

SOLUTION OVERVIEW

OpenText High-Efficiency Managed Review

Achieve budget certainty, risk mitigation, cost-savings and better results



 **Ensure cost predictability** with upfront, fixed fee pricing

 **Achieve cost savings** of up to 80 percent

 **Mitigate risk** with measurably higher accuracy

 **Improve workload management**

Today's law department is expected to be high-performing and accountable for costs—while reducing risk and achieving optimal case results. Yet, document review associated with litigation, investigations and regulatory compliance comprises the majority—and most unpredictable part—of litigation spend. When a legal matter surpasses the ability of in-house legal staff to complete the review, part (or all) of the work is usually divided between law firms and contract attorneys to meet deadlines.

Despite promises of front-end cost reductions, this traditional approach achieves the opposite. It puts a ceiling on the amount of possible cost savings, limits the speed at which the review can be completed and leads to high risk—putting critical deadlines in jeopardy and increasing burden on the team. This approach also misses the opportunity for greater cost savings, risk mitigation and improved time management afforded by new technology and process options.

OpenText High-Efficiency Managed Review eliminates the trade-off between risk, costs and stressful workloads that can make prioritizing projects and meeting deadlines daunting. A full-service, outsourced solution, it combines proprietary technology-assisted review based on continuous active (machine) learning (TAR 2.0), highly trained and technically adept attorney reviewers and machine learning experts to ensure the most efficient and cost-effective review with the best possible results. The OpenText team manages the project from start to finish—not just review, but also data management tasks, from processing, hosting and production—to free up resources and give you peace of mind with budget certainty, speed and high-quality results.

“By partnering with OpenText, it has allowed our attorneys to provide cutting-edge legal services at a fraction of the cost. Utilizing the OpenText continuous active learning technology in addition to their talented document review team, allows us to save client financial resources by quickly and more accurately identifying responsive documents.”

Robin E. Stewart
Head of eDiscovery, Litigator and Partner
Kutak Rock

Unlike other eDiscovery vendors, OpenText is incentivized to achieve the most efficient review by looking at as few documents as possible—keeping costs low while still achieving superior results.

Ensure cost predictability with upfront, fixed fee pricing

OpenText offers upfront, fixed fee pricing that eliminates the risk of cost overruns. Experts scope out project parameters and requirements based on a sample of the document collection, ensuring cost certainty at the outset of a project.

Achieve cost savings of up to 80 percent

High-Efficiency Managed Review, which uses TAR 2.0, can reduce document review costs by up to 80 percent compared to alternative review approaches, such as keyword search. Savings are instantly realized by substantially reducing document volumes for human review by prioritizing only a subset of relevant information. By maximizing its TAR 2.0 technology and expertise, the OpenText team achieves a remarkable average review efficiency of two to one. In other words, for every two documents the team reviews, one is relevant, putting just a small fraction of documents in reviewers' hands. Manual first-pass review can effectively be eliminated altogether, along with costs, risks and unwieldy workload.

Compare the efficiency of High-Efficiency Managed Review with linear document review. This approach relies on keyword search, which averages nine non-responsive documents to every responsive call, increasing costs five-fold for reviewing irrelevant information.

Mitigate risk with measurably higher accuracy

OpenText mitigates risk to measurably improve quality in two ways. First, the review team is expert at optimizing the technology and is fully integrated with the product team to ensure the best use of the features that make TAR 2.0 so powerful and its review so efficient. Previously, inexperienced reviewers needed to quickly learn a tool, cobble together workflows that are not repeatable from matter to matter and rely on keyword search, which is proven to be only 20 percent accurate.¹ This is now a thing of the past.

Second, the review team adheres to stringent procedures and quality control (QC) processes that result in such high accuracy and consistency that clients can reduce the typical outside counsel QC from 20 percent to just 5 percent or less. OpenText delivers accurate, reliable coding throughout the review by adhering to best practices:

- Proven techniques for efficient QC, including individual sample QC
- Use of error codes and feedback meetings
- Subject matter expert (SME) QC review of coding calls

Quantitative benchmarks create measurable goalposts against which to evaluate success, including recall and precision, and indicate when review objectives have been met and a review can end—eliminating wasteful time on additional review.

¹ David C. Blair & M.E. Maron, An Evaluation of Retrieval Effectiveness for a Full-Text Document-Retrieval System.

“The OpenText review team achieved a remarkable review efficiency, looking at just 133 documents to find 100 responsive ones and saving \$400,000 in review costs.”

Global Corporation

Improve workload management

To accelerate projects to meet tight deadlines or get to the facts quickly to evaluate the merits of a case, High-Efficiency Managed Review is the best option for delivering quality work product in a timely, efficient and cost-effective way. The OpenText team gets corporations across the finish line faster and helps them know more, know the case facts sooner, make better decisions and focus on the most pressing priorities.

TAR consulting

TAR consultants are available to help guide the entire process. They are industry experts with years of experience in the field, often testifying before the court as an extension of OpenText clients.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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