QuisLex

Managed
Document Review

Managed Document Review

Document Review Supporting Litigations, Investigations, & Regulatory Requests

Despite technological advances, document review can still be the most challenging and expensive aspect of discovery, particularly in complex matters. Far from a commoditized service, document review requires significant cross-functional expertise to mitigate the associated cost and risk.

QuisLex has reviewed more than six billion pages, hundreds of thousands of hours of audio recordings, created privilege logs running into tens of thousands of entries, and worked on matters before courts in most major jurisdictions and regulatory agencies worldwide. Our experience spans litigations and investigations such as second requests and other antitrust matters, multi-jurisdictional global investigations, and asymmetrical class actions.

QuisLex's review services extend well beyond routine document review and include a complete suite of managed review services:

- Complete end-to-end project management including review platform and workflow management
- Proprietary search methodologies and empirical algorithms
- Implementation and execution of Technology Assisted Review (TAR) workflows
- Complex issue coding
- Audit trails and defensibility analysis
- Privilege log creation
- Redactions for privilege, trade secrets, or data privacy
- Pattern and trend analysis
- Chronologies
- Deposition preparation
- Trial and witness preparation

Managed Document Review

Executing a high-quality, cost-effective, and low-risk document review requires: 1. Quality Management & Continuous Improvement, 2. Technological Expertise, 3. Highly Skilled Project Teams, and 4. Process Rigor.

1. Quality Management & Continuous Improvement

Since our inception, we have been uniquely devoted to the idea of quality management. Quality control is not simply a process by which errors are identified and corrected, but one that enables the project team to continually refine and improve performance.

QuisLex is the first legal services provider to obtain the ISO 9001 certification for quality management in the "provision of legal services." We successfully introduced Six Sigma into legal process management, hiring our first Six Sigma Master Black Belt when we had fewer than ten employees.

Today our Quality Management Group numbers 15 professionals and includes Six Sigma Master/Black Belts, analysts and other experts. Their only responsibility is to manage quality and assess productivity, operating as an independent function from our core review teams.

The Quality Management Group is dedicated to continuous improvement within and across projects, measuring key performance indicators so that learning (knowledge transfer from the client, necessary corrective actions, and process improvements) is integrated into the review.

Our QC process is designed to provide real-time feedback to our reviewers so that mistakes are identified and rectified early on in the review process and corrective measures are rapidly implemented to prevent similar errors in the future.

Our commitment to quality and process innovation is exemplified by being awarded multiple US patents for our document review quality management process.

"... excellent responsiveness and real value added on the analysis and review"

2. Technological Expertise

We have extensive expertise working with all leading document review platforms. QuisLex is able to expertly manage many of the tasks and work streams that are often assigned to the law firm or technology vendor at significantly higher cost. Some of these tasks and work streams include:

- Leveraging a technology's advanced features
- Developing solutions for gaps in a technology's functionality
- Managing issues relating to user accounts and permissions
- Designing platform-specific workflows
- Conducting review platform training
- Answering review team questions on platform functionality

- Resolving technology issues
- Maintaining review platform knowledge databases

In addition, QuisLex is a pioneer in the use of technologies from the fields of information retrieval and statistics to improve efficiency, regardless of the technology being employed. We regularly use technologies such as predictive coding, email threading, metadata analysis, clustering, and hash value comparison, among others, to identify documents that can either be excluded from review or reviewed more efficiently. Along with the use of conceptual searches and statistical sampling we also utilize these techniques to streamline both our first level review and QC efforts.

Helping manage these endeavors, our Legal Technology Group (comprised of search specialists, linguists, technologists, and statisticians) supports our litigation teams in all areas involving the use of search and technology.

Finally, the QuisLex Development Group builds customized applications to automate previously manual processes and enhance existing technology solutions to enable efficient and cost effective service delivery, including automating the privilege log process and creating a process to handle native redactions.

3. Employee Excellence

With more than 1,000 full time, highly trained, and dedicated employees, QuisLex's managed document review service offers an unmatched combination of expertise and scalability. We invest strongly in developing the best workforce in the industry, including:

- Rigorous and comprehensive training
- Formal mentoring programs
- Industry best merit based compensation packages
- Well defined career paths
- Comprehensive benefits
- Generous and unique employee perks and award programs

Our clients reap the long-term benefits of this investment in the quality of deliverables and cost advantages. Simply put, highly valued, highly respected, and well-compensated employees perform better.

4. Process Rigor and Review Management

QuisLex's approach towards review management is to assume complete responsibility for all aspects of the end-to-end review workflow, allowing supervising counsel to spend less time on administrative tasks or fixing

vendor mistakes, and more time providing substantive value. We have highly tuned processes and in-depth experience in every aspect of managed document review, including:

- Workflow design
- Process improvement
- Staffing and training

- Knowledge transfer protocols
- Project management
- Quality management
- Data analytics
- Law firm QC
- Technology assisted review
- Matter management
- Reporting

The QuisLex approach to managed document review provides both the client and the law firm with the unique ability to ensure high quality eDiscovery services while controlling costs and enhancing defensibility.

QuisLex

757 3rd Avenue, 20th Floor
New York, NY 10017

+1.917.512.4489
info@quislex.com

www.quislex.com

About QuisLex

QuisLex is an award-winning legal services provider that specializes in managed document review, contract management, compliance services, legal spend management, and legal operations consulting. Our full-time highly trained attorneys, process experts, legal technologists, statisticians, and linguists work closely with our clients to reduce cost, mitigate risk, and maximize efficiency. QuisLex is regularly acknowledged as a leader in the legal services industry, and is proud to be recognized by the Association of Corporate Counsel as an ACC Value Champion, Chambers and Partners as a Band 1 Alternative Legal Service Provider, the *New York Law Journal* as a Top Managed Document Review Services Provider, and the IACCM as its Outstanding Service Provider for contract management solutions. QuisLex is nationally certified by the New York & New Jersey Minority Supplier Development Council as a Minority Business Enterprise (MBE). To learn more, **visit www.quislex.com**.

QuisLex

New York | London | Chicago | San Francisco | Hyderabad