for further investigation.

#### AI - Assisted Review - Accelerate search and QC

If you've found relevant documents in your data, use AI - Assisted Review to find more documents with similar content. Within a few review rounds, the AI - Assisted Review finds each and every relevant document in your dataset. Accelerate search or perform quality control during your investigation, to find out if any relevant documents were missed. AI - Assisted Review works with highly unbalanced datasets.

#### **Review - Maximize your review efficiency**

Document review is one the most time-consuming parts of any data investigation. Maximize your document review efficiency with a user-friendly document review pane, with options like tagging, near-duplicate detection, reviewer remarks, audit trials, entity navigation, audio/video transcription and document (family) navigation neatly grouped.

#### **Redaction - Protect sensitive data**

Redactions can be done manually, by dragging and dropping a pane over the sensitive data, or automatically based on a search. In pre-production, you can hover over redaction panes to review the data underneath. During automated redaction, choose from a library of predefined queries, such as names, emails, locations, bank account numbers, or create your own query. Choose from full anonymization with blacklining or pseudonymize with numbers or characters.

#### **Production - Export your evidence**

Finalize your investigation by producing the relevant documents. Assign bates numbers to images to ensure that you have consistent, gap-free sequences of evidence. Automatically created an index of the documents being produced, so other parties can easily import into their database and view, search and filter, and permanently redact *Personal Identifiable Information* or *Personal Health Information*.

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#### 8.2.73 Zylpha Solutions

#### **Software Information**

#### Electronic Document (Court) Bundling

Lawyers are great problem solvers. They are great thinkers. They do highly stressful work that is nuanced and is based in 'the grey' rather than the black and white world that most of us live in. Their reputation is gained and lost through the direct result of their successes and failures. All whilst dealing with ever increasing pressures from clients, the profession and even society as a whole.

Thing is, if you ask any lawyer what their main headaches are, preparing bundles will be on the list, and we find that it's the number one administrative problem affecting lawyers today.

It's easy to understand why, as bundles are expensive to produce. They typically contain sensitive information that you don't want to lose, take a vast amount of time to prepare and are often produced at the last minute - making them very stressful. Bundles take hours to assemble; that's time tied up in something that is very administrative and means you can't work on any other case.

Put simply, it's inefficient, expensive, time consuming and stressful.

Imagine spending half of your day photocopying, sorting documents into ring binders and handwriting page numbers. Knowing that your inbox is going unattended. That the phone won't stop ringing. That your clients who you have worked tirelessly for aren't getting the updates they so deservedly need because you must photocopy some documents which didn't print properly the first time around.

On top of that you've been hogging the photocopier so no one else can use it. Your colleagues are having to cover the phones whilst you prepare the bundle, and you're probably working through your lunch and staying late for those last-minute additions that never take just five minutes as everyone promises.

Simply put, it's a time-consuming administrative task that everyone really hates doing.

We know all of this because we've done it ourselves. We've spent hours in front of the photocopier, we've hand typed spine labels, we've got the scratches and scrapes from having to use 'that' ring binder that doesn't close properly.

That's why over 12 years ago we wrote the first version of our software. To make it easy for all lawyers and legal professionals regardless of the type of work they did, or the size of the firm they worked for, to be able to produce bundles in minutes.

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#### ANNEX A - TECHNICAL GLOSSARY

**ACTIVE OR LIVE DATA**: Information residing on a computer's hard drive or servers which is readily visible to users (e.g. a document, spreadsheet or an e-mail).

**ALGORITHM**: A detailed formula or set of steps for solving a particular problem (e.g. searching for relevant electronic documents, such as, MDS# or SHA-1#)).

**APPLICATION**: A collection of one or more related software programmes that allow a user to enter, store, view, change or extract information from files or databases (e.g. Word, Excel and Microsoft Office). Also referred to as "programmes" or "software".

**ARCHITECTURE**: Hardware and/or software comprising a computer system or network.

**ARCHIVAL DATA**: Information that is not directly accessible to the user of a computer system but is data that the organisation maintains for long term storage and record keeping purposes (e.g. backup data).

**ATTACHMENT**: A record or file associated with another record for the purposes of retention or transfer. The attachment is commonly referred to as the "child" with the record it is attached to as the "parent". If the attachment itself has an attachment this would be a "grandchild" and so on. A synonym is an **ATTACHED DOCUMENT**, which means a Document attached to, or embedded in, a **HOST DOCUMENT**.

**AUDIT TRAIL**: Information about where data has been, in whose possession and why, held in sufficient detail so as to allow the reconstruction of that activity.

**AUTHOR**: The person, office or designated person responsible for a document's creation or issuance. Also referred to as "originator".

**BACKUP DATA**: A copy of data created as a precaution against the loss or damage of the original data. Backup data is information that is not presently in use by an organisation and is routinely stored separately upon portable media, to free up space and permit data recovery in the event of disaster. Backup data can be incremental (where only new data is saved) or complete (where all data is saved).

**BACKUP TAPE RECYCLING**: The process whereby an organisation's backup tapes are overwritten with new backup data, usually on a fixed schedule (e.g. the use of nightly backup tapes for each day of the week with a daily backup tape for a particular day being overwritten on the same day the following week; weekly and monthly backups being stored offsite for a specified period of time before being placed back in rotation).

**BATES NUMBERING**: is used in the legal, medical, and business fields to place identifying numbers and/or date/time-marks on images and documents as they are scanned or processed, for example, during the discovery stage of preparations for trial or identifying business receipts. Bates stamping can be used to mark and identify images with copyrights by putting a company name, logo and/or legal copyright on them. This process provides identification, protection, and automatic consecutive numbering of the images. The process is named after the late 19th century inventor Edwin G. Bates of New York City.

BYTE: The basic measurement of most computer data.

**CD-ROM (CD READ ONLY MEMORY):** Data storage medium that uses compact discs to store about 1,500 floppy discs worth of data, that is, approximately 55,000 pages. Variations include CD-Rs (CD Recordable) and CD-RWs (CD Re-Writable).

**CLUSTERING**: Functionality whereby ESI containing similar content is grouped together by the software without human intervention. Results might be shown in a pictorial manner with items of ESI "clustered" together, or by folders of similar documents.

**COMPRESSION**: The reduction of the size of a file to save storage space. "Compression ratio" is the ratio of the size of an uncompressed file to a compressed file.

**COMPUTER ASSISTED REVIEW (CAR)**: Also known as Technology Assisted Review **(TAR)**. A process of having computer software electronically classify documents based on input from expert reviewers, in an effort to expedite the organization and prioritization of the document collection. The computer classification may include broad topics pertaining to discovery responsiveness, privilege, and other designated issues. Also see: Predictive Coding.

**COMPUTER ASSISTED REVIEW REFERENCE MODEL (CARRM)**: Model used to show stages of process of Computer Assisted review (CAR).

**COMPUTER FORENSICS**: The use of specialised techniques for recovery, authentication, and analysis of electronic data.

CSV FILE: A computer file containing a list of values separated by a comma or other delimiter.

**CUSTODIAN**: Person having control of a network, computer or specific electronic folder.

**DAT (DIGITAL AUDIO TAPE)**: A high capacity storage medium. Used in some backup systems.

**DATA MAP**: A written description (possibly with a diagram or two) of where the client's data sources are.

Data sampling: See Sampling.

**DE-DUPLICATION**: The process of identifying and removing duplicate Documents from a collection of Documents so that only one unique copy of each document remains. A cryptographic hash function such as the Message Digest algorithm 5 may be used to generate a digital fingerprint for an Electronic Document. The digital fingerprint of a Document can then be electronically compared against the digital fingerprint of any other Document to determine whether the Documents are exact duplicates. Deduplication may also be implemented by using a cryptographic hash function applied to a group of Documents.

**DELETED DATA**: Data that, in the past, existed on the computer as live data and which has been deleted by the computer system or end-user. Deleted data remains on storage media in whole or part until it is overwritten by on-going usage or "wiped" with a software program specifically designed to remove deleted data. Even after the data itself has been wiped, directory entries, pointers, or other metadata relating to the deleted data may remain on the computer.

**DELETION**: The process whereby data is removed from active files and other data storage structures on computers and rendered inaccessible except by using special data recovery tools designed to recover deleted data.

**DISC (DISK)**: It may be a floppy disk, or it may be a hard disk. Either way, it is a magnetic storage medium on which data is digitally stored.

DISCLOSURE DATA: Data relating to disclosed Documents, including for example the type of document, the date of the document, the names of the author/sender and the recipient, and the party disclosing the document. See OBJECTIVE and SUBJECTIVE CODING. Normally only OBJECTIVE CODING is disclosed with documents.

**DISTRIBUTED DATA**: Information belonging to an organisation which resides on portable media and non-local devices such as remote offices, home computers, laptop computers, personal digital assistants (PDA's), wireless communication

devices (e.g. Blackberry) and internet repositories (such as email hosted by internet service provider or portals and web sites).

DOCUMENT: Anything in which information of any description is recorded (see CPR Rule 31.4). It includes all ESI.

**DOCUMENT CODING**: The process of identifying and recording case-relevant information (e.g. author, date authored, date sent, recipient, date opened, etc.) from a document. Can be automated or manual. Also referred to as **INDEXING**. See also **OBJECTIVE CODING** and **SUBJECTIVE CODING**.

**DOCUMENT MANAGEMENT:** The manual and automated processes for the management of documents during the course of proceedings, including the identification, preservation, collection, processing, analysis, review, production and exchange of documents.

**DVD (DIGITAL VIDEO DISC OR DIGITAL VERSATILE DISC)**: Data storage medium, like a compact disc, upon which data can be written and read. DVDs are faster, can hold more information, and can support more data formats than **CD**s.

**EARLY CASE ASSESSMENT (ECA)**: Also known as "**EARLY DATA ASSESSMENT**". Initial process in the EDRM approach whereby a large volume of data (normally emails and attachments) goes through various processes such as clustering, semantic analysis, and email threading to enable early decisions to be taken on the relevance of ESI.

**ELECTRONIC DATA DISCLOSURE (EDD)**: Also known as **EDISCLOSURE.** Process of disclosing ESI. Not to be confused with using electronic means to carry out the disclosure of images of paper documents or printed out emails, Word documents etc.

**ELECTRONIC DISCOVERY REFERENCE MODEL (EDRM)**: Model used to show stages of process of electronic discovery.

Electronic Document: see Electronically Stored Information (ESI).

ELECTRONIC IMAGE: an electronic representation of a paper document or Electronically Stored Information. An Electronic Image may be a SEARCHABLE IMAGE or an UNSEARCHABLE IMAGE. Examples are image PDF files and TIF (/TIFF) files.

ELECTRONIC STORAGE SYSTEM: A system or medium for retaining Electronically Stored Information.

**ELECTRONICALLY STORED INFORMATION (ESI)**: Electronic files on a computer such as emails, Word, Excel, PowerPoint, Adobe PDF documents. It includes (for example) e-mail and other electronic communications such as SMS and voicemail, word-processed documents and databases, and documents stored on portable devices such as memory sticks and mobile phones. In addition to documents that are readily accessible from computer systems and other electronic devices and media, it includes documents that are stored on servers and back-up systems and electronic documents that have been 'deleted'. It also includes **METADATA** and **EMBEDDED DATA**.

**EMAIL THREADING**: Software functionality that pulls together the various emails that make up a "thread of conversation" and display them in an easy to understand manner. The normal aim is have the final email in a chain readily identifiable so that all the secondary emails in the conversation can be read in one pass.

EMBEDDED DATA: Text or other information which is not typically visible to the user viewing the output display on screen or as a print-out. Examples of Embedded Data include spreadsheet formulae (which display as the result of the formula operation), hidden columns, externally or internally linked files (e.g., sound files in PowerPoint presentations), references to external files and content (e.g., hyperlinks to HTML files or URLs), references and fields (e.g., the field codes for an auto-numbered document),

and certain database information if the data is part of a database (e.g. a date field in a database will display as a formatted date, but its actual value is typically a long integer).

**ENCRYPTION**: Procedure whereby the contents of a message or file are scrambled or made unintelligible to anyone not authorised to use it.

FIELD: A section of data in a database, for example a field containing the date of a document.

**FILE SLACK SPACE**: A form of residual data, slack space is the amount of on-disk file space from the end of their logical record information to the end of the physical disk record. Slack space can contain information soft-deleted from the record, information from prior records stored at the same physical location as current records, metadata fragments and other information useful for forensic analysis of computer systems.

**FORENSIC COPY**: An extract copy of an entire physical storage medium (hard drive, CD-ROM, DVD, tape etc.). Also referred to as "mirror imaged copies", "imaging" and "disc mirroring".

FORMAT: The way in which Electronic Images and other documents are stored and made accessible.

**GIF (GRAPHIC INTERCHANGE FORMAT):** A computer compression format for pictures.

**GIGABYTE (GB):** A measure of computer data storage capacity and equivalent to a billion (1,000,000,000) bytes. Also referred to as a "gig".

**HARD DRIVE:** The primary storage unit on PCs, consisting of one or more magnetic media platters on which digital data can be written and erased magnetically.

HOST DOCUMENT: A Document with one or more ATTACHED DOCUMENTS. For example, an e-mail is a Host Document and any Documents attached to the e-mail are its Attached Documents.

Indexing: See Document Coding.

**INTERNET SERVICE PROVIDER (ISP)**: A business that provides access to the Internet.

**JPEG (JOINT PHOTOGRAPHIC EXPERTS GROUP):** An image compression standard for photographs.

**KEYWORD SEARCH:** A search for documents containing one or more words that are specified by a user. Normally conducted on **ELECTRONICALLY STORED INFORMATION**, but can also be carried out on **OCR TEXT**.

**KILOBYTE (KB):** A measure of computer data storage capacity and equivalent to a thousand (1,000) bytes.

**LEGACY DATA**: Information that has been created or stored by the use of software and/or hardware that has become obsolete or has been replaced ("Legacy Systems").

**LEGACY SYSTEMS:** Systems containing legacy data.

**LITIGATION HOLD**: An instruction issued as a result of current or anticipated litigation, audit investigation or other such matter that suspends the normal processing or disposal of records.

LITIGATION SUPPORT SOFTWARE/SYSTEM: Application that supports the process of litigation. In terms of the EDRM approach this stage occurs after the Early Case Assessment stage.

LOOSE DOCUMENT: An Electronic Document that is stored in its Native Form in a file system or directory system but not an email box. An email or document attached to an email, even if extracted from the email box in which it was originally stored, is not a

Loose Document.

MEDIA FREE SPACE: Unused space on storage media that is available for storage.

**MEGABYTE (MB):** A measure of computer data storage capacity and equivalent to a million (1,000,000) bytes. Also referred to as a "meg".

**METADATA:** Commonly described as "data about data". It is information that may describe, for example, how, when and by whom it was received, created, accessed, modified and how it is formatted. Some metadata, such as file date and sizes, can easily be seen by users. Other metadata can be hidden or embedded and is unavailable to computer users who are not technically adept. Metadata is generally not reproduced in full form when a document is printed.

**MIGRATED DATA**: Information that has been moved from one database or format to another.

**MIRROR IMAGE:** Used in computer forensic investigations and some electronic disclosure investigations, a mirror image is an exact bit-by-bit copy of a computer hard drive that ensures the operating system is not altered during the forensic examination. May also be referred to as "disc mirroring", or as a "forensic copy" or "imaged copy".

**MPEG (MOVING PICTURES EXPERT GROUP)**: An image compression standard for full motion video.

**NATIVE FORMAT:** An associated file structure for an electronic document defined by the original creating application. Viewing or searching documents in the native format may require the original application (for example, viewing a Microsoft Word document may require the Microsoft Word application).

**NETWORK**: A group of one or more computers and other devices connected together for the exchange and sharing of data and resources.

**OBJECTIVE CODING**: Coded information that can be derived from a document without any specific legal training. Normally comprises; Date, Estimated Date, Document Title, Document Type, From, To, Copyee. Objective coding is normally conducted by a vendor (often overseas to provide a cheaper service).

**OFF-LINE DATA**: The storage of electronic data outside the network in daily use that is only accessible through the off-line storage system.

**Optical Character Recognition ('OCR'):** means the computer-facilitated recognition of printed or written text characters in an Unsearchable Image

**OFF-LINE DATA**: The storage of electronic data outside the network in daily use that is only accessible through the off-line storage system.

ON LINE DATA: Electronic data stored on the network in daily use.

**PDF (PORTABLE DOCUMENT FORMAT)**: A common format for images of documents which enables documents to be displayed or printed a manner which preserves the formatting originally used by the author. A PDF file may be either a Searchable Image file or an Unsearchable Image file.

**PETABYTE (PB):** A petabyte is a measure of computer data storage capacity and equivalent to one quadrillion (1,000,000,000,000,000) bytes.

**PERSONAL DATA:** Information of a personal nature that must not be disclosed, such as medical records, salary, home addresses, relationship discussions, social security numbers, etc. Personal data is normally **REDACTED**.

**PREDICTIVE CODING:** Functionality that automatically codes records by conducting analysis on the ESI. The coding can encompass **OBJECTIVE** and **SUBJECTIVE CODING**.

Objective coding is usually a simpler process than the Subjective work which requires the software to be "seeded" with examples of relevant and/or Privilege documents. The application then "learns" what criteria it uses to arrive at the Subjective decisions and (once trained) will identify those documents and pass them to a user for confirmation on the coding calls. See also: **COMPUTER ASSISTED REVIEW REFERENCE MODEL (CARRM)**.

**PST (PERSONAL STORE):** The place where Microsoft Outlook stores its data (when Outlook is used without Microsoft Exchange Server). A PST file is created when a mail account is set up. Additional PST files can be created for backing up and archiving Outlook folders, messages, forms and files. The file extension given to PST files is .pst. Can be broken down into individual emails called .msg.

**RETENTION PERIOD:** The length of time a given records series must be kept, expressed as either a time period (e.g. four years), an event or action (e.g. audit), or a combination (e.g. six months after audit).

**REDACTION**: The process whereby sensitive information is hidden by rendering part of a document unreadable. It is sometimes referred to as 'Masking'. Redaction is typically used to render unreadable; confidential, privileged or personal data portions of an otherwise disclosable document.

**RESIDUAL DATA:** Data that is not active on a computer system (sometimes referred to as "Ambient Data"). Residual data includes (1) data found on media free space; (2) data found in file slack space; and (3) data within files that has functionally been deleted, in that it is not visible using the application with which the file was created, without use of undelete or special data recovery techniques.

**RESTORE:** To transfer data from a backup medium (such as tapes) to an on-line system, often for the purposes of recovery from a problem, failure, or disaster. Restoration of archival media is the transfer of data from an archival store to an on-line system for the purposes of processing (such as query, analysis, extraction or disposition of that data). Archival restoration of systems may require not only data restoration but also replication of the original hardware and software operating environment. Restoration of systems is often called "recovery".

**SAMPLING:** Usually (but not always) refers to the process of statistically testing a data set for the likelihood of relevant information. It can be a useful technique in addressing a number of issues relating to litigation, including decisions as to which repositories of data should be preserved and reviewed, and determinations of the validity and effectiveness of searches or other data extraction procedures. Sampling can be useful in providing information to the court about the relative cost burden versus benefit of requiring a party to review certain electronic records.

SEARCHABLE IMAGE: An ELECTRONIC IMAGE in which the text-based contents can be searched electronically.

**SEMANTIC ANALYSIS :** Method by which a number of products conduct clustering. Refers to the "automatic" identification of key words and concepts within a document so that there is a "spine" of a central concept, off which related groups of documents are clustered.

**SCANNING:** The process of converting a hard copy paper document into a digital image for use in a computer system. Often associated with the **OCR** process, as in "documents will be scanned and subject to an OCR process".

**SUBJECTIVE CODING**: Information held in a litigation support system about records (either paper or electronic). Subjective coding requires legal input and covers initial calls on Relevance, Privilege and Trade Secret as well as case specific issue and matter coding.

TECHNOLOGY ASSISTED REVIEW (TAR): See: Computer Assisted Review (CAR) and Predictive Coding.

**TERABYTE (TB)**: A measure of computer data storage capacity and equivalent to one trillion (1,000,000,000,000) bytes.

**TIF OR TIFF (TAGGED IMAGE FILE FORMAT):** One of the most widely supported file formats for storing bit-mapped images. Files in TIFF format often end with a .tiff extension. Other file formats include JPG and BMP.

Unattached Document: An Electronic Document without a Host Document.

**UNSEARCHABLE IMAGE:** An Electronic Image in which the text-based contents cannot be searched electronically.

#### ANNEX B – BLANK VENDOR FORM

The following form was distributed to all the vendors shown in the Guide. Should any organisation wish to be entered into future versions, please complete the document and submit it. There is no charge for inclusion in the Guide.

#### Vendor Information

Vendor Name		
Contact (name), phone number, email.	Logo here	
Address as a single line.		
Company Website.	1	
Company Deparintien		

**Company Description** 

Synoptic paragraph (or two) on the history of the company and its background, You might want to provide details on:

- When the company was founded, and its history.
- Size (both in personnel and financials) in the UK and overall.
- Focus of the organisation.
- Any particular individuals / specialisations you are known for.

But basically it's up to you. We will be trying to keep the Vendor pages to a relatively uniform size so reserve the right to trim your 14 page opus down to a few paragraphs.

#### Vendor Offerings

What services and software you provide. Mention software by name only, there is a separate section to describe it in detail. Don't want price lists or short term offers, this information will be in the document for at least a year. Don't just mention the software, explain (briefly) what you do with it in terms the layman can understand.

#### Sign off from organisation

Who in the organisation is providing the information and should be contacted over any issues. Will also be the person responsible for all text and factual content.

#### Software Information

Some software is owned and only provided by certain vendors, but other applications are used by a number of people, so we are splitting out the software into a separate section.

Again, please only about a page of information on each bit of software and what it does, less is good, but make sure you give enough detail so that users of the Guide can compare like with like. We reserve the right to take competing descriptions of the same application and use the one that seems to suits our needs best, but will show in the Guide all the vendors that supply that software.