


Vendor Information

TSD Software, Ltd	
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Company Description <p>Founded in 2007, TSD specializes in IT outsourcing services, software product development, and end-to-end custom software solutions. 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.</p> <p>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.</p> <p>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.</p> <p>TSD Software is the creator of the fully customizable business process management framework Hydrogen.</p> <p>We invite you to contact us at sales@tsd.com or visit tsd.com for more information.</p>	
Vendor Offerings Custom Development for Relativity <p>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?</p> <p>During the years of our Relativity experience, our teams have successfully realized more than 200 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.</p>	

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 and Consultation for Relativity:** We help customers to find the best solutions to their unique questions and challenges related to Relativity development by relying on the advisory of our adept specialists. TSD's experts will carefully listen to your challenges and needs, analyze the situation, propose the most suitable approach to go with, and most importantly, they will advise exactly how the concrete goal can be best achieved.

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 Relativity instance billing information within a single 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 10.3 + (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 acknowledgment and never ask yourself “Did they get my email?” again.

MaxMessage main features and functionality:

- Compatibility with Relativity 10.2 and above
- Scheduling and sending rich-text messages to different targets
- Attaching various files to messages
- Ability to track message attachment downloads
- Receiving instant notifications/reminder popups anywhere in Relativity
- Access to Acknowledgment Message History
- Access to Inbound Message History
- Ability to download Acknowledgment Status Report in PDF file

EmailEventHandler

TSD's Email Event Handler is a Relativity-based application that gives users the ability to send automated email notifications that notify selected recipients of edits or changes on a Relativity object. If you are a Relativity user, you certainly know how essential it is to keep your team updated on any changes made to the current record. This is exactly why TSD launched its newest application – TSD Email Event Handler. It enables users to set up different custom email templates that can be attached to any Relativity layout. This improves the tracking of any changes saved for a specific Relativity object. Using the provided placeholders, users can easily choose which part of the layout should be added to the email body, which facilitates the process of notifying team members of any ongoing changes.

TSD Email Event Handler main features and functionality:

- Supports RelativityOne, Relativity 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.