Andrew Haslam

In conjunction with

eDisclosure Systems – Buyers Guide

2022 Edition

Always check the ComplexDiscovery website to make sure you have the latest version of this document.

Check [here](#).

Document Reference :

eDisclosure Systems - Buyers Guide 2022 V10_1.docx

Issue : 10.1   Dated 10 June 2022

DISCLAIMER

This Buying Guide is intended merely as a guide or review for readers when considering what products or services they may be interested in purchasing. Andrew Haslam does not make, and nothing in this Buying Guide is intended to constitute, any warranties, guarantees, representations or assurances about the accuracy of the information or content contained in this Buying Guide. Furthermore, Andrew Haslam does not make, and nothing in this Buying Guide is intended to constitute, any warranties, guarantees, representations or assurances about the nature or performance of the products or services appearing in the Buying Guide. Andrew Haslam is not affiliated with nor does he endorse the use of any particular product or service.

Any opinions expressed in this Guide are those of Andrew Haslam and do not reflect the opinions or policies of Squire Patton Boggs (UK) LLP.

TRADEMARKS / LOGOS

All Trademarks and Logos are the sole property of their organisations and their use here does not imply auditing or endorsement by any organisation or any of their member firms.

COMMENTS ON PREVIOUS EDITIONS

<u>Litigation Support Managers</u>

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

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

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

"I like your initiative and is something which I know would be of industry wide interest…."

"I've printed the Guide out in A5 format and I carry it with me wherever I go, it's so useful."

<u>Suppliers</u>

"The more I have an opportunity to study your report – the more I am impressed with the breadth and depth of the content. Thanks again for sharing the report. This is an excellent tool I have already shared with the executive team at….."

"Congratulations on compiling this. It looks like it was quite an undertaking – but the result is great document."

"I have just got back from holiday and saw the publication – excellent work."

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

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

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

FOREWORD (2022)

Welcome to the tenth edition of the Buyer's Guide to eDisclosure Systems. This will be the last version of the Guide in its current form. After a decade of using my spare time in the first half of the year to pull together this document, I'm moving away from the keyboard to spend more time with my wife and Grandchildren. Thank you to everyone who has contributed to the Guide over the years, it has been (mainly) fun.

When I first started drafting this I was going to reflect upon a world emerging from a global pandemic, events in Ukraine have overshadowed that perspective. The world is changing in a way not seen for decades, all we can do is try to look after those things that are within our control. If your area of focus is eDisclosure then it is hoped this Guide will prove useful.

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 5th 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 Civil Procedure Rules 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 here.

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 here.

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

Foreword to Edition 3 (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

DOCUMENT TITLE	eDisclosure Systems – Buyers Guide 2022

REFERENCE	ISSUE	DATE
Buyer's Guide	Issue 10.1	Jun 22

	NAME	SIGNATURE	DATE
Author	Andrew Haslam		10/06/22

Date	**Version**	**Comment**
Apr 2013	1.2	Final version
Feb 2014	2.0	Final Version
Apr 2015	3.1	Final Version
Apr 2016	4.1	Final Version
Jun 2017	5.1	Final Version
May 2018	6.1	Final Version
May 2019	7.1	Final Version
Jun 2020	8.1	Final Version
Jun 2021	9.1	Final Version
29/04/22	10.0	2022 edition, includes all vendor feedback since version 9.1. Copy passed to publisher and placed on website in Apr 2022.
10/06/22	10.1	Final Version. Placed on website June 2022

CONTENTS

Contents

Contents

Contents

Contents

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.

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

Topic	Where
An examination of the different technology areas to give context to the Chapters that follow.	4
Three subjects about which readers need to be aware, but which are not examined in detail in this Guide: • Litigation Readiness. • Records Information Management / 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

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

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

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

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

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

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

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

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.
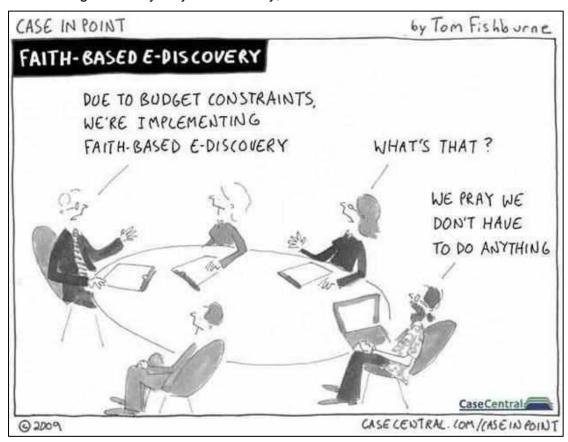
3.1   Definition

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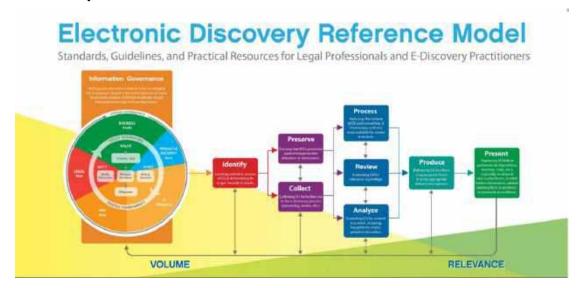
For the sake of completeness, eDisclosure is NOT the process of agreeing the electronic media by which information will be transferred. When disclosure was all about transferring images of pieces of paper between legal entities, there used to be

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 www.edrm.net, 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 (8.1.27).

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.

Electronic Discovery Reference Model
Standards, Guidelines, and Practical Resources for Legal Professionals and E-Discovery Practitioners

---

☐   **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   Description

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

3.6.2   Legal Implications

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

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

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

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

♠☀ **WARNING: Badly collected data can lose you the case**

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

3.6.3   Who can help

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

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

3.7   Processing

3.7.1   Description

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

3.7.2   Legal Implications

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

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

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

☝   **BEST PRACTICE: Build a partnership with a service provider**

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

3.7.3   Who can help

The choice of software here is split into two groups. On the one hand there are products specifically designed to work in this area. These range from software that third party suppliers use such as Veritas eDiscovery Platform, 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   <u>Description</u>

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

3.9.2   <u>Legal Implications</u>

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 <u>Who can help</u>

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

3.10 Production

3.10.1 <u>Description</u>

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

3.10.2 <u>Legal Implications</u>

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

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

If the opposition suggests <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 here.

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.
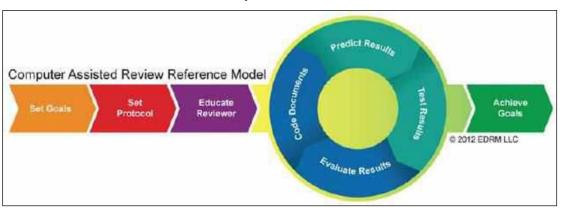
3.13 CARRM Model

> ⬚ **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 here.

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 here.

4.1.2 RIM / Document Retention Policy/GDPR

As just mentioned, one of the other main elements in this area is that of policy as encapsulated by Records Information Management as a topic title, and Document Retention Policy as a specific concept. Of course what is really meant by a retention policy, is when can you delete or destroy records. That being said, a rational policy that at least removes all the superfluous duplicate copies of emails and other ESI items, does pay dividends once litigation is underway and you have to collect and process all of those individual files.

The main priority in this area is to ensure you are doing the best you can to conform to the relevant legislation, so I would advise users to approach their normal provider of legal advice for guidance.

A brief mention of GDPR. The UK 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 on-line 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   Multi-Purpose Tools

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

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

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

4.6   Presentation Systems

The main focus in this area used to be the production of some form of court room bundle, rather than in-court presentation systems such as those deployed in major inquiries like the "Bloody Sunday", "Diana Inquest" or "Leveson" public events. The lockdown year of 2020 (which carried into 2021) saw a significant uptake in the in-house 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 1st 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.

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 [BundleDocs](#), [XBundle](#) and [Zylpha](#). 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 1st October 2010 and comes with an Electronic Documents questionnaire. Further information on these topics can be found in Chapter 6. The point of mentioning these changes to the rules is that they prompted an increasing awareness amongst practitioners of law that electronic information existed and had to be disclosed (the real meaning of electronic disclosure, as opposed to arguing about the media used to hand over material).

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

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' Elexica site. It summarises the proposals and the main reasons for the changes, and has links to the draft rule. The pilot has been extended in 2021 and 2022 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.

2017/18

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 AI/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 e-discovery 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.

2018/19

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>2019/20</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 article 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>2020/21</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.

<u>2021/22</u>

As we moved into 2022, there was a slow re-emergence of in-person conferences, with Legal Week (the newer version of LegalTech) finally taking place in March of 2022, the month it will also run in during 2023. The increase in firms offering AI assisted contract review continues, alongside the perennial merger activity, of which more in a minute. One trend that has started to appear in eDisclosure collection is the rise of applications (such as Signal and Telegram) being used as communications channels. What differentiates these products, particularly Signal, is that it is impossible to collect messages from them, reducing data gathering to a collection of screen shots. As people become more security conscious, and as hybrid working rises in popularity, we could be facing scenarios where the volume of available data starts to fall as people deliberately chose applications that keep their conversations private.

On the mergers front Consilio continued on its upwards and onwards path with the acquisition in Oct 21 of the Legal Consulting and eDiscovery business units from Special Counsel and in Dec 21 the absorption of Legility (who had previously taken over Inventus, incorporating Unified). As you will see from the list of suppliers in Chapter 8 there are not many UK owned/based eDisclosure suppliers left in the marketplace.

One of those (though more EU based) who went was Zylab, who were bought by IPRO in Jul 21. Relativity continued on its strategic growth plan with the takeover of Text IQ in May 21, and in Nov 21 Everlaw secured a further round of $202M Series D funding.

5.2.2   Historical Market Review – Litigation Support Products

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

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

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

5.2.3   Historical Market Review – ECA Products

The genesis of ECA was the explosion in volumes of disclosable material brought about by electronically stored information (ESI), a shorthand acronym for emails, Word, Excel, PowerPoint, PDF's and all the other data that organisations and individuals produce. The main concept underpinning ECA is that the software groups items of ESI together by virtue of data analytics of their contents and metadata. The initial product in this area was called Attenex (now an integrated component of FTI Consulting's Ringtail product), with the name itself meant to be "At ten times", an indication of the increase in review speed you could obtain by using the product. Over the years other products have appeared, elements of ECA have been grafted into the main litigation support products and the capabilities of the offerings have expanded, with the cost also dropping exponentially. When Attenex first appeared it had a charging model of £2,000 per GB, now ECA can be accomplished for tens of pounds per GB.

One of the other key players in this market used to be the UK based firm Autonomy. They (like Recommind) come to the arena of litigation support from a background of enterprise searching and knowledge management. Recommind realised they almost had a litigation support tool in their product and added functionality to make it work. Autonomy first bought IntroSpect to give themselves a litigation support product and re-built it around their IDOL search engine. Then they purchased iManage to give themselves a document management offering. In terms of market focus, Autonomy (more so than Recommind) was pushing for domination in the corporate environment where the three overlapping areas of Litigation Readiness (IntroSpect), Knowledge management (IDOL) and document management (iManage) exist. However the events of Autumn 2012, when HP accused Autonomy of false accounting during the takeover of Autonomy by HP means that this entire product range was under a cloud for some time. As at the date of this version of the guide, that cloud has lifted and HP are once again strongly selling Autonomy, though mainly into the Information Governance area, rather than litigation support.

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

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

5.2.4   Historical Market Review – Predictive Coding Products

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

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

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

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

5.3   Vendor Analysis

⯑   **NOTE: And what's this Section about?**

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

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

5.3.1   Background / Gartner Report

The definitive guide to the eDisclosure marketplace 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 off-site or on your premises. The individuals are normally very familiar with a number of review tools and are agnostic in terms of the vendors. They have the advantage that the teams can be deployed very quickly and just as quickly reduced in numbers. The organisations also increasingly offer access to bilingual skills in Russian and other eastern European languages as well as the more common EU varieties. The ones in this version of the Guide include:

BCL Legal, Epiq, i-Lit Paralegals, TransPerfect Legal Solutions.

5.3.7 Managed Review Facilities/Teams

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

The ones in this version of the Guide include:

Consilio, Epiq, KLDiscovery and Integreon.

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, its 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.

5.4.4   Audio / Video Files

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-to-end 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 2021 HaystackID joined Legility / Inventus in endorsing Intelligent Voice's end-to-end audio discovery capabilities in Relativity, and doing so at CEO level. HaystackID made specific reference to Intelligent Voice's interoperability with Relativity Conceptual Analytics, whilst Legility did likewise for Continuous Active Learning in Relativity.

Morae Global announced Q1 2022 that they were replacing their use of CallMiner with Intelligent Voice. Intelligent Voice themselves announced the availability of a Free Player in Relativity, providing all the text-independent features of the Intelligent Voice Player for free, for unprocessed media of any amount. Duration determination and corruption detection are also included for free for Relativity Search Sets, with media file durations listed in your preferred format or formats in the Document List.

In addition to its end to end integration in Relativity, Intelligent Voice is also available with ZyLAB.

5.4.5   Computer/Technology Assisted Review

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 in-house 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 here.

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 Redaction tools for "Native" Formats

A bit of a specialist requirement, but one that could be significant if you really, really need it. What we are talking about here is the ability to redact (that is blank out the offending text, and remove it from all search capabilities) areas within things such as Word, Excel and PowerPoint documents. Normally this involves a cumbersome process of turning the "native" item into a PDF version and then redacting the PDF, but for things such as Excel spreadsheets this is not very workable. A 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   Re-unitisation of Images of Paper Documents

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

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

5.5.3   High level allocation of alias for Names Normalisation

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

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

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

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

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

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

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

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

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

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

The short version of this is 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 in-house IT team to get the information. In most cases, a law firm's IT department does not have the expertise, the time nor the professional indemnity insurance to be going anywhere near a data collection. Avoid it and get a professional to do the job, then, if it does all go wrong, their insurance can take the hit, not your reputation.

5.5.5   Issues of working in "Native" formats

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

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

The answer to this used to be that people would offer up PDF versions of the ESI. Nowadays that won't cut it and will be resisted (very strongly) by any half-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 (Medium)		
AlixPartners	Ankura	Aon (Stroz Friedberg)
Blu Eye GmbH	Consilio	FRP Advisory
FTI Consulting	Grant Thornton UK	Innovative Development
IT Group	Smith & Williamson	
Software Specific Organisations		
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 Organisations		
	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	Language Weaver
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, Epiq, FRP, IT Group.
Guidance EnCase	Aon, CCL Group, CYFOR, Epiq, FRP, Integreon, IT Group.
Processing and Early Case/Data Assessment	
Digital Reef	TransPerfect Legal Solutions.
ICE™	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	AlixPartners, 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	AlixPartners, 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 and Review)	
AccessData	AccessData
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	36Brains, Anexsys, Ankura, BDO, Complete Discovery Source, Critical Data, HaystackID, Legility, Lighthouse eDiscovery, Morae Global, PwC, ZyLAB
OpenText Axcelerate	Legastat, Opentext.

Product	UK Supplier(s)
Servient	Servient (UK)
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 Tools	
Intelligent Voice	36Brains, Anexsys, Ankura, BDO, Complete Discovery Source, Critical Data, HaystackID, Legility, Lighthouse eDiscovery, Morae Global, 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
TMX	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 FTK Servient O365/Google Workspace UFED	Exterro Guidance EnCase SPEKTOR
Processing	Chat eDiscovery DART Digital Reef Index Engines IPRO eCapture Relativity Processor Kofax LAW Nuix Proprietary Systems	AccessData Cicayda Consilio DISCO DocuMatrix ediscovery.com Review eTrium Everlaw Exterro Integreon Tools
Review/ Analysis	CaseLogistix Concordance Nalytics Nuix Discover Relativity Sightline	Intella Intelligent Voice OpenText Axcelerate Suite Servient Veritas eDiscovery Platform Viewpoint ZyLAB
Presentation/ eBundles	BundleDocs CaseLines ExhibitManager TMX	Magnum Zylpha XBundle

5.8 Relativity "Plugins"

This is a Section introduced in the 2015 edition to showcase the increasing number of companies who provide additional software "plugins" for Relativity. The fact such a Section exists is testimony to the market domination 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
Consilio	
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 Free Player	The Intelligent Voice Free Player for Relativity provides all text-independent features & benefits of the Processed Media Player, for free, for untranscribed media of any amount for both RelativityOne and Relativity Server.
	The Free Intelligent Voice Audio / Video Player combines player controls with a navigable waveform with an elapsed time axis, acting as the native view of audio / video files in any Relativity workspace it's been deployed in.
	The Free Media Player enables users to navigate to an elapsed time in a recording and then:
	1. Skip through any irrelevant speech encountered
	2. Skip past any silence or non-speech noise altogether
	3. Listen to any relevant speech encountered more quickly
	4. Listen to any difficult speech encountered more clearly

Product	Short Description
	Duration determination and corruption detection are also included, for free, for Relativity Search Sets, with media file durations listed in your preferred format or formats in the Document List.
	The dedicated User Guide for the Free Player also includes a separate documented Intelligent Culling process to avoid loading collected media that will not be of evidential value.
	There is no need to transcode your media files, or to link your Relativity to an Intelligent Voice account, to begin enjoying faster productivity for audio and video files of any amount, for free, across any and all cases and workspaces.
Intelligent Voice Processed Media Player	In addition to the capabilities available in the Free Player, the Intelligent Voice Processed Media Player seamlessly converts an audio or video file into a Relativity native, providing a highly accurate automatically transcribed index, speaker separated, searchable and synchronized within the media review player, plus creation, review and confirmation of redactions.
	A proprietary algorithm detailed in New Scientist magazine provides a separate navigable Executive Summary of interesting things said as a sidebar in the player, with any responsive Relativity search or alert terms placed at the top. These Intelligent Voice Tags serve a number of purposes:
	1. An Executive Summary of the recording for assessing responsiveness
	2. Provide Jump To navigation for assessing portions of the recording. Who first introduced a particular topic into the conversation? Where did discussions on it wind up?
	3. Allow users to identify themes & concepts in the audio review
	4. Give insight without having to review the entire recording
	5. Surface Blind Spots & Unknown Unknowns
	6. Provide a more robust and defensible set of keywords
	7. Reduce variation in summarisation & interpretation between different users for the same recording
	8. Can enable some initially responsive items to be ruled out altogether
	The Intelligent Voice 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.
	Any of the available lexicons can have additional words, phrases and acronyms added directly to them from within

Product	Short Description
	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.
	Available Edge either on-prem or on your private cloud of choice, or partner hosted or Secure SaaS, integrating with Relativity Server from version 9.6 onwards, RelativityOne and/or Trace, with a range of published case studies, and CEO endorsements of Intelligent Voice's end-to-end audio and video discovery capabilities in Relativity.
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™	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.
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.

Product	Short Description
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.
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.
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

Product	Short Description
	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® 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   Involve the supplier as soon as possible

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

6.1.2   Tell them as much as possible about the case

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

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

6.1.3   Understand the supplier's constraints

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

Storage in the UK is typically charged from between £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   Requirements scoping

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

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

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

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

6.2.2   Match potential vendors to requirement

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

6.2.3   Assess vendor capability

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

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

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

6.2.4   Short list

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

6.2.5   Demonstration with real data

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

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

6.2.6   Establish call off contracts

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

6.3   Scanning

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

6.3.1   Overall Considerations

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

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

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

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

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

6.3.2   Example Requirements

The activities to be completed by the selected provider are:

- Document / file preparation.

- Physical unitisation.

- Electronic scanning.

- 100% Quality control.

- Reassembly of documents / files.

- Objective coding and logical unitisation.

- Electronic BATES numbering – post scanning and quality control processing.

- Delivery of single-page tiff images with unitisation and coded information for loading into the litigation support environment.

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

- Enter into a call-off contract with [CLIENT].

- Dedicate the required facilities at their site.

- Resource the required operations.

- Provide an experienced project manager to manage individual projects.

- Provide periodic reporting on project status.

- Manage the project budget to ensure costs are monitored and controlled.

6.3.3 Possible Quotation Format

Please provide pricing for the following items.

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

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

The services are:

- Glasswork A4 B/W Scan

- Large Format Scan (i.e. A3 and above)

- A4 Colour Scan

- Glasswork A4 Colour Scan

- Large Format Scan Colour

- Re-Binds (Documents that have to be un-bound before they can be scanned and then reconstituted in a bound state)

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

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

A potential layout for a quotation spreadsheet is shown below:

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

6.4   Unitisation and Coding Services

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

6.4.1   Overall Considerations

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

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

6.4.2   Example Requirements

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

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

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

The following coding fields will be required:

Paper Documents

- Document Title.

- Document Type (taken from a list provided by [CLIENT]).

- Document Date (either taken from document or by deduction from context within the original file.).

- Estimated Date (Yes/No field, if Yes, supplier and [CLIENT] to agree convention used).

- Author.

- Recipient.

- Copyee.

Word efiles

- Document Title.

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

- Author.

- Recipient.

- Copyee.

Excel and PowerPoint efiles

- Document Title.

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

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

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

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

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

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

- Enter into a call-off contract with [CLIENT]

- Dedicate the required facilities at their site.

- Resource the required operations.

- Provide an experienced project manager to manage individual projects.

- Provide periodic reporting on project status.

- Manage the project budget to ensure costs are monitored and controlled.

6.5   Data Collection

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

6.5.1   Overall Considerations

There are two main types of data collection:

- Forensic services, such as imaging hard drives, copying data in a forensically sound manner (for example in fraud cases) or retrieval of deleted information.

- Data collection in accordance with the guidelines embodied in the Electronic Data Questionnaire.

6.5.2   Example Requirements

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

- Forensically sound imaging of individual PC's, laptops, Apple Macs.

- Provision of a "data map" describing where the ESI is located throughout the client's IT infrastructure.

- Collection of selected ESI from client's infrastructure.

- Remote collection of selected ESI for overseas clients either by hardware or software based solutions.

- Sound knowledge of the data protection requirements in various countries.

- Support to [CLIENT] in exploring the collection of ESI from external devices such as pen drives, mobile phones, external hard drives, etc.

- Support to [CLIENT] in exploring the possible collection of ESI from on-line applications such as email systems or social networking software.

- Processing of back-up tapes.

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

- Enter into a call-off contract with [CLIENT]

- Dedicate the required facilities at their site.

- Resource the required operations.

- Provide an experienced project manager to manage individual projects.

- Provide periodic reporting on project status.

- Manage the project budget to ensure costs are monitored and controlled.

6.6   Litigation Support Services

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

6.6.1   Overall Considerations

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

6.6.2   Example Requirements

The services to be provided by the selected supplier include:

- Provision of processing facilities to enable de-duplication and filtering of data.

- Processing of Outlook, Lotus Notes and GroupWise email files.

- Any visualisation of the connections between data custodians.

- Processing, display and review of family groups of ESI files.

- Processing, display and review of scanned and coded documents.

- Ability to display information across dual screens.

- Provision of OCR from imported image files.

- Ability to store, display, search and review PDF files.

- Handling of foreign language based ESI.

- Near-duplication.

- Concept clustering / searching.

- Any other analytics functionality.

- Email threading.

- Predictive / Technology Assisted / Computer Assisted coding.

- Handling of digital audio files.

- Automatic translation of foreign language ESI.

- Provision of objective and subjective coding (including issue/hot topic) fields.

- Full search capabilities, including Boolean logic, saved searches and dynamic search update.

- Disclosure production capabilities, including BATES numbering, production of Privilege and Trade Secret lists, mass burning to external media.

- Production of a courtroom bundle.

- Strategy for meeting the demands of "tablet" based computing.

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

- Enter into a call-off contract with [CLIENT].

- Dedicate the required facilities at their site.

- Resource the required operations.

- Provide an experienced project manager to manage individual projects.

- Provide periodic reporting on project status.

- Manage the project budget to ensure costs are monitored and controlled.

6.7   Processing small volumes of ESI

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

6.7.1   Overall Considerations

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

The broad outline of the proposed approach is as follows:

- Vendors provide a solution with specific boundaries in terms of size of data, number of users and timeframe with a low price attached. For example, up to 500 MB of data, with one person looking at it, for one month at £50-100/month up to a maximum of 3 months.

- There is some form of easy to use mechanism whereby the Client information, PST file, email attachments, USB stick can be securely transferred to the vendor.

- The vendor loads the data into their litigation support environment without any additional processing and stores it under a client/matter reference.

6.7.2   Example Requirements

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

- Provision of means to securely transfer the data between [CLIENT] and the supplier, probably using a secure file transfer mechanism known as "secure FTP".

- Loading of email and electronic files into the selected product in a speedy manner, (the aim will be an overnight service).

- Provision of tools to allow the initial reading and analysis of documents.

- Provision of review tools to meet the needs of a "quick peek" scenario.

- A well-defined route to export the data so that it can be processed and loaded into the "full blown" litigation support tool.
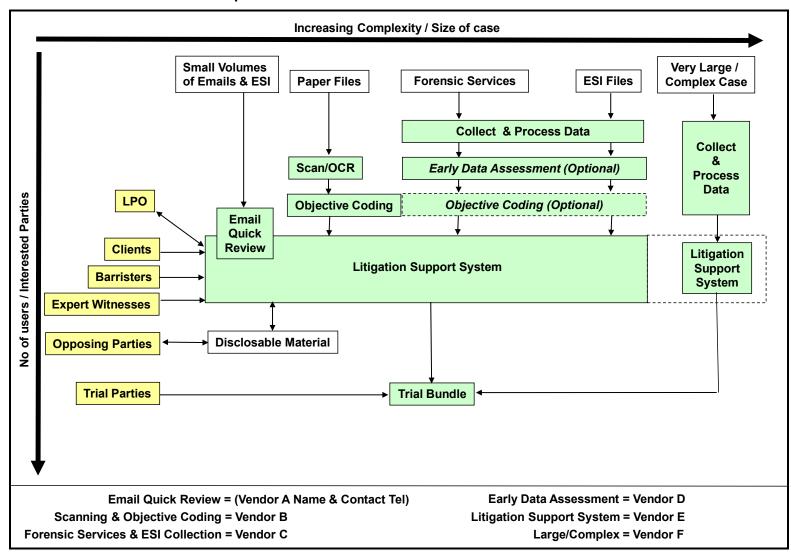
- Very competitive pricing.

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

- Enter into a call-off contract with [CLIENT]

- Dedicate the required facilities at their site.

- Resource the required operations.

- Provide an experienced project manager to manage individual projects.

- Provide periodic reporting on project status.

- Manage the project budget to ensure costs are monitored and controlled.

6.8 Schematic of Generic Requirements

Increasing Complexity / Size of case →

No of users / Interested Parties ↓

- Small Volumes of Emails & ESI
- Paper Files
- Forensic Services
- ESI Files
- Very Large / Complex Case

Collect & Process Data

Scan/OCR

Early Data Assessment (Optional)

Collect & Process Data

LPO

Clients

Barristers

Expert Witnesses

Email Quick Review

Objective Coding

Objective Coding (Optional)

Litigation Support System

Litigation Support System

Opposing Parties

Disclosable Material

Trial Parties

Trial Bundle

Email Quick Review = (Vendor A Name & Contact Tel)
Scanning & Objective Coding = Vendor B
Forensic Services & ESI Collection = Vendor C

Early Data Assessment = Vendor D
Litigation Support System = Vendor E
Large/Complex = Vendor F

6.9   Summary

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

7. ADDITIONAL RESOURCES

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

7.1 Legal IT Insider

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

7.3 The BONG! Emails (Jonathan Maas)

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

7.4 Complex Discovery (US site)

The Complex Discovery 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 eDiscoveryToday 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 here. 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 here.

7.8 Electronic Disclosure – Law and Practice

This book 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 fast-growing area of evidence gathering and review
- A fully up to date examination of the relevant procedural guidelines and case-law 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 eDiscovery Buyers Guide - 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 Practice Direction 51U, 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 Appendix 2 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 website.

7.11   That Tech Pod (US Podcast)

Laura Milstein & Gabriela Schulte	
Contact@thattechpod.com | +1 301-520-6805	
606 Naples Dr Allen. TX 75013	
www.thattechpod.com https://www.linkedin.com/company/thattechpod	
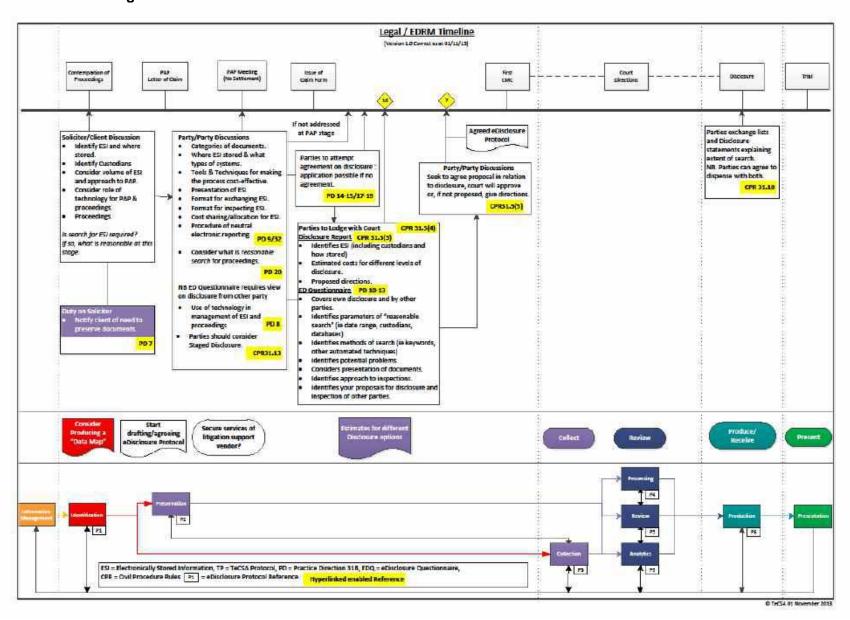
Company Description

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

7.12 The TCC Legal/EDRM Timeline

Legal / EDRM Timeline
(Version 1.0 Correct as at 01/11/13)

© TeCSA 01 November 2013

This page intentionally left blank.

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	AITHERAS
51 Monroe St UNIT 506, Rockville, MD 20850	
www.aitheras.com	

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 have supported 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) Southern District in Texas ongoing for the past two (2) 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. Currently we provide analysis and advice on the procurement and deployment of litigation support tools including those in the RPA/automation arena as well as data analytics to the U.S. Department of Justice OJ CIO CTO Innovation Engineering Group.

Vendor Offerings

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

Culture of Responsibility - 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 with our 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.

Repeatable Litigation Support Processes - 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.

Transparent Workflow - 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 AlixPartners

Paul Brabant | Becky James	**AlixPartners**
pbrabant@alixpartners.com | ++44 7813 608598	
rjames@alixpartners.com | +44 7920 713224	
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.

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, whistle-blowers, 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 Reveal AI. 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 offer a variety of options for machine translation and audio transcription services, and have significant expertise in managing the data processing and review workflows involving short messaging from mobile devices, apps and enterprise chat systems.

8.1.4   Alvarez & Marsal

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

Company Description

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

A&M was founded in 1983 when Tony Alvarez II and Bryan Marsal recognised the opportunity to provide radically different advice and hands-on support to organisations facing operational and financial hurdles – situations demanding action, objectivity and real results. Committed to its core values, A&M has since evolved from a boutique player to a leading global professional services firm, setting the standard for working with organisations to solve complex problems, boost operating performance and maximise value for stakeholders. Our more than 5,500 professionals spanning across 69 offices located in North America, Europe, the Middle East, Asia and Latin America, constitute a diverse group of industry 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, UAE, Brazil, India, 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, Cellebrite Inspector and Cellebrite mobile forensics packages, 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 12+ years Relativity support.

- 25+ 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 30 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   Ankura Consulting

Jon Fowler	
jon.fowler@ankura.com | +44 (0) 20 7015 8848	
Level 2, 55 Bishopsgate, London, EC2N 3AS	
http://www.ankura.com	

Company Description

Ankura is a global business advisory and expert services firm with a footprint across the US, Europe, Middle East and Asia. We have 1,600 employees in over 360 offices worldwide. Ankura provides a range of services in the following areas: Forensics, Risk & Compliance; Data & Technology; Construction Disputes & Advisory; Disputes & Economics; Strategy & Performance; and, Turnaround & Restructuring.

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.

We secure the best outcome for clients facing disruptive events.

Our 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 landscape, 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 have significant experience with a broad range of industry-standard technologies and procedures. 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

Our tailored use of our in-house and best-in-breed analytics helps support the discovery of facts and patterns of behaviour that reveal areas requiring further investigation and ultimately support the defence. Ankura delivers unique and powerful capabilities in the most critical phases of e-disclosure. Our experienced consultants can help you across the whole 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 –, Relativity Processing, Intelligent Voice®,

Early Case Assessment – Relativity Analytics, Ankura Analytics

Review – Relativity®, Veritas™ eDiscovery (formerly Clearwell), CS DISCO™, Canopy

Customised Relativity® – 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.

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.

Canopy – Canopy is the market leading solution for data breach review, designed from the ground up for responding to data security incidents. Using a combination of data processing, AI and machine learning, Canopy reduces the time, cost, risk, and effort associated with the defensible detection of sensitive data.

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.

In addition to Relativity Analytics, we offer our own proprietary predictive coding tool seamlessly integrated 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.

Intelligent Voice® – 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.

Language Weaver – Fully integrated into Relativity, the Language Weaver 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. Language Weaver enables end-to-end multilingual e-discovery, whilst ensuring full data integrity and confidentiality.

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 - In today's technology centric and data driven environment, the key to addressing any critical business challenge increasingly lies in the ability to identify, understand, and utilise data. Whether those challenges are related to economic sanctions, anti-money laundering, compliance, digital transformation or performance improvement, Ankura's data analytics professionals have extensive experience understanding the interaction between systems and business processes. We begin by identifying, acquiring and centralising relevant data across the organisation to provide meaningful direction and insight to deliver unparalleled solutions.

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 provides the expertise, experience, scalability, and practical skills necessary to meet the rapidly evolving global cybersecurity and privacy needs of organisations across all industries, sectors, and geographies. Serving as a trusted partner to our clients, we provide expert guidance and peace of mind through delivery of highly integrated solutions that adapt to meet the ever-changing threat environment, comply with emerging regulations and meet industry best practices.

Ankura's Cyber Security services cover the full spectrum of cyber response, from proactive assessments, threat intelligence 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 - Our Technology, Privacy, and Cyber Risk Advisory service provides comprehensive, integrated cyber and privacy risk services for our global clients who face cyber threats and continually evolving privacy regulations. Our solutions are scalable, innovative, vendor agnostic, and custom tailored to fit the specific risk appetite and resource restrictions of each client. Our diverse team has a worldwide footprint to support our clients in addressing current and future risks and meet long term business goals.

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.

Blockchain and Cryptocurrency Advisory Services - We have assembled the leading minds from the intelligence community, law enforcement, digital forensic and cyber specialists with substantial experience in investigating fraudulent activities involving cryptocurrencies to create a full-service suite of solutions. Our SME's are well versed in the crypto ecosphere and supporting our clients to gather intelligence, investigate crimes, develop compliance solutions and advise on blockchain technology and virtual asset strategy. Our experience covers blockchain security and risk advisory, investigations into fraudulent ICOs and ponzi schemes, cyber extortion investigations, embezzlement of funds into crypto, financial institutions onboarding crypto, receiverships returning value to creditors, crypto insider trading investigations, virtual asset service provider compliance and on/off chain asset tracing.

8.1.6   Aon's Cyber Solutions (formerly Stroz Friedberg)

Brandy Wityak	
brandy.wityak@aon.co.uk | +44 (0)207 086 5818	
The Aon Centre, The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AN UK	
www.aon.com/cyber	

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.

I**ntelligence & 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™ Analytics

Our analytics options help lawyers winnow data and prioritize key documents for litigation and investigation. Brainspace™ 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.

8.1.7   Arkus Consulting

Tim Harrison, CEO	
timharrison@arkusconsulting.com	
+44 (0) 20 3983 9622	
+44 (0) 7790 610269	
1 Vincent Square, London, England, SW1P 2PN	
www.arkusconsulting.com	

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.

8.1.8   BCL Legal

Matthew Porter, Director: London Private Practice	
matthewporter@bcllegal.com | +44 (0) 20 3651 5617	
46 New Broad Street, London, EC2M 1JH	
www.bcllegal.com	

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

8.1.9 BDO LLP

BDO LLP

Natalie Butcher (Director, Forensic Technology Services) Cheza Ross, Head of Business Development, Forensic Technology Services	**BDO**
nat.butcher@bdo.co.uk | +44 (0)207 893 3480 cheza.ross@bdo.co.uk | +44 (0)207 893 3377	
55 Baker St, London, W1U 7EU	
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
Tax	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.

8.1.10 **blu** Eye GmbH (A **blu** Group company)

Murad Saleh	
Head of Governance Risk & Compliance Services and Solutions	
Keltenring 11 **|** Oberhaching **|** 82041 **|** Germany murad.saleh@blueye-gmbh.de	
Tel +49 (0) 89 919 290 540	
www.blueye-gmbh.de	

Company Description

Established in 2007, the **blu** Gruppe www.blugruppe.com team of approx. 300 employees delivers complex and cross-thematic IT and management services and solutions.

blu Eye GmbH, part of the **blu** Gruppe AG, is an independent Single-Source-Provider of **Investigative Technology Solutions & Services** specialised in Digital Governance, Risk & Compliance (GRC).

Our core competencies comprise of **IT / OT & SW Asset Lifecycle Management**, **Digital Forensic** and **Cyber-Security**.

Our team of former Big4 IT auditors, digital-forensic, compliance and security experts have years of multicultural experience in national and international projects.

In support of our services, we employ a network of select technology partners to enable an efficient, consistent, accurate and expedited review of electronic information.

As a **premium partner of market leading Digital GRC application vendors**, we provide software licensing, technical implementation, and integration services as well as operational support. We offer our solutions **on-premises, in the cloud and as managed services** combined with our independent GRC consultancy.

We apply best practices, industry guidelines and standards in our pragmatic, collaborative and hands-on approach while taking our clients corporate culture into account.

Our customers comprise renowned national and international corporations, upmarket medium-sized enterprises, public sector organizations, auditors, and law firms.

blu Eye services are tailored to client's project requirements at **flexible pricing models**.

Vendor Offerings

blu Eye **Investigative Technology Services & Solutions** support the improvement and optimization of investments, reduce and prevent risks of fraud, cyber threats, and governance violations, protect corporate assets and identify and remediate vulnerabilities.

- Support corporate IT, security, compliance and audit teams, legal departments, law & audit firms in accelerated, cost-effective internal and external investigations and reviews.

- Help to ensure that information is fully captured, analyzed, instantly accessible in a defensible manner, ready to take proactive measures in cases of audits, crimes, disclosures or other legal and insurance requirements.

- Conduct Compliance Monitoring reviews to identify anomalies in structured and unstructured data. (Identification of suspicious account activities)

- Employ customized Inventory and eDiscovery tools to enable (near real-time) Early Case Assessments (ECA) to best meet client project requirements.

- Enable efficient, consistent, accurate and expedited endpoint & data discovery, interrogation, and regulatory compliance management

- Work with best-in-class forensic, endpoint and vulnerability detection and remediation management software vendors, i.e. **Nuix, BigFix, Tenable, Pentera** (Certified Business Partner)

- Perform planning, setup and execution of parts or the complete Electronic Discovery Reference Model (EDRM).

- Advise on retention of information valuable to meet organizations business, legal and regulatory objectives (e.g., EU GDPR or M&A).

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

- Project- and process management leveraging client's existing Digital 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 e.g., 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)

8.1.11 Breakwater (US)

Rajitha Boer Managing Director	**BRE∆KWATER**
+41 7897 52999	
Headquarters: 10412 Peonia Court, Austin, TX 78733	
www.breakwatersolutions.com	

Company Description

Founded in 2020, Breakwater is the combination of technology from IBM and consulting leadership from Ankura and Navigant. 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^{TM}

StoredIQ for Information Governance^{TM} 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's digital transformation.

StoredIQ for Legal^{TM}

StoredIQ for Legal^{TM} 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^{TM}

StoredIQ InstaScan^{TM} 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^{TM}

Atlas Policy Management^{TM} 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™

Atlas eDiscovery Process Management™ 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.

8.1.12 Bundledocs

Brian Kenneally	
brian@bundledocs.com | +44 20 3885 0044	bundledocs
Westpoint Business Campus, Link Road, Ballincollig, Co. Cork, Ireland P31 E446	
www.bundledocs.com	

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 www.bundledocs.com.

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.

8.1.13 Canopy Software, Inc (US)

Sarah DeCarlo	
sarah.decarlo@canopyco.io	
12020 Sunrise Valley Dr #100, Reston, VA 20191	
www.canopyco.io	

Company Description

Canopy is the leader in privacy and data breach software. Powered by AI and machine learning, its patented technology is purpose-built to find personally identifiable information (PII) & protected health information (PHI) in any data set.

Canopy's flagship product, Data Breach Response, provides incident response teams with fast, accurate, and secure data mining, PII review, and entity consolidation. Its second offering, Privacy Audit, gives companies total transparency around what's in their data so they can evaluate their business practices and proactively mitigate risk.

Canopy has been awarded as a Gold Winner in the 2021 Cybersecurity Excellence Awards, a winner of the 2021 Global InfoSec Awards, and a 2021 NVTC Tech 100 Company honoree. Connect with one of our Foresters today at contact@canopyco.io or visit www.canopyco.io to learn more about our software solutions.

Vendor Offerings

Data Breach Response:

AI-powered software that delivers fast & accurate data mining, PII review, and entity consolidation, empowering companies to fulfil regulatory and ethical obligations to notify quickly in the event of a data breach.

Privacy Audit:

AI-powered software that zeroes in on PII and helps enterprises proactively mitigate risk by providing the insights necessary to improve how they handle sensitive data.

8.1.14 Casepoint (US)

David Carns, Chief Revenue Officer	
dcarns@casepoint.com hello@casepoint.com / sales@casepoint.com | +1-844-882-0021	
7900 Tysons One Place, Suite 680, Tysons, Virginia 22102	
www.casepoint.com	

Company Description
Casepoint is the legal technology platform of choice for corporations, government agencies, and law firms to meet their complex eDiscovery, investigations, and compliance needs. Powered by cutting-edge AI and advanced analytics, Casepoint helps teams cut through large volumes of data to quickly identify insightful and actionable information. Casepoint's secure and scalable cloud-based platform is designed to help organizations take control of their data and processes to maximize efficiency, mitigate risk, and lower overall legal spend. Casepoint's easy-to-use and intuitive interface provides legal hold, cloud collections, powerful data processing, advanced analytics, artificial intelligence, review, and production.

Vendor Offerings
Casepoint Offerings: ● Casepoint eDiscovery ● Casepoint Legal Hold ● Casepoint Platform Casepoint eDiscovery is the first, premier application deployed on top of the Casepoint Platform. Casepoint offers cloud-based SaaS applications for legal professionals. Casepoint eDiscovery is an award-winning, end-to-end legal technology suite with built-in artificial intelligence. Casepoint's easy-to-use and intuitive interface provides legal hold, cloud collections, powerful data processing, advanced analytics, artificial intelligence, review, production, and case summary. With Casepoint, legal teams can complete discovery faster, at a lower cost, and with greater accuracy using a secure, integrated solution. Casepoint Legal Hold is an application to streamline the administration of the legal hold process. Within a unified, easily configurable, and intuitive interface designed for efficient workflows across roles and departments. Casepoint's Legal Hold allows organizations to increase efficiency and reduce the cost, time, and complexity of implementing legal holds and preparing data for review.

8.1.15 Causasoft LLC / ExhibitManager (Switzerland)

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

Company Description

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

(1) **Analyse your case**: review and annotate documents to share know-how with your team in real-time. Preview, edit, OCR and automatically translate exhibits.

(2) **Write your submission**: insert exhibits in a uniform style (fully customizable). All exhibits are numbered and formatted automatically according to your specifications. No manual work is necessary because ExhibitManager interacts seamlessly with Microsoft Word.

(3) **Finalize your submission**: ExhibitManager automatically creates **lists of exhibits** and **bundles**. No manual work is necessary.

(4) **Create hyperlinked eBriefs** of your submission with just a few mouse clicks and upload your eBrief to an iPad or any other device. Your benefit is you do not need an external service provider, which allows you to make last-minute changes.

(5) **Prepare for the hearing**: use ExhibitManager to prepare your oral advocacy by creating hyperlinked lists of key documents per issue for a winning opening statement. Prepare your own witnesses with relevant witness bundles and use ExhibitManager to identify key documents for cross-examination.

Litigators and arbitration practitioners from many jurisdictions are currently using ExhibitManager. Almost 85% of the GAR 30 firms use ExhibitManager today and therefore have a competitive advantage.

ExhibitManager is cloud-enabled or can be installed on-premise. ExhibitManager has an API to iManage. Co-authoring documents is supported.

Causasoft also offers ExhibitManager **training** and video tutorials for your team.

For more information see the entry for ExhibitManager in the following software sub-section or learn more about ExhibitManager on our website.

8.1.16 CCL Solutions Group Ltd

James Merritt	
james.merritt@cclsolutionsgroup.com | 01789 261 200	
36 Cygnet Court, Timothy's Bridge Road, Stratford-upon-Avon, Warwickshire, CV37 9NW	
www.cclgroupltd.com	

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.

8.1.17 <u>CDS</u>

Mark Anderson Director of UK Operations	
<u>manderson@cdslegal.com</u> | +44 (0)203 475 1592 | +44 (0) 7506 589580	
12th Floor Broadgate Tower, 20 Primrose Street, London, EC2A 2EW	
<u>http://www.cdslegal.com</u>	

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:

- o Manages more than 750 individual projects
- o Processes more than 8 TB natively
- o Processes more than 6.5 TB to TIFF
- o Hosts approximately 3.2 PB in CDS Data Centre's
- o 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.

Relativity

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**
  - o **Relativity Case Dynamics**
- **Relativity Processing**
  - o Additional, and specialised processing available with Nuix, Venio, Law, and IPRO
- **Relativity Analytics and Assisted Review**
  - o 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**
  - o 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 from 20+ platforms into the Relativity Short Message Format (RSMF). RSMF provides the review and analysis of often troublesome data types directly within the Relativity platform. This allows users to review data as it originally

appeared, easily identify relevant data, and cut down often large conversations to only the parts of the conversation which require disclosure.

In addition to the conversion of data, CDS Convert provides detailed reporting and filtering of data prior to processing. This allows legal teams to reduce irrelevant\personal data from being hosted within a review platform, make informed decisions on handling of the ESI, and reduce downstream spend.
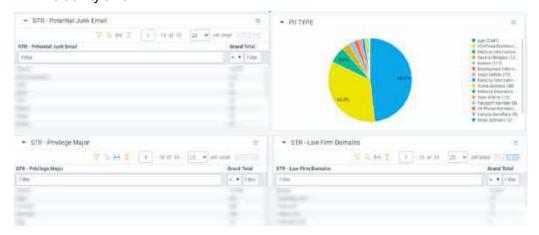
CDS Convert supports data from applications such as:

- Chat Platforms: Bloomberg, Google Hangouts, Microsoft Teams, Slack, Skype, Telegram
- Social Media: Facebook, Instagram, LinkedIn, Twitter
- Ticketing Systems: FreshDesk, Jira, Zendesk
- Mobile Phone Data: SMS, MMS, Chat Applications (WhatsApp,
- iMessage, WeChat), Call Logs, Notes, Contacts and Calendar entries.

- **CDS Vision**

  CDS Vision was developed to harness the power of today's best-in-breed 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.

- **Language Weaver**
  - CDS have partnered with Language Weaver to provide both text and native document translation within Relativity and RelativityOne. Language Weaver 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**

  o Corporations respond daily to a variety of internal investigations and regulatory requests, quickly 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**

  o 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**

  o 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**

  o 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.

- **X1 Distributed Discovery**

  X1 provides a cost effective and secure way to index and search data behind a clients firewall. Date ranges and keywords can be applied remotely, and reports of the results can be provided for analysis. Once the keywords are finalized, data can be collected remotely, or sent for an initial review at source prior to collection.

  There are no per GB fees for indexing data in X1. This provides a significant reduction in both the time spent collecting data, and the cost to process and host irrelevant data within a review platform.

- **DISCO**

  CDS is among the first channel partner providers to offer DISCO to our clients. As a DISCO certified provider, CDS is able to offer specialized expertise, full service dedicated support, and purpose built proprietary applications to enhance the CDS customer experience in DISCO. The CDS professional services team has been certified in DISCO and includes some of the industries most experienced, credentialed technicians, consultants and project managers including more than a dozen attorney-technologists on staff.

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, social media, chat applications 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

8.1.18 Cenza Technologies

Andrew Stuart Mills Adi Mirza	
andrew.stuartmills@cenzatech.com | +44 7899 000904	
adi@cenzatech.com | +44 (0) 20 7862 6326	
19-21 Crawford Street, Suite 368, London, W1H 1PJ	
www.cenza.co	

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, AI 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
- AI 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

8.1.19 <u>Conduent</u>

Celia Degge	
<u>legalcompliance-analytics@Conduent.com</u>	**CONDUENT**
+44 (0) 7921 647905	
Ground Floor, One George Yard, London EC3V 9DF	
<u>www.conduent.com</u>	

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'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
- 68,000 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, UK, India

Vendor Offerings

eDiscovery Services

Conduent offers a suite of traditional eDiscovery services including:

- Onsite and remote document collections
- eDiscovery processing and productions
- Global managed document review services
- Viewpoint licensing and Viewpoint/Relativity SaaS services
- ECA and predictive coding consulting
- Custom data services
- Data breach review
- DSAR services

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.

8.1.20 Consilio

Drew Macaulay (MD)	
drew.macaulay@consilio.com	
direct +44 207 329 7079	
mobile +44 7983 957 890	
10 Aldersgate Street, London, EC1A 4HJ	
www.consilio.com	

Company Description

Consilio is a global leader in eDiscovery, document review, risk management and legal consulting services. Through its Consilio Complete suite of capabilities, the company supports multinational law firms and corporations using innovative software, cost-effective managed services and deep legal and regulatory industry expertise. Consilio has extensive experience in litigation, internal and regulatory investigations, eDiscovery, document review, information governance, compliance risk assessments, cybersecurity, law department management, contracts management, legal analytics, paper discovery and digital printing, as well as legal recruiting and placement. Consilio employs leading professionals in the industry, applying defensible workflows with patented and industry-proven technology across all phases of the eDiscovery and risk management lifecycle. ISO 27001:2013 certified, the company operates offices, document review and data centres across Europe, Asia, and North America. For more information, please visit us at uk.consilio.com

Vendor Offerings

Consilio Complete is a proven end-to-end legal services & technology platform bringing together world-class expertise, innovations in technology & data, along with robust workflows.

Eight capabilities are tightly integrated to drive efficient outcomes, reduce client risk & control cost for investigations, eDiscovery and workflows — all designed to deliver as one complete experience.

Complete Data

Lower costs and increase efficiency with enterprise data processing & hosting that performs. Controlling the risk & cost with today's global matters requires enterprise data processing, hosting & production.

While cloud computing has its strengths, achieving enterprise-grade data security, global infrastructure flexibility, processing innovations that scale, and workflow efficiency & reporting is nearly impossible without multi-year, multi-million dollar investments. Consilio Complete Data offers clients access to global, enterprise-grade data processing, hosting & production infrastructure that streamlines the elements of the eDiscovery process beyond the capabilities of cloud computing.

Complete Intelligence

Combining best-in-class legal analytics expertise with applied technologies and workflows to uncover relevant data, reduce costs, and improve work product quality.

By combining deep legal & technology expertise, Consilio delivers practical, defensible applied analytics outcomes to matters of all sizes for clients worldwide. From large volumes of internal investigations to multi-party class action matters, Consilio's analytics team brings a collaborative team-based approach to help solve

legal challenges for clients. This unique and proven approach applies team members with both legal and technical expertise to identify relevant data, reduce costs and increase review efficiency.

Complete Consulting

Proven technology-enabled expertise to create efficiency, reducing risks & costs in legal operations. From the increased pressures of new data security & privacy regulations to the need to proactively manage large volumes of small matters, corporate legal departments today are being challenged more than ever. Addressing multifaceted needs requires a solid strategic footing, tactical expertise born from historically-proven approaches, an applied knowledge of the right tools and workflows to employ at the right time. Consilio Complete Consulting delivers proven technology-enabled expertise and advisory services to help legal departments solve their most pressing challenges. Consisting of one practice bringing together experts in data forensics, law department operations and eDiscovery processes. We first start by taking a holistic, stakeholder-centric approach to understanding your current state, challenges, and only then proposing best-fit approaches to help your organisation move forward.

Complete Review

Expert, defensible review solutions that increase quality, efficiency, and cost savings. With 73% of all eDiscovery costs attributed to review, document review is the most expensive and time-consuming component of any eDiscovery exercise. Larger data sets and more complex data types, like short-messaging and audio drive costs higher. Consilio Complete Review meets these demands by blending our global network of in-region review experts, proven review workflows, flexible and secure technology infrastructure along with our network of thousands of screened legal professionals capable of quickly staffing the review with the right resources. Clients, depending on their internal or legally-mandated requirements, can choose from any of our review centres or establish a temporary on-premise review centre at any desired location. With over 16+ years of proven review management expertise over thousands of engagements, Consilio is consistently trusted to solve the toughest review challenges and deliver.

Secure Virtual Review

Secure review alternative, providing qualified specialised reviewers virtually working from remote locations synchronously to achieve high-quality and faster ramp times. From rapidly developing global investigations to high technology IP litigation, law firm and corporate clients often require reviewers under challenging circumstances such as accelerated time scales or specialised expertise requirements. To meet these challenges, clients can incur substantial costs, and experience delays as the right personnel are identified and repositioned to secure client or review partner sites. Consilio's Secure Virtual Review, powered by Complete Review, provides a compelling, secure virtual review alternative to this traditional approach. Not bound by any specific client or Consilio review location, pre-screened qualified legal professionals are quickly engaged on projects operating within in a highly secure, virtual review environment. Consilio's review managers, licensed attorneys with specialised expertise conducting virtual review projects, manage reviewers to deliver a high-quality, consistent work product while controlling costs.

Complete Flex

Training, infrastructure, technology & support — custom-designed to fit your organisation's needs. Have power users that want to process and upload data? Need our support team to handle overflow administrative tasks? Complete Flex provides cost-savings and support infrastructure when and where you need it

without burdensome terms, associated costs or compromising on quality or innovation.

Complete Chat

Seamlessly review multi-modal global communications. Consilio Complete Chat offers a comprehensive solution to processing a multitude of formats and preparing short messages for review. Consilio's end-to-end solution enables an efficient and accurate review of short messages to lower overall project costs.

Complete Audio

Focus on the seconds that matter, with a complete audio solution to processing, search, review and production. From voicemails, trading calls to customer service recordings and beyond, organisations today are preserving massive amounts of audio data. Discoverable in litigation and regulatory investigations, significant challenges arise for corporations and their external counsel due to the sheer size and proprietary formatting of audio files. Consilio Complete Audio is our comprehensive solution to meet these challenges, based on years of knowledge and experience, gained from supporting some of the largest global institutions and their external counsel.

Complete Investigations

Supporting corporate investigations & compliance challenges—from strategy to implementation. The convergence of matters of all sizes, sensitive business matters and tight timelines provide corporate clients with unique challenges when responding to investigations and compliance matters. Consilio Complete Investigations provides sophisticated data analysis technologies, proven workflows and expert assistance. We have developed sound compliance and investigation strategies that enhance legal and regulatory compliance, lower downstream eDiscovery and storage costs, protect and secure sensitive data, and foster productivity and collaboration.

8.1.21 Critical Data

Ciaran Kennedy – Technical Director	
ciaran@criticaldata.ie 01438 893715 | +353 18612280	**Critical**Data
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.

8.1.22 CYFOR

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

8.1.23 Data Analysis Services (DAS)

Andrea Valencia	
admin@dasinfo.org | +44 (0) 20 8014 5170	
Mount Manor House, 16 The Mount, Guilford, Surrey, GU2 4HN	
www.dasinfo.org	

Company Description

DAS was established in 2012 with more than 18 years of combined experience working for some of the most pres-tigious law firms and evidence management companies in Europe and the Americas. DAS is an established glob-al group of highly flexible and adaptable multilingual law-yers, jurists, accountants, forensic and data analysts. They provide managed document review, outsourced and insourced, remote and onsite evidence review services.

Their experience includes cross-border and multinational investigations, as well as routine litigation. Their multilin-gual team delivers bespoke services and excel at helping law firms, corporate clients and service providers meet their legal investigation challenges by providing profes-sionals of the highest quality on a temporary basis. DAS latest service offers includes a technology agnostic ap-proach to Cyber Security (PII/PHI/Confidential) data ex-traction, classification and reporting.

DAS has managed eDiscovery/eDisclosure projects across Europe, America, the Middle East and South America in order to serve the LATAN market. Their spe-cialised units include antitrust and competition investiga-tions; legal forensics; compliance investigations, bank-ruptcy litigation; corporate restructuring; complex finan-cial 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, trans-portation, 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, Axcelerate, Concordance, Ontrack, iCONECT, 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.
- Cyber Incident Response Review

8.1.24 Deloitte LLP

Nick Conway Peter Robinson nconway@deloitte.co.uk +44 (0) 207 007 2431 petrobinson@deloitte.co.uk +44 (0) 207 303 2148 1 New Street Square, London EC4A 3HQ www.deloitte.co.uk/discovery	**Deloitte.**

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.

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

8.1.25 <u>DISCO (CS Disco, Inc)</u>

Stephen Dearing Philip Demetriou Tripp Hemphill demetriou@csdisco.com | +44 (0) 7971 087851 hemphill@csdisco.com | +44 (0) 7306 104215 dearing@csdisco.com | +44 (0) 7710 765404 8 Devonshire Square, London EC2M 4YD https://www.csdisco.com/	●■DISCO

Company Description

DISCO provides a cloud-native, artificial intelligence (AI) powered legal solution that simplifies edisclosure, legal document review and case management for enterprises, law firms, legal services providers and governments. Our scalable, integrated solution enables legal teams to easily collect, process and review data that is relevant or potentially relevant to legal matters.

DISCO was founded by lawyers, for lawyers with a vision to help legal professionals deliver the highest quality of services through innovative and efficient technology. Thus, by leveraging DISCO technology, lawyers are able to focus on the practice of law. Our edisclosure platform was born out of a frustration with conventional legal tools that were slow and difficult to use. Instead of forcing lawyers to adapt to technology, DISCO invented technology that works the way lawyers work. DISCO's cloud-native edisclosure platform was the result, and today, DISCO is one of only a few publicly traded enterprise legal technology companies in the world.

Not only does DISCO's edisclosure solution optimise legal processes, but its advanced artificial intelligence gives precise predictions in a fraction of the time required for traditional review. Our AI understands what is relevant to your review — examining the document, words, and sentence structure to deliver intelligent, and accurate insight as to whether or not the document is of substance.

In addition to its market-leading technology solutions, DISCO also offers expert end-to-end professional services to provide consistent, high-quality results. 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 their trusted 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

DISCO Edisclosure platform (DISCO Ediscovery):

An all-in-one cloud-native solution, DISCO Ediscovery delivers high-speed data transfers, 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 centre complies with GDPR privacy requirements and provides enterprise-grade information security.

DISCO Review: Using cutting-edge AI technology paired with AI-optimised workflows and deep legal expertise, DISCO's managed reviews are regularly 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, makes managing review deadlines easier. Our simple flat-rate pricing models eliminate surprises and allow for predictability and better budget planning. Moreover, with DISCO you don't pay additional costs for things like user licences, ingestion, processing or production. Whether you choose our case-based transactional pricing or one of our yearly subscription models, you get unlimited access to all the capabilities in the product.

DISCO Professional Services: From project management to data services, DISCO's dedicated staff of legal technologists and edisclo600sure professionals are available to help consult with clients in regard to search, investigative needs, and utilising AI to deliver value and extraordinary outcomes. Moreover, when it comes to price — build the service package that best fits your needs.

DISCO Forensic Services: 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.

DISCO Hold and DISCO Request: DISCO acquired legal workflow products Hold360 and Request360, as well as related regulatory and alert solutions, from Congruity 360 in February 2022. Hold360 and Request360 are next-generation, streamlined technology solutions that eliminate the challenges from legacy solutions, which relied on human processes, teams of lawyers and legal professionals, and limited technological solutions to ensure compliance with legal preservation obligations.

8.1.26 Disklabs Ltd

Simon Steggles ss@disklabs.com | M +44 7973 210 895 O +44 1827 50000	
Disklabs House, Galena Close, Tamworth, Staffordshire, B77 4AS	
www.disklabs.com	

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.

8.1.27 EDRM

Kaylee Walstad, Chief Strategy Officer	
Kaylee@edrm.net	
EDRM | PO Box 25, Corbett, OR 97019	
www.EDRM.net	

Company Description

Empowering the global leaders of e-discovery, the Electronic Discovery Reference Model (EDRM) 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 136 countries, spanning 6 continents 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 George Socha and 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 eDiscovery Specialists (ACEDS).

Mack and Walstad led ACEDS, stewarding the growth of the association, its certification program, and its chapters to international status and recognition. In their roles at EDRM, Mack serves as the chief executive officer and chief legal technologist, and Walstad is the chief strategy officer. The Bolch Judicial Institute at Duke Law School 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 2022, 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](#)
- [Technology-Assisted Review Reference Model](#)
- [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 2022

Beyond frameworks, EDRM contributors collaborate to solve problems or respond to opportunities. The following projects are active or recently concluded and may be actively seeking contributors. Please reach out to info@edrm.net with interest in joining a project. Dave Cohen, Partner at Reed Smith is the Chair of the Project Trustees.

DATA MAPPING – This project is designed to document community standards around data mapping in response to the Senior Executive Accountability Regime (SEAR) in Ireland.

Project Trustees are Rachel McAdams and Eoghan Kenny of A & L Goodbody out of Dublin, Ireland and is closed to new contributors and has produced their work product here: https://edrm.net/active-projects/data-mapping/

PROCESSING Guidelines-This project was launched to update the processing stage of the EDRM. Organized in concert with John Tredennick, Founder of the Merlin Search Technologies and Craig Ball, of Craig D. Ball, LLC- this EDRM project will build processing specifications such as de-NISTing, de-duping and other functions and has completed their work here: https://edrm.net/wiki/introduction/ .

DATA SETS Initiative-This project, in its formative stage, seeks to update and increase the number of datasets available to the community. Project Trustee is Mark Michels, and 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, Mass Torts Discovery Counsel, Beasley Allen and is currently seeking new contributors from states not yet covered. You can see the states that are currently covered here: https://edrm.net/active-projects/state-rules/

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 Trustees are Tara Emory and Shannon Bales and is concluding their final work product in the 2nd quarter of 2022.

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 Trustee is Eric Mandel and are open to new contributors for Phase 2 of the Project as the IGRM 4.1a model has been finalized.

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 have completing their final work product and it can be found here: https://edrm.net/wiki/edrm-streamlined-privilege-log-protocol/

The project has been re-opened to include further input from both plaintiff and defense counsel.

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 have completed their final work product. You can see it here: https://edrm.net/active-projects/artificial-intelligence/

ANALYTICS & MACHINE LEARNING – Analytics and Machine Learning project (AAML), an umbrella project with four subgroups. The Project Trustees for this are Johannes Scholtes, ZyLAB/iPRO and George Socha, Reveal.

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- they have monthly myths which are debunked and can be viewed here: https://edrm.net/category/demythigator/

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 courts resolve discovery disputes/motions; (3) what training/qualifications should 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 just finalizing their bench book.

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.

EDRM's Newest Project: The Primer on eDiscovery in the Asia Pacific (APAC) Region Susan Bennett, Project Trustee and Principal Drafter, led a global team to create a primer on eDiscovery, region by region. Originally chartered by The Sedona Conference®, EDRM is honored to publish this primer at the request of the project team and Sedona. EDRM plans to webify the content and provide pages for each country, much like the interactive state rules for the next version of the primer. Updates are very welcome for this Version 1.0, and we offer the document in its entirety for Public Comment through March 15, 2022. You can view version 1.0 here: https://edrm.net/active-projects/ediscovery-apac/

The EDRM Global Advisory Council 2022 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.

EDRM has a robust **Trusted Partner Program**, which includes many benefits from enhancing and creating brand awareness, lead generation, virtual and in person events, global community education via webinar presentations, video discussions, podcasts and more. Please reach out to info@edrm.net to learn how you can become part of EDRM's Trusted Partner Network.

You can find the entire Global advisory Council listing here: https://www.edrm.net/about-us/edrm-advisory-council/

8.1.28 Epiq Systems

Justin Collins	
JjCollins@epiqglobal.co.uk	+44 (0) 20 7367 9140	
11 Old Jewry, London EC2R 8DU	
http://www.epiqglobal.com	

Company Description

Epiq, a global technology-enabled services leader to the legal industry and corporations, 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 class action, and mass tort, court reporting, eDiscovery, regulatory, compliance, EMS (eDiscovery Managed Services), LTS (Legal Transformation Services), restructuring, and bankruptcy matters. 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 50 office locations, more than 5,000 employees and a dozen data centres as well as leveraging cloud infrastructure across the globe to serve 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 centres 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 14 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^{SM} is your own hosting environment for a fixed monthly fee: it eliminates the need for large, initial capital expenditures for hardware infrastructure or software licenses. The 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 / Technology Assisted Review (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, Switzerland 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 both remotely using our secure platform which leverages Microsoft Azure Virtual Desktop, and 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.

Public Inquiries, Inquests and Investigations

As a consistently selected partner to the highest profile Public Inquiries and Inquests, Epiq is committed to providing a strategic and consultative approach to managing the most complex and challenging matters including the Grenfell Tower Inquiry and the Inquiry into Child Sexual Abuse.

Leveraging over 35 years of unrivalled experience on over 100 Inquires and Inquests, Epiq is uniquely placed to provide an exceptional level of service throughout the life cycle of any investigation.

Epiq has provided litigation support services to almost all the Public and Private Inquiries that have taken place in the UK in the last three decades.

We've been doing this for over 35 years. We're seasoned professionals who have handled some of the world's most high-profile cases. We know how to combine subject-matter expertise and front-line experience to deliver the solutions you need—fast and securely.

Rigorous data security

Maintaining and accessing large volumes of critical data requires the highest level of security. We protect the privacy of your information 24/7/365 in our highly secure local data centers, each equipped with the most advanced security architecture and protocols Our quality management system and the information security management system is compliant with the standards of the International Standards Organisation, we are ISO 9001, ISO27001 and Cyber Essentials certified.

Integrated technology and service provision

Our scalable, flexible technology is designed to help you quickly and efficiently turn huge amounts of data into manageable, actionable tools you can use to meet a variety of objectives.

Whether taking on a client's problem as our own, or being steadfast in meeting goals and delivering results, we deliver on our promises and communicate progress along the way. Our associates are empowered to make decisions in the best interests of our clients and their needs.

Government Frameworks

Epiq is an approved supplier of end-to-end eDiscovery and Court Room services, we make it seamless to procure a full suite tailored solutions to support litigation and document management challenges that are overseen by responsive, efficient and experienced professionals.

We are listed on the approved list of Crown Commercial Service RM6203 eDisclosure and document review framework & the G-Cloud 12 framework.

Crown Commercial Service RM6203 Framework :

Public sector organisations can procure eDisclosure and document review services for:

- Lot 1 - Simple Low Volume Work Service Package for documents and data with a security classification up to 'Official' (and including 'Official Sensitive')

- Lot 2 - End to End Service package for documents and data with a security classification up to 'Official' (and including 'Official Sensitive')

- Lot 3 - Document Reviewers for documents and data with a security classification up to 'Official' (and including 'Official Sensitive')

- Lot 4 - End to End Service for documents and data with a security classification up to and including 'Secret' and 'Top Secret'

- G-Cloud 12 framework:

Public sector organisations can purchase services without the requirement of a full tender or competitive procurement process. Public sector organisations can now use the G-Cloud-12 Digital Marketplace to partner with Epiq on eDisclosure and court reporting services including:

- Microsoft 365

- Relativity

- eGovern

- Epiq TMX

- Epiq Connect

- Epiq Discovery

- Electronic presentation of evidence

- ITOMS (International Transcription Operating Management System)

Legal Business Advisory

The pace of change in the legal industry has acutely accelerated the need for legal departments to run like a business, including the need to measure success and demonstrate the value of your legal operations group. Epiq's Legal Business Advisory Group helps to identify and manage the best combination of resources, processes, and technologies to reduce overall legal cost while minimising risk to the company and increasing value to the business.

Hyperion Global Partners, a premier law department consulting firm, joined Epiq in 2020 and was named the best provider in Legal operations by ALM in their 2021 LegalWeek Leaders in Tech Law Awards. Epiq legal operations experts have been bringing unmatched expertise with a data-led approach helping global law firms and corporations benchmark, roadmap, and implement legal operations optimisation projects. Get started quickly with:

Legal Operations Maturity Assessment: Benchmark your current operational maturity and technology support capabilities in one month.

Metrics that Matter – Law Department BI: Make better, more informed, data-driven decisions with a fully functional set of core dashboards customised to your needs.

Technology Enablement – System Selection: A programmatic approach to select and deploy the right technology and ensure adoption. Backed by Hyperion Research's deep knowledge of leading vendors, concepts, and best practices in the legal technology industry.

Full Law Department Transformation Roadmap: Architect a roadmap of improvement initiatives to evolve legal department in alignment with vision, needs and priorities of the business.

Benchmark your current operational maturity and technology support capabilities in one month.

Epiq's Legal Operations Maturity Assessment provides actionable and advanced assessments of your legal operations capabilities. We leverage, gather, and share expert knowledge ranging from internal cross-business stakeholders to external advisors and rely on industry best practices to deliver innovative solutions matched to your goals. You will receive your current operational maturity benchmarks scores in core operational segments to help you guide your improvement journey.

- Detailed scorecard analysis of key transformation areas

- Assessments of operational strengths and opportunities

- Establishes framework and context for Capabilities, Strategy, and Roadmap

8.1.29 Ernst & Young

Adrian Palmer | Glenn Perachio	
adrian.palmer@uk.ey.com | +44 (0)121 535 2829	
gperachio@uk.ey.com | +44 (0) 20 7951 4628	
1 More London Place, London, SE1 2AF	
25 Churchill Pl, Canary Wharf, London E14 5EY	
https://www.ey.com/en_gl/forensic-integrity-services	

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 360-degree 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).

In February 2021, IDC named EY a leader for eDiscovery. IDC found us to have an extremely extensive and capable team that could handle the most complex technical matters across every region. IDC noted our remote capabilities and praised our focus on diversity. For the full report, see https://bit.ly/3uM1od5.

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 in-person 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 cost-saving 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, cost-effective 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: MoveIT, 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.

8.1.30 ETRM Group (US)

Eric Singer	
Contact@ETRMGroup.com	
+1.202.900.1906	
Washington, DC	
www.ETRMGroup.com	

Company Description

ETRM Group is a specialized risk management services firm that helps corporations, law firms, and governmental agencies protect data, leverage technology, and optimize workflows to address cybersecurity, information governance, and eDiscovery challenges and opportunities.

ETRM Group combines cyber, data, and legal experience and expertise from serving leading federal agencies and international businesses, including the Federal Deposit Insurance Corporation, the Federal Trade Commission, the White House, and Fortune 500 corporations, to support assessments and audits, implementations and investigations, and eDiscovery and litigation support.

For more information about ETRM Group services, including programs, practices, and protocols for complex and sensitive enterprise risk management requirements, visit ETRMGroup.com.

Vendor Offerings

Supporting clients globally from a blend of remote, office-based, and secure data center locations with support hubs in Washington, D.C., New York City, and Chicago, the ETRM Group has extensive experience in helping clients navigate the intricacies of complex and sensitive data through the lens of cyber, data, and legal discovery audit, investigation, and litigation requirements. Essential enterprise risk management services that can provide you with the responsiveness you need and the security you require include:

Cybersecurity Services

- Cyber Risk
- Cybersecurity Protection
- Data Breach and Incident Response Services

Information Governance Services

- Privacy and Compliance
- Information Governance Assessment and Implementation
- Data Remediation and Mining

Delivered by a team of proven privacy, security, and compliance experts with extensive cybersecurity and information governance experience, ETRM Group experts can help you translate challenges and concerns into opportunities and positive outcomes.

From traditional eDiscovery support to a comprehensive selection of trial services, ETRM Group services powered by L2 are available to support your immediate needs. Essential trial services that can provide you with the tools, techniques, and expertise you need for discovery, depositions, arbitrations, or trials include:

eDiscovery Services

- Digital Forensics and Collections

- Processing and Hosting

- Analytics and Review

Litigation Support Services

- Digital and Print Services

- Scanning and Coding Services

- Outsourced Support and Managed Services

Delivered by a proven team of professionals with extensive legal discovery, project management, and trial support expertise, L2-powered services can help you translate your vision and arguments into action and evidence.

8.1.31 Everlaw

Chirag Zaveri	
chirag@everlaw.com | +44 (0)800 068 9249	
32-38 Scrutton Street, London, EC2A 4RQ,	
www.everlaw.co.uk	

Company Description

Everlaw believes that legal teams deserve cutting-edge technology in their pursuit of justice. 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.

Everlaw started with the mission of promoting justice by illuminating truth. Since the company's founding in 2010, Everlaw has worked tirelessly to ensure that its cutting-edge technology enables law firms, government entities and corporations around the world to solve the most challenging problems in the legal industry.

Over the past 10 years, Everlaw has expanded its global footprint, including its availability in the UK beginning in 2017, and launched powerful new tools such as Everlaw Legal Holds and Storybuilder.

Everlaw's software has been used by Fortune 500 and FTSE 250 corporations, 100% of U.S. state attorneys general, 75% of the Am Law 100 and 100% of Silver Circle firms.

Vendor Offerings

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 outcomes.

Everlaw's innovative, secure, cloud-native solution enables organisations to more effectively find relevant information to help move matters to faster completion.

To deliver on these promises, Everlaw started with a dramatically different philosophical approach, centred 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 some of the strictest guidance on effective compliance programs because we believe that security, privacy and compliance go hand in hand.

- ISO/IEC 27001:2013 Certified
- Cyber Essentials Plus Certified
- FedRAMP Authorised
- SOC 2 Type 2 (Security, Privacy, Confidentiality & Availability) Certified
- SOC 3 (Security, Availability, Integrity, Confidentiality & Privacy Controls) Certified
- HIPAA Compliant
- Supports GDPR and CCPA Compliance

In addition to FedRAMP Security Authorisation, Everlaw has proactively implemented applicable FedRAMP controls in Everlaw's non-federal environments. This approach ensures that commercial customers benefit from the comprehensive cloud-computing security controls based on the NIST Special Publication 800-53 standards and underlines Everlaw's commitment to best-in-class service and safety, so clients can be confident knowing that their information is protected by the highest cloud-security standards.

2. Respect for Users

This core value is represented throughout our platform and in how we function as a company. Our goal is to deliver elegant solutions with thoughtful design that make for happy software users who can get their jobs done and find enjoyment in the process. We are focussed 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 designed 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 900K documents per hour, Everlaw is 10X faster than Relativity and 5X faster than the 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 2021, Everlaw saw an 80% YoY growth and secured a $202 million Series-D round of funding. New features are delivered every four weeks and automatically deployed to the platform at no cost with no need for version control.

And the innovation we deliver is significant. In 2021, we released features such as Everlaw Legal Holds, a capability that helps in-house legal teams more easily preserve evidence in a secure way; our Early Case Assessment (ECA) tool, an offering that enables teams to investigate data early in the discovery process, improve efficiency during review and reduce overall costs; our audio and video (A/V) redaction capability, which allows users to create redactions on A/V files in the platform — 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. Optimised for self-service, Everlaw automates or streamlines every step of your process for a more predictable, faster and more secure review process. And we're here to help if needed, with unparalleled customer service, including seamless onboarding, free live user-training sessions, complimentary technical support and strategic, consultative guidance to ensure that our customers realise their return on investment. Easily leverage our network of expert providers as your needs require, with offerings that range from white-glove managed services to individual services that broaden and enrich the user's journey across the EDRM.

8.1.32 Exigent Group Limited

Matt Hoy, Associate Director, Legal Solutions	
mhoy@exigent-group.com | +44 (20) 7101 0755	**exigent**
118 Pall Mall, London SW1Y 5ED	
www.exigent-group.com	

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 www.exigent-group.com

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.

8.1.33 EXO Edge Legal Services Outsourcing (India)

Conor Looney	
clooney@exoedge.com | 1 904 517 9352	
323/4 Bestech Business Tower, Sector 66, Mohali, India.	
www.exoedge.com	

EXO Edge specialises in Legal Services Outsourcing, providing Document Review, eDisclosure Technical Support, DSARs, Contract Abstraction and Drafting, Cyber Incident Response, and Document Coding 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 achieve superior quality, efficiency, and profitability.

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 more than 500 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.

- Rajesh Kumar, our Chief Technology Officer, has more than 18 years' experience in Digital Workplace Solutions (GSD, Service Management) and Digital Transformation; Experience with Ford, CBRE, Unilever, Rio Tinto, and McDonalds.

EXO Edge Offerings

eDisclosure Technical Support

eDisclosure:

- Data Processing
- Continuous Active Learning
- Analytics
- Managed Services
- Workflow Implementation
- Data Subject Access Requests (DSARs)
- Section 238's.

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 Requests (DSARs)
- Cyber Incident Response

- Objective Coding
- Litigation Chronology Creation

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

8.1.34 Exterro UK Limited

Simon Whitburn	
Simon.whitburn@exterro.com	**exterro**®
Exterro UK Limited, New Penderel House, 283-288 High Holborn, London WC1V 7HP	
www.exterro.com	

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.

Vendor Offerings

Exterro Orchestrated E-Discovery enables customers to manage, measure, and optimize e-discovery processes, unifying all e-discovery phases and all internal and external stakeholders on the same technology platform. Information is available anytime, from anywhere. The result is that clients are able to 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 LEGAL HOLD
- EXTERRO OFFICE 365 EXPLORER
- EXTERRO E-DISCOVERY DATA MANAGEMENT (ECA/COLLECTION/PROCESSING/REVIEW/PRODUCTION)
- EXTERRO REVIEW
- EXTERRO SMART ECA
- EXTERRO SMART LABELING
- EXTERRO DATA SOURCE DISCOVERY
- EXTERRO PROJECT MANAGEMENT
- EXTERRO PROJECT MANAGEMENT FOR LAW FIRMS
- EXTERRO EMPLOYEE CHANGE MONITOR
- EXTERRO FILE ANALYSIS
- FTK®
- FTK® CENTRAL
- FTK® LAB
- FTK® ENTERPRISE
- EXTERRO DATA INVENTORY
- EXTERRO DATA DISCOVERY
- EXTERRO DATA RETENTION
- EXTERRO DATA SUBJECT ACCESS REQUESTS
- EXTERRO SMART BREACH REVIEW

8.1.35 Farsight Ltd (Former SFTS Engineering AG)

Mattias Aggeler	
mattias.aggeler@farsight.net	+41 79 693 96 88	
Cherstrasse 4, 8152 Glattbrugg, Switzerland	
https://farsight.net	

Company Description

Farsight Ltd'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 e-Review projects.

Our team consists of eDiscovery experts who have worked on numerous projects for a wide variety of clients. The applications that Farsight Ltd develops are created to solve issues and fill in feature gaps in current platfomrs discovered by our team while working in the field.

We don't just develop applications; we use our tools every day to make our tasks easier and our work more reliable. Farsight Ltd 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): Markup Management and Autoredactions

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 & Redaction:**
  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.

- **Propagation:**
  Leverage the work of reviewers and propagate manual redactions across the entire dataset.

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-to-

end encryption as well as auditing features to securely setup a communication channel for sensitive data between involved parties.

Anonymos: Whistleblowing Platform

A complete WB-Platform for you or your clients. Data is fully encrypted at rest. Anonymos is available for on-prem installation or in your private cloud.

- **Ease of Use:** Anonymos allows simple changes of fields, text content and layout. No specialists are required. Simply use the built-in interface with drag and drop functionality.

- **Multilanguage Support:** The entire platform is multilanguage capable. Add as many languages as you require, add translations and you are ready to go.

- **EU GDPR Compliant:** The platform is designed according to the requirements of the European Union.

Farsight Reduce:

Farsight is our standalone e-Review platform supporting enhanced consent-based redaction workflows.

- **Simplicity:** Installed in less than 30 Minutes

- **Cost:** No third-party licenses required for operations

- **Flexibility:** Available as Cloud-native for AWS, Server or Desktop environments

- **Compatibility:** Fully web based multiuser system

- **Security:** Roles and Groups for granular access permissions

- **Architecture:** Written in Rust on Kubernetes Architecture: 50% lower system requirements

Custom Development:

If you have a problem that our suite of applications cannot solve, Farsight Ltd 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.

Software Information and Certificates

	Automated Redactions within Relativity	**Entity Recognition**
PENUMBRA		• Easily extract entities from emails and benefit from a fully automated redaction process.
	Markup management suite to manage both manual and automated redactions	• Penumbra's built-in entity recognition technology extracts entity information to build search rules and redact.

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.

	Secure end-to-end encrypted data transfers. Available on premise.	**Security**
TRANSFER VAULT		• 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

WB-Platform.

No complicated setups, no hidden licensing fees. Secure, flexible and with all available features included.

No licensing complexity

- All features and languages are included.

- Unlimited number of users and administrators

No licensing complexity

- All features and languages are included.

- Unlimited number of users and administrators

Security and compliance

- All data securely encrypted at rest

- Compliant with EU regulations for whistleblowing platforms

8.1.36 Forensic Risk Alliance (FRA)

Alejandro Gomez Igbo	
agomezigbo@forensicrisk.com | +44 7395 247097	**FRA**
Audrey House, 16-20 Ely Place, Holborn, London EC1N 6SN	
www.forensicrisk.com	

Company Description

FRA is an international forensic accounting, data governance and compliance consultancy firm specialising in international corruption and fraud investigations, disputes and compliance risk mitigation for global corporations and law firms.

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 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.

Whether navigating complex investigations, high-stakes disputes or implementing improved data standards and best practices, FRA's Data Governance team have the wealth and breadth of experience to help manage and mitigate business risks.

Our collaborative and innovative approach combines global data expertise, market leading technology and exceptional technical capabilities to offer tailored and flexible solutions whatever the challenge:

Unparalled cross-border expertise

Our experience of large global matters means we understand and can mitigate the security, geographical, and regulatory risks and challenges clients face in multijurisdictional investigations and complex data matters. We help lawyers and investigation teams get to the key documents faster, using Early Case Assessment technology, Technology Assisted Review and Continuous Active Learning, while ensuring data is handled in a manner compliant with data protection legislation

Fully integrated services

Our data governance experts are embedded across FRA services and geographies. Our deep experience in multiple jurisdictions, across industries, with numerous regulators, and across numerous subject matters enables us to assemble the right team, which can evolve as your needs do. Our agile data governance team can provide real-time insights resulting in efficiency and better outcomes.

Tailored, creative and flexible technology solutions

We provide a range of reactive and custom solutions. Using robust and defensible workflows and operational playbooks, coupled with our consulting experts, we provide effective and efficient methodologies and clarity on costs

Our specialist services include:

- Quick deployment of local hosting solutions for data that must remain onsite or in a local jurisdiction

- On-site Mobile eDiscovery Solutions, which are tried and tested, providing seamless multijurisdictional processing, review, and reporting in nationally sensitive secure sites

- Forensic Data Preservation services, including on-site and remote collection of physical device data (computers and mobile phones) using our bespoke remote collection kits

- Expertise in identifying, extracting, and transforming instant chat message data (including Slack, Bloomberg and WhatsApp) for efficient client review

- Experience with industry standard tools such as Encase, FTK, NUIX and Relativity

Customized and Dynamic Reporting

The ability to manage and mitigate risks effectively often depends of having quick access to up-to-date and accurate information. We develop reporting to meet your needs, provide clarity for effective decision-making, help you to manage multiple stakeholders and, most importantly, act with confidence.

Deep knowledge and understanding of data

From litigation support, to complex investigations, to leveraging innovative solutions, our data governance team brings together a unique depth and range of experience. Our team understands the nuances and fast-changing nature of data, advising on impacts to clients and how to navigate this multifaceted landscape.

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

DIGITAL FORENSICS

- Expertise in digital forensic investigations e.g. IP theft and data manipulation
- Remote data collection capability

EDISCOVERY

- Client Project Management Portal
- Full Audit / Methodology Reporting
- Mobile eDiscovery Solutions

DATA MAPPING

- Manage data privacy and regulatory risks
- Prioritize the transition of information to support compliance or legal requirements

DSAR SUPPORT

- Enhanced PII identification and Automated Redaction
- Preparing clients for dealing with DSAR requests and other data legislation requirement

CUSTOM REPORTING & ANALYTICS

- Visual Dashboard Reporting and other ad hoc reporting to support document review and analytics
- Communication Analysis
- Automated Machine Translation

MANAGED SERVICES

- For internal corporate investigations and eDiscovery teams
- Provide outsourced tools, technologies and experts to efficiently handle all entity eDiscovery matters

Partnerships with other vendors and service providers

The technologies we use have been rigorously tested in-house, so our team understand their capabilities and how to deploy them. Whatever your challenge, our experts will ensure that the right technology stack is at your fingertips. Technologies available include:

- Relativity
- Encase Forensic
- Magnet Axiom
- Forensic Email Collector
- EZReview
- ESI Analyst
- Cellebrite UFED, Physical Analyzer and Digital Collector
- Cryptacomm
- 4iG
- Blackout
- Chronicle
- Oxygen
- Tableau
- FTK Forensic Toolkit

8.1.37 FRP Advisory

Adrian Coates, Head of Forensic Technology	**FRP**
adrian.coates@frpadvisory.com	+44 (0) 20 3005 4000 +44 (0) 7709 713214	
110 Cannon Street, London, EC4N 6EU	
https://www.frpadvisory.com/services/forensic-services/	

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 525 staff and 79 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. Our knowledge of Relativity is underpinned by the certifications held by our team, including Relativity Certified Administrator, Analytics and Processing.

We have significant knowledge when it comes to insolvency matters, having supported many of the most high-profile cases in the UK over the last 5 years. Typically, working closely with our Contentious Insolvency and Forensic Accounting teams to provide a one stop offering for such matters.

Once a document review is complete, we can create bespoke disclosures to a variety of regulators, government agencies and other third-party providers.

Software

FRP use market leading software for every step of an electronic disclosure case, selecting the most cost and time efficient tool for the task at hand. Our suite of capture tools include Encase, FTK, Oxygen Forensic, Macquisition, Cellebrite, VMWare Converter, together with a host of bootable utilities.

For document review, FRP host Relativity Server 2021, utilising in-built analytics on all cases to speed up review and bring the key documents to light more quickly in a visual manner.

8.1.38 FTI Technology (A practice of FTI Consulting)

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

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 6,600 employees located in 29 countries as of November 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 www.ftitechnology.co.uk.

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 world-class 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 mis-calculations 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.

8.1.39 Grant Thornton UK LLP

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

Company Description

What starts out as an investigatory or regulatory problem very quickly becomes a hunt for information – who said what to whom, where that information is located, and how to keep control of it when it can be moved around internationally, indiscriminately, and at lightning speed. So how can lawyers, investigators, and regulators make business decisions when the one piece of potentially critical information that they 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 58,000 Grant Thornton people, across over **135 countries**, focus on making a difference to clients, colleagues, and the communities in which we live and work.

In the UK, we have 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.

Grant Thornton's digital forensics group supports our clients across the entire lifecycle of their investigations, data collections and compliance planning. We develop investigation technology solutions that enable us to interrogate data using state of the art and legally defensible processes, while improving the accuracy and efficiency of your investigations and compliance teams. Grant Thornton's team have helped draft the legal evidential protocols used within the English courts and routinely provide oral and written evidence in legal proceedings. We are uniquely skilled in combining technology and investigators to identify fraud and corporate crime. Our teams create bespoke solutions that can detect anomalous behaviours even before they manifest as criminal behaviour or compliance failings, helping to reduce the governance burden and to minimise regulatory scrutiny. The digital forensics group works in conjunction with Grant Thornton's corporate intelligence and OSINT teams and incorporates our cyber response, data analytics and dark web investigations teams.

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. 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.

Vendor Offerings

We regularly advise on the following:

- Data mapping – understanding the data environment to identify valuable information repositories
- Accelerated analysis of personally identifiable information and data theft assessments
- Preservation and collection – capture of relevant structured and unstructured data sources, 'covertly' or 'live', from diverse hardware and software systems
- Interrogation – refining and testing the selected data population to provide data insights
- Analysis and review – eDiscovery, data analytics, clustering, visualisation and presentation of evidence
- Managed document review and investigations
- Data subject access request investigations and structuring a proportionate corporate response
- Cryptocurrency forensics and asset tracing
- Document language translation technologies
- Use of cutting edge connectivity between Relativity One, Brainspace and Tableau
- Bitcoin/cryptocurrency asset tracing and recovery.

Computer Forensics

Grant Thornton's Cyber Defence Centre hosts an in-house, UK based, Security Operations Centre (SoC) with a fully Managed Detection and Response (MDR & XDR) offering. 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.

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).

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.

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.

Software Used

Including, but not limited to:

- Veritas Clearwell
- Relativity
- Nuix
- Access Data Forensic Toolkit (FTK)
- Guidance Software EnCase
- F-Response

8.1.40 HaystackID (US)

Hal Brooks, CEO	
+1-877-942,9782 | hbrooks@haystackid.com	HAYSTACK
250 23rd Street, NW, Washington, DC, 20037	
HaystackID.com	

Company Description

HaystackID is a specialized eDiscovery services firm that helps corporations and law firms securely find, understand, and learn from data when facing complex, data-intensive investigations and litigation. HaystackID mobilizes industry-leading cyber discovery services, enterprise solutions, and legal discovery offerings 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 cyber and legal services provider that combines expertise and technical excellence with a culture of white-glove customer service. In addition to consistently being ranked by Chambers USA, the company was recently named a worldwide leader in eDiscovery Services by IDC MarketScape and a representative vendor in the 2021 Gartner Market Guide for E-Discovery Solutions. Further, HaystackID has achieved SOC 2 Type II attestation in the five trust service areas of security, availability, processing integrity, confidentiality, and privacy. For more information about its suite of services, including programs and solutions for unique legal enterprise needs, go to HaystackID.com.

Vendor Offerings

With an extensive portfolio of services customized for client-specific needs, HaystackID helps clients achieve quality outcomes at a fair and predictable price by using our Cyber Discovery offerings, Managed Enterprise Solutions, and Legal Discovery offerings.

Cyber Discovery

Cyber Discovery is applying a combination of data discovery and legal discovery approaches to explore patterns, trends, and relationships within unstructured and structured data to uncover insight and intelligence to proactively or reactively respond to cybersecurity-centric challenges. HaystackID offers post-data breach discovery and review services to address cyber discovery challenges, including ReviewRight Protect™ powered by Protect Analytics™.

Enterprise Managed Solutions

Organizations today face spiralling costs, unprecedented judicial and regulatory scrutiny, and emerging and systemic security risks in electronic discovery. HaystackID offers Enterprise Managed Solutions for corporations and law firms seeking managed, defensible, and cost predictable discovery management programs to address these issues.

Blending state-of-the-art technology platforms with sophisticated workflow and curated reporting tools that deliver actionable metrics, HaystackID offers flexible and cost-effective programs and solutions that suit your unique legal enterprise needs with offerings ranging from Data Mapping and Data Subject Access Request (DSAR) support to complete Information Governance Solutions.

Legal Discovery

HaystackID's Legal Discovery offerings can help you achieve quality outcomes using our Forensics First, Early Case Insight, and ReviewRight® Services.

Forensics First Services help clients find data during investigations and litigation.

+ Computer Forensic Collections and Analysis

+ Computer Forensic Expert Witness Testimony

+ ESI Identification, Collection, and Preservation

+ ESI Triage Services

+ Forensic First Employer Protection Program

+ Mobile Elite Discovery and Analysis Lab (MEDAL)

Early Case Insight Services help clients listen to data to gain insight for data and legal discovery decisions.

+ ESI Ingestion and Processing

+ ESI Assessment and Analytics

+ ESI Hosting

+ Managed Services

+ Legal Discovery Consulting and Management

ReviewRight Services help clients learn from data to make the right decisions for positive and quality investigation and litigation outcomes.

+ ReviewRight Protect™ (Cyber Discovery Review)

+ ReviewRight Match® (Reviewer Qualification and Sourcing)

+ ReviewRight Translate® (Foreign Language Review)

+ ReviewRight Manage® (Managed Review)

+ ReviewRight Host® (Review Hosting)

+ ReviewRight Automate® (Technology-Enhanced Review)

+ ReviewRight Virtual® (Secure Remote Review)

+ ReviewRight Off-Shore™ (Off-Shore Review Services)

These services are enabled and augmented by combining best-of-breed and proprietary technologies to support client technology requirements. Best-of-breed technologies include but are not limited to Relativity, RelativityOne, Reveal, Brainspace, Nuix, Rampiva, Exterro, Microsoft, Veritone, Intelligent Voice, and Heretik.

8.1.41 Heureka Software, LLC (US)

Tim Steele	
tim.steele@heurekasoftware.com | +1 330-730-7250	
1382 W. 9th St. #215 Cleveland, OH 44113	
www.heurekasoftware.com	

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.

8.1.42 Hillogic (Australia / UK)

Rick Hill (Director)	
rick.hill@hillogic.com	
Head office: 217/219 Flinders St, Adelaide SA 5000, Australia	
London: Level 17, Dashwood House, 69 Old Broad Street, London, EC2M 1QS	
www.hillogic.com	

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.

8.1.43 iCONECT

Cathy Monaghan	
cmonaghan@iconect.com | sales@iconect.com	
+44 16 2237 0588 | +1 519.645.1663	
2 Bathurst, London, ON CANADA, N6B 3R2	
www.iconect.com	

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; 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.

8.1.44 IDATS (Insurgo Group) + DART Software

Ian Bartlett (Sales Director)	
Ian.bartlett@idats.co.uk	07956 024700	
Unit 12 Roseheyworth Business Park, Abertillery, Gwent, NP13 1SP	
www.idats.co.uk	

Company Description:

Tape media experts, Intelligent Data & Tape Solutions (IDATS) is a part of the Insurgo Group, tape and media specialists.

IDATS provide access to eMail, Fileservers including NDMP, Voice Calls, Instant Messaging, Databases 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.

Operating from a purpose designed, secure and scalable Tape Production Facility in the UK, IDATS can support projects of any size and complexity. A range of libraries, autoloaders and other automation means projects can run 24/7 to ensure you have the data you need within the time frame you need it.

As a part of the Insurgo Group, IDATS has direct access to their full range of skills to support any project. Insurgo – The Tape Media experts are a part of the LTO Consortium and the Tape Storage Council.

IDATS holds ISO 27001, ISO9001, ISO45001, ISO14001 and ISO22301 certification.

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.

In addition to providing service at its purpose designed UK facility, IDATS can support tape centric projects globally, delivering service in the way best suited to your needs. This can be our team travelling to site, IDATS providing equipment that can be accessed remotely or supplying systems – or just licences to allow your team to run the whole project.

Utilising DART – a purpose designed specialist tape restoration software - the original backup software and a range of specialist utilities, IDATS ensures a level of accuracy of result that is not possible using alternative, single appliance type, solutions.

Full Cloud Migration and Legacy System Retirement services are available globally.

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 IDATS 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.

A partner programme is in place to licence DART, allowing you to fully support tape-centric projects directly with the full support of the IDATS and Insurgo teams.

8.1.45 i-Lit Limited & i-Lit Paralegals Ltd

Mike Taylor (Managing Director)	
MTaylor@i-lit.co.uk, 01748 810221	i-Lit Limited
Rushwood House, Richmond, North Yorks, DL10 6BG	The Independent Legal I.T. Consultancy
www.i-lit.co.uk	

Company Description

Founded in 2006 i-Lit Limited provides independent e-disclosure training, project scoping, vendor procurement and project management services to law firms. Mike Taylor of i-Lit Limited is recognised as one of the UK's leading e-disclosure experts who regularly writes on advances in law and technology.

Vendor Offerings

- Scoping e-disclosure exercises.
- Drafting e-disclosure protocols.
- Completing e-disclosure Questionnaires.
- Procuring external service provider support.
- Advising on communications from other parties.
- Project Management.
- Training.

i-Lit Paralegals Limited

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

Company Description

Founded in 2010 i-Lit Paralegals Limited provides temporary document review staff to law firms and companies. Uniquely focussed on the document review industry i-Lit Paralegals provides staff throughout the UK and Europe to organisations who need to effectively and efficiently review large quantities of documents.

We are "review platform agnostic" and can provide staff experienced in the sector of your review, in the software you are using and who speak the same languages as the document population.

Our minimum educational requirement is the successful completion of the LPC although we regularly supply teams of fully qualified staff. Our service is focussed on quality and is bespoke on every occasion and as such we are used to delivering the most demanding of client requirements.

We price on either an "hourly" pricing model, a "per document" pricing model which just covers review or a "per document" pricing model that covers project scoping, data processing and document review.

Vendor Offerings

On Site Review	Off Site Review
Managed Review Services	Document Review
Review Management	Workflow Management
Technology Assisted Review	

8.1.46 <u>Insiox eDiscovery (Pty) Ltd (SA)</u>

Graham Dawes	Waseema Harrison	
+27 82 456 7770	+27 79 100 3395	
gdawes@insiox.co.za	wharrison@insiox.co.za	I N S I Ⓧ X
RADAR DAD Building, 17 Queens Park Avenue, Salt River, 7925 Cape Town, South Africa	
www.insiox.co.za	

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) for document review, analytics, and TAR, operating through all stages of the EDRM. For data processing we use Relativity. We use the Ipro 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 www.i-tell.africa 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 www.i-tell.africa (Whistleblowing)

8.1.47 Integreon

Jeff Davis	
jeff.davis@integreon.com | +44 (0) 20 7855 6020 +44 (0) 7956 910068	**Integreon** *Insightful Outsourcing. Remarkable Results.*
www.integreon.com	

Company Description

Integreon is a global leader in providing alternative legal services to law firms, corporations, and professional services firms.

Integreon has been a pioneer and leader in one of the most dynamic industries for more than 20+ years. Our scale of delivery, breadth of clients, and portfolio of services has grown and evolved within the legal department and beyond.

We have a global network of delivery centres which gives us the ability to quickly scale and manage large and complex matters.

Our clients benefit from highly flexible and competitive commercial models without forgoing quality. This is based on our years of experience, refining and delivering process efficiencies for managed and supervised review. Integreon also offers multi-lingual document reviews in more than 50 languages.

We are technology agnostic and can readily work with any eDisclosure technology 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:** Integreon is experienced in conducting document reviews in multiple languages and in different business sectors for a wide range of matters. These include litigation and arbitration, internal and regulatory investigations, DSARs

> **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.

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 PII to produce a clean Consolidated Entity List.

8.1.48 Intelligent Voice

Nigel Cannings	
nigel.cannings@intelligentvoice.com | + 44 (0) 20 3627 2670	Intelligent Voice®
St Clare House, 30-33 Minories, London EC3N 1BP	
www.intelligentvoice.com	

Company Description

Intelligent Voice Limited is a global leader in the development of proactive compliance and eDiscovery technology solutions for voice, video and other media. Intelligent Voice® turns 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® and JumpTo™ are developed by a team of dedicated researchers and system engineers based in the UK. Ownership of the core technology resides with Intelligent Voice 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® 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® 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® gives great power out of the box, enabling thousands of hours of audio to be processed each day. Intelligent Voice® 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. Intelligent Voice lets you choose on-prem, private cloud, partner hosted and now IV's secure SaaS processing, using high-speed GPU powered speech algorithms.

- Intelligent Voice works in more than 25 languages and dialects across Asia, Europe and the Americas, 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.

8.1.49 <u>JND eDiscovery (US)</u>

Scott Lombard, Senior Vice President	
<u>scott.lombard@jndla.com</u> | +1 612-328-9920 JND eDiscovery 431 1st Avenue North Suite 410 Minneapolis, MN 55401 <u>http://www.jndla.com/ediscovery</u>	
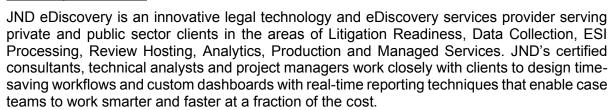
Company Description

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 most fully featured 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™, MachOne™, OneSearch™ and Virtual Helpdesk.

In 2016, JND led the industry becoming the first Relativity provider to transition to a 100% cloud environment. 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 the 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 technology-assisted review (TAR), JND's clients are able to defensibly leverage the benefits of cutting-edge 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 Virtual Helpdesk**

  Winner of the 2021 Relativity 'Best Innovation—Solution Provider' award, Virtual Helpdesk integrates live chat, video and screen share with an individualized helpdesk dashboard, support ticketing system and resource center for accessing user documentation. Virtual Helpdesk ensures that our eDiscovery clients are fully supported in Relativity, restoring synergies across displaced teams, and providing direct access to resources and support.

- **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™**

  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.

<u>Software Information</u>

JND offers clients access to the following COTS and proprietary software:

- *Collection*
    - FTK
    - EnCase
    - Cellebrite
    - Logicube
    - F-Response
    - Stealth Forensic
- *Processing and Early Case / Data Assessment*
    - RelativityOne
- *Review and Analytics Tools*
    - RelativityOne
    - JND LayerCake™ (patent pending)
    - JND MachOne™ (patent pending)
    - JND OneSearch™ (patent pending)
- *"All in One Products" (Both ECA and Review)*
    - RelativityOne

8.1.50 <u>KLDiscovery UK</u>

<table>
<tr>
<td>

Jill Wickenden, Director,
EMEA LT Sales

Nexus, <u>25 Farringdon Street</u>
<u>London EC4A 4AB</u>
+44 (0)777 4008291 Mobile
<u>jill.wickenden@KLDiscovery.com</u>

</td>
<td>

KLDisc⊚very

</td>
</tr>
<tr>
<td colspan="2">

<u>**COMPANY DESCRIPTION**</u>

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

</td>
</tr>
</table>

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™** - 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™** - Nebula Big Data™ 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.

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.

8.1.51 <u>KNOVOS (Capital Novus)</u>

Sid Jiwnani	
<u>SJiwnani@uk.knovos.com</u> | +44 (0) 20 3514 0075	KNOVOS
Evergreen House, Grafton Place, London NW1 2DX	
<u>http://www.knovos.com</u>	

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

8.1.52 KPMG LLP

Darren Pauling (Managing Director)	
Magnus Becher (Director)	
Darren.Pauling@kpmg.co.uk	+44 20 7694 5565	
magnus.becher@kpmg.co.uk	+44 788 042 5813	
15 Canada Square, London, E14 5GL	
https://home.kpmg.com/uk/en/home/services/advisory/risk-consulting/forensic-landing/forensic-technology-services.html	

Company Description

KPMG ("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 cost-effectively. 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 non-legal 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
Antitrust and Competition
Audio Recovery and Discovery
Breach support, reporting and notifications
Cartel Investigations
Case Management System
Chat Parsing (Bloomberg, Reuters, Yahoo!, MS Teams, Skype, Slack, WhatsApp, FB Messenger, Signal, Telegram, SMS and iMessage)
Clause Extraction
Competition Investigations
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 Retention Schedule Implementations
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
Data Mapping (often in the context of GDPR)
Information Governance
Investigations
JavaScript
Legal and regulatory electronic disclosure
Legal Hold
Litigation Hold
Litigation Readiness
Managed Services
Mainframe Export and Migration Services
Mergers and Acquisitions
Novation and Repapering
Oral Testimony
Personally Identifiable Information ("PII") Identification / PII Identification
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
Second Requests
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:
Axiom
Cellebrite / XRY (mobile device acquisition)

EnCase
FTK Imager
Internet evidence finder/Axiom
Live acquisition (DEFT / Kali)
Decryption:
Bitlocker
Passware
VeraCrypt
Processing:
Nuix
Relativity
RelativityOne
OCR:
ABBYY
Handwritten text extraction
Nuix OCR
Information Governance:
OneTrust
BigID
Microsoft Office 365 Compliance and Security Suite
Investigative Analytics:
Behavioural Pattern Analysis
Brainspace
IBM i2
Quantexa
Tableau
Data Hosting Platform:
Relativity
RelativityOne
Reveal
Voice:
Microsoft Azure Cognitive Services
NICE (Nexidia)
Voice APIs and Integrations
Analytics:
DaRT – KPMG's proprietary Cognitive Contract Analytics
NexLP
Relativity Analytics
Translations:
Iconic Translation Machines
Microsoft Azure Translations
Deletion:
Blancco
DefDelete - KPMG's proprietary defensible deletion application
Cloud:
MS Azure
Google Cloud Platform (GCP)
Amazon Web Services (AWS)

KPMG International's Trademarks are the sole property of KPMG International and their use here does not imply auditing by or endorsement of KPMG International or any of its member firms.

8.1.53 Kroll's Data Insights and Forensics Services

Jason Coyne	
jason.coyne@kroll.com + 44 (0) 79 7652 8324	**KROLL**
The Shard, Floor 14, 32 London Bridge Street, London, SE1 9SG, UK	
www.kroll.com	

Company Description

Kroll provides proprietary data, technology and insights to help our clients stay ahead of complex demands related to risk, governance and growth. Our global Data Insights and Forensics practice delivers technology and process innovation across the traditional service areas of data forensics, discovery and analytics. We are a leading provider of professional consultancy and expert witness services, specialising in IT and technology disputes.

Our team of technologists, data governance/privacy experts and data insights specialists provide unbiased guidance and expertise to help address the most complex compliance, regulatory and legal matters. Our clients include government agencies, blue-chip multinationals, law firms and insurers.

Kroll'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 litigation advisory.

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 team of advisory 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.

Our solutions deliver a powerful competitive advantage, enabling faster, smarter and more sustainable decisions. With 5,000 experts around the world, we create value and impact for our clients and communities. For more information, visit www.kroll.com.

Our Litigation and Investigative Advisory Services

Our consultants 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.

RelativityOne Litigation Advisory Services

Kroll's Litigation Advisory team has seasoned digital forensics investigators and Relativity-certified administrators to help clients defensibly preserve evidence and gain valuable insights faster, anywhere in the world. With Kroll's unrivalled investigative and technical expertise at all stages of an engagement's lifecycle, from collection to the courtroom, clients can hit the ground running and take full advantage of RelativityOne and our partnership. From data migration and user adoption to optimized case setup, analytics, visualisation and review, we help increase efficiency and decrease overall spend by customising workflows that fit client's processes and avoid time-consuming mistakes.

8.1.54 L2 Services (An ETRM Group Company) (US)

Eric Singer Sales@L2Services.Net +1.312.845.1000 + *New York City Support Hub: 264 W. 40th Street, Suite 1103,New York, NY 10018* + *Chicago Headquarters: 205 W. Randolph Street, Suite 1125, Chicago, IL 60606* L2Services.net	

Company Description

L2 Services, an ETRM Group company, helps clients address the legal, business, and information technology challenges associated with the legal discovery core tasks of collection, processing, and review for all digital and print information types, formats, and volumes.

Serving law firms, corporations, and governmental departments with an end-to-end portfolio of services, L2 Services is the premier full-service litigation support service provider serving the United States and beyond.

Learn more at L2 Services.net.

Vendor Offerings

In today's time-sensitive legal and business world, being able to immediately access premium litigation support for critical needs may mean the difference between smashing success or unmistakable failure. L2 Services understands the need for immediate service and is available around the clock coast-to-coast to support you with 24x7 service.

From traditional eDiscovery capabilities to comprehensive on and off-site imaging solutions, our end-to-end portfolio of litigation support services is available at your convenience to support your immediate needs.

L2 Services Full Service Offering Portfolio

+ Expert Forensics and Collection
+ Comprehensive Imaging Solutions (On and Off-Site Scanning and Coding)
+ Powerful Preparation and Processing
+ Advanced and Extensive Predictive Coding
+ Dedicated and Secure Review Hosting
+ Complete Review Staffing and Management
+ Flexible Digital and Print Production (Including Print and Reproduction Services)
+ Comprehensive Trial Support
+ Outsourced Litigation Support

Our litigation (and business) support services are delivered by a proven team of professionals with extensive legal discovery, project management, and information technology expertise and supported by state-of-the-art technologies delivered from highly secure facilities.

8.1.55 LDM Global

Greg Deane	
gdeane@ldmglobal.com | +353 (0) 87 766 6512	
c/o Wilkins Kennedy Amersham, 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.

- Cover all phases of the EDRM, including eDiscovery, Analytics, Forensics & Document Review.

- Helping professionals reduce risk and achieve their objectives through bespoke technology solutions.

Professional Expertise

- 26 years old - Completed >5,650 projects in 43 countries

- 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 processes

- 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 resources focus on consultancy for law firms and corporations and include:

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 / Consultancy

- 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 27 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 web-based 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.

8.1.56 Legal Tech Innovations

Luke Smith	
luke@legaltechinnovations.com | +32.490.113.259	LTI Legal 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 AI/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.

8.1.57 <u>Legastat</u>

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

Company Description

Established in 1953, Legastat has provided litigation support services throughout the UK for nearly 70 years. Today, Legastat combines a range of traditional legal reprographics services, including printing, copying, scanning and document coding, with innovative technologies and practices for eDisclosure. Legastat's eDisclosure team has provided services to top law firms, corporations, government agencies, small law firms and sole practitioners for 15 years. Our project management team combines decades of experience in helping clients meet their disclosure obligations.

Our work with the UK Public Sector very much sets Legastat apart. Legastat is one of only two suppliers trusted to provide core services on all three Crown Commercial Service (RM924, RM3717 and RM6203) eDisclosure frameworks since 2012. Legastat is also a G-Cloud accredited supplier. We work extensively with the Government Legal Department (GLD) and a wide range of Central Government and Local Authorities providing eDisclosure services. We work on various matters, including complex litigation, procurement challenges, judicial reviews, subject access requests, and public inquiries.

Legastat is an established, stable business committed to delivering projects of the highest quality and providing outstanding information security. Legastat's ISO 9001 accreditation for quality management, ISO 27001:2013 certification for information security management and Cyber Essentials Plus accreditation underpins this commitment.

Legastat remains in private UK ownership and is 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

In 2016 Legastat became the first OpenText Axcelerate Cloud partner in the UK eDisclosure market, greatly enhancing our eDisclosure and managed document review capability. Adopting Axcelerate's class-leading predictive coding and intelligent data analytics capability at the core of our projects ensures that Legastat can match the quality of our eDisclosure technology with excellent customer-focused professional services to support our customers.

Built on the Axcelerate platform, Legastat provides a unique suite of fixed cost, fully inclusive eDisclosure products. Designed to provide total cost certainty and transparency of the scope of services, Symphony Disclosure transforms how lawyers procure and deliver their eDisclosure obligations. Symphony Disclosure consists of three core solutions, carefully developed to provide value for money for every size or complexity of eDisclosure project, Aria, Sonata and Concerto, plus our fixed cost ECA solution, Overture.

Overture – Affordable, fixed cost, early case assessment (ECA).

At a low, fixed cost, we help you reduce data volumes, minimise cost and rapidly enable you to focus on the impact of keywords and date ranges to assess the strength of your case.

Overture will provide you with a deep insight into your data and an understanding of the responsiveness of keywords and other search queries. Crucially Overture will deliver complete clarity and accuracy of project costs should you choose to move forward with one of Legastat's fixed cost, fully inclusive electronic disclosure solutions.

By engaging with the Overture process, you are gaining a significant strategic advantage in your case, with a clear understanding of your material, clarity on issues and costs and the ability to make rapid and informed decisions on how to proceed.

	Aria – fixed price, fully inclusive electronic disclosure for smaller, individual cases up to 5GB in size. There has long been a misconception that eDisclosure is only suitable for large, complex cases. That could not be further from the truth. Hugely popular with clients, Aria brings all the benefits of collaboration, flexibility, security, and greatly increased efficiency to cases of just a few thousand documents whilst offering outstanding value for money. All projects deployed on Aria are fully featured, fixed cost, and inclusive of all project support.
	Sonata – Volume based, fixed price per GB, electronic disclosure services for larger, more complex cases. Just like Aria, Sonata offers the same certainty of cost and fully inclusive specification for larger data volumes and more complex cases. Sonata is designed for a single case deployment for matters from 10GB to many 100's of GBs or even Terabytes of data. Deployed either as a standalone capability for litigation, arbitration,

	investigation and regulatory matters or as a component of a wider Managed Document Review provision, Sonata is designed to ensure you have total clarity of the services you are purchasing and complete cost certainty. With full access to the fully-featured Axcelerate eDisclosure platform, including total data enrichment, data analytics, and, if needed, complete predictive coding and Technology Assisted Review (TAR) capabilities, Sonata provides a feature-rich and expertly deployed solution for your eDisclosure project.
	Concerto – Fixed cost, volume-based, annual subscription electronic disclosure services for multiple cases over time. For clients managing several larger cases over an extended period, or those with multiple cases, in addition to fixed cost certainty and a fully inclusive eDisclosure service, Concerto provides all the benefits of Aria and Sonata with the economies of scale that an annual subscription affords. Imagine having all the benefits of your very own in-house Electronic Disclosure practice, leading-edge software combined with a professional and experienced project team at a fraction of the cost and risk. Concerto offers you the opportunity to do just this, with the added benefit of a transparent, fixed price and fully inclusive service. Just like our other fixed cost solutions, Aria and Sonata, Concerto provides you with full access to the fully-featured Axcelerate eDisclosure platform. Concerto includes complete data enrichment, data analytics, and, if needed, complete predictive coding and Technology Assisted Review (TAR) capabilities, providing a feature-rich and expertly deployed in-house solution for your eDisclosure project.

Legastat focuses on supporting our clients throughout the entire lifecycle of their projects. By leveraging the full range of our end-to-end Litigation Support Services, we can ensure that we offer technical and professional expertise, combined with innovative commercial models that provide value for money, transparency and complete cost certainty.

8.1.58 Lighthouse

Mike Brown - Director of Business Development mbrown@lighthouseglobal.com | +44 (0) 203 196 1273 1 King William Street, London, EC4N 7AF https://www.lighthouseglobal.com	LIGHTHOUSE.

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™, ChatSmart™, PrivSmart™, and RedactSmart™. 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.

Document Review Services

Lighthouse offers a consultancy led approach to managed document review which is built on the maximisation of available technical methods augmented with a minimal level of human input for an added element of quality control. Lighthouse utilise a range of subject matter experts (legally educated paralegals and qualified lawyers) with a previous track record in review and redaction exercises to expedite the review and reduce costs. Lighthouse also provide a bespoke review consultancy service which covers comprehensive review management, the drafting and provision of project specific briefing documents and the compilation of formal PII protocols. Lighthouse can provide managed review assistance across a range of matters including; translation exercises; review exercises, due diligence projects and DSARs.

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.

8.1.59 <u>LINEAL</u>

David Holmes – Senior Vice President	
<u>dholmes@linealservices.com</u> | +44 (0) 207 940 4799	**LIN≡AL**
125 Finsbury Pavement, London EC2A 1NQ	
<u>www.linealservices.com</u>	

<u>Company Description</u>

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, Dubai, 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 in-house 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 proprietary 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.

<u>Vendor Offerings</u>

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.

<u>Services Overview</u>

- Information Governance

- eDisclosure

    - o Early Case Assessment

    - o Technology-Assisted Review (TAR) / TAR 2.0 / Predictive Coding

    - o Online Review through advanced eDiscovery platforms

    - o Forensic Collections

- o Data Analytics
- o Data Hosting
- o Data Processing
- o Managed Services
- o Managed Document Review and Staffing
- Legal Document Services
  - o Creation of electronic and hardcopy Bibles and Bundles
- Digital Forensics & Investigation
- Cyber Security
- Proactive Compliance Monitoring

Compliance

Lineal partners with clients to tackle their most challenging investigation and compliance matters. When stakeholders need to know the facts and how to fix critical control gaps, those who respond quickly can minimize the damage to their reputations and bottom lines.

Our team conducts investigations, serves as independent compliance monitors, and performs data collection globally and fast. We help clients uncover, interpret, and preserve electronically stored information (ESI) in a legally defensible manner that meets strict data protection compliance. Our technology stack and custom workflows allow us to swiftly extract and collect data from physical devices, cloud enterprise, and storage solutions. This enables our clients to make better decisions, improve case strategy, and yield faster results.

Not only do we provide an emergency response to deal with cyber fraud and/or misuse of company information which has already occurred, we also forge strategic partnerships with clients to identify weaknesses and create ongoing strategies to prevent such events from happening in the first place. We have deep experience building compliance programs that allow clients to stay agile in today's connected world.

eDiscovery Consulting

The world's largest companies and law firms rely on Lineal for their investigations, audits, M&A deals, criminal or civil disputes, and monitoring legal and regulatory compliance in real time. Our end-to-end Electronic Discovery Reference Model (EDRM) services are supported by the best technical and project management teams and backed by the most-advanced data mining and eDiscovery solutions in the industry.

Our expertise in complex multi-jurisdictional and cross-border matters ensures that data privacy and data transfer regulations are followed precisely. We process and host data and run ECA and analytical tools from a single platform, ensuring a more defensible chain of custody and value capture for clients.

With a focus on client service, our global team tackles increasing challenges surrounding data subject access requests (DSARs), conducts AI-based early case assessment (using Lineal's proprietary LTAi threading technology), and builds AI models to mitigate future risks specific to your organization. The results are clear: reduced litigation costs, faster results, minimized risk, more control, and budget predictability.

1. Information Governance
2. eDiscovery Consulting

3. Digital Collection
4. eDisclosure
5. Managed Services
6. Managed Document Review
7. Legal Document Services

Data Collection

Data collection is one of the most technically challenging parts of eDiscovery. Once Electronically Stored Information (ESI) is located on all devices, it must be extracted in a forensically defensible manner with metadata preserved, then placed in a separate repository for review by the legal team. Our proven data collection and forensics experts can meet client needs globally, either onsite or virtually.

Lineal works seamlessly with law firm clients to collect data in an efficient, organized, and usable manner, eliminating the challenges and risks associated with inexperienced providers. Our team is adept at creating file structures according to the client's request, identifying key attributes from context and metadata.

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.

8.1.60 Lionbridge Technologies, LLC.

Harry Powell	**LIONBRIDGE**
Harry.Powell@lionbridge.com | +44 1173 729746	
1050 Winter Street, Suite 2300. Waltham, MA 02451, USA	
www.lionbridge.com	

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 your 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.

8.1.61 LitSavant Ltd

Mark Dingle, Tam Hatton-Brown	
support@litsavant.com | +44 (0)20 8923 4333	
70 Leyton Park Rd London E10 5RL	
www.litsavant.com	

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™ 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 and also provide consultancy services on eDiscovery and litigation support projects, using a range of tools and platforms..

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 and Relativity One.

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.

8.1.62 London Legal Discovery

Graham Jackson, Director eDiscovery Services graham.jackson@london-legal.co.uk	
Birchin Court, 20 Birchin Lane, London EC3V 9DU	
www.london-legal.co.uk	

Company Description
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.

8.1.63 Maas Consulting Group

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

Company Description

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

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

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

Vendor Offerings

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

- Full coverage of all aspects of the Electronic Discovery Reference Model (EDRM)
- Change management
- Service provider selection and/or management
- Establishing internal discovery teams
- Streamlining existing discovery workflows
- Identifying savings in external litigation spend
- Litigation/discovery project management
- Electronic Documents Questionnaire (Form N264) guidance
- Business integration
- Precedent H guidance
- TeCSA/SCL/TECBAR eDisclosure Protocol guidance
- Early data assessment
- Civil Procedure Rules awareness training
- Case Management Conference preparation
- eDiscovery/eDisclosure strategy/response
- Document reviews
- User and requirements specifications for new software development
- Project management of new software implementation

- Software assessment (time recording systems, know-how systems, DMS, etc.)
- Trial preparation
- Impact of the EU's General Data Protection Regulation (GDPR)
- Insights into UK and European markets
- Project management
- Introduction to relevant legal procedure and the drivers behind litigation
- Assistance with presentations to legal audiences
- Leading market-facing roundtables
- Drafting joint white papers and/or webinars
- Guidance developing user interfaces and/or user manuals
- Functionality roadmaps
- Market awareness
- Internal corporate presentations on the state of the legal IT market

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

8.1.64 MedBrief

Steven England	
steven.england@medbrief.co.uk | +44 (0) 20 3947 8888	
Unit 5 Avenue Terrace, 28 Avenue Road, Birmingham, B6 4DY	
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.

8.1.65 Media Discovery

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

Company Description

After some 30 years of trading as Media Resources, in 2014 we are re-branding as Media Discovery.

Media Discovery is a leading professional tape services organisation, providing tape data restoration services, with specific expertise in identifying and extracting targeted information, for Electronic Data Discovery (e-Discovery), Information Management and Corporate Compliance purposes.

Our mission is to work with our customers to reduce the business pressures associated with tape e-discovery and other tape restoration requirements, by providing them with swift access to required data that resides on backup tape media.

Our Expertise centres on our ability to restore information from virtually all physical tape formats and logical backup formats. Our services are delivered by highly experienced professionals, with tape specific expertise, in our dedicated and secure Data Services centre.

Vendor Offerings

Our Solutions, both reactive and pro-active, are designed to deliver significant business benefits when organisations are faced with complex and expensive tape preservation and restoration demands. They include;

- ➢ Tape e-Discovery
- ➢ Tape Restoration on Demand
- ➢ Tape Discovery and Remediation
- ➢ Audio Restoration & Processing

Our Processes enable us to swiftly identify, extract, and return required data, residing on backup tape, via the most appropriate methodologies - and are designed to save time, reduce risk and lower the costs associated with such processes.

Our Tape Discovery and Restoration services;

- ➢ Incorporate Engineering skills to deliver a highly scalable service.
- ➢ Utilise efficient workflows.
- ➢ Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.
- ➢ Follow a forensically sound and legally defensible process.

8.1.66 Media Resources

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

Company Description

Media Resources is a leading professional tape services organisation, providing data storage solutions including data restoration services, with specific expertise in identifying and extracting targeted information, for Electronic Data Discovery (e-Discovery), Information Management and Corporate Compliance purposes.

Our mission is to work with our clients to reduce the risks, costs and business pressures associated with tape processing environments. We address 3 key areas;

1. The supply of tape media.

2. Ensuring the ongoing accessibility of data.

3. The secure retirement of data bearing assets.

Our process allows us identify, extract and restore information from virtually all physical tape formats and logical backup formats, without recreating the original environment, therefore allowing access to required data in the fastest possible time and at the lowest possible costs.

Whether required for e-discovery or other tape restoration requirements, our services are delivered by highly experienced professionals, with tape specific expertise of over 30 years, in our dedicated and secure Data Services centre, centrally located less than an hour's drive from London.

Vendor Offerings

Our Solutions, both reactive and pro-active, are designed to deliver significant business benefits when organisations are faced with complex and expensive tape preservation and restoration demands. They include;

1. Tape e-Discovery

2. Tape restoration on demand

3. Tape discovery and remediation

4. Audio Restoration and Processing

Our Tape Discovery and Restoration services;

- Incorporate Engineering skills to deliver a highly scalable service.
- Utilise efficient workflows.
- Are subject to strict media management processes that ensure all data is identified, restored and delivered to the client.
- Follow a forensically sound and legally defensible process.

8.1.67 Merlin Search Technologies, Inc. (US)

John Tredennick, Founder and CEO	
E: jt@Merlin.Tech, P: 011-303-810-1918	**MERLiN**
201 Columbine Street, Ste. 150, Box 6812, Denver CO 80206-4745, USA	
Merlin.Tech	

About Merlin Search Technologies
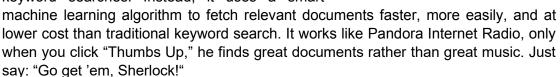
Merlin Search Technologies is an AI-cloud technology company building world-class software for investigations, discovery and compliance workflow. We combine the power of machine learning and cloud computing with our own digital magic to make search smarter, review faster and discovery more affordable.

Our flagship is Merlin Integrated Search, a revolutionary 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.

Meet Sherlock: Merlin IS is powered by Sherlock®, the first AI-powered digital document bloodhound. In milliseconds, Sherlock can analyze documents you've already seen and then find other relevant ones to further your search. Fast and scalable, Sherlock can analyze and rank a million documents in 100 milliseconds, ten million in a few seconds.

Sherlock eliminates the need to craft complicated keyword searches. Instead, it uses a smart machine learning algorithm to fetch relevant documents faster, more easily, and at lower cost than traditional keyword search. It works like Pandora Internet Radio, only when you click "Thumbs Up," he finds great documents rather than great music. Just say: "Go get 'em, Sherlock!"

You can meet Sherlock here: https://www.merlin.tech/merlin-is/

Experience: The Merlin team has over two decades of experience at our prior company, building and hosting search and review software for many of the largest organizations and law firms in the world. Our founder, John Tredennick, began his career as a trial lawyer and partner at a national law firm. In 2000, he launched Catalyst, a leading e-discovery technology company. After selling Catalyst in early 2019, he founded Merlin Search Technologies to design and develop the next generation of AI-powered search and review software.

Our mission is to reinvent search and to deliver the next generation of investigation, discovery and compliance software.

About Merlin Integrated Search (IS)

Merlin IS is a revolutionary new search analytics and review platform for investigations, discovery and other information retrieval needs. It is the first to offer keyword and algorithmic search in a single, integrated system. And, the first to introduce Sherlock, our AI-Powered digital document bloodhound.

Full-Featured Review: Merlin IS covers the heart of the discovery lifecycle, from ingestion and processing through search, analytics, review and production. We offer speed, scalability, utility pricing and the option to host your data securely anywhere in the world. Add to that the most intuitive user interface on the market and, well, you get the idea.

Built by Experts: Merlin IS is a fifth-generation product, designed by a team with two decades' experience creating award-winning search, analytics and review platforms. We built this amazing product from the ground up to take advantage of the latest software code, the newest user interface framework, and the most powerful machine learning algorithm ever.

8.1.68 Millnet Document Services

Steve Chadd Managing Director	
T: +44 (0) 207 422 8841	
M: +44 (0) 7584 482 750	
E: steve.chadd@millnet.co.uk	
6-7 Princes Court, 11 Wapping Lane, London, E1W 2DA	
www.millnet.co.uk	

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® 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® 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

8.1.69 Milyli (US)

Steve Ankenbrandt, CEO	
Info@milyli.com or sales@milyli.com | +1 312.265.0136	
415 N Sangamon St. Chicago, IL 60657	
www.milyli.com	

Company Description

Milyli builds secure, intuitive software that makes managing sensitive information tasks easier. Milyli has worked with Relativity and other eDiscovery technologies since 2008, building solutions and innovative applications like our flagship redaction tool, Blackout. The world's top law firms, services providers, and government organizations trust Milyli to reduce work time, create technical and operational efficiencies, and lower end costs. Try free, secure redaction jobs at Blackout.one and discover how to "Make It Like You Like It" at Milyli.com.

Vendor Offerings

Milyli software products integrate seamlessly into Relativity.

- **Blackout** offers the easiest, most thorough way to automatically redact sensitive information in Relativity – for native image, PDF, and Excel files. With Blackout, reduce review time, lower costs, and create workflows that increase accuracy.
- **Chronicle** builds privilege logs in Relativity alongside review. With Chronicle create a consistent, defensible narrative while reducing the expense and time it takes to construct a privilege log.
- **Delegate** provides the most robust admin settings and automates workflows for Relativity server. Delegate allows Relativity hosts to automate repetitive tasks, manage complex permissions, and create user and group level access settings for specific workspaces and matters.

8.1.70 Morae Global

Patrick Kellermann	
patrick.kellermann@moraeglobal.com | +44 (0) 207 190 9147	
Hasilwood House, 60-64 Bishopsgate, London EC2N 4AW	
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-the-art 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.

8.1.71 **NUIX RESPONSE:** Nuix Pty Ltd

Adam Pembrey	
Adam.Pembrey@nuix.com	
NUIX RESPONSE HQ: Level 27, 1 Market Street, Sydney, NSW 2000 Australia **NUIX London:** Times House, Bravington Walk, N1 9AW	
www.nuix.com	
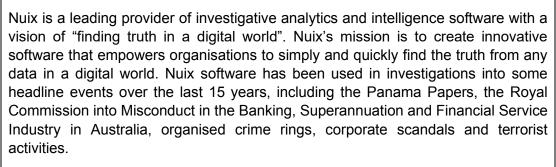
Company Information

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.

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: https://investors.nuix.com/Investor-Centre/

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.

8.1.72 OpenText Legal Tech

Simon Price	**opentext™ | Legal Tech**
simonp@opentext.com | 07775 591 388	
45 Cannon St, London, EC4M 5SH	
www.opentext.com	

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: www.opentext.com.

Vendor Offerings

OpenText™ Axcelerate™

Axcelerate is an end-to-end eDisclosure solution with integrated analytics, machine learning and advanced technology-assisted review. In addition to metadata filtering, keyword search, phrase analysis, and concept grouping, 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 prioritise 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 all forms of personal data including PII, PHI and PCI. Axcelerate also offers auto-detection people, places and organisations to quickly home in on the people, timeframes and locations related to litigation and investigations. Sentiment analysis helps focus in on custodians with the most positive and negative opinions while fact vs. opinion analysis uncovers which custodians are most prone to unsubstantiated assertions – details that can be essential for assessing the merits of matters to inform case strategy and "fight or flight" decisions. Axcelerate also provides robust support for chat data and includes document summaries based on the content and context of data to help avoid time reviewing irrelevant documents. Simple, secure and rapid translations for over 70 languages into English is also available via AWS Translate or Veritone aiWARE. Axcelerate is available as an on-premises solution, in the AWS cloud either OnDemand or as a private POD and via a mobile server solution designed for organisations that need to keep sensitive data on premise for short-term eDisclosure needs.

OpenText™ Axcelerate™ Investigation

OpenText Axcelerate Investigation is a purpose-built data investigation module for advanced 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 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 Microsoft® Active Directory® for centralized custodian management, Microsoft® O365® for in-place preservation, and , IT ticketing and HR systems for employee change management. OpenText Legal Hold can create and distribute targeted legal hold notices rapidly with web-based questionnaires, audit trails, and the ability to over-ride disposition policies to prevent inadvertent data spoliation. The ability to integrate remote collection capabilities, including critical endpoint data, is also available.

OpenText™ eDiscovery and Investigations Services

OpenText Legal Tech software can be used on-premise, via your own secure private cloud or on a project by project basis OnDemand. OpenText is also an ALSP that provides direct-from-vendor technology and professional services across multiple delivery models. OpenText professional services help 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. Includes option for a Rapid Analytics Investigative Review for rapid insight into the documents for efficient and cost-effective production.

• **Recon Investigations –** A fully managed investigations service that 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 (key pivotal events, players, etc.) in a comprehensive Recon Intel Report.

• **Breach Response Analysis and Reporting –** Investigations expertise to discover, analyse and report on all forms of data compromised in a breach leveraging OpenText technology and expertise. These include the robust personal data detection tools within Axcelerate to itemize all personal data that was affected and associate the data to specific individuals so notification obligations can be fulfilled. Where Confidential Business Information (CBI) such as client lists and contracts have been exposed, OpenText's review platforms can quickly isolate and analyse the relevant data so the impact to the organization can be assessed. OpenText is among very few technology and services vendors that can cover both personal data and CBI for holistic insights into the breadth and impact of data breaches.

• **Axcelerate Portable Solution** - OpenText Axcelerate delivered as a portable appliance supported by our professional services teams when data cannot leave site or jurisdiction. A fully-featured 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.

- **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.

8.1.73 Opus 2 International (Last updated in 2021)

Oliver McClintock	
omcclintock@opus2.com | +44 20 3008 6611	OPUS 2 INTERNATIONAL
5th floor, 5 New Street Square, London, EC4A 3BF	
www.opus2international.com	

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.

8.1.74 PA Consulting Group

eDiscovery Team	
eDiscoverySupport@paconsulting.com	
01763 285 026 / 07979 703096	
10 Bressenden Place, London SW1E 5DN	
www.paconsulting.com	

Company Description

PA provide configurable, cost-effective eDiscovery and Digital Forensic services to both public and private sector clients and have done for around 20 years.

Our approach to eDiscovery is unique

PA will always:

- ensure that you find our eDiscovery services easy 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, Litigation Support, 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 an approved supplier on the G-Cloud 12 framework open to all public sector customers.

G-Cloud 12 - CCS (crowncommercial.gov.uk)

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-to-end processes and the pitfalls of complex projects including those involving legal holds, custodians for data collections, processing large volumes of data, tight turnaround document reviews, predictive coding and analytics solutions, and bespoke production requirements. 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 it 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 so far kept us committed to Nuix (for processing) and Relativity (for document review and analytics).

- **information handling expertise is always on hand** – 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. We are skilled at collecting and preserving data from all types of digital devices and from the cloud.

- **Early Case Assessment** – in close collaboration with our clients, and using our own unique methodologies, we provide early focus to 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 is industry leading, providing high quality results at speed. 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 our clients to best suit their matter and to achieve the very best outcome using analytical technologies to assist where appropriate

- **Document Review Platform** - a secure, fast, enterprise grade Relativity platform is designed to support many thousands of users and matters simultaneously.

- **Air-Gapped, On-Site Solutions** – when legislative or privacy matters drive the specific location and/or security of data requirements, we can deploy solutions to ensure total control over where and how data is processed and reviewed.

Digital Forensics and Investigations

PA also has a leading Digital Forensics team who can help in the following areas:

- **Digital Forensic Collection and Investigation**
- **Evidential Reports and Expert Witness Services**

Security Assurance

Underpinning all of the above is our absolute **focus on Information Security**. We are ISO27001 and Cyber Essentials Plus 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. [Cyber security training | PA Consulting](#)

Information Management Advice

PA have a long-established record of helping large global organisations manage their information better. A core part of our work with clients is to help keep their cost of future eDiscovery requirements 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.

8.1.75 Pagefreezer

Mike Saar	
michael.saar@pagefreezer.com	**◆ Pagefreezer**
+44 (0) 7977 267260	
71-75 Shelton Street, London, WC2H 9JQ,	
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 Chromium engine browser 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 www.pagefreezer.com and [Website and Social Media Investigation Tool | Pagefreezer](#)

8.1.76 Panoram Digital

Martin Bonney	
martinbonney@panoramdigital.com +44 (0) 7917323066	
26 Fordington Road, London, N6 4TJ	
https://panoramdigital.com/	

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's team of highly experienced eDiscovery professionals, including several certified Nuix Masters, 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.

2. 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 transform our clients' eDiscovery experience.

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 and data sovereignty. We deploy technology, workflows, policies and procedures for all Data Investigations, empowering our clients to regain control over the sovereignty of their data and the cost of their regulatory and legal compliance. 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.

8.1.77 <u>ProSearch (US & Ireland)</u>

<u>mailto:info@prosearch.com</u> <u>www.prosearch.com</u>	
USA 3250 Wilshire Blvd., Suite 900, Los Angeles, CA 90010 +1 877.447.7291 **Ireland** Regus House, Harcourt Centre Harcourt Road Dublin 2, Dublin D02 HW77, Ireland **India** KRB Towers, 4th floor, #1-4 &4A, Jubilee Enclave, Madhapur, Hyderabad, Telangana, India, 500081	**PROSEARCH**

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, product managers, software developers, project managers, data analysts, attorneys and discovery specialists.

As a RelativityOne Services Partner, we assist organizations in migrating to and managing matters on RelativityOne in the cloud and on-premises in Relativity Server. 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 collaborate 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, Teams 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.

Microsoft 365 Advisory Services

ProSearch Microsoft 365 Advisory Services help organizations manage Microsoft licenses, data, and discovery processes across the EDRM life cycle. We collect data from Outlook, Exchange, SharePoint, OneDrive and Teams within your Microsoft 365 tenant. We continuously monitor the Microsoft roadmap for updates that will affect existing workflows and to identify opportunities to further optimize eDiscovery.

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.

8.1.78 PwC LLP

Umang Paw, Deals Chief Technology Officer | Digital & Forensic Investigations Matt Joel, Head of eDiscovery, | Digital & Forensic Investigations	
umang.paw@uk.pwc.com | +44 (0) 7931 304 666 matt.joel@pwc.com | +44 (0) 7809 552 273	
7 More London Riverside, London, SE1 2RT Merchant Square, Belfast, BT1 6GE One Chamberlain Square, Birmingham, B3 3AX Central Square, 29 Wellington Street, Leeds, LS1 4DL	
https://www.pwc.co.uk/DFI	

Company Description

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, market-

leading technology and artificial intelligence,, 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 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 searches 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.

Services

- Legal and regulatory electronic disclosure:
  - o data capture
  - o investigative and review analytics (including Predictive Coding / Sample-Based Learning / Active Learning / Technology Assisted Review)
  - o Evidence Links (in-house case management and analysis system)
  - o data hosting and searching
  - o production of material to varying specifications

- Data Discovery and Reveal
  - o Data Discovery for GDPR, sensitive client data and governance
  - o Pre and post breach data identification and classification
  - o Defensible data deletion
  - o Data separation
- Document review
- Investigation support
- Forensic accounting support
- Managed services
- Electronic trial bundling
- Data Discovery / Records Management
- DSAR support

Technology

Data Collection:
- EnCase
- Live acquisition (DEFT / Kali)
- Relativity Collect
- FTK Imager
- Cellebrite / XRY (mobile device acquisition)
- X-Ways
- Magnet AXIOM

Decryption:
- Passware

Processing:
- 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)
- Message Crawler

OCR:
- ABBYY Recognition Server
- Relativity OCR
- Nuix OCR
- Handwritten text extraction

Investigative analytics:
- Relativity Analytics
- Alteryx
- Brainspace
- Tableau
- Evidence Links (PwC-developed proprietary technology))

Data Hosting Platform:
- RelativityOne
- Relativity Server

- Relativity Redact / Blackout
- Heretik
- Calendar item viewer (PwC-developed proprietary technology)
- Saved search management application (PwC-developed proprietary technology)
- Bespoke automated workflows
- Custom gap analysis

Data Discovery:
- Exonar
- BigID
- MicroFocus

Voice:
- Nexidia
- Intelligent Voice

Translation:
- Language Weaver

8.1.79 Quantuma

Ben Hammerton (Director – Head of eDiscovery)	
ben.hammerton@quantuma.com | 07711 234413	Quantuma
High Holborn House, 52-54 High Holborn, London WC1V 6RL	
www.quantuma.com	

Company Description

Quantuma are a leading mid-market Advisory firm, providing a range of services from Forensic Investigations to Contentious Insolvency and Restructuring. In 2020 we merged with K3 Capital Group PLC (AIM listed).

- Founded in 2013

- Focused on:

    o Forensic Accounting
    o Forensic Investigations
    o Restructuring & Corporate Insolvency
    o Business Valuation
    o Corporate Finance
    o eDiscovery

- Locations across the UK, Mauritius, Cyprus, Cayman, Poland, BVI, Singapore, Cayman Islands and Dubai

Quantuma have grown at pace since 2013 and opened 3 new international offices in 2021, increasing headcount to over 300 specialists.

What we offer

Forensic Analysis - computers, servers, mobile devices, including deleted items, physical data transfer, online data transfer. We provide in-depth reports on the activities of the user(s), for the purposes of investigation or expert report writing.

Forensic Accountancy – in-depth assessment of client material, for business/share valuation, ongoing profitability/value, quantum, general dispute advisory, SJE services (Single Joint Expert), Expert Witness.

Crypto/Asset Tracing – combining the UK, Dubai and Cayman Islands teams, we trace/find assets, build the currency movement patterns and assist in recovery of funds.

eDiscovery support services – processing and loading client data into the 'Reveal-Brainspace' eDiscovery document review platform, we provide standard and analytical searching and document review services. Clients receive:

- a single collated data review area for multiple users
- simple to use features
- our experts help to augment the standard workflows with
    o TAR or 'Machine Learning' (folders and batches created based on email/documents 'likely relevance ranking')
    o 'Image Labelling' (photos and pictures in documents are labelled with their likely content e.g. boat, watch, construction site),
    o 'Sentiment Analysis' (e.g. angry email exchanges are brought to the attention of the reviewer).
    o + others

8.1.80 Rational Enterprise

Costa Kypre, Managing Director EMEA	
ckypre@rationalenterprise.co.uk	
International House, 1 St Katherine's Way, London, E1W 1UN	
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 technology.

- Law firms have deployed Rational Review behind their firewall as their in-house 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:

  o 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.

  o Assist with regulatory compliance – enables firms to react much quicker than other firms and in a much more cost effective and proportionate manner.

  o Complete internal investigations without impacting the firm's internal resources.

  o Effective records management, including automating and enforcing a firm's retention, deletion and/or archive policies.

  o Defensible data legacy clean up.

  o GDPR Compliance.

  o Data breach.

8.1.81 Relativity

The Relativity Sales Team	
sales@relativity.com +1 312 263 1177 ext. 4 | +44 (0) 20 7153 1132	
231 South LaSalle Street, 8th Floor, Chicago, IL 60604	
2nd Floor, 6 Broad Street Place, London EC2M 7JH	
https://www.relativity.com	

Company Description

Relativity makes software to help users organize data, discover the truth and act on it. Its SaaS product, **RelativityOne**, manages large volumes of data and quickly identifies key issues during litigation and internal investigations. The AI-powered communication surveillance product, **Relativity Trace**, proactively detects regulatory misconduct like insider trading, collusion and other non-compliant behaviour. Relativity has more than 300,000 users in approximately 40 countries serving thousands of organizations globally primarily in legal, financial services and government sectors, including the U.S. Department of Justice and 198 of the Am Law 200. Relativity has been named one of Chicago's Top Workplaces by the Chicago Tribune for 10 consecutive years.

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. (8.2.42)

8.1.82 Reveal-Brainspace

Samantha Mather smather@revealdata.com | +44 (0) 7951 271978 EMEA have offices in both the UK and Ireland and the Global HQ is in Chicago, Illinois www.revealdata.com	**reveal** | Brainspace NexLP

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 http://www.revealdata.com.

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.

8.1.83 Ricoh (US)

Phil Casale	
Philip.Casale@ricoh-usa.com | +1 866 529-7226	**RICOH**
300 Eagleview Boulevard, Suite 200 Exton, PA 19341, USA	*imagine. change.*
http://www.ricoh-usa.com/infogov	

Company Description

Ricoh consults with corporations, law firms, and government entities that face information governance and eDiscovery challenges. As data volumes continue to grow exponentially – and many organizations find themselves struggling with aspects of managing that information. Ricoh's Information Governance (IG) services provide the foundation of effective compliance, data governance, and risk management to address information obstacles – from data acquisition through disposition.

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 end-to-end programs are based on your organization's specific needs.

- **Managed eDiscovery and Infrastructure as a Service (IaaS) Solutions**

  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 technology-driven 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.

8.1.84 Servient

Nick Rich ,Head of UK Client Engagement Servient UK Ltd	
nrich@servient.com | 0203 350 1398	**servient**
48 Chancery Lane, London, WC2A 1JF	
www.servient.co.uk	

Company Description

Servient is a pioneer of machine learning and cloud-based eDisclosure services. Easy to use and learn, Servient provides immediate time and cost savings.

Servient allows you to control as much of the eDisclosure process as you wish. This includes processing, production, creating and managing review teams, conducting early data assessments and more.

Some rely on the Servient project management team to help every step of the way, whilst others handle it all internally. Servient is built to support **self-service** – reducing costs and allowing lawyers to interact more closely with their data.

Servient provides these sophisticated technologies with a new simplified and sensible pricing model that reflects its modern architecture. No more up-front processing fees, no more user licenses that fluctuate throughout the matter, and no more fees associated with analytics and predictive coding. Budgeting becomes simple and predictable: just a single monthly fee based on volume, or, for regular clients, a fixed subscription.

Put simply, Servient provides **robust, scalable, cost-efficient** eDisclosure.

Servient

- 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 customizable – from the very largest matters to the smallest. In fact we support eDisclosure for matters where it wouldn't have been warranted previously.

- 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

- Self-Processing

  Allowing you to process as much data as you need (irrespective of volume) – directly from cloud sources or from images or files.

- Early Data Assessment

  Explore the documents, easily test search terms and prepare documents for review, all before the review phase

- Document Review

  A fully-featured, **easy-to-use** document review application with excellent review metrics on tap. Search functionality includes:

- ⊙ <u>Standard</u> – Comprehensive search and analytics functionality, including keywords, phrases, date ranges, formats, file types, custodians, Boolean logic 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)

- <u>Matter & User Management</u>

  Control who gets access to your matter, and at what level, add or remove users at will, create matters 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.
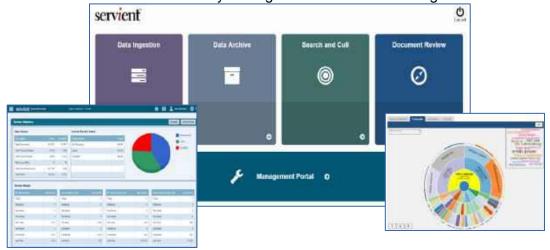
- <u>Production Module</u>

  Create a disclosure template once and re-use it many times. Disclosure of native documents or in TIFF or PDF – with **no extra 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.

<u>Vendor Offerings</u>

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.

8.1.85 Sky Discovery

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

Company Description

Our ethos is to provide the best eDiscovery expertise and services at a competitive price. We are a leading independent owner managed business servicing the UK and Australian markets. 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 2021 we featured for the second year in a row in Relativity's Innovation Awards, this time as a finalist for our Smart Extract solution. 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.

We do this through our highly experienced consulting team, who between them have an average of 13 years eDiscovery experience. 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.

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 – Our Construction toolkit has been developed to make the review of complex construction matters manageable in an efficient manner. Tools include Scott Schedule Tracker, Construction Convert, Photo Search, early Insights.

Group Litigation – Our Class Action toolkit has been developed to assist client navigating their way through high volume claimant management and document review in group litigation matters. Tools include Claimant Register, Claimant Connect, Smart Extract, Dimensional Review, Machine Translate.

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.

8.1.86 Smith & Williamson LLP

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

Company Description

Smith & Williamson was founded in Glasgow in 1881 and has, for many years, combined an independent firm of accountants with an investment management and private banking house. Our business spans 12 principal offices and 1,500 staff located across the UK and Ireland with a turnover of approximately £212 million to April 2013. We provide audit & accountancy, forensic services, tax and financial advisory services to corporates, owner-managed businesses, professional practices and private clients.

At Smith & Williamson, our prime aim is to help clients achieve their financial ambitions, both corporate and personal, focusing on wealth creation, wealth management and wealth preservation. This unique approach singles us out from our peers and larger competitors, being the only UK financial services firm to combine a top 10 accountancy practice (Accountancy Age 2014) with an investment management and private banking house.

Vendor Offerings

Forensic technology

Our forensic technology team provides a scalable and technically focused solution to issues surrounding the recovery, retention, investigation and presentation of electronic data, both in investigations and during the disclosure process.

Our team

With over 40 years' combined experience, our team consists of former police officers, IT professionals and lecturers who are not only technically adept, but commercially minded ensuring minimal disruption to a client's business. We can assist those less experienced to gain the maximum benefit from the technology and suggest appropriate ways to maintain proportionality.

Investigations

Working together with our forensic investigations team, we investigate both criminal and civil cases and can:

- secure electronic data using overt or covert techniques

- review servers with minimal disruption to networks

- identify and recover deleted and hidden data from all forms of electronic media

- provide clear, non-technical reports on our findings.

e-disclosure

We offer a complete e-disclosure solution that:

- consults, collects and prepares documents for electronic review

- reduces the cost of e-disclosure through flexible charging structures

- saves time and money through more cost-effective planning

- simplifies even the most complex e-disclosure exercise through advanced analytics

- delivers cost efficiency to clients

- allows our clients to regain control of the case.

At the heart of our e-disclosure solution is IPRO Enterprise - featuring Early Case Assessment, web-based review including computer assisted review, near duplicate analysis, concept clustering and high speed processing tools. With these tools, clients can choose to manage the e-disclosure process themselves or our multi-disciplined team is on hand to guide them through any stage of the process if required. By working as part of the client team, we give the insight and assistance needed to ensure a smooth e-disclosure exercise every time.

8.1.87 SullivanStrickler Ltd

Elaine Brophy, Director of UK Operations	
ebrophy@SullivanStrickler.com	+44 7841 463998	**SullivanStrickler**
Unit G14, 22-25 Portman Close, London, W1H 6BS	
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.

8.1.88 <u>TCDI (US)</u>

Elizabeth Wagoner	
<u>e_wagoner@tcdi.com</u> | +1 336-655-9959	
4508 Weybridge Lane Greensboro, North Carolina 27407	
<u>https://www.tcdi.com/</u>	

<u>Company Description</u>

TCDI is a leading provider of litigation technology software and services. For nearly 35 years, law firms and corporate legal teams have relied on TCDI's team of experienced legal technologists and project managers to help solve legal challenges, manage the eDiscovery process, increase efficiencies, and reduce costs. TCDI is a minority-owned business that 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 117 employees, with offices in Cleveland, Ohio and Greensboro, North Carolina. They have expanded their services to include forensics, processing, hosting and review.

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.

<u>Vendor Offerings</u>

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.

In 2017, TCDI added managed document review to their integrated services, which supports various document review models, including creating career opportunities for military spouses (most of whom are women), through their Military Spouse Managed Review program. In fact, 81% of TCDI's MSMR contractors are women. Through the pairing of design, streamlining review workflows and further automating document review, TCDI solves typical business challenges around legal review. TCDI's managed document review provides corporate legal department and law firms flexibility (reviewers available 24/7/365), scalability (tap as many reviewers as needed, when you need them), and lower costs.

In 2020, TCDI added a legal hold tool to their service offerings, 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. This tool 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.

TCDI's legal hold tool 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.

8.1.89 TransPerfect Legal Solutions

Charles Lilwall, Director, Strategic Accounts	
clilwall@transperfect.com	+44 (0) 20 7061 2000	
Aldgate House, 33 Aldgate High Street, London, EC3N 1AH	
www.transperfectlegal.com	

Company Description

TransPerfect Legal Solutions (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 subject-area 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.

- **AI 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.

- **TextIQ**:

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.

- **Veritone**:

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:

- **Foundation in Top-Tier Client Service**: 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.

- **Commitment to Software Development**: 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.

  o Digital Reef (*Pre-Review Analytics*®): 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*® on a complimentary basis. *Pre-Review Analytics*® 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.

- o Telescope: 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.

- o AI Portal: 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.

- o Mobile Data Viewer: 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).

- **Top People** - 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.

- **Multilingual tech and workflows** - 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:

  - o Localised forensic questionnaires + use interpreters for onsite collection.

  - o Advanced language detection and language detecting OCR.

  - o 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 - https://www.jdsupra.com/legalnews/simple-considerations-for-not-so-simple-77698/

  - o Proprietary Machine Translation plug in for Relativity, often used at 1L.

  - o Proprietary workflow for human translation through the Relativity coding panel, often used at 2L.

  - o 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)

- o #2 Litigation Support Provider (The Recorder 2018)
- o #3 Litigation Support Provider (The Legal Intelligencer 2018)
- o #2 End-to-End EDiscovery Provider in the Nation (National Law Journal 2018)
- o #2 Managed EDiscovery Provider in the Nation (National Law Journal 2018)
- o #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.

- Women in eDiscovery (TransPerfect's staff hold positions of leadership for various local chapters of this organisation)
- Law Society of England and Wales
- ACEDS
- The Sedona Conference (Working Groups 1, 6 and 11)
- International Association of Privacy Professionals
- International Legal Technology Association U.K.
- Association Internationale des Jeunes Avocats
- 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)
- National Institute of Standards and Technology

8.1.90 TSD Software Ltd (Bulgaria)

Plamen Dobrev, Lead 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

Founded in 2007, TSD specializes in IT outsourcing services, software product development, and end-to-end custom software solutions. For more than 14 years in business, we have been successfully actualizing an increasing number of projects for our global clients across five continents, including leading financial organizations, "Big Four" accounting and auditing firms, innovative technology companies, gambling companies, and more.

TSD Software, part of TSD Group, specializes in delivering end-to-end software development services. We provide services on all levels of the software development lifecycle including solution design and architecture, software product development and quality assurance, application support and maintenance. We partner with global clients from diverse industry sectors. Our Relativity-based product and service line is also an essential part of the company's portfolio, as we have been immersed in the eDiscovery world since 2013. TSD Software is the creator of the fully customizable business process management framework Hydrogen.

We invite you to contact us at **sales@tsd.com** or visit **tsd.com** 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 90 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 invoice-to-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.

8.1.91 Veritas Technologies (US)

Victor Villegas (Director of Marketing)	VERITAS™
victor.villegas@veritas.com | +1 (415) 7942714	
Veritas Technologies LLC	
2625 Augustine Drive, Santa Clara, California	
www.VERITAS.com	

Company Description
Veritas Technologies empowers organizations of all sizes to discover the truth in information – their most important digital asset. Using the Veritas platform, customers can accelerate their digital transformation and solve pressing IT and business challenges including multi-cloud data management, data protection, storage optimization, compliance readiness and workload portability – with no cloud vendor lock-in. Ninety-four percent of Fortune 100 companies rely on Veritas today to reveal data insights that drive competitive advantage.
Vendor Offerings
Digital transformation is redefining the regulatory rules that govern businesses. At the same time, the multitude of operating environments and communication platforms now in use make compliance administration more demanding—and potentially more costly—than ever. Our integrated portfolio of compliance capabilities synthesizes intelligence across data sources to streamline access, deliver insights, and minimize risk for organizations of all sizes.
Veritas Data Compliance and Governance products and solutions simplify and automate the control of unstructured data. Achieve compliance and limit liability by gaining control of critical business processes including retention, eDiscovery, and risk management.
Veritas Advanced eDiscovery (SaaS)
Veritas™ Advanced eDiscovery is a cloud-based, end-to-end eDiscovery solution that enables organizations to collect, review and produce electronically stored information for your organization's legal and investigation need.
Veritas Advanced eDiscovery provides a complete discovery solution in one step: defensible collection of your organization's relevant content sources, purpose-built review of all types of data, and efficient production of your relevant documents.
• Collect from all sources – Journal content or perform targeted collection at the time of a discovery event.
• Classify content for rapid investigations and early case assessment
• Implement legal hold retention policies that ensure consistent, defensible discovery, and deletion practices
• Improve productivity with purpose-built review and advanced case management workflows
eDiscovery Platform (On-Premises, IaaS) - Respond quickly and easily to legal, regulatory and discovery requests eDiscovery Platform arms investigators with a single solution to streamline regulatory requests and solve challenges across the entire eDiscovery lifecycle. The Veritas eDiscovery Platform brings transparency and control to the electronic discovery process. From collection to production, our workflow speeds time to resolution, improves accuracy and lowers costs. With better

insight and less complexity, the eDiscovery Platform enables you to focus on strategy and create business value.

Features; Classification, Redaction, Annotation, Transparent Predictive Coding, Audio Processing, Search, & Review, Distributed Architecture and multiple source collectors including O365 and Enterprise Vault products,

Merge1 Content Aggregation

High-risk content is increasingly scattered across dozens of new communication platforms, which makes archiving both time-consuming and costly. Merge1 captures all business-related data using your existing infrastructure and quickly identifies compliance risks. Veritas Merge1 provides the ability to ingest data from more than 120 popular communication platforms, including Microsoft Teams, Bloomberg, Symphony, collaboration tools, messaging apps, financial platforms, and all relevant cloud-based connectors. Merge1 became part of Veritas in the Sept. 2020 acquisition of Globanet.

Veritas Information Classifier

Veritas Information Classifier gives users the ability to define patterns and policies using a single console no matter where the data exists within an organization's data landscape. It delivers actionable intelligence that results in more informed decisions regarding storage optimization, regulatory compliance, and data security. And it does it all with automated simplicity.

This classification engine is a critical part of both Veritas Advanced Discovery and Veritas eDiscovery Platform.

Classification can drive targeted collection, intelligent archiving policies including where to store content (WORM, non-WORM, Cloud) and retention period. It can accelerate Supervision review by including or excluding content from being sent to Veritas Advanced Supervision. It can even filter discovery based on classification.

Data Insight - Data Classification, File Analysis & Access Controls

Data Insight is a file analysis solution that provides understanding of content at source. Using reporting and visualization features from our Data Insight integration, users can classify at-risk data, rescind access to sensitive data and engage data owners to improve decision-making. There are also integrations with both archiving and eDiscovery to move eDiscovery 'upstream' and leverage the understanding that Data Insight provides to only collect data relevant to a given case.

- Visualize dark data and minimize duplicate, stale, or orphaned content files

- Expose liabilities, prevent breaches, and quickly classify sensitive files

- Identify over 880 ransomware extensions with built-in ransomware file group reporting

- Use proprietary algorithms to collate employee profiles, behaviour, and content sensitivity

- Capture user activity for billions of actions to identify trend lines and outliers

Enterprise Vault and Enterprise Vault.Cloud

Veritas Enterprise Vault provides flexible deployment (on-premises, hybrid, IaaS, and fully hosted SaaS) with complete feature parity. Enterprise Vault provides automated data archiving and retention capabilities for organizations to efficiently store and retrieve or unstructured information. Tightly integrated with Merge1, over 120 content sources can be archived for eDiscovery and Supervision/Surveillance purposes. Veritas provides seamless migration over the wire from EV to EV.cloud for customers wishing to migrate to a SaaS solution.

8.1.92 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	

Company Description

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

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

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

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

Vendor Offerings

Intella® Product Family

Find your evidence fast.

Intella delivers powerful process, search and analysis capabilities in an easy-to-use platform for single-user investigations through to multiple-reviewer teams. Intella products are priced starting from Intella 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, template-driven processing steps
- Additional file level support for indexing native EnCase images, DD, L01, MacOS, GPT and ISO
- Multiple analytic visualizations, including Intella's unique cluster maps and Insight analysis

8.1.93 XBundle Ltd

Kevin O'Shea	
kevin@xbundle.co.uk | +44 (0) 7957 480 675	XBUNDLE
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 at building electronic bundles, electronic trial presentation and fully supporting virtual, hybrid and in-person hearings. More than a technology company, we are here to help you through every step of the e-disclosure process, delivering everything you need during the litigation process.

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's recent involvement in remote trials has been extremely successful in helping to ensure the processes ran effectively and smoothly.

We are different from our competitors because we deliver high quality, complex, custom tailored electronic bundles in a format that promotes the efficient preparation for, and the management of, a hearing.

"We were extremely impressed with XBundle who delivered our demanding objectives on time, at short notice and at proportionate cost. Mark and the team are affable, knowledgeable and driven. We would not hesitate to instruct XBundle again." Hill Dickinson LLP

Vendor Offerings

XBundle offers a full-service package – from workflow implementation to data collection, processing, presentation and matter project management. We are here to help at every stage of the litigation process.

Preparation of court bundles can be time-consuming, expensive, and complicated. This is where XBundle can help by removing the burden of electronic bundles from your legal team.

XBundle's platform has been designed by legal professionals to make it easy and affordable to collect, collate and create electronic bundles. We understand the need of getting your electronic bundle on time and right first time with zero margin for errors is critical to you.

Every bundle created by XBundle is consistent with the court rules and general guidance and is presented in a professional and high-quality manner.

XBundle's Bespoke Software

XBundle's Software as a Service (SaaS) platform is called XBundle::Create. Using XBundle::Create will save users' time, money and help support greener litigation.

XBundle::Create was designed with a modular approach, giving control and flexibility to the user. It is designed to integrate seamlessly with other litigation platforms and tools. It includes trial preparation and presentation tools in one accessible web application.

With XBundle::Create you can create and collate your own electronic bundle in the cloud, including embedded native files. This includes a range of various sources. For example, mp4 files, images, and spreadsheets. You can easily edit, annotate, redact, share comments within the platform to other users.

Bundles are hosted in a secure cloud storage and available on demand. Once the bundle is ready it can be exported to a PDF and therefore immediately available for trial presentation either as a standalone bundle or through View in XBundle::Create.

Hearings can be in-person, remote or a hybrid when using the platform. The platform can be customised to clients' preferences and requirements as a tailored solution with additional personalised functions.

We offer catered training & on-going support for both end-users and service providers.

Recent comments on our work have appeared in High Court judgments:

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."

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"

Additional Services

- Live transcripts, same day transcripts and translation services.

- Digital investigation services which take 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.

Full reprographics services where electronic bundles are required in hard copy.

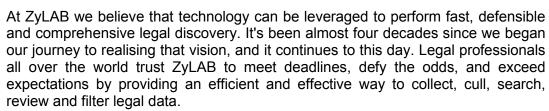### 8.1.94 ZyLAB, an IPRO company (Netherlands/USA)

Reyndert Coppelmans (VP Marketing)	ZY LAB
reyndert.coppelmans@zylab.com | +31 (0)20 691 9550	
Laarderhoogtweg 25, 1101EB Amsterdam	
www.zylab.com	

Company Description

At ZyLAB we believe that technology can be leveraged to perform fast, defensible and comprehensive legal discovery. It's been almost four decades since we began our journey to realising that vision, and it continues to this day. Legal professionals all over the world trust ZyLAB to meet deadlines, defy the odds, and exceed expectations by providing an efficient and effective way to collect, cull, search, review and filter legal data.

Across the globe, 400+ law firms, governments, and corporations trust ZyLAB to deal with eDiscovery, regulatory inquiries, internal investigations, DSARs, audits and handling public records requests.

ZyLAB is ranked the #1 eDiscovery platform on Gartner Peer Insights, scoring a 4.8 out of 5 in 100+ reviews verified by Gartner. 98% of our customers would recommend working with ZyLAB.

For more information, visit: www.zylab.com

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.

8.1.95 Zylpha

Corie Robinson	
c.robinson@zylpha.com | 01962 658881	
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 the technical know-how to help make their lives' easier.

In 2005, we designed and developed a document bundling software solution that enabled lawyers to create digital court bundles quickly and easily - freeing them from the laborious task of compiling bundles manually, which often took hours, if not days to complete.

In 2019, we made the software readily available to legal teams of all sizes with the introduction of our pay-as-you-go price plan, which later proved to be the "must have" tool when, in 2020, the pandemic forced many users online as they continued to work from home during lockdown.

In the latter part of 2021, we launched a free online version of the system, allowing the creation of smaller court-compliant bundles to be created completely free of charge. The easy-to-use online interface is now the entry level system on our price plan, which in addition to pay-as-you-go, includes a full Enterprise solution for larger law firms creating frequent or complex bundles.

Now, with connectors to leading legal case management systems such as iManage, Leap, Peppermint and Visualfiles, and with more being unveiled in 2022, Zylpha Bundling has never been more affordable or accessible.

Vendor Offerings

- Electronic court document bundling software, with integrations into many leading legal case management systems.

- Electronic signature integrations for Adobe Sign & VirtualSignature.

- Visualfiles integrations, including MoJ Claims Portal, FormEvo, SafeDrop, HM Land Registry, SmartSearch, HubShare, ThirdFort and more.

- Visualfiles development expertise as a flexible, remote resource.

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 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 free 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:
    - o Security Essentials Plus Certification (UK)
    - o Subject matter experts with CISSP, CIPP, CEH, GIAC, GPEN, and CISM

Owned/Supplied by :	**Aon**
Used by :	**Aon**

8.2.2   Breakwater Software (Including StoredIQ)

StoredIQ for Information Governance™

StoredIQ for Information Governance™ 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's digital transformation.

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 in-place to lessen the impact traditionally associated with moving data between locations.

StoredIQ for Legal™

StoredIQ for Legal™ 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. Pre-define 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**

8.2.3 Bundledocs

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.

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, NetDocuments, Tikit TFB, Timeslice, Actionstep, Worldox, a large number of law firms.**

8.2.4   Canopy Software

Canopy's Data Breach Response Software

When a cybersecurity event occurs, incident response teams must race the clock to determine whether it is legally considered a breach. Was personally identifiable information (PII) or protected health information (PHI) compromised? If so, they could be bound by strict, non-negotiable notification deadlines enforced by GDPR, HIPAA, FERPA, and other data privacy regulations — or risk consequences like fines and damage to their reputation.

Canopy's patented Data Breach Response software applies AI and machine learning to:

Data Mining: Canopy's hundreds of machine learning algorithms are continuously trained to detect PII/PHI in any data set, from emails and text documents to spreadsheets, PDFs, and many other file types. Whether data is structured or unstructured, the software immediately scans it, unpacks and categorizes the files, and classifies the PII — no prior data normalization necessary. Canopy often completes processing within hours, then generates an automatic **Impact Assessment Report** that provides an overview of the data set, including the types and quantities of detected PII elements and how many documents contain them.

This AI-powered data mining is much faster than traditional approaches like iterative keyword searches or regular expressions (regex), so a single person can typically estimate the project scope and review cost on the same day they begin their assessment. Canopy is also significantly more accurate, narrowing reviewers' focus to the sensitive documents so they don't waste time & money needlessly reviewing documents that don't contain PII/PHI. ([Case Study: Morae Saves Client Over $200,000 on Data Breach Response](#))

PII Review: Canopy's Data Breach Response software helps teams work significantly faster through PII Review while simultaneously decreasing the risk of human & keystroke error. It uses machine learning to make it both fast and easy for reviewers to link the PII/PHI detected in data to people. PII is clearly highlighted as reviewers click through documents, enabling them to quickly create entity profiles for individuals and connect them to breached data elements — all while maintaining links back to source documents. As Canopy learns about a specific project, its AI turns the process of linking PII to entities into a simple "accept or reject" workflow, eliminating both the need to copy-and-paste data into spreadsheets and the risk of error associated with this manual process. ([Case Study: Wotton + Kearney Speeds Up Data Breach PII Review by 15%](#))

Entity Resolution: The end goal of any data breach response project is a consolidated list of who was affected, including their compromised PII, for notification. Canopy's Data Breach Response software features advanced entity management functionality that takes the heavy lifting out of this traditionally challenging process.

In addition to automatically deduplicating identical people within an entity list, Canopy also suggests merging entities when one individual is referred to in varying ways throughout the data, as might be seen with nicknames, abbreviated names, or maiden names. This entity management functionality saves response teams significant time by removing the need to manually locate and match repeated references to the same

person across spreadsheets or via custom SQL databases. (Case Study: Canopy Achieves "Impossible" Data Breach Response for Hospital Network)

Canopy's Privacy Audit Software

In today's digital world where organizations process more personally identifiable information (PII) and protected health information (PHI) than ever before, one can do everything right and still experience a cyber incident. Privacy Audit makes Canopy's leading AI-powered PII detection available for proactive use at the enterprise level. The software zeroes in on PII, delivers a complete picture of how organizations process data, and provides critical insights to help mitigate risk *before* a breach occurs.

Enterprises can use Privacy Audit as part of a robust privacy program to:

Analyze: Privacy Audit is powered by hundreds of advanced machine learning algorithms that zero in on and classify the PII in an email inbox, file share, or any other data set, from driver's license and social security numbers to financial data, medical information, and much more. Within a few hours, organizations get an Impact Assessment Report with a high-level analysis of what types of PII (and how much of it) the software detected in their data, and they can dive deep by clicking through individual documents to assess the context surrounding PII disclosure. Privacy Audit sorts documents by the amount of PII they contain to easily focus on the most sensitive and risk-prone files. It also offers filtering to view all documents containing a specific type of PII (like social security numbers) with one click.

Evaluate: Traditionally, singular cybersecurity policies and training have been implemented across an entire organization. But departments like Human Resources, Finance, Legal, and Sales handle different types of data in significantly different ways, and their cyber training and policies should account for that.

With metrics from Privacy Audit, organizations can compare sample data sets from one department or a group of similar people and note how they handle sensitive information. They can then use these insights to help form or improve privacy programs, enabling employees to work productively with a minimized risk of compromising PII.

Evolve: Cyber threats are constantly evolving and we're continuously discovering new ways to work securely, so privacy programs must be adaptable. Organizations can revisit data over time with Privacy Audit to check that privacy programs are resonating with employees. Privacy Audit also provides the data needed to have informed conversations about policies and identify opportunities for improvement. By allowing both high-level and granular visibility into how employees are handling sensitive data, Privacy Audit makes it possible for enterprises to track compliance, detect gaps, and effectively mitigate risk before an incident occurs.

Case Study: How Intevac Is Using Privacy Audit to Protect Employee Data

Owned/Supplied by :	**Canopy Software**
Used by :	**Canopy Software**

8.2.5   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.**

8.2.6 CasePoint

Casepoint's flagship technology offering is Casepoint eDiscovery as a SaaS, cloud-based model. Casepoint eDiscovery is an all-in-one eDiscovery solution that features state-of-the-art tools including:

- **Legal Hold –** Manage the entire legal hold process in one platform. From customized templates to tracking logs, Casepoint's legal hold technology helps streamline data preservation and collection long before litigation begins. Efficiently monitor status and progress of preservation and collection efforts. Generate reports that provide the information needed to successfully manage legal holds.
- **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 includes Data Stories and CaseAssist Active Learning.
- **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. Using active learning, 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.
- **Case Summary –** Case Summary expands Casepoint's product suite with a solution that allows users to collaborate on legal strategy within a single platform, linking key facts from multiple data sources to build compelling legal arguments, narratives, and chronologies. Case Summary builds and expands on the functionality of other matter mapping systems commonly used by litigators by putting data collection and evidence-building functionality in the same workspace throughout the full life of the case.

- **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, and easy-to-use solution. All customers get the complete package – there are no features to turn on or pay for later and no added 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
- SOC 3 (AICPA) 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
- SOC 3 (AICPA) Attestation
- ISO 27001:2013 Certification
- ISO 9001:2015 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**

8.2.7 <u>Catalyst</u>

Powerful Search

Insight provides the most powerful field and text search in the market. It is lightning fast, even for complex field and text searches against tens or hundreds of millions of documents. (We've tested searches involving over a million characters.) But Insight search goes well beyond Boolean constructs.

Use Faceted Search to analyze field values as you drill into your results. Or Tracked Search to analyze key words in anticipation of a Meet and Confer. Or PowerSearch to run a thousand searches with the click of a mouse.

Visual Analytics

Not only did we improve the standard results page with flexible columns, previews and the ability to stack three fields in a column, but we also provided visual insights into your data.

Change to a chart view against any of your fields or several at the same time. Switch to a timeline view and drill into the dates. Track email communications between one and many or focus on two key witnesses with email and a timeline view.

Review Workflow

Organize review teams and carry out review easily and efficiently with Catalyst's unique review workflow module. Set up review stages to fit your plan, dragging them where you want them. Set up users and workflow rules to determine where the documents go next.

Let the reviewers have at it. They get documents dynamically, as they need them. You follow their progress through the review dashboard or create reports to track progress, productivity and tagging patterns.

Paging and Highlights

For review teams, the key metric is documents per hour. We designed Insight to provide the fastest paging in the industry, even with large text files and thousands of highlights. You click Save & Next, and your next document is instantly before you, no matter how big it is. We've used every trick in the programmer's book to improve productivity.

Unlike most other products, we don't limit the number of highlights you can show. Insight can display hundreds of thousands of highlights on massive text files in seconds. No more compromising on your review because of product limitations.

Processing and Productions

Rather than wait for your vendor to act, take control of the process yourself. Insight is automated from processing and loading right on through to production. Do it yourself at any time, nights, weekends or holidays.

Unlike most vendors, we've spent years developing a fully automated system. Load data through your custom, secure FTP site and watch as Insight automatically picks up the delivery and processes it according to your specifications. Since 2008, we have run more than 125,000 automated loads and produced hundreds of millions of documents.

User Control

Although we host Insight securely in our private data centers, you can run it just like a local appliance. Set up a new site based on an existing model, manage users, set up new fields, choose redaction labels, folder structures, search fields, lookups and much more.

Give different rights to different user groups, from outside reviewers, to your internal team and even outside experts. The system supports private fields, folders, and searches so you can use it with joint defence groups or even opposing parties.

Owned/Supplied by :	**Catalyst Repository Systems**
Used by :	**Catalyst Repository Systems**

8.2.8   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**

8.2.9   Consilio Software Suite

Sightline by Consilio

Support your entire eDiscovery workflow in an intuitive platform designed for efficiency and trusted to perform. eDiscovery comes in all shapes and sizes. Whether handling Data Subject Access Requests (DSARs) or more complex litigation, Sightline helps case teams be more efficient with their eDiscovery workflows. Cull more, prioritise better and review faster with lower cost – taking the stress out of eDiscovery. Sightline uses analytics to inform the case team when other documents should be kept in the same assignment batches, and defines the optimized sort order of documents in order to promote coding speed, coding quality and minimize QC clean-up headaches. For review managers, knowing a review's progress, activity levels and outcomes should not be mysteries to solve for. Sightline is different from other eDiscovery software platforms. It makes everything about your review transparent with customizable and shareable reports – without the need for service calls. Case teams no longer stay in the dark when it comes to knowing the progress of their review.

Relativity

We do not believe that clients should be locked into a one-size-fits all approach to review technologies: our clients should have the option to select a technology that fits the needs of a particular matter. That's why in addition to our innovative web-based review software, Sightline, clients have the option of hosting matters in kCura's Relativity software.

Our commitment to service excellence is paramount regardless of platform chosen. Consilio staffs, trains and continually invests in educating our 75+ worldwide Relativity Certified Administrators (RCAs), Relativity Review Specialists, Relativity Assisted Review and Analytics Specialists, Relativity Experts and Relativity Infrastructure Specialists. Our goal is to ensure your hosting experience is exceptional. Many providers don't have the deep bench needed to master all of Relativity's capabilities; Consilio does. As one of the largest Relativity hosts with multiple installations around the world, Consilio has the depth to support the specific workflows and nuances of your matter.

Owned/Supplied by :	**Consilio**
Used by :	**Consilio**

8.2.10 Digital Reef (A TransPerfect Company)

TransPerfect's Digital Reef is the only processing and ECA platform that has proven it can process 17 TB in a single day. The processing engine scales across available servers and processing cores to support any size case and is not limited to single server scalability like other tools. Nearly all data types are supported, including mail archives such as Microsoft PST and OST, and Lotus Notes NSF files. In addition, forensic containers such as E01 and L01 files are automatically mounted, deNISTed and processed, without requiring that they are first flattened by hand.

On top of this powerful processing engine, our clients enjoy an intuitive yet powerful ECA interface that allows datasets to be culled quickly and easily. Each client has full access to their case data for Boolean searching, reporting, tagging, and advanced similarity analytics. Analytics offers "find more like this" searching, clustering, and near-duplicate analysis which is included in the ingestion rate. Email Threading is provided using both email metadata and content, depending on the quality of the data. OCR is also built-in so that image-only TIFFs, PDFs, and low content PDFs can be automatically scanned for textual content.

Digital Reef processing and ECA key features:
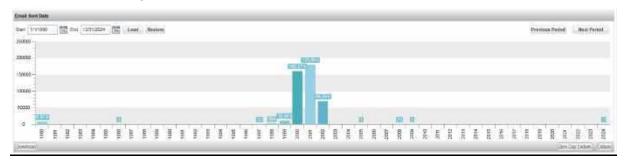
- Powerful multi-server grid architecture
- Processing tools for litigation support personnel
- Intuitive ECA interface for case team and attorneys
- Email threading viewable and exportable
- Clustering based on advanced similarity analytics
- De-duplication, de-NISTing and near-duplicate detection
- Multi-byte Unicode for support of all foreign languages
- All ECA work product (such as tagging) exportable to review
- Extensive reports, include search breakdowns and email histograms

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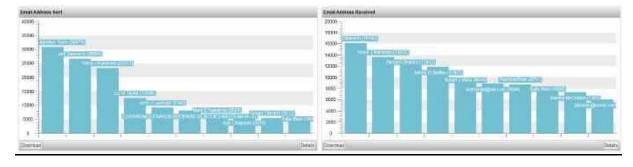
Example Reports
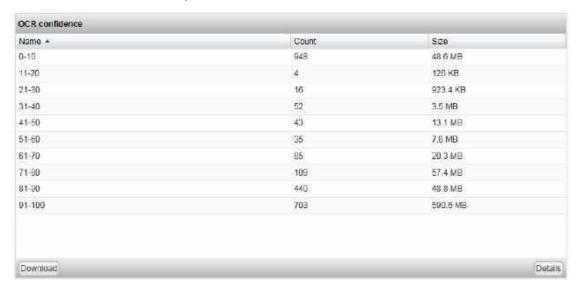
Email Volume Histograms: Email Sent Date and Email Received Date
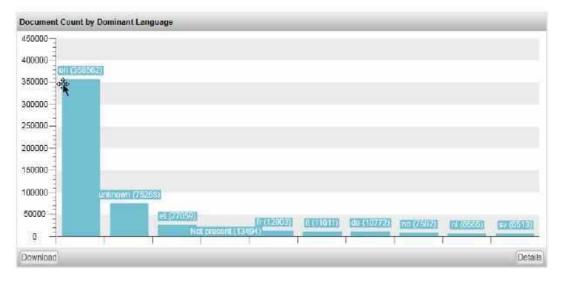
Email Addresses for Sent and Received Email
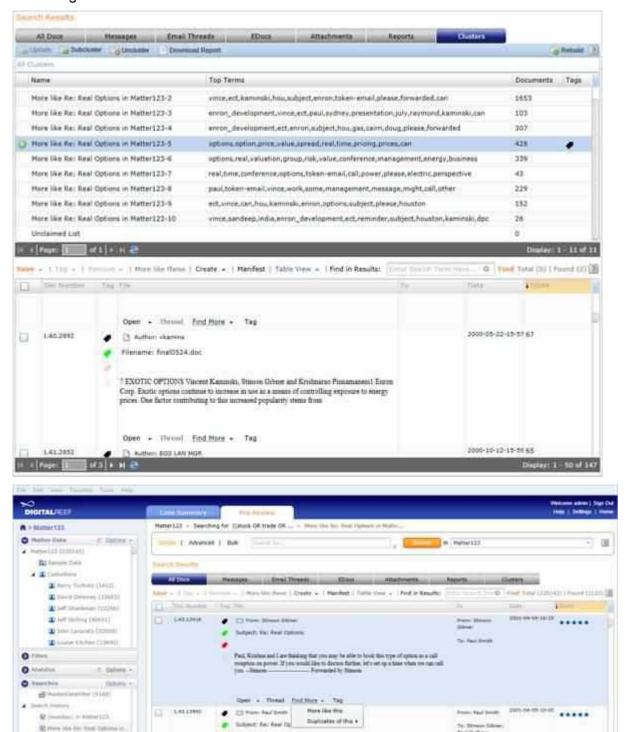
OCR Confidence Level Report

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

Download   Details

Language Identification Report: Dominant Languages

Document Count by Dominant Language

- en (358562)
- unknown (75268)
- et (27059)
- Not present (13494)
- fr (12803)
- it (11011)
- de (10772)
- no (7502)
- nl (6565)
- sv (5513)

Download   Details

Clustering and More Like This

Owned/Supplied by :	**TransPerfect Legal Solutions**
Used by :	**FRA, TransPerfect Legal Solutions**
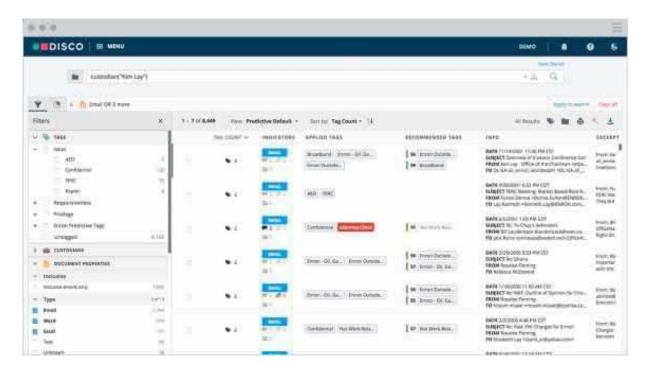
8.2.11 <u>DISCO Software</u>

<u>DISCO Ediscovery</u>

- DISCO delivers the **fastest performance** in the industry, with **1⁄10-second search** and **⅓-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.
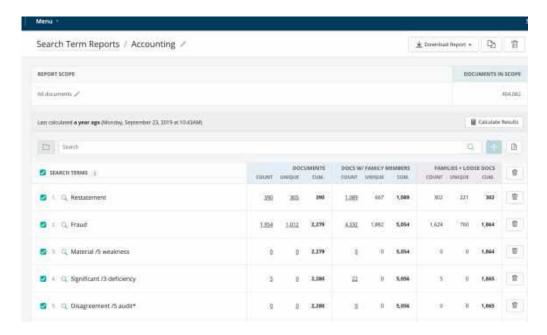
DISCO's advanced AI gives precise predictions in a fraction of the time required for traditional review. As DISCO understands what is relevant to your review, it examines the document, taking into account the order, meaning of words, and sentence structure to arrive at intelligent insight as to whether the document is of substance to your review.
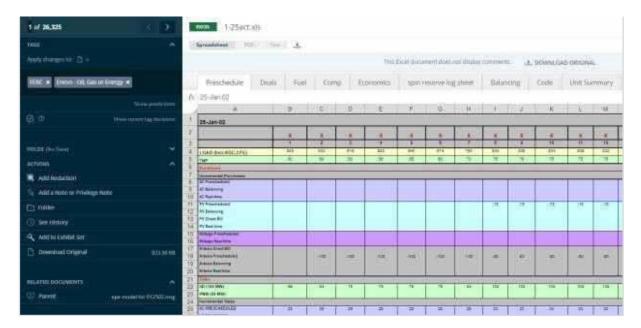
- **Automated workflow** allows a case team to organize a large review into a series of review stages (for example, "first pass review" or "issue review") with customizable tagging panels and rules. The case team can then see what each reviewer is working on, can control access within a stage at the 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.

- 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.

- **Native Excel Viewer.** Speed up your review of excels! Now review your excels as you normally would in excel, search for hidden formulas, redact Excel's directly from the native, and easily produce them natively as well.

- **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**

8.2.12 DocBuster

Millnet's solution for batch printing, DocBuster® 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® 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**

8.2.13 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.

Figure 1. DMX dashboard

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 here.
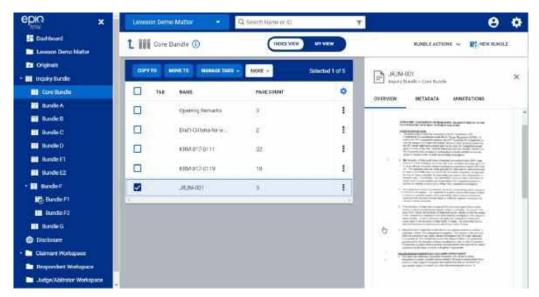
Figure 2. TMX. Seamlessly and easily move or copy documents between folders
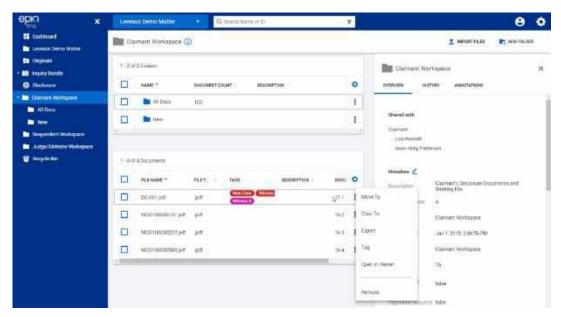
Figure 3. TMX. Quickly assess document content with our comprehensive preview panel

Owned/Supplied by :	**Epiq**
Used by :	**Epiq**
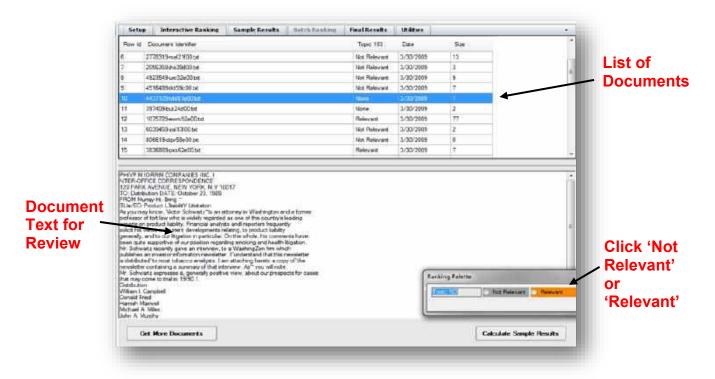
8.2.14 Equivio Relevance

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

- Initial case assessment – to rapidly assess key issues

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

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

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

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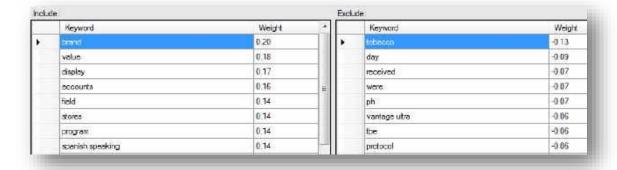
1. The documents to be ranked for relevance are selected. For instance, they may be documents identified via the application of searches / filtering by say custodians, date range, file type etc. Alternatively, they may be the documents as selected by the client or documents received on disclosure.

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

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

4. The software is simple to use and does not require any training (see screenshot below). All that is required is for the lawyer to read the text from each document and decide whether the document is 'relevant' or 'not relevant'. Note that it is also possible to review documents by 'issue'.
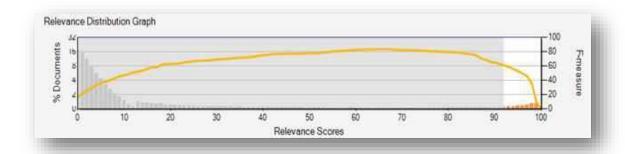
5. The software presents to the lawyer batches of 40 documents at a time. Upon completion of each batch of 40 documents the software takes between 2 and 5 minutes to assess the results and create another batch of 40 documents for review. In the background, the Relevance software is effectively 'second guessing' the lawyer's classification of documents. The process typically requires between 30 and 45 batches of 40 documents each (i.e. 1,200 – 1,800 documents) to become 'stable' (see the screenshot below showing the number of batches reviewed and progress towards reaching 'stability'). 'Stable' means the software has reached a point where it is correctly assessing the relevant / not relevant classification in line with the lawyer review with a high degree of consistency.

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

7. The Relevance software also provides useful statistics including a list of keywords / phrases used ranking in relation to the importance the software has placed upon such words / phrases in relation to determining the 'relevant' and 'not relevant' status of documents (see below for an example screenshot).

8. Depending on the nature of the documents to be reviewed, it is normal to find that the relevance scores are grouped towards either end of the 0-100 scale. The final analysis includes various statistics including a graphical representation of the distribution of the relevance scores (see screenshot below) so as to assist with formulating an approach to reviewing documents thereafter.
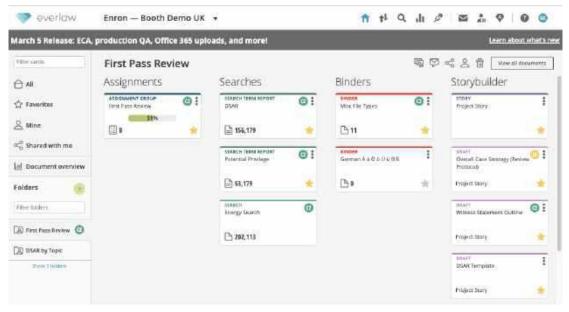
Relevance Distribution Graph

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.

8.2.15 Everlaw
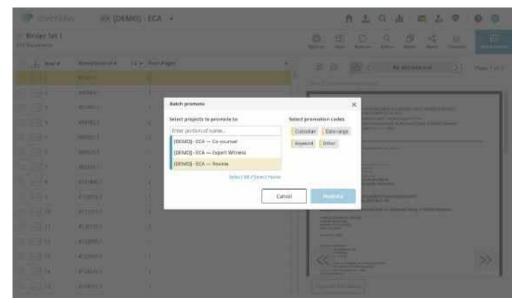
Everlaw uniquely combines speed, security and ease-of-use into a unified, comprehensive solution that unlocks the collaborative power of cross-functional teams and enables them to investigate issues more thoroughly, uncover truth more quickly and present their findings more clearly.

ere are some of our most recent feature releases:

- **Early Case Assessment (ECA).** Everlaw offers one of the most 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 increase efficiency and reduce costs.
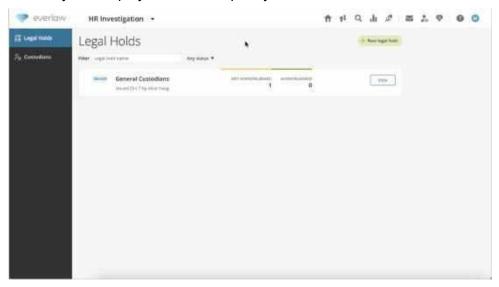
  ECA allows customers to host data at a lower cost in a staging environment with robust search and review capabilities. Documents are fully processed up front, allowing users to access and view imaged documents in the ECA staging area, not just text or metadata as with other ECA solutions.

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 clustering and data visualisation with 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.
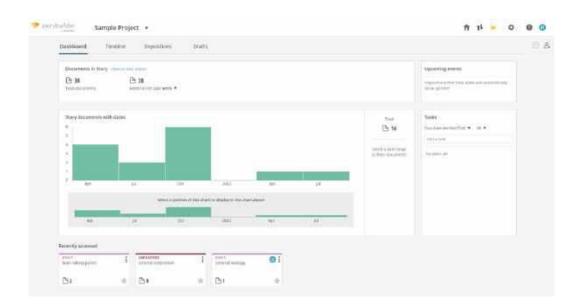
Once they have used ECA, customers can directly promote documents in bulk from the ECA environment into their Active Review environment. In 2021, Everlaw ECA users reduced document counts an average of 76% prior to review.

- **Everlaw Legal Holds.** This feature is an integrated part of the Everlaw platform at no extra cost, allowing users to keep legal work, from holds and document review to case strategy, in one highly secure place. Features such as built-in tracking and auto-escalations enable teams to manage legal holds more efficiently and deploy holds more quickly.

Connecting data uploads to particular holds and custodians in Everlaw reduces friction as matters move towards discovery. These features help avoid the time-consuming manual spreadsheet and email tracking that plague some in-house teams and can help others stop wasting money on expensive siloed solutions. Legal Holds also helps in-house professionals proactively mitigate risk and avoid human error with an auditable tracking system that creates a more defensible audit trail.

- **Storybuilder by Everlaw.** The industry's first free narrative-building toolkit provides legal teams with a fully collaborative environment to build their cases and prepare remotely for litigation. With Storybuilder, legal teams can make their most robust case from anywhere. From crafting narratives to organising arguments to preparing for depositions and trial, Storybuilder provides a comprehensive toolkit for remote legal work.
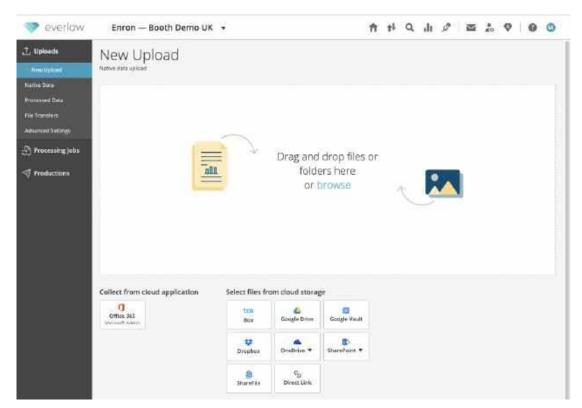
Additionally, it's accessible to legal professionals who may not have the budget for technology and collaboration resources, such as law students or lawyers who don't have their own subscriptions.

At Everlaw, we take an integrated approach centred upon three key pillars:

- The first is equipping users with modern and intuitive tools to **Discover** what matters quickly and automate tasks from uploads to productions.

- Next is helping users **Illuminate** hidden insights by leveraging powerful analytics to accelerate review and identify the most valuable information.

- Then we bring it all together to allow users to **Act** on that information with tools to collaborate securely, manage multiple matters and handle post-review workflows in one platform.

These core pillars are integrated into every aspect of the Everlaw platform, enabling legal professionals to leverage our features and technology for various use cases.
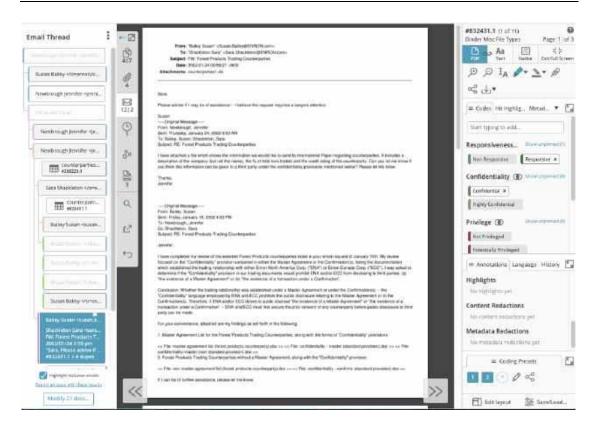
- **Discover.** Streamline every step of the ediscovery process, from data upload and processing all the way through to search, review and production.

    ○ **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 Office 365, ShareFile, Box, Google Drive/Vault and more — and ingesting documents quickly with processing speeds of up to 900K documents per hour.
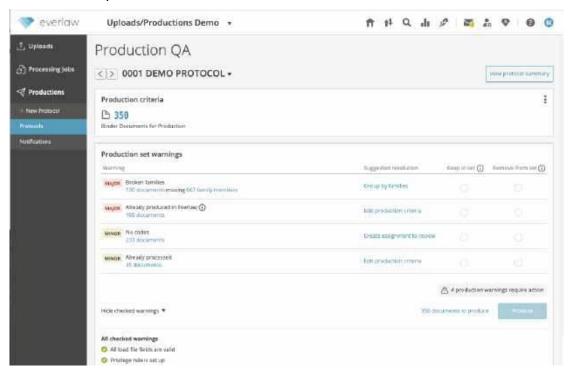
- ○ **Search.** Everlaw's instantaneous search results occur with even the most complex search strings. The ability to visually build searches allows both novice and power users to narrow their searches quickly without needing specific search expertise.

- ○ **Review.** Providing exceptionally fast 'doc-to-doc' review speeds and shortcuts like coding pre-sets, the software allows users to complete their review significantly more quickly on Everlaw with document coding 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 highlighting and redactions, including batch redactions, metadata redactions, inverse redactions and whole-page redactions. We also support native spreadsheet redactions, including the automatic redaction of dependent values, through our native spreadsheet viewer.
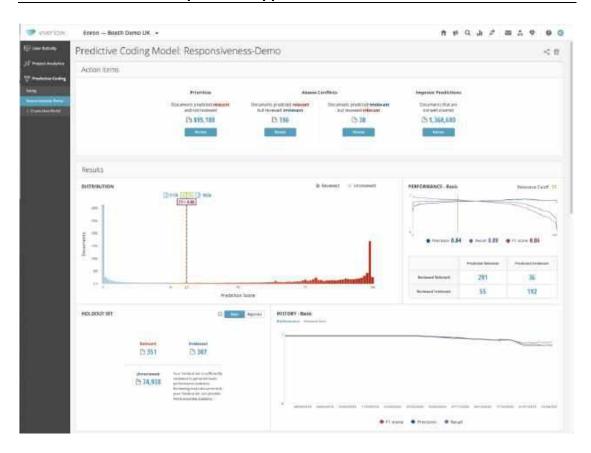
- ○ **Productions.** Create user-driven full-feature productions with Everlaw, including the ability to generate, modify and share document productions at any time in an industry-standard format. Additionally, Everlaw users can create on-the-fly disclosure lists in our cloud-based production environment.
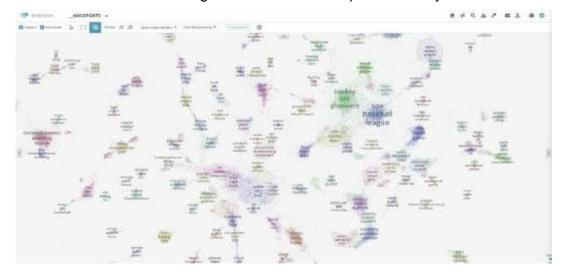
- **Illuminate.** Leverage powerful analytics, supervised and unsupervised machine learning, and interactive visualisations to accelerate review and identify the most valuable information.

  - **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.** Leverage 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.
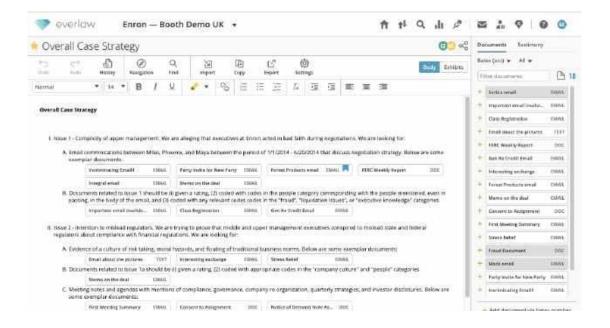
- ○ **Clustering.** Utilise unsupervised machine learning to quickly identify conceptually similar documents and glean valuable insights into large data sets without manually building a search. Clustering is an intuitive graphical display that, without any training, prior case knowledge or use of external 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 whilst 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 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.

● **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 setup, drive consistency and reduce their need for workarounds with project templatisation, so your teams can spend their 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 :	**Various Law Firms, Corporations and Government entities across the UK, EU, US and globally.**

8.2.16 ExhibitManager

ExhibitManager is the intelligent and user friendly software supporting teams of litigators and arbitration practitioners in legal proceedings during the complete workflow of a successful arbitration or litigation 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 five 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.
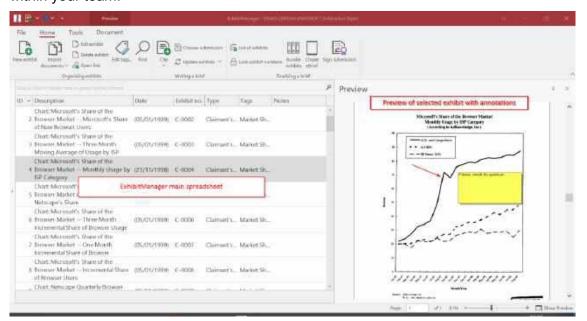
How do we compare to other litigation support software?

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. You may fully adapt the numbering and formatting of exhibits to suit the requirements of your Code of Civil Procedure or Arbitration Rules. (3) You create interactive eBriefs in PDF format with a few mouse clicks. No need for an external service provider, changes can be done until the very end.

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 know-how within your team.
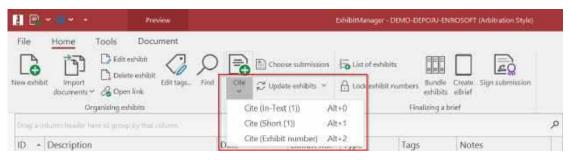

Description Screenshot 1: ExhibitManager main view; left: overview of organized exhibits by tag/issue, right: exhibit in preview with annotations.
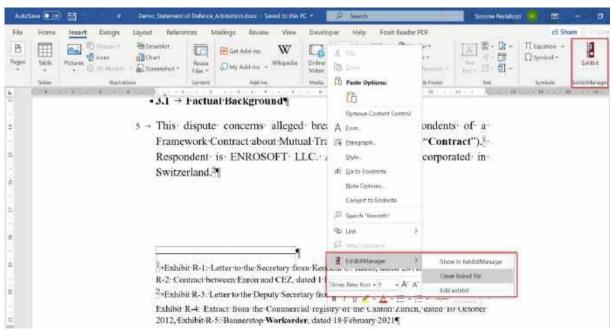
2. Writing legal submissions

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 for your benefit: You can easily review exhibits cited in the submission by right-clicking on the exhibit citation. You do no longer need to search for the cited exhibits in your document management system. With ExhibitManager you have all exhibits at your fingertips.
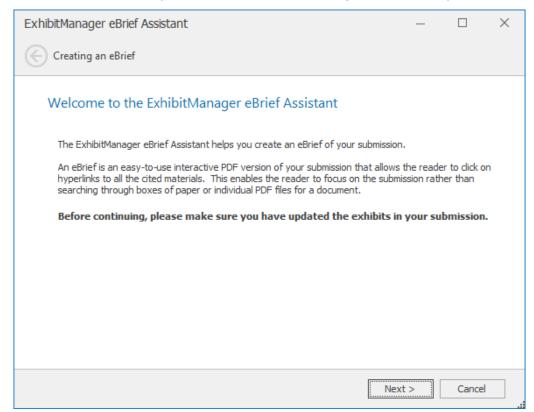

Description Screenshot 3: ExhibitManager offers reviews of exhibits when working in Microsoft Word.

3. Finalize submissions

ExhibitManager supports you in various ways when finalizing your submission:

- **Lists of exhibits** can contain one or more exhibit types (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. No manual work is necessary.

- ExhibitManager creates **bundles** and stamps exhibits automatically. In addition to the exhibit number, stamps may include any additional information such as draft, version etc. All documents in the electronic bundle are named properly. No manual work is necessary.

- ExhibitManager creates **customized trial bundles**. No manual work is necessary.

- Create a **hyperlinked eBrief** (.pdf or .docx format) of your submission with a few mouse clicks. No need for an external service provider. This saves you valuable time and you can do last-minute changes, if necessary.

Description Screenshot 4: eBrief Assistant to create your eBrief within minutes.

For more information, please see the video "Introduction to ExhibitManager".

System requirements

- Microsoft Windows Vista, Windows 7 or Windows 8, Windows 8.1, Windows 10 and 11 with .NET 4.7.2

- framework installed.

- Office 365, Microsoft Word 2019, 2016/2013/2010 or 2007.

- ExhibitManager is cloud-enabled. It can connect to an Azure SQL database and use Microsoft SharePoint online or iManage Cloud as a file repository.

- ExhibitManager supports iManage Work as of version 10.2.

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

8.2.17 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 cloud-based 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**

8.2.18 <u>Exterro Software Suite (includes FTK)</u>

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

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

EXTERRO 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 REVIEW Exterro Review is the only solution that orchestrates and automates the entire e-discovery review process, significantly reducing the time and cost of review while eliminating risks associated with manual intervention required in other tools. Users can easily configure the process for each review project according to the unique needs of every stakeholder, from in-house legal departments, government agencies, legal service providers and law firms.

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 LABELLING Exterro Smart Labelling leverages the latest deep learning technology innovations to help guide reviewers by constantly analyzing and understanding the context of their labelling decisions and suggesting/queueing and labelling the most relevant unreviewed documents, saving significant time and cost.

EXTERRO DATA SOURCE DISCOVERY Exterro 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, pre-

defined actions appropriate to employee status changes. Employee Change Monitor mitigates the risk of electronically stored information (ESI) spoliation and court sanctions when employees under a legal hold depart or change roles.

EXTERRO FILE ANALYSIS Exterro File Analysis provides the critical foundation for any Information Governance project by delivering key insight into your unstructured data assets

EXTERRO FTK®: The gold standard in digital forensics, FTK® 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®, 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.

EXTERRO FTK® CENTRAL, Exterro 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.

EXTERRO FTK® LAB: Divide and conquer with FTK 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. FTK 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. FTK Lab uniquely enables distributed processing, allowing investigators to utilize additional hardware (up to 16 DPEs) to dramatically increase their case processing and resolution speed.

EXTERRO FTK® 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, whether connected to the company network or not, FTK 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, FTK Enterprise facilitates focused forensic investigation and post-breach analysis, without interruption to business operations.

EXTERRO DATA INVENTORY Captures information about the data that you have, what it means and how it is used. Exterro Data Inventory is the fastest and easiest data inventory available.

Build the backbone of your privacy solution in less than 90 days. Exterro Data Inventory gets results that fast. There are no hidden costs: implementation services are built in. We make sure you are successful, and are there to help as your data evolves.

EXTERRO DATA DISCOVERY Finds hidden data, identifies personal and sensitive data automatically, and flags data that is at risk or out of compliance. Its secure architecture does not move or copy any data and uses sampling techniques to deliver the fastest discovery speeds possible.

EXTERRO DATA RETENTION The leading solution for creating operational data retention programs, based on global retention regulations, data privacy obligations, industry best practice and your requirements. Exterro activates your data retention policies.

EXTERRO DATA SUBJECT ACCESS REQUESTS Automate the complete process of intake, fulfilment, and response even for the most complex requests. Fulfil data subject requests automatically, with the highest level of security available.

EXTERRO SMART BREACH REVIEW Find personal information and data subjects in compromised data automatically, and review for breach response. Speed results and minimize personnel time. Exterro Smart Breach Review detects personal information and data subjects in compromised data at the highest speed and the lowest cost

Owned/Supplied by :	**Exterro**
Used by :	**Exterro**

8.2.19 FRA Software Suite

Relativity: Relativity is an industry standard SaaS eDiscovery platform, used across the AmLaw 200 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.

Encase Forensic: EnCase Forensic helps investigators quickly search, identify and prioritize potential evidence across computers, laptops and mobile devices to determine whether further investigation is warranted, decreasing case backlogs and closing cases faster.

Magnet Axiom: Recovers digital evidence from the most sources and use powerful and intuitive Analytics tools to easily analyze data in one case file.

Forensic Email Collector: computer forensics software that connects to cloud email providers and preserves email evidence accurately and efficiently.

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.

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.

Cellebrite UFED, Physical Analyzer and Digital Collector Cellebrite tools are used to perform forensically sound full file system extraction of devices such as phones, tablets, UAVs and personal computers. All the while gaining access to 3rd-party app data, chat conversations, emails, deleted content and more. UFED's industry first integration of CheckM8 allows you to increase your chances of finding relevant evidence on iOS devices.

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.

41G: 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 on-premises solution, or as a third party software leveraging 4iG's targeted collections capabilities.

Blackout: Blackout enables the easiest, fastest, and most comprehensive redaction workflows for sensitive information managed in Relativity. Blackout automatically redacts native PDF, image jobs, and native Excel files.

Chronicle: Using templates that recognize both Relativity fields and dynamic custom fields, Chronicle concatenates information and immediately reflect coding decisions and update as changes are made.

Oxygen: Oxygen Forensics is the leading global digital forensics software provider, giving law enforcement, federal agencies, and enterprises access to critical data and insights. Specializing in mobile devices, cloud, drones and IoT data, Oxygen Forensics provides the most advanced digital forensic data extraction and analytical tools for criminal and corporate investigations.

Tableau: Tableau is the broadest and deepest data and analytics platform. Deploy in the cloud, on-premises, or natively integrate with Salesforce CRM. Tableau connects all data with fully integrated AI/ML capabilities, governance and data management, visual storytelling and collaboration.

FTK: FTK Forensic Toolkit is the industry's preferred solution for a repeatable, defensible, forensically sound, full disk image collection, processing and analysis tool. Primarily used to zero in on relevant evidence quickly, conduct searches and dramatically increase analysis speed with FTK.

Owned/Supplied by :	**FRA / Others**
Used by :	**FRA**

8.2.20 Heureka software

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**

8.2.21 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.
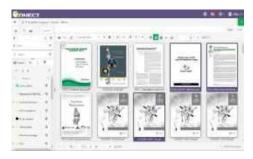
>Faster UX

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, in providing case support to major UK law firms and corporations**

8.2.22 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**

8.2.23 <u>Integreon Tools</u>

Software Information

Integreon maintains strong partnerships with the world's leading technology developers for hosted review and analytics, including kCura's Relativity, 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.

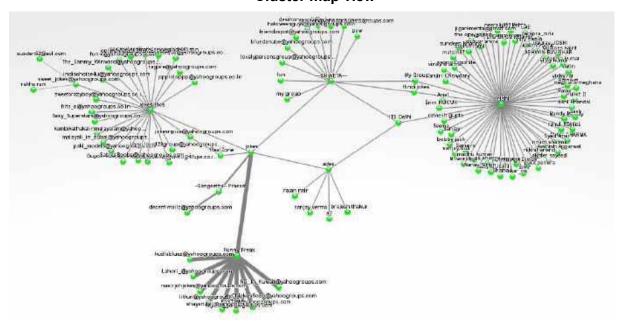| Owned/Supplied by :	**Various & Integreon**
Used by :	**Integreon**

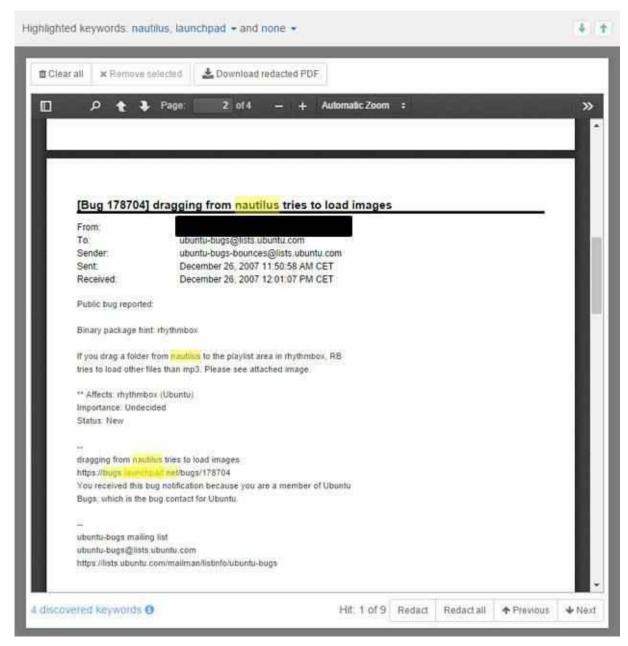### 8.2.24 Intella Suite (Vound Software)

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.
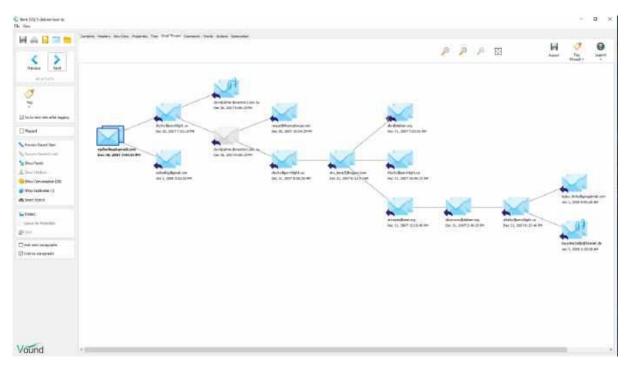

Cluster map view

Visual mapping of custodians communication networks

Redaction Editor – Featuring NEW color-coded redactions.

Paragraph Analysis for identifying identical paragraphs

Software Options:

INTELLA CONNECT AND CONNECT PLUS

Intella® 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.
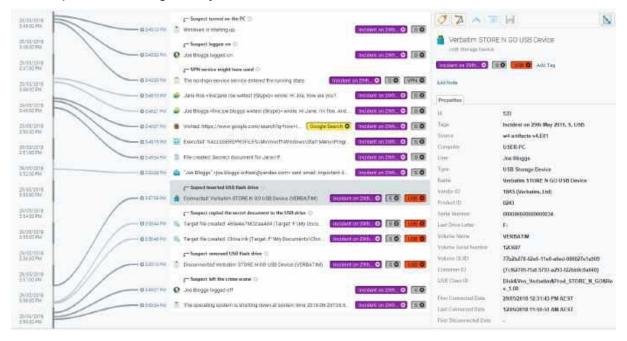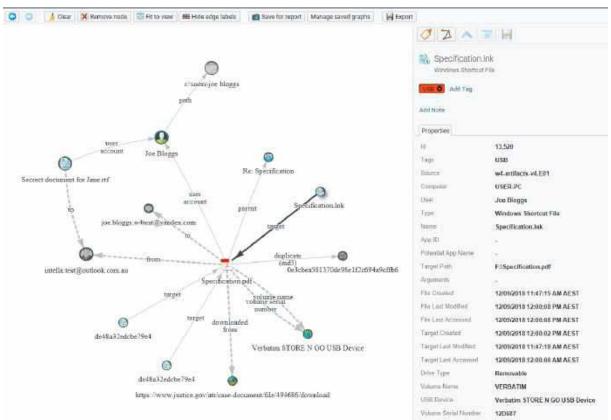
W4
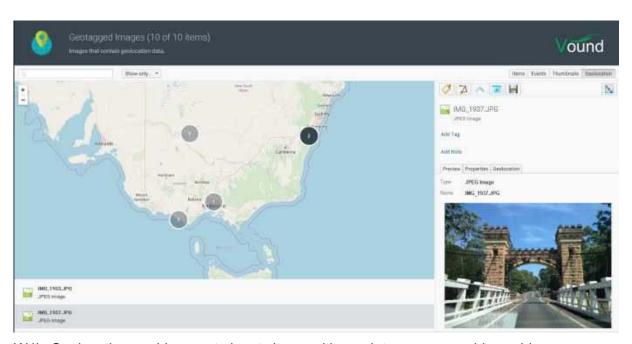
W4 lets investigator review digital evidence rapidly, locate items of interest quickly, and report their findings easily.

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.
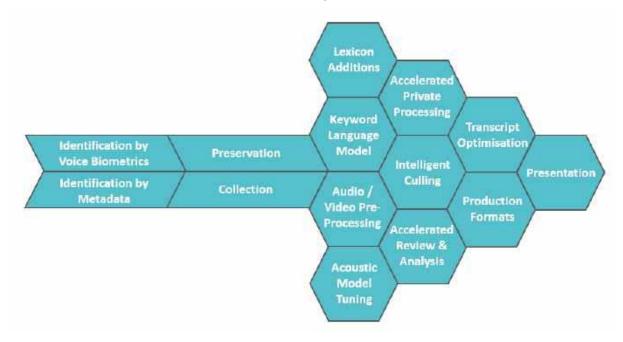
W4's Geolocation enables you to locate items with geodata on a zoomable world map.

Owned/Supplied by :	**Vound Software**
Used by :	**Aon, IT Group Ltd, SullivanStrickler**

8.2.25 Intelligent Voice®
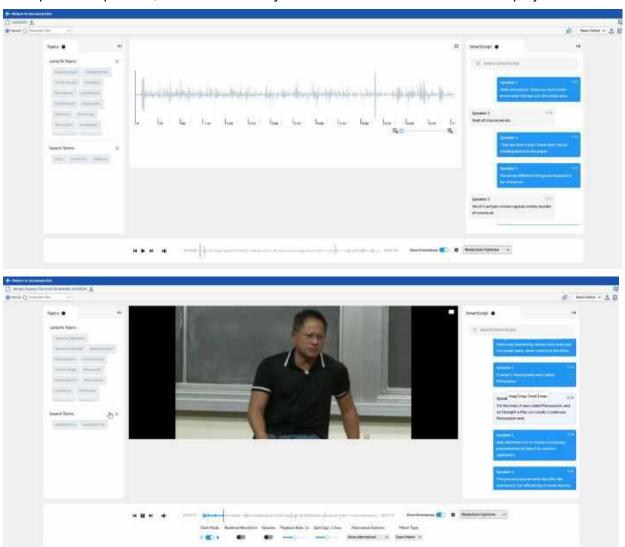
Used by regulatory agencies, law enforcement agencies, forensic eDiscovery specialists, law firms and in-house compliance monitoring and eDiscovery teams, Intelligent Voice is the only audio and video discovery and compliance monitoring solution to support the entire process from ingestion and transcription, conceptual analytics and active learning, 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 2017-2022 / www.intelligentvoice.com

Intelligent Voice Review Player

The Intelligent Voice Review Player seamlessly converts an audio or video file into a Relativity native, providing a highly accurate automatically transcribed index that is speaker separated, searchable and synchronized within the media review player:

A proprietary patented algorithm detailed in New Scientist magazine provides a navigable Executive Summary of interesting things said as a sidebar in the player, with any responsive search or alert terms placed at the top. These Intelligent Voice Tags:

1. An Executive Summary of the recording for assessing responsiveness
2. Provide Jump To navigation for assessing portions of the recording. Who first introduced a particular topic into the conversation? Where did discussions on it wind up?
3. Allow users to identify themes & concepts in the audio review
4. Give insight without having to review the entire recording
5. Surface Blind Spots & Unknown Unknowns
6. Provide a more robust and defensible set of keywords
7. Reduce variation in summarisation & interpretation between different users for the same recording
8. 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.

An auto-scrolling waveform in the Intelligent Voice Player identifies periods of silence and non-speech noise, which can be skipped through either by clicking within the waveform itself, or by clicking to the next words shown in the karaoke-highlighted transcribed index.

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.

Available Edge either on-prem or on your private cloud of choice, or partner hosted or Secure SaaS, with a range of published case studies and endorsements.

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® 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® 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® 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.
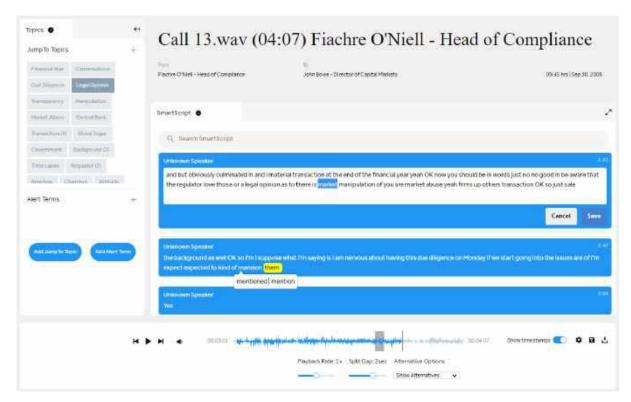
Integration, Productions & Presentations

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® 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:

Relativity Integration

As well as a traditional workflow route using pre-culled data in a .DAT file to upload into Relativity, Intelligent Voice also offers a Relativity application for both RelativityOne and Server, so that audio data held in Relativity can be converted to text natively.

Clients and partners vouch for the interoperability with Conceptual Analytics, Relativity Active Learning, and Trace.

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 and deployments are Docker-based.

Training is measured in hours not days. Depending on the user base, no formal training may be required at all.

Justice For Change

Intelligent Voice provides its services pro-bono under Relativity's Justice for Change program, providing its voice technology for free to the organizations fighting for justice to make sense of audio from body-worn video, emergency calls, interview and interrogation recordings, and prison phone calls.

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, HaystackID, Legility, Lighthouse eDiscovery, Morae Global, PwC, ZyLAB and 36Brains, as well as Government departments and regulators such as the UK Home Office and the US Department of Justice Civil Anti-Trust Division.**

8.2.26 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.
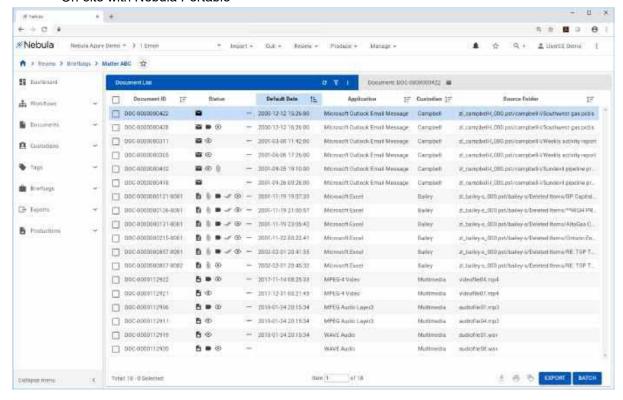
Powerful End-to-End eDiscovery

Nebula™ 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™

Enterprise-grade Information Governance

Nebula Big Data™ 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™ 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.
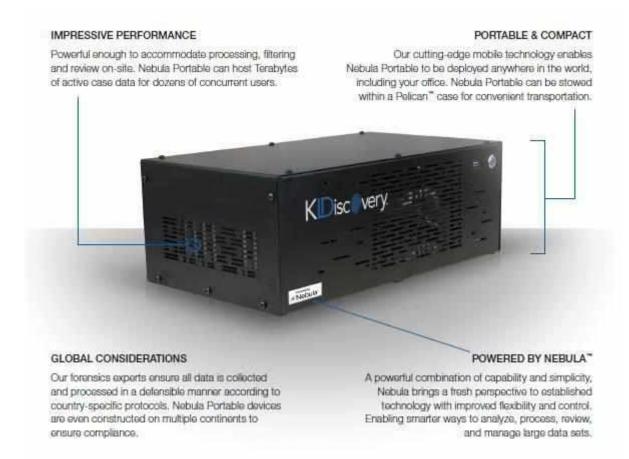
Machine Translation
Leverage advanced AI-based machine translation technology to get accurate and reliable translations of documents written in most languages used across the globe. A fast and cost-saving alternative to human multi-lingual review.

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.

PORTABLE & COMPACT

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™ 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™

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.
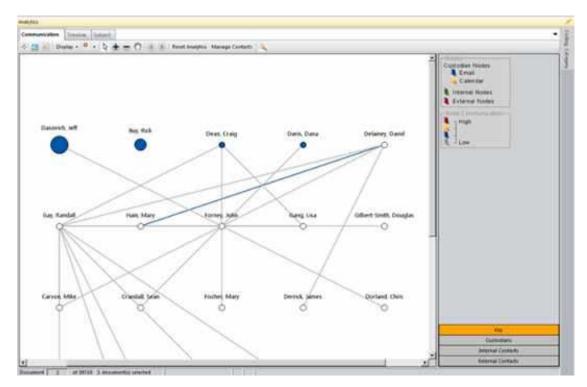
We have incorporated our proprietary predictive coding functionality and powerful analytical tools into our Relativity offering to ensure all our clients' specific needs are addressed. All our Relativity projects are supported by a dedicated team of experts with the necessary experience and a range of 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.
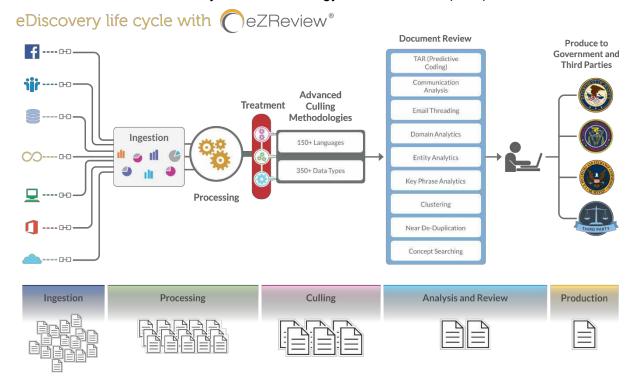
- Analytics including visual communication analysis (see above), email threading and near-duplicate identification and analysis included as standard.

Owned/Supplied by :	**KLDiscovery**
Used by :	**KLDiscovery**

8.2.27 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).

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**

8.2.28 <u>Lighthouse Technology Solutions</u>

<u>Lighthouse Spectra</u>

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.

<u>Lighthouse SmartSeries</u>

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.

***Chat**Smart*

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.

***Redact**Smart*

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**

8.2.29 <u>Lionbridge Connector for Relativity</u>

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® 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®, 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>.

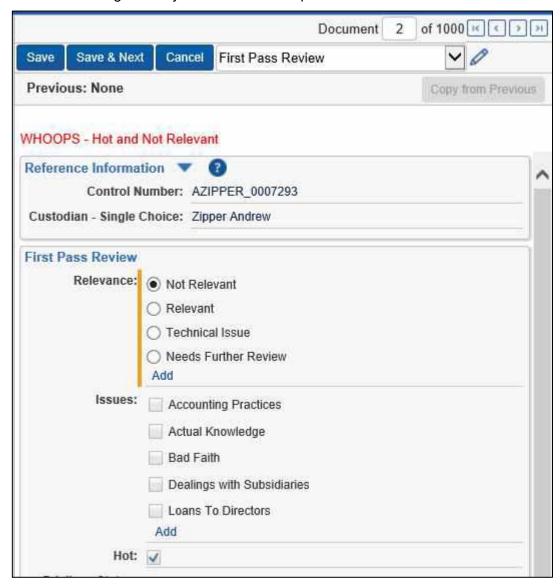| Owned/Supplied by :	**Lionbridge**
Used by :	**Lionbridge**

8.2.30 <u>LitSavant Conformity Engine</u>

The LitSavant Conformity Engine is an application that works within Relativity and RelativityOne, 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.

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.

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 10.3 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**

8.2.31 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**

8.2.32 <u>Magnum</u>

Opus 2 Magnum is a secure web-based service that allows your team to access, annotate and collaborate on any legal content. Transcripts and documents, including hyperlinked pleadings/witness statements/skeleton arguments, web research or entire trial bundles are securely hosted within a simple interface which allows users to annotate and easily share comments with team members (barristers, solicitors, experts).

Opus 2 Magnum is an indispensable tool for trial preparation, providing significant cost benefits and giving your whole team access to one central workspace, from the office or remotely from any location with an internet connection, thereby eliminating the need to print and regularly update expensive hard copy sets.

Core Functionality

- Hosting of key documents/trial bundles and access online from anywhere

- Annotation of documents. Collaborate across the key materials with your wider team

- Hyperlinked documents: Transcripts to bundle references; Witness Statements to exhibits; Opening/ Closing Submissions to supporting material

- Create your own 'Custom Bundles' from the documents in the case

- Ability to capture and annotate your web research

Advanced Transcript Features

- Access your transcript from anywhere, using any device

- Annotate and share notes made in LiveNote securely with your team

- Listen to synchronized audio of the hearing

- Simple filtering system to review your team's notes and annotations

Lawyers Choose Opus 2 Magnum

"The Opus 2 Magnum system enables instant access electronically to all the documents in the case. We've now reached the closing submissions stage where the system pays big dividends because the written closings can be researched, cut, pasted and finalised from the screen. I suspect that this is how all major litigation will, in the future, be conducted. I would say this is the most important development in trial work I've ever experienced in my time at the Bar." - Lord Grabiner, QC, One Essex Court

Judges Choose Opus 2 Magnum

"[Opus 2 Magnum] enabled the trial to be concluded within the allotted timetable, and with the maximum efficiency. It also provided the inestimable advantage, from my perspective, of being able to access my notes made during trial, and the full galaxy of the trial bundles, from wherever I was and at whatever time of day (or night)." - Gloster J in her judgment on *Berezovsky v Abramovich*

Owned/Supplied by :	**Opus 2 International**
Used by :	**Opus 2 International**

8.2.33 <u>MedBrief</u>

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**

8.2.34 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.

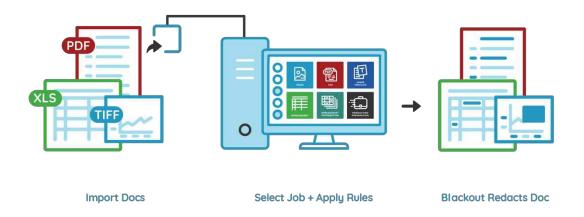| Owned/Supplied by :	**Consilio**
Used by :	**Millnet Document Services, Print rooms in various law firms.**

8.2.35 <u>Milyli Relativity product suite</u>

BLACKOUT BY MILYLI

Blackout's placed over 3 billion redactions in Relativity as it enables the easiest, fastest, and most comprehensive workflows for redacting sensitive information. In addition to image jobs, only Blackout automatically redacts native PDF and native Excel files. Blackout's ability to redact and markup information quickly – even when managing large volumes – makes it the best choice for complex redaction tasks involving sensitive information. Blackout customers use it during litigation, compliance and procurement, human resources procedures, and much more. Read success stories at Milyli.com/Case-Studies.

How Blackout Works

| Import Docs | Select Job + Apply Rules | Blackout Redacts Doc |

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

Features

- Seamlessly integrates into Relativity 10+

- Auto-redacts any sensitive information in imaged, native PDF, or native Excel files

- Redacts hidden information in files including file attachments, notes, and comments

- Quality check with approval, reject and override options

- Mass import/export functions via .CSV file

See more at: https://www.milyli.com/blackout

CHRONICLE BY MILYLI

CHRONICLE
privilege log tool

Chronicle constructs a privilege log in Relativity as reviewers conduct their work. Using templates that recognize Relativity fields and dynamic custom fields, Chronicle concatenates fields and immediately reflects coding decisions as updates and changes are made to documents. This streamlines the process of assembling a privilege log and the quality control stage by allowing viewers to view and revise in real-time.

How Chronicle Works

| Identify Terms of Privilege | Conduct Review | Audit and Produce Priv Log |

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

Features

- Template builder allows full control over the customization of the log

- Able to concatenate multiple document fields with plain text

- Uses Relativity saved searches to immediately recognize privileged documents

- Flags privileged docs not flagged for the final priv log output

- Quickly and easily exports privilege log

Learn and see more at: https://www.milyli.com/chronicle

DELEGATE BY MILYLI

Delegate empowers legal professionals to get more from their Relativity investment by automating the repetitive tasks admins face daily. With a robust feature set, Delegate allows Relativity administrators to automate repetitive tasks, manage complex permissions, and create user and group level access settings for specific workspaces and matters.

How Delegate Works

Receive Request **Create Admins and Build Automations** **Proceed to Other Priorities**

Automated Workflows

Define Workflow Steps **Set Up Activation** **Return to Work, Sleep or Play**

Examples

- Build Analytics Index
- Build dtSearch Index
- Generate Extracted Text
- Run Imaging Set
- Run Processing Set
- Run Relativity Script
- Run Structured Analytics Set
- Run Search Term Report (STR)

Benefits

- Give your clients the power to handle day-today tasks like password resets without admin intervention

- Save precious litigation support time by delegating user and group creation to the right audience with Delegate profiles

- Accelerate your case startup by automating key tasks such as building dtSearch indexes, running analytics, or executing Relativity scripts

- Stay on top of user activity and have insight into the exact changes made with in-depth audits

Features

- Seamlessly integrates into Relativity 10+

- Delegate user, group, matter, and workspace creation to clients without making them system administrators

- Utilize a template to mass import users and automate the Relativity invitation workflow

- Manage every detail of access from configuring authentication providers to workspace admin groups

- Automate the execution of dtSearches, analytics, search term reports, Relativity scripts, and more

Learn and see more at: https://www.milyli.com/delegate

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**

8.2.36 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.**

8.2.37 Morae Software Suite

Audio.IQ

Audio.IQ is Morae Global's audio eDiscovery, monitoring, and compliance tool. https://www.moraeglobal.com/audioiq/. 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. https://www.moraeglobal.com/captureiq/ 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**

8.2.38 <u>Nexidia</u>

The growth of electronic communications including voicemail, call-centre recordings, regulatory compliance, and digital conferences, has resulted in increased volumes of discoverable audio content. Searching these recorded audio and video files presents significant issues for legal professionals, corporate compliance managers, and government regulators. Nexidia has focused on audio and video content for over a decade and brings unparalleled experience and technology to your team.

Nexidia's Audio Discovery technology uncovers relevant information and solves the considerable challenges of audio search and review by:

- Quickly locating relevant content - helping legal professionals understand the nature of the evidence.

- Significantly reducing the cost of audio review by allowing reviewers to quickly pin-point searches and deliver relevant data.

- Complementing and incorporating traditional electronic document discovery.

Nexidia enables law firms, corporate legal departments, and regulators to locate critical evidence in the shortest time, with the highest accuracy, and at the most affordable price. Nexidia's patented audio search technology increases the speed and accuracy of searches against large collections of audio content by eliminating the need to convert speech to text. Organizations can now review and search large amounts of unstructured content in a matter of days, rather than months, significantly reducing total project costs and making short deadlines achievable.

Audio Discovery

Nexidia is the fastest and only scalable audio discovery solution that combines technology, audio expertise, and the highest levels of project management. Traditionally, law firms and electronic discovery companies have relied on manual transcription or human listening to review and investigate audio files. However, transcription is slow and costly, and human listening is an ineffective process for locating relevant content. Neither transcription nor human listening is scalable or capable of economically handling the large amounts of audio data being demanded and produced today.

Automating the review process eliminates the errors caused by fatigue, boredom and other distractions that typically result from human listening. Nexidia's technology returns highly accurate results regardless of audio quality, speaker accents, dialects, slang, and non-standard grammatical patterns.

Nexidia's audio discovery consultants work every day with highly sensitive content. They know that processing audio discovery is different from other forms of electronic information and work closely with reviewers to maximize productivity, workflow, and achieve the best possible result.

Compliance and Corporate Governance

Whether required by a regulatory agency or internal policy, corporations are creating and storing significant volumes of audio and video files. Nexidia allows counsel and corporate officers to proactively monitor and quickly identify audio content for discovery, internal, or regulatory investigations. This flexible platform significantly speeds the legal review process by allowing counsel to organize and effectively search all recorded content and pertinent data, including metadata.

Nexidia Forensic Search

Whether your challenge is legal discovery, corporate compliance, or governance, Nexidia Forensic Search offers tremendous flexibility and speed, indexing recorded audio up to 20,000 hours per day. This makes large volumes of audio available in just

a matter of days for search, automated analysis, in-depth review, and targeted listening.

As a result of its patented phonetic technology and approach, Nexidia:

- Provides better ROI by creating a more thorough approach, at a fraction of the costs of traditional methods of transcription or human listening.

- Quickly and accurately allows legal professionals to identify, prioritize, and review relevant data and respond to short deadlines.

- Enables compliance and corporate officers to identify subject matter, conduct preliminary searches, and prioritize the most relevant records for listening

- Provides a disciplined framework to review audio files for privilege, responsiveness, and other issues.

- Reduces judgment errors caused by fatigue, and provides an accurate assessment of critical content.

- Gives users an easy-to-use interface enabling quick, efficient ad-hoc searches and drill-down into specific content - even proper names, jargon, and specialized industry terms.

- Allows users to continue using their preferred platform for non-audio/video processing and review.

Owned/Supplied by :	**Nexidia**
Used by :	**CYFOR, Consilio, Deloitte, KPMG.**

8.2.39 <u>Nuix Discover</u>

<u>Nuix Discover</u>

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.
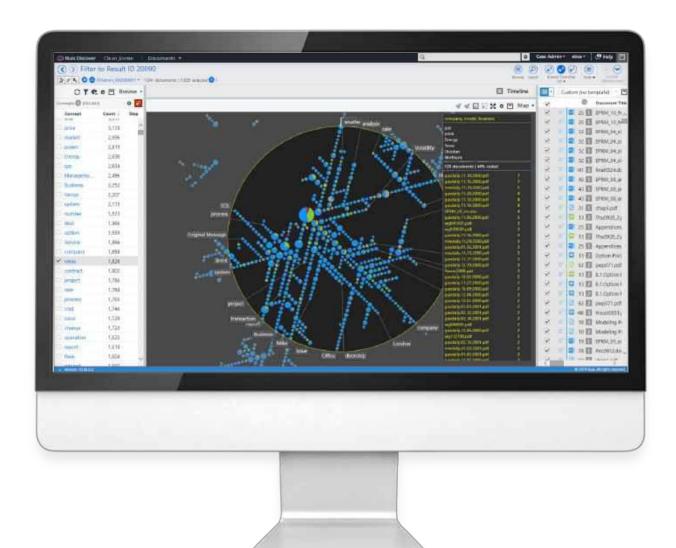
BETTER PROCESSING = BETTER REVIEW

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.
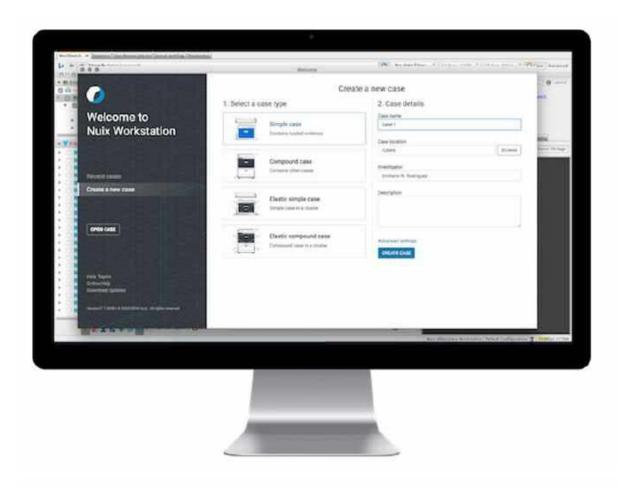
LITIGATION

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.
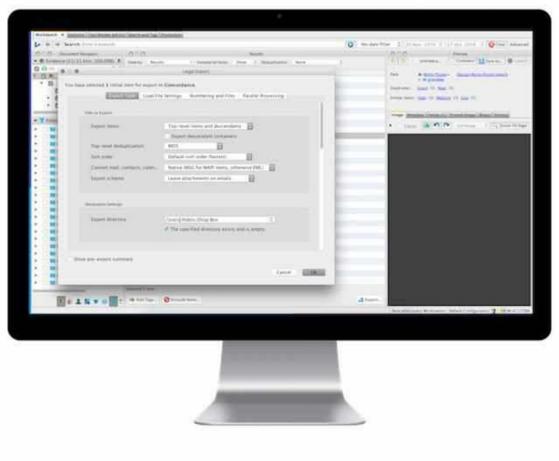
INFORMATION GOVERNANCE

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.

Owned/Supplied by :	**Nuix Response**
Used by :	**A&M, Anexsys, Aon, Consilio, CYFOR, Deloitte, Epiq, Ernst & Young, FRA, Forexus, Grant Thornton, IDS-Legal, Inventus, KPMG, Legastat, Lighthouse, Omnis, PwC, SullivanStrickler.**

8.2.40 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.

Figure 1: 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 best-in-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.
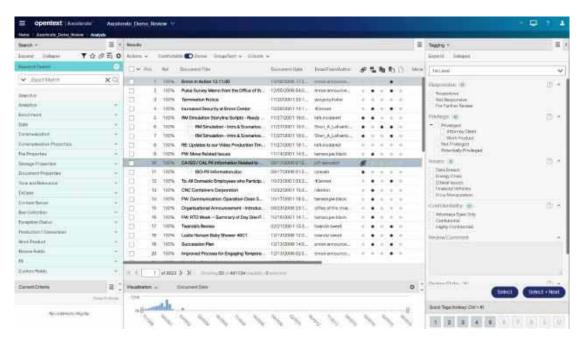
Figure 2: OpenText Axcelerate, document viewer

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 3: 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.
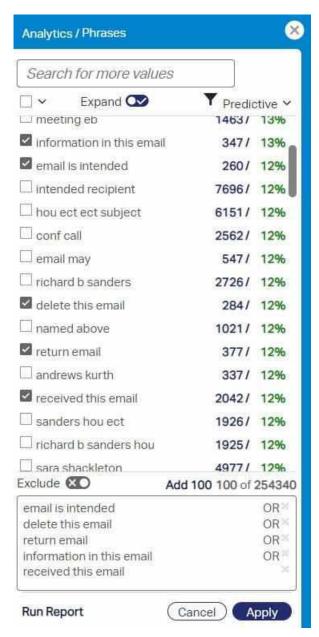
Figure 4: OpenText Axcelerate, phrase Smart Filter

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**

8.2.41 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**

8.2.42 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 security Microsoft puts into it.

Integrate with Microsoft Office 365® - 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.
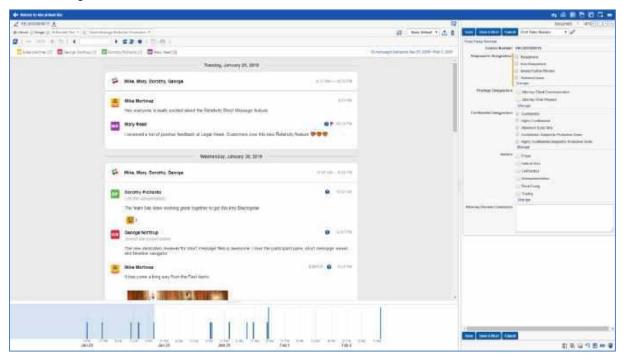
Collection – For legal teams and e-discovery professionals who want to quickly and securely get data from the cloud into review, RelativityOne Collection enables you to pull data from Office 365 directly into RelativityOne. With most enterprise data stored in Office 365, Collection makes it seamless 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.

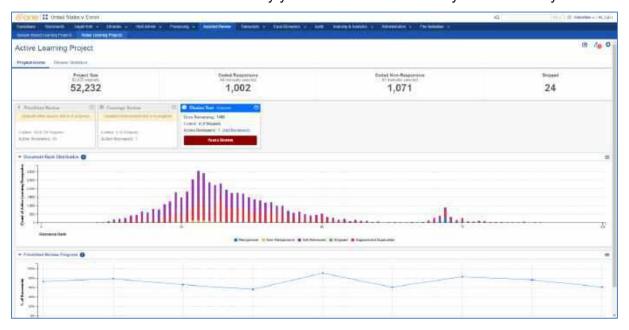Review & Productions – RelativityOne allows you to tackle all document review and production challenges, from the smallest to the most complex projects. Everything that you need to move from review to production can be found within a single platform. One of the latest capabilities is short message review. 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.

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.

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.

View	Add Child	▶	↕ Fact	Description	Date Type	Primary Fact Date	End Date
☐ 👁	✦	▼	Kenneth Lay and Jeffrey Skilling announced to analysts that they were going to open high-speed fiber-optic networks that form the backbone for internet traffic	Kenneth Lay and Jeffrey Skilling announced to analysts that they were going to open their own high-speed fiber-optic networks that form the backbone for internet traffic	On	10/5/1999 12:00 AM	
☐ 👁	✦		Analysts have mixed feedback on this announcement.	Analysts have mixed feedback on this announcement.	On	11/1/1999 12:00 AM	
☐ 👁	✦	▼	Fastow began establishing numerous limited liability special purpose entities	Fastow began establishing numerous limited liability special purpose entities	Between	8/16/1997 12:00 AM	9/14/1998 07:00 PM
☐ 👁	✦		Creation of JEDI and Chewco.	JEDI and Chewco created.	On	9/1/1997 12:00 AM	
☐ 👁	✦		Creation of Whitewing	Whitewing entity created.	On	12/1/1997 12:00 AM	
☐ 👁	✦		Creation of LJM and Raptors	LJM and Raptors entity created.	On	2/19/1998 12:00 AM	
☐ 👁	✦	2	Enron's stock lost one-third of its value	Enron's stock lost one-third of its value	Around	5/1/1997 12:00 PM	
☐ 👁	✦	3	Enron's executives' performance-based bonuses were slashed	Enron's executives' performance-based bonuses were slashed	Around	7/1/1997 12:00 PM	

Case Dynamics

VerQu Phoenix, VerQu Hydra, and VerQu Hive

In January 2021, Relativity announced it had acquired VerQu, adding VerQu's offerings, VerQu Phoenix 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.

Text IQ for Privacy, Text IQ for Legal, Text IQ for Compliance, AI for Good

In May 2021, Relativity announced that it had acquired Text IQ, a Top 100 AI company applying artificial intelligence (AI) to identify sensitive data. Relativity's Text IQ leverages the latest in unsupervised machine learning (ML), graphical modeling, social network analysis (SNA), natural language processing (NLP), and deep learning to create AI solutions for the world's largest enterprises to manage and mitigate risks in enterprise data.

Relativity Patents

Relativity Patents is a new Relativity solution, bringing the leading legal platform to patent search and analytics, using machine learning, Boolean, and data visualization strategies to ensure users are reading the patents that matter most.

Owned/Supplied by :	**Relativity**
Used by :	**7Safe, AlixPartners, 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.**

(29 organisations)

8.2.43 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**

8.2.44 <u>Servient</u>

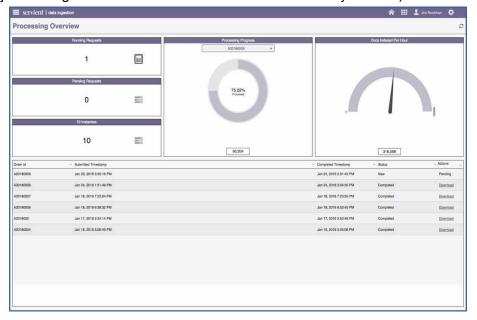**Processing, Analytics, Document Review and Disclosure**

Servient is a powerful eDisclosure platform that was designed and built for the cloud, incorporating the most advanced software available to provide a simple, intuitive self-service model that can scale from the largest to the smallest matters.

Built on AWS (Amazon Web Services), users benefit from the vast scale, redundancy and international availability of the AWS cloud, meaning that data can not only be processed extremely fast but also within appropriate jurisdictions.

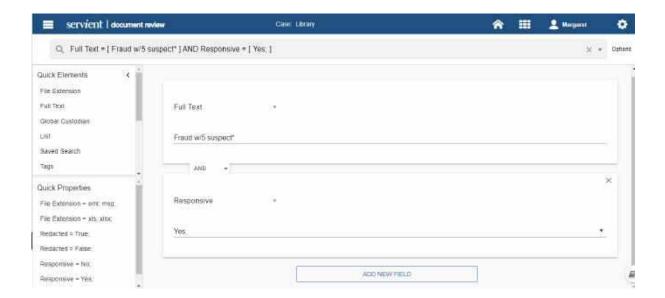The Servient dashboard gives quick access to the main aspects of the system:

Processing is fast and comprehensive, and simple to use. Users, without any assistance from Servient, can load and process any amount of data securely and confidently. (The Servient Project Management team is available to assist whenever you wish.).
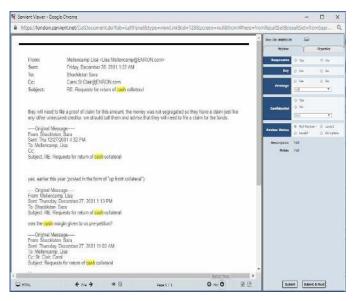
Searching is simple and effective – and Servient shows the efficacy of your keywords instantly, helping you reduce your review.
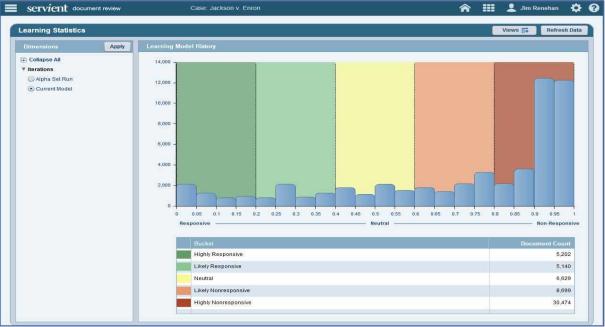
-   Standard searching & filtering - Keywords, phrases, date ranges, file types, custodian, boolean (and/or, not), etc.

-   Analytical searching – **Machine Learning**: Modern technologies such as Continuous Active Learning (Technology Assisted Review / Predictive Coding), concept searching, clustering, email threading, etc.

Document Review is very easily set up in Servient, whether for smaller matters or for more complicated, multi-level reviews – you have complete administrative control. Batching documents to reviewers is automatic, "faceting" allows for point-and-click searching, Servient provides up-to-the-second reports and allows work to begin **immediately**. The coding/tagging panels are easily modifiable to fit your requirements or **customisable** to match your internal corporate systems.

Document review is supported by transparent machine learning – so you **review the relevant documents first**, and gain the available evidence and insights immediately – leaving the non relevant documents to the end of the review (or not at all)

Reporting, Analysis and Productions are easily managed through a series of **easy-to-use** dashboards, allowing your team to see quickly what has taken place during the review. In addition, Servient has a full slate of quality control dashboards that tracks each reviewer, showing things like how many documents they have reviewed and, most importantly, how accurate they are.

A manager can then 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 for **quick completion** of your disclosure.

Servient is designed to allow legal reviewers to navigate **quickly** through documents, but importantly is also designed to allow team leaders (or litigation support managers/PSLs) 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.

Servient is designed to be **faster**, more accurate and **more cost-effective** than any other system on the market.

Welcome to a new world where <u>you</u> are in control of <u>your</u> documents and <u>your</u> budget!

Owned/Supplied by :	**Servient**
Used by :	**Servient, Linklaters LLP, countless law firms and corporate clients**

8.2.45 <u>Sightline (From Consilio)</u>

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**

8.2.46 <u>SullivanStrickler Software</u>

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**

8.2.47 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**

8.2.48 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

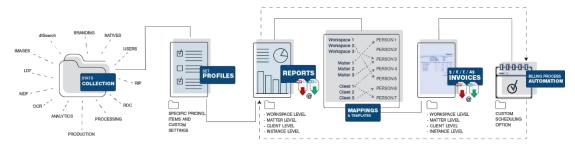| Owned/Supplied by :	**TransPerfect Legal Solutions**
Used by :	**TransPerfect Legal Solutions**

8.2.49 TSD Relativity Product Suite

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 considering Client or Matter based Charge Levels

- Various billing categories out of the box: Case Rollup, Case Flow, Users, Language Services, Analytics, Processing, Custom Tasks

- Automatic report & invoice generation with custom schedule options

- Custom and recurring billing periods for your periodic incremental usage check-ins

- Single- and multi-client reports and invoices on Instance, Workspace, Matter, and Client level

- Available reports in PDF and Excel formats

- 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)
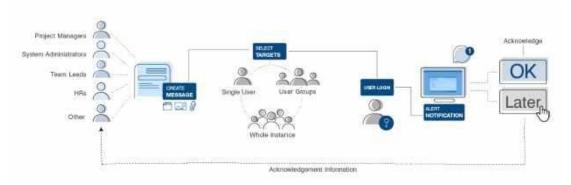
If you are a project or case manager, you know how complex discovery projects can be. Case strategy and more can change at a moment's notice – and these changes need to be communicated at the right time, to the right people.

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

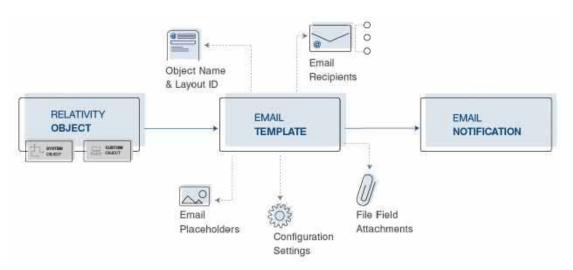• Ability to download Acknowledgment Status Report in PDF file

Email**E**ventHandler

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 10.3+ (lower versions available on-demand)
- 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
- Ability to send automated notifications under specific trigger conditions
- Ability to schedule email notifications via a Scheduled Email Templates Object
- Ability to add different Relativity and non-Relativity email notification recipients
- Ability to add different email contents for a specific object – any information contained in the object's layout (including children, associated objects, files etc.), a link to the edited object, plain text, etc.

Owned/Supplied by :	**TSD Software Ltd**
Used by :	**TSD Software Ltd**

8.2.50 Veritas

VERITAS™ brings flexibility to the eDiscovery market providing SaaS (Veritas Advanced eDiscovery), IaaS and on-premises (Veritas eDiscovery Platform [formerly Clearwell]) deployment options.
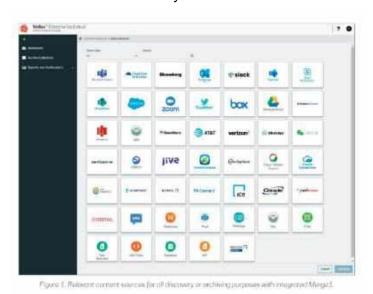
Veritas Advanced eDiscovery (SaaS) (released March 2022)

One Platform | Complete Discovery

Veritas™ Advanced eDiscovery is a cloud-based, end-to-end eDiscovery solution that enables organizations to collect, review and produce electronically stored information (ESI) for an organization's legal, compliance and investigation needs. This SaaS eDiscovery software is a versatile offering, which can be paired with Veritas' Enterprise Vault.cloud archiving solution for discovery and compliance needs. Veritas Advanced eDiscovery provides a complete discovery solution in one step: defensible collection of an organization's relevant content sources, upstream early case assessment (ECA) of collected data, purpose-built review of all types of data, and efficient production of relevant documents.
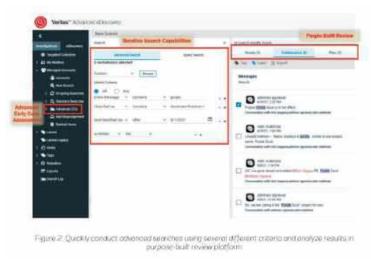
Key Benefits:

- **Moving eDiscovery Upstream with Targeted Collections & Advanced ECA of over 120+ content sources including the M365 ecosystem**

    o Integrated right into the Veritas Advanced eDiscovery (VAD) solution, Merge 1 complements VAD to extend collection to the data sources most relevant to regulatory, compliance, internal policies, and eDiscovery initiatives. Users can achieve end-to-end SaaS eDiscovery, reactive collection of 120+ content sources with Merge1 integration for defensible, targeted collections along with metadata enrichment for early case assessment in rich, native view.

    o In addition, once the data is captured, VAD extends its machine learning methodologies of classification, sentiment analysis and more to be used against the indexed data for a unique, advanced early case assessment experience to cull data down prior to setting it up for a case.

    o Finally, Veritas Advanced eDiscovery is a one-stop discovery solution for Microsoft 365, capturing the entire M365 ecosystem for all the eDiscovery needs.

Figure 1. Relevant content sources for all discovery or archiving purposes with integrated Merge1.

NOTE: Merge1 was acquired by Veritas in Sept. 2020 as part of the Globanet Acquisition
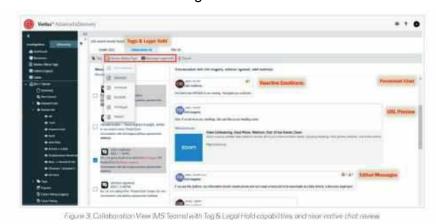
- **Fast Search Results + Purpose Built Review**

    o Scalable grid architecture and advanced indexing technology allows Advanced eDiscovery to deliver search results in seconds.

    o In addition, the product's powerful search functionality allows designated reviewers and administrators to build iterative searches (also referred to as on-going-search) using several different criteria (e.g., keyword, custodian, date range) and continually refine searches until the relevant information is located.

    o Once the desired criteria are established, purpose-built review allows for a more holistic view to review different data type -- Email View for emails, Collaboration View for Microsoft Teams chats and collaboration data, and Files View for OneDrive or other loose file data – which allows reviewers to quickly find relevant information and further cull search results prior to export.

Figure 2: Quickly conduct advanced searches using several different criteria and analyze results in purpose-built review platform

- **Collaboration View for Microsoft Teams**

    o With the shift to remote working environments and the usage of collaboration applications, capturing & displaying collaboration data is a direct feature request from our clients to Veritas Advanced eDiscovery.

    o With VAD, customers can capture & review Microsoft Teams data in the Collaboration View, which provides a rich, native view of Teams data, including the ability to view the entire chat history to give more context to the thread, reactive emoticons from other participants in the chats, URL preview just as it's displayed in Teams, and capturing "edited" and deleted messages.

Figure 3: Collaboration View (MS Teams) with Tag & Legal Hold capabilities, and near native chat review.

- **End-to-End EDRM Coverage with Defensible Exports**

    - Advanced eDiscovery allows designated reviewers and administrators to easily perform self-service, online exports of search results. Discovery items can be exported in EML, PST, and JSON formats, with or without EDRM XML files, so that it can be imported into downstream eDiscovery solutions, or defensibly as a production.

    - The Veritas Advanced eDiscovery export menu also allows authorized reviewers and administrators to name and password-protect their exports.
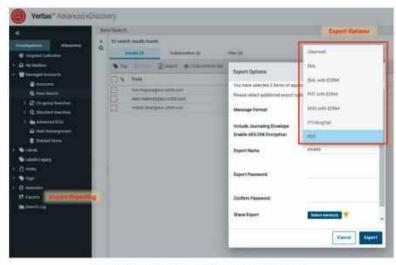

Figure 4. Flexibly export search results online for further review and analysis

More information is available at:
https://www.veritas.com/content/dam/www/en_us/documents/data-sheet/DS_advanced_ediscovery.pdf

Veritas eDiscovery Platform

The Veritas eDiscovery Platform (formerly known as Clearwell) is an enterprise eDiscovery solution that enables enterprise customers, governments, and law firms to manage legal, regulatory, and investigative matters using a single application. The Veritas eDiscovery Platform was purpose-built for eDiscovery, making it easy for organizations to defensibly solve real-world challenges across the entire eDiscovery lifecycle from legal hold and collections through analysis, review, and production. Veritas eDiscovery Platform can be rapidly deployed in-house or hosted by a certified service provider.

Key benefits

- Streamline the entire eDiscovery lifecycle by using a single application that spans legal hold and collections through analysis, review, and production.
- Respond to regulatory requests such as FOIA and GDPR with integrated classification engine and advanced redaction features.
- Execute complex, iterative eDiscovery processes that reflect real-world scenarios with the highest level of defensibility.
- Empower users to be productive immediately through an intuitive, web-based platform that is easy to use and administer.

More information is available at:
https://www.veritas.com/content/dam/www/en_us/documents/data-sheet/DS_ediscovery_platform_V0570.pdf

Key Features

Insight into all the data that enters a case

Multiple dashboards to understand what data is being brought in, who it belongs to and what was done with it.

Figure 1. Lifecycle reporting: Summarizes case status from
collection through production in a single dashboard

Figure 2. Pre-processing analytics: Graphically depict data volume, file
types and time frames of collected data prior to processing

Legal Hold

Enables hold notices to be quickly created and sent to custodians and system
administrators via email. Templates are included and can be customized and saved
for reuse, or users can import their own. Provides the ability to create and schedule
reminders to nonresponsive custodians and escalations for delivery to a custodian's
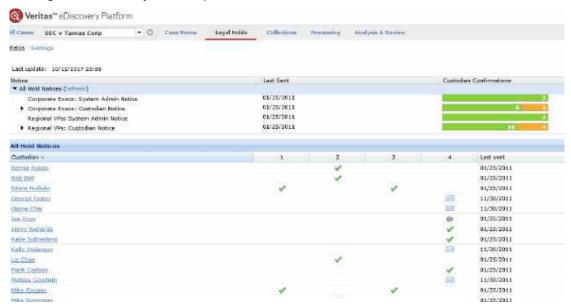manager if necessary for compliance.*'*

Figure 3. Presents administrators with the status of

legal hold notice responses

Collections

With data in so many different places, Veritas supports native collection from sources
like Enterprise Vault, Enterprise Vault.cloud, Exchange On-Prem, M365 Exchange,
SharePoint On-Prem, M365 SharePoint, M365 OneDrive, Lotus Notes, File Shares,

and PCs. Merge1 integrations offers on-demand collection from 120+ additional sources like M365 Teams, Slack, etc.

Figure 4. Collection analytics: Provide a complete portfolio of analytical charts and tables that offer real-time visibility into the status of the collection

Audio Processing, Search, & Review

Multimedia content is growing rapidly within organizations and recent regulatory activity, including the Dodd-Frank Act, has brought these file types into the electronic discovery spotlight. Veritas offers a powerful phonetic-based solution for rapidly processing audio content and making it immediately available for search and review.

Workflow Automation

Rules-based templates automatically folder and tag documents to eliminate repetitive tasks for case administrators

Classification

Accelerate review of personal data by classifying data using Veritas Information Classifier with configurable classification rules

Bulk Redaction

Allowing administrators to redact keywords or patterns (emails, credit cards, etc.) across a whole case or subset of documents. This saves reviewer time and allows them to focus on more strategic goals.

Key Features in V10.1.2 (released March 2022)

New User Interface

Intuitive Angular based user interface that introduces an innovative way to deeply search data.

Figure 4. Advanced Search: Provides ability to do Boolean, fuzzy, proximity searches using either freeform or GUI based search
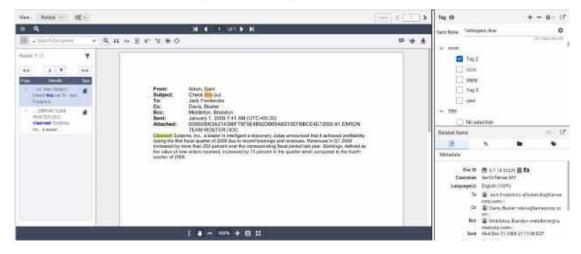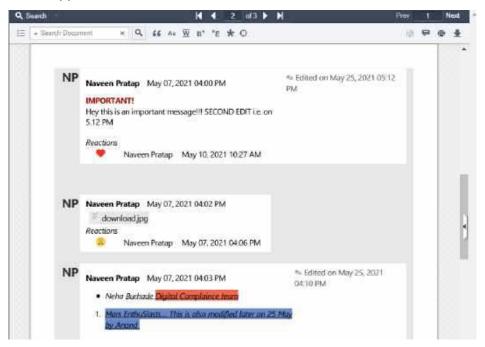

Figure 5. Near-Native Viewer: Multiple-monitor support and browser-agnostic approach allows for an accelerated review.

Persistent Hit Highlighting

Ensure keywords (? Or * supported) or pre-defined REGEX patterns are highlighted for reviewers regardless of end-user search

End-to-end support for *M365 Teams*

Microsoft Teams has had an exponential increase in usage, but eDiscovery administrators still struggle to collect and view the data as if they were looking at a native MS-Teams message. Integration with Merge1 allows for collection of MS-Teams data which is threaded and presented as a conversation. Allows reviewers to understand which messages were edited, deleted, and reacted to.

Veritas Additional Solutions that Accelerator/Enhanced eDiscovery

Veritas' Data Compliance and Governance portfolio also includes additional solutions to complement and extend our eDiscovery solutions including:

- *Veritas Information Classifier* provides users the ability to define patterns and policies using a single console no matter where the data exists within an organization's data landscape. It delivers actionable intelligence that results in more informed decisions regarding storage optimization, regulatory compliance, and data security. Veritas Information Classifier is a critical part of both Veritas Advanced Discovery and Veritas eDiscovery Platform.

- **Data Insight** is a file analysis solution that provides understanding of content at source. Data Insight can collect relevant content based on its understanding of metadata, user activity and classification to only collect data relevant to a given case.

- **Enterprise Vault/EV.cloud** Veritas continues to provide market leading archiving which can be deployed on-premises, in a hybrid scenario (deploy on prem but leverage cloud storage), IaaS and as a fully hosted, multi-tenant SaaS solution. Archiving allows content to be collected proactively via Journaling and allows the option of WORM storage so that content is indexed, classified and available at the time of a discovery event. We also add the ability to collect directly from source in both of our discovery solutions.

- **Merge1** – Acquired in the Sept. 2020 acquisition of Globanet, Merge1 provides the ability to collect from over 120 different content sources. Merge1 is available on-premises and as a SaaS solution.

Owned/Supplied by :	**Veritas**
Used by :	**Veritas**

8.2.51 <u>Viewpoint</u>

eDiscovery Services through Viewpoint™

Viewpoint™ eDiscovery delivers a flexible approach to legal and compliance document review, with analysis designed to help manage litigation, investigations, and compliance matters, beginning to end, while addressing the complexities of today's global electronic discovery landscape. It provides the flexibility and scalability to manage eDiscovery in the ways that work best for each organization's unique requirements and caseload.

Functionality Overview

Viewpoint supports extensive integrated functionality, advanced analytics, and visualization capabilities to allow case teams to move from one phase of the eDiscovery process to another with optimized efficiency, accuracy, and speed.

Collection

Viewpoint Collection allows users to identify, filter and collect potentially relevant data directly from their network, servers, and data sources like Office365, Google Drive, Twitter, SharePoint, and other cloud-based sources of data. Data is forensically copied and processed directly into Viewpoint.

Pre-processing

Viewpoint Pre-Processing helps to rapidly reduce data volumes at the earliest stage of a project. 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 and de-duplication.

Processing

Viewpoint's processing engine allows users to filter and process large volumes of data in a fraction of the time it would normally take, so they can review and analyse it sooner for data assessments, Rule 26(f) planning, and analysis before data is posted for review.

Early filtering capabilities allow users to apply one or more filters, including custodian, file type, data range, file size and to view only results of interest and quickly reduce data volumes and associated processing and review costs.

Systematic de-duplication can also be applied within or across all custodians and data sources. Viewpoint's intelligent deduplication algorithm gives the administrator or users choices as the data moves through the system, tracking, saving, and making available for export all custodian data for a defensible process.

Viewpoint is fully Unicode-compliant and supports dozens of languages, including Chinese, Japanese, and Korean (CJK). All multi-language documents are fully supported for processing, review, coding, indexing, searching, metadata filtering and production.

Data processing functionality also includes:

- Recursive email and e-file container extraction
- Recursive embedded object extraction
- Metadata extraction
- Full text extraction
- Near duplicate identification
- Indexing all data using dtSearch™ engine
- File type (extension) analysis
- Email thread redundancy identification

- File validation confirming identity of file type
- TIFF generation
- OCR processing
- Language detection

Review

Available in a traditional desktop and new, web interface, Viewpoint helps users quickly organize, filter and sort data using customized layouts and a "drag and drop" feature to view and navigate documents based on set preferences. The ability to use both the web and desktop provides **flexibility** for clients who have users satisfying various roles and performing different tasks within the platform. In classic Viewpoint (desktop application), power users can leverage the robust features they're already accustomed to using for the heavy lifting such as processing and case administration, including an intense search capability that's super-powered to save time. Web users can log in from their browser and **jump right into tasks** they need to get work done, whether it's reviewing documents, running a quick search, creating productions or reporting. Additional review features include:

- Email thread analytics
- Near duplicate analytics
- Email investigation analytics
- Keyword and metadata clustering
- Image, native and auto-redactions
- Continuous Active Learning (CAL)
- Foreign language translation
- Audio transcription
- Named Entity Recognition
- Short message/chat message support
- Drag-n-drop processing

Automated Workflow

Viewpoint review automation enables a consistent and efficient method for managing millions of documents by automating complex workflow requirements to route documents to specific users, avoiding typically manual processes. Review automation provides advanced, pre-defined workflows, automatic document batch creation, rule-based document routing to established experts and advanced check-in and check-out capabilities. It also allows complicated culling workflows to be stored, reviewed, and applied multiple times without the need to create separate instructions or manual processes outside of Viewpoint.

Case Management and Reporting Features

Sophisticated dashboard, reporting and user management functionalities enables case administrators to manage and monitor processes and trends globally, across related cases, or individual matters. Easily create or edit document batches and assignments, monitor review activity, and manage user roles and settings. Interactive charts and graphs simplify administration and provide important statistics necessary for successful project management.

Granular tracking shows actions taken on every document, saved and available for export by the custodian for a complete audit trail and enhanced defensibility. All actions are made within a single repository, eliminating the risks associated with importing, exporting, and copying data between various tools.

Productions

Users can easily manage outbound productions from a centralized location. Documents can be produced in native, text, TIFF, or other image-based formats, organized and stored into folder sets, and produced on a rolling basis. Once data is produced, users can instantly lock all review folders and documents to preserve coding integrity and prevent changes to delivered data.

Platform Deployment and Security

Viewpoint offers a variety of deployment options including in-house, private, public and Conduent cloud. Viewpoint is designed to ensure maximum scalability and security in eDiscovery. We work with clients to develop individual security measures to meet the varying requirements of each matter. Viewpoint employs highly granular security that ensures only authorized users have access to designated documents. Case administrators set permissions by user and user groups — down to the document level — and can customize workflows for different users and user groups to maximize review productivity and speed.

Supporting Services

We support our clients' Viewpoint projects with end-to-end eDiscovery services, including collection strategy and collection, data pre-processing and processing, managed review services, custom analytics, Viewpoint Assisted Review support and expertise, production, and additional professional services to help them achieve the greatest efficiencies and outcome for their legal and compliance matters.

Owned/Supplied by :	**Conduent**
Used by :	**LDM Global, QuisLex, Conduent**

8.2.52 <u>XBundle Software</u>

XBundle::Create (a SaaS platform) has two key modules: The bundling layer and the presentation layer.

The Bundling layer is hyper focused on the creation of smart electronic bundles and has several key features:

- Build bundles quickly and efficiently with simple drag-and-drop technology.
- Accepts a wide range of document formats including audio and images.
- Dynamic cross-referencing that automatically updates when you add new documents to a bundle, meaning you only need to create cross-references once.
- Trial-ready bundles can be exported to PDF or viewed within the platform in real time.
- Automatic page ranging, including automatic suffixing of insert pack documents.
- Native Excel and other Office documents view natively in the platform.

The Presentation layer is designed to mimic paper bundles as close as possible but also includes numerous helpful features:

- View two full A4 pages side-by-side with no need to scroll or zoom.
- Full keyword search with highlighting.
- Annotations can be made before and during the trial and will be saved for an individual user or user group.
- Collaboration tools where notes & hyperlinks can be shared.
- Ability to create cross-references on the fly.
- Remote control ensures everyone is viewing the same page.
- In platform viewing of real-time transcripts.

Owned/Supplied by :	**XBundle**
Used by :	**A number of clients.**

8.2.53 ZyLAB

ZyLAB - The #1 eDiscovery platform

Perform fast, defensible eDiscovery with an easy-to-master eDiscovery platform built for the legal team of tomorrow. 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.

Legal Hold – Automate communication with custodians and preserve legal data

Save time by effectively managing custodian communication at scale. Reduce risk by preventing data deletion. Template your messaging (emails) and questionnaires, and automatically send reminders if custodians are not responding. Get clear, structured insights in your legal communications with our intuitive dashboards. Prevent tampering with evidence with in-place preservation of data, which preserves a copy of the data as it sits on the server.

Live Early Data Assessment (EDA) - Search and analyse live, in-place data

Search and review data in-place before collection & processing, and avoid over-collection. The benefit of Live EDA, through its connectors to different data sources, is to allow early discovery of responsive documents that reduces processing & hosting costs, as well as data in the document review of the EDRM. This leads to less costs and time risk in document review.

Collection - Collect legal data directly from the source

Kickstart your legal discovery workflow with fast cloud collections and powerful processing. Drag and drop your files in our secure, online portal with support for 600+ file formats. Direct connectivity with various online repositories, including Microsoft 365, Google and Social Media, make collecting and importing data a breeze.

Processing – Structure legal data

Structure data from different sources and formats for optimised search, analysis and review. ZyLAB supports email, file attachments, .zip, .pst and many more file formats. Easily translate up to 125 languages and transcribe audio and video files. Our platform automatically classifies date by type, date range, source and many more variables.

Review - Assess legal data in a fraction of the time

Easily weed out documents that are not relevant for further review, and kick-start your legal discovery with our extensive data navigation capabilities. Start with deduplicating your data so you don't waste time reviewing them. Automatically organise your data by type, date, custodian and more. Bulk-tag or apply custom tags to documents that need further review. Easily assign data to collaborators to speed up the review process.

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 entity search. You chose the method that best suits your investigative strategy.

Topic modelling - Bring unknown patterns to light

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. AI searches your data and presents a topic wheel with categories. Quickly identify topics for further discovery.

AI - Assisted Review - Accelerate search and QC

Save time by training AI - Assisted Review, so you can find more documents with similar content. Perform quality control at the end of your discovery workflow to find any documents that were missed.

Redaction - Protect your results

Redact sensitive data, and produce evidence with an audit trail. 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 – Produce findings

Finalise your investigation by producing the relevant documents. Ensure your consistent, gap-free sequences of evidence with Bates numbers labelling and audit trails. Save time with help of a documents index that is automatically being created while you work. An index that can easily be imported into other parties' databases and allows them to search and filter your documents.

Owned/Supplied by :	**ZyLAB**
Used by :	**ZyLAB Technologies B.V.**

8.2.54 <u>Zylpha Solutions</u>

Software Information

<u>Electronic Document (Court) Bundling</u>

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.

Owned/Supplied by :	**Zylpha**
Used by :	**Zylpha**

ANNEX A - TECHNICAL GLOSSARY

ACTIVE OR LIVE DATA: Information residing on a computer's hard drive or servers which is readily visible to users (e.g. a document, spreadsheet or an e-mail).

ALGORITHM: A detailed formula or set of steps for solving a particular problem (e.g. searching for relevant electronic documents, such as, MDS# or SHA-1#)).

APPLICATION: A collection of one or more related software programmes that allow a user to enter, store, view, change or extract information from files or databases (e.g. Word, Excel and Microsoft Office). Also referred to as "programmes" or "software".

ARCHITECTURE: Hardware and/or software comprising a computer system or network.

ARCHIVAL DATA: Information that is not directly accessible to the user of a computer system but is data that the organisation maintains for long term storage and record keeping purposes (e.g. backup data).

ATTACHMENT: A record or file associated with another record for the purposes of retention or transfer. The attachment is commonly referred to as the "child" with the record it is attached to as the "parent". If the attachment itself has an attachment this would be a "grandchild" and so on. A synonym is an **ATTACHED DOCUMENT,** which means a Document attached to, or embedded in, a **HOST DOCUMENT.**

AUDIT TRAIL: Information about where data has been, in whose possession and why, held in sufficient detail so as to allow the reconstruction of that activity.

AUTHOR: The person, office or designated person responsible for a document's creation or issuance. Also referred to as "originator".

BACKUP DATA: A copy of data created as a precaution against the loss or damage of the original data. Backup data is information that is not presently in use by an organisation and is routinely stored separately upon portable media, to free up space and permit data recovery in the event of disaster. Backup data can be incremental (where only new data is saved) or complete (where all data is saved).

BACKUP TAPE RECYCLING: The process whereby an organisation's backup tapes are overwritten with new backup data, usually on a fixed schedule (e.g. the use of nightly backup tapes for each day of the week with a daily backup tape for a particular day being overwritten on the same day the following week; weekly and monthly backups being stored offsite for a specified period of time before being placed back in rotation).

BATES NUMBERING: is used in the legal, medical, and business fields to place identifying numbers and/or date/time-marks on images and documents as they are scanned or processed, for example, during the discovery stage of preparations for trial or identifying business receipts. Bates stamping can be used to mark and identify images with copyrights by putting a company name, logo and/or legal copyright on them. This process provides identification, protection, and automatic consecutive numbering of the images. The process is named after the late 19th century inventor Edwin G. Bates of New York City.

BYTE: The basic measurement of most computer data.

CD-ROM (CD READ ONLY MEMORY): Data storage medium that uses compact discs to store about 1,500 floppy discs worth of data, that is, approximately 55,000 pages. Variations include CD-Rs (CD Recordable) and CD-RWs (CD Re-Writable).

CLUSTERING: Functionality whereby ESI containing similar content is grouped together by the software without human intervention. Results might be shown in a pictorial manner with items of ESI "clustered" together, or by folders of similar documents.

COMPRESSION: The reduction of the size of a file to save storage space. "Compression ratio" is the ratio of the size of an uncompressed file to a compressed file.

COMPUTER ASSISTED REVIEW (CAR): Also known as T**echnology Assisted Review (TAR)**. A process of having computer software electronically classify documents based on input from expert reviewers, in an effort to expedite the organization and prioritization of the document collection. The computer classification may include broad topics pertaining to discovery responsiveness, privilege, and other designated issues. Also see: **Predictive Coding**.

COMPUTER ASSISTED REVIEW REFERENCE MODEL (CARRM): Model used to show stages of process of Computer Assisted review (CAR).

COMPUTER FORENSICS: The use of specialised techniques for recovery, authentication, and analysis of electronic data.

CSV FILE: A computer file containing a list of values separated by a comma or other delimiter.

CUSTODIAN: Person having control of a network, computer or specific electronic folder.

DAT (DIGITAL AUDIO TAPE): A high capacity storage medium. Used in some backup systems.

DATA MAP: A written description (possibly with a diagram or two) of where the client's data sources are.

Data sampling: See Sampling.

DE-DUPLICATION: The process of identifying and removing duplicate Documents from a collection of Documents so that only one unique copy of each document remains. A cryptographic hash function such as the Message Digest algorithm 5 may be used to generate a digital fingerprint for an Electronic Document. The digital fingerprint of a Document can then be electronically compared against the digital fingerprint of any other Document to determine whether the Documents are exact duplicates. De-duplication may also be implemented by using a cryptographic hash function applied to a group of Documents.

DELETED DATA: Data that, in the past, existed on the computer as live data and which has been deleted by the computer system or end-user. Deleted data remains on storage media in whole or part until it is overwritten by on-going usage or "wiped" with a software program specifically designed to remove deleted data. Even after the data itself has been wiped, directory entries, pointers, or other metadata relating to the deleted data may remain on the computer.

DELETION: The process whereby data is removed from active files and other data storage structures on computers and rendered inaccessible except by using special data recovery tools designed to recover deleted data.

DISC (DISK): It may be a floppy disk, or it may be a hard disk. Either way, it is a magnetic storage medium on which data is digitally stored.

DISCLOSURE DATA: Data relating to disclosed Documents, including for example the type of document, the date of the document, the names of the author/sender and the recipient, and the party disclosing the document. See OBJECTIVE and SUBJECTIVE CODING. Normally only OBJECTIVE CODING is disclosed with documents.

DISTRIBUTED DATA: Information belonging to an organisation which resides on portable media and non-local devices such as remote offices, home computers, laptop computers, personal digital assistants (PDA's), wireless communication

devices (e.g. Blackberry) and internet repositories (such as email hosted by internet service provider or portals and web sites).

DOCUMENT: Anything in which information of any description is recorded (see CPR Rule 31.4). It includes all ESI.

DOCUMENT CODING: The process of identifying and recording case-relevant information (e.g. author, date authored, date sent, recipient, date opened, etc.) from a document. Can be automated or manual. Also referred to as **INDEXING**. See also **OBJECTIVE CODING** and **SUBJECTIVE CODING**.

DOCUMENT MANAGEMENT: The manual and automated processes for the management of documents during the course of proceedings, including the identification, preservation, collection, processing, analysis, review, production and exchange of documents.

DVD (DIGITAL VIDEO DISC OR DIGITAL VERSATILE DISC): Data storage medium, like a compact disc, upon which data can be written and read. DVDs are faster, can hold more information, and can support more data formats than **CD**s.

EARLY CASE ASSESSMENT (ECA): Also known as "**EARLY DATA ASSESSMENT**". Initial process in the EDRM approach whereby a large volume of data (normally emails and attachments) goes through various processes such as clustering, semantic analysis, and email threading to enable early decisions to be taken on the relevance of ESI.

ELECTRONIC DATA DISCLOSURE (EDD): Also known as **EDISCLOSURE.** Process of disclosing ESI. Not to be confused with using electronic means to carry out the disclosure of images of paper documents or printed out emails, Word documents etc.

ELECTRONIC DISCOVERY REFERENCE MODEL (EDRM): Model used to show stages of process of electronic discovery.

Electronic Document: see Electronically Stored Information (ESI).

ELECTRONIC IMAGE: an electronic representation of a paper document or Electronically Stored Information. An Electronic Image may be a SEARCHABLE IMAGE or an UNSEARCHABLE IMAGE. Examples are image PDF files and TIF (/TIFF) files.

ELECTRONIC STORAGE SYSTEM: A system or medium for retaining Electronically Stored Information.

ELECTRONICALLY STORED INFORMATION (ESI): Electronic files on a computer such as emails, Word, Excel, PowerPoint, Adobe PDF documents. It includes (for example) e-mail and other electronic communications such as SMS and voicemail, word-processed documents and databases, and documents stored on portable devices such as memory sticks and mobile phones. In addition to documents that are readily accessible from computer systems and other electronic devices and media, it includes documents that are stored on servers and back-up systems and electronic documents that have been 'deleted'. It also includes **METADATA** and **EMBEDDED DATA**.

EMAIL THREADING: Software functionality that pulls together the various emails that make up a "thread of conversation" and display them in an easy to understand manner. The normal aim is have the final email in a chain readily identifiable so that all the secondary emails in the conversation can be read in one pass.

EMBEDDED DATA: Text or other information which is not typically visible to the user viewing the output display on screen or as a print-out. Examples of Embedded Data include spreadsheet formulae (which display as the result of the formula operation), hidden columns, externally or internally linked files (e.g., sound files in PowerPoint presentations), references to external files and content (e.g., hyperlinks to HTML files or URLs), references and fields (e.g., the field codes for an auto-numbered document),

and certain database information if the data is part of a database (e.g. a date field in a database will display as a formatted date, but its actual value is typically a long integer).

ENCRYPTION: Procedure whereby the contents of a message or file are scrambled or made unintelligible to anyone not authorised to use it.

FIELD: A section of data in a database, for example a field containing the date of a document.

FILE SLACK SPACE: A form of residual data, slack space is the amount of on-disk file space from the end of their logical record information to the end of the physical disk record. Slack space can contain information soft-deleted from the record, information from prior records stored at the same physical location as current records, metadata fragments and other information useful for forensic analysis of computer systems.

FORENSIC COPY: An extract copy of an entire physical storage medium (hard drive, CD-ROM, DVD, tape etc.). Also referred to as "mirror imaged copies", "imaging" and "disc mirroring".

FORMAT: The way in which Electronic Images and other documents are stored and made accessible.

GIF (GRAPHIC INTERCHANGE FORMAT): A computer compression format for pictures.

GIGABYTE (GB): A measure of computer data storage capacity and equivalent to a billion (1,000,000,000) bytes. Also referred to as a "gig".

HARD DRIVE: The primary storage unit on PCs, consisting of one or more magnetic media platters on which digital data can be written and erased magnetically.

HOST DOCUMENT: A Document with one or more ATTACHED DOCUMENTS. For example, an e-mail is a Host Document and any Documents attached to the e-mail are its Attached Documents.

Indexing: See Document Coding.

INTERNET SERVICE PROVIDER (ISP): A business that provides access to the Internet.

JPEG (JOINT PHOTOGRAPHIC EXPERTS GROUP): An image compression standard for photographs.

KEYWORD SEARCH: A search for documents containing one or more words that are specified by a user. Normally conducted on **ELECTRONICALLY STORED INFORMATION**, but can also be carried out on **OCR TEXT**.

KILOBYTE (KB): A measure of computer data storage capacity and equivalent to a thousand (1,000) bytes.

LEGACY DATA: Information that has been created or stored by the use of software and/or hardware that has become obsolete or has been replaced ("Legacy Systems").

LEGACY SYSTEMS: Systems containing legacy data.

LITIGATION HOLD: An instruction issued as a result of current or anticipated litigation, audit investigation or other such matter that suspends the normal processing or disposal of records.

LITIGATION SUPPORT SOFTWARE/SYSTEM: Application that supports the process of litigation. In terms of the EDRM approach this stage occurs after the Early Case Assessment stage.

LOOSE DOCUMENT: An Electronic Document that is stored in its Native Form in a file system or directory system but not an email box. An email or document attached to an email, even if extracted from the email box in which it was originally stored, is not a

Loose Document.

MEDIA FREE SPACE: Unused space on storage media that is available for storage.

MEGABYTE (MB): A measure of computer data storage capacity and equivalent to a million (1,000,000) bytes. Also referred to as a "meg".

METADATA: Commonly described as "data about data". It is information that may describe, for example, how, when and by whom it was received, created, accessed, modified and how it is formatted. Some metadata, such as file date and sizes, can easily be seen by users. Other metadata can be hidden or embedded and is unavailable to computer users who are not technically adept. Metadata is generally not reproduced in full form when a document is printed.

MIGRATED DATA: Information that has been moved from one database or format to another.

MIRROR IMAGE: Used in computer forensic investigations and some electronic disclosure investigations, a mirror image is an exact bit-by-bit copy of a computer hard drive that ensures the operating system is not altered during the forensic examination. May also be referred to as "disc mirroring", or as a "forensic copy" or "imaged copy".

MPEG (MOVING PICTURES EXPERT GROUP): An image compression standard for full motion video.

NATIVE FORMAT: An associated file structure for an electronic document defined by the original creating application. Viewing or searching documents in the native format may require the original application (for example, viewing a Microsoft Word document may require the Microsoft Word application).

NETWORK: A group of one or more computers and other devices connected together for the exchange and sharing of data and resources.

OBJECTIVE CODING: Coded information that can be derived from a document without any specific legal training. Normally comprises; Date, Estimated Date, Document Title, Document Type, From, To, Copyee. Objective coding is normally conducted by a vendor (often overseas to provide a cheaper service).

OFF-LINE DATA: The storage of electronic data outside the network in daily use that is only accessible through the off-line storage system.

Optical Character Recognition ('OCR'): means the computer-facilitated recognition of printed or written text characters in an Unsearchable Image

OFF-LINE DATA: The storage of electronic data outside the network in daily use that is only accessible through the off-line storage system.

ON LINE DATA: Electronic data stored on the network in daily use.

PDF (PORTABLE DOCUMENT FORMAT): A common format for images of documents which enables documents to be displayed or printed a manner which preserves the formatting originally used by the author. A PDF file may be either a Searchable Image file or an Unsearchable Image file.

PETABYTE (PB): A petabyte is a measure of computer data storage capacity and equivalent to one quadrillion (1,000,000,000,000,000) bytes.

PERSONAL DATA: Information of a personal nature that must not be disclosed, such as medical records, salary, home addresses, relationship discussions, social security numbers, etc. Personal data is normally **REDACTED**.

PREDICTIVE CODING: Functionality that automatically codes records by conducting analysis on the ESI. The coding can encompass **OBJECTIVE** and **SUBJECTIVE CODING**.

Objective coding is usually a simpler process than the Subjective work which requires the software to be "seeded" with examples of relevant and/or Privilege documents. The application then "learns" what criteria it uses to arrive at the Subjective decisions and (once trained) will identify those documents and pass them to a user for confirmation on the coding calls. See also: **COMPUTER ASSISTED REVIEW REFERENCE MODEL (CARRM)**.

PST (PERSONAL STORE): The place where Microsoft Outlook stores its data (when Outlook is used without Microsoft Exchange Server). A PST file is created when a mail account is set up. Additional PST files can be created for backing up and archiving Outlook folders, messages, forms and files. The file extension given to PST files is .pst. Can be broken down into individual emails called .msg.

RETENTION PERIOD: The length of time a given records series must be kept, expressed as either a time period (e.g. four years), an event or action (e.g. audit), or a combination (e.g. six months after audit).

REDACTION: The process whereby sensitive information is hidden by rendering part of a document unreadable. It is sometimes referred to as 'Masking'. Redaction is typically used to render unreadable; confidential, privileged or personal data portions of an otherwise disclosable document.

RESIDUAL DATA: Data that is not active on a computer system (sometimes referred to as "Ambient Data"). Residual data includes (1) data found on media free space; (2) data found in file slack space; and (3) data within files that has functionally been deleted, in that it is not visible using the application with which the file was created, without use of undelete or special data recovery techniques.

RESTORE: To transfer data from a backup medium (such as tapes) to an on-line system, often for the purposes of recovery from a problem, failure, or disaster. Restoration of archival media is the transfer of data from an archival store to an on-line system for the purposes of processing (such as query, analysis, extraction or disposition of that data). Archival restoration of systems may require not only data restoration but also replication of the original hardware and software operating environment. Restoration of systems is often called "recovery".

SAMPLING: Usually (but not always) refers to the process of statistically testing a data set for the likelihood of relevant information. It can be a useful technique in addressing a number of issues relating to litigation, including decisions as to which repositories of data should be preserved and reviewed, and determinations of the validity and effectiveness of searches or other data extraction procedures. Sampling can be useful in providing information to the court about the relative cost burden versus benefit of requiring a party to review certain electronic records.

SEARCHABLE IMAGE: An ELECTRONIC IMAGE in which the text-based contents can be searched electronically.

SEMANTIC ANALYSIS : Method by which a number of products conduct clustering. Refers to the "automatic" identification of key words and concepts within a document so that there is a "spine" of a central concept, off which related groups of documents are clustered.

SCANNING: The process of converting a hard copy paper document into a digital image for use in a computer system. Often associated with the **OCR** process, as in "documents will be scanned and subject to an OCR process".

SUBJECTIVE CODING: Information held in a litigation support system about records (either paper or electronic). Subjective coding requires legal input and covers initial calls on Relevance, Privilege and Trade Secret as well as case specific issue and matter coding.

TECHNOLOGY ASSISTED REVIEW (TAR): See: **Computer Assisted Review (CAR)** and **Predictive Coding**.

TERABYTE (TB): A measure of computer data storage capacity and equivalent to one trillion (1,000,000,000,000) bytes.

TIF OR TIFF (TAGGED IMAGE FILE FORMAT): One of the most widely supported file formats for storing bit-mapped images. Files in TIFF format often end with a .tiff extension. Other file formats include JPG and BMP.

Unattached Document: An Electronic Document without a Host Document.

UNSEARCHABLE IMAGE: An Electronic Image in which the text-based contents cannot be searched electronically.

ANNEX B – BLANK VENDOR FORM

The following form was distributed to all the vendors shown in the Guide. Should any organisation wish to be entered into future versions, please complete the document and submit it. There is no charge for inclusion in the Guide.

Vendor Information

Vendor Name	
Contact (name), phone number, email.	Logo here
Address as a single line.	
Company Website.	

Company Description
Synoptic paragraph (or two) on the history of the company and its background, You might want to provide details on: • When the company was founded, and its history.   • Size (both in personnel and financials) in the UK and overall.   • Focus of the organisation.   • Any particular individuals / specialisations you are known for.   But basically it's up to you. We will be trying to keep the Vendor pages to a relatively uniform size so reserve the right to trim your 14 page opus down to a few paragraphs.
Vendor Offerings
What services and software you provide. Mention software by name only, there is a separate section to describe it in detail. Don't want price lists or short term offers, this information will be in the document for at least a year. Don't just mention the software, explain (briefly) what you do with it in terms the layman can understand.
Sign off from organisation
Who in the organisation is providing the information and should be contacted over any issues. Will also be the person responsible for all text and factual content.

Software Information

Some software is owned and only provided by certain vendors, but other applications are used by a number of people, so we are splitting out the software into a separate section.

Again, please only about a page of information on each bit of software and what it does, less is good, but make sure you give enough detail so that users of the Guide can compare like with like. We reserve the right to take competing descriptions of the same application and use the one that seems to suits our needs best, but will show in the Guide all the vendors that supply that software.