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eDISCOVERY

SPECIAL REPORT

eDiscovery Special Report
Table of Contents

Solution by Firm-Size		
Small Firms: 1-25 Attorneys	Midsize Firms: 26-100 Attorneys	Large Firms: 101+ Attorneys
exterro indexed	DISCO exterro indexed	DISCO exterro indexed

About

The eDiscovery Special Report is a publication of the Legal Tech Publishing division of the Legal Tech Media Group (LTMG) **legaltechmg.com**.

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Welcome to Legal Tech Publishing's eDiscovery Special Report

By: Cathy Kenton and Brian Dalton

Cathy Kenton, CEO,
Legal Tech Media Group/Legal Tech Publishing

Brian Dalton, SVP, Breaking Media

Litigation is an ever-increasing reality, as is electronically stored information (ESI). From documents to text, mobile devices, and social media, eDiscovery continues to evolve with our society.

This Special Report explores three leading technologies that help lawyers and law firms work efficiently throughout the eDiscovery lifecycle.

Use these product reviews to explore the latest in this ever-important legal tech category.

To your success,

Cathy Kenton,
CEO, Legal Tech Media Group/
Legal Tech Publishing and

Brian Dalton,
SVP, Breaking Media

DISCO Ediscovery Makes Early Case Assessment an Active Part of First-Pass, Privilege, and Prioritized Review

“You can easily set up tags and tag groups and turn on predictions for them with a mouse click—sending the coding signals into a predictive model. The Add Boost feature adds a tag to a cross-matter AI model, where signals aggregate from one or more cases to make predictions in an existing or new case.”

Company Name Brand
DISCO

Product Name Brand(s)
DISCO Request, DISCO Hold, DISCO Ediscovery, DISCO Review, DISCO Case Builder

Latest Developments
- DISCO automatically generates topic clusters — like a table of contents users can drill down into and explore — when more than 20K documents are in one database.
- Early Case Assessment (ECA) and active review data share the same database using logically separate data spaces.
- Updates in document filtering include work product family inconsistencies and documents tagged responsive but not in the family.
- Produce document sets quickly and select a production that complies with select regulation specifications.

Roadmap
- Cloud connectors to directly ingest data into DISCO Ediscovery for processing to eliminate downloading and uploading from sources and reduce duplicate data.
- Create and annotate events to make a timeline of facts to present evidence in DISCO Case Builder.
- Collect data directly from Slack and preview in DISCO Hold, exporting only what’s needed for review.

The DISCO Product Family
DISCO Ediscovery delivers an Amazon Web Services (AWS) platform for collecting, processing, searching, analyzing, and reviewing electronically stored information (ESI), and producing relevant documents not privileged in litigation and investigations. DISCO offers other products in AWS that correspond to the Electronic Discovery Reference Model (EDRM): DISCO Request (streamline response to legal requests), DISCO Hold (self-service automated legal

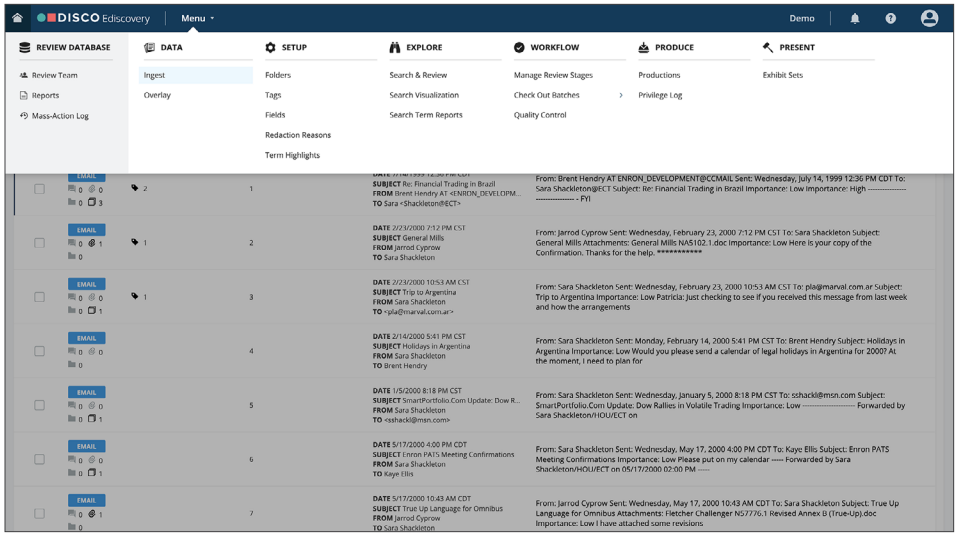

Figure 1: The DISCO Ediscovery UI uses pull-down, top-level navigation—leaving optimal space to view documents in ECA and active review.

> DISCO Ediscovery offers multiple, intuitive options to search and filter data using date ranges, document types, topics, metadata, keyword terms, and AI tag predictions."

hold), and DISCO Review (artificial-intelligence-powered managed document review). It also offers DISCO Case Builder for deposition and witness management.

DISCO ECA Data Space Enables In-Depth Review

DISCO Ediscovery displays a portfolio view of all matters you can access when you log in to the platform. You can have one or more databases per matter to organize data. Still, the search function is limited to a single database, logically separated into data spaces to store early case assessment (ECA) data and data promoted to active review. The ECA data space supports search, viewing, and analytics to promote select documents to the active review data space. It also supports a near-native Excel viewer and the ability to view tag predictions and document families in the document viewer and search visualizations.

When you open a matter, DISCO Ediscovery uses the entire screen to list documents for review. Using the menu atop the user interface (UI), you can access various tools categorized by function to process, search, and review data, set up document reviews, configure and manage workflows, produce document sets, and present exhibits. *See Figure 1 on the previous page*.

When you access a data space, it presents a document list you can continuously scroll through without delay or disruption, regardless of the number of documents and reviewers accessing them. DISCO Ediscovery's continuous scrolling feature powered by AWS architecture automatically retrieves the next page as users scroll to the bottom of the document viewing pages.

As the system learns how human reviewers tag documents, it continuously builds models using artificial intelligence (AI) to make predictions on documents, ranging from -100 (least likely relevant) to 100 (most likely). You can view the forecasts in both data spaces, but the ability to tag or code individual documents and redact them is limited to active review.

DISCO Ediscovery makes it easy to ingest data into the platform for processing. Select a file to ingest and walk through a five-step wizard to extract metadata, deduplicate, create document quick views, and run enrichment processes that include conversation threading and similarity calculations (near-duplicate detection), artificial intelligence relevance scores, and topic clustering.

DISCO Ediscovery offers multiple, intuitive options to search and filter data using date ranges, document types, topics, metadata, keyword terms, and AI tag predictions. The search function uses LexisNexis/Westlaw-like search syntax for keywords and applies filters similar to shopping on Amazon. Any search can be run across the active review data space, the ECA data space, or both. The same is true for Search Term Reports, which allow you to see term hits in documents and upload a list of keyword terms.

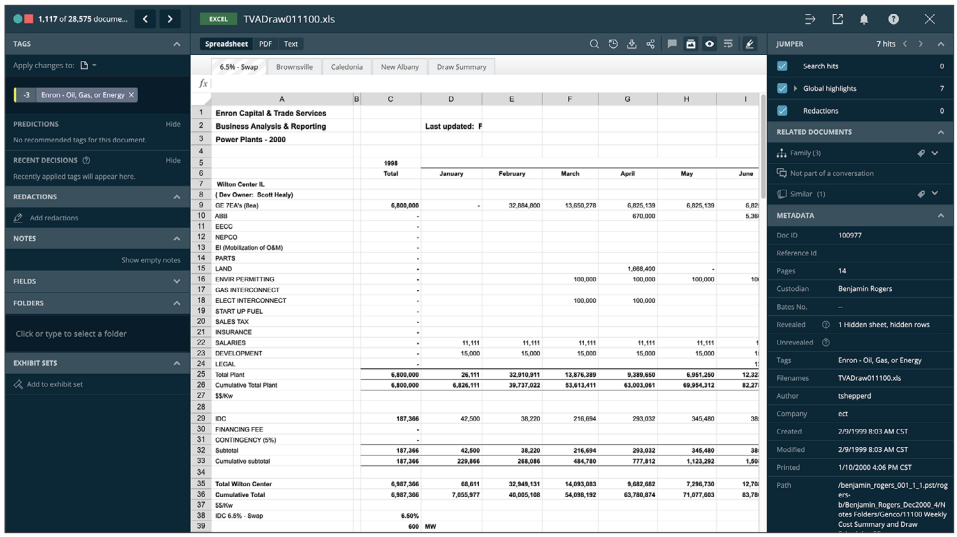

Figure 2: DISCO Ediscovery's near-native Excel viewer is available in the ECA and active review data spaces. In active review, highlight cells, rows, and columns to redact.

> DISCO uses a transparent pricing model charging per gigabyte (GB) of hosted data in active review or ECA with ECA data charged at a lower per-GB rate. All features are included, and there are no extra charges for ECA functions, topic clustering, and predictive tagging."

If you find new relevant documents in ECA via a search term report or search, select and move them to active review in bulk. You can opt to promote more documents from a search result by using a find similar function to get near-duplicates of an original in select similarity percentages. Before moving the documents, DISCO Ediscovery displays the number of documents and disk space. Track the progress of document promotions in the mass action log.

You need to promote documents from ECA to active review to unlock the features for editing tags, fields, notes, redactions, and folders in the document viewer. When you promote documents to active review, you can also add them to exhibit and production sets and review them in stages, such as first-pass, privileged, prioritized review, and Quality Control (QC).

In active review, redact text or metadata by drawing over text and selecting a reason code. With the near-native Excel viewer, redact data in a range of cells, columns, or rows. *See Figure 2 on the previous page*.

In active review, the system can set up **statistically valid QC samples** by select criteria, such as a folder, search result, or issue code. You can also add documents to an exhibit set or a production set, which you can create in a few mouse clicks or use a regulatory template to create a production meeting the requirements of a government agency.

Data Visualization

DISCO's data visualization allows you to view documents grouped by document type, metadata, predictive tags, and predictive tag changes and filter the report by date ranges and metadata. You can also toggle results between active review and ECA. And, like search results and search term reports, you can promote relevant ECA documents to active review. *See Figure 3*.

You can easily set up tags and tag groups and turn on predictions for them with a mouse click—sending the coding signals into a predictive model. The Add Boost feature adds a tag to a cross-matter AI model, where signals aggregate from one or more cases to make predictions in an existing or new case.

DISCO Ediscovery makes it easy to configure coding pages with relevancy (radio buttons), issue tags, and rules. You can use if-then-else rules to guide reviewers; for example, if a document is tagged responsive, it must be tagged as privileged or with an issue code. Rules appear in plain English in the review criteria. Coding options include adding notes for redaction and privilege codes and setting tag propagation per document, which is recommended because of how the system passes signals to its AI models. Other tag propagation options include per document plus attachments or an entire family. You can also allow reviewers to copy coding from a previous document, browse and tag related documents, and apply predicted tags based on AI scores.

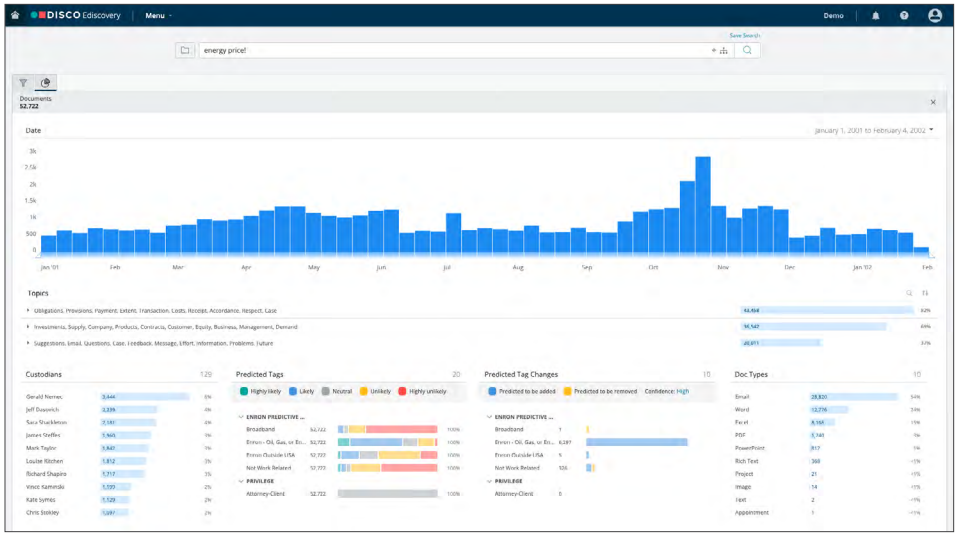

Figure 3: DISCO Ediscovery's data visualization allows you to break down datasets by date ranges, file types, metadata, predicted tags, and any tag changes in active review and ECA.

Metrics available for active review include review pace (review burndown by calendar timeline), people (documents reviewed and tags coded per reviewer), and findings, such as the percentage of documents responsive, non-responsive, and tagged per issue code.

Pricing
DISCO uses a transparent pricing model charging per gigabyte (GB) of hosted data in active review or ECA with ECA data charged at a lower per-GB rate. All features are included, and there are no extra charges for ECA functions, topic clustering, and predictive tagging. Managed review services are available on a per-case basis with a guaranteed budget and timeline.

Integrations, Private/Public Cloud
The DISCO Ediscovery platform comprises integrated software-as-a-service (SaaS) that satisfies the EDRM requirements for processing, ECA, review, and production. The platform supports single sign-on (SSO) and role-based access with custom permissions. Ediscovery will integrate with legal workflow products DISCO Hold and DISCO Request, related regulatory and alerting solutions acquired in 2022 from Congruity 360.

Who is DISCO?
DISCO (NYSE:LAW) provides a cloud-native, artificial intelligence-powered legal solution that simplifies Ediscovery, legal document review, and case management for enterprises, law firms, legal services providers, and governments. DISCO's scalable, integrated solution enables legal departments to easily collect, process, and review enterprise data that is relevant or potentially relevant to legal matters.

Why Buy DISCO?
- Ease of use, speed, and performance that can keep up with the largest cases.
- Automatically identifies topic clusters for ingested documents.
- AI-powered predictive tagging and other review features are available in ECA.
- Search term hit results and data visualizations apply to ECA and active review.
- Set up predictive tags applicable to single and multiple cases.

See DISCO Ediscovery Today!
See DISCO Ediscovery in action and learn how it can help you achieve better legal outcomes.

A Primer on How Lawyers Can Benefit from Artificial Intelligence

By: Katie DeBord

Katie DeBord
DISCO Vice President, Product Strategy

Katie DeBord guides DISCO's product strategy as the company continues to expand its offerings across the litigation lifecycle and into new practice areas. A proven leader in scaling legal practice transformation, she partners closely with customers to further establish DISCO as the partner of choice for legal teams embracing technology to achieve better legal outcomes.

Prior to joining DISCO, Katie spent nearly two decades with law firms, most recently acting as Partner and Chief Innovation Officer at Bryan Cave Leighton Paisner, LLP. In her previous position, Katie led the firm's international cross-disciplinary team dedicated to the innovation and optimization of legal services. She managed a team of lawyers, technologists, and related professionals to implement new practice technologies and innovations, design point solutions for practice groups and clients, and develop productized solutions for clients. Katie got her law degree with high honors from The George Washington University.

5 Ways to Use AI in Real-World Legal Practice

Artificial Intelligence (AI) is fast becoming synonymous with the future of legal service operation and delivery. As the American Bar Association notes, we are "in an age when it's easy to harness computer power to engage in learning; it's cheap, and there are massive amounts of data from which to learn."

But how do you prepare for the AI revolution? How do you, as a technology layperson, ensure that a platform's AI works as it should — that it actually enhances your processes and operations? How do you adopt it without employing your own network of multidisciplinary specialists?

In this article, we'll clarify what "AI-assisted legal tech" means and explore how AI assistance is successfully augmenting the work of human lawyers to improve value generation and ensure efficient legal service delivery.

What Do We Mean by AI and AI-Powered Legal Tech?

AI might sound like science fiction — anthropomorphized robots developing sentience and replacing humans — but in reality, AI is a broad term describing the use of automated systems capable of performing tasks normally requiring human intelligence. Using advanced machine learning and AI to handle repetitive tasks frees up humans to focus on higher-value tasks. Technology aimed at amplifying human capability drives efficiency and cost savings and creates opportunities for job growth and higher earnings for individuals and businesses.

But how can AI help lawyers when the work is so context-dependent? Think about it like this: when you were studying the law in school, you reduced case opinions to their component parts to learn legal judgment and how to use prior court opinions to inform new facts, new cases, or novel legal issues. AI is similar. It can break data like a case into its component parts that lawyers can use with their legal knowledge to apply to their cases.

Rather than replacing lawyers, AI lets lawyers use the skills they've developed as opposed to spending their time working on the rote mechanics of breaking a case or mountains of data into component parts. Stated simply, AI can identify similar documents, concepts, and contexts so that you can group evidence more quickly, identify gaps more thoroughly, and tell your story more compellingly.

Why does any of this matter to lawyers? AI promises numerous business benefits for law firms: from enabling better case strategies to building and sustaining longer-term relationships with clients. The opportunity cost of cleaving to the status quo is that your firm will get left behind in the competitive race to attract talent and win business.

AI-Assisted eDiscovery that Transforms Legal Practice

So how can you integrate the benefits of AI into your workflow and cases? Adopt an AI-powered eDiscovery solution that is capable of predictive solutions. A solution that, with little effort and a small set of documents, can help lawyers identify relevant documents more quickly while dramatically reducing document volumes requiring review.

Here are four compelling ways AI-powered eDiscovery can make a real difference to the business and practice of law:

1. **Prioritized Review**
   For decades, managed review teams have been using modified versions of workflows designed for paper

documents or review software that wasn't built to cope with the challenges of modern data. As a result, firms and clients regularly pay exorbitant sums for work product that is no better than what was available a decade ago.

As the range of reviewable digital data explodes, review teams unassisted by AI tools can quickly become cost- and resource-intensive. AI-assisted legal tech, however, carves a trail through that forest.

Deploying AI-assisted review can improve speed-to-evidence and achieve significant reductions in the documents requiring review. Advanced AI can understand what is relevant to a review by examining your documents, taking into account the order, meaning of words, and sentence structure to arrive at intelligent insight as to whether the document is of substance to your review. In practical terms, that means that the technology can tell you the likelihood, from highly unlikely to highly likely, that any given document will be relevant to your claims and defenses.

AI's assistance to the review not only results in meaningful time-savings in document review but also enables lawyers to get to the root of the story that the evidence is telling faster.

2. **Tag Suggestions**
With modern AI-assisted legal tech, continuous learning allows the AI to learn and improve constantly without interrupting the review process. Rather than tell a lawyer how to run a review, the system watches in the background like a super associate, learning how to predict the lawyer's tagging behavior. When the system has observed enough human review activity, it begins to provide tagging suggestions. It does so asynchronously, without the lawyer having to do anything other than turn on a switch. As the lawyer corrects or accepts these suggestions, the accuracy of the model increases, helping the lawyer to structure their workflows more efficiently.

AI-powered tag predictions help you organize documents into review stages, streamline review decisions, and push the most relevant materials to the start of your review. Why is this such a powerful tool? It allows you to find the evidence you care about earlier in your review than if you performed a linear review, saving time and, therefore, money.

3. **Reusable AI Models**
Imagine you are representing a client in multiple matters related to similar issues. Traditionally, you would have to start your document review on each matter from scratch — making thousands of judgment calls relating to the respective relevancy of the documentation, performing new searches to identify the likely relevant documents, and using tags before you could begin to receive tag predictions. Those tag predictions would then take days or weeks to reach the highest level of accuracy.

Now imagine that you loaded your documents into a new database, and your documents were automatically categorized and tagged before you had reviewed a single one. Rather than throwing away your judgment calls at the end of each case, leverage portable AI models to speed your way to demonstrating value to clients and find your key evidence earlier in your cases.

Investing in legal technology that lets you leverage your prior work product in the form of portable AI models, and accommodates cross-matter AI, can let you do just that. This means that your software is smart enough to remember what kind of documents received which tags in your previous matters and provide predictions maybe even as soon as you spin up a new case and apply your cross-matter insight to it. You can use these tag predictions to surface potentially relevant documents, suppress junk, find hot documents, isolate privileged documents, and more.

Not only does this speed time to evidence, but these portable models also present the opportunity for law firms to productize their knowledge and expertise across matters, creating marketable differentiation from their peer law firms. For example, imagine your Foreign Corruption Practices Act attorneys have worked on dozens of investigations. What if you could market not only their expertise in those types of investigation but also an AI model that is primed to identify documents that likely indicate bribery? Your biggest clients will know that coming back to your firm ensures the greatest efficiency.

4. **Enhance the Quality of Your Quality Control (QC) Process**
Asynchronous QC processes can add dozens of hours to your review, thousands of dollars to your bill, and a host of unnecessary stress for your team. Waiting to QC until the end of the day, week, or review allows errors and inconsistencies to propagate and compound — meaning you have more work to do in a tighter timeframe. Legal technology that enables real-time QC capabilities and helps avoid the headache and expense of last-minute QC. Performing QC in real-time reduces stress and prevents errors by ensuring everyone is on the same page early in the review. And with fewer errors occurring, there are fewer chances that a document that shouldn't be produced will slip through the cracks.

Find Out How AI-Powered eDiscovery and Document Review Can Transform Your Practice

AI isn't the exclusive realm of data scientists and technologists — the advent of solutions built for lawyers and the legal practice has cleared the last hurdle in creating AI that works to advance the practice and business of law. It's never been easier to leverage the benefit of AI-powered legal tech and market your firm's credibility and knowledge capital more effectively.

exterro®

Exterro Fully Automates E-Discovery Workflows and Uses Artificial Intelligence to Make 'Smart' Reviews

"Exterro's AI tools automatically detect patterns and anomalies, making the review module suitable for multiple use cases, including discovery, data breaches, investigations, second requests, and more."

Company Name Brand
Exterro, Inc.

Product Name Brand(s)
Exterro E-Discovery Data Management

Latest Developments and Updates

- Configure automated reviews based on stakeholders and documents unique to a case.
- Exterro Smart Labeling uses the latest advancements in artificial intelligence (AI) to guide reviewers by constantly analyzing and understanding the context of labeling decisions and suggesting/queueing and labeling the most relevant unreviewed documents.
- URLs put users directly into the e-discovery platform to streamline access to work.
- Data Insights provides a reader's digest version of multiple-page documents.

Enhanced E-Discovery Data Management
Exterro E-Discovery Data Management (EDDM) is a modular platform built on J2EE architecture, supporting data collection, processing, review, and production capabilities described in the Electronic Discovery Reference Model (EDRM). It identifies critical electronically stored information (ESI) for early case assessment (ECA) and allows you to move select ESI to the review module.

The Exterro review and production modules, included with EDDM, are also standalone offerings. The review module contains AI and machine-learning technology, featuring neural machine translation, Smart Labeling, and enhanced entity recognition. Exterro's AI tools automatically detect patterns and anomalies, making the review module suitable for multiple use cases, including discovery, data breaches, investigations, second requests, and more.

EDDM can process data into distinct silos to avoid data commingling and provide unique URLs to access the data for administrative and review purposes. You can assign role-based access using default roles (administrator, manager, or reviewer)

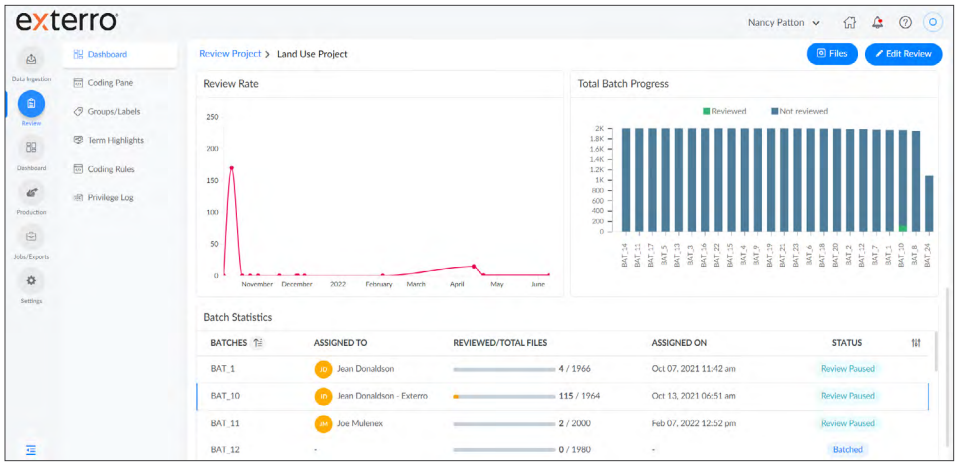

Figure 1: Exterro's modern, interactive UI design shows a configurable dashboard view with clean lines, readable fonts, and left-panel navigation access to the Dashboard, Production, Jobs/Exports, Settings, and tabbed options.

> Smart ECA is an AI-driven early case assessment tool that investigates and identifies potentially responsive data before and after collection by exposing contextual relationships between custodians and content."

or create custom roles with special permissions.

Data Ingestion
Exterro builds and designs its data ingestion process for speed, claiming to process one terabyte of data in less than two hours, keeping email and attachments together, and identifying email threads. You can drag and drop files from local or cloud resources or load files into the ingestion engine.

EDDM processes data using filters and immediately applies categories to data matching regular expressions, such as personally identifiable information (PII) and other sensitive data. You can input known passwords to open and process password-protected files, deduplicate data, and use optical character recognition (OCR) during processing or reserve it for post-processing.

After processing, EDDM stores data in Exterro's ESI Vault storage in two parts: (1) file content and extracted metadata and (2) data and documents in native formats. The ESI Vault powers data views on demand from anywhere in the suite.

Automated Review Workflow
Law firms use Exterro's standalone offering for review and production because they frequently do not collect and process data. As part of e-discovery projects, firms need access to processed data or documents for review.

All of Exterro's products follow a modern user interface (UI) design. You can easily interact with dashboards, sort lists, reposition columns, and clear custom views with a mouse click. The left-panel navigation displays the search tool and access to other EDDM modules and tools. The font choice makes for easy reading. *See Figure 1 on the previous page*.

EDDM workflows automate review stages and perform tasks simultaneously, such as determining relevance, identifying privilege and confidentiality, and assessing case-specific criteria, such as advance considerations in intellectual property and other instances requiring expert eyes on documents. Documents are then batched in configurable increments, keeping document families and email threads together. Assigned reviewers receive notifications with a direct URL link to their review assignments. *See Figure 2*.

Built-In Artificial Intelligence
Exterro products with "smart" names have built-in AI, including deep learning and natural language processing (NLP). Exterro Smart Labeling uses deep-learning technology to help reviewers understand the context of labeling decisions and suggests labels for the most relevant, unreviewed documents. Smart Labeling algorithms are continually updated and refined as reviewers work in their portal or view assigned documents.

Exterro Smart Labeling is a background process that requires no seed sets or training. Labels are applied to unreviewed documents with a corresponding confidence score from one (low) to 100 (high), with the reasoning to prioritize the most likely highly relevant documents.

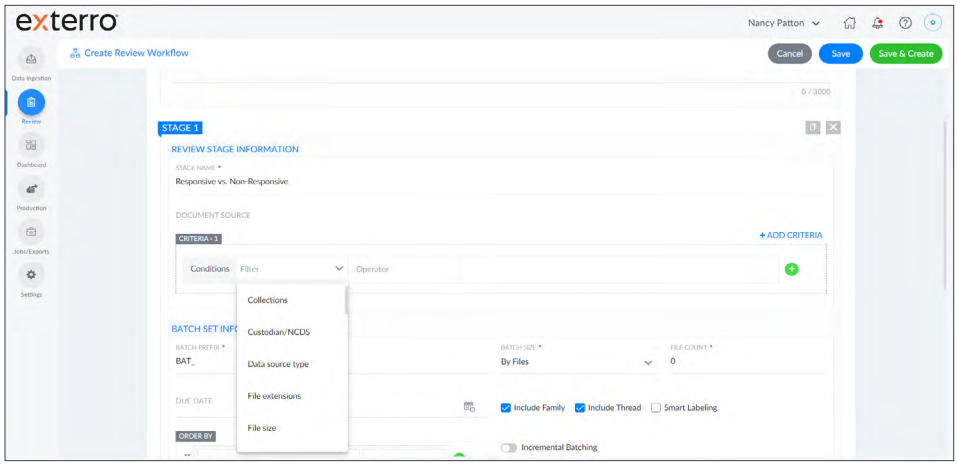

Figure 2: Exterro workflow automation can include multiple document review stages to engage configurable tasks simultaneously.

> You can search for terms across the entire Vault, a single-instance repository that ensures a document is collected, processed, and stored only once. If a document is related to more than one matter, a replica is used for a reviewer to mark up and apply redactions."

Reviewers can override the suggested label, and the system continues to learn from the feedback. Set a threshold confidence score to cull documents for review.

Smart ECA is an AI-driven early case assessment tool that investigates and identifies potentially responsive data before and after collection by exposing contextual relationships between custodians and content. It uses AI to provide document summaries, enabling reviewers to read an abstract for multipage documents and quickly determine relevancy. You can explore concept clusters and communication patterns using rich visualizations and drill down three levels to get to the facts quickly.

The review interface supports a timer for hourly billing and customized coding pages. Turn to native view in the review module to draw redactions on a file. In the document preview, a fly-out panel displays a thumbnail view of multipage documents where you can quickly identify document parts, such as a signature page, and bring them into the main window. You can also search document content.

Beyond Review

You do not have to be in a review portal to interact with discovery data. Documents can come into view in several ways. Search them using Boolean connectors and metadata filters. You can also apply dynamic filters or Exterro-created metadata for other document characteristics that arise as reviewers interact with documents. *See Figure 3*.

Users with permissions can see all the data in the ESI Vault simultaneously. You can search for terms across the entire Vault, a single-instance repository that ensures a document is collected, processed, and stored only once. If a document is related to more than one matter, a replica is used for a reviewer to mark up and apply redactions. You can also apply global markup labels and redactions that remain with a document across matters and view all the matters connected to a document.

Cloud and Integrations

Exterro hosts the EDDM suite in Amazon Web Services (AWS). The suite has deep integration with Microsoft 365 and connects to many popular enterprise and law firm resources, primarily via the application programming interface (API). Exterro makes three types of connectors: Collection Connectors collect data, Preservation Connectors preserve it in place, and Data Source Discovery, or DSD Connectors, map external data storage fields to an application. Preservation Connectors require that the third-party data store supports actions to preserve content.

Connectors are freely accessible to customers who drive connector software development. Collection connectors include AWS S3, Box, Dropbox, Salesforce,

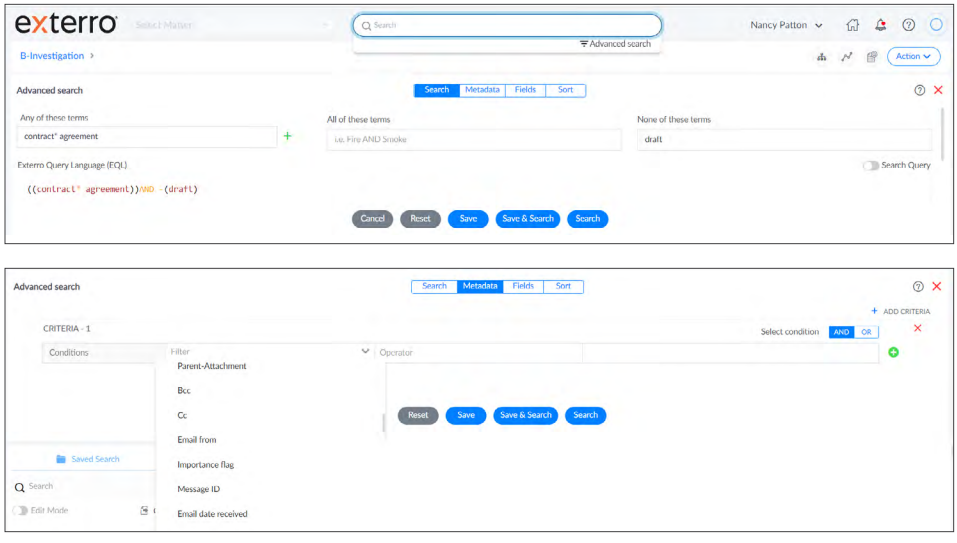

Figure 3: Exterro's tabbed search UI makes it easy to formulate complex Boolean search queries, target metadata and database fields with conditional criteria, and details how to display or sort results.

Slack, Google Calendar and Drive, Microsoft Exchange, OneDrive, and SharePoint.

Pricing
Exterro bases its EDDM pricing on the number of licenses with additional storage costs. Contact Exterro to get a custom price quote.

Who is Exterro?
Founded in 2005, Beaverton, Oregon-based Exterro helps legal teams manage their legal governance, risk, and compliance (GRC) requirements. Exterro, a Leeds Equity Partners portfolio company, **recently announced** it completed a recapitalization and secured additional equity capital toward a $1 billion valuation. In 2021, Exterro released a new document review platform with enhanced analytics and artificial intelligence capabilities. In 2020, the company acquired AccessData, a digital forensic investigation technology provider. Exterro's Legal GRC Software Platform, which includes Exterro E-Discovery Data Management, is used by Fortune 500 and Am Law 200 firms that comprise more than 60 percent of the company's client base.

Why Buy Exterro E-Discovery Data Management?
- Drag and drop files into a data ingestion engine that automatically classifies and codes content.
- Fully automate and customize document review workflows.
- The ESI Vault features single-instance storage where global labels and redactions to documents extend work product to all relevant cases.

Start Your Exterro Free Trial Today!
Try Exterro Review for free for six months with up to 5 TB of data storage.

Indexed I/O Increases Your Control Over eDiscovery Projects with DIY Processing, Analytics, Review, and Production

> **“Using Indexed I/O, all by myself, I managed to accomplish more in two days at the start of my project than they [opposing counsel] did in a week using multiple attorneys, staff, and a full-time database manager.”**

Aaron C.,
Lit Support Manager

Company Name
Indexed I/O

Product Brand Name(s)
Indexed I/O

Latest Developments and Updates

- Expanded support for mobile phone processing, review, and production, including support for Cellebrite, Oxygen, Magnet Axiom, and Paraben phone collections.
- Incorporated Entity identification and extraction during initial data processing and analytics. Indexed I/O can automatically identify people, organizations, locations, dates, and more while processing data. These values can be used for in-depth document analysis, searching, and culling.
- Added support for collaborative applications like Teams and Slack.
- Ongoing feature and functionality development, making it easier to search, cull, review, and produce data.

DIY – Anytime, Day or Night!
Indexed I/O offers DIY eDiscovery with 24/7 access to the platform to load data whenever the need arises. The company's focus offers users advanced technology to assist in managing eDiscovery projects. Easy-to-use wizards are available for processing, searching, and exporting data while incorporating powerful visuals and reporting. There are no licensing fees, and firms/companies get unlimited user access to projects.

A user can set up an account, create their first project, and start processing data within minutes. Communication throughout the process identifies steps when billable actions occur, and the user must acknowledge those communications to move forward. This ensures a monthly bill contains no surprises.

Processing
Getting data into the application is straightforward using a two-step wizard.

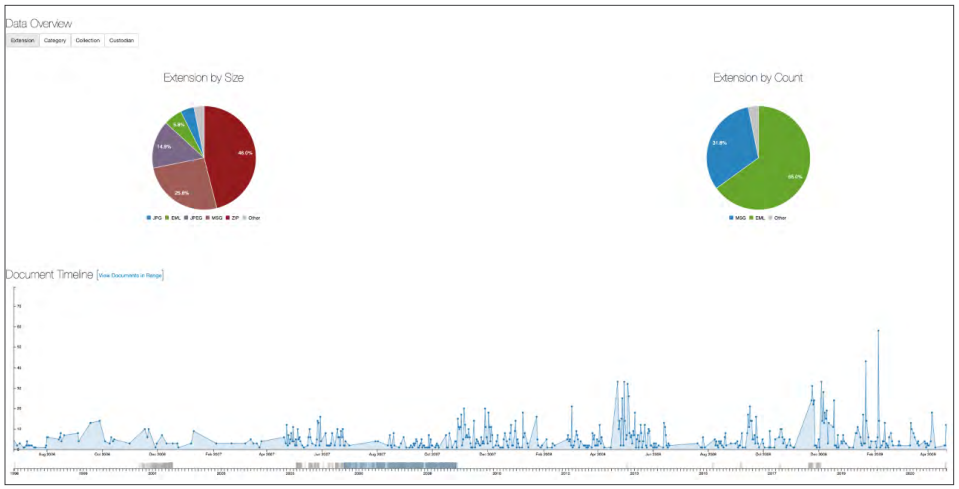

Figure 1: The Post Processing Overview shows the percentage of documents by extension by size and count in pie charts, provides a document timeline, a bar chart of email domains, system tags, extracted name entities, and a communication chart.

> **Indexed I/O is the best document management vendor I have had the opportunity to work with. Their prices are better than any other vendor I've researched, and the support is beyond words. The database is very easy to learn and the training you receive is extremely thorough and always there to help you work through your toughest problems. I highly recommend using Indexed I/O—it will be the best choice you make for your next project and beyond."**
>
> **Kim V.,**
> Paralegal

Simply identify a custodian, input a description of the data, and drag and drop files. Browse and select files to upload with the following options: IIO drive (a Secure File Transfer Protocol [SFTP]), FTP, Dropbox, or Amazon Simple Storage Service (Amazon S3). Additionally, you can collect email directly from an Internet Message Access Protocol (IMAP)-enabled account and upload it to the application (which supports any IMAP-enabled email account). You can also select a forensic phone image (current options include: Cellebrite, Oxygen, Axiom, and Paraben). Once a user acknowledges that processing is a billable action, the system then runs an extensive list of data extractions and analysis steps on all uploaded data. Indexed I/O monitors the processing data and applies automatic scaling to ensure adequate resources for each individual collection being processed.

Indexed I/O offers interactive dashboards providing useful information to complement the various workflow steps. Click on any graphic and pull up the associated documents. The Pre-processing Overview gives a user an indication of how much and what type of data is in the processing set, the size it expanded to, and other supporting information.

Once data is processed, you can look at the various charts and graphs available on the Post Processing Overview display to conduct an in-depth assessment and analysis of the data. See examples in *Figures 1 (on the previous page) and 2 (below)*.

In addition to visual dashboards, Indexed I/O provides several saved searches for users to QC their work. This includes Container File exceptions (which identify corrupted or empty container files) and Password Protected Failed (which allows a user to obtain passwords and enter them to reprocess those files). The system can identify files that potentially include personally identifiable information (PII), allowing a user to view those documents and make redaction decisions.

Searching and Support

The **search capabilities in Indexed I/O** are comprehensive. There is a basic search bar at the top of the screen, and using Boolean search logic, you can create simple or complex searches. Additionally, an advanced search feature is driven by a wizard to build queries. You can save all searches as either a private or shared query.

Regardless of the technology, users frequently need help with searching, and Indexed I/O expanded its support resources for this very reason. You can get live support via a chat window or contact the support team via email or phone. Indexed I/O also provides a robust knowledge base readily accessible from the left navigation panel. Indexed I/O typically responds to support inquiries within minutes (*less than 10 minutes based on their internal support ticket tracking system*) to make sure users get answers as fast as possible.

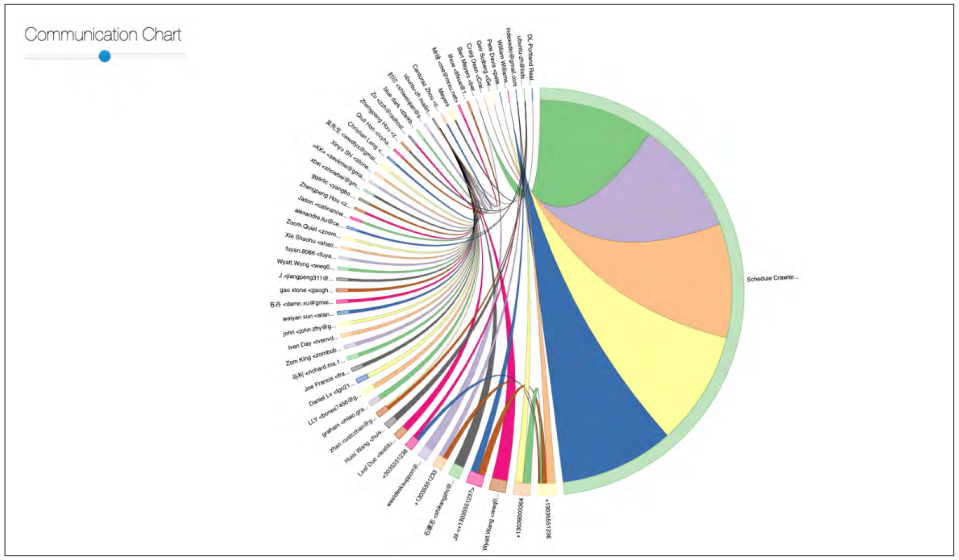

Figure 2: The Communication Chart indicates who is talking to whom and shows the flow of communication. Click on any of the colored sections to see the associated documents.

> We use Indexed I/O on our large complex cases. [They] have been extremely great to work with. Navigating through thousands of documents can be daunting. And they have always been the calm in the middle of the chaos and have consistently responded quickly to my "urgent" matters."

Nani D.
Paralegal

Document Review
Indexed I/O offers several tools to assist with review workflow, such as batching and progress tracking, which updates every hour. Because there are no licensing fees, project managers can identify when more reviewers are necessary to meet deadlines and put the appropriate resources on a project. The on-demand reviewer option enables a client to add reviewers to a project as needed. Indexed I/O partners with managed review service providers to readily support the review process. In addition to the standard review features (tagging, notes, redaction, and more) Indexed I/O offers advanced Continuous Active Learning (CAL)—a more cost-effective, timesaving, and flexible form of Technology Assisted Review (TAR).

A few key review features include the ability to instantly translate foreign language documents to English and Data Enrichment of email addresses and phone numbers. Data Enrichment is able to identify the actual person connected to an email address or phone number, accelerating the review process. Both features can be toggled on or off depending on the needs of your case.

mDiscovery™
Mobile phones are a significant source of communication and can present challenges in an eDiscovery matter. Indexed I/O's mDiscovery™ enables you to easily import, search, review, and produce mobile phone data. In addition to easily processing, reviewing, and exporting mobile phone data, Indexed I/O has many remote collection options for mobile phone data. The review interface is interactive and mimics a cell phone, making it intuitive for a user to review, select, and tag messages as needed. *See Figure 3*.

Security
Indexed I/O offers several features to ease your security concerns. Data is encrypted while in transit and at rest, and the application utilizes user roles to manage who can access a project and which functions they can perform. There are audit logs for each project, and every action is documented. Index I/O uses Authy App for two-factor authentication (2FA).

Indexed I/O data centers are operated by Amazon Web Services (AWS) and managed and aligned with security best practices, including SOC 1/SSAE 16, ISAE 3402, SOC 2, SOC 3, FISMA, DIACAP, FedRAMP, and PCI DSS Level 1. All data centers maintain technical and physical security using professional staff, video surveillance, and intrusion detection systems, among other means. Additionally, there are protocols and systems in place for data backup, fire detection and suppression, as well as power redundancies. In other words, client data is well protected.

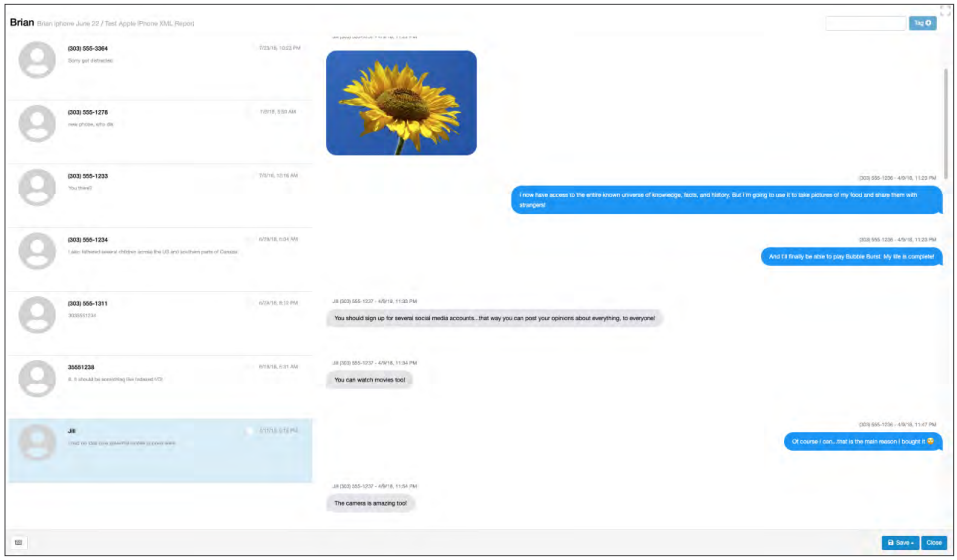

Figure 3: mDiscovery™ mimics a cell phone, providing an intuitive interface to review mobile data. Any portion of a text conversation can be selected and tagged, which is followed by a pop-up panel offering various additional options.

Pricing
Indexed I/O offers convenient pay-as-you-go pricing with a cost-effective per gigabyte model as well as custom pricing options to fit any organization's billing needs. Basic transactional pricing is available on the website, and if a firm or company directly engages with the Indexed I/O team, they can receive pricing tailored to their needs. A few pricing highlights:

- Free unlimited licenses.
- A unique daily hosting model which allows more predictable billing, easier project management, and eliminates minimum hosting charges.
- Hibernation/archive daily pricing at a notably reduced cost, with reactivation possible within minutes.
- Indexed I/O offers a **price calculator you can try**, which is based on transactional pricing. Users supply the number of GB to be processed, the estimated percent of data to be exported (10% is average), the estimated length of the project in days (the first 30 days is free), and the number of translated and data enrichment requests.

Who is Indexed I/O?
Indexed I/O, based in Denver, Colorado, is a pioneer of on-demand eDiscovery, focused on bringing users advanced technologies to improve the way they manage eDiscovery. Indexed I/O provides a scalable, cloud-based solution that is highly accurate and intuitive to use, designed with simplicity and efficiency in mind. The company was founded in 2012 by Brian McHughs, CEO, and Eric Fowler, CTO. Since the company's inception, tens of thousands of attorneys have utilized the platform, processing and reviewing billions of emails and files.

Why Buy Indexed I/O?
- Easy to use: intuitive workflows and interfaces allow a user to focus on the documents, not the process.
- Fast: The platform's quick-to-review focus allows a user to start searching and reviewing electronic documents, emails, and phone messages in minutes.
- Cost-effective: no long-term restricting contracts or subscriptions, no licensing or user fees, and no minimums.
- Well-supported: always free training and high-level customer service.

Schedule a Demo and Learn More About Indexed I/O Today!
Indexed I/O is all about DIY. **Schedule a demo today**, and be sure to ask about a free trial!

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