

Clearwell Systems Managed Services Program

THE BENEFITS:

Enterprises have significantly reduced costs and overcome obstacles to deploying in-house e-discovery solutions by leveraging Clearwell's Managed Services Program. The solution's benefits include:

- Provide an in-house e-discovery solution without adding additional headcount or infrastructure
- Eliminate per use (or per GB) fees by leveraging a reusable software license to reduce costs and provide cost-predictability
- Leverage e-discovery best practices provided by a Clearwell certified partner
- Reduce risk by outsourcing e-discovery hosting and management to an off-premise service provider

The Challenge: Reigning in e-discovery costs without adding infrastructure or headcount

With small litigation support teams and large case loads, most enterprises incur large legal bills from outside counsel and significant processing bills from e-discovery service providers. These circumstances drive many legal and finance teams to embark on strategic initiatives to lower their electronic discovery costs without expanding their teams or adding additional infrastructure to support in-house e-discovery. The in-house e-discovery value proposition has proven to reduce costs for many large corporations, however three internal obstacles often hinder companies as they evaluate the opportunity to bring e-discovery in-house.

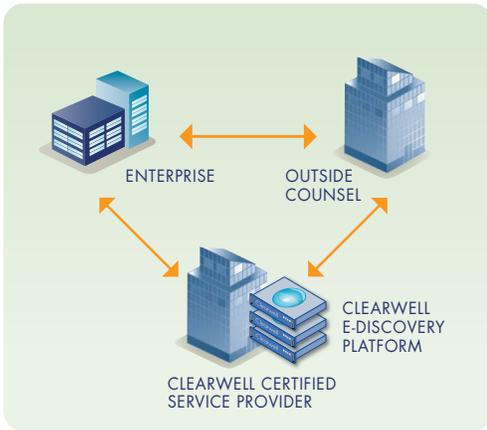
Infrastructure: Legal and IT teams may not possess the dedicated physical infrastructure (e.g. data center), the network and storage systems, and the security infrastructure required to support an enterprise-class e-discovery deployment.

Headcount: In-House e-discovery requires a commitment of full-time employees that have a proven blend of skills in both the technical IT & security arena as well as the field of law and forensics. Specialized employees hired to support peak litigation volume must often be retained even when litigation volume subsides.

Operational Risk: Historically, many corporations have offloaded much of their e-discovery risk to outsourced service provider partners. In taking over control of the e-discovery process, corporations take on the inherent risks associated with collecting, processing, and reviewing data.

The Solution: Clearwell's Managed Services Program

Clearwell's Managed Services Program (MSP) is designed to deliver the value of in-house e-discovery while allowing enterprises to avoid internal obstacles faced when insourcing e-discovery technology. The Clearwell MSP provides enterprise customers with a "reusable" Clearwell E-Discovery Platform enterprise software license that can be leveraged across all departments of the organization. Simultaneously, the enterprise enters into master services agreement with a Clearwell certified service provider partner that allows them to outsource the people, processes, and procedures required to manage Clearwell. The certified service provider manages and supports the entire end-to-end e-discovery workflow for the enterprise, including identification & collection of data across multiple sources, preservation & litigation holds, processing & analysis, search & cull down, and review & production. Key benefits of the Clearwell Managed Services Program include:



The enterprise owns a Clearwell software license, and a Clearwell certified partner hosts the platform, providing access to Clearwell for both the enterprise and their outside counsel.

"Clearwell's Managed Services Program provides Oracle with more accurate cost predictability than a per-gigabyte pricing model and delivers the value of bringing e-discovery in-house by reducing operational and financial burdens."

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Software cost savings: The Clearwell Managed Services Program allows customers to utilize Clearwell's reusable enterprise software license in order to eliminate per use (or per GB) fees while simultaneously outsourcing the people, processes, and procedures required to manage Clearwell to a service provider. The reusable license provides tremendous value in terms of monthly cost reductions across every matter, whether it's a small ten gigabyte wrongful termination dispute or a large two terabyte class action law suit.

Infrastructure cost savings: By leveraging Clearwell's Managed Services Program, enterprises avoid the need to purchase the networking, storage, and security infrastructure required to support in-house e-discovery. They also avoid the internal costs of maintaining and supporting e-discovery cases and data, including the burden on internal IT. When additional storage capacity is needed, the service provider can provide the flexibility of enabling additional capacity on-demand.

Personnel cost savings: By outsourcing the management of Clearwell to a trusted service provider, customers avoid the time and costs associated with hiring full-time employees to manage e-discovery in-house. In addition, they enjoy the flexibility of being able to increase and decrease specialized e-discovery personnel as litigation volumes fluctuate.

Cost predictability: Clearwell's one time, perpetual software license fee covers the customer's software license and all upgrades to licensed software, providing cost predictability and cost control.

Implementation speed: Since the Clearwell appliance is installed at the service provider's location, no installation is required at the customer site. Upon deployment, the service provider delivers a comprehensive training course to all end users of the Clearwell application, ensuring that they are fully operational nearly immediately.

Customized services: The service provider works with the customer to design and deploy an efficient, repeatable, and defensible end-to-end e-discovery workflow for the enterprise. This is accomplished by leveraging the service provider's best practices experience across all phases of the EDRM and customizing the service offering to meet the customer's specific needs.

Risk mitigation: Enterprises are able to reduce risk to their organization by outsourcing e-discovery hosting and management to a Clearwell certified service provider. Since the solution is hosted off-premises, the data is isolated from other corporate data at the enterprise, and the solution obviates any potential security issues associated with in-house discovery.

Cross-Departmental e-discovery capabilities: Upon deploying Clearwell within a legal department, most corporations realize that they can drive further value from the Clearwell solution and enable additional efficiencies and cost reductions by allowing other departments (e.g. Compliance, HR, and Audit) to leverage the Clearwell E-Discovery Platform for their respective e-discovery needs. All departments within and organization can securely log into Clearwell simultaneously regardless of geographic location.



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