

# eDiscovery Services through Viewpoint™



Viewpoint™ eDiscovery delivers a flexible approach to legal and compliance document review, with analysis designed to help manage litigation, investigations and compliance matters, beginning to end, while addressing the complexities of today's global electronic discovery landscape. It provides the flexibility and scalability to manage eDiscovery in the ways that work best for each organization's unique requirements and caseload.



## Functionality Overview

Viewpoint supports extensive integrated functionality, advanced analytics and visualization capabilities to allow case teams to move from one phase of the eDiscovery process to another with optimized efficiency, accuracy and speed.

### Collection

Viewpoint Collection allows users to identify, filter and collect potentially relevant data directly from their network, servers and data sources like Office365, Google Drive, Twitter, SharePoint and other cloud-based sources of data. Data is forensically copied and processed directly into Viewpoint.

Early filtering capabilities allow users to apply one or more filters, including custodian, file type, data range, file size and to view only results of interest and quickly reduce data volumes and associated processing and review costs.

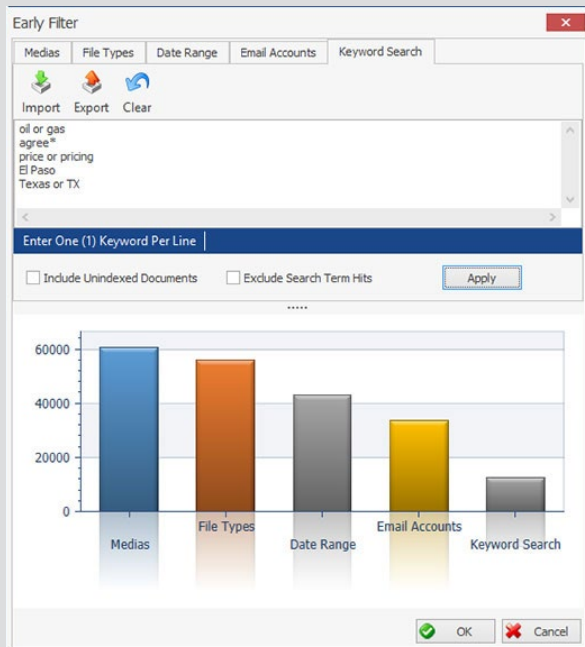
Systematic de-duplication can also be applied within or across all custodians and data sources. Viewpoint's intelligent deduplication algorithm gives the administrator or users choices as the data moves

### Processing

Viewpoint's processing engine allows users to filter and process large volumes of data in a fraction of the time it would normally take, so they can review and analyze it sooner for data assessments, Rule 26(f) planning, and analysis before data is posted for review.

through the system, tracking, saving and making available for export all custodian data for a defensible process.

Viewpoint is fully Unicode-compliant and supports dozens of languages, including Chinese, Japanese and Korean (CJK). All multi-language documents are fully supported for processing, review, coding, indexing, searching, metadata filtering and production.



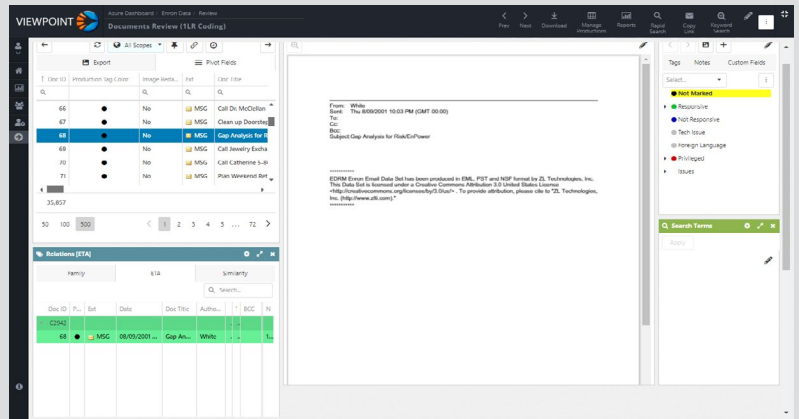
### Data processing functionality also includes:

- Recursive email and e-file container extraction
- Recursive embedded object extraction
- Metadata extraction
- Full text extraction
- Near duplicate identification
- Indexing all data using dtSearch™ engine
- File type (extension) analysis
- Email thread redundancy identification
- File validation confirming identity of file type
- TIFF generation
- OCR processing
- Language detection

## Document Review Functionality

Available in a traditional desktop as well as a new web interface, Viewpoint helps users quickly organize, filter and sort data using customized layouts and a “drag and drop” feature to view and navigate documents based on set preferences.

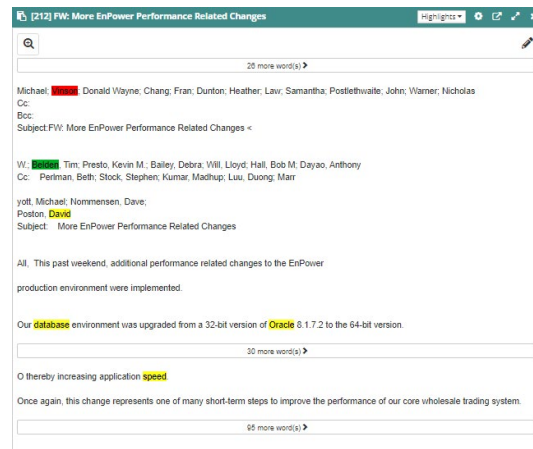
The ability to use both the web and desktop provides flexibility for clients who have users satisfying various roles and performing different tasks within the platform. In the desktop application, power users can leverage the robust features they’re already accustomed to using for the heavy lifting such as processing and case administration, including an intense search capability that’s super-powered to save time. Web users can log in from their browser and jump right into tasks they need to get work done, whether it’s reviewing documents, running a quick search, creating productions or reporting.



### Additional review features include:

- **View manager search preview:** Users can review search results prior to creating a document batch, and ensure that search and filter criteria are correctly enabled to exclude false positives.
- **Suggestive coding:** Users can significantly reduce review time by instantly viewing similar documents across the entire document collection previously coded by other reviewers. Suggestive coding flags documents that are not exact duplicates to help eliminate coding conflicts.
- **Inline and assisted redaction:** Inline redaction functionality helps users redact parts of or entire documents, using “redact out” to quickly redact large areas by only selecting the small, non-privileged parts, including multi-thousand page Excel spreadsheets, in seconds. Assisted redactions allow users to automatically redact words, phrases and patterns to easily and quickly address privilege or personally identifiable information (PII) concerns.

- **Keyword filtering and hit highlighting:** Dynamic filtering capabilities display documents containing one or more hits within the entire search. All search terms that appear in a document are highlighted to accelerate review and users can leverage a variety of highlighting capabilities to pinpoint meaningful content using key term filtering, hits map highlighting for a quick view and navigation between highlighted terms, or to condense content around hits to focus on the most pertinent information.

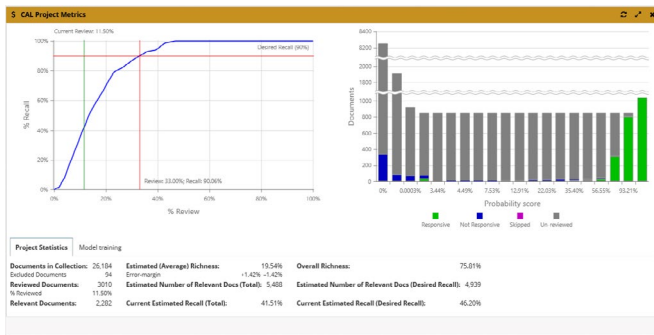


## Technology Assisted Review

Viewpoint offers both TAR 1.0 in its Viewpoint Assisted Review (VAR), and TAR 2.0 with its Continuous Active Learning (CAL) module. Both VAR and CAL offer an all-inclusive, AI-enabled tool to accelerate review. Simple to use and completely transparent, these tools provide robust audit trails and reporting that shows all decisions made throughout the process.

### Viewpoint Assisted Review (VAR) and Continuous Active Learning (CAL) help teams accomplish a wide range of document review activities:

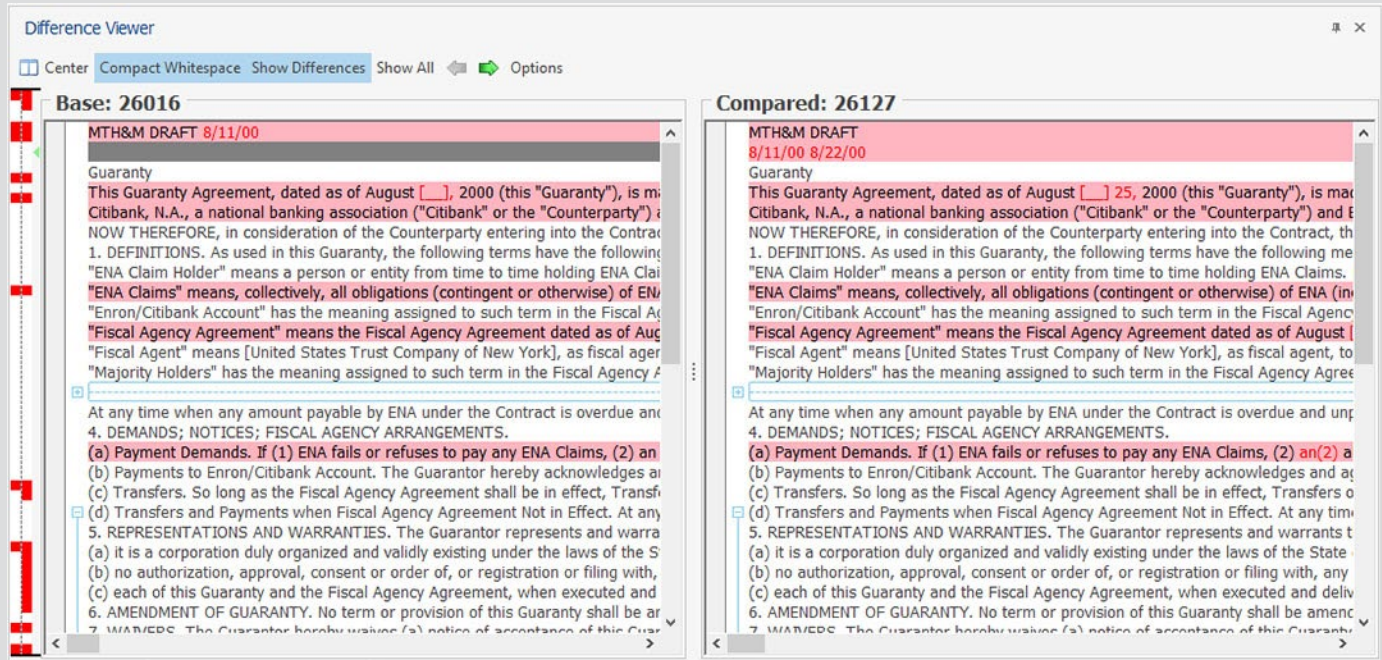
- Review prioritization:** Viewpoint Assisted Review automatically separates documents into disparate categories, such as “likely responsive” documents from “likely nonresponsive” documents, so legal teams can focus on review time and costs appropriately. Review teams can then batch out documents with a high degree of certainty to further streamline efficiencies and workflow within the matter. Continuous Active Learning (TAR 2.0) repeatedly ranks all documents in a data set, eliminating the need for seed sets or repeated input from subject matter experts.
- Intelligent culling:** These tools can be added to traditional culling techniques such as keyword and date range filtering to ensure the smallest but richest possible quantity of documents is reviewed. Viewpoint Assisted Review also is fully integrated with other advanced analytics to ensure that the seed set contains the highest integrity data set.
- Early case assessment (ECA):** At the onset of a matter, these tools can be used to easily and quickly isolate the most highly responsive documents in a data set, allowing legal teams to gain insight into the important facts of a case early on.
- Quality control:** Once a standard first-level review has been completed, reviewers can compare assessments made between humans and those made by the machine to easily identify and correct discrepancies.



Our team of consultants can work with clients to advise and help execute a defensible assisted review process that will yield optimal results.

## Advanced Analytics

When more advanced analysis is required, Viewpoint’s analytical tools enable a deeper and more targeted review.



### Advanced features include:

#### Near-duplicate identification

Users are able to:

- Review side-by-side version comparisons, including a “differences only” option that removes common text so users can review documents faster.
- Code large groups of documents individually or across entire near-duplicate families.

#### Email redundancy and thread management

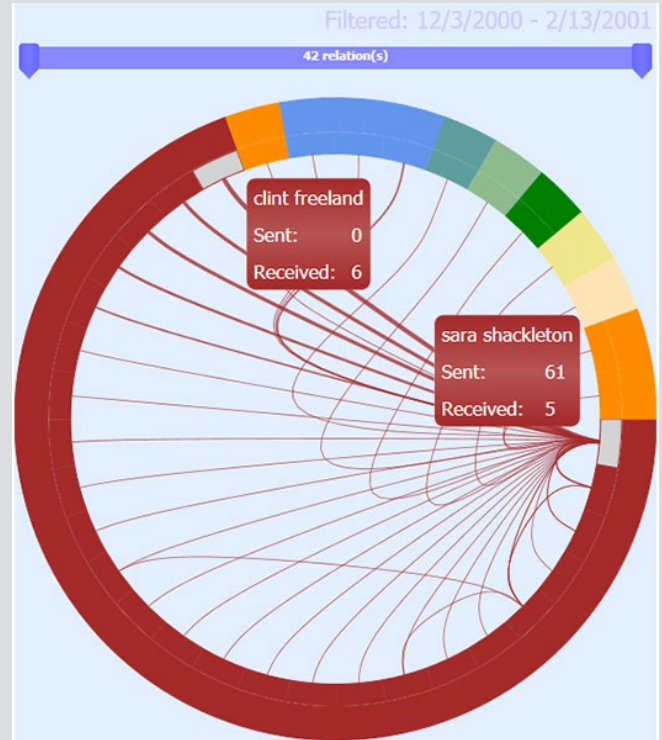
Users are able to:

- Defensibly reduce data volumes by only reviewing the last email in the thread.
- Have complete confidence that previous emails in a thread are included within the last email.
- Easily detect subject line changes, the addition or removal of correspondents, or where emails are missing altogether.
- Identify families across multiple custodians to ensure consistent treatment of each thread.
- Code entire families at once, preventing inconsistencies across custodians or messages.

## Relationship Analyzer

Relationship Analyzer enables users to:

- See spikes in communications between custodians early in a matter – eliminating the review of unnecessary data later in the process.
- Identify communications between known custodians and unknown parties to help ensure compliance with discovery requirements.
- Know who sent and received important documents within specific timeframes.
- Understand communication patterns of interest among various custodians.
- Dynamically group communications sent to various network domains (i.e., outside of the company).
- Identify privileged domains and spam emails to mass code all at once.



## Concept Analyzer

Users can:

- Quickly identify important topics and groups of related documents across and between concepts.
- Automatically cluster, search, group, merge, sort, save and print by concept.
- Prioritize documents for review early on in a case and focus on what matters most right from the start.



## Visual Index Search Term Refinement and Document Deduction

Viewpoint's Visual Index functionality gives users an in-depth look at their search term results – without running time-consuming searches.

## Automated Workflow

Viewpoint review automation enables a consistent and efficient method for managing millions of documents by automating complex workflow requirements to route documents to specific users, avoiding typically manual processes. Review automation provides advanced, pre-defined workflows, automatic document batch creation, rule-based document routing to established experts and advanced check-in and check-out capabilities. It also allows complicated culling workflows to be stored, reviewed and applied multiple times without the need to create separate instructions or manual processes outside of Viewpoint.

## Case Management and Reporting Features

Sophisticated dashboard, reporting and user management functionalities enable case administrators to manage and monitor processes and trends globally, across related cases or individual matters. Administrators can easily create or edit document batches and assignments, monitor review activity and manage user roles and settings. Interactive charts and graphs simplify administration and provide important statistics necessary for successful project management.

Granular tracking shows actions taken on every document, saved and available for export by the custodian for a complete audit trail and enhanced defensibility. All actions are made within a single repository, eliminating the risks associated with importing, exporting and copying data between various tools.

## Platform Deployment and Security

Viewpoint offers a variety of deployment options including in-house, private, public and Conduent cloud. Viewpoint is designed to ensure maximum scalability and security in eDiscovery. We work with clients to develop individual security measures to meet the varying requirements of each matter. Viewpoint employs highly granular security that ensures only authorized users have access to designated documents. Case administrators set permissions by user and user groups — down to the document level — and can customize workflows for different users and user groups to maximize review productivity and speed.

## Supporting Services

We support our clients' Viewpoint projects with end-to-end eDiscovery services, including collection strategy and collection, data pre-processing and processing, managed review services, custom analytics, Viewpoint Assisted Review support and expertise, production and additional professional services to help them achieve the greatest efficiencies and outcome for their legal and compliance matters.

## For more information on Conduent Legal and Compliance Solutions,

visit us at: [www.conduent.com/solution/legal-business-solutions](http://www.conduent.com/solution/legal-business-solutions) or call **844.ONE.CNDT**

