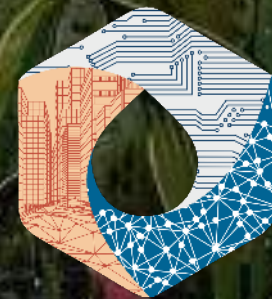


# Market Kinetics

eDiscovery Business Confidence - Spring 2024



**Complex**  
**Discovery**

# Business Confidence

Background

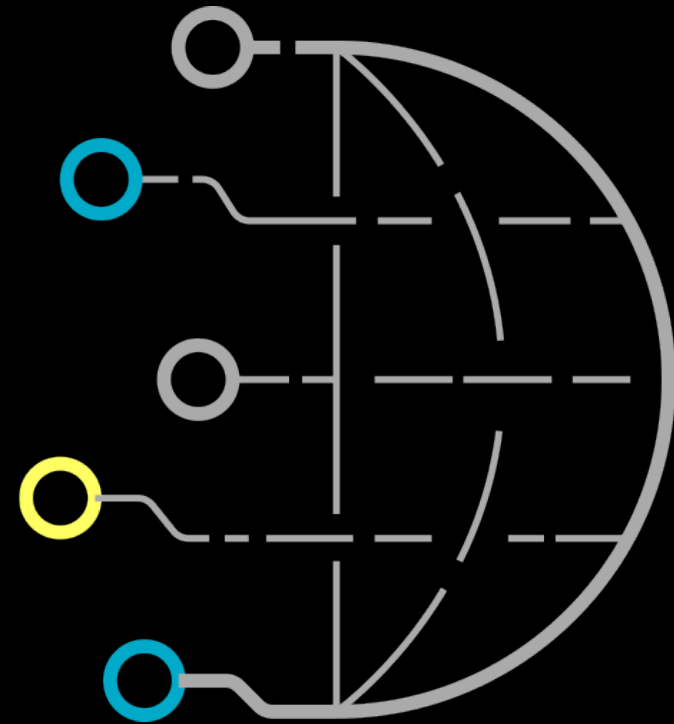
Business Climate

Performance Concerns

LLMs and GAI

Operational Metrics

Context



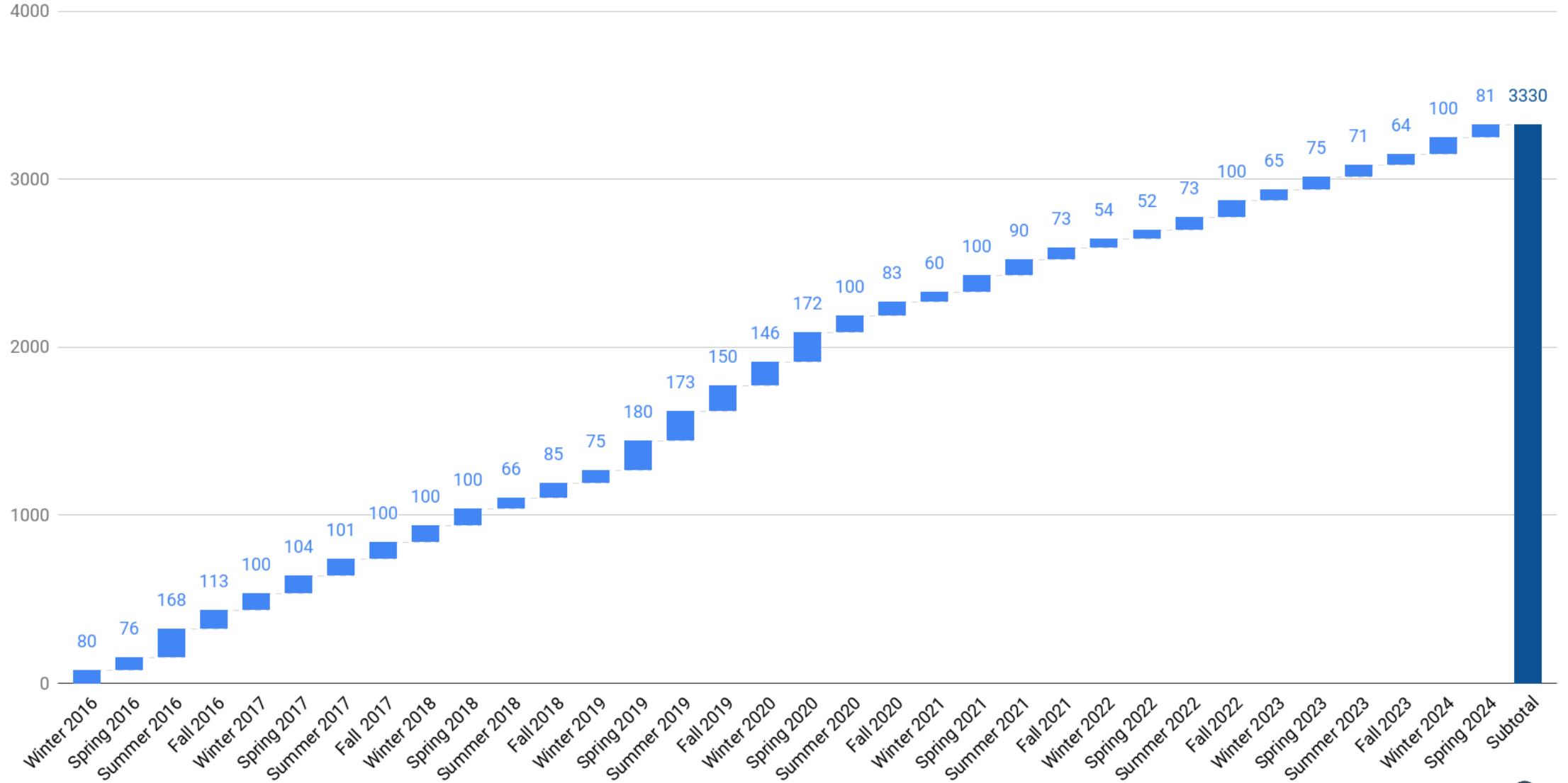


# Background

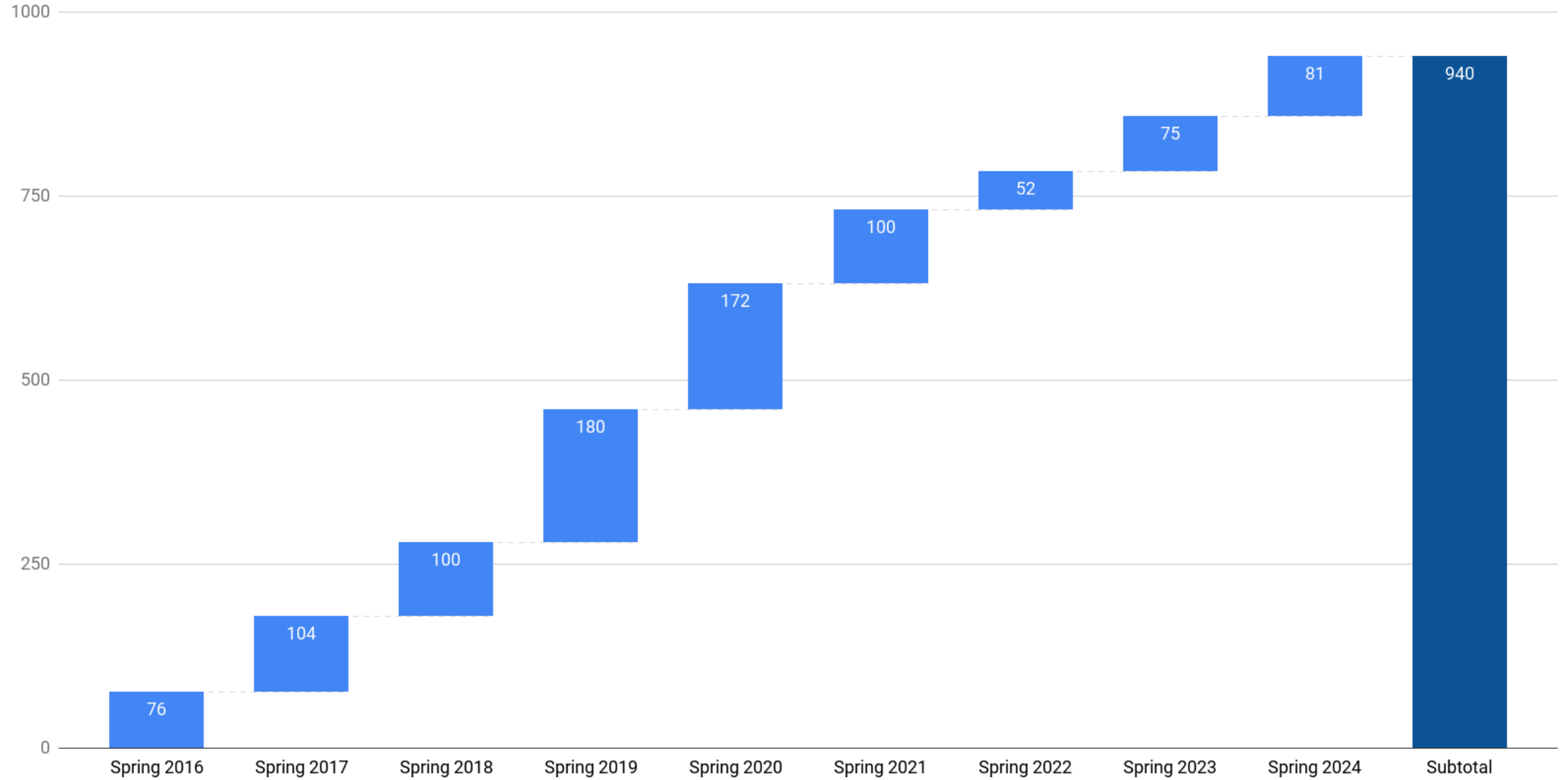
Quarterly Business Confidence Survey  
Spring 2024



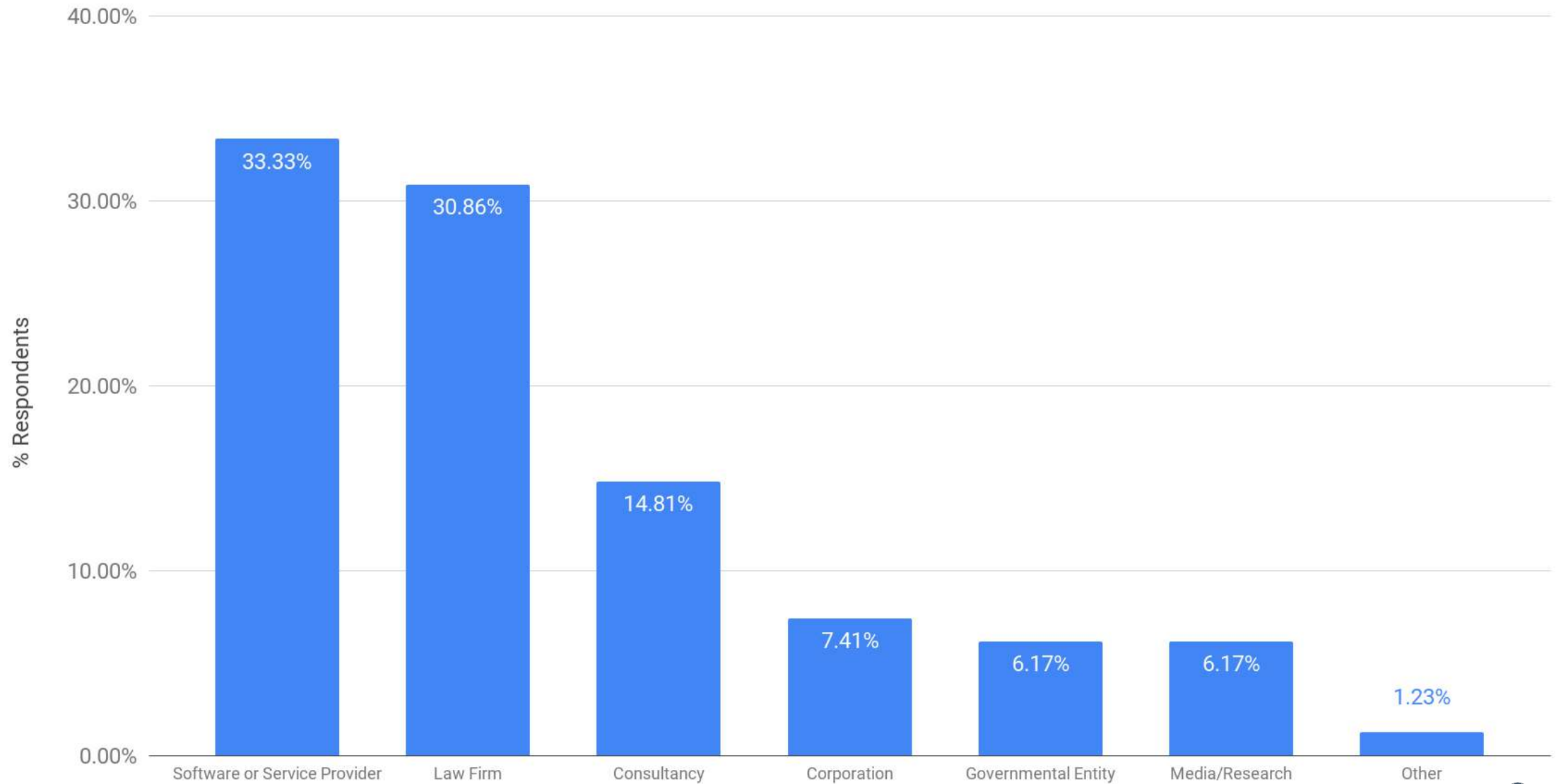
## Survey Respondents (Individual and Aggregate Overview)



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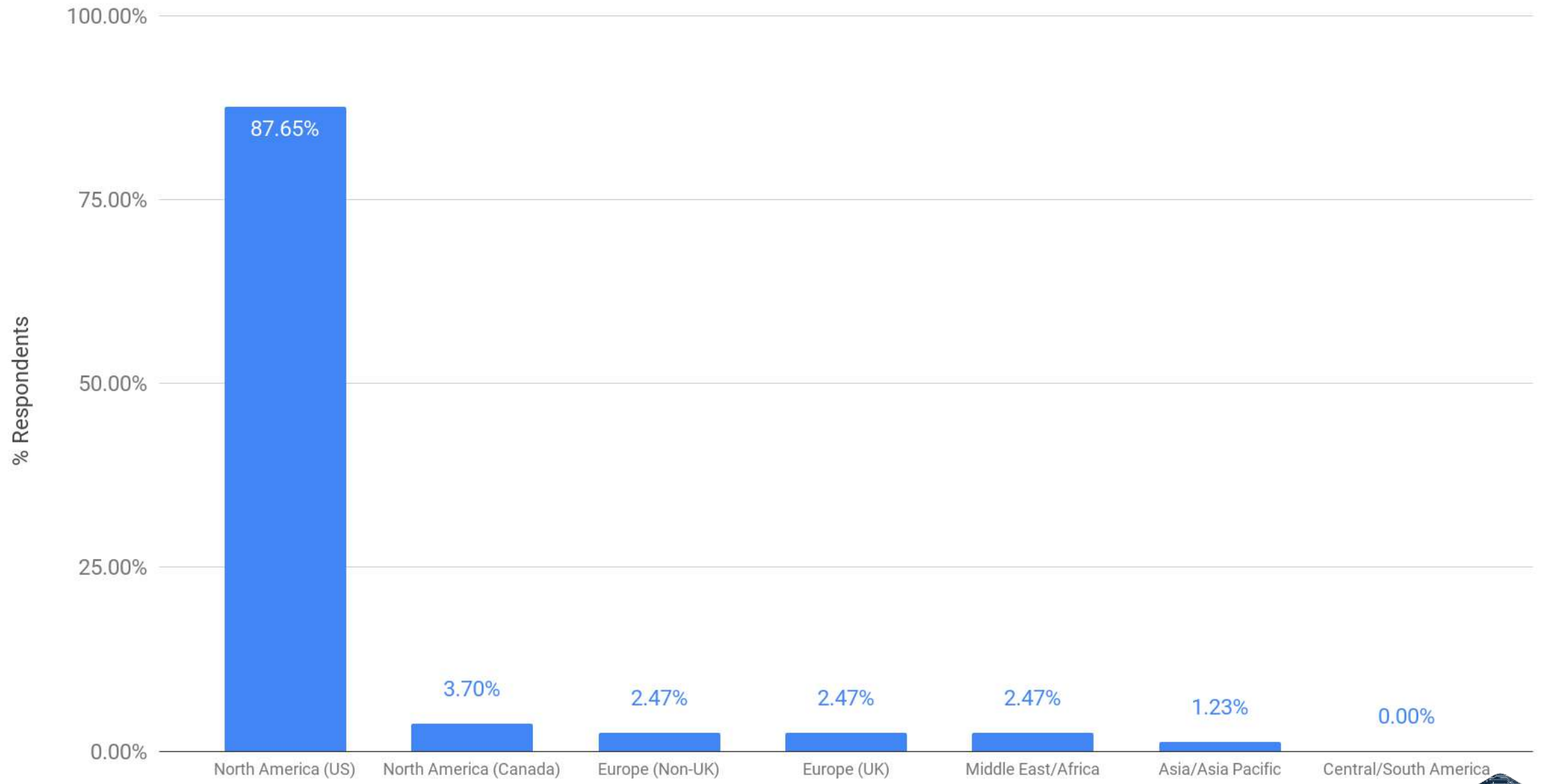
## Survey Respondents by Organizational Segment



Spring 2024 eDiscovery Business Confidence Survey (n=81)



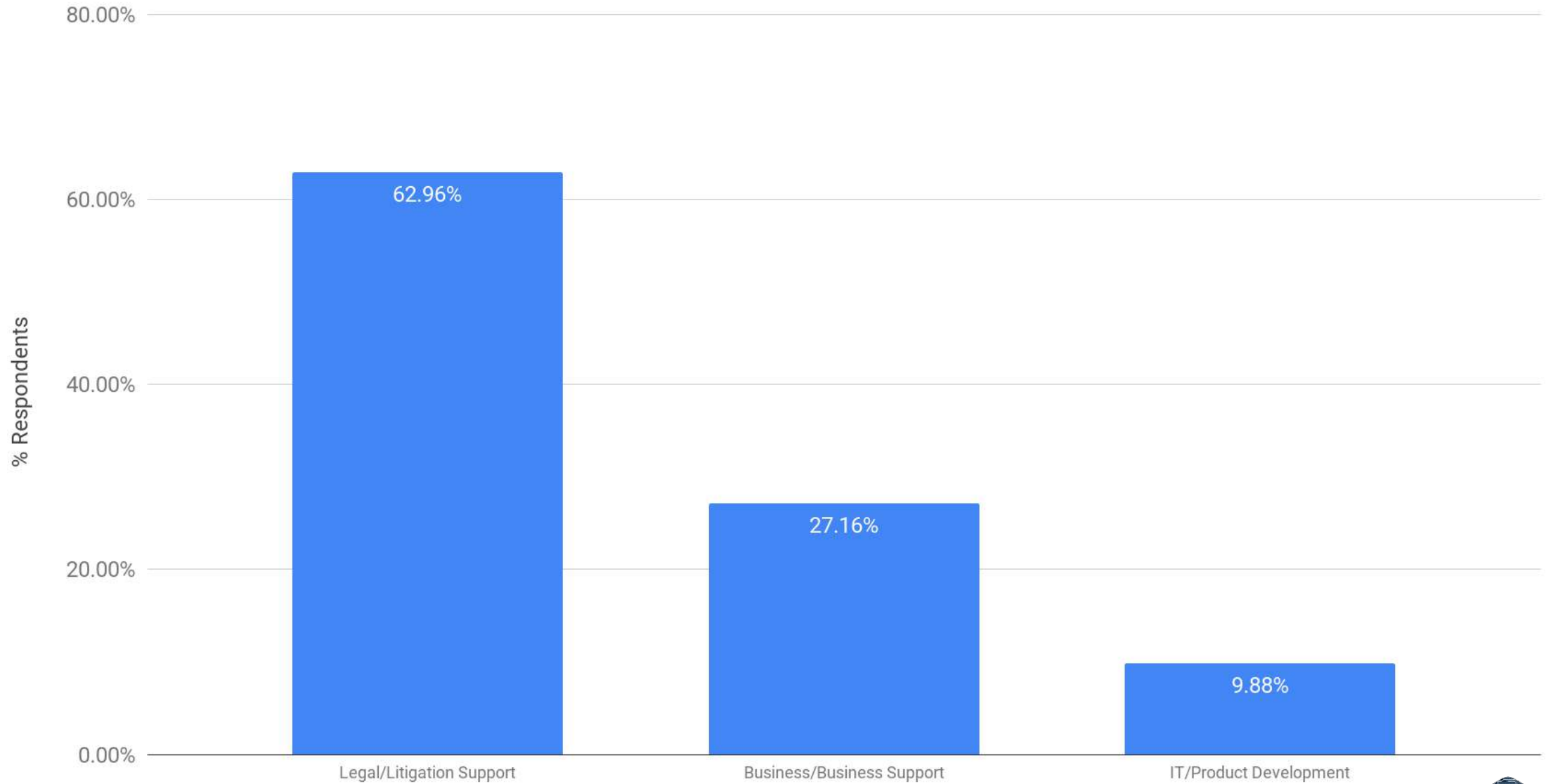
## Survey Respondents by Geographic Region



Spring 2024 eDiscovery Business Confidence Survey (n=81)



## Survey Respondents by Primary Function

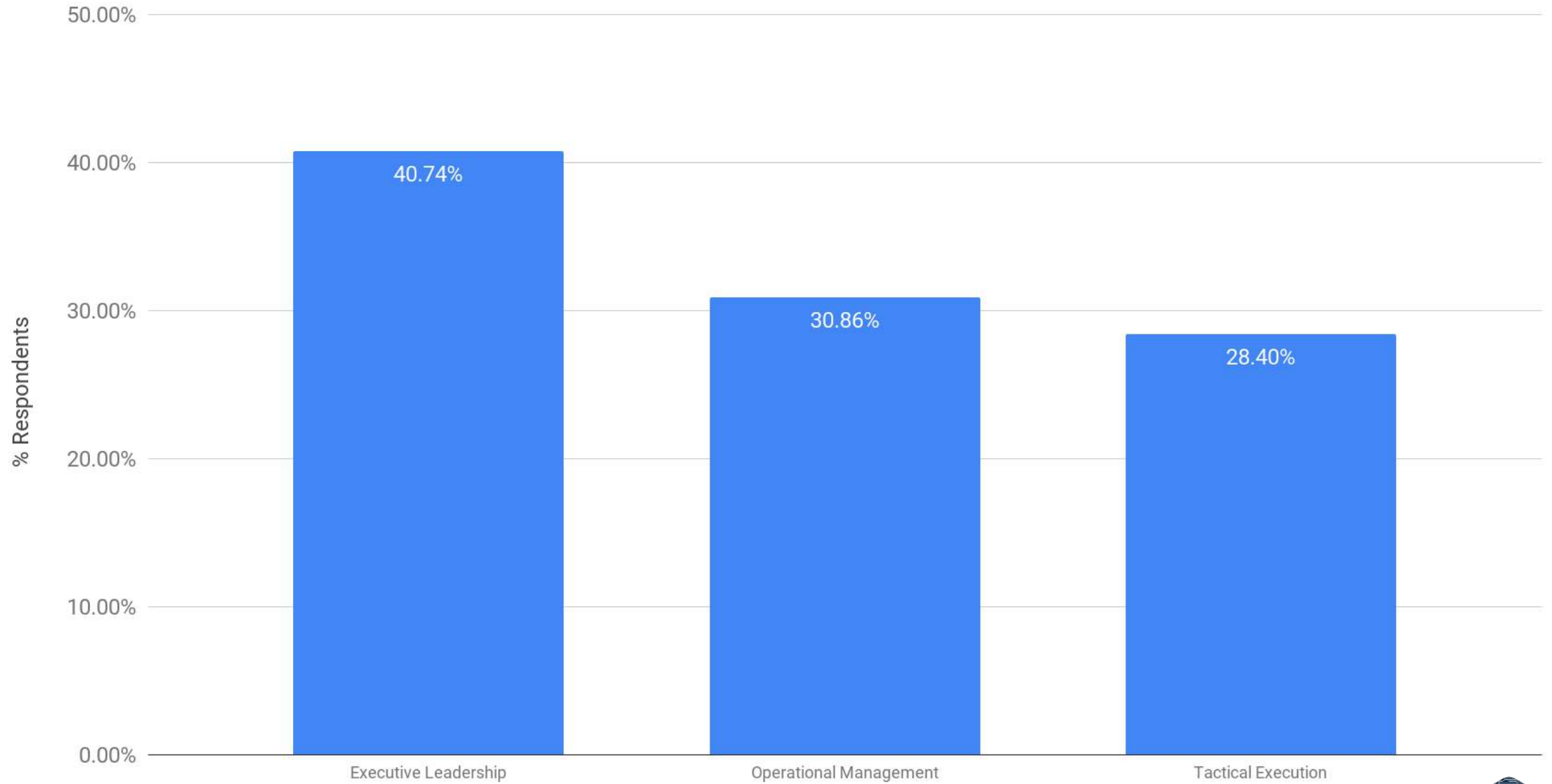


Spring 2024 eDiscovery Business Confidence Survey (n=81)





## Survey Respondents by Level of Support



Spring 2024 eDiscovery Business Confidence Survey (n=81)



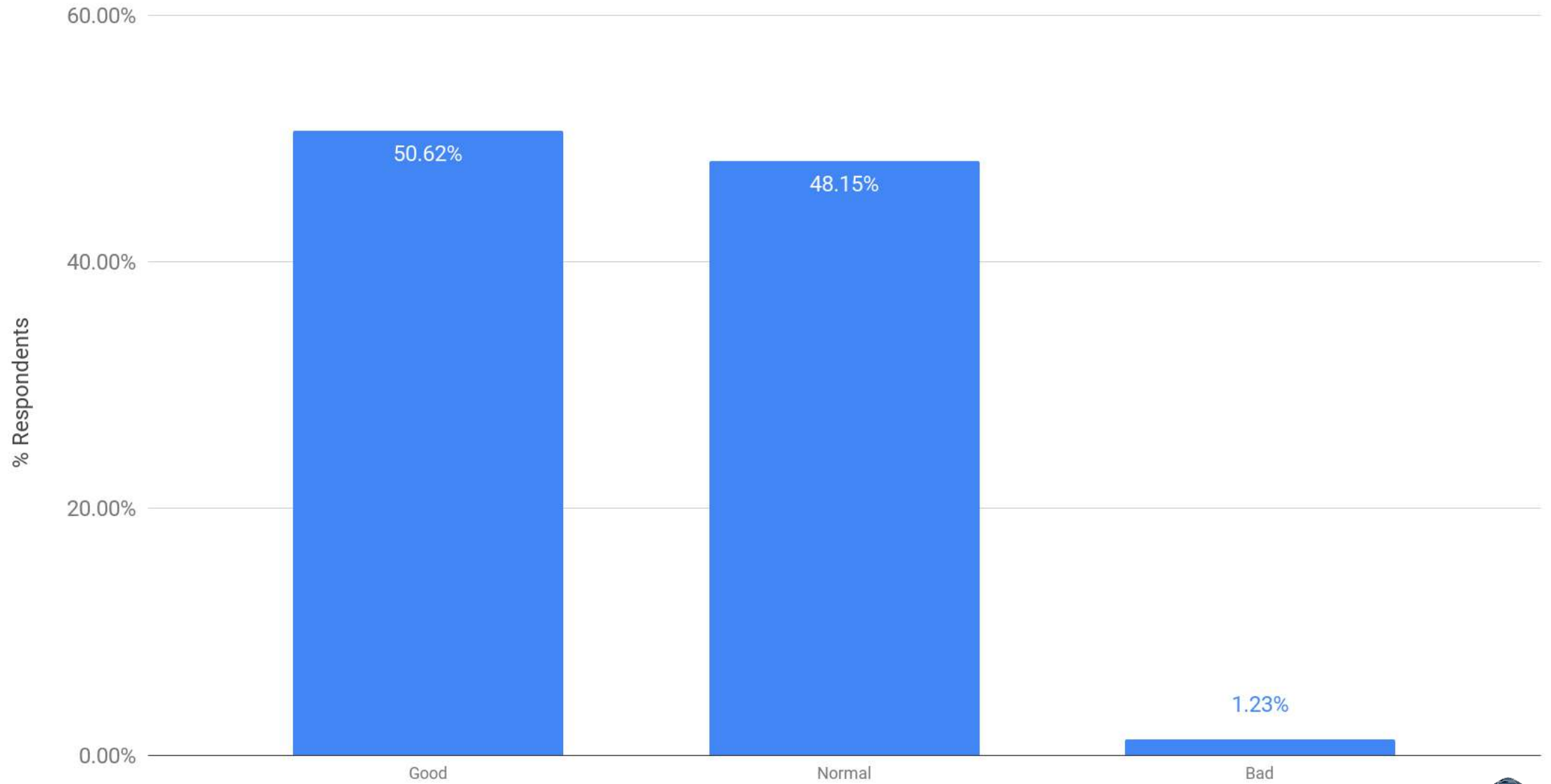


# Results

Quarterly Business Confidence Survey  
Spring 2024



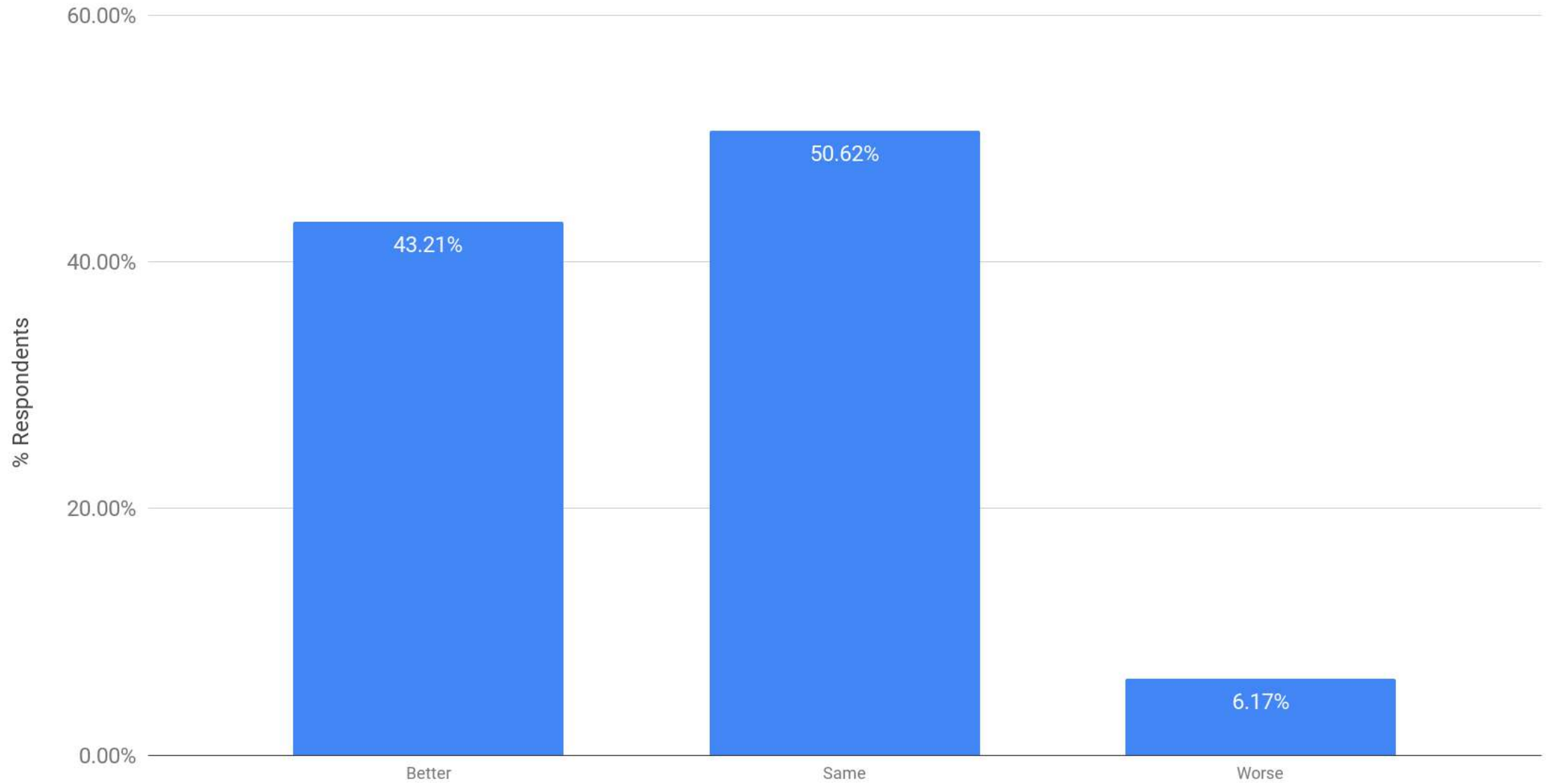
## Current Business Climate Overview



Spring 2024 eDiscovery Business Confidence Survey (n=81)



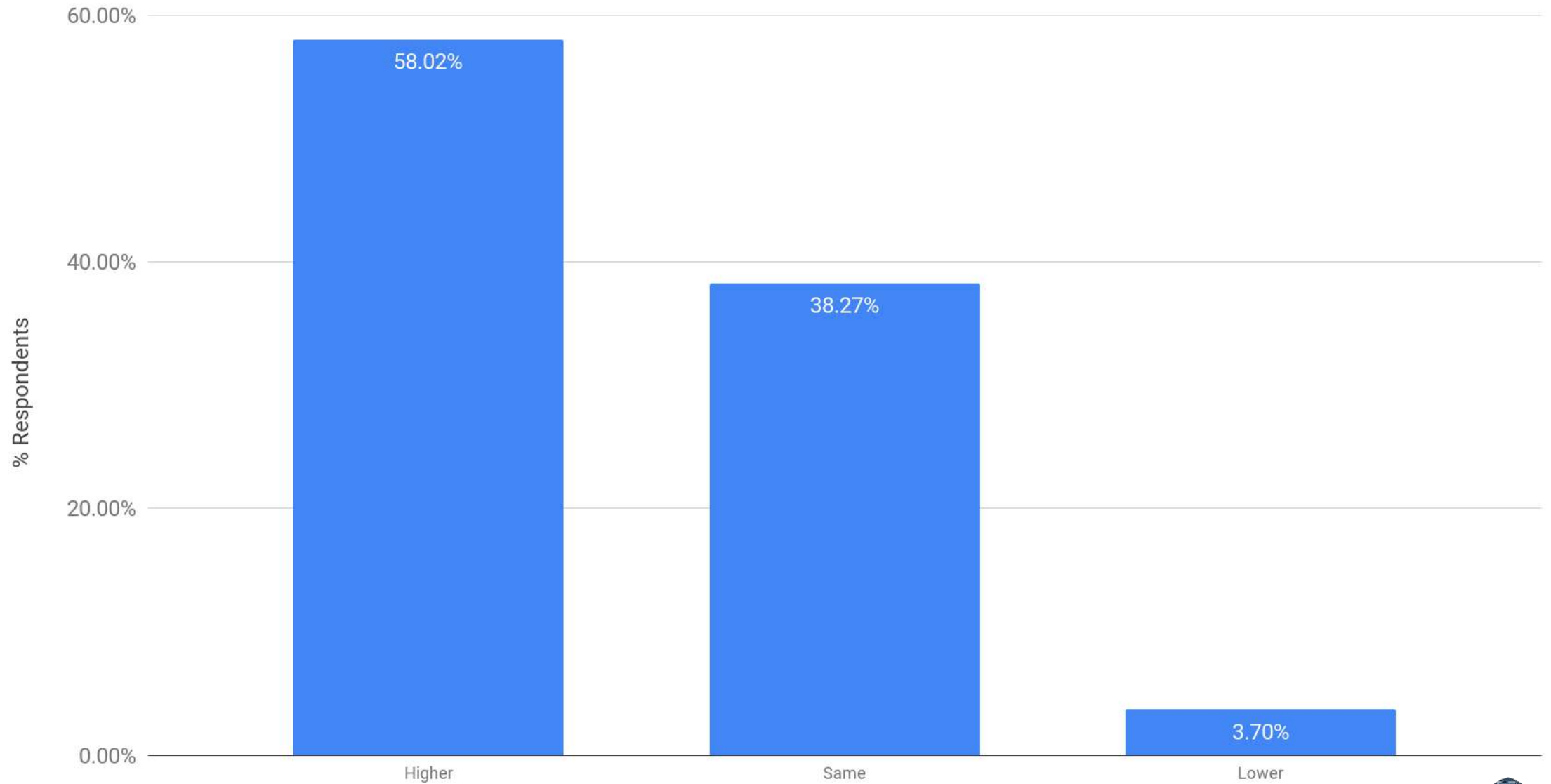
## Business Climate Overview + Six Months



Spring 2024 eDiscovery Business Confidence Survey (n=81)



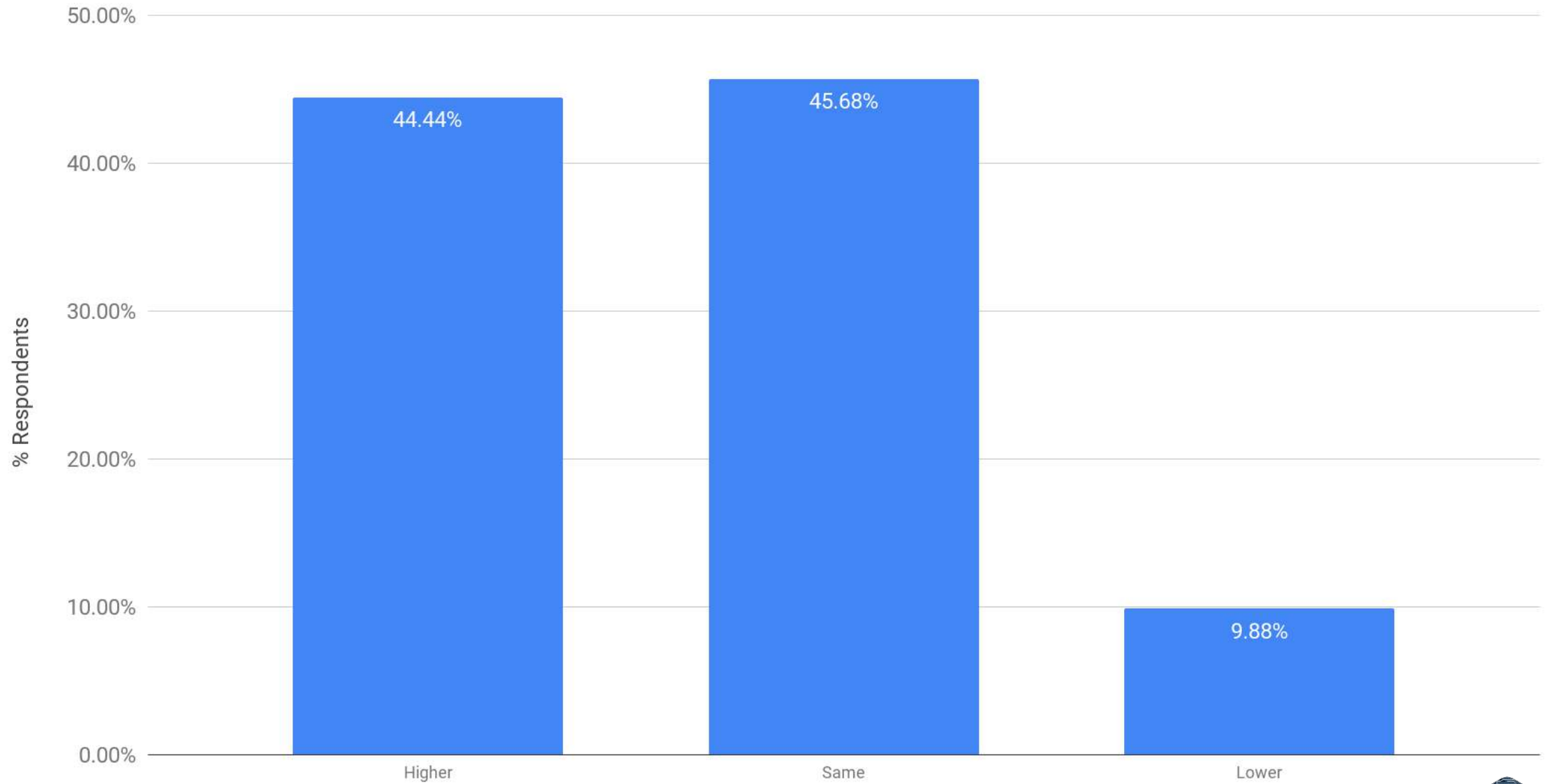
## Revenue Overview + Six Months



Spring 2024 eDiscovery Business Confidence Survey (n=81)



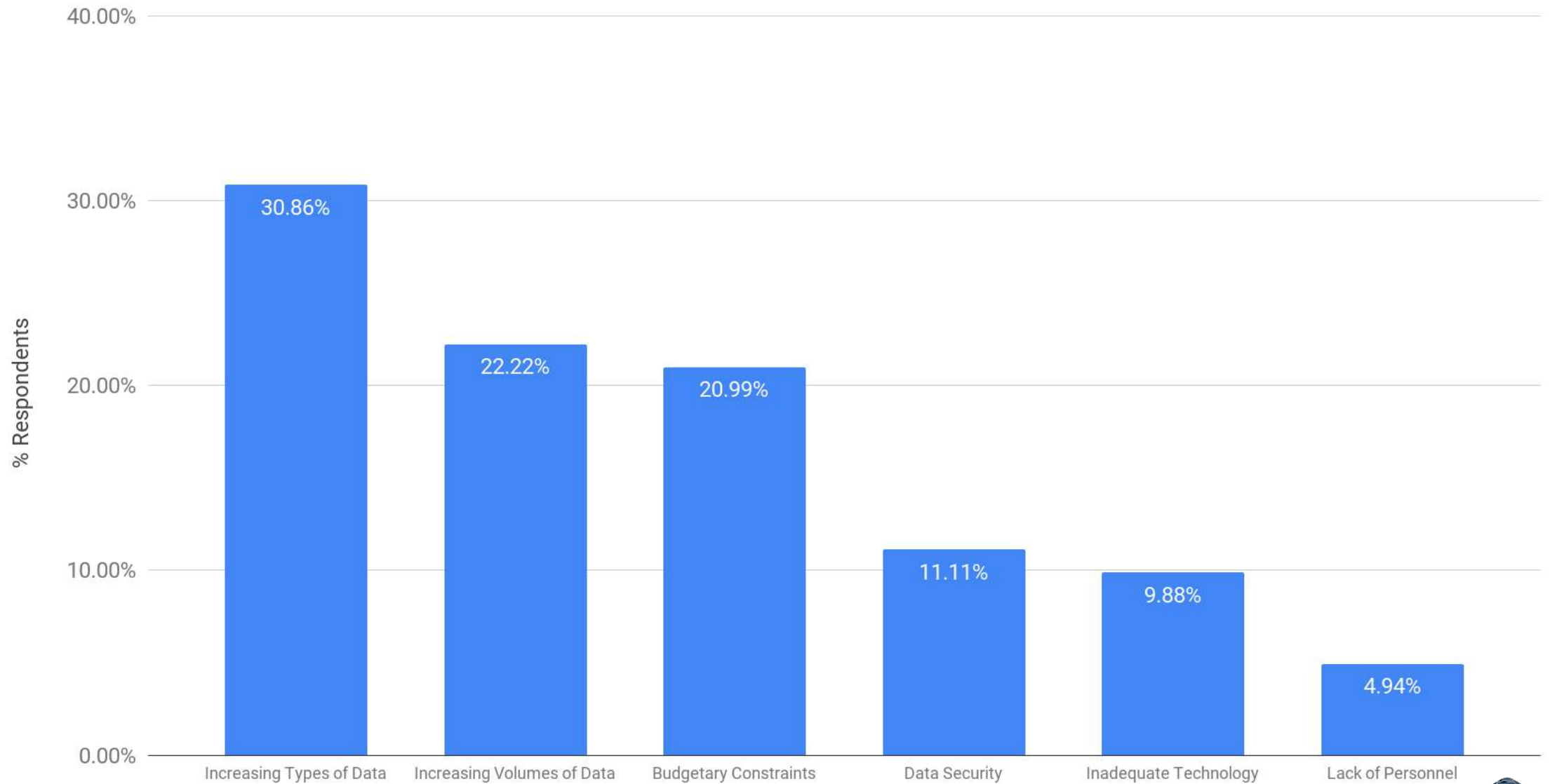
## Profits Overview + Six Months



Spring 2024 eDiscovery Business Confidence Survey (n=81)



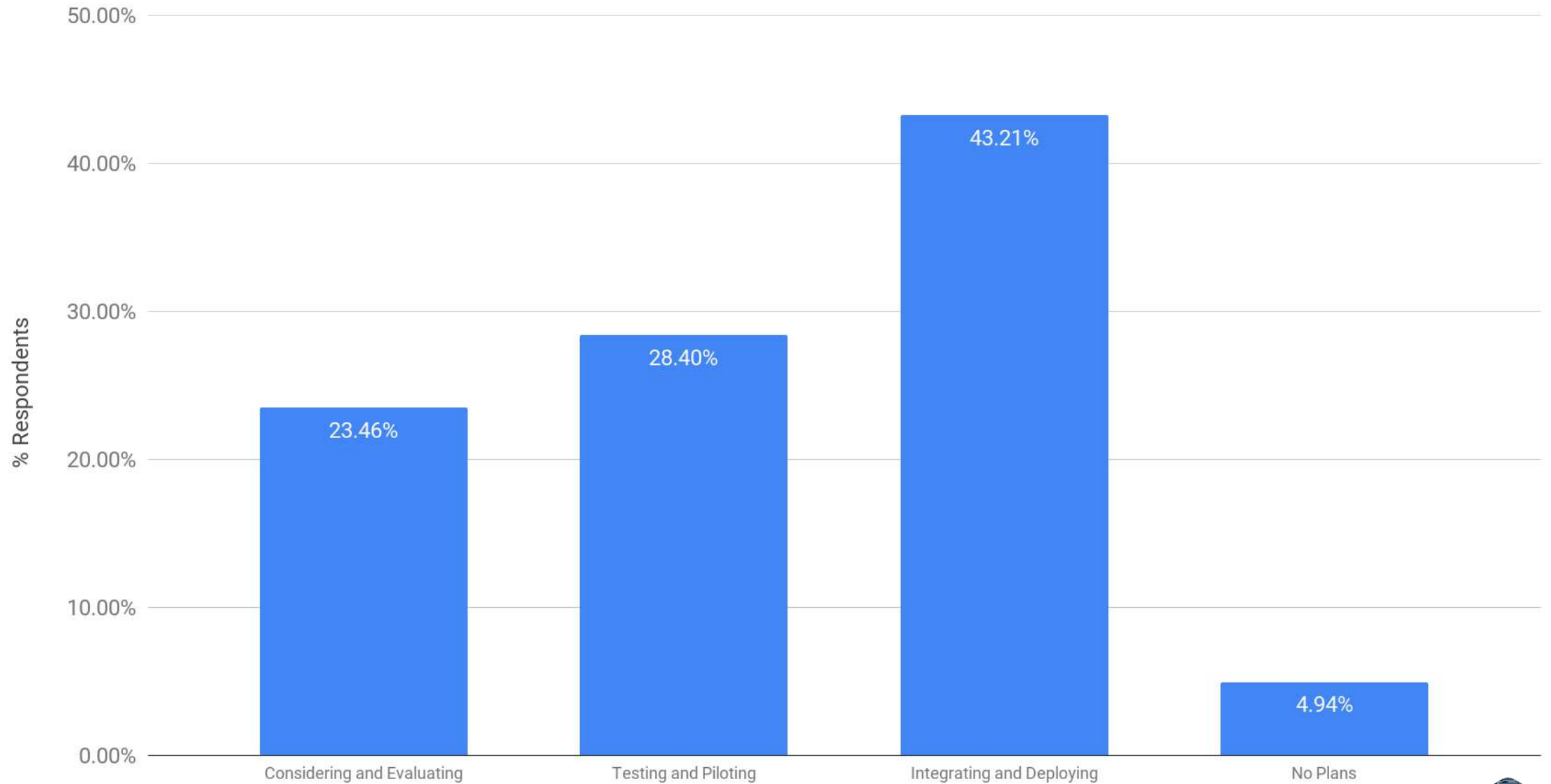
## Issues Impacting eDiscovery Business Performance



Spring 2024 eDiscovery Business Confidence Survey (n=81)



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

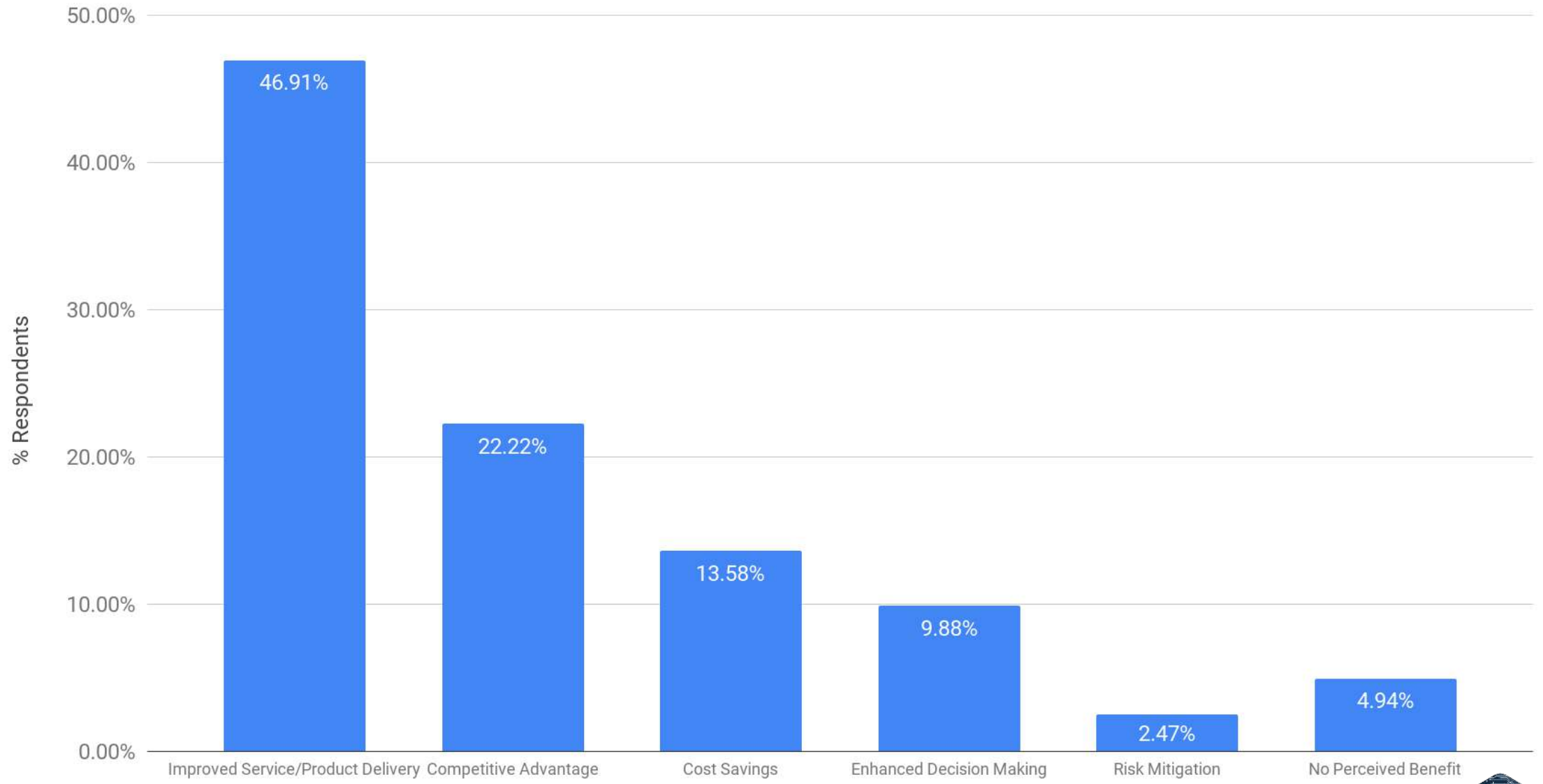


Spring 2024 eDiscovery Business Confidence Survey (n=81)





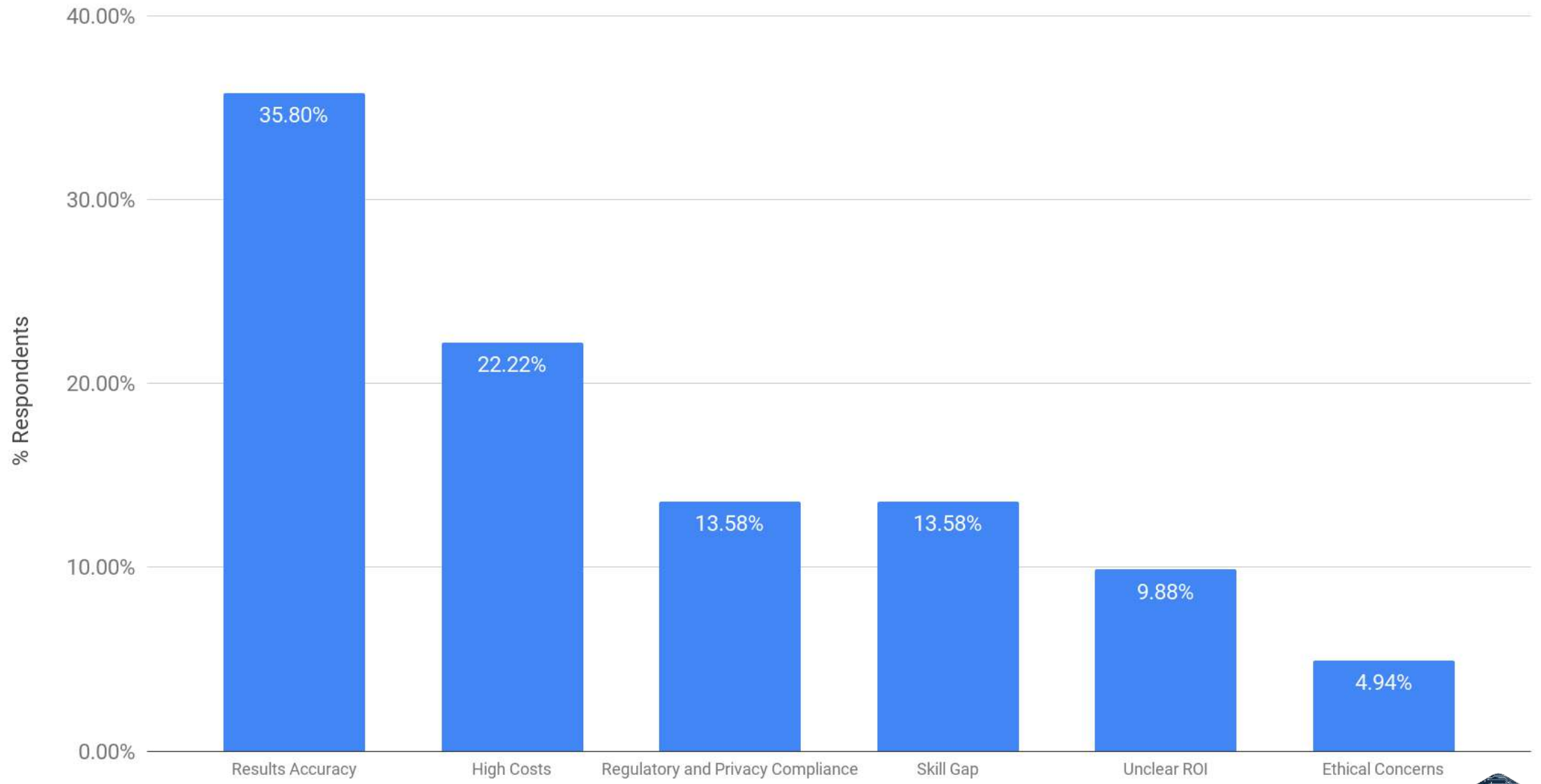
# Primary Benefit of Integrating LLMs and GAI into Organization's Operations or Offerings



Spring 2024 eDiscovery Business Confidence Survey (n=81)



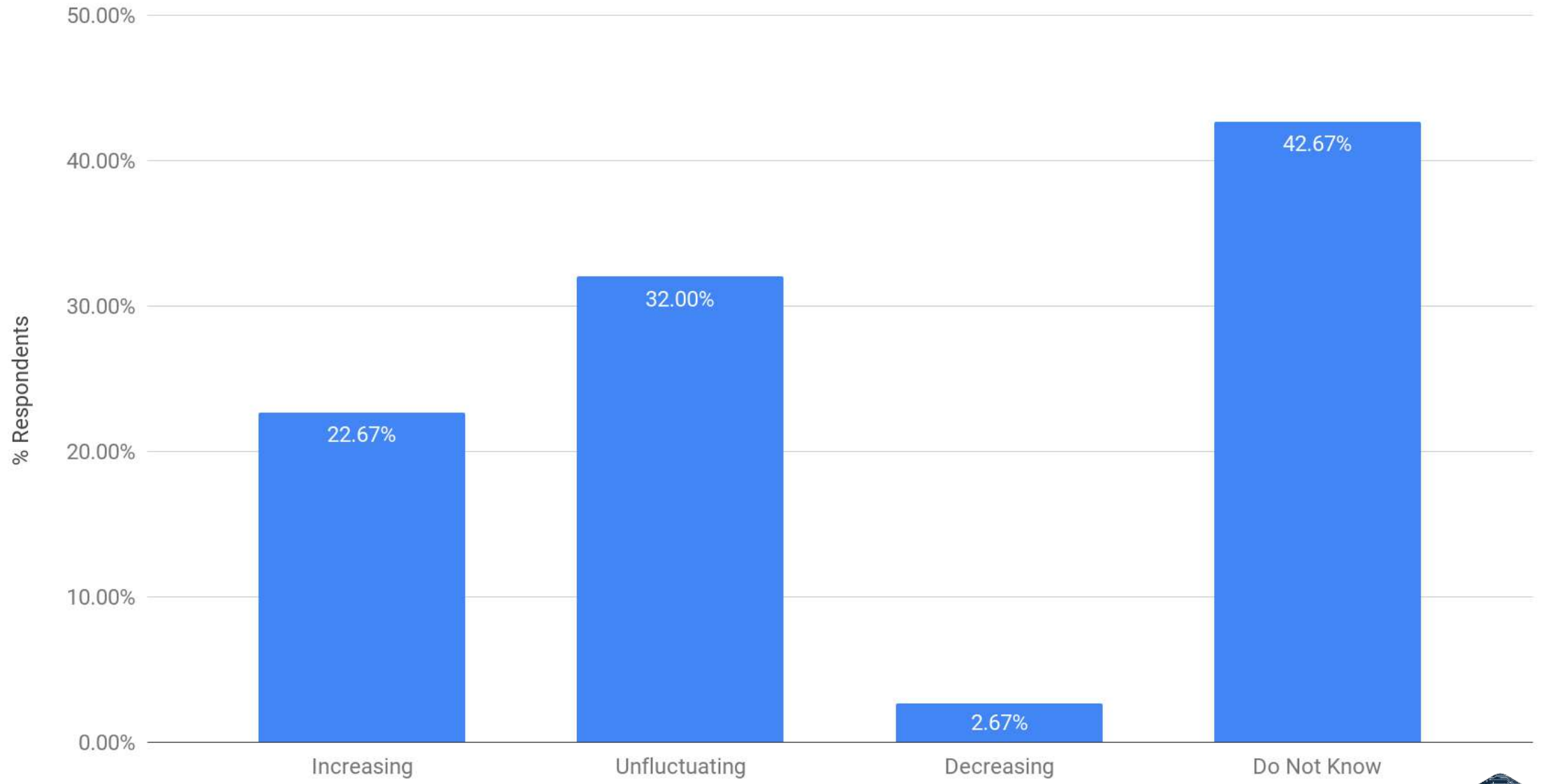
# Primary Challenge of Integrating LLMs and GAI into Organization's Operations or Offerings



Spring 2024 eDiscovery Business Confidence Survey (n=81)



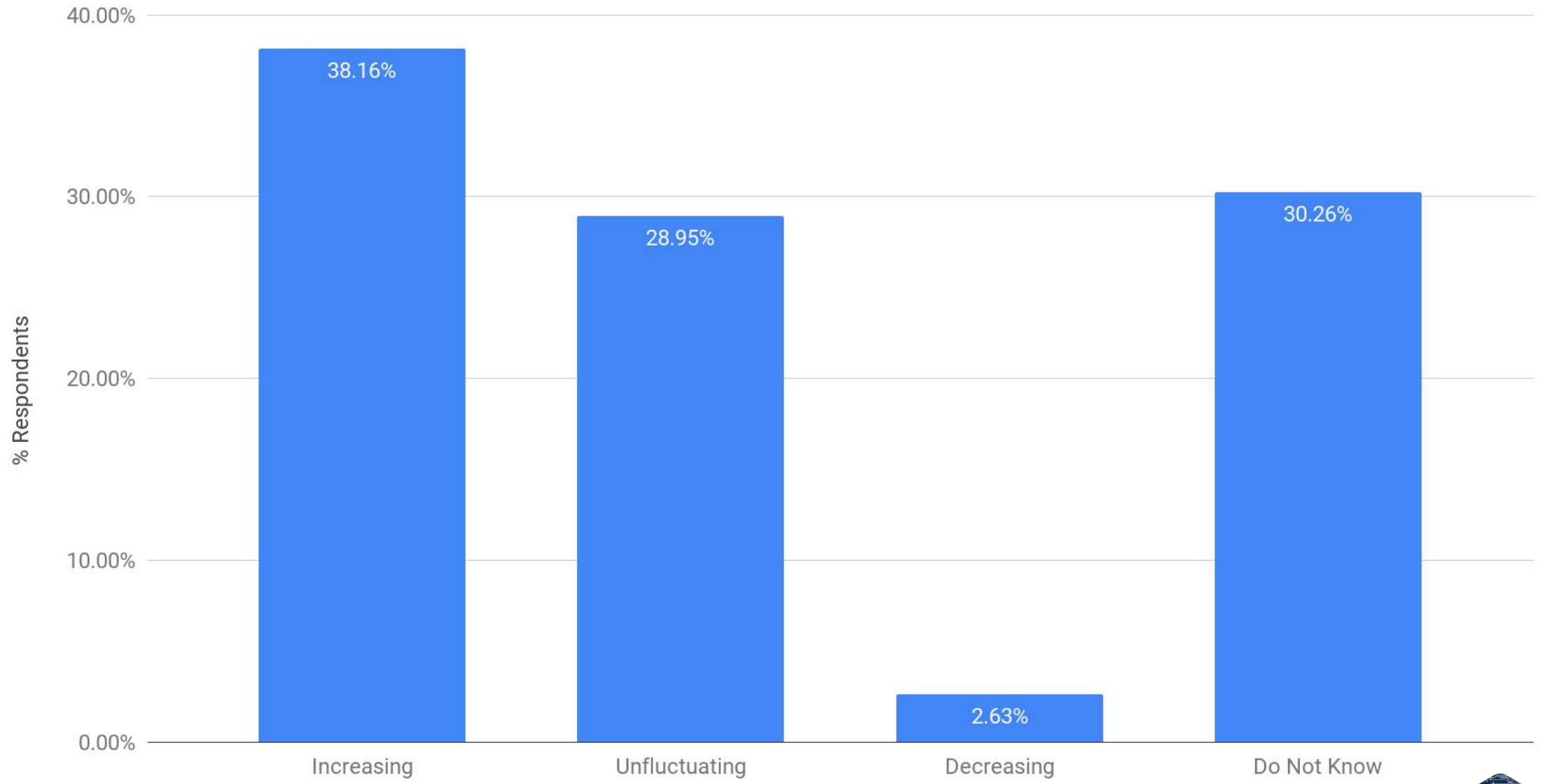
### eDiscovery Business Metric Trajectory: Days Sales Outstanding



Spring 2024 eDiscovery Business Confidence Survey (n=75)



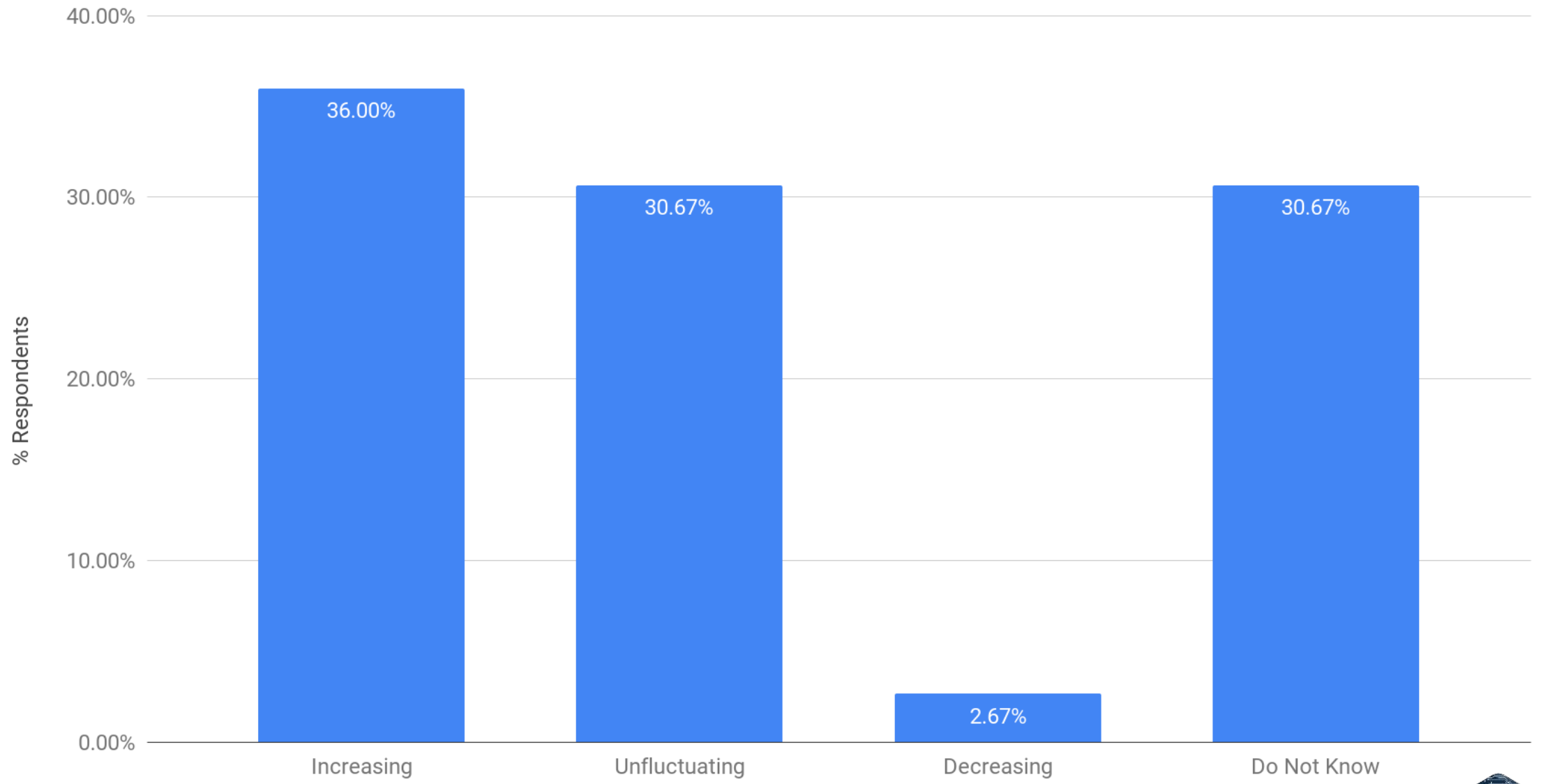
## eDiscovery Business Metric Trajectory: Monthly Recurring Revenue



Spring 2024 eDiscovery Business Confidence Survey (n=76)



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



Spring 2024 eDiscovery Business Confidence Survey (n=75)



# Context

Hyperlinks

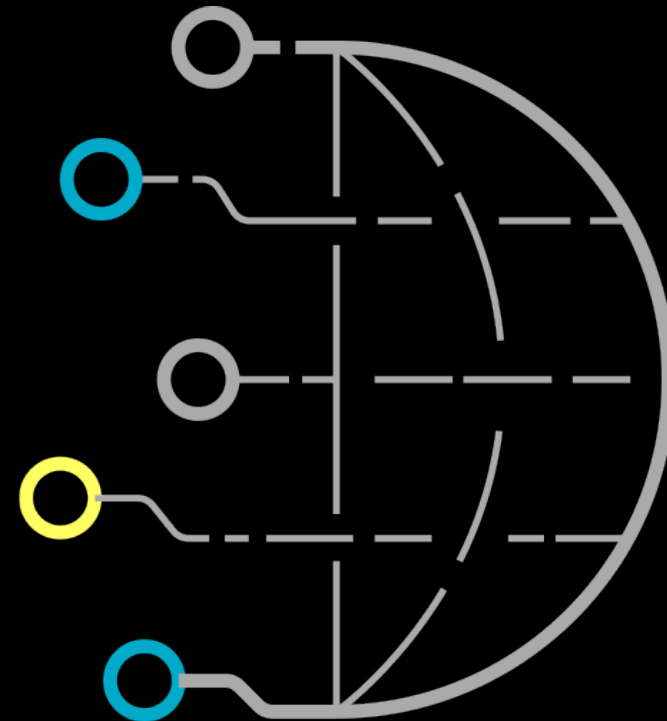
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[Market Size](#)

[Investments](#)

[Business Confidence](#)

[Antitrust](#)





# Complex Discovery