

# Market Kinetics

eDiscovery Business Confidence - Summer 2024



**Complex**  
**Discovery**

# Business Confidence

Background

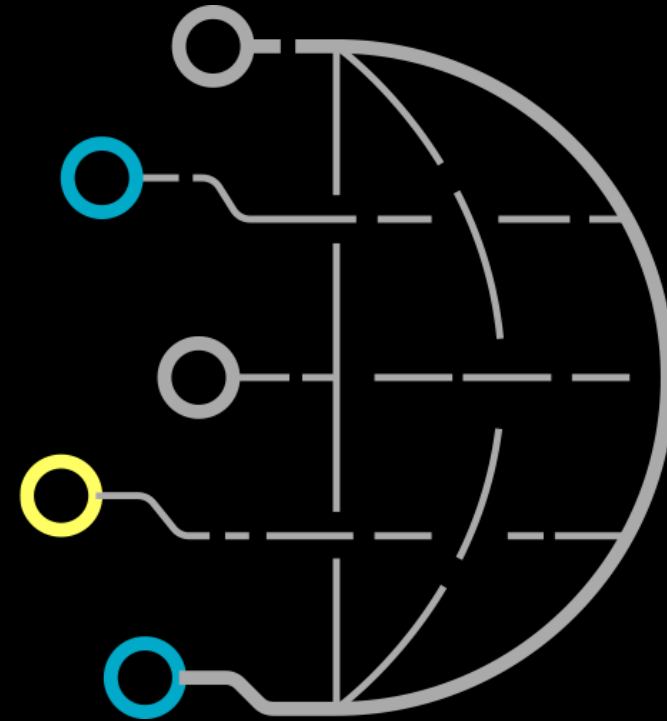
Business Climate

Performance Concerns

LLMs and GAI

Operational Metrics

Context





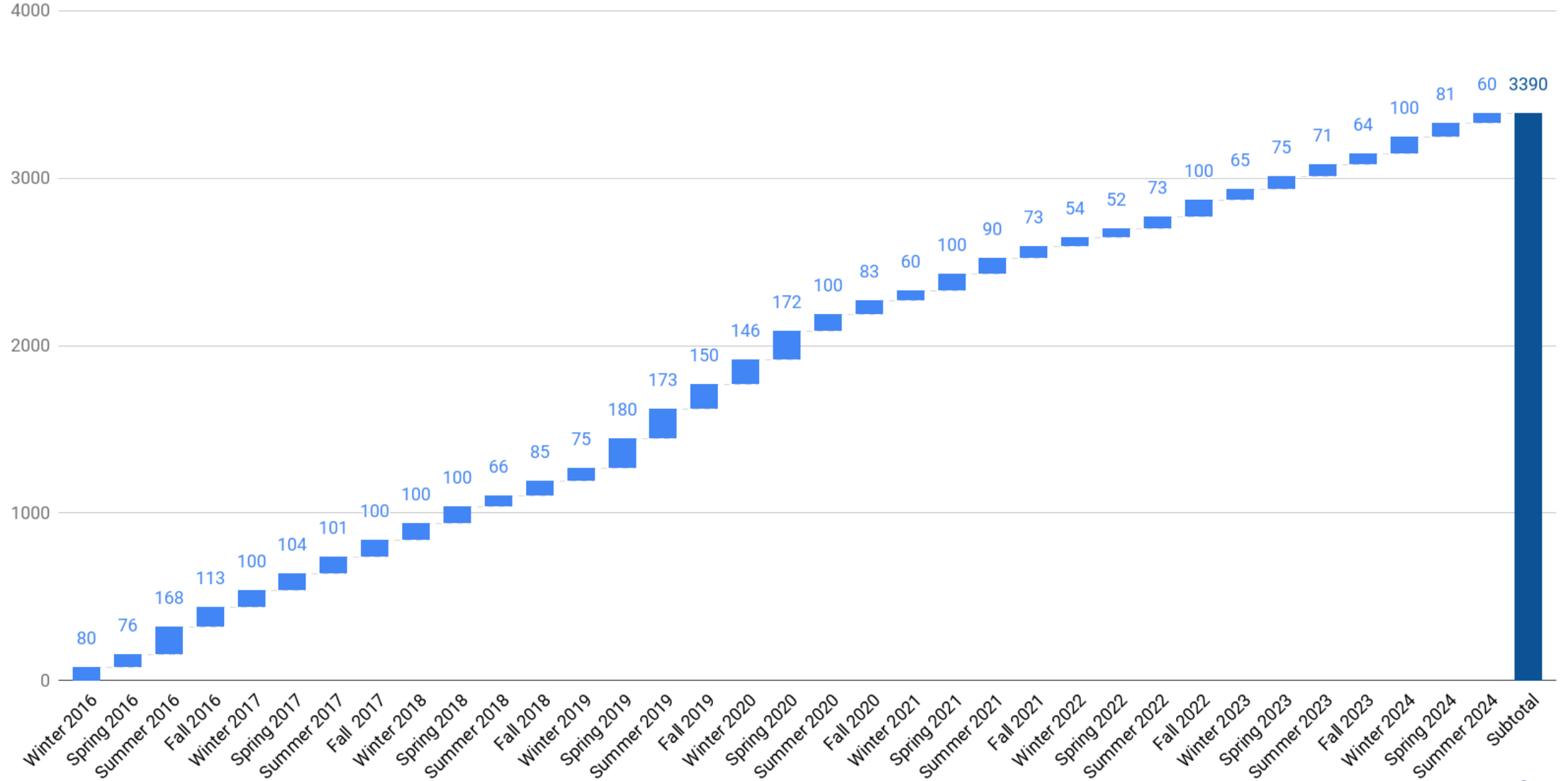
# Background

Quarterly Business Confidence Survey  
Summer 2024

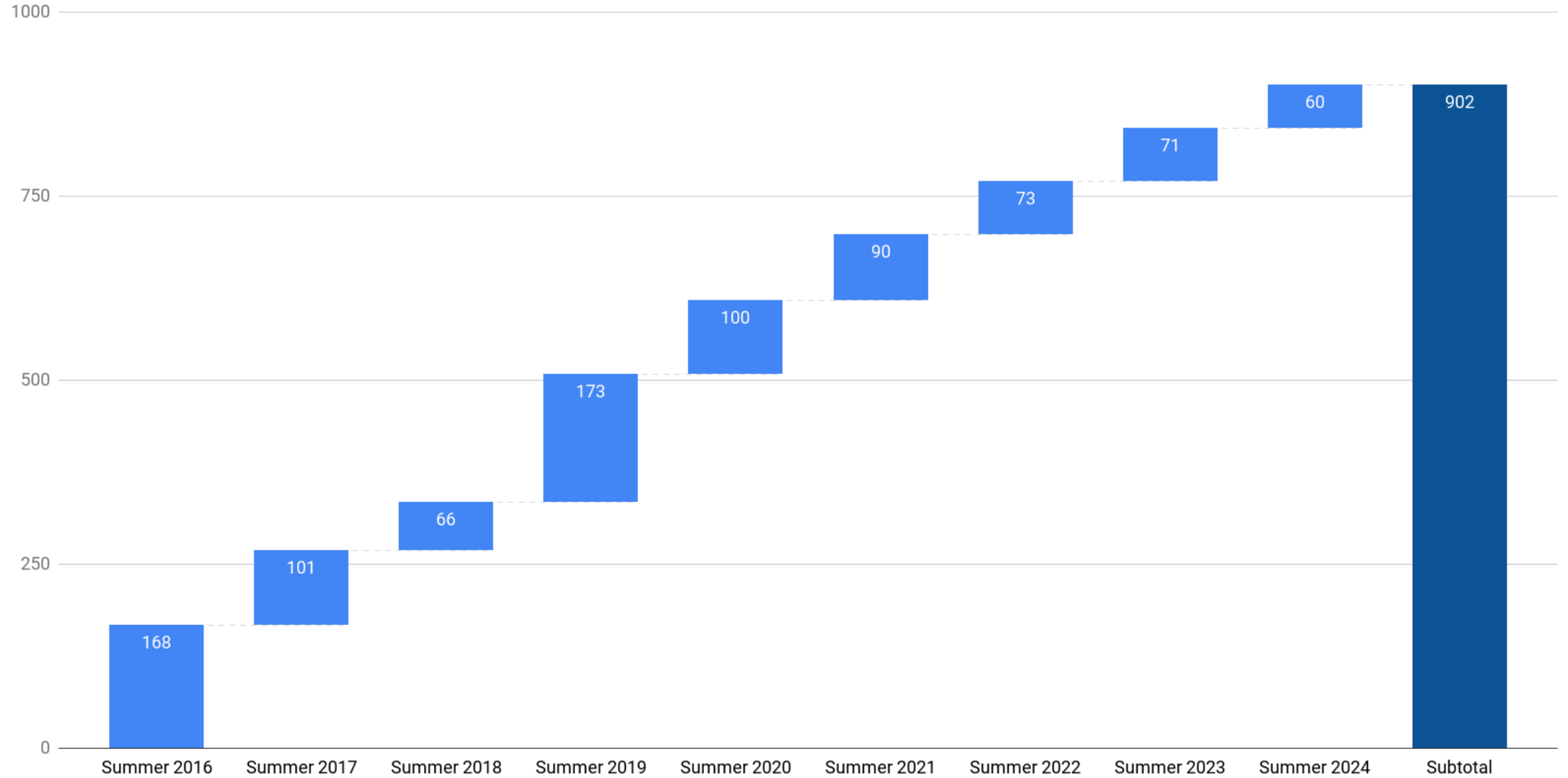




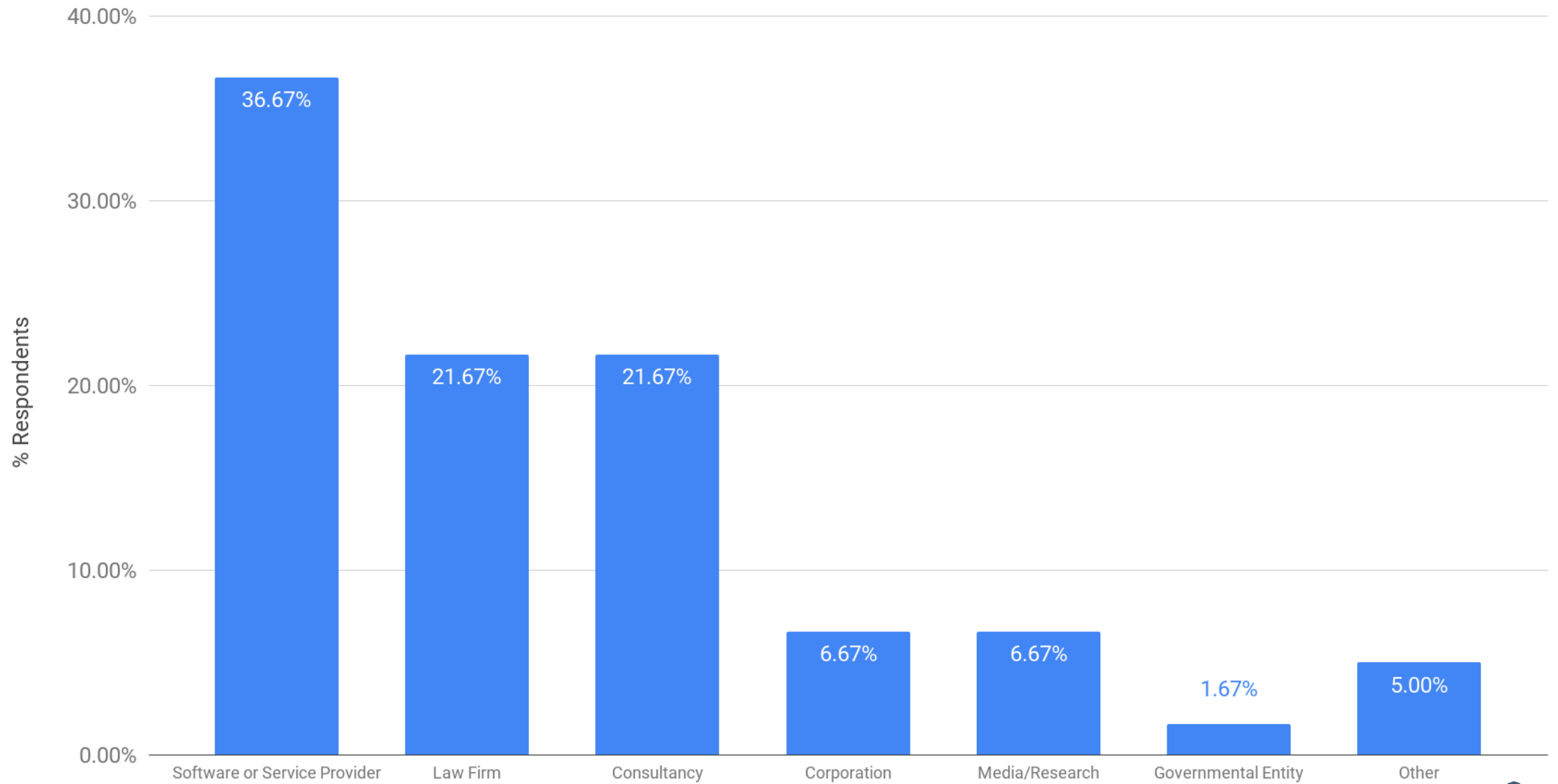
## Survey Respondents (Individual and Aggregate Overview)



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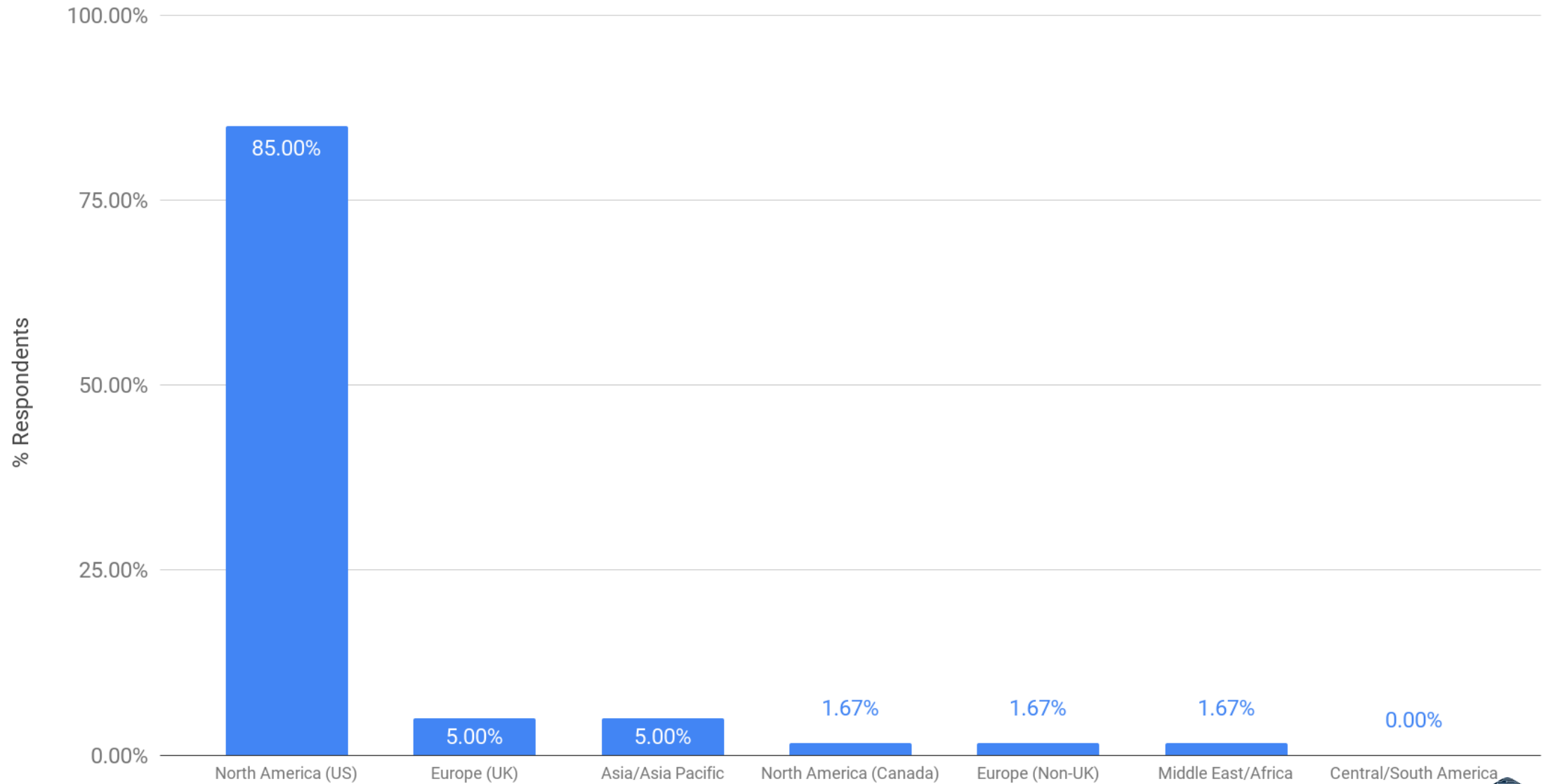
# Survey Respondents by Organizational Segment



Summer 2024 eDiscovery Business Confidence Survey (n=60)



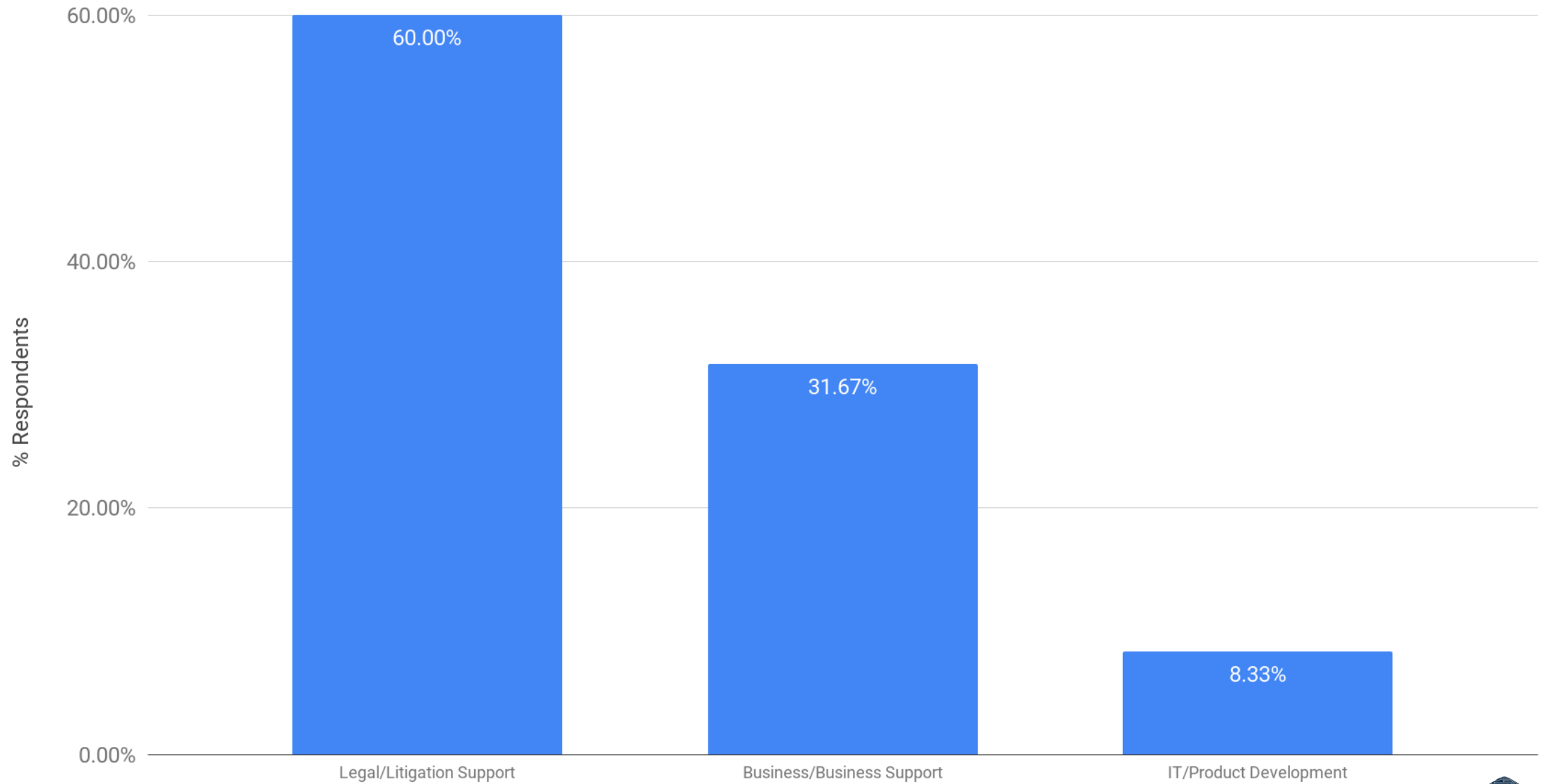
# Survey Respondents by Geographic Region



Summer 2024 eDiscovery Business Confidence Survey (n=60)



### Survey Respondents by Primary Function

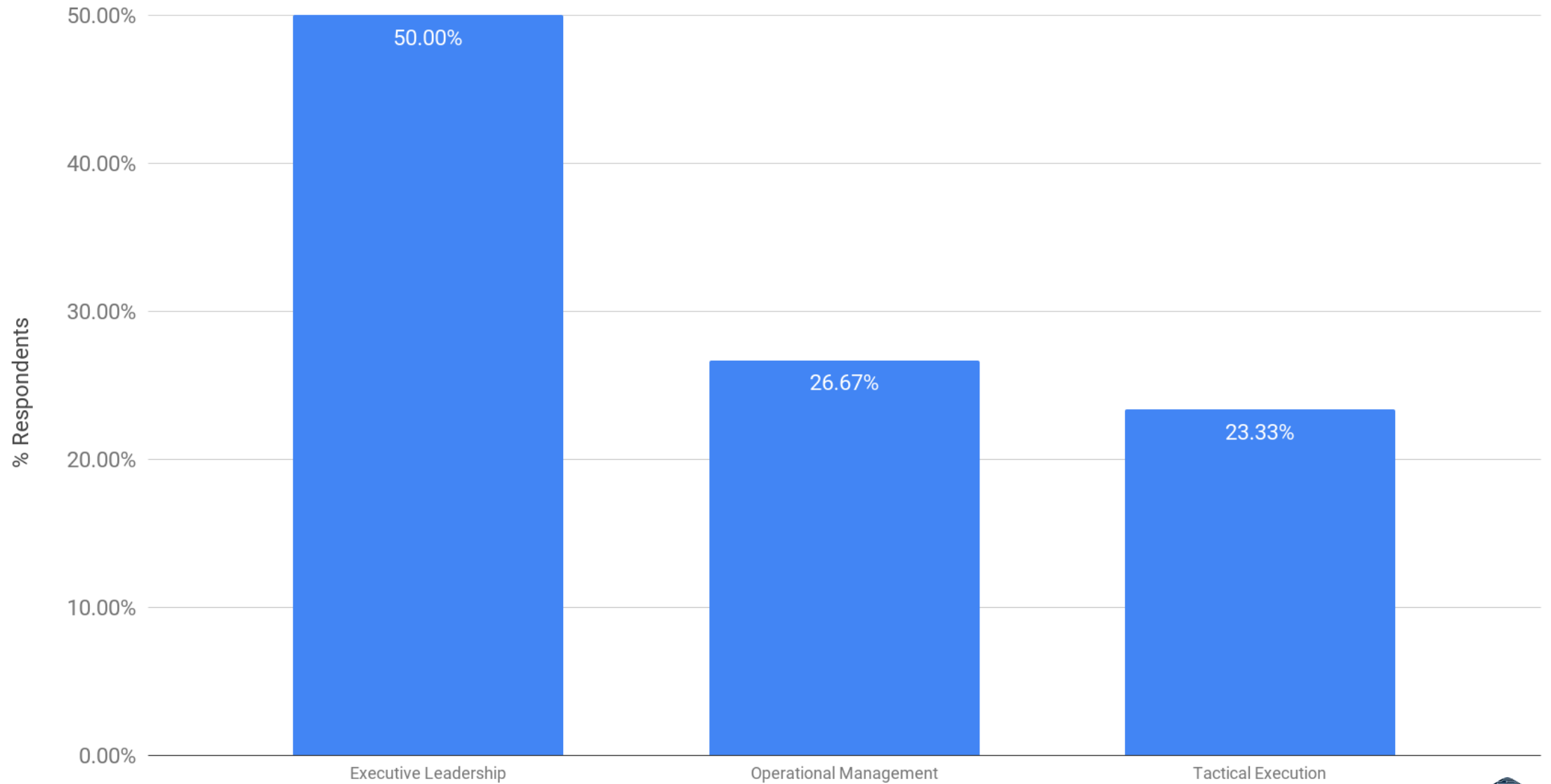


Summer 2024 eDiscovery Business Confidence Survey (n=60)





### Survey Respondents by Level of Support



Summer 2024 eDiscovery Business Confidence Survey (n=60)



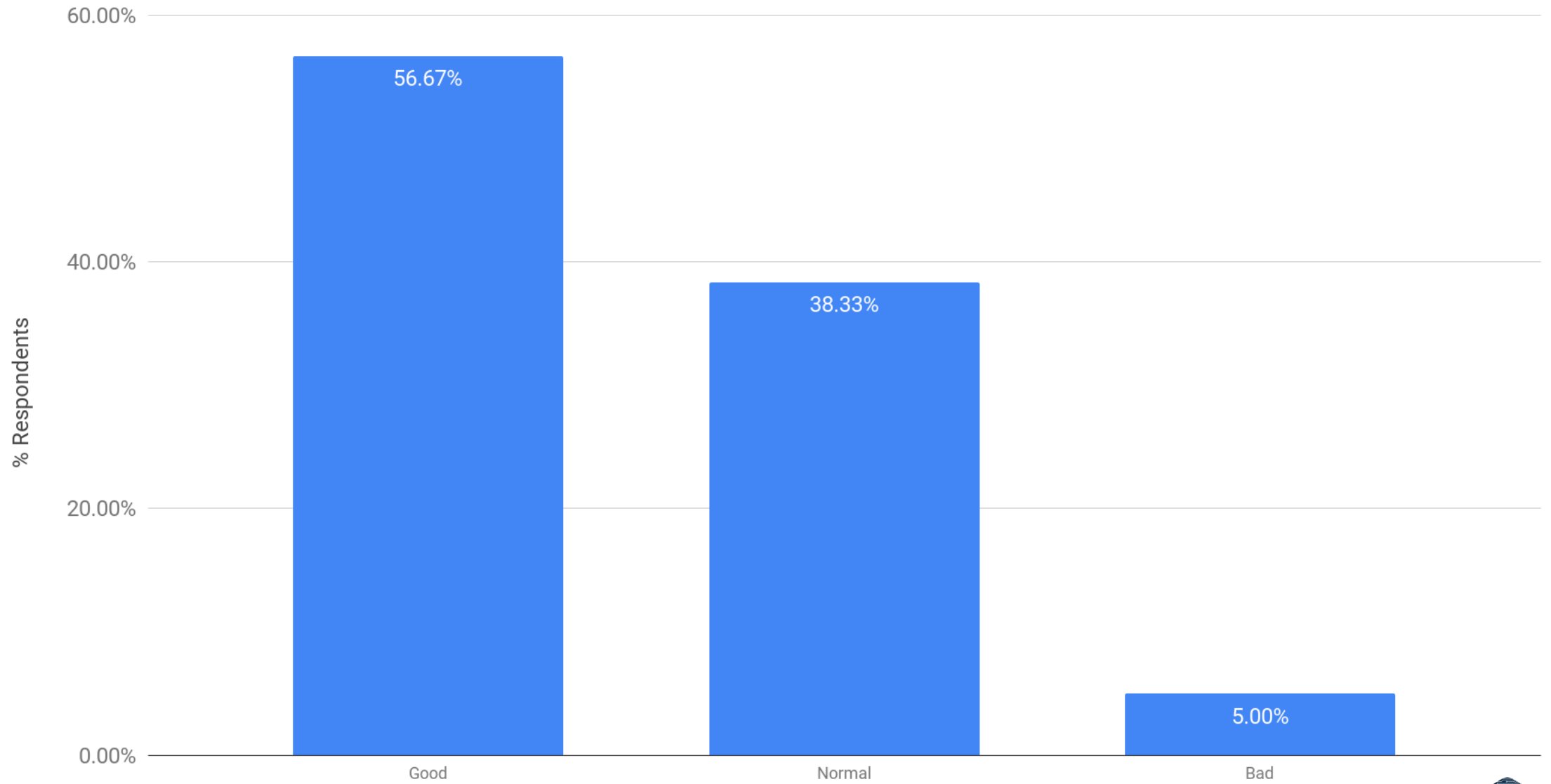


# Results

Quarterly Business Confidence Survey  
Summer 2024



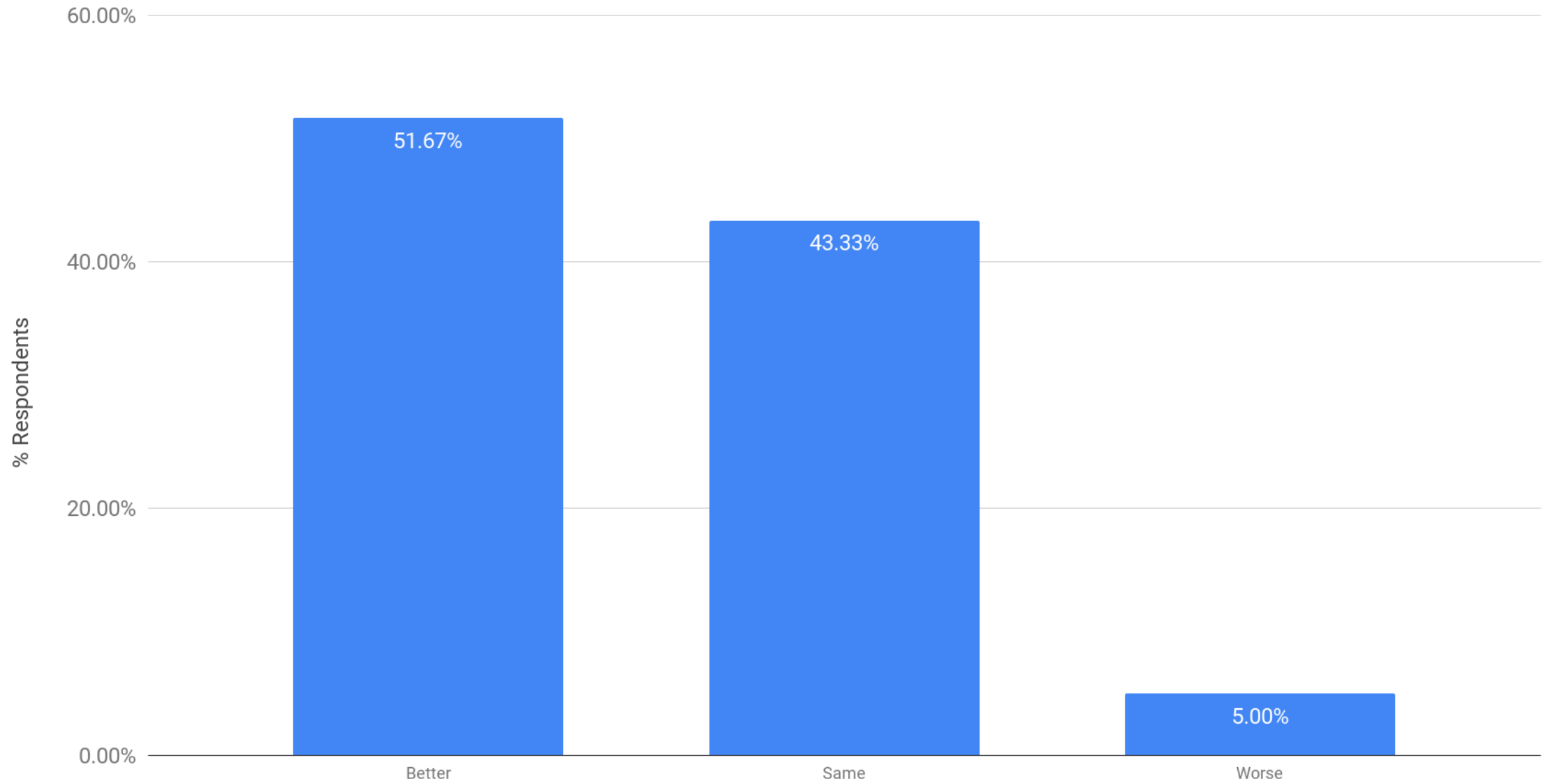
## Current Business Climate Overview



Summer 2024 eDiscovery Business Confidence Survey (n=60)



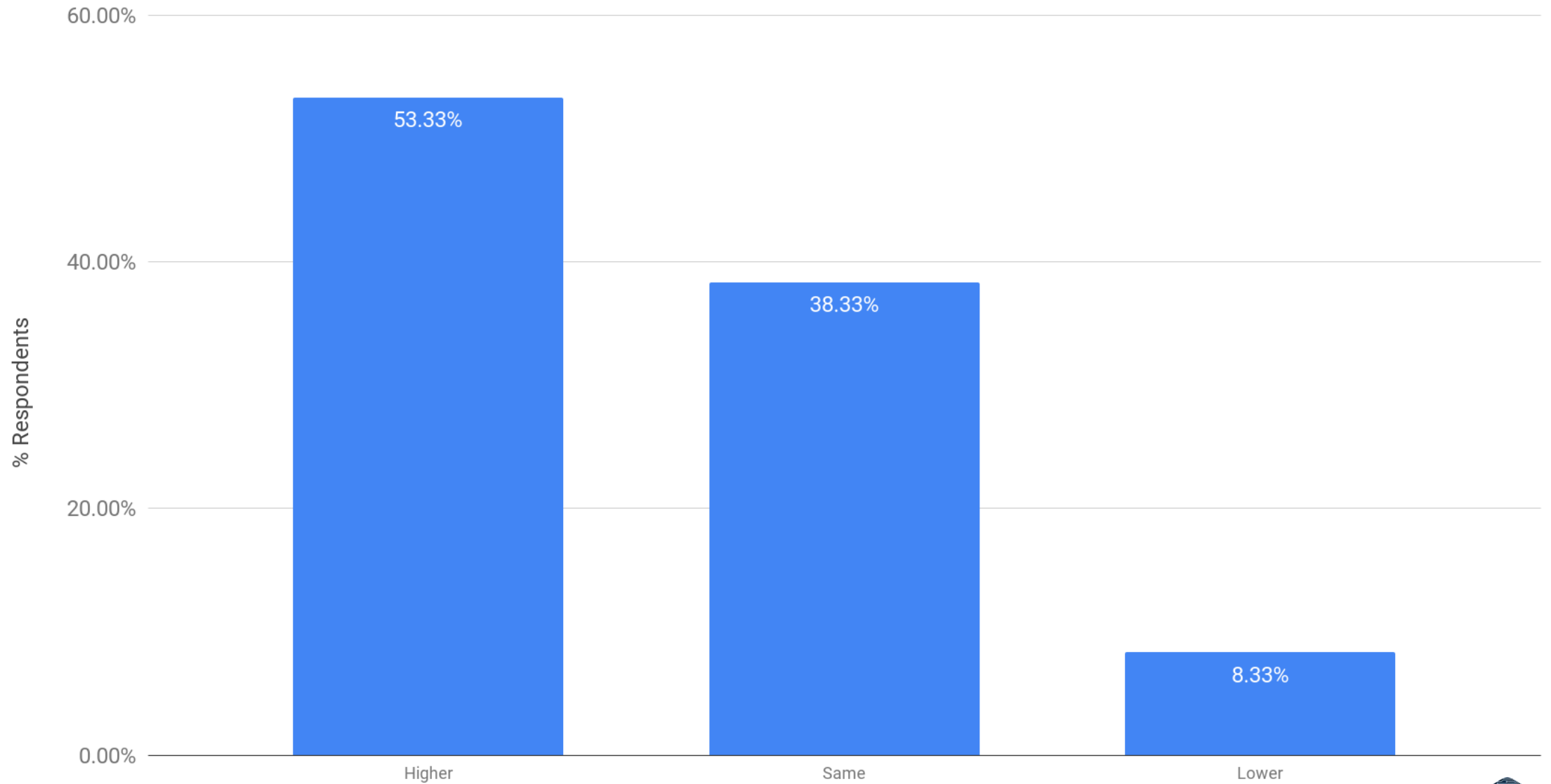
## Business Climate Overview + Six Months



Summer 2024 eDiscovery Business Confidence Survey (n=60)



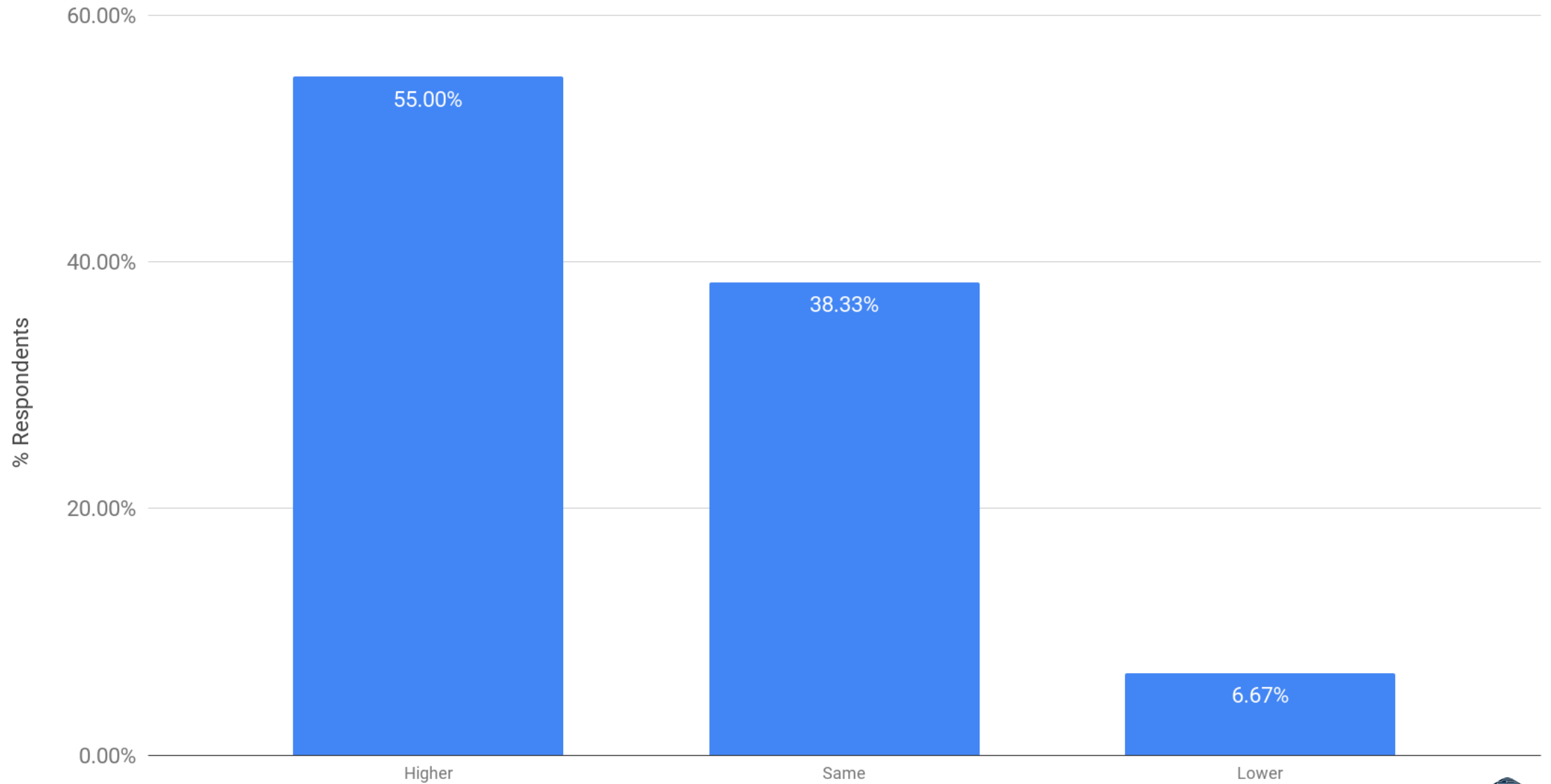
## Revenue Overview + Six Months



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## Profits Overview + Six Months

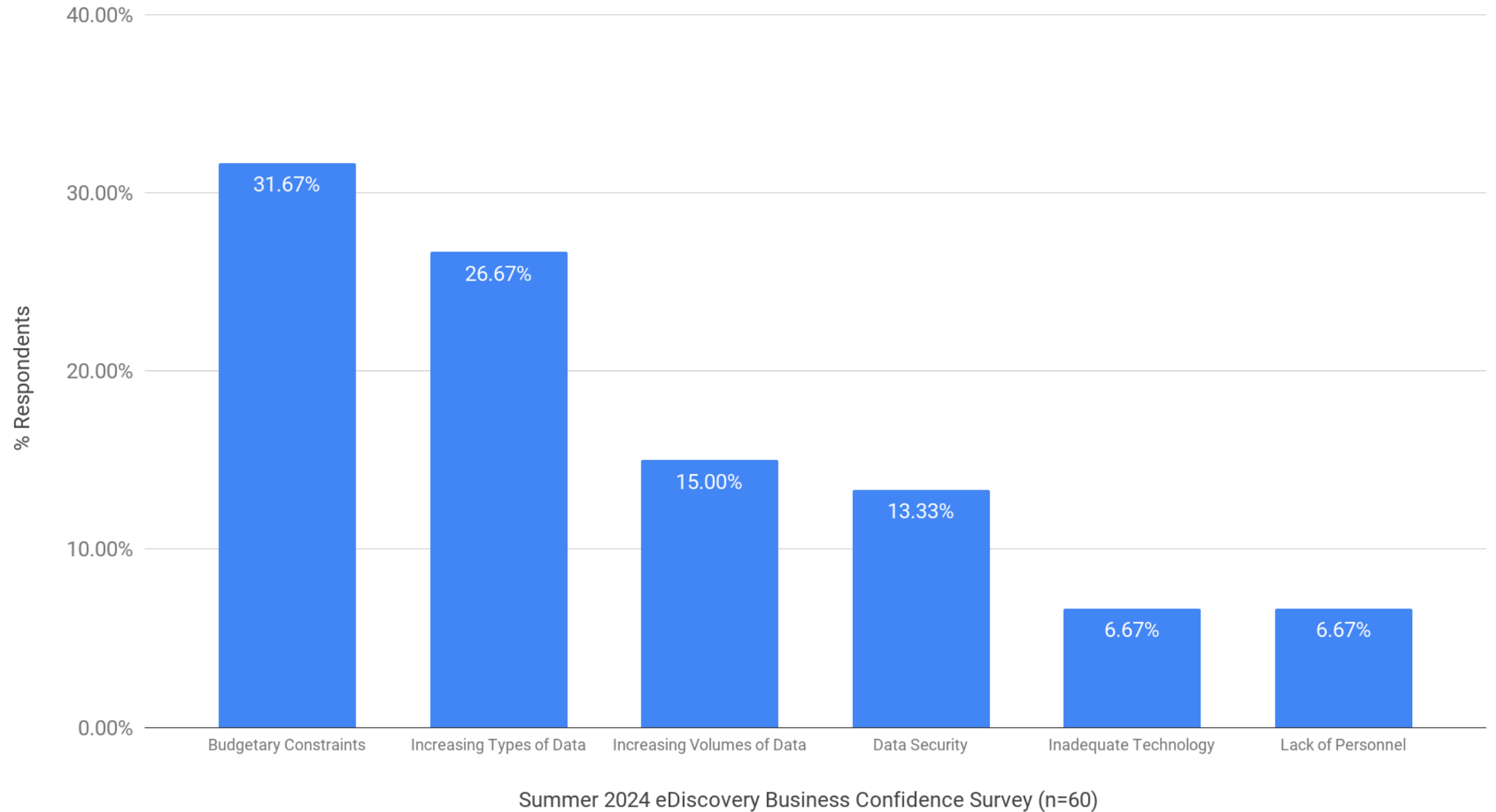


Summer 2024 eDiscovery Business Confidence Survey (n=60)

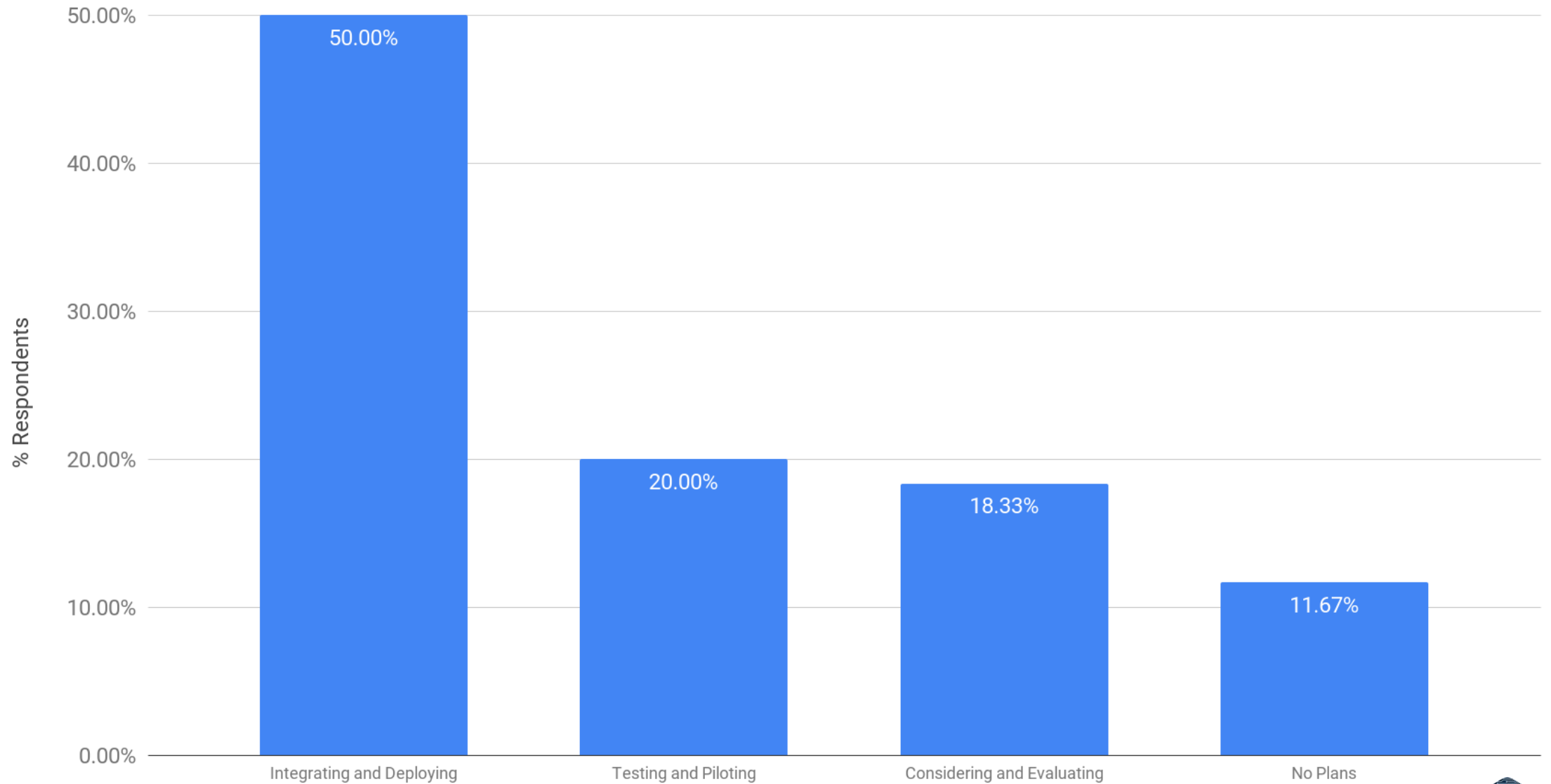




## Issues Impacting eDiscovery Business Performance



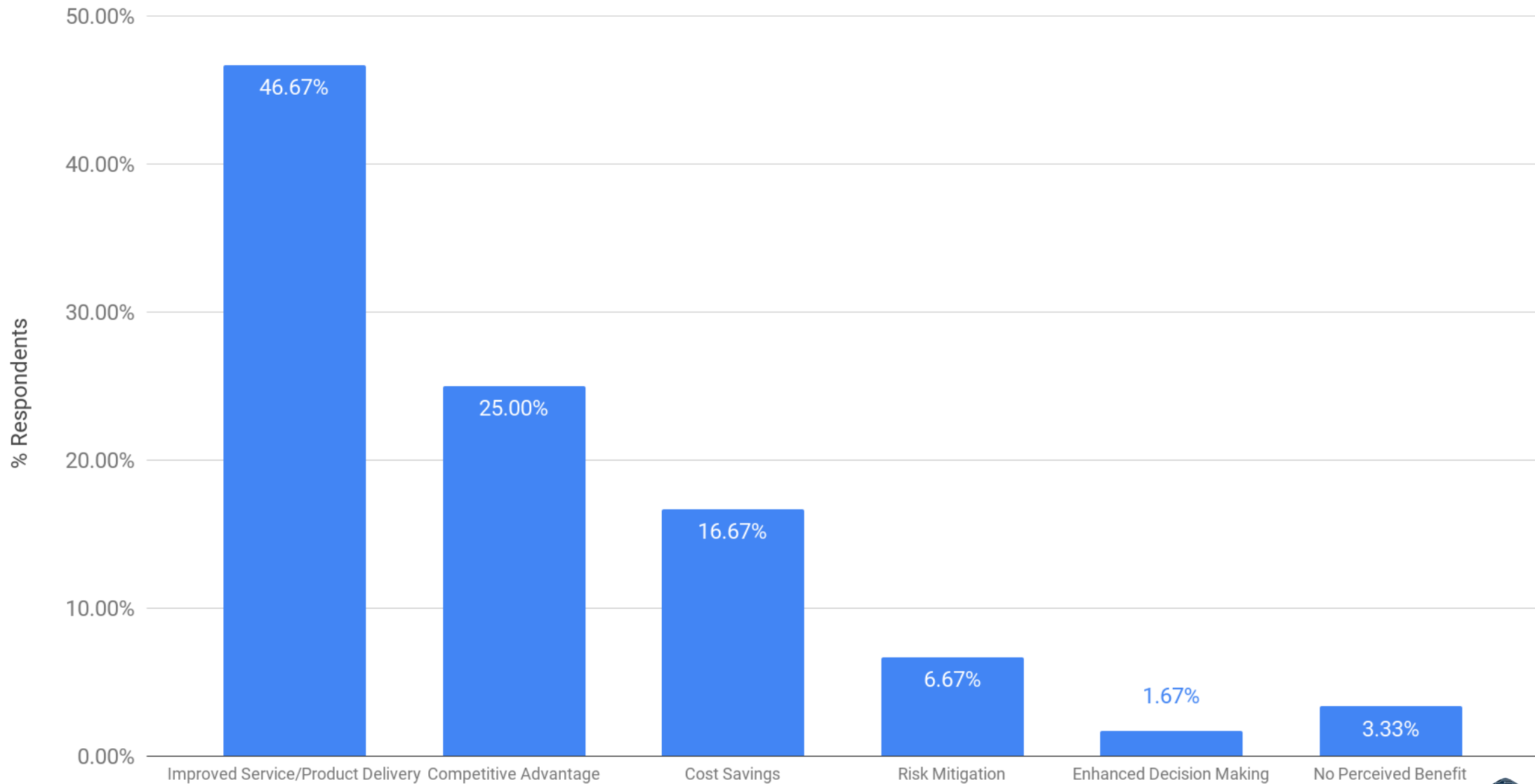
# Use of LLMs and GAI in Organization's Operations or Offerings



Summer 2024 eDiscovery Business Confidence Survey (n=60)



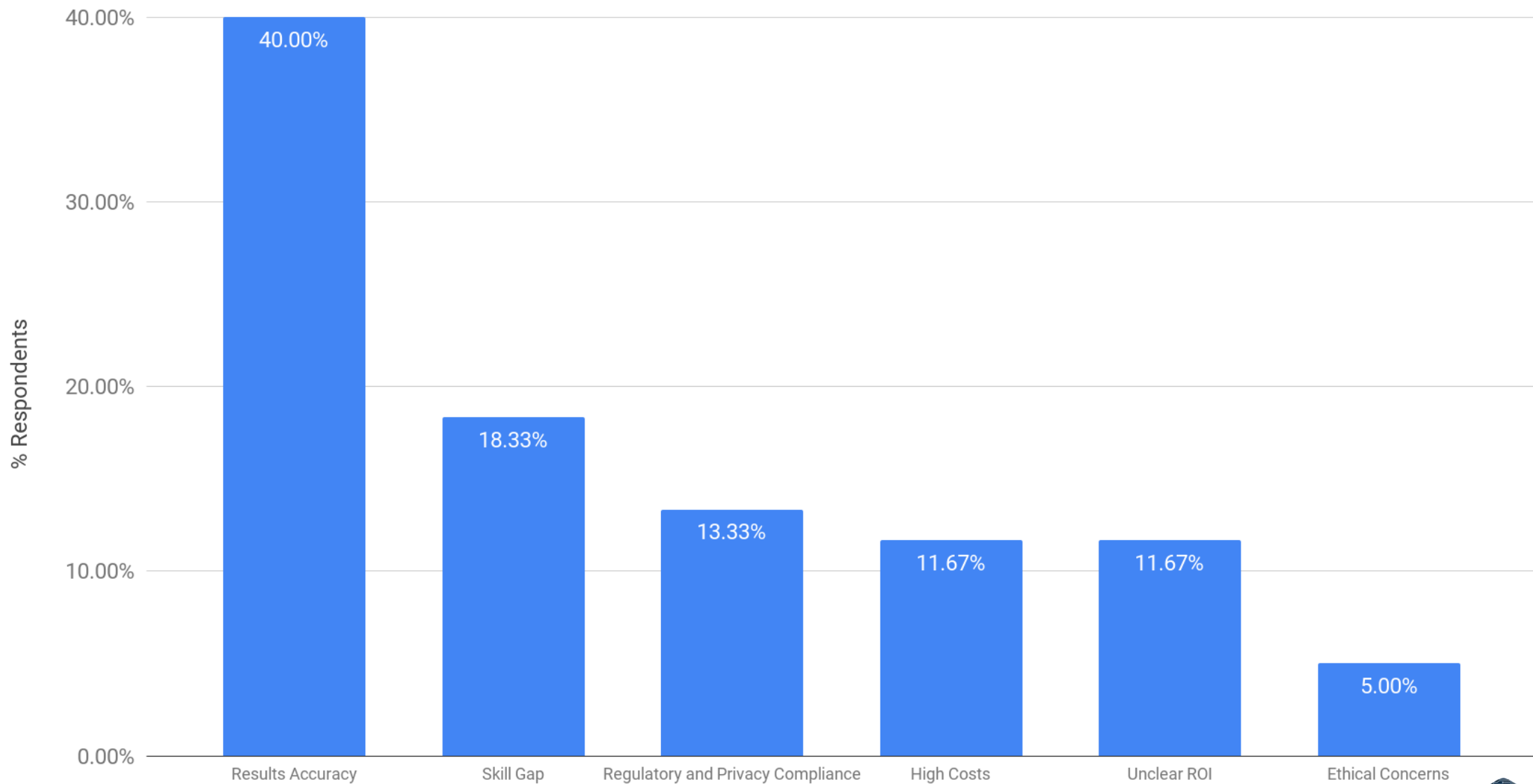
# Primary Benefit of Integrating LLMs and GAI into Organization's Operations or Offerings



Summer 2024 eDiscovery Business Confidence Survey (n=60)



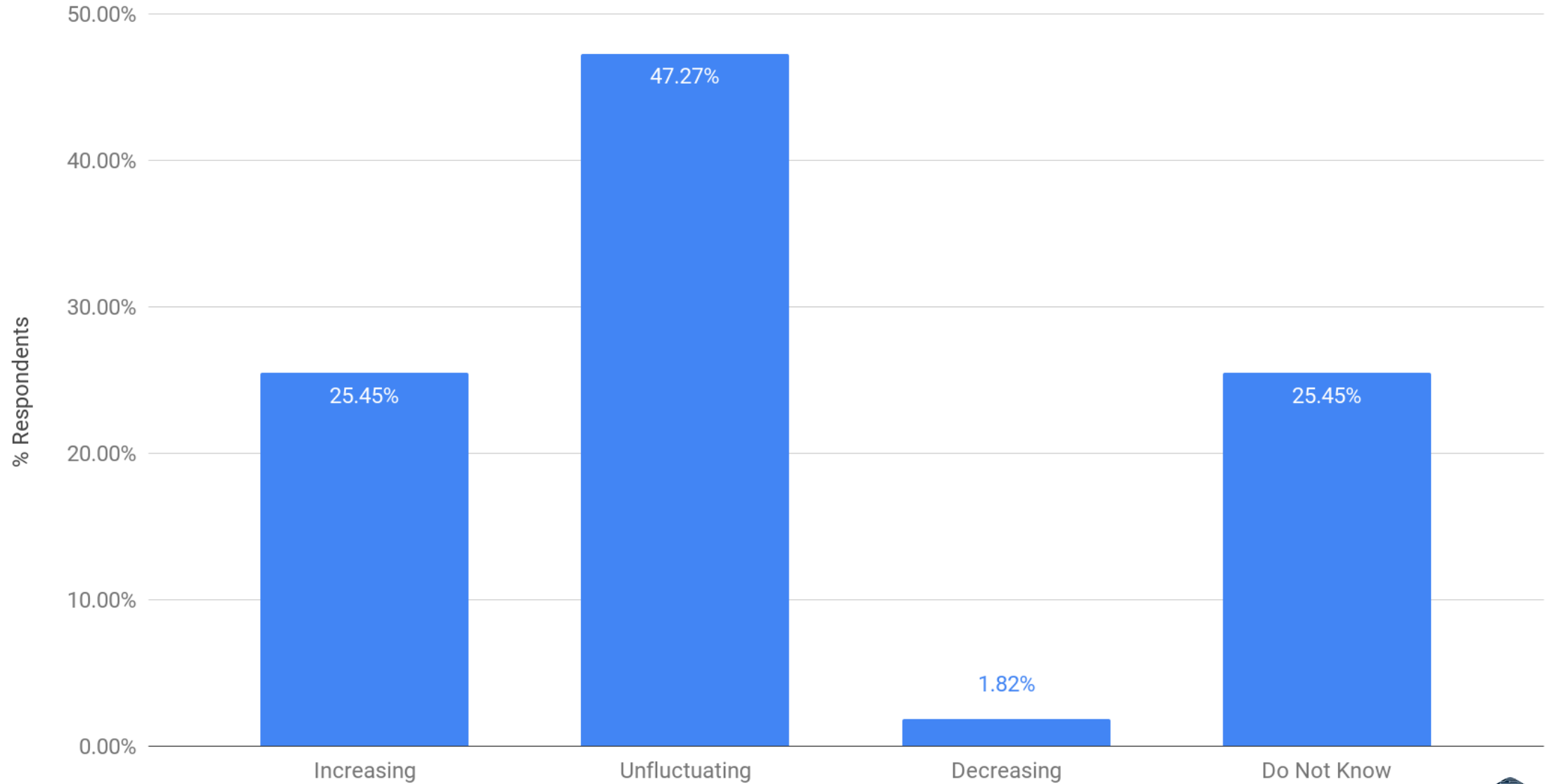
# Primary Challenge of Integrating LLMs and GAI into Organization's Operations or Offerings



Summer 2024 eDiscovery Business Confidence Survey (n=60)



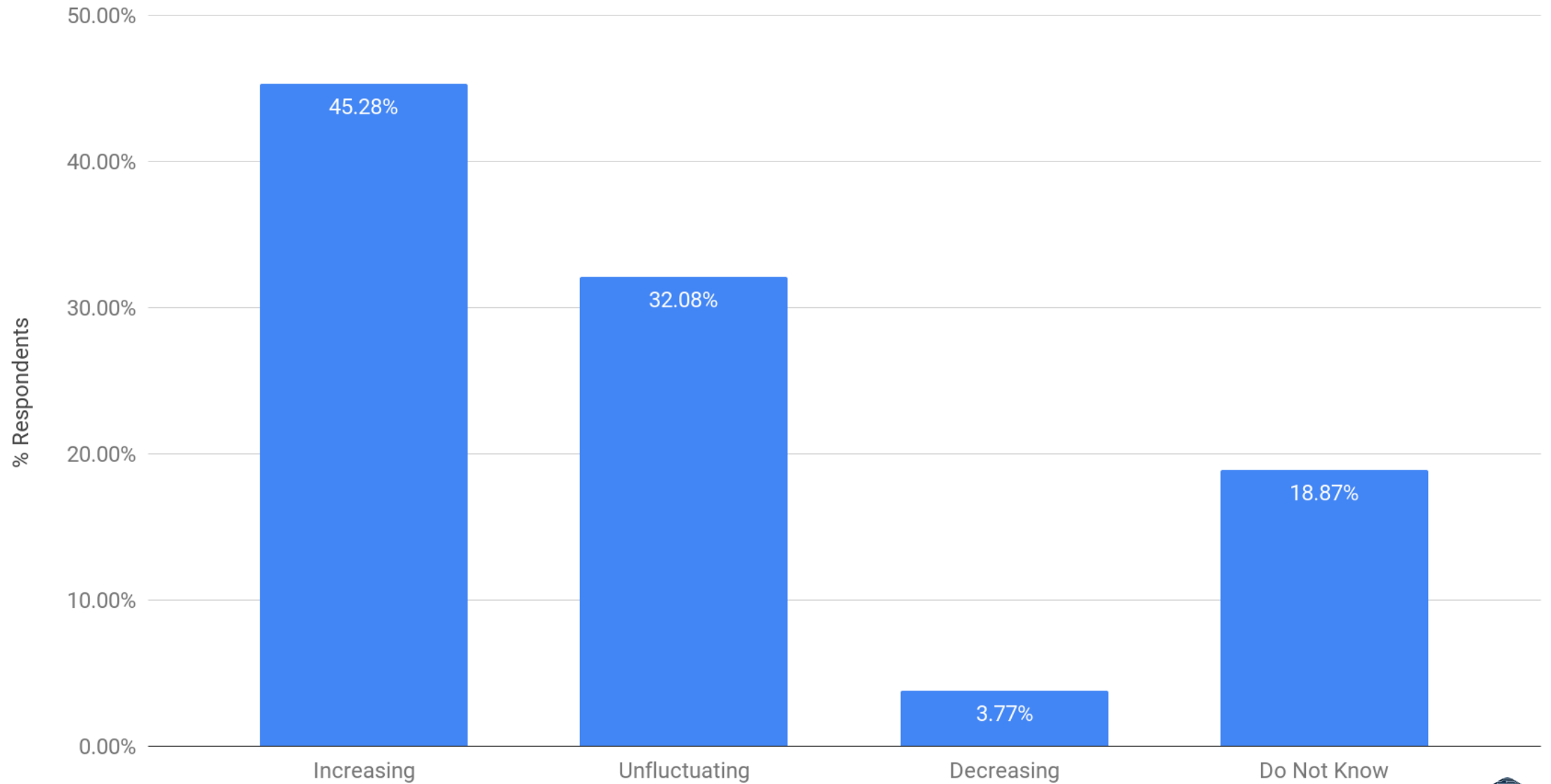
### eDiscovery Business Metric Trajectory: Days Sales Outstanding



Summer 2024 eDiscovery Business Confidence Survey (n=55)



### eDiscovery Business Metric Trajectory: Monthly Recurring Revenue

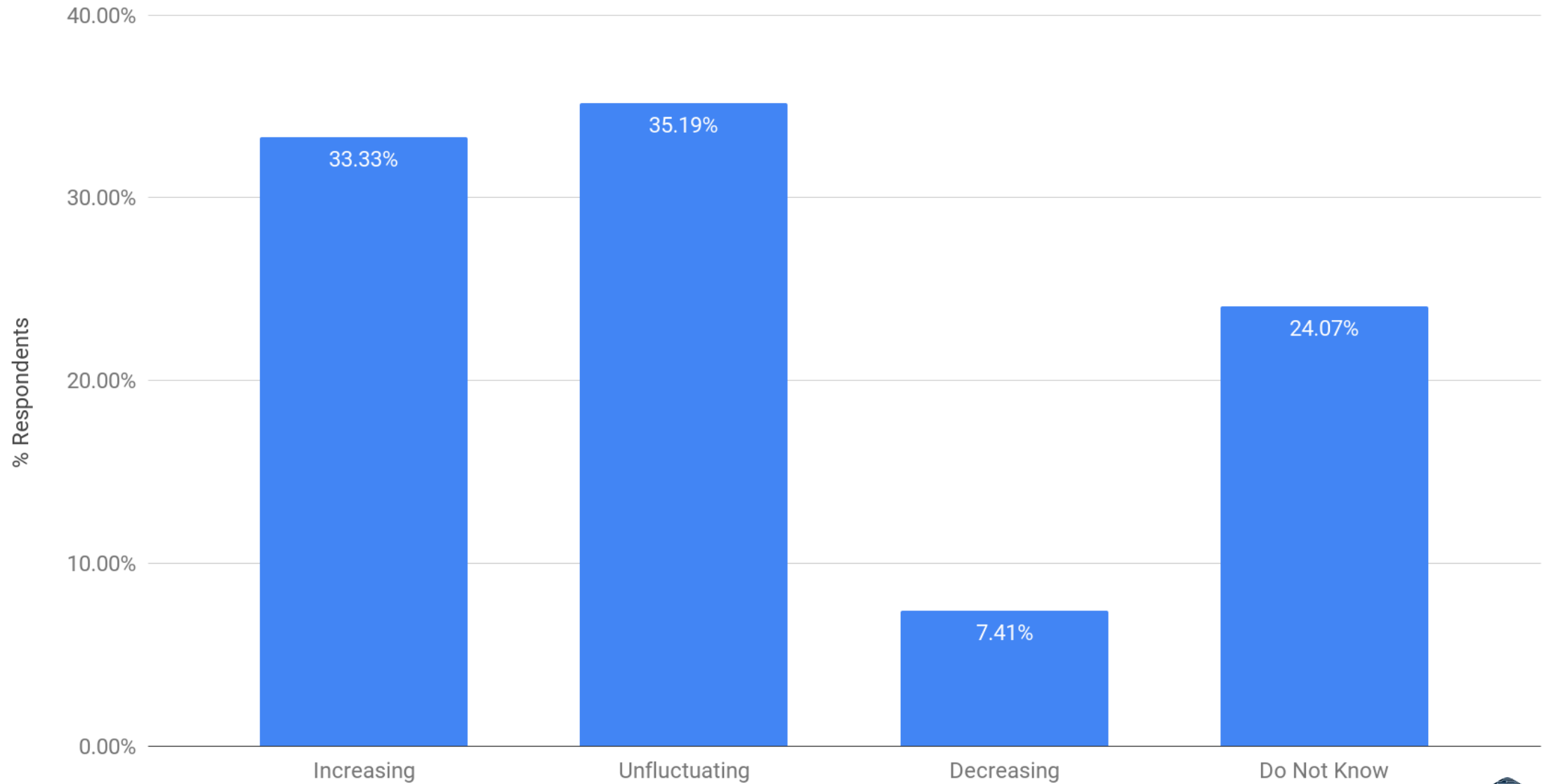


Summer 2024 eDiscovery Business Confidence Survey (n=53)





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



Summer 2024 eDiscovery Business Confidence Survey (n=54)



# Context

Hyperlinks

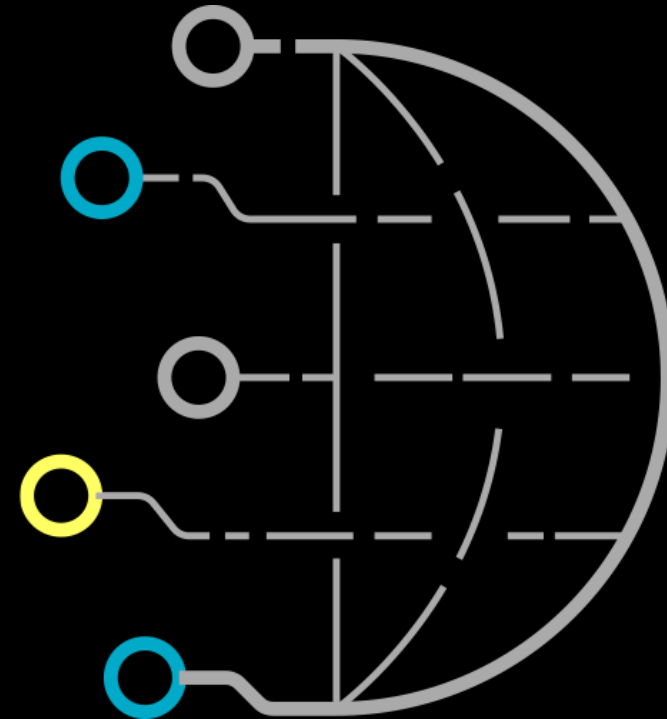
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