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Discovery Managed Services

A game-changer for legal department strategy and value creation



Changing the game

As legal departments remain under intense pressure to control costs while continuing to provide legal advice and counsel to their businesses, technology plays an ever more important role in helping to improve the discovery value proposition. Analytics, machine learning, visualizations, and other powerful tools can help legal teams deal with rapidly expanding data volumes and complex networks of custodians.

Yet technology isn't the only answer. A more mature approach to discovery is needed to help legal departments take control of their data and costs.

Since before the "e-discovery" amendments to the Federal Rules of Civil Procedure in 2006, many companies have treated discovery as a transactional process, from information governance and management through to production. The process usually begins anew with each

subsequent matter. But for many companies now, discovery is much more than a process. It's a portfolio of disparate cases that impact the organization but—despite their differences in cause of action or underlying facts—have commonality within the data across matters.

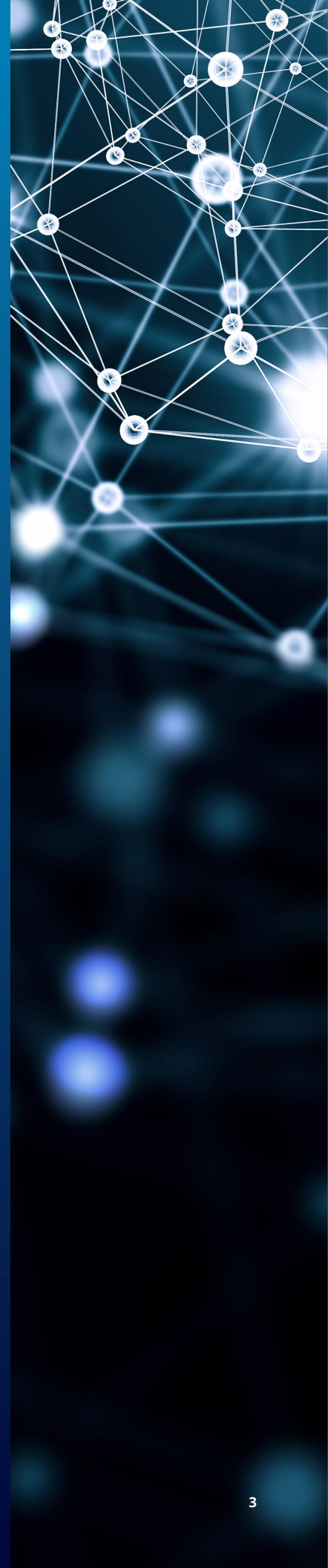
Deloitte recognizes the opportunities of leveraging data analytics together with the commonality across matters and offers an improved approach. Our Discovery Managed Services are designed to mitigate the inherent inefficiencies of discovery, improve discovery's cost-to-value equation, nurture actionable intelligence for operational improvement, and focus counsel's efforts on high-value activities. By relying on Deloitte's experience, technology, and professionals, your legal team can focus more on resolving substantive questions and issues and less on mundane blocking and tackling that consumes so many legal department resources.

A portfolio approach for economies of scale

With Discovery Managed Services, we take a portfolio approach designed to capitalize on the repetitive aspects of discovery. This innovation in discovery management helps create *economies of scale through repetition by leveraging the invested capital* of one matter to benefit subsequent matters.

Our approach is built on the elements of the discovery process: information management, collection, processing, hosting, review, and production. Supplementing those elements is Deloitte's deep strength in project management.

But what really distinguishes our approach is the way we infuse the process with advanced technologies and manage the process using experience and effective practices gained from decades working in the trenches on some of the world's most complex discovery projects. You can capitalize not only on Deloitte's experience in discovery, but also benefit from access to the breadth of experience of Deloitte professionals who understand the nuances of your industry, business, organization, and customers. We can help give your legal department access to actionable intelligence across your portfolio of matters and—most importantly—harvest valuable insights from each matter for potential use in later matters. And, *it can generate insights about your legal operations* for potential benefits across and beyond the legal department – and can do so globally.



Flexible services and pricing

We can structure our services to help you allocate costs to the business units across your company. Our pricing models can be tailored to meet the specific circumstances and objectives of your legal department:



¹ Document review services are performed at the direction and supervision of client's legal counsel. Deloitte does not provide legal services.

Deloitte's Discovery Managed Services—A breed apart

Deloitte's innovative approach to Discovery Managed Services reflects a keen understanding of legal departments, challenges the general counsel faces, and the available levers to improve legal department operations. Our approach stands apart because of Deloitte's:

Know-how. You can trust us to have the depth of talent, technical knowledge, and experience to manage discovery projects of any size and scope. In the cases you manage day-to-day, you can rely on Deloitte's trusted and robust processes on your cases.

Broad-based services. Our professionals provide thoughtful solutions to the most complex discovery challenges using state-of-the-art facilities, technology, and processes.

Cost savings, consistency, and predictability. Our investment in and

integration of processes, grounded in identifying opportunities for continual improvement, can help drive down costs and give you the comfort of a standardized approach and predictable fees on a local, regional, or global scale.

Actionable intelligence. Development and analysis of data shared through a customizable dashboard can help your organization track work progress and operational performance, as well as gain insights into the efficiency across your discovery matters.

Size and resources. Among Deloitte's extensive discovery capabilities and tools are accelerators such as a master repository workflow, which can help aid data collection and management. Our Custodian Tracking System is designed to efficiently track, document, and report on identified, collected, and processed data across the discovery workflow. And, it can

help enforce standard procedures and processes across litigations to enhance defensibility and completeness while mitigating the need to re-collect data from the same sources.

Approach and engagement. In addition to the value provided through our managed services offering, we can help you address diverse discovery and other legal operations challenges. From conducting a current state assessment, to roadmap development, to exploring potential opportunities to create mutual incentives for additional savings, you have access to the broad base of Deloitte's experience at your disposal.

Self-service opportunities. For smaller matters that are currently handled in house, your legal professionals can access Deloitte's eDiscovery platforms and manage such matters themselves with the same advanced technologies used in larger litigation and regulatory investigations.

Standout discovery results

Results from a variety of projects demonstrate the capabilities and reliability of Deloitte's Discovery Managed Services:

Data intake

Managed collections globally and domestically ranging from 1 to over **10,000** custodians

Processing

Achieved an **88 percent** cull rate across all projects

Review

Handled more than **25 million** documents and **150 million** pages on a single matter

Forensic extraction and analysis

Accessed **120,000** locked files on a single project, with **88 percent** success, through advanced decryption capabilities

Hosting

Hosted **2.4 billion** files on a single case, with **400** concurrent active users on **35 TB** of data, while producing **350 million** images and **18 million** documents

Productions

Created more than a quarter-billion pages of material within a fiscal year with an average of nearly **750,000** pages per day

Discovery in a new light

Legal department leaders are redoubling their efforts to manage discovery matters in ways that reduce the burden of oversight, decrease costs, increase operational insights, and facilitate deeper insights into outside counsel. Deloitte's Discovery Managed Services can be a first step on a broader transformation journey toward legal department maturity or as a standalone initiative to deliver greater legal department value. And, with a better handle on your discovery portfolio, you can redirect your resources toward other legal department initiatives to drive your business forward and to elevate the legal services provided to the enterprise.

Let's start a conversation today.



Let's talk

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