8.1.89 <u>TransPerfect Legal Solutions</u>

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

<u>Company Description</u>

<u>TransPerfect Legal Solutions</u> (TLS) empowers legal professionals to leverage AI, analytics and multi-language technology across eDiscovery, forensic consulting, due diligence, privacy, managed review and staffing projects.

TLS delivers software and service solutions to every Am Law 200 and Global 100 firm, and the majority of Fortune 500 corporate legal departments. Founded in 1992, TLS has a worldwide presence with over 100 offices and a global team of legal experts. TLS' quality-focused, consultative approach is supported by a vast network of resources with proven success in solutions engineering, problem solving, and delivering a complete partnership that clients can trust.

Services Offered by TLS

TLS is one of the largest service providers in the world, executing well over 150 projects every month. More detail concerning TLS' suite of service offerings is as follows.

- **Forensic Technology & Consulting:**

  TLS operates approximately one dozen forensics laboratories around the world staffed by certified forensic technicians who can complete the most demanding and sensitive assignments with the highest level of technical expertise.

- **eDiscovery & Early Data Assessment:**

  TLS's proprietary platform, Digital Reef, is the world's fastest eDiscovery engine (capable of processing up to 17 TB per day). TLS is a Relativity "Best in Service" provider, and our hosting team is made up of certified PMs and battle-tested support personnel. TLS utilises robust data analytics tools in both Digital Reef and Relativity to ensure a cost-effective, streamlined, and fully-defensible eDiscovery process. More information regarding TLS' eDiscovery "technology stack" is provided below.

- **Managed Review & Legal Staffing:**

  TLS' document review and legal staffing services division is the most versatile and responsive in the industry because TLS' network of professionals was built by leveraging an existing worldwide network of foreign language professionals and global recruitment capacity. As a result, TLS can fill a need as generic as an English Language document review attorney for the most basic project, or as was necessitated by one recent project, a team of Japanese speaking attorneys with an engineering background and focus on "tunneling and boring" machines. TLS' unique offerings are Managed Document Review (Foreign and Domestic) and targeted investigative or special requirements document review.

- **Languages Services:**

  TLS translates more legal documents than any other company worldwide. TLS' proven record shows a long-standing commitment to quality, speed, and 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