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AccessData Corporation

CASE STUDY:

UnitedLex and AccessData eDiscovery's Document Review Technology

White Paper

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Overview

The following case study examines the benefits of AccessData eDiscovery's Web-based document review capabilities. This document is written based on a product evaluation report released by UnitedLex to internal employees of UnitedLex during their evaluation of document review technology. UnitedLex is currently providing litigation support and document review services to clients who utilize AccessData eDiscovery.

What is AccessData eDiscovery?

AccessData eDiscovery is an end-to-end, in-house solution that maps to the EDRM, walking users in a wizard-driven fashion through the following phases of the eDiscovery process:

- litigation hold
- identification, collection and preservation
- processing and de_duplication
- **first-pass review and early case assessment**
- production of load files, forensic archives and/or files in native format

This case study discusses the benefits and capabilities of one component within the eDiscovery solution—the document review technology, which enables first-pass review and analysis.

UnitedLex and Its Document Review Challenges

UnitedLex is the global leader in legal consulting, technology and outsourcing. With offices in the United States, the United Kingdom and India, UnitedLex is a preferred choice among Fortune Global 500 and AmLaw 100 organizations. A critical segment of UnitedLex's business is its Litigation Support services, which range from complete discovery management solutions to targeted eDiscovery and document review. UnitedLex prides itself on helping its clients to simplify litigation support project management and control costs in a manner previously not possible.

UnitedLex is often required to use its clients' in-house review platforms for initial document review. Many of these platforms present challenges in terms of access, support, up time, speed and QC functionality. Additionally, UnitedLex is engaged to consult on in-house applications that will accurately expedite the document review process. UnitedLex recommends and has implemented AccessData eDiscovery in its clients' offices to achieve the following:

- increased speed and productivity
- ease of use and flexibility
- cost savings
- collaboration among the US offices and the India office
- reduction in hardware and network resource challenges

UnitedLex Product Evaluation Findings

The following is an excerpt from the product evaluation report issued by the India office, detailing their findings while evaluating AccessData eDiscovery:

1. *GUI is very interactive and runs on MS Silverlight and not JAVA, thus saving a lot of system resources and ensuring faster review pace.*
2. *MS Office files open up quickly as compared to other applications.*
3. *Toggling between the review pane and the document is much faster than with other review applications.*
4. *Toggling between the native and text mode also takes very little time as compared to other applications.*
5. *Searching within the database is faster as compared to other applications.*
6. *The text highlighting feature is interactive and very advanced.*
7. *Search utility is also very advanced, allowing supervisors to run interactive reports to perform quality control and share feedback with the reviewers on a real-time basis.*
8. *It uses SSL to secure communication.*
9. *Folder management is interactive and easy to manage, which saves a lot of time and bandwidth at a supervisory level.*
10. *Overall speed of the application is higher than the current applications that are being used for document review.*

AccessData eDiscovery Document Review Interface

The AccessData eDiscovery review interface is Web-based, utilizing the very responsive and resource-efficient Microsoft Silverlight platform. Leveraging a centralized database infrastructure and the easy-to-use interface, UnitedLex is able to create a collaborative review environment, in which all players in the document review process use the solution to perform his or her respective tasks. Multiple reviewers are able to utilize division of labor to work cases more efficiently, and supervisors are able to track progress, review findings and generate detailed reports for chain of custody and auditing purposes. Finally, attorneys overseeing a case are able to review the findings online in real time, regardless of their locations. Ultimately, the responsive interface coupled with workflow efficiency allows UnitedLex to complete document review tasks at a dramatically faster pace, which in turn, allows this organization to pass greater cost savings onto its clients.

The screenshot displays the AccessData eDiscovery Document Review Interface within a Windows Internet Explorer browser. The interface includes a search history panel, search criteria options (Advanced, Boolean, Reg Expr, Freeform), and a search results table. The search criteria panel shows 'ANY of these words' with the input 'Glory money apply develop'. The search results table shows a list of documents with columns for ID, Labels, Results, and Relevancy. A callout points to the search criteria panel, stating: 'Advanced search functionality offers a variety of sophisticated searching options and details the number of hits categorized by document type.' Another callout points to the search results table, stating: 'Search results are ranked by relevance and search hits are highlighted in the 400+ supported data types.' A third callout points to the search results table, stating: 'Search results are paged, so users can begin reviewing the responsive documents immediately, without waiting for all results to populate.' A fourth callout points to the search results table, stating: 'Easily and quickly toggle between text view and native view.' A fifth callout points to the search results table, stating: 'Hits are highlighted in each of the 400+ supported file types for quick review.' A sixth callout points to the search results table, stating: 'Easily apply filters and labels to responsive documents.' A seventh callout points to the search results table, stating: 'Search results are ranked by relevance and search hits are highlighted in the 400+ supported data types.'

Advanced Search Functionality

AccessData eDiscovery's advanced searching capabilities set this solution apart from other tools on the market, in that it enables users to employ a variety of advanced searching methodologies, and it delivers results prioritized by relevance with the hits highlighted clearly to speed the review process. Sophisticated keyword searching was identified by the Sedona Conference Working Group as a method that should be utilized to increase the effectiveness of searches. These advanced search methodologies yield fewer false positives and a higher percentage of relevant ESI.

Furthermore, the solution enables search criteria testing, allowing UnitedLex to quickly and easily test various search criteria and refine that criteria to ensure the organization is producing the most accurate reactive data sets for attorney review. Courts are stressing the need to test the results of keyword searches. Traditionally, tools used to collect and process ESI were not built to review (and thus test) the results. Instead, the inaccurate results of the initial collection/culling were lumped into a load file for subsequent review by attorneys using tools built only for reviewing. However, AccessData eDiscovery's review technology enables UnitedLex to make an early assessment of the collected data and to nimbly adjust the search criteria to remove non-responsive data—thus facilitating the organization's quality assurance requirements and its ability to produce the most accurate data sets.

Designed for Efficiency

The AccessData eDiscovery interface is designed to facilitate the most efficient search and analysis possible. For example, if the user elects to use a stemming search of the word "apply", a dynamic word wheel will appear showing all the possible variations of that word (applied, applies, applying, etc). Using the word wheel, the user is able to check any of those options he or she does not want to include in the search. Built-in efficiency mechanisms such as the dynamic word wheel, enable the fastest most intuitive methods for search criteria refinement and greatly increase the speed with which UnitedLex users are able to complete their document review tasks.

In addition, the search results are paged, allowing users to begin reviewing the search hits as they populate, page by page. Therefore, instead of waiting for all the search results to finish populating, the UnitedLex reviewer is able to access the results immediately, saving a great deal of time.

Sophisticated Searching Options

The following is a review of some search methods made available with AccessData eDiscovery:

Fuzziness

Fuzzy searches enable reviewers to find documents with a keyword even if that keyword has been misspelled. Misspellings are common, particularly in email messages. Consequently, the ability to search for keywords, even when they are misspelled, is of particular importance. Note, AccessData technology even allows the UnitedLex reviewer to adjust the "fuzziness" of the search to prevent different words from being misinterpreted as a grossly misspelled version of the keyword, thus avoiding "false positives."

Stemming

A search with stemming finds grammatical variations of keywords by reducing words to their stem, base or root form. For example, toggling the stemming option with the keyword "apply~" will match any document that contains the words "apply", "applies" or "applied". Stemming is particularly useful when searching for a set of documents covering a time range, where the event in question occurs somewhere in the middle of that range, and the tense of the verb associated with the event changes depending upon when the document was created.

Phonic

Phonic searches find keywords that sound like—but don't necessarily have the same meaning as—the designated keyword. For example, a phonic-enabled search for "fryer" would return all documents containing the word "fryer" and "friar". Phonic searches are particularly useful for trademark infringement cases. Similarly, phonic searches are useful when the defendant is using a "code word" in the form of a phonic in order to frustrate a simple keyword search. For example, a custodian might use "operation too" instead of "operation two" or "operation 2".

Concept / Synonym

Synonym searches find documents with words that match the keyword and words that have a similar meaning. For example, a synonym-enabled search for the keyword "idle" would return all documents containing the words "jobless", "unemployed", etc. It offers variable levels of automatic synonym expansion, based on a comprehensive semantic network of the English language. Synonym

searches are particularly useful when the attorney knows the basic cause of action, but does not know how either party referred to that activity in their respective correspondence.

Proximity

Proximity searches are those that identify documents with one keyword within a certain number of words from another keyword. For example, a proximity search for "patent w/5 infringement" are much more likely to return documents with "patent infringement" and "infringement of a patent", but likely exclude documents containing "infringement" and "patently wrong". AccessData eDiscovery provides a flexible way to enable proximity searches by broadening or narrowing the number of intervening words.

Regular Expressions

Regular expressions provide a concise and flexible means for identifying strings of text of interest, such as particular characters, words or patterns of characters (such as a social security number). The expression itself is written in a formal language that enables very precise searching of text-based documents. For example, all Visa credit card numbers start with a "4" but new cards have 16 digits and old cards have 13. Thus, a regular expression that would find Visa credit card numbers in a document would be:

```
\<4\d\d\d\d[-. ](\d\d\d\d\d[-. ]){2}\d\d\d\d\d\>
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Regular expressions can be used to find number ranges, email addresses, dates, social security numbers, credit card numbers, Internet protocol ("IP") addresses, HTML tags and many other sets of character strings when you know the format for the character string but not the content of the characters.

Detailed Reporting

AccessData eDiscovery provides a broad variety of reporting options to illustrate chain of custody, facilitate quality control and to share records of all activities and results with reviewers, supervisors and clients. For example, UnitedLex case administrators are able to see detailed reports that break out the various file types that have been processed. They can view the file breakout by custodian or across the entire legal matter, viewing how many of each file type was processed, how many files were encrypted and which files were not able to be processed.

Of particular interest to UnitedLex reviewers is the detailed search reporting. UnitedLex reviewers are able to generate reports to detail exactly which search criteria was used, listing all variations of the keywords selected and the number of associated hits each variation had. In addition, they can see the number of hits by file type and which filters were used. Finally they can view a list of the actual responsive files and the number of hits each specific file had.

The following details some of the reporting options available with AccessData eDiscovery:

Collection Summary: Details the custodians and resources included in a collection and provides metrics on what was collected—file types, number of files in each type, number of files by custodian and by resource, etc.

Collection Completion Summary: Lists all pending and active collections with real-time status information—percent complete, number of total files collected, file breakout by type and processing status, collection status by resource, such as network shares, custodian machines, data repositories, etc.

Deduplication Report: Details duplicate files found during processing and lists locations of where each was found for both electronic documents and email, with breakout by custodian or across the legal matter.

Data Volume Report with File Breakout, File Exception and Encryption Information: Details what files or archives were processed, their original size, and post processing size after archive expansion. It also summarizes file breakout by type and what files could not be processed.

Production Set Report: Details exactly what is included in the production set UnitedLex is delivering to the client.

Production Exclusion Report: Details exactly what files were not part of the production set

Detailed Search Report: Breaks out all the search criteria and any keyword variations, including the number of hits by file type, and a list of responsive files with the number of hits found in each specific file.

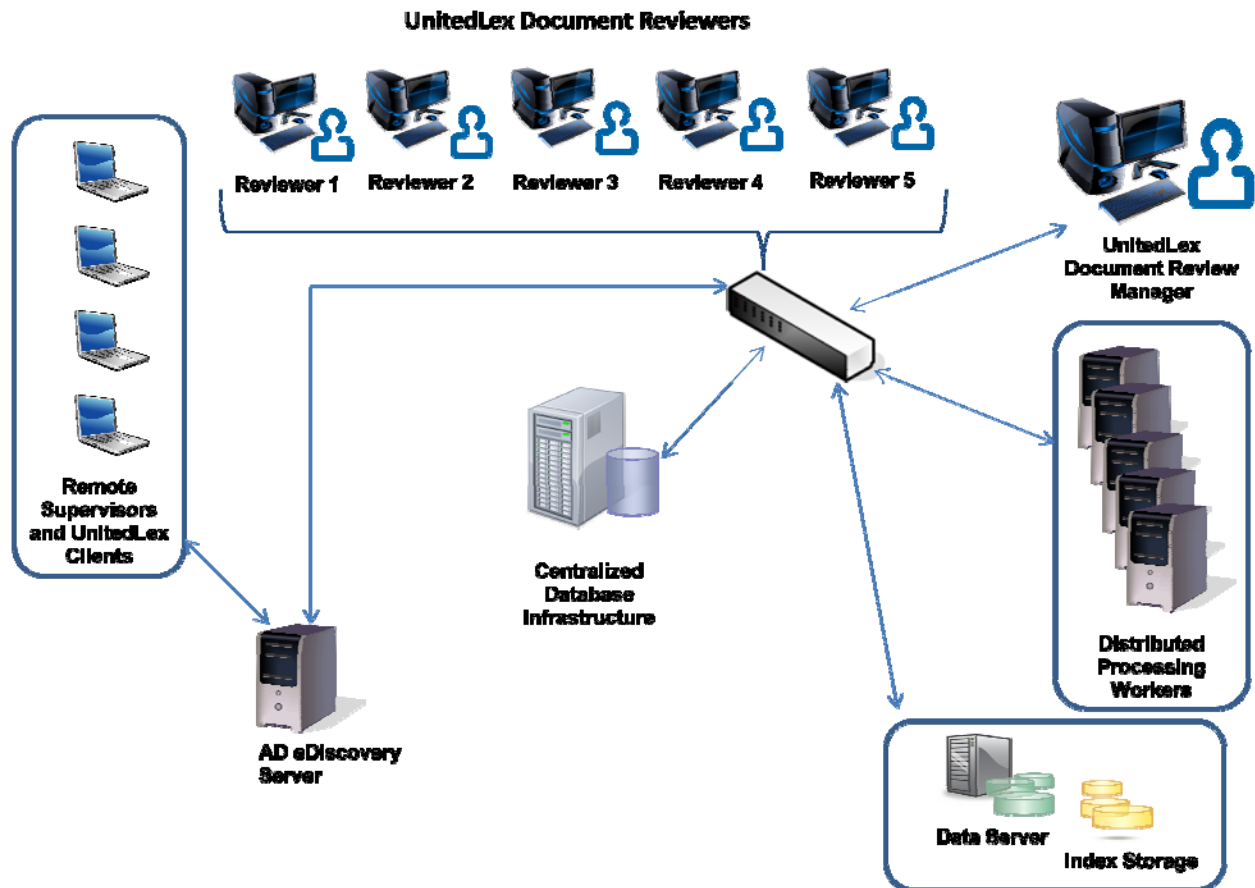
Underlying Enterprise-class Architecture

AccessData eDiscovery has an enterprise-class architecture that allows UnitedLex users to leverage a shared database infrastructure, as well as a distributed processing farm. This unique design allows the solution to handle massive data sets while dramatically reducing the amount of time it takes to process data.

Sharing a Centralized Infrastructure

The shared infrastructure enables a collaborative work environment, in which multiple reviewers may work on the same legal matter to divide workload and work more efficiently. Supervisors and clients based outside of India are able to log in securely, via vpn, to review status reports and specific data slated for their review. This facilitates real-time communication and collaboration, allowing UnitedLex to provide a level of transparency and support very few other service providers can.

Using role-based permissions, supervisors are able to assign specific tasks to the various members of the review team and monitor the status of each task. Likewise, UnitedLex is able to mark specific data sets for client review. Each party is only able to see what he or she has permission to see and only able to perform the tasks he or she is allowed to perform. This added level of security facilitates efficient legal matter management and ensures quality control.



Distributed Processing

Distributed processing is a unique function only available in AccessData technology. No other eDiscovery solution or digital investigations solution provides this feature. In order to perform advanced searching on collected data, the data must first be processed, which includes indexing the data. Distributed processing allows users to leverage the power of multiple computers to process massive data sets, resulting in processing speeds not possible using a single machine. For example AccessData technology fully processed a massive data set, including 62,649,383 items, of which there were well over 2 million emails and a total of 97,431 archive files that needed to be broken out and indexed for advanced searching. The *compressed* size of this data set was 1.28 terabytes. A data set this large would normally be divided into batches, with each batch being processed separately on stand-alone machines. This could take a month to process, using traditional tools, depending on the hardware used. However with AccessData's distributed processing technology, it only took 6 days, 5 hours. It isn't difficult to see the value this capability has for eDiscovery clients. A service provider like UnitedLex can deliver significant cost and time savings to its clients with just this capability alone.

Conclusion

Using AccessData eDiscovery, UnitedLex is able to work faster and more efficiently. By implementing an enterprise-class document review architecture, UnitedLex has created a truly collaborative environment that allows each member of the team to share a centralized database(s) and distributed processing farm. These key aspects of the eDiscovery architecture enable UnitedLex to handle massive data sets and process data for advanced searching at speeds that are impossible when using stand-alone computers.

The efficient Silverlight interface, being Web-based and easy to use, enables all players in the legal matter to collaborate in real-time, regardless of their locations. It allows document reviewers to divide workload, thereby completing projects faster and more efficiently, and it facilitates project management, quality control and client communication. The technology runs more efficiently than other solutions, reducing the bandwidth and hardware burden UnitedLex was experiencing with previous tools.

The advanced searching and reporting functionality available in AccessData eDiscovery allows UnitedLex to produce the most accurate and comprehensive set of responsive ESI, while illustrating chain of custody and ensuring quality control. By delivering the most accurate set of responsive data possible, UnitedLex is able to save its clients money on attorney review fees.

Overall, the speed and efficiency of this technology allows UnitedLex to dramatically reduce costs by enabling its clients to process data faster, search data more effectively, and review data more efficiently.

AccessData Corporation

North America Sales
800.574.5199
sales@accessdata.com

International Sales
+1.801.377.5410
internationalsales@accessdata.com

UnitedLex Corporation

David Deppe
President Litigation Services
(913) 948-0333
dave.deppe@unitedlex.com
<http://www.unitedlex.com>