

The Service Experience

People. Process. Technology.

What is it like to be a Consilio client? It starts with our commitment to deliver an exceptional service experience. Our business professionals and expert practitioners guide you through a qualification process to understand your requirements, demonstrate our capabilities, and, if appropriate, provide a solution and pricing proposal. Throughout the process, you have full access to our team of experts, our project managers and our executive team.



If we are fortunate enough to earn your business, our highly experienced project managers step in. You always have a dedicated project manager, and an escalation path to handle any issues that may arise. To ensure the appropriate oversight, a Consilio executive is assigned to every project, and we ask our clients to do the same.

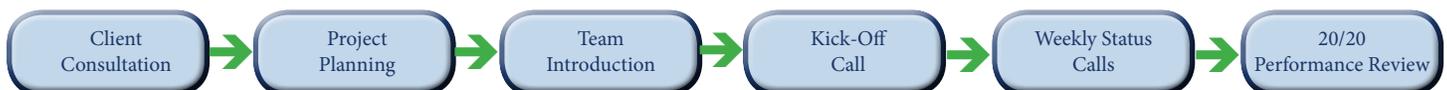
The project begins with a kick-off meeting— an ideal opportunity for our teams to meet each other. We have found this personal interaction to be an invaluable tool in building a strong relationship, which is critical in promoting transparent communication and mutual accountability.

During the kick-off meeting, we validate the scope of the project and customize a project plan, including key milestones, project scope, roles and responsibilities of teams, escalation paths, budget goals and next steps. Once the project begins, weekly status calls are initiated - separate from any necessary project calls - ensuring timelines and budgets are on track.

Upon project completion, we ask our clients, including executives, to participate in a 20/20 performance review. The goal is to evaluate our collective experiences, evaluate improvement opportunities, and harvest feedback about our people, process and technology.

It's simple - what matters to us is that our clients have an exceptional experience. We can only achieve that if we are communicating often, openly and transparently. And you can't build that relationship without a personal touch, a culture of accountability, and a creative approach to solving our clients' toughest eDiscovery challenges.

Service Experience Timeline.



What our Clients Say

“Their experts acted as an extension of our legal team: understanding our requirements, meeting our budget, and achieving a rapid solution. Their focus on delivering a customized service experience was critical to the outcome, and we would happily engage them again.”

“We appreciated the high level of project management from all members of the team. Each person was as uniquely qualified as the next. That is rare to find in a single organization.”

“We were faced with non-typical challenges that required customized solutions and an ability to develop and write code as needed. This is where Consilio came in. They offered solutions that other service providers could not and guaranteed a deadline weeks in advance of our other service providers.”

The service experience: how do we do it? Our ten years of experience supporting complex eDiscovery projects have enabled us to develop our people, refine our processes and, customize our technology. Our clients have confidence in the depth and breadth of our expertise, and they value our commitment to an exceptional service experience. Our focus on long-term relationships enables us to improve efficiency, increase quality and lower costs.



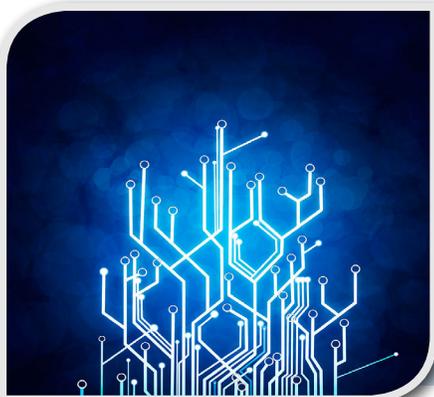
People

We hire the best. They are excited to be here. They stay for a long time. Our global project management team is deeply experienced in complex litigation as well as regulatory and internal investigations. They stand ready to assist you with your toughest challenges, whenever and wherever they arise. In fact, our clients tell us that we are at our best when the heat is on. Whether it's a change in scope, a tight deadline, or a complex data issue, our team brings its commitment to excellence and culture of accountability to everything we do.



Process

Every project is unique and evolves over time. What shouldn't change is the process for managing it. A strong foundation, agreed to by both parties, can help weather the bumps that inevitably arise while maintaining the flexibility needed to adapt to changes. We develop and implement efficient workflows, quality control procedures and comprehensive reporting packages to fully manage your project and deliver results.



Technology

Capitalizing on years of experience supporting the most complex, multi-national projects, our technology keeps pace with the increasingly multifaceted demands of global eDiscovery. We understand that the platform must effortlessly scale from the basic to the complex, and everything in between. Global RPM®, our secure, proprietary web-based review platform, incorporates analytical tools that give reviewers the insights they need to quickly assess productivity, highlight potential trouble spots and monitor consistency, resulting in accelerated review cycles, improved quality and lower costs.



"Consilio played a key role in shifting the focus of this case from distracting discovery battles back to the merits."

– Satisfied Consilio Client