



## Ediscovery Managed Services

Everyone needs someone in their corner – someone who understands the realities of managing complex eDiscovery matters and knows how to help at each stage. KLDiscovery's experts understand that every penny you spend on eDiscovery should bring value to your organisation. The KLDiscovery Managed Services team is a true partner to your organisation. Our goal is to design a managed services solution that provides the support and skills you need so you can focus on your key priorities.

### What exactly is KLDiscovery Managed Services?

KLDiscovery managed services solutions encompass many different functions and tools. We work with each client to identify the right options, including:

- **SaaS (Software as a Service):** Proprietary review platform solutions and Relativity available with 24/7/365 support for both the discovery process and the tools used.
- **Data hosting:** Flexible technology options allow clients to be hands-on throughout early case assessment, processing, review and production with secure data centres around the globe to support data across jurisdictions and privacy laws.
- **Flexible price models:** Subscription-based pricing options customised to your specific case needs to provide cost predictability along with custom metric reporting to track spend and savings.
- **Data security:** Industry-leading data security, including ISO/IEC 27001-certified data centres, fully-redundant hot failover and strict policies and procedures.
- **Professional support:** Experienced professionals to assist you throughout the life cycle of your cases.
- **Implementation assistance:** Our Managed Services experts will assist with the development of workflows, templates, checklists and a training agenda for your entire team at the onset of the partnership to ensure your teams are utilising the technology and workflow options in the best possible way for each matter.
- **Advanced technology tools:** Technology options available to fit the needs of every matter, including Relativity, Nebula™, EDR, Predictive Coding, Workflow, AutoRedaction, PrivLog Builder, RCMgr and A/V Suite.

KLDiscovery Managed Services solutions are built based on the needs of each client with technology options available to fit each matter with the full support of our experts.

## Why choose KLDDiscovery?

What's the difference between KLDDiscovery and someone else? With KLDDiscovery, you can rest easy knowing you are getting state-of-the-art technology with the best support for your team.

### Technology

We offer completely scalable technology solutions to immediately meet the needs of your matters, regardless of size. With data centres and personnel around the world, we can address your data security needs and obligations in any location. Our mobile solution is available to be deployed on premise anywhere in the world to collect, process and review data to meet your security requirements and country-specific data protection requirements.

Our technology solutions span the entire EDRM from information governance through production, touching every element in between. And our award-winning data analytics tools are available to accelerate document review and ensure defensibility.

### Cost

At KLDDiscovery, we offer predictable and transparent cost models compatible with your budget. Metrics are provided monthly as well as on demand to show the cost savings generated.

### People

KLDDiscovery team members are experts in the industry, whether they work with the tools you use or help you solve problems that come up in your matters. Our teams have created multiple workflow scenarios and are able to provide customised options to fit your matter. We have experts in:

- Information governance
- Legal holds
- Data collection
- Advanced analytics
- Advanced review services
- Ediscovery workflows and processes

We provide training throughout the partnership to ensure you are comfortable using our technology tools and understand how we can help you achieve the best outcome. We are available to serve you 24/7/365.

### Security

All client data is maintained in our state-of-the-art data centres located around the world, including multiple ISO 27001-certified locations. Our data centres offer fully-redundant hot failover to ensure that not only is your data safe, but if a catastrophic event occurs your data will remain secure and accessible.

## The benefits of KLDDiscovery Managed Services.

Some clients want to be 100 percent hands-on when it comes to their matters. Other clients outsource all tasks associated with their eDiscovery project. Most partnerships are a hybrid that fit somewhere in between. Whatever your specific situation might be, we are here to assist you to meet your case objectives.

First, we meet with each client to understand how they work. Then, we draw up a playbook that outlines the relationship, including processing specifics, database templates, contact lists, checklists for kicking off a new case, billing requirements, training requirements and more. All at no additional charge.

### For Corporations

KLDDiscovery's deep relationships with corporate clients across industries provides us with leverage to assist you with matters across your business units. A dedicated project management team will work with you and ensure your instructions are followed on each case. This team conducts production quality checks to ensure standard privilege, trade secret and PII are withheld in each production. Your team maintains consistent control of your data and helps to keep costs in check.

### For Law Firms

KLDDiscovery provides the most up-to-date software available to ensure your case teams are ahead of the curve. Our predictable costs help you communicate accurately with clients and maintain your budget. Your litigation support teams can use the tools and rely on KLDDiscovery experts for immediate assistance when the need arises.

Advanced technology features and training are available, including predictive coding and more.