


**Vendor Information**

<p>Vendor Name: Law In Order Pty Ltd</p>	
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<p>Company Website: <a href="http://www.lawinorder.com">www.lawinorder.com</a></p>	
<p><u>Company Description</u></p> <p>Established in 1999, Law In Order is a leading legal services provider of outsourced, scalable digital solutions, including <b>eDiscovery, eHearings and Document Solutions</b>. Our expertise in both traditional and modern technology-based services means we are a highly effective <b>single-source provider</b> for even the most complex of matters. Our clients enjoy immediate and unrestricted access to the legal services they require, 365 days a year.</p> <p>We are a proven and reliable extension of our clients’ business, offering astute and cost-effective project support. Law In Order is unique in that we optimise clients’ resources with our services, so clients get more from less. We call this a “bimodal” approach which helps enable winning outcomes on each case. Top-tier law firms, blue-chip companies and government agencies trust Law In Order with their highly sensitive and confidential information. We also provide ongoing training to our clients’ teams to strengthen their knowledge base and extend their in-house capability.</p> <p>With offices across Australia and one in India, we support <b>law firms, corporate and government</b> in Australia and around the globe.</p> <p>Our team comprises legal professionals, system operators, consultants and project managers. Each have unparalleled knowledge, experience and expertise in legal technology support services, providing both traditional and modern technology-based services expertise, freeing clients to focus on the matter at hand.</p>	
<p><u>Vendor Offerings</u></p> <p><b>Our eHearings Business</b></p> <p><b>Hearing Room Setup and Technology</b></p> <p>Law In Order has extensive experience building different kinds of hearing rooms, whether that involves integrating with existing technology, building a new hearing room from scratch, or performing remote hearings using a remote kit.</p> <p>Our team evaluates the proposed hearing room and then implements state of the art technology to create a seamless experience for hearing participants. This includes high quality audio and video through microphones and cameras, access to the hearing via public galleries, media rooms and private hearing rooms and highly performant WIFI networks and seamless integration with our evidence presentation, live stream, transcription, virtual participants and hearing book technologies. We maintain close contact with relevant personnel at the Inquiry, provide floor plans and strategies for the hearing room build.</p>	

During the recent Australian Child Abuse Royal Commission, we assisted the implementation and management of a public hearing room, in addition to a private/roundtable hearing room which could be run simultaneously. The Commission needed our team to set up hearing rooms on short notice in various States and towns across Australia.

### **eHearing Platform (Live Web Streaming)**

Law In Order provides live web streaming of proceedings for public or private hearings. We use professional streaming services and high specification equipment to broadcast in full HD with adaptive streaming. This ensures premium quality video feed and maximum uptime. A dedicated webstream operator controls this on a delay system. This allows for errors and inadvertent disclosures to be cut, muted, and edited out of the stream by the time it reaches the public. We maintain a raw and processed copy of each video. Video recordings can be made for public and private hearings. Each day is archived and provided to the Inquiry at the end of the project or periodically as requested by the Inquiry. Customisable banners, messages and labels can also be implemented to fit the Inquiry's specifications. The public stream is accessible via an internet link with options to display closed-captioned text if requested.

### **Technical Support**

Technical support is also available within the hearing room and remotely for the Online Hearing Book. Law In Order's eHearing team is flexible and available ensuring there will always be experienced personnel available to assist with any query or issue that arises and respond quickly and effectively. Each of our baseline cleared staff have had years of experience in the Government sector for various Commissions and Inquiries at a fixed location or remotely.

### **Transcription Services**

We provide the real-time transcript within the on-line hearing book software. The transcript is viewed (with automatic document linking) in the Law In Order Online Hearing Book. This allows for a centralised and easy to access method for the Inquiry, their legal teams, the media team and parties with leave to appear to access the transcript when required. The end-of-day transcript is also provided with a system in place to allow for corrections that can be offered to the Inquiry for website publication.

### **Hearing Books**

The Hearing Book system has been a staple used in many Royal Commissions and Inquiries since 2017. It supports projects that have lasted years, comprising large quantities of documents to many different types of users. **Law In Order's Hearing Book software** utilises a secure cloud-based solution (hosted securely and locally) that allows the Inquiry, its legal team, the media team, and parties with leave to appear to access witness statements, exhibits and tender bundle material throughout the hearing. The system also works well alongside Law In Order's document management system, where documents and metadata exported can be easily imported into the Hearing Book system, which can retain and display a large volume and large variety of documents and file types. Training and guides are provided to the Inquiry and parties with Leave to Appear, so they are familiar with the software and its functionality.

User access is managed at a team level. Each user created for the system is assigned to a Team, which is then assigned to a workspace. Each workspace is separate from the other. This enables the opportunity for private workspaces or different workspaces for different topics. Some users may require access to certain documents, whilst other users are prohibited from viewing that document - this can be arranged by assigning users to different teams, which then has different documents assigned to them. Document security also allows for documents or folders within workspaces to be visible to certain teams.

The system is designed to be as user friendly as possible. It allows for clear icons, descriptions, and a clear user interface to ensure users can get to the documents or features they need, seamlessly. For example, the system's automatic hyperlinking feature means that indices are very useful for users to navigate a tender bundle of documents that use document ID's by selecting the links in the uploaded index. In addition to providing user guides, quick help guides, we provide remote or in person training individually or in group sessions going through the various features and functionality on LEXEL. Law In Order's dedicated support team provides responsive and effective technical support as required.

To alleviate any of the back-end work and technicalities of the system, we provide technical support staff with years of experience in Royal Commissions and Inquiries to manage the platform. This includes, but is not limited to:

- Creating and managing users
- Managing user security
- Uploading, replacing, and editing documents
- Uploading Indices created by legal teams, so they hyperlink within the system
- Upload metadata
- Run the live transcript session each day from within LEXEL
- Provide technical support
- Exhibit Management

A dedicated mailbox is provided to the Commission or legal teams, who send through documents and requests, which will be actioned by the technical support team.