



Professional Services Overview

Enhanced Productivity from Professional Services

As a leader in the delivery of eDiscovery automation software, CloudNine understands the importance of being able to support data and legal discovery professionals with *easy-to-access*, *easy-to-use*, and *easy-to-support* technology. However, many times discovery professionals need support beyond the technology to expand, enhance, and accelerate the accomplishment of their litigation, investigation, or audit objectives. In situations where enhanced productivity requires professional services support outside of a firm or company’s organic resources, CloudNine’s full suite of professional services delivered by experienced information technology, project management, and legal professionals may be able to provide the enhanced productivity required for legal and business success.

Expand. Enhance. Accelerate.

CloudNine’s full portfolio of professional services, consisting of capabilities beyond those user-accessible features delivered from its simplified eDiscovery automation software, and include but are not limited to:

- Computer Forensics
- Data Collections
- Discovery Consulting
- Project Management
- Managed eDiscovery
- Managed Review
- Technology-Assisted Review
- Managed Productions
- Information Governance
- Additional Services

These services are delivered under the leadership of our professional services team in Houston, Texas, and supported by a national network of experts, partners, and facilities to ensure a national capability supported down to the local level. Expand, enhance, and accelerate your discovery efforts with CloudNine today.

Computer Forensics and Data Collections

CloudNine's collection services help clients rapidly, accurately, and defensibly acquire potentially relevant electronically stored information (EDI) for litigation, investigations, and audits. These capabilities can help organizations identify and protect organizations from key risks including:

- Revenue Loss
- Confidential Information Exposure
- Legal Exposure
- Reputation Damage
- Staff Productivity Impact
- Hierarchy Subversion
- Social Engineering
- Identity Fraud
- Unauthorized IT/IS Access
- Unauthorized Data Exchange

CloudNine's collection services are delivered by certified collection experts with proven experience in the planning, execution, and documentation of traditional and forensic data collections. With expertise ranging from departing employee protection programs to mobile phone examinations, specific collection capabilities include:

- Audit of ESI
- Remote Data Collection
- Expert Testimony on Forensics and Collections
- Investigation of ESI
- Onsite Data Collection
- Analysis and Assessment of ESI

These services support law enforcement efforts ranging from incident responses to cybercrime detection as well as traditional eDiscovery efforts ranging from internal investigations and litigation support to regulatory and compliance audits.

Discovery Consulting and Project Management

CloudNine's discovery consulting and project management services provide customers with subject matter experts that help identify, analyze, and eliminate irrelevant document sets and prepare relevant files for subsequent use. These services include but are not limited to:

- Litigation Readiness Assessments
- Meet and Confer Conference Planning
- Discovery Management Support
- Discovery System Security Assessments
- Project Management Planning and Sourcing Support
- Litigation Response Planning
- Search Term Development Support
- Litigation Lifecycle Management Planning
- Legal Hold Process Development
- Project Management of Discovery Efforts

These services support law firms and legal departments throughout the information lifecycle of ESI in discovery-centric audits, investigations, and litigation.

Managed eDiscovery and Managed Review

CloudNine's managed eDiscovery and managed review services provide law firms and legal departments with access to industry leading eDiscovery technology and document review talent without the burden of infrastructure purchases or headcount additions. These services help extend, enhance, and accelerate your efforts by allowing immediate access to the following resources:

Technology	Talent
<ul style="list-style-type: none">• CloudNine Simplified eDiscovery Platform	<ul style="list-style-type: none">• Complete Management of eDiscovery Process
<ul style="list-style-type: none">• Relativity Review Platform	<ul style="list-style-type: none">• Complete Management of Review Process

Additionally, CloudNine has extensive experience in sourcing and supporting experienced project managers and review attorneys for legal departments and their outside counsel. This experience translates into the application of best review and quality control practices to ensure consistent interpretation and application of review protocols through supported engagements ranging from contract reviewer staffing to complete managed review.

Technology-Assisted Review

Leveraging advanced technology from leaders in the research, development and deployment of predictive coding and advanced analytics, CloudNine provides customers with the latest approaches to technology-assisted review as well as provides support for developing technology-assisted augmented first pass and second pass reviews.

- CloudNine Advanced Analytics
- Technology-Assisted Review (Clustify Integration)

This service helps corporate legal departments and outside counsel conduct the critical eDiscovery task of document review by providing advanced analytics and technology-assisted review technologies with expert reviewer assistance to accelerate the eDiscovery process. Key attributes of this service include:

- **Accuracy:** Provides accuracy superior to manual review as measured by recall and precision based on a combination of technology assisted review coding technologies and expert review assistance.
- **Consistency:** Provides consistency superior to manual review based on expert reviewer classification automation.
- **Efficiency:** Provides significant time and cost efficiencies when compared to manual review and alternative technology assisted review technologies based purely on random sampling classification model development.
- **Defensibility:** Provides a reasonable alternative to keyword only based review methodologies based on accuracy, consistency and efficiency benefits.

When employed in conjunction with CloudNine's simplified eDiscovery automation platform and managed review services, technology-assisted review provides customers with advanced technology and approaches to significantly reduce the time and cost associated with eDiscovery.

Managed Productions

In addition to the self-service production capability available to all users of CloudNine's simplified eDiscovery automation software, CloudNine offers direct support for customer productions from our Houston, Texas, production facility. Staffed by industry experts recognized for their understanding and experience in creating precision productions and privilege logs, CloudNine can deliver productions to specification in a variety of formats to include:

- Native Format
- Near Native Format
- Near Paper Format
- Paper Format

This multiple-production format flexibility ensures that the requirement of each production request is met in a timely, cost-effective manner.

Information Governance

Increasing volumes of data, regulatory and legal compliance requirements, and security challenges regularly impact the ability of businesses to manage, store, and secure unstructured data. CloudNine understands the importance of managing the costs and risks associated with the governance of information and provides expert support that can help legal, business, and information technology professionals safely and defensibly act appropriately on data. Available IG services from CloudNine include but are not limited to:

- Information Governance Health Check
- Records Retention Research and Analysis
- Sensitive Information Mapping
- File Analysis and Defensible Disposition

For more detailed information on CloudNine's ability to support organizational IG initiatives, contact us today to speak with a compliance and information governance expert.

Additional Services

While a leading provider of technology-centric data and legal discovery services and support, CloudNine also has the ability to provide important, but less frequently highlighted services that can contribute to the success or failure of discovery efforts. These important services include but are not limited to:

- Online Archiving
- Nearline Archiving
- Onsite and Offsite Copying and Scanning
- Foreign Language Machine Translation
- Offshore and Domestic Coding
- Logical Document Determination
- OCR and TIFF/PDF Conversions
- Courtroom Graphics and Support
- CD/DVD Duplication

For more information on CloudNine's complete portfolio of professional services, please contact a CloudNine professional services representative today.

About CloudNine

Founded in 2002 and based in Houston, Texas, CloudNine is a legal intelligence technology company with deep expertise in the analysis, processing, and review of electronically stored information (ESI). Currently used by more than 50 of the top 250 Am Law firms as well as in many of the world's leading corporations, CloudNine has been recognized in reports and surveys by Gartner, 451 Research, Blue Hill Research, Corporate Counsel Magazine, the New York Journal, and Texas Lawyer. CloudNine also publishes the eDiscovery Daily Blog, a trusted source of information for the legal industry. A leader in eDiscovery automation, you can learn more about CloudNine at 713.462.3885, info@eDiscovery.co, or at eDiscovery.co.