

## Global eDiscovery Services FAQ

What to ask before you choose your eDiscovery partner

When eDiscovery projects reach across borders, their heightened complexity can challenge even the most experienced corporate legal teams. Issues of data privacy and security, language, local law relevant to the case, and project management expertise become crucial considerations. In complex international investigations, corporate teams must work in partnership with outside counsel and eDiscovery service providers to deliver the essential outcomes: low cost, high accuracy and on-time delivery.

In evaluating an eDiscovery provider for an international project, the most progressive companies demand comprehensive answers to the following questions:



**Can you offer everything I need for my eDiscovery needs?** Many companies are looking for a single provider who can deliver all the services within the eDiscovery lifecycle. These providers can offer more competitive and flexible pricing and assume responsibility for every aspect of the work, eliminating hand-offs and cross-vendor coordination.

**Do you have the necessary experience to get the job done?** Internal and government investigations, antitrust matters, second requests, complex litigation – today’s global corporations face a dizzying array of legal requirements which often differ from country to country. They want to know their eDiscovery provider has experience delivering results in multiple time zones, languages and legal environments and has the sophistication to build trust and credibility with corporate legal teams.

**Is your global footprint large enough to meet my needs?** Are you in countries that matter to us? Do you have native speakers with a thorough understanding of local laws? Today’s global companies face an increasing burden when it comes to eDiscovery outside their home country. They want the certainty that their eDiscovery provider has both the experience and global reach to shoulder that burden.

**Do you have data centers where cross-border movement of data is prohibited?** Countries like Germany and Switzerland have very strict data privacy laws that, in many cases, prohibit the transfer of personal data across borders. Global corporations want to know their eDiscovery partner has data centers in these countries, allowing them to collect and host the data in-country. They also want to know their partner understands the nuances of the various privacy requirements and can provide guidance on eDiscovery issues.

### Your project - Managed.

At Consilio, we know project success hinges upon open communication, dedicated, around-the-clock support and clearly defined workflows. That’s why we invest in process, technology, and most importantly, people.

Our global project management team is very experienced in complex litigation as well as government and internal investigations. We stand ready to assist you with your toughest challenges.

*“Consilio’s project team was honest, reliable and available any time to meet the countless requests we’ve made. On more than one occasion, their project managers worked through the night to make the impossible possible and on every occasion we’ve had nothing but success. Their project team consistently presents solutions and not problems which in turn makes life easier.”*

- Top Litigation Law Firm

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**Can you process complex data?** Many eDiscovery providers can process an Outlook or Excel file quickly and cheaply. But when it comes to complex global litigation, file types are never that simple. International matters demand the ability work in multiple languages, with multiple formats and file types. Beyond Outlook, the ability to process Lotus Notes, cloud-based data, trading data such as Bloomberg, encrypted data, audio data and mobile data (such as iPhone data) is essential.

**Do you offer flexible pricing options?** Cost-effective pricing is a must. But beyond that, corporations are looking for transparency and predictability in pricing practices. Some clients want pricing on a per GB basis; others prefer a per-page or per-document structure. Still others are seeking a subscription price approach. While each client is different, all want their providers to be flexible and accommodating with pricing models that eliminate costly surprises.

**Do you understand the newest technologies and how best to apply them?** There's a lot of buzz today about Technology Assisted Review. Global corporations need an eDiscovery provider who not only offers the latest technology but, more importantly, can help apply it appropriately. In some cases the newest thing is just right; in other cases a different application might be more appropriate. Understanding the different options and how best to apply them enables clients to meet deadlines, reduce costs and maintain accuracy.

**Can you prove my data will be secure?** Global corporations need an eDiscovery provider who will adhere to the protocols the client deems appropriate for the protection and security of their data. These requirements can range from physical security, such as biometric scanning, to lock-tight chain of custody procedures and a willingness to undergo penetration testing.

**Is Project Management a core competency?** Project Managers are the glue that holds massive international eDiscovery matters together. Certain characteristics are essential: Are the Project Managers coordinating seamlessly across time zones? Are they escalating matters at the appropriate time? Do they take calls at 3:00 a.m.? Do they have a great attitude, no matter what comes down on them? Savvy companies know the responsiveness of a Project Management team is the true measure of an eDiscovery partnership.



To all these questions, Consilio answers with a confident, "Yes. Yes, we can. Yes, we do. Yes, it is." To every engagement, we bring world-class project management, a passion for problem solving and industry-leading eDiscovery technology. And with our extraordinary global reach, we bring these capabilities to you wherever you need us.