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SOLUTION OVERVIEW

End-to-End eDiscovery

Streamline eDiscovery from identification and collection through analysis, review and production in a unified system

Accelerate time to results with streamlined end-to-end workflow

Centralize and control eDiscovery processes and spend

Protect, secure and remediate sensitive data

Deliver expertise every step of the way

Gone are the days when corporate law departments could fly under the radar, operating outside of budgets because litigation was deemed too unpredictable to manage effectively. Today, corporate law departments are expected to run as any other high-performing business unit: on time, on budget, and with measurable results.

Yet, when unplanned work arises—unpredicted litigation, an internal investigation, a shareholder lawsuit or regulatory response—55 percent of law department leaders defer to expensive outside counsel, regardless of cost, going over budget to get fast turnaround.[1] Moreover, legal department professionals scramble to cobble together tools and vendors in an uncoordinated approach. They necessarily rely on an overburdened IT team to search across numerous data sources including email boxes, ECM systems, cloud-based repositories, chat applications and data residing on laptops and desktops. Data on laptops and desktops comprise 45% of a typical organization's data and requires specialized tools to collect data from these devices.[2] Once data is finally collected, it is sent to numerous outside vendors for processing and hosting, scattered across disparate databases.

A decentralized, one-off approach to managing eDiscovery can be inefficient, costly and risky. OpenText offers a better approach by bringing legal hold and endpoint data collection via EnCase Information Assurance and Carbonite Endpoint together with OpenText's review platforms.

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1   https://www.gartner.com/en/newsroom/press-releases/2020-08-06-gartner-survey-reveals-legal-leaders-are-struggling-with-their-workload-since-covid19

2   SG 2019 Technology Spending Report

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End-to-End eDiscovery from OpenText offers a centralized, unified system that delivers technology, workflows and expertise to support all phases of the eDiscovery process—from legal hold, collection and preservation to early case assessment, analytics, review and production. A well integrated solution provides control, flexibility, scalability and data security at all stages.

Accelerate time to results with streamlined end-to-end workflow

Every legal matter brings with it a sense of urgency. End-to-End eDiscovery provides rapid access to potentially relevant data so review teams and investigators can find the facts faster, make decisions sooner, and respond to third parties within stringent deadlines.

End-to-End eDiscovery technology and processes live in the cloud for 24/7 availability, scalability, elimination of infrastructure costs and reduction of in-house personnel to support time—and data—intensive tasks. Key components include:

- Legal hold notifications and questionnaires are easily and quickly sent out to data custodians, and tracked for compliance with cloud-based OpenText™ Legal Hold.

- Legal Hold automatically enforces preservation policies on custodians' endpoint data within Carbonite Endpoint.

- Endpoint data can be collected quickly, reducing the time from days (or even weeks) when relying on IT. Remote cloud-based collection tools can "point" at the appropriate document collection and automatically transfer it to the cloud in a nonintrusive and expeditious manner.

- Collected ESI is seamlessly transferred to the OpenText™ Axcelerate or OpenText™ Insight cloud-based analytics and review platforms for processing, analysis, review and production.

With an end-to-end workflow executed in the cloud, relevant ESI is available to review teams in near real-time. No time is wasted waiting on IT to apply search strings to locate emails for review or for IT-heavy data transfers between systems. Coordinating disparate providers and re-training them, coming up to speed on the most efficient and effective way to locate documents, or sending documents to outside counsel or service providers to process, load and host is substantially reduced.

Centralize and control eDiscovery processes and spend

Traditionally, legal departments have managed case portfolios in silos—sending data to multiple vendors and law firms, perhaps by area of expertise or to balance workloads among teams.

End-to-End eDiscovery replaces disparate technology, processes, vendor contracts and project management with a unified system, provided by a single vendor. A single contract provides budget certainty and enhanced visibility into spend. Subscription-based pricing options align costs to needs. And, centralized and standardized eDiscovery processes provide greater efficiency across cases and improved discovery practices.

Protect, secure and remediate sensitive data

Data loss, whether accidental or purposeful deletions, ransomware or other targeted attacks, or lost or stolen devices, can lead to serious consequences for an organization.

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"A lot of providers will say, 'Hey, it's only X dollars per gigabyte,' but then they come in on the back-end and charge you for de-duplication, and for threading, and for additional review. All of a sudden, what you thought was going to be a $1,000 charge becomes a $50,000 charge. That was very problematic and one of the pain points that we experienced with other vendors. OpenText gave us real transparency on pricing and helped us significantly lower the costs."

Sam Castor
EVP, Policy and Deputy
General Counsel
Switch

End-to-End eDiscovery helps protect sensitive data from project inception through conclusion with multifaceted defense at the infrastructure, application, network and physical security layers.

- Endpoint data is automatically backed-up to avoid the possibility of inadvertent or willful destruction or spoliation of potential evidence.

- Data is ported seamlessly between tools, with no data hand-offs to other third parties, minimizing the number of copies that exist outside of the organization.

- Features such as encryption of data at rest, Transport Layer Security for data in flight, and centralized data restore capabilities protect data from collection and preservation through production.

Deliver expertise every step of the way

End-to-End eDiscovery augments legal team resources by providing expertise at every stage of the eDiscovery process. OpenText experts will stand by to support the in-house legal team and their outside counsel to optimize OpenText technology, features and workflow across all phases of a project:

- Digital Forensic and Expert Witness Services: Identification and analysis of evidence found on hard drives and other digital devices.

- ESI Collection Services: Expert EnCE-certified collection specialists with industry gold standard forensic technology to help collect evidence defensibly, remotely or onsite, anywhere in the world.

- Managed document review: Expert attorney review leveraging technology-assisted review for the most efficient and low-cost review with the best possible results—with upfront fixed fee pricing for budget certainty.

- Investigations: Rapid investigation of the universe of potentially relevant ESI to unearth documentary evidence that will answer critical questions in a fraction of the time and cost of traditional eDiscovery review.

- Technology-assisted review consulting: Optimized OpenText proprietary technology-assisted review, from workflow consulting to measurement, evaluation and expert witness services.

- Project management: Proactive support and management of eDiscovery projects.

- Seamless eDiscovery: Integrates and automates eDiscovery processes by making EnCase Information Assurance and Axcelerate a single solution including automated workflows that actively check for new matters, new custodians and new data and auto-push to Axcelerate.

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OpenText End-to-End eDiscovery provides a unified software system, delivered in the cloud, to effectively and efficiently manage eDiscovery, end-to-end.

OpenText Carbonite Endpoint	A cloud-based enterprise-grade endpoint backup and archiving solution for data protection, which can be used for data collection and preservation for critical endpoint data on desktops and laptops.
OpenText Legal Hold	A cloud-based legal hold notification system that includes questionnaires, notifications, compliance monitoring, integration with HR and other systems, and the ability to enforce preservation policies in source systems. Legal Hold synchronizes with Carbonite Endpoint to share information about legal hold obligations within Legal Hold and applies retention policies on data within Carbonite Endpoint.
EnCase Information Assurance	Identify, collect and preserve data for eDiscovery, investigations and regulatory requests. Includes a lightweight and unobtrusive collection agent for data collection from laptops and desktops and supports streamlined uploads to Axcelerate to add critical endpoint collection capabilities to Axcelerate's suite of connectors. Supports legally sanctioned output formats including E01, L01 and Concordance.
OpenText Axcelerate	A robust investigations and eDiscovery platform for analytics, review and production that includes extensive connectors to data sources, rich search and analytics capabilities, predictive search and technology-assisted review. Collections from Carbonite Endpoint and EnCase Information Assurance can be seamlessly uploaded into Axcelerate.
OpenText Insight	A cloud-based investigations and eDiscovery platform for fast insight into data. It includes advanced technology-assisted review based on continuous active learning, automation, analytics and multilanguage capabilities. Collections from Carbonite Endpoint can be seamlessly uploaded into Insight.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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