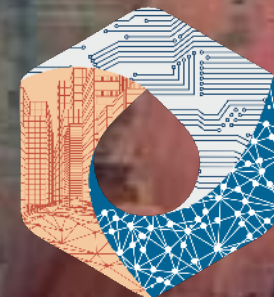


Market Kinetics

eDiscovery Business Confidence - Winter 2024



Complex
Discovery

Business Confidence

Background

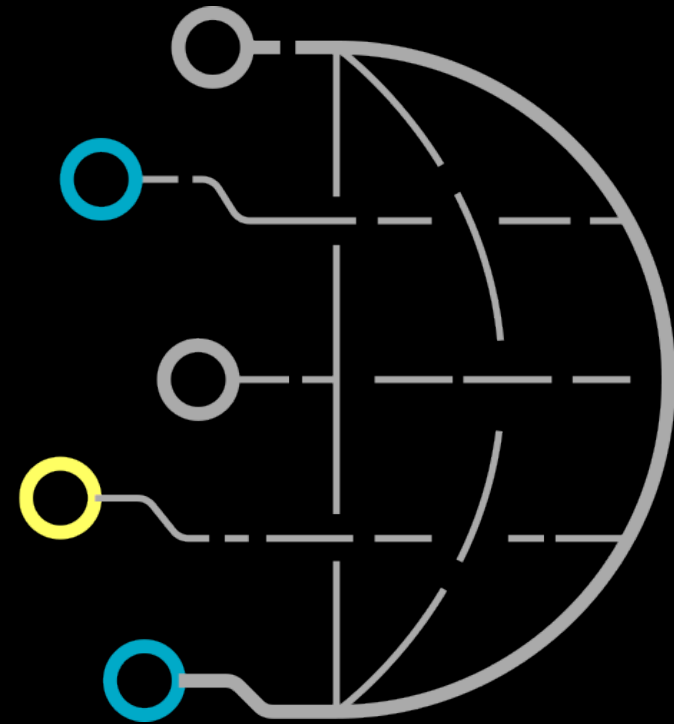
Business Climate

Performance Concerns

LLMs and GAI

Operational Metrics

Context



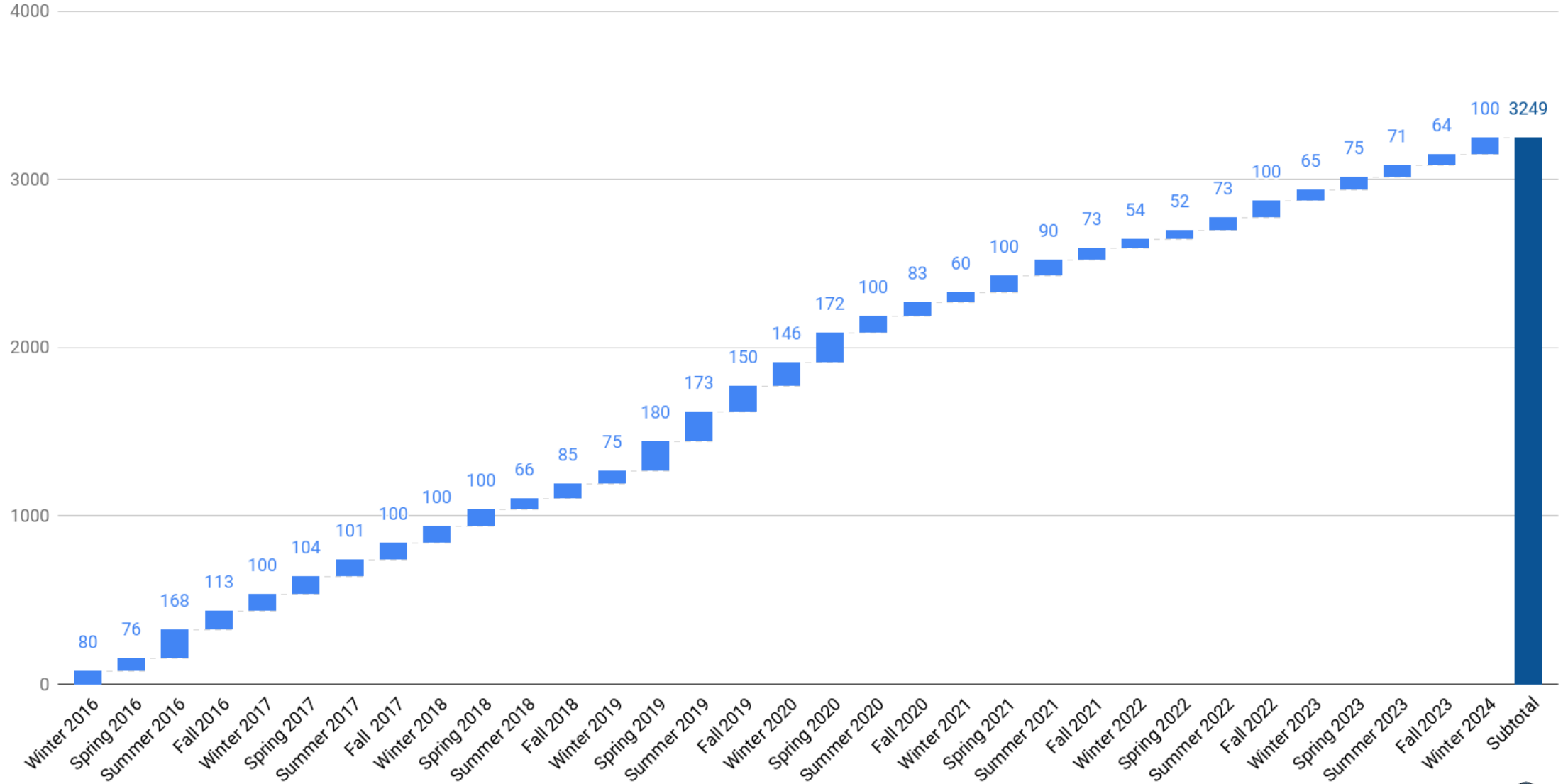


Background

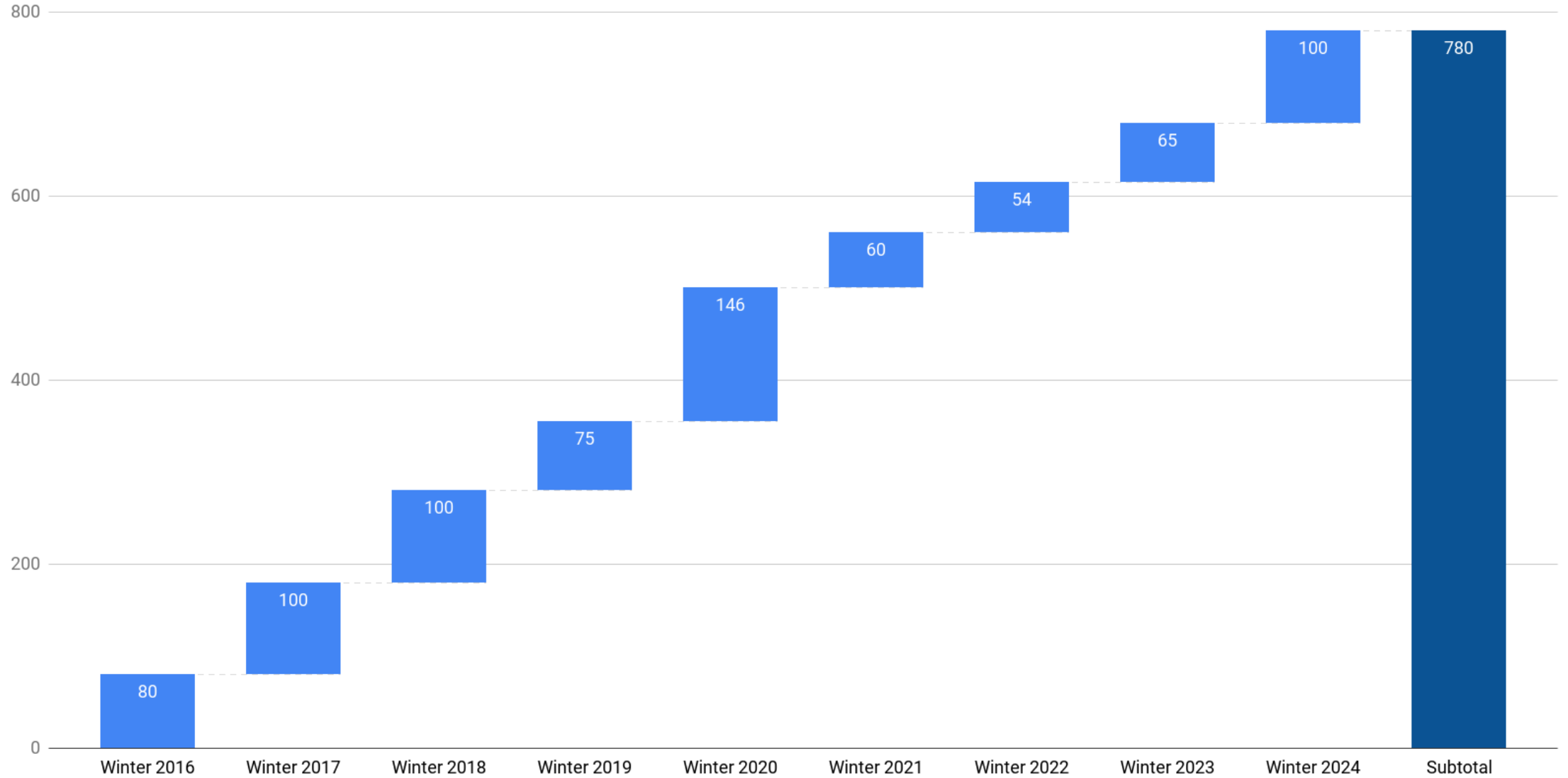
Quarterly Business Confidence Survey
Winter 2024



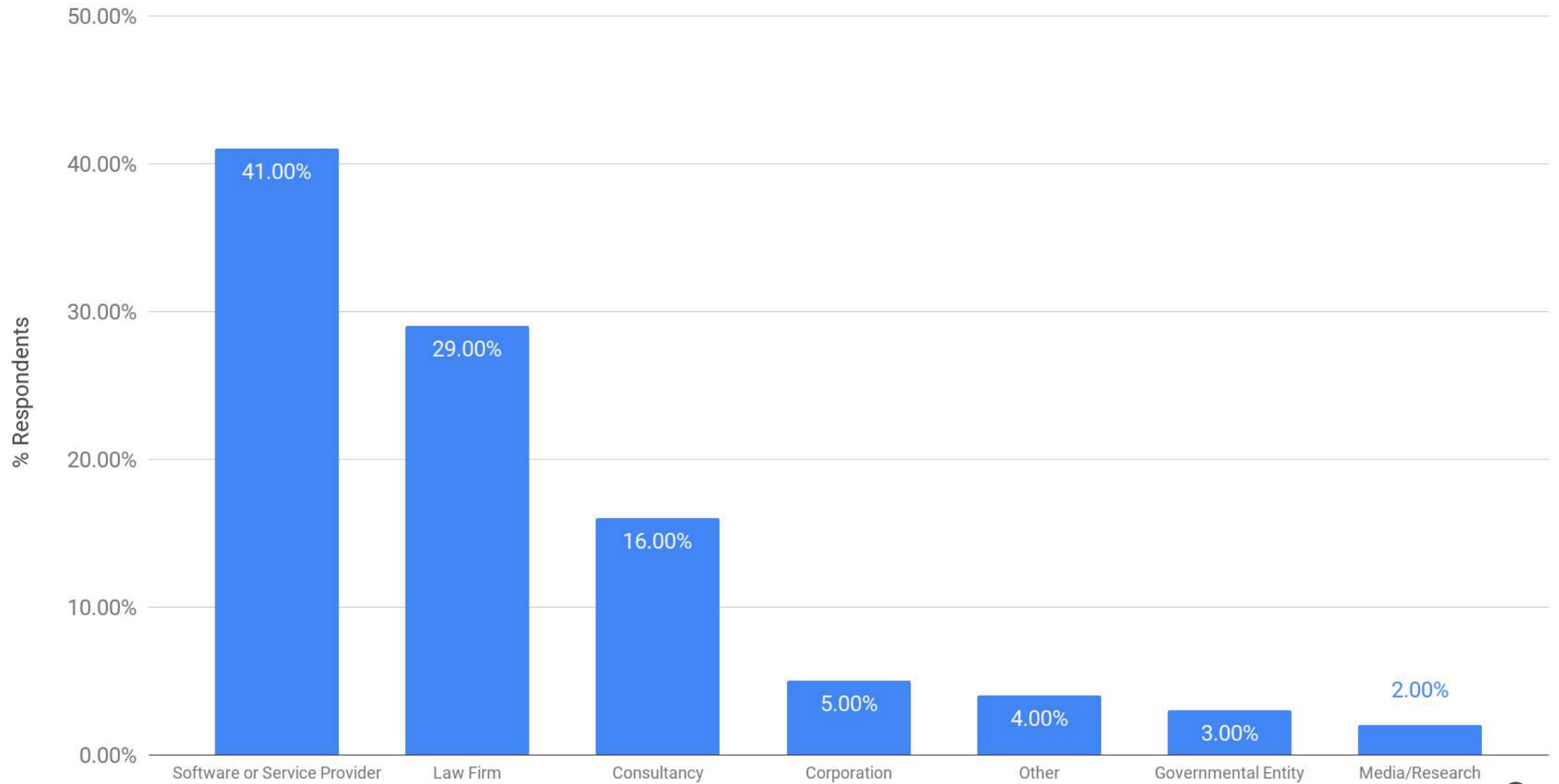
Survey Respondents (Individual and Aggregate Overview)



Winter Survey Respondents (Individual and Aggregate Overview)



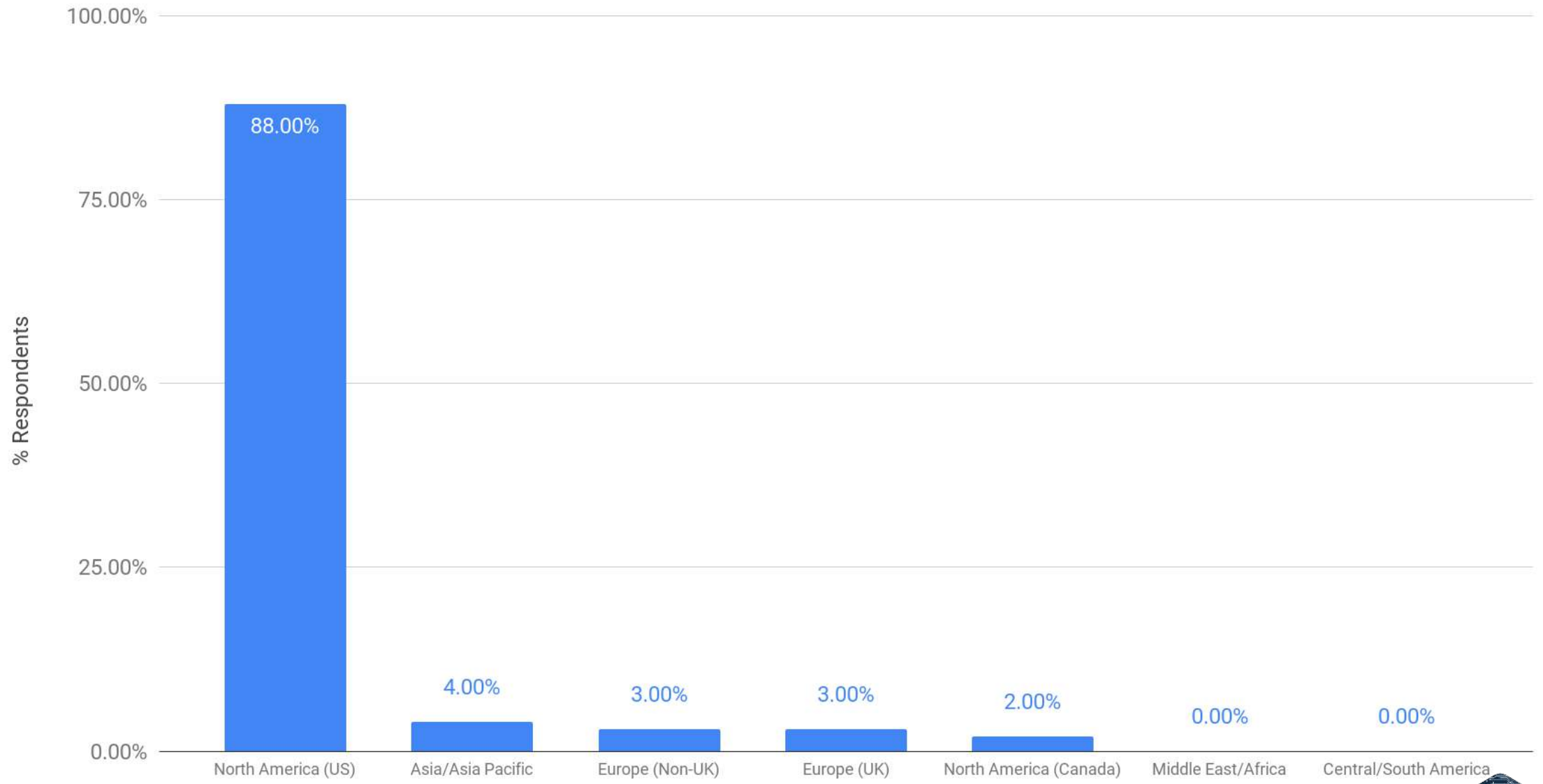
Survey Respondents by Organizational Segment



Winter 2024 eDiscovery Business Confidence Survey (n=100)



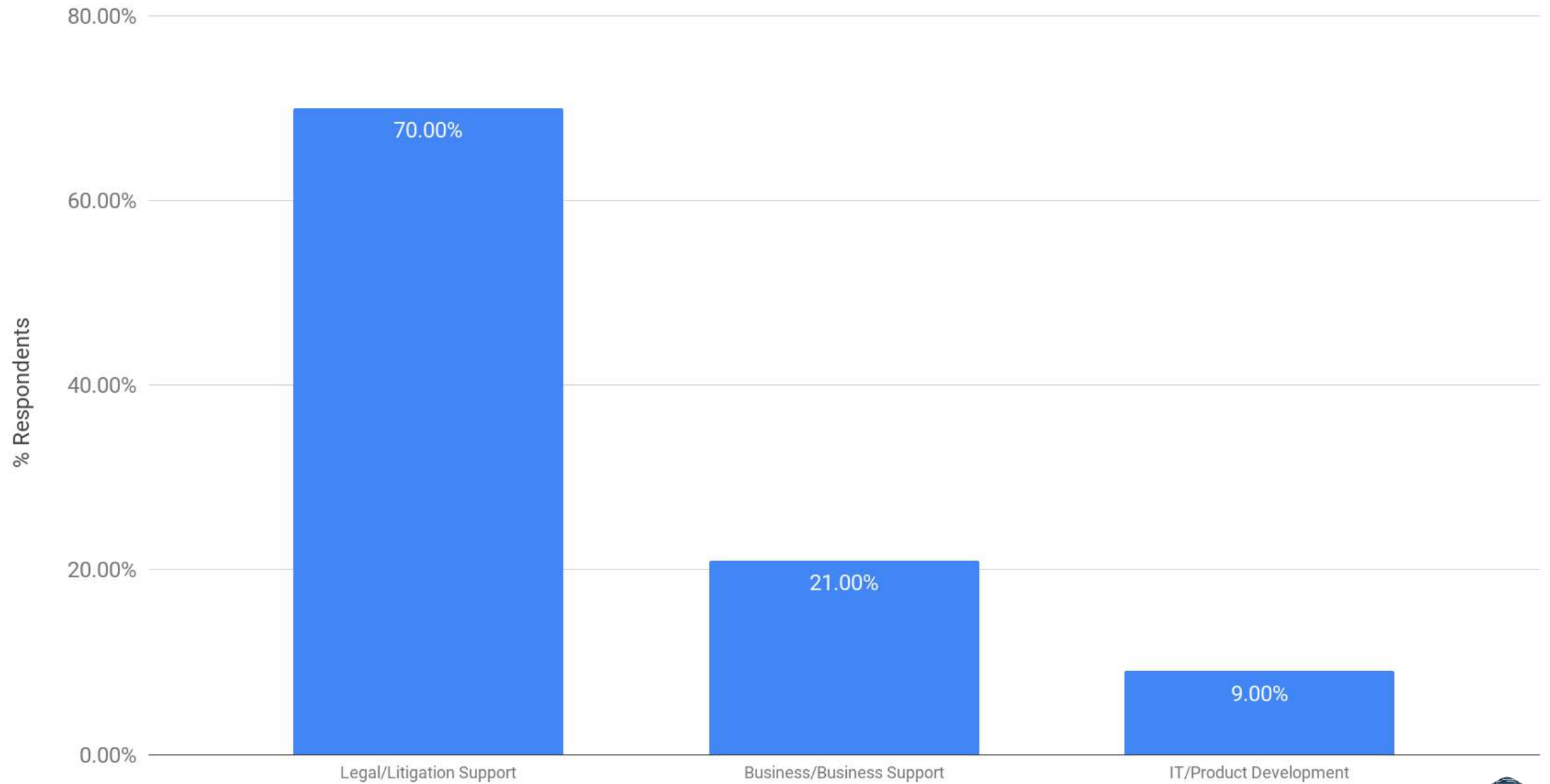
Survey Respondents by Geographic Region



Winter 2024 eDiscovery Business Confidence Survey (n=100)



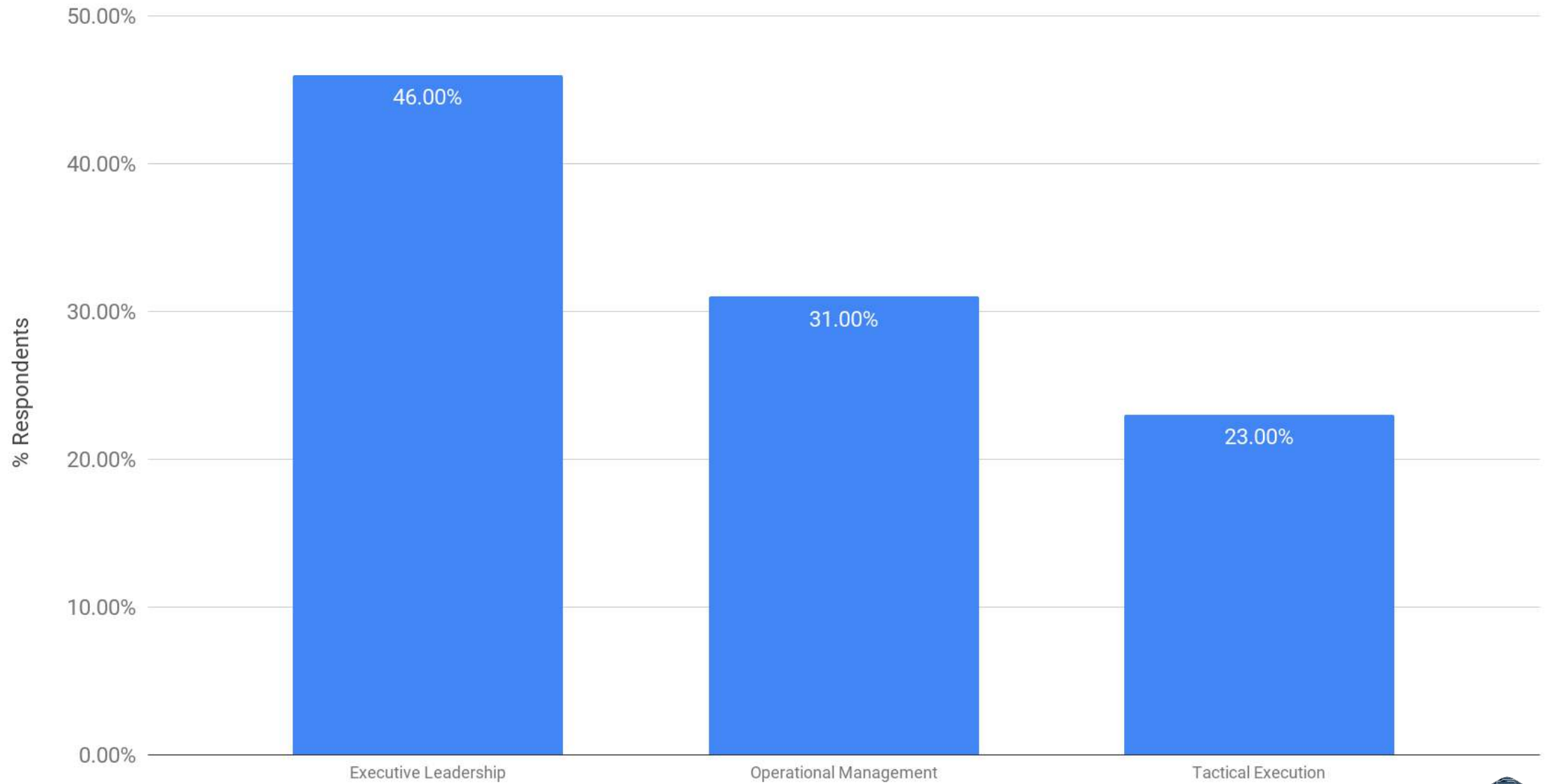
Survey Respondents by Primary Function



Winter 2024 eDiscovery Business Confidence Survey (n=100)



Survey Respondents by Level of Support



Winter 2024 eDiscovery Business Confidence Survey (n=100)



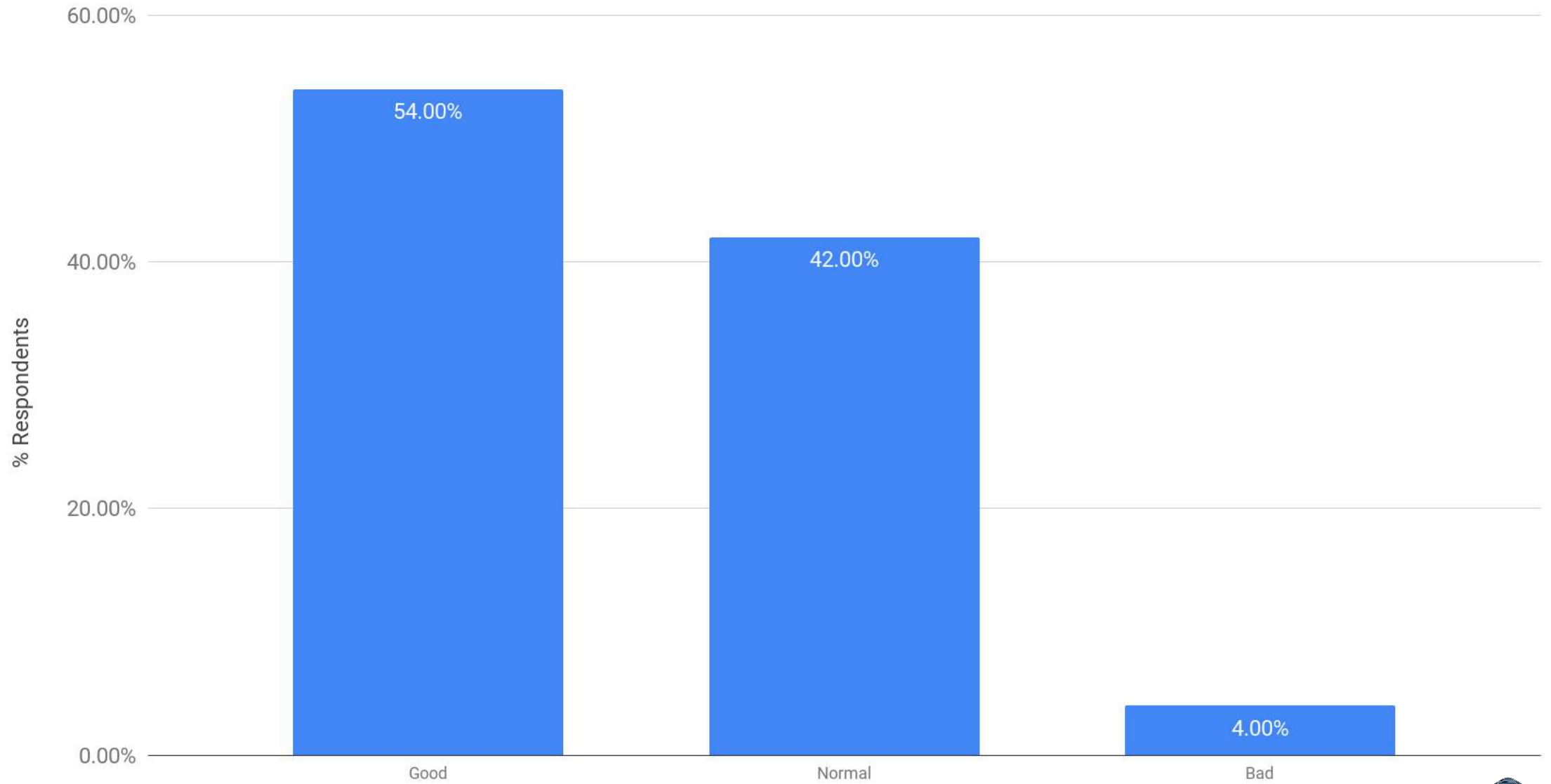


Results

Quarterly Business Confidence Survey
Winter 2024



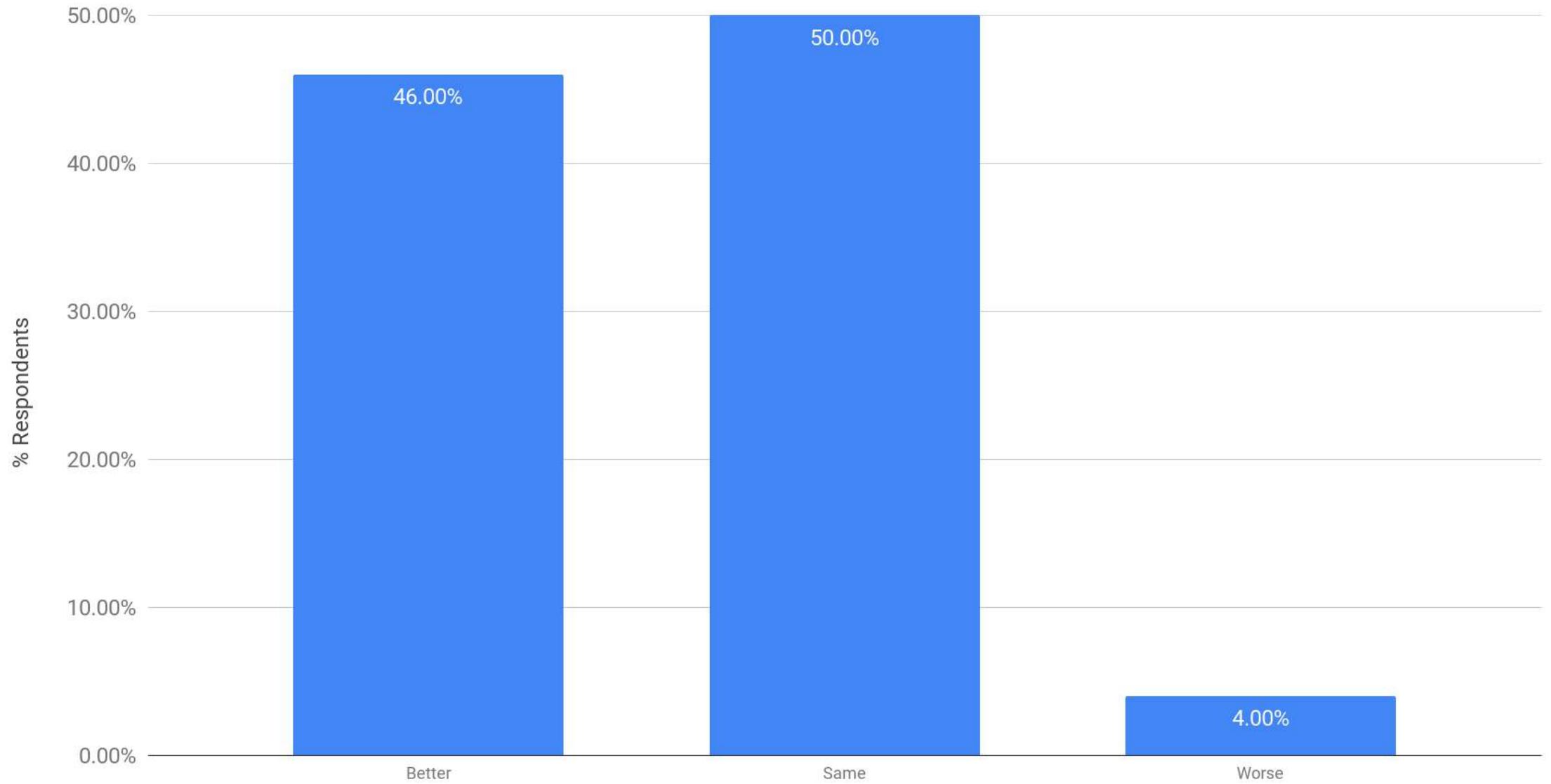
Current Business Climate Overview



Winter 2024 eDiscovery Business Confidence Survey (n=100)

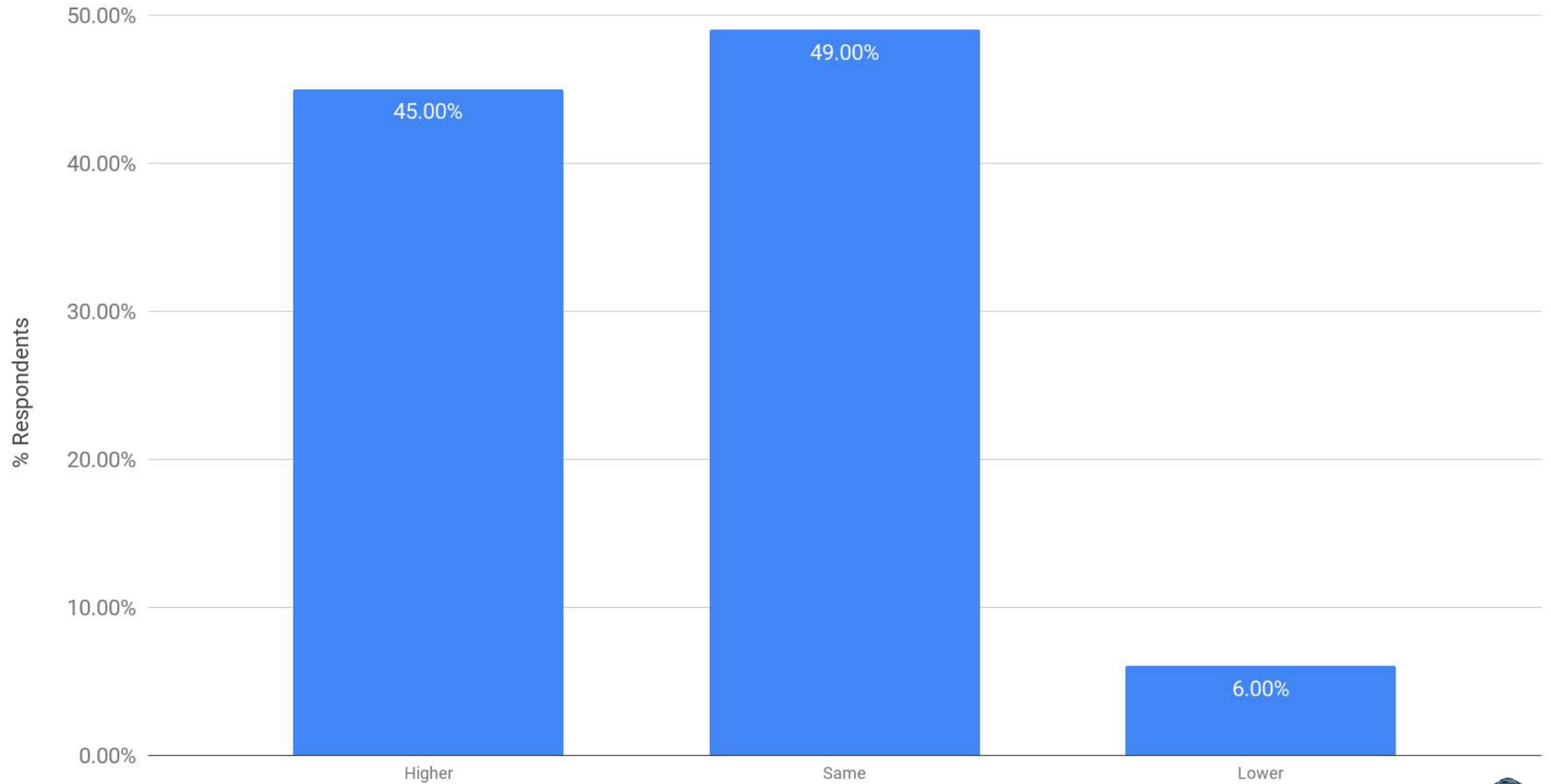


Business Climate Overview + Six Months



Winter 2024 eDiscovery Business Confidence Survey (n=100)

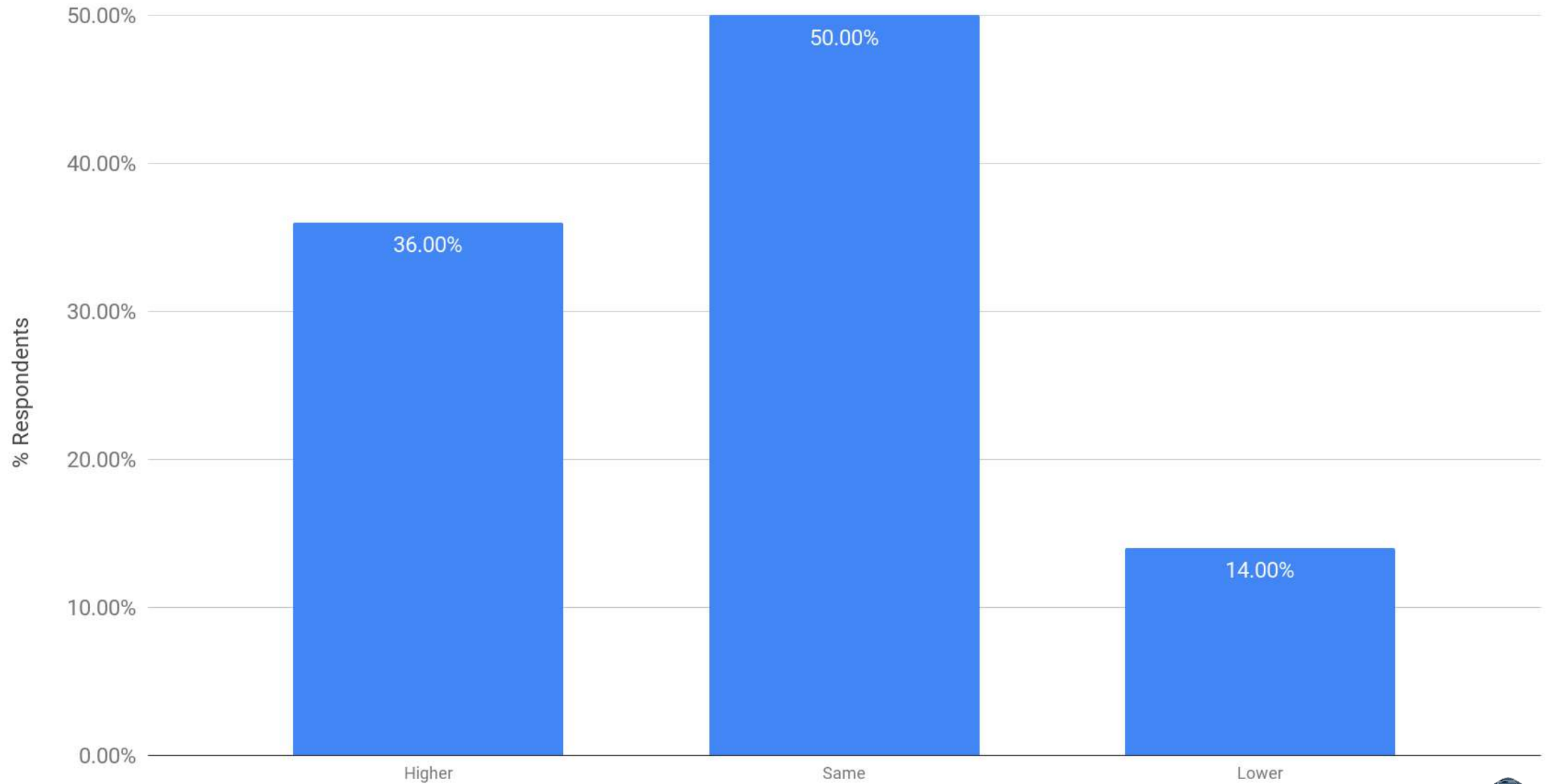
Revenue Overview + Six Months



Winter 2024 eDiscovery Business Confidence Survey (n=100)



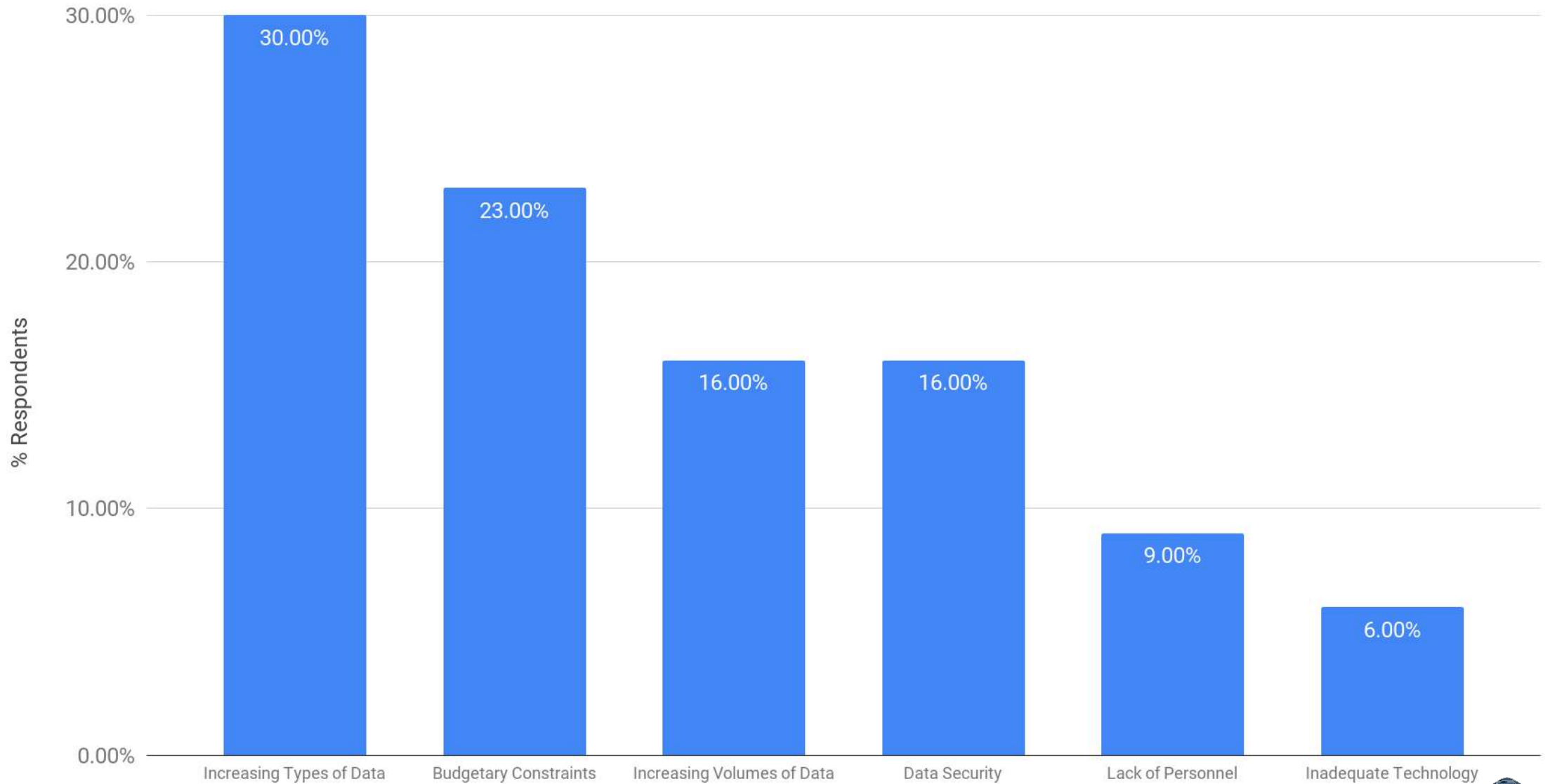
Profits Overview + Six Months



Winter 2024 eDiscovery Business Confidence Survey (n=100)



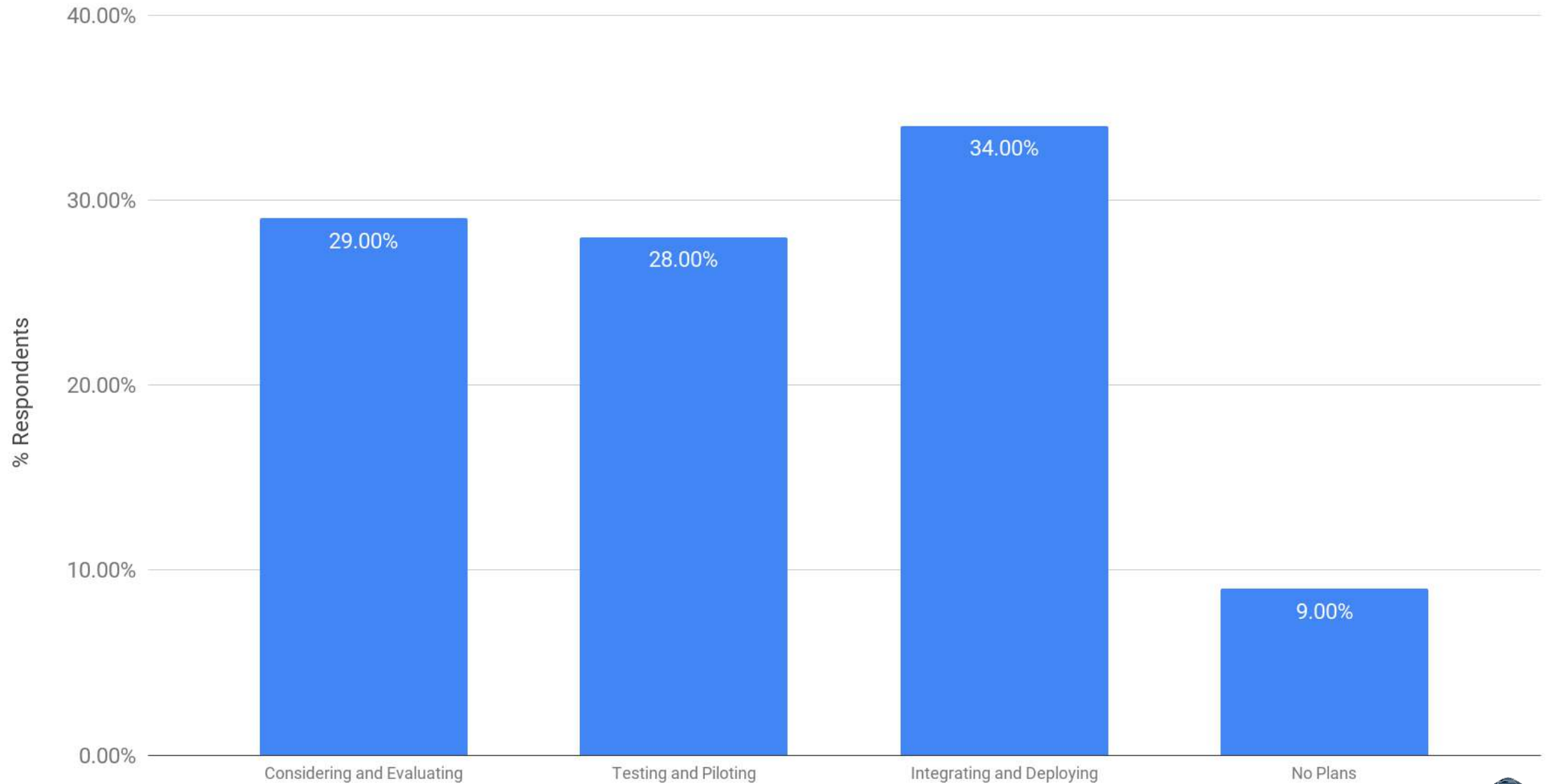
Issues Impacting eDiscovery Business Performance



Winter 2024 eDiscovery Business Confidence Survey (n=100)



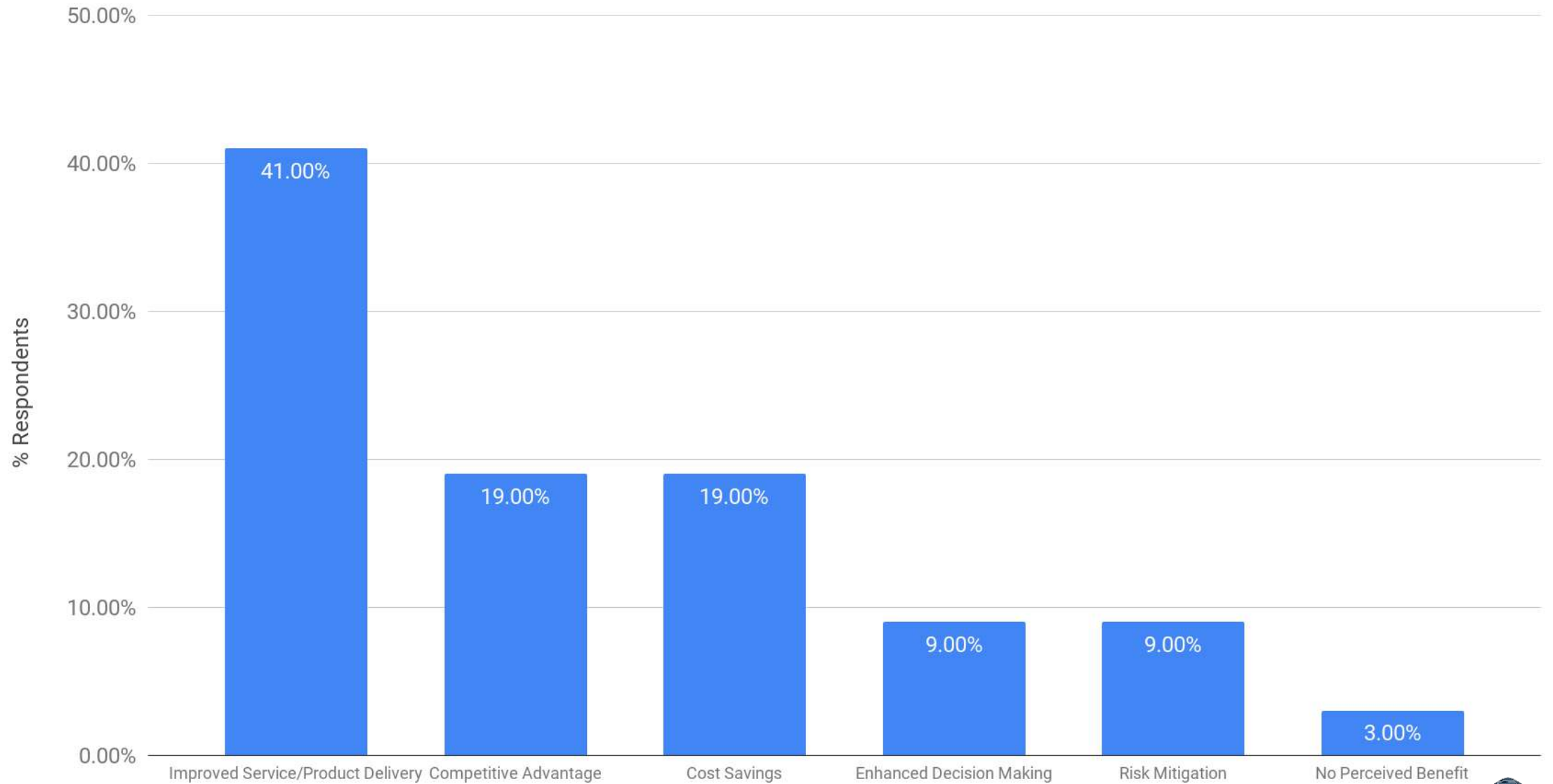
Use of LLMs and GAI in Organization's Operations or Offerings



Winter 2024 eDiscovery Business Confidence Survey (n=100)



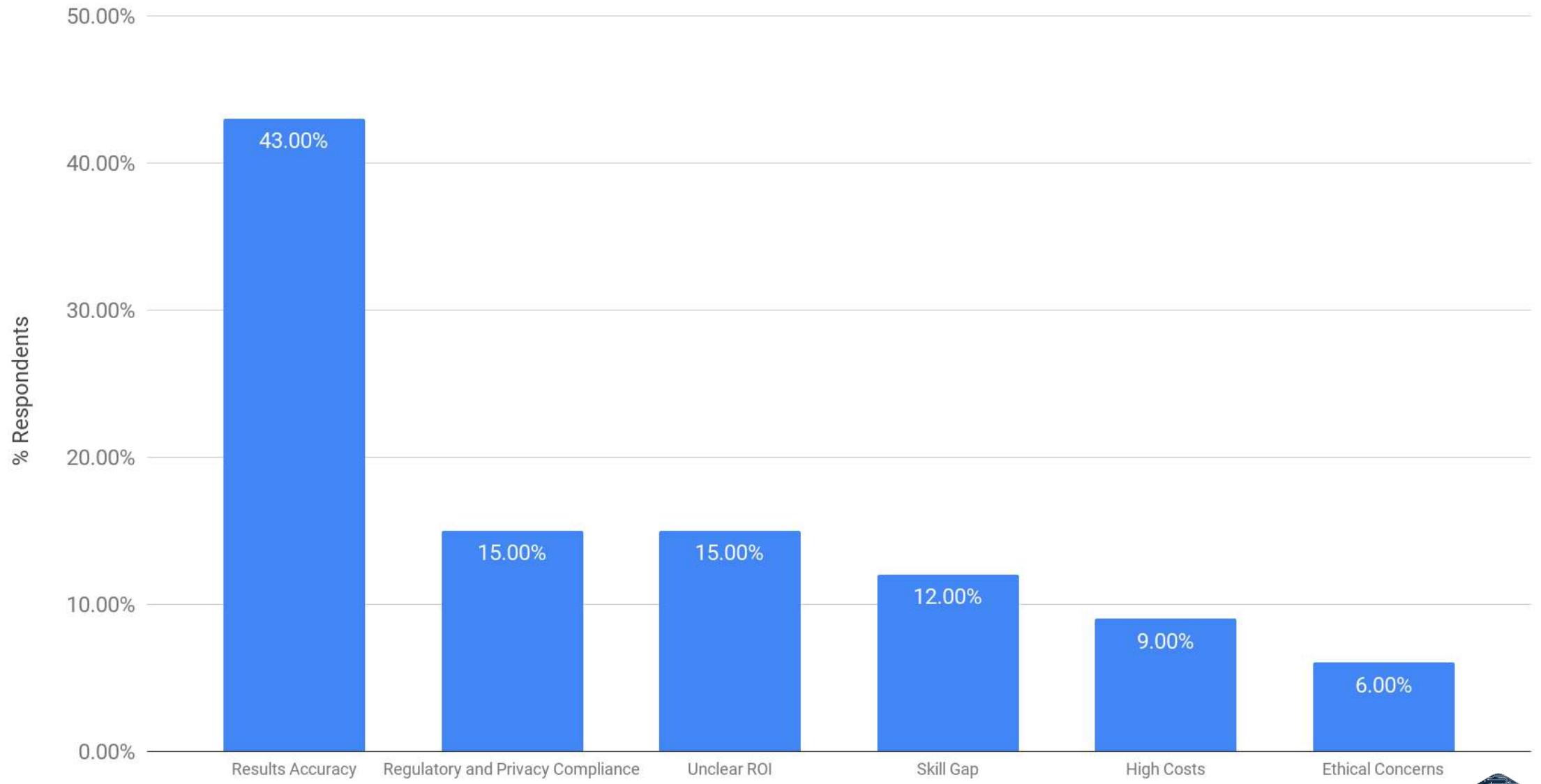
Primary Benefit of Integrating LLMs and GAI into Organization's Operations or Offerings



Winter 2024 eDiscovery Business Confidence Survey (n=100)



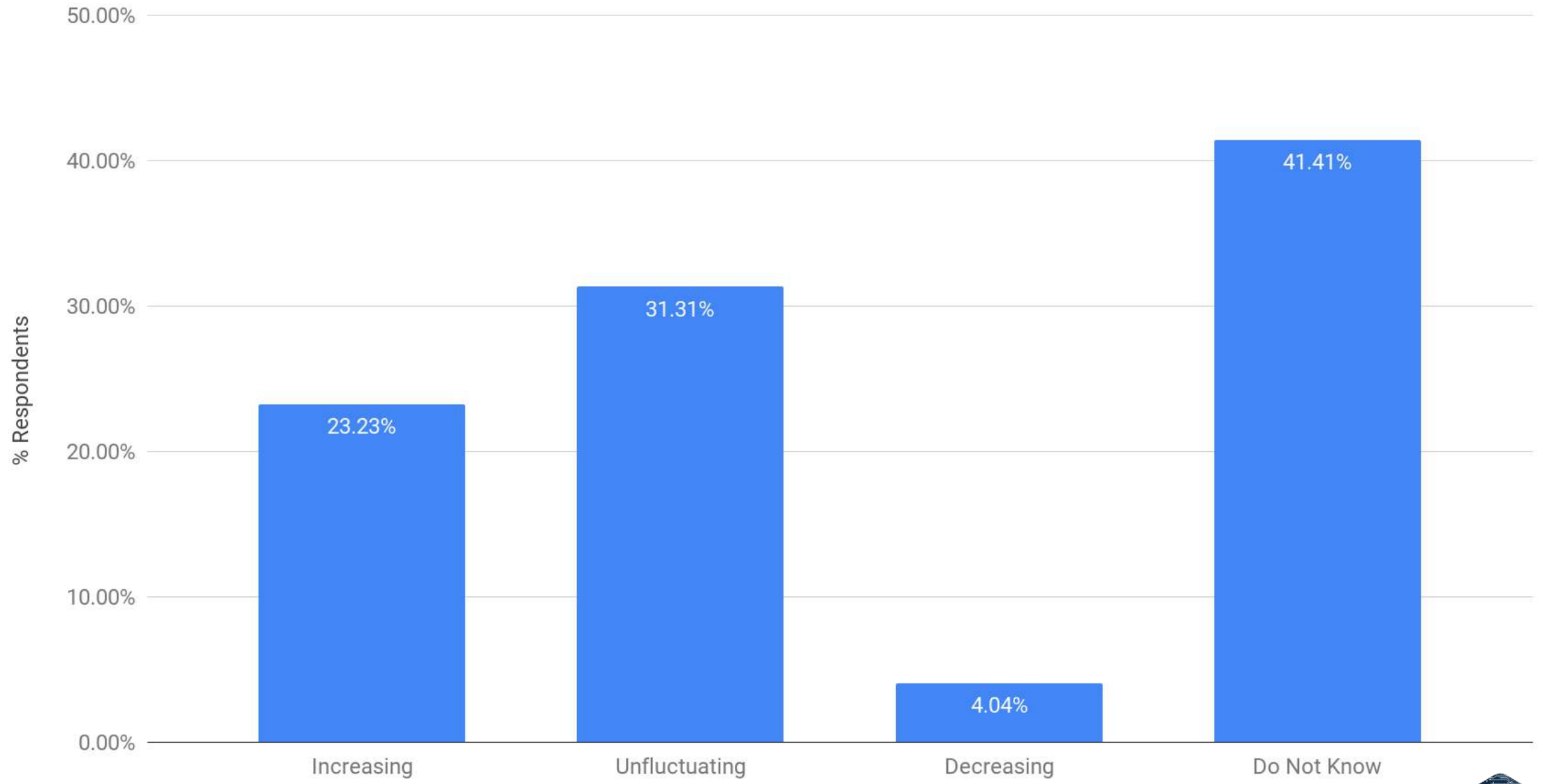
Primary Challenge of Integrating LLMs and GAI into Organization's Operations or Offerings



Winter 2024 eDiscovery Business Confidence Survey (n=100)



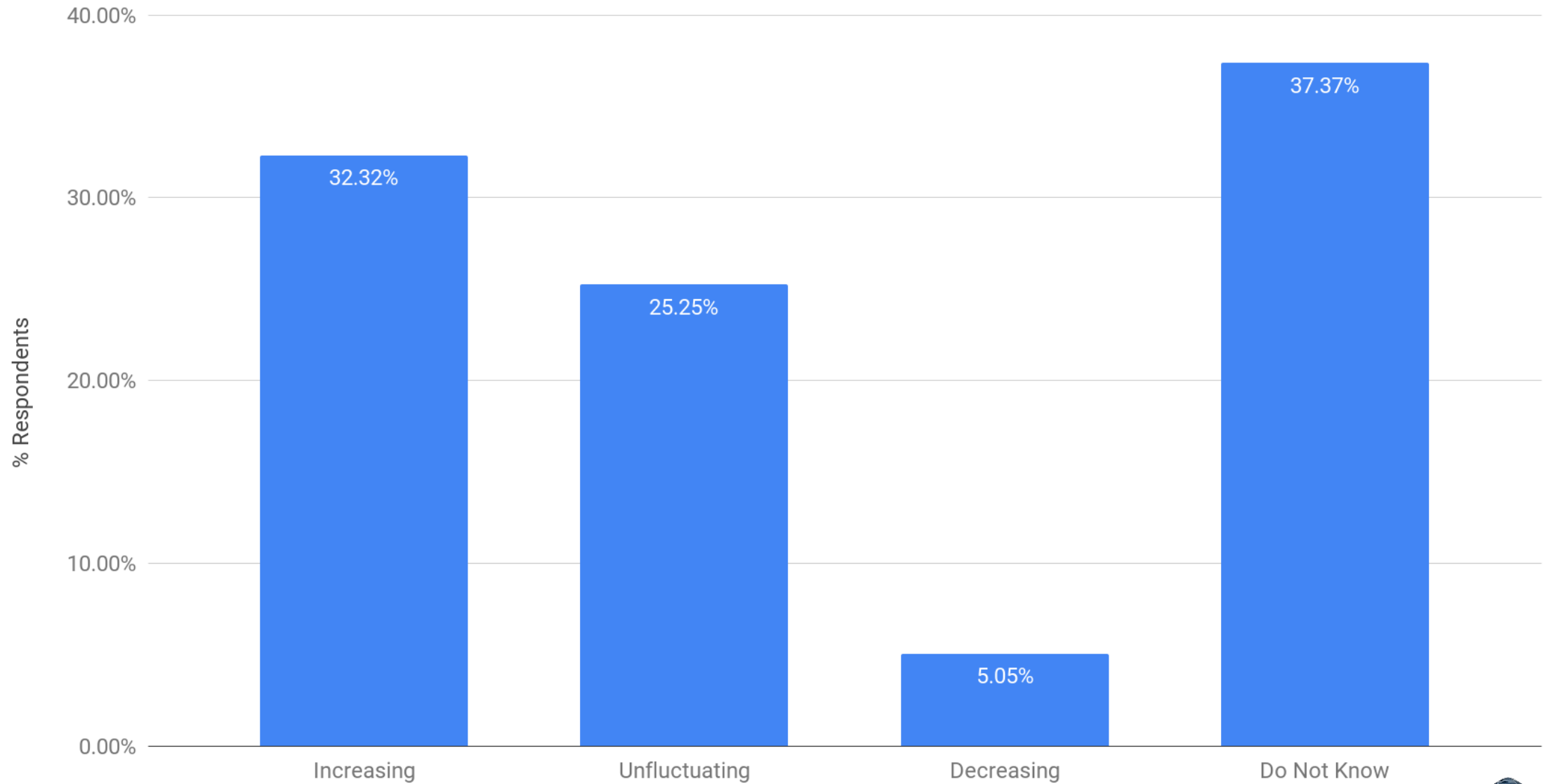
eDiscovery Business Metric Trajectory: Days Sales Outstanding



Winter 2024 eDiscovery Business Confidence Survey (n=99)



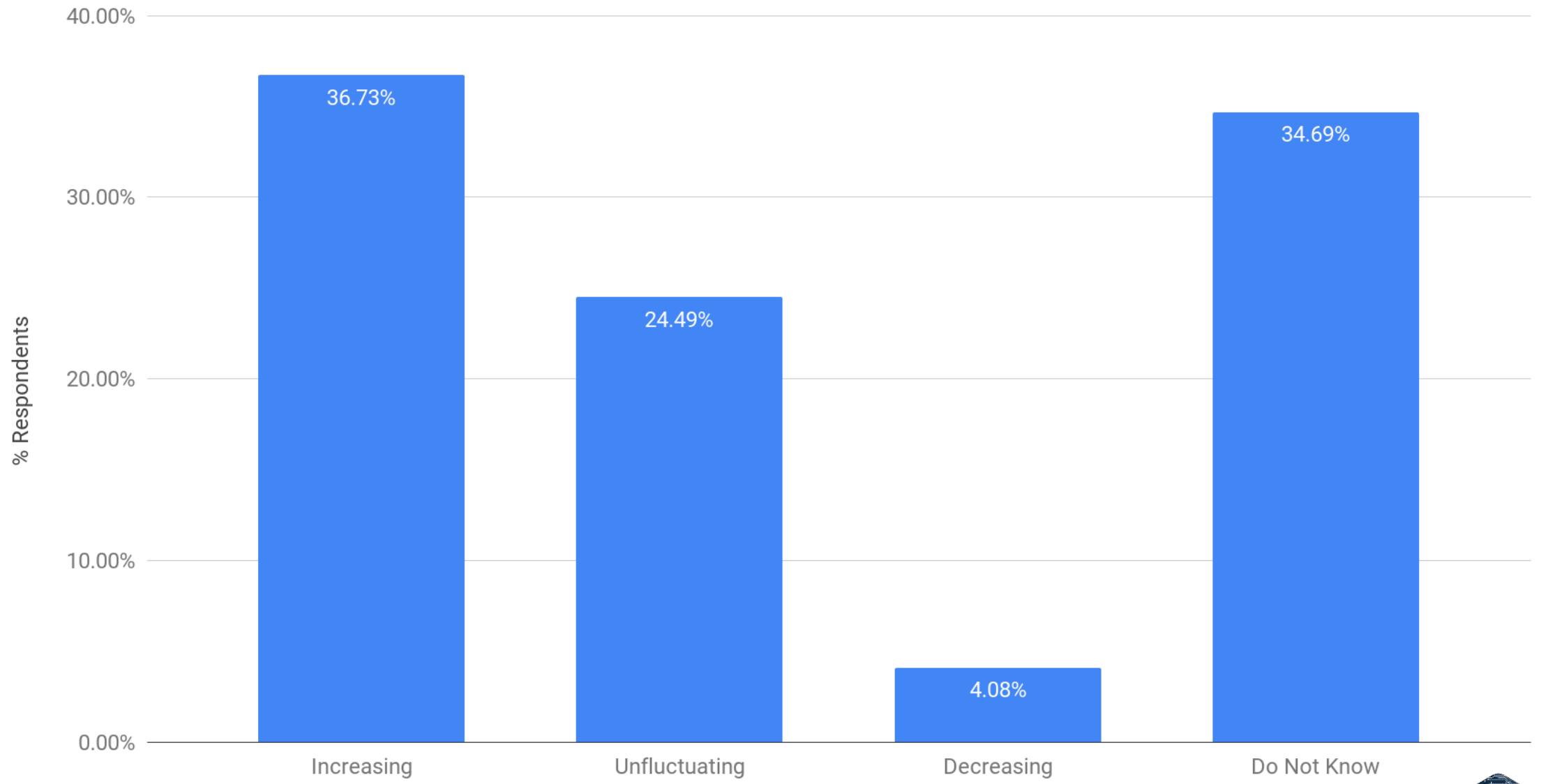
eDiscovery Business Metric Trajectory: Monthly Recurring Revenue



Winter 2024 eDiscovery Business Confidence Survey (n=99)



eDiscovery Business Metric Trajectory: Distribution of Revenue Across Customer Base



Winter 2024 eDiscovery Business Confidence Survey (n=98)



Context

Hyperlinks

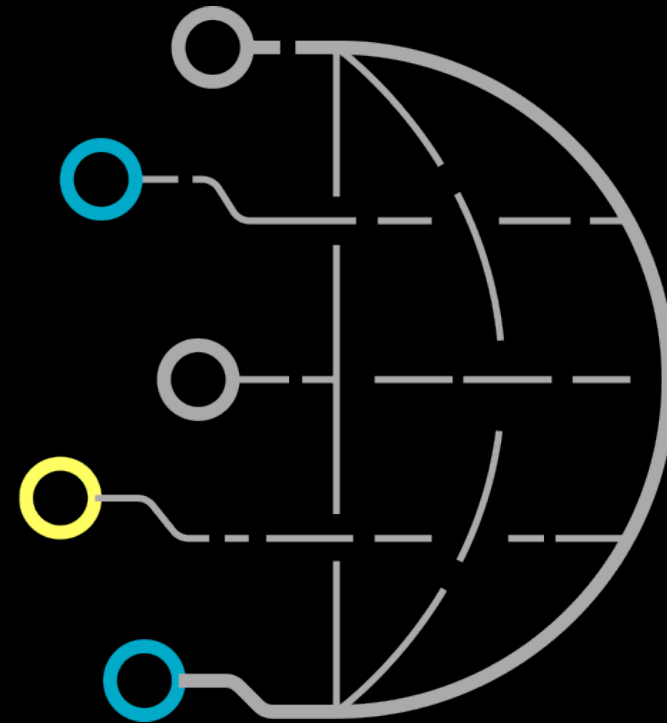
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[Market Size](#)

[Investments](#)

[Business Confidence](#)

[Second Requests](#)





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