



# A Guide: What to Expect from Your eDiscovery Provider

Developed by:



## **Expertise and Knowledge**

- Look for a team of professionals with a rich background in eDiscovery.
- Ensure the partner you choose has certified eDiscovery specialists and legal professionals available to you.
- Get a partner on your side that is a true extension of your team throughout the eDiscovery life cycle.

## **Comprehensive Technology Solutions**

- Work with a company with powerful tools for data collection, processing, review, analysis and production.
- Look for advanced technologies in predictive coding, data analytics and machine learning.
- Find a partner with a robust infrastructure and cutting-edge software for secure data handling.
- Ask about partnerships: You will want someone that partners with and has access to leading legal technology companies.

## **Data Security and Confidentiality**

- Ask about access controls and encryption protocols as part of prioritizing your data security.
- Look for an ISO 27001 certified company to ensure your data is safe.

## **Scalability and Flexibility**

- Find a partner that is able to scale its solutions to meet your project needs without compromising quality or speed.

## **Collaboration and Communication**

- Ask about the communication flow: You need a responsive team with regular project updates.
- Look for a company with accessible support for any concerns or questions.
- Ensure access to a dedicated project manager that knows all the details of your project and can help at any time.

## **Cost-Effectiveness**

- Make sure you are working with a company that offers transparent pricing structures and detailed upfront cost estimates. You don't want any surprises.
- Find a company that offers a collaborative approach to develop a cost-effective and flexible strategy aligned with your budget.

## **Reliability and Timeliness**

- Confirm a proven track record of delivering projects on schedule: Ask about this in the interview process.
- Make sure the partner you choose has efficient processes for data collection, processing, review and production.

## **Choosing Your eDiscovery Partner**

- Select a partner that offers expertise, technology, security, scalability, communication, cost-effectiveness and reliability.
- Evaluate potential providers, ask the right questions and choose a company that will help you navigate the complex world of eDiscovery with confidence and peace of mind.