

8.2.51 Viewpoint

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.

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