

ENHANCED CHAT REVIEW

Reduce costs with an end-to-end solution and a streamlined reviewer experience



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Chat tools—particularly Instant Bloomberg—are used by most financial institutions worldwide. And as regulators in many jurisdictions require financial institutions to preserve these conversations, they are subject to legal discovery.

Most eDiscovery systems have been optimized for the review of the most prevalent data type in eDiscovery projects: email. Accordingly, chat documents have historically been converted to email file formats in order to facilitate review; but this conversion unnecessarily complicates workflows, prolongs reviews and increases the risk of missing important material. To overcome these challenges faced by financial institutions and their external counsel, Consilio offers its patented Enhanced Chat Review solution.¹

ACCELERATE REVIEW AND LOWER COSTS

Consilio’s end-to-end solution enables a fast and efficient review of chat documents to lower project costs. With Enhanced Chat Review, our clients can:

- Pinpoint important content quickly.**
 Filter out the immense amount of noise from entry-exit events, history events, disclaimer text and posts from irrelevant participants or companies.
- Optimize workflows.**
 Prioritize review of the most relevant chat documents by using robust search engines that leverage chat-specific fields, such as participant count or room ID, along with full content and conceptual searching.
- Leverage advanced analytics tools.**
 After cleansing the text of irrelevant content, leverage Consilio’s predictive coding technology and services to quickly classify documents for review.

Participant Entries & Exits

History View

All Disclaimers

Companies

Company A

Company B

Company C

Chat Participants

Participant 1

Participant 2

Participant 3

Participant 4

¹ Enhanced Chat Review covered by U.S. Patent No. 9,344,390.



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MINIMIZE ERRORS TYPICAL OF LARGE-SCALE REVIEWS

Consilio's Enhanced Chat Review provides a high-quality review experience that avoids the risk of missing content that might be important to litigation or regulatory investigations. By using our software, clients will be able to:

- **Reduce the likelihood of mistakes.**
Use our innovative, real-time filtering to remove irrelevant content that often makes up more than 95% of chat text.
- **Minimize rework.**
Partner with our experienced forensic consultants and data specialists to streamline downstream processing and review workflows common in chat-intensive reviews.

EXPERT CONSULTING WITH UNMATCHED GLOBAL EXPERTISE

Our extensive history as a leading global eDiscovery provider with experience supporting complex, cross-jurisdictional reviews makes us the right choice for multinational organizations, particularly international financial institutions. Our global offering includes:

- **Experienced consultants.**

Consilio experts are an extension of your team, working within the context of local data privacy and security regulations.

- **Global reach, fast response.**

Our Enhanced Chat Review solution is pre-integrated and fully deployed into our data centers, which have already passed the stringent security audits of the world's largest global banks. As a result, we can respond quickly to the eDiscovery needs of financial institutions around the world.

Accelerate reviews and lower costs without sacrificing accuracy and quality

Reduce risk of errors due to reviewer fatigue

Leverage our unmatched expertise in managing discovery of global, multilingual matters with large quantities of chat documents