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OpenText High-Efficiency Managed Review

Gain a strategic and competitive advantage in eDiscovery document review by providing budget certainty, passing on cost savings and reducing risk

Ensure budget certainty for law firms and clients

Get demonstrable efficiency and savings for clients

Mitigate risk with measurably higher accuracy

Access relevant data faster for case strategy and production

When it comes to litigation, investigations and regulatory compliance matters, corporations have more choice than ever before for who they get to handle their document reviews. With the rise of legal operations, they're dividing the work between firms, alternative service providers and contract attorneys to save costs upfront. Those firms that can provide clear foresight and predictability, while ensuring optimal results, will remain competitive.

With OpenText High-Efficiency Managed Review, a firm can better serve its clients by reducing risk, managing costs and getting to the most critical documents and facts quickly to deliver the best possible legal advice. 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 help guide the most efficient review. The OpenText team manages the project from start to finish—including data processing, hosting and production services—to give firms the competitive edge that their clients demand.

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Ensure budget certainty for firms and clients

For lawyers, maintaining a client's trust is paramount. So is adding to the firm's bottom line—not detracting from it. OpenText quickly scopes a project upfront, offering a fixed fee that eliminates the risk of cost overruns or wasted billable hours that are ultimately written off or written down. OpenText takes on the risk, not the law firm, giving firms a way to recoup 100 percent of their costs while providing their clients with peace of mind.

Get demonstrable efficiency and savings for clients

Keeping clients happy is no longer just a matter of delivering exceptional legal advice. Today's supporting legal services need to be efficient and cost-effective to stand out from the competition and maintain client relationships.

High-Efficiency Managed Review, which uses OpenText TAR 2.0 technology, can reduce document review volume by up to 80 percent or more. It prioritizes only a subset of relevant information, ensuring that the review team only reviews a fraction of the original document set, passing along substantial savings to clients.

The OpenText team also achieves a remarkable average review efficiency of two to one. In other words, for every two documents the team reviews, one is relevant. Inefficient manual first-pass review can effectively be eliminated altogether, enabling attorney reviewers to focus on the substantive issues of the case.

Compare the efficiency of a High-Efficiency Managed Review with alternative approaches, such as linear review, which employs a keyword search and is still in use by 80 percent of firms.[1] On average, those firms are reviewing nine non-responsive documents to every responsive call, unnecessarily increasing costs to their clients.

Mitigate risk with measurably higher quality

OpenText measurably improves 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 features that make TAR 2.0 so powerful and its review so efficient. Previously, inexperienced reviewers needed to quickly learn complex software, cobble together workflows that are not repeatable from matter to matter and rely on keyword search, which is proven to be only 50 percent accurate.[2] This is now a thing of the past.

Second, the review team adheres to stringent procedures and quality control (QC) processes that result in accurate, reliable coding from the inception of a review through to conclusion 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.

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1 American Bar Association, *2018 Litigation & TAR*, January 2019.

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

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Access relevant data faster for case strategy and production

To keep pace with even the most demanding clients and accelerate projects to meet tight deadlines—or get to the facts quickly to evaluate the merits of a case— High-Efficiency Managed Review is ideal for delivering quality work product in a timely, efficient and cost-effective way. The OpenText team gets firms across the finish line faster and helps them know more, know the facts sooner and make better decisions.

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**.

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