

Collaborative Case Management and Advanced eDiscovery

The Business Case for Accelerated eDiscovery and Review

The ability to develop an informed collaborative case management strategy is critical in a world where eDiscovery can cost millions of dollars, often before cases even come to trial. Apart from the risk of fines or sanctions due to missing, lost, or deleted data, the true costs of eDiscovery such as the drain on corporate resources, lost productivity, the expense of outsourcing eDiscovery actions—can all directly influence your organization's bottom line.

Netmail Search is an advanced web-based eDiscovery tool that integrates with Netmail Archive and allows authorized reviewers to intelligently search, retrieve, preserve, analyze, review, mark, export and produce email, documents, and other electronic records in a timely and cost-effective manner in support of litigation, legal discovery, or internal investigation. With Netmail Search, advanced search options and guided navigation, plus the logic of case management, are delivered in an easy-to-use, intuitive web-based interface. eDiscovery has never been more intelligent.

Advanced Search and Guided Navigation

The benefit of Netmail Search lies in its advanced search features and guided navigation, which allow authorized reviewers to accurately refine their searches. With Netmail Search, reviewers can apply a number of specific search terms to message, attachment, and audit file searches. Word lists can be created and saved as templates for use in future cases. Audit searches can be carried out to sort data based on contents in the auditor's name, comments, tags, and more. Guided navigation allows data sets to be quickly culled down from millions of records to a couple dozen with just a few of clicks of the mouse, allowing for easy viewing and auditing. Commenting and tagging features allow different levels of reviewers, like paralegal staff and non-legal staff, to perform an initial review of data and note the importance or relevance of items before presentation to attorneys or external counsel.

Collaborative Case Management

Netmail Search employs an intuitive case management organizational system. Upon securely logging into Netmail Search, authorized reviewers are greeted with a Case Management Dashboard that lets them create, track, manage, and save multiple cases. Users can respond to any and all eDiscovery requests simultaneously and are spared the headache of sifting through all archived data each time an eDiscovery request is made.

Advanced Filtering Options

Netmail Search has an advanced set of filtering options that make it easy for reviewers to locate the precise information they are looking for. Reviewers can activate multiple search tabs to conduct multiple filtered searches within a single case. Information can then be filtered according to archive location and even by user. Netmail Search also offers additional filters that can filter data even further, including folder, date, language, item type, among others.

Custom Search Queries

With Netmail Search, reviewers can build their own customized search queries, meaning they are never limited to default search criteria. These custom search queries can be developed using various attributes, such as exact phrasing, forbidden terms, phonetic spelling, approximate spelling, and more. Boolean operators can be used to combine multiple attributes, yielding more detailed search queries and accurate search results.

The screenshot shows the 'Advanced Search' dialog box in Netmail Search. It features a tabbed interface with 'Message', 'Word List', and 'netmail search' tabs. The 'Message' tab is active, displaying a list of search criteria with checkboxes and input fields:

- Subject contains
- Sender contains
- Recipients contains
- Body contains
- Sent date range
- Received date range
- Tampered status
- Item types: Mail, Appointment, Task, Note
- Search embedded messages also
- Personal subject contains
- Category

At the bottom of the dialog are three buttons: 'Search', 'Clear', and 'Cancel'.

Flexible Export Options

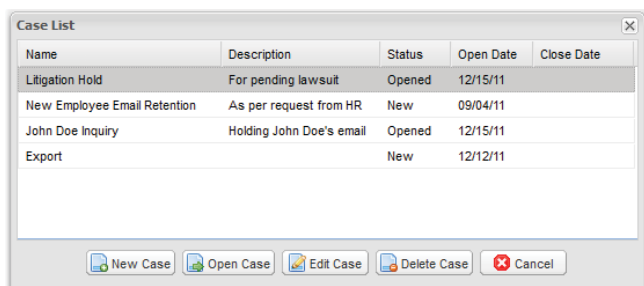
To address concerns regarding the protection of sensitive, privileged and confidential information during the eDiscovery review phase, Netmail Search includes flexible export options. Authorized users can easily export single or multiple archived items to PDF, searchable XML, or PST format using Netmail Search's intuitive Export Wizard. These exported files can then be saved to file for printing or sent to external reviewers for redaction purposes.

Review and Classification

The main cost of eDiscovery is often the unnecessary processing and review of unrelated, irrelevant and duplicate data, making effective collection, navigation, culling and pre-processing essential in order to reduce the review time required by attorneys. With Netmail Search, items can be tagged according to relevancy. These customizable tags can be viewed in future searches and reviews so that a reviewer can quickly identify how an item was treated in a past matter, speeding up the initial review process and eliminating duplicate work-effort over time.

Case Management Dashboard

In today's complex environments, eDiscovery technology should be invisible to the legal reviewers and legal supervisors. Netmail Search's case-oriented eDiscovery delivers an intuitive, straightforward user interface that emulates existing workflow to streamline and accelerate case management. Through the Case Management Dashboard, case administrators, legal supervisors, lead attorneys, and paralegals can easily create and manage multiple cases and perform all the initial processing and collection stages without having to involve IT staff.



Name	Description	Status	Open Date	Close Date
Litigation Hold	For pending lawsuit	Opened	12/15/11	
New Employee Email Retention	As per request from HR	New	09/04/11	
John Doe Inquiry	Holding John Doe's email	Opened	12/15/11	
Export		New	12/12/11	

In-House eDiscovery

Organizations are facing an increasing number of litigations and are being forced to address their litigation challenges with reduced budgets. By bringing eDiscovery in-house, Netmail Search can help reduce the costs and dependence on legal service providers. Unlike most eDiscovery solutions, Netmail Search is highly scalable, performs quickly and efficiently, and offers a workflow that mimics the usage patterns of the in-house legal staff.

"eDiscovery today represents 35% of the cost of litigation, and companies that fail to produce information in a timely or appropriate manner face the risk of paying millions of dollars in sanctions and fines, not to mention loss of corporate reputation, lost revenue and embarrassment."

Osterman Research, 2010

Key Benefits for Legal Teams:

- Enable efficient end-to-end eDiscovery using the Case Management Dashboard.
- Perform early case assessments and prepare for opposing counsel negotiation.
- Advanced search, categorization and multi-search features help cull down the data set presented to lawyers.
- Single search across multiple locations.
- Enable global legal holds and federated searches of all ESI.

Key Benefits for Businesses:

- Shortens the eDiscovery process and save time performing eDiscovery.
- Case management helps manage multiple eDiscovery requests simultaneously, saving you up to 70% of the annual cost of traditional eDiscovery requests.
- Drive down related eDiscovery costs such as legal judgments and fines.
- Reduce the IT bottleneck associated with eDiscovery.
- Simplify and accelerate the review process with collaborative case management and in-house eDiscovery, saving on outsourced costs.
- Weigh the costs of settling versus the cost of discovery.
- Mitigate the threat of sanctions and fines.

To learn more visit: www.netmail.com/search