epiq reliability

The discovery solution for your entire organization

Solution: Epiq's goal is to give corporate clients complete control over their discovery data and legal spend. With managed services, you no longer have to rely on an array of different law firms to keep track of your data—all of that data can be processed and stored in one place. This also gives you predictability over your eDiscovery spend. We create a single repository for all of your discovery data, giving you the scale and capacity to solve any size eDiscovery challenge.

Overview

Managed services is not only the perfect way for you to have total control over your data, it also gives you the ability to predict your eDiscovery costs. Managed services provides the horsepower and security needed to reliably perform eDiscovery — services, software, hardware and processes—but most importantly, Epiq provides workflow management to make these capabilities work together seamlessly. Epiq works with you to design a managed services package to suit your capacity and workflow requirements at a fixed monthly cost.

Processing

The Epiq eDiscovery managed services offering has several different processing options to meet the needs of our corporate clients. Whether you want to process your own data or rely on Epiq to do so, we can accommodate your need; we offer self-service options and arrangements, or you can leverage our client services team to process some or all of your data.

eDiscovery managed services enables you to take advantage of the most advanced industry tools while ensuring the processes around those tools are customized to the unique needs of your corporation. Epiq offers several different processing tools. Whether it be Relativity processing, which is straightforward to use and directly integrated into the other components of Relativity, or Nuix and its robust capabilities, or the nimbleness of our proprietary tool, DMX, we have the right tools to meet the corporate legal department's needs.

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Review and production

The Epiq Arq℠ platform is your own hosting environment for a fixed monthly fee: there is no hardware to buy or software to license. Arq allows you to create and manage your own cases and users without implementing a review platform from scratch or depending on a service provider. Arq includes unlimited use of email threading, near de-duplication, clustering and predictive coding. With Epiq Arq's dynamic and ad hoc self-service reporting capabilities, you can report by case, law firm, jurisdiction, matter type or multiple combinations. You also get reporting on storage, users, custodians and attorney review speed and quality. Arq also provides insight into your Relativity Assisted Review projects and metrics around your production sets.

With Epiq as your partner, you get a dedicated, secure hosting environment with the support and scale of a global eDiscovery provider, all while maintaining total visibility and administrative control of your data.

Storage management

From the working files generated during the eDiscovery process to productions created for opposing counsel, even small eDiscovery cases generate a lot of data. Constantly managing that data is a lot of work. Epiq offers levels of storage to meet the demands of your projects: the highest-performing, solid-state drives for active matters, storage used for less frequently accessed data, or archiving designed for offline storage. Epiq works with you to manage, track, protect and back up your data throughout each project's life cycle.

Evidence handling

Epiq works with you to take your current evidence handling policies to the next level. For example, let's say a corporation has hired 100 law firms to handle its data. With Epiq, corporate evidence will always be handled in the same manner, no matter who the outside counsel is. Epiq will store and process the corporation's data from all 100 law firms, so all of the data is reviewed by the same people in one centralized location. This also saves the corporation the hassle and expense of dealing with documents that may end up being reviewed multiple times by multiple parties.

Data centers and security

Epiq maintains a multi-layered security program: We utilize leading commercial technology to provide defense against both external and internal attacks. Epiq maintains a full-time staff of certified information security professionals to manage our security program. Regular audits and risk assessments are combined with an advanced intelligence network to assess potential security risks and Epiq's ability to meet emerging threats. We operate SSAE 16 and ISO 27001 certified data centers around the world, all with hardened exteriors sitting on dual power grids, employing generator backup and 24/7/365 closed circuit and manned monitoring. Epiq employs the latest backup methodologies with a variety of disaster recovery options to meet a wide range of data recovery requirements.

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