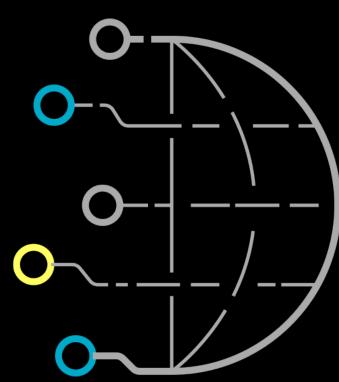
## Market Kinetics eDiscovery Operational Metrics - Winter 2024



### **Complex Discovery**

# **Operational Metrics**

Background Days Sales Outstanding Monthly Recurring Revenue Distribution of Revenue Context







# Background

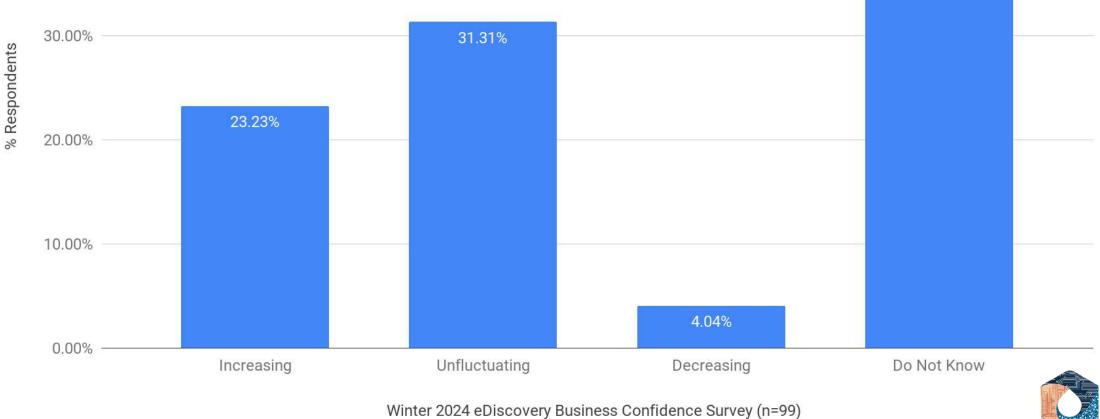
Quarterly Business Confidence Survey Winter 2024 Operational Metrics Results



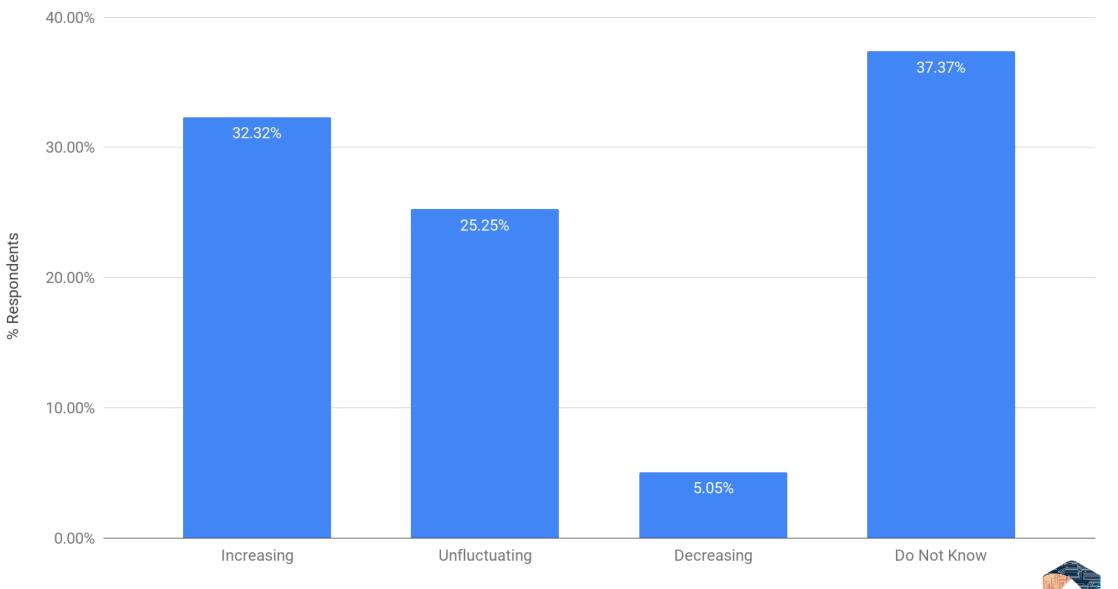
## 50.00% 40.00% 30.00% 31.31%

#### eDiscovery Business Metric Trajectory: Days Sales Outstanding

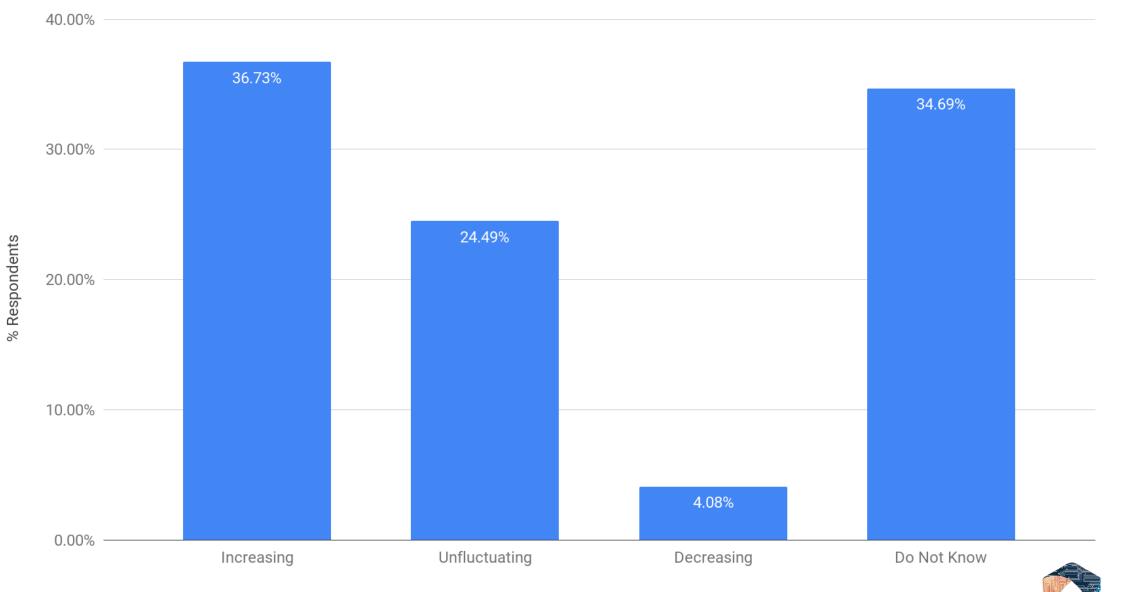




#### eDiscovery Business Metric Trajectory: Monthly Recurring Revenue



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)



# Quarterly Business Confidence Survey

**Operational Metrics - 21 Surveys** 



#### eDiscovery Business Metric Trajectory: Days Sales Outstanding

Increasing Unfluctuating Decreasing Do Not Know

T.				
Winter 2024 (n=99)	23.2%	31.3%	1.0%	41.4%
Fall 2023 (n=59)	3	2.2%	30.5% 5.1%	32.2%
Summer 2023 (n=65)	29.2	% 29.2	<mark>%</mark> 13.8%	27.7%
Spring 2023 (n=67)	14.9%	<b>37.3%</b> 10.4%		37.3%
Winter 2023 (n=57)	22.8%	24.6% 3.5%		49.1%
Fall 2022 (n=89)	22.5%	31.5% 7	.9%	38.2%
Summer 2022 (n=64)	26.6%	31.39	<mark>%</mark> 9.4%	32.8%
Spring 2022 (n=46)	21.7%	37.0	8.7%	32.6%
Winter 2022 (n=43)		41.9%	30.2% 7.0%	20.9%
Fall 2021 (n=66)	28.8%	6 3 <sup>-</sup>	.8% 18.2%	21.2%
Summer 2021 (n=79)	20.3%	34.2%	0.1%	35.4%
Spring 2021 (n=93)	22.6%	22.6% 9.7%		45.2%
Winter 2021 (n=54)	31	.5% 2	<mark>9.6%</mark> 9.3%	29.6%
Fall 2020 (n=73)	21.9%	<b>26.0%</b> 12.3%		39.7%
Summer 2020 (n=91)	20.9%	23.1% 16.5%		39.6%
Spring 2020 (n=150)	19.3%	22.0% 15.3%		43.3%
Winter 2020 (n=124)	19.4%	34.7% 6	.4%	39.5%
Fall 2019 (n=141)	17.0%	25.5% 5.7%		51.8%
Summer 2019 (n=156)	18.6%	23.7% 5.8%		51.9%
Spring 2019 (n=159)	17.6%	22.6% 6.3%		53.5%
Winter 2019 (n=68)	10.3%	26.5% 17.6%		45.6%
0%	25%	50%	75%	100%

#### eDiscovery Business Metric Trajectory: Monthly Recurring Revenue

Increasing Unfluctuating Decreasing Do Not Know

Winter 2024 (n=99) 32.3% 25.3% 5.1% 37.4% Fall 2023 (n=59) 37.3% 25.4% 8.5% 28.8% Summer 2023 (n=65) 33.8% 23.1% 9.2% 33.8% Spring 2023 (n=68) 38.2% 22.1% 5.9% 33.8% Winter 2023 (n=57) 15.8% 28.1% 12.3% 43.9% Fall 2022 (n=89) 34.8% 25.8% 5.6% 33.7% Summer 2022 (n=64) 40.6% 23.4% 9.4% 26.6% Spring 2022 (n=46) 23.9% 8.7% 41.3% 26.1% Winter 2022 (n=43) 51.2% 25.6% 2.2% 20.9% Fall 2021 (n=66) 47.0% 25.8% 9.1% 18.2% Summer 2021 (n=80) 38.8% 21.3% 7.5% 32.5% Spring 2021 (n=93) 33.3% 23.7% 10.8% 32.3% Winter 2021 (n=54) 31.5% 11.1% 29.6% 27.8% Fall 2020 (n=74) 23.0% 20.3% 18.9% 37.8% Summer 2020 (n=90) 26.7% 18.9% 25.6% 28.9% Spring 2020 (n=150) 25.3% 26.0% 15.3% 33.3% Winter 2020 (n=124) 34.7% 25.0% 10.5% 29.8% Fall 2019 (n-141) 27.7% 5.0% 24.8% 42.5% Summer 2019 (n=156) 32.7% 16.0% 7.7% 43.6% Spring 2019 (n=158) 28.5% 19.0% 5.7% 46.8% Winter 2019 (n=69) 31.9% 17.4% 5.8% 44.9% 0.0% 25.0% 50.0% 75.0% 100.0%

#### eDiscovery Business Metric Trajectory: Distribution of Revenue Across Customer Base

Increasing Unfluctuating Decreasing Do Not Know

Winter 2024 (n=98)		36.7%	24.5% 4.1%		34.7%
Fall 2023 (n=59)		32.2%	28.8% 10.2%		28.8%
Summer 2023 (n=65)	29	.2%	29.2% 12.3%		29.2%
Spring 2023 (n=67)		37.3%	28.4% 4.5%		29.9%
Winter 2023 (n=57)	21.1%	31.6	<mark>%</mark> 5.3%		42.1%
Fall 2022 (n=89)	3	0.3%	28.1% 4.5%		37.1%
Summer 2022 (n=65)	26.2%		35.4% 6.2%		32.3%
Spring 2022 (n=46)		39.1%	28.3% 8.7%		23.9%
Winter 2022 (n=43)		44.2%		37.2% 4.7%	14.0%
Fall 2021 (n=67)		44.8%	25.4% 6.0	1%	23.9%
Summer 2021 (n=80)		46.3%	20.0% 6.3%		27.5%
Spring 2021 (n=93)		33.3%	25.8% 6.5%		34.4%
Winter 2021 (n=54)		31.5%	31.5% 12.9%		24.1%
Fall 2020 (n=74)	23.0%	27.0%	20.3%		29.7%
Summer 2020 (n=89)	20.2%	27.0% 18	.0%		34.8%
Spring 2020 (n=150)	16.0%	30.0% 18.7	7%		35.3%
Winter 2020 (n=124)		40.3%	25.8% 7.3%		26.6%
Fall 2019 (n-140)	25.0%	25.7%	3.6%		45.7%
Summer 2019 (n=156)		30.8% 22.4	4% 4.5%		42.3%
Spring 2019 (n=158)	27.8	<b>19.0% 6.3</b>	%		46.8%
Winter 2019 (n=69)		34.8% 15.9%	4.3%		44.9%
0.0	0% 25.	0% 50.	0% 7	5.0%	100.0%

Context Hyperlinks

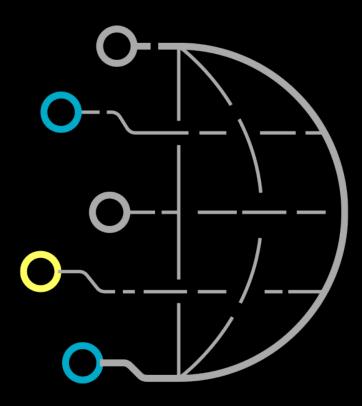
**ComplexDiscovery** 

Market Size

**Investments** 

**Business Confidence** 

Second Requests







ComplexDiscovery.com | info@complexdiscovery.com