

Conduent™ Legal and Compliance Solutions Keeping Your Data Secure with Viewpoint



The Conduent Advantage

Conduent Legal and Compliance Solutions has a comprehensive ISO 27001 certified information security management system to ensure complete security from the moment client data enters our facility. Once in our environment, you know exactly where and how it is managed at all times. Combined with our preventive and reactive security measures, clients are assured that their data is in safe hands. Conduent Legal and Compliance Solutions works with clients on an individual basis to address specific security requirements.

Conduent Legal and Compliance Solutions, the eDisclosure division of Conduent Corporation, employs comprehensive security measures to protect data that you host with Viewpoint.

Confidentiality, integrity and availability of our clients' data are our top priorities. We maintain ISO 27001-certified data centres with comprehensive security measures to minimise risk and protect your data. Security is ensured at the physical, application and user levels, and includes seamless system and data redundancy, system and database access control, intrusion prevention and detection, virus scanning and patch deployment.

Viewpoint Platform Access

All Conduent Legal and Compliance Solutions' systems, including user access controls, have been architected to support strict security measures. New users are granted access only at the documented request of an authorised requester designated by the client, following strict chain of authority established at the outset of the client relationship. Prior to granting access, all requests are carefully reviewed by Conduent Legal and Compliance Solutions and are subjected to quality assurance review. A dedicated client services team maintains records and accounts detailing authorised user access. Furthermore, each user is assigned a unique user name and password that are randomly generated and must be changed the first time a user logs in to the system. Conduent Legal and Compliance Solutions also offers clients IP address restriction. Administrative control of systems is determined by a least-privileges access model and is strictly limited based on project requirements.

Third-Party Audit

An independent audit firm annually issues a report auditing Conduent Legal and Compliance Solutions' security protocols. We also engage an independent third party on an annual basis to perform security audits including ethical hacks, application vulnerability testing and ISO 27001, and report any potential issues discovered. Conduent Legal and Compliance Solutions evaluates and immediately remediates the reported issues prior to a reassessment to confirm that any reported potential vulnerabilities have been eliminated. Reports on the results of the audits and testing are available to clients upon request.

Audit Trail

Conduent Legal and Compliance Solutions utilises industry best practices to provide end-to-end audit capabilities and create a documented chain of custody for all client data. All internal and client actions, including log-ins, document reviews, coding edits, updates and other activities, are logged. Our operations group is responsible for processing and managing documents and data. All actions taken by this group are tracked and logged throughout the operational process and are driven by internal checklists to ensure rigorous quality control (QC). This creates an accurate and comprehensive chain-of-custody that provides historical information about each document processed and loaded onto the Viewpoint platform. Conduent Legal and Compliance Solutions has successfully substantiated chain of custody for multiple clients in dispute situations.

Intrusion Detection and Monitoring Services

Conduent Legal and Compliance Solutions' Network Operations Center (NOC) monitors all network and server activity in real time. Events and incidents are collected and displayed on a console that is monitored on site 24x365. Appropriate staff is immediately alerted of any suspicious activity. The NOC is responsible for tracking, escalating and reporting on system issues. Proactive system alerts such as server temperature monitoring, redundant power distribution alerts and redundant storage path alerts also assist in identifying potential failures.

Incident Response

Our NOC team co-ordinates software and hardware error escalation, and monitors, analyses and reports on proactive and reactive alert systems used to verify uninterrupted operation

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of our applications and their related internal services, storage, servers, databases, etc. NOC personnel are on site at our primary facility in Albany, New York 24x365. The NOC also serves as the central contact point for all user-reported issues related to the operation of the applications and supporting systems. For all reported or detected incidents, the NOC team analyses the available information with respect to current operating status and directs the incident to the Conduent Legal and Compliance Solutions operational group(s) best suited to resolve the problem. If necessary, for example after business hours, NOC can trigger the Single Point of Contact (SPOC) system that designates an on-call representative of each operational group who can work to resolve any reported problem immediately—at any time of day or night.

Physical Security

Three Conduent Legal and Compliance Solutions-staffed shifts, augmented by professional security guards, provide 24x365 coverage. The facility is equipped with dual camera systems to monitor all ingress and egress points, the data centre and stairwells. Zoned keycard access is required with segregated security levels and two-factor biometric access controls for essential staff in high sensitivity areas. The keycard access system logs all employee access to the facility. Guests visiting the Conduent Legal and Compliance Solutions facility are required to sign in, display an identification badge and are escorted at all times.

Data Centres

Conduent Legal and Compliance Solutions' state-of-the-art data centres maximise the protection of client data. The facilities are geographically and environmentally isolated and contain more than 5,500 square feet of server space. Designed to handle high volume and high throughput, the facilities have Petabytes of storage capacity. Biometric access is required to gain entry. The buildings are staffed by security 24x365. Electronic data processing takes place simultaneously at both facilities. Data centres in both the U.S. and the UK, serving the EU community, are ISO 27001-certified.

Redundant Backup

Multiple network connectivity paths exist between the primary and secondary data centres. A SONET ring provides fault-tolerant transmission between the two locations. Client data is replicated in the secondary data centre facility. The hardware for the resumption of operations at the secondary facility has processing power equivalent to the primary site. For offline backups, Conduent Legal and Compliance Solutions employs a high performance IBM tape library. Client data is stored in the library on tapes that are dedicated to each client matter—facilitating rapid export and restore capabilities, while meeting data segregation requirements.

Disaster Recovery

Conduent Legal and Compliance Solutions has an extensive disaster recovery and business continuity plan, developed to restore vital business functions in case of a service-impacting event. The following strategies have been adopted to ensure expedient resumption of normal operations.

- **Hot Site:** Client data is replicated in real time to a secondary facility with equivalent processing power to the main site. Processing resumes at the backup facility with the current data already in place and ready to run.
- **Rapid Issue Escalation:** A proven combination of Conduent Legal and Compliance Solutions-staffed system monitoring and automated alerts provides immediate notification to response teams of a site incident. Our proactive Client Services team is tasked with communicating any service-impacting event to clients.
- **Regular Testing:** Full site fail-over capabilities are regularly tested to validate that service redundancy features remain current and available.



Conduent Legal and Compliance Solutions ("Conduent") is not authorized to practice law, and neither offers legal advice nor provides legal services in any jurisdiction. The services offered by Conduent are limited to the non-legal, administrative aspects of document review and discovery projects. Conduent provides such services solely at the direction and under the supervision of its clients' authorized legal counsel.