

OpenText Discovery Professional Services

Maximize eDiscovery capability, coverage and capacity with expert services from the leading technology creator



Award-winning eDiscovery analytics and processing



Industry gold standard forensic collection technology



Expert EnCE™ and OpenText™ Accelerate™ certified professionals



Global scale and support, including partner network for select services and locales

eDiscovery for litigation and investigations is constantly evolving along with enterprise technology. Ever-growing data volumes and types make it more challenging than ever to handle data defensibly and efficiently. Review team overruns, data-handling missteps and missed evidence can mean huge losses and negative impacts on the outcome of a legal matter.

OpenText's Professional Services team offers the best breadth and depth of industry expertise, spanning forensics, data science, technology-assisted review (TAR) workflows and eDiscovery project management. Its expert services streamline processes to combat any modern eDiscovery challenge, ensuring efficiency, early insight and total defensibility.

The OpenText team has managed thousands of projects from onset to archiving across hundreds of jurisdictions to ensure clients gain the fullest value from OpenText's differentiated technology. Further, OpenText is able to support projects on a global basis, with highly-scalable hosting and 24/7 support.

Premier services direct from the technology creator

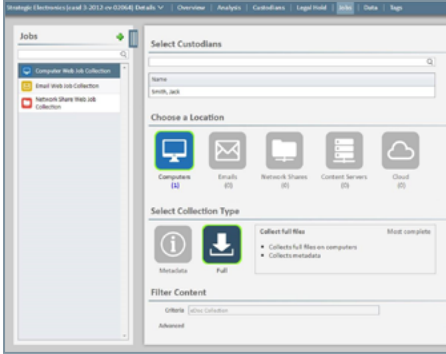
Most eDiscovery service providers base their offerings on third-party technology, and most eDiscovery technology developers cannot provide a range of services. OpenText delivers both, with the industry's most powerful eDiscovery platform and global expert services to ensure optimal use.

OpenText™ Accelerate™ was built from the ground up around proprietary advanced analytics. The result is an interactive, visualized environment to surface key documents earlier, minimize irrelevant data and speed human review. OpenText™ EnCase™ is the most trusted forensic collection technology, enabling enterprises to preserve evidence completely and defensibly, with no disruption to business.

OpenText Discovery Professional Services brings together these technologies with the most advanced data hosting, consulting and support for a truly differentiated eDiscovery experience—whether for a specific task, complete individual matter or entire litigation portfolio.

Collections

Accelerate Collection Services, powered by EnCase, can manage the entire collection process, from scoping to physically connecting devices, all the way through to processing data for review and analysis in OpenText Axcelerate. EnCE-certified professionals collect, analyze and report on data from virtually any source, remote or onsite, with full physical imaging or highly-targeted acquisitions leveraging point-of-collection culling in EnCase. Enterprise teams no longer need to worry about sourcing the right connectors or managing challenging custodians; our experienced collections team arrives on-site with a forensic kit containing all the hardware and software necessary for defensible data collections.



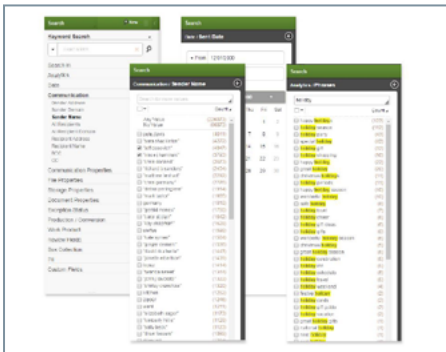
Collection services provide remote and on-site acquisition via EnCase.

Data processing

Our Data Processing team ingests electronically stored information (ESI) to be searched, filtered, visualized and interrogated. We fulfill common processing requests such as single-page-tiffing, native text extraction to enable full text search, optical character recognition (OCR) and de-duplication. Files are de-NISTed to remove irrelevant system files and key metadata is extracted and indexed to enable in-depth filtering. The process creates unique records for each file while maintaining family relationships for attached files.

Early case and data assessment

OpenText Professional Services leverages sophisticated early case assessment (ECA) capabilities in Axcelerate to gain early insight into data volumes and dramatically reduce the amount of data requiring legal review. Combined with point-of-collection data reduction in EnCase, OpenText’s tools have reduced ESI volumes for premier enterprises by as much as 96 percent. Our project managers leverage Axcelerate’s Smart Filters to cull data based on date range, custodian, file format and dozens more attributes. With Axcelerate’s full reporting suite, project managers can easily generate data volume and search term hit reports with variable metrics, including or excluding families, attachments and duplicates.



Early case and data assessment services help cull and analyze data sets in Axcelerate.

Meet-and-confer support

Prepare for FRCP 26(f) meetings to more effectively negotiate the scope of discovery. Our Professional Services team, consisting of expert legal professionals and lawyers, has worked on every kind of project from internal investigations to criminal proceedings. Leverage our expertise to better understand your data, how it can be reviewed, where technology can help and how to identify potential pitfalls earlier in the process.

Data science and workflow consulting

Get the most out of Predictive Coding with customized machine learning workflows refined over years of engagements. Our data scientists will help you take advantage of Axcelerate’s continuous machine learning capabilities to prioritize review, find key documents faster and defensibly minimize the volume of data needed for human analysis while maintaining accuracy. Our data scientists and legal experts have helped clients understand AI for protocol negotiations and appeared in court as expert witnesses.



Data science and workflow consulting services efficiently prioritize review in Axcelerate.

“The data science team at OpenText has done an excellent job in helping us communicate how the technology works to our clients and attorneys in the firm. They’ve helped us design metrics. They’ve helped us design workflows.”

David Stanton
Partner
Pillsbury Law

[Read the full Success story](#)

Production assistance

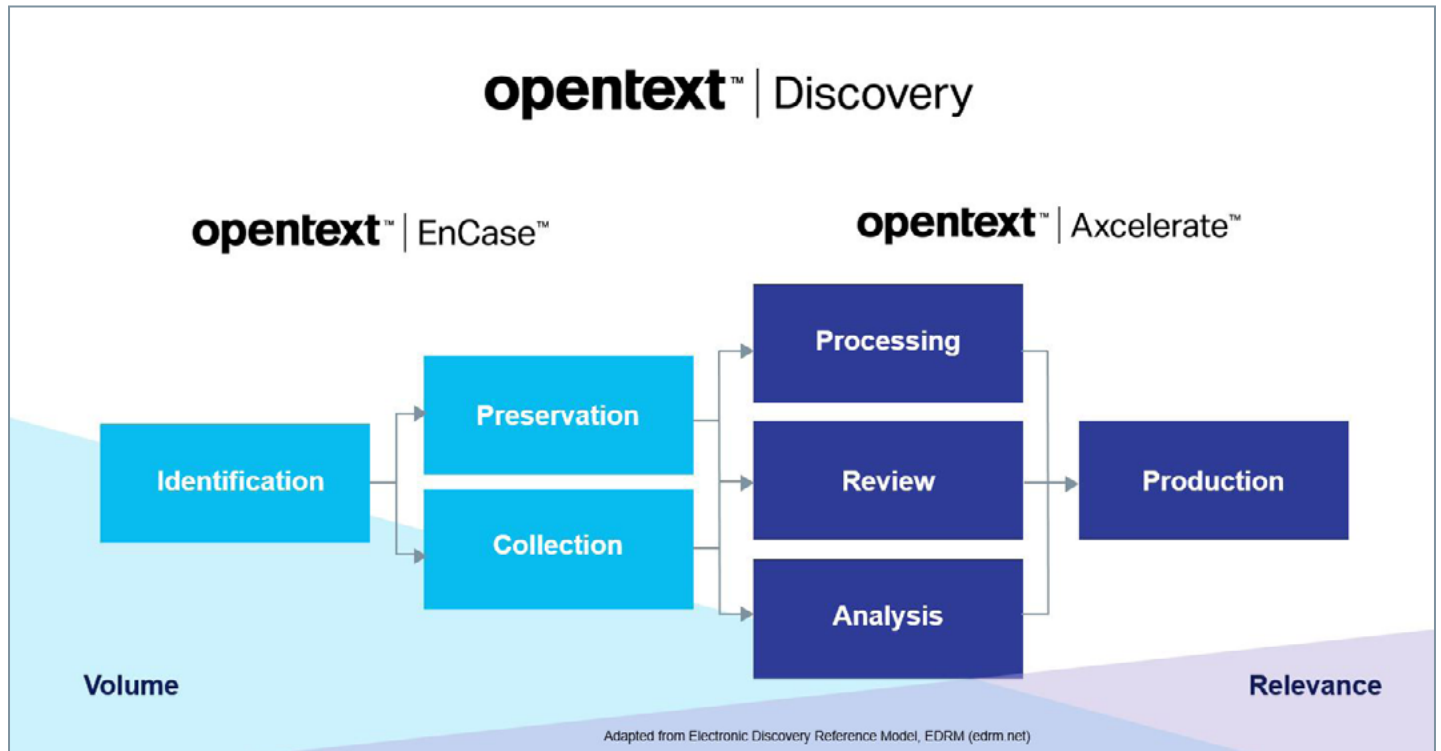
Reduce the anxiety associated with preparing complete, error-free production sets. Production Assistance ensures quality-controlled, on-time delivery in tiff, native, PDF or mixed mode formats. Our experienced production team handles everything from bates numbering and endorsements to handling spreadsheets to QC'd redactions and slip sheeting. Our experience and careful attention to quality control ensure that clients produce on deadline every time.

Project management

Extend your team with support from our Project Management team consisting of professionals with years of litigation support experience in addition to holding Axcelerate certifications and law degrees. Project Managers communicate with clients and coordinate project priorities, as well as provide reporting, searching and set-up services.

Premium Services for large deployments

OpenText Axcelerate Premium Services support you with technical training to understand how data moves through the cloud and how to take advantage of Axcelerate Cloud's elasticity and massive processing reserves to supercharge your projects. Premium Services educate, shadow and collaborate with clients to help them maximize the value of their Axcelerate environment.



OpenText Discovery offers unprecedented coverage of the EDRM.