

# MANAGED DOCUMENT REVIEW CAPABILITIES



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Integreon has experience in conducting document reviews in **multiple languages** and in **different business sectors** for various **purposes**, including litigation, arbitration, investigation.

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## THE OVERVIEW

A **global network** of purpose-built review centres.

The ability to **quickly scale** and manage large teams.

Our foreign language capability is world-class as we have reviewed in over **50 languages**.

Integreon is **platform agnostic** and can work with either its own technology providers, or those selected by the client.

As standard, Integreon prides itself on its comprehensive **quality control** procedures.

### Experience in Several Business Sectors and Complexities

Integreon has conducted reviews in many high-profile investigations and litigious matters.

Integreon has a number of Subject Matter Experts within its various business units, who bring to bear many years of practical experience from a client's perspective.

### Top Quality Customer Service Levels

Integreon has always understood the need for elite customer service and can draw on the experience of its SMEs, most of whom were once clients themselves at major organisations.

### Senior Project Managers

Provide experienced and seamless interaction with technology partners and clients. Integreon appreciates that its day to day interaction with clients will be judged on the performance of its Senior Project Managers who are legally qualified key members of the leadership team.

### Team Selection and Retention

Integreon's staff retention is unusually high in the ALSP sector. Most of its review associates move from one (Integreon) project to another, rather than from one employer to another.

I was very impressed with the depth and quality of technical support.

Because the case was running on our in-house Litigation Support system by Integreon's Managed Document Review team, we were able to see the workflow and searches first hand as to how they build the quality control process and carry out the cross-checking etc.

The consistent make-up of the team, query logs and daily calls meant lawyers were quickly confident in the quality of review and that Integreon understood the lawyer instruction.



50+

Languages

40

Industry Awards

24x7

Timeless Operations

4

Continents

2,400+

Associates

\$100M+

Growth Company

## THE DIFFERENCE

Integreon has **over 10 years** of experience helping its clients predict, control and justify their document review costs.

MDR offers a fully managed option with the client choosing how “hands-on” it wants to be, safe in the knowledge that Integreon is handling the day to day management of the team and reporting fully.

### Technology

Integreon embraces the innovative, analytical technology provided by its partners and other hosting providers and uses its power to facilitate smart review. Integreon can efficiently engage with carrying out the targeted review to train the software; sample the bands of likely relevance it identifies; and, review the prioritised data set that the software produces.

### Attributes

- Flexible
- Technology assisted
- Dedicated
- Witness | depo prep
- Chronology
- Research
- Discovery / disclosure
- Data subject access requests

### Global Footprint

- Onshore in the UK or US
- Offshore in Mumbai, Noida & Manila
- Dual-shore

### Foreign Languages

- 50+ review languages, including unusual dialects such as Tagalog, Hindi and Marathi

**Philippines**  
Manila

**United Kingdom**  
Bristol, London

**India**  
Mumbai, Noida

**United States**  
Austin, Charlotte, Fargo, New York, Washington DC

Integreon is proud of its global reach. It has purpose-built delivery around the world.



### Profile

**Fortune 50 bank / financial services**



### Matter

Multiple regulatory investigations and litigations



### Scope

Technology assisted, audio & foreign language



### Location

London



### Volume of Documents

03 mill+

**Fortune 50 pharmaceutical corporation**

Multiple regulatory investigations in multiple languages

Technology assisted, audio & redaction

London, Austin, NY, Mumbai, Noida & Manila

10 mill+

**Fortune 100 corporation**

Internal investigation

Technology assisted & hard copy; deposition prep

London & Mumbai

1 mill+

**Magic Circle law firm**

Multiple projects in multiple languages

Technology assisted & foreign language

London, Austin, NY & Mumbai

6.5 mill+

**FTSE 20 corporation**

Litigation in multiple languages

Technology assisted

London & NY

750 k+

## WHY OUTSOURCE

In all forms of dispute resolution, pools of data will fall to be considered, either for discovery / disclosure, production or just part of the **fact-gathering process**.

Accordingly, elements of document review are necessary in litigation, arbitration, investigations (internal or regulatory), responding to Data Subject Access Requests etc.

Document review is also prevalent in non-contested matters, such as due diligence (including in M&A work), some aspects of Contract Lifecycle Management or indeed any matter where pools of data require to be considered or produced in some way (be that handing over of relevant – and non-privileged – material, or the compilation of a report).

Document review goes much further than simple relevance and privilege determinations. It typically requires complex, subjective analysis and allocation of documents to issues in accordance with guidance and criteria provided by the client.

### Managed Review

Integreon's Managed Review Process is based on Industry standard best practices, documented defensible processes (including stringent quality control procedures under the direction of highly-skilled senior project managers) and, in-depth performance metrics for increased client visibility into project status, costing and results. This model has the benefit of relieving clients of the day management of the task and affords Integreon the opportunity to exercise its highest levels of quality control and to apply innovative pricing models.

### Supervised Review

Integreon's space and people, but under client management. Integreon offers scale when clients run out of room internally and can offer supervised review in any of its onshore delivery centres.

### On Location Staffing

If required, Integreon can provide reviewers on-location in the client's offices, or those of their law firm. These types of review are generally managed by the client.

### Dedicated Teams (on location, onshore, offshore and dual-shore).

Integreon also provides dedicated review teams for delivery of high value services, including subject matter or foreign language expertise.

## WHEN TO ENGAGE WITH INTEGREON

There are **many stages** when you might consider engaging with Integreon to undertake a document review. It would be wrong to think that document review is inextricably linked to discovery / disclosure in litigation.

### Non-Contentious Work

Trigger events such as the introduction of GDPR, Brexit require the analysis and review of contracts and consequential amendments/renegotiation. Integreon can take on this burden.

### Data Subject Access Requests

Identifying whether documents are responsive to the request and suggesting redactions that may be required on relevant documents.

### Litigation

Long before discovery / disclosure are front of mind, it is likely that a dispute and instruction will give rise to a need to gather facts and data to assess merits and draft pleadings. Integreon can assist in that sift of data, working with technology partners as necessary to place you in the best position to fight the case, or negotiate a favourable settlement.

When discovery / disclosure is undertaken, again, document review is essential to determine what needs to be considered and, ultimately, assist the law firm in determining what is actually exchanged with the opposing parties. Post exchange of data on discovery / disclosure, Integreon can assist again – first to review the discovery / disclosure provided by opposing parties and, second, by identifying documents to form part of a law firm's witness proofing set for each witness.

### Arbitration

As with litigation, Integreon can assist arbitrators with the review of data to assess merits, respond to discovery / disclosure requests and also to exhibit to Memorials, pleadings and witness statements.

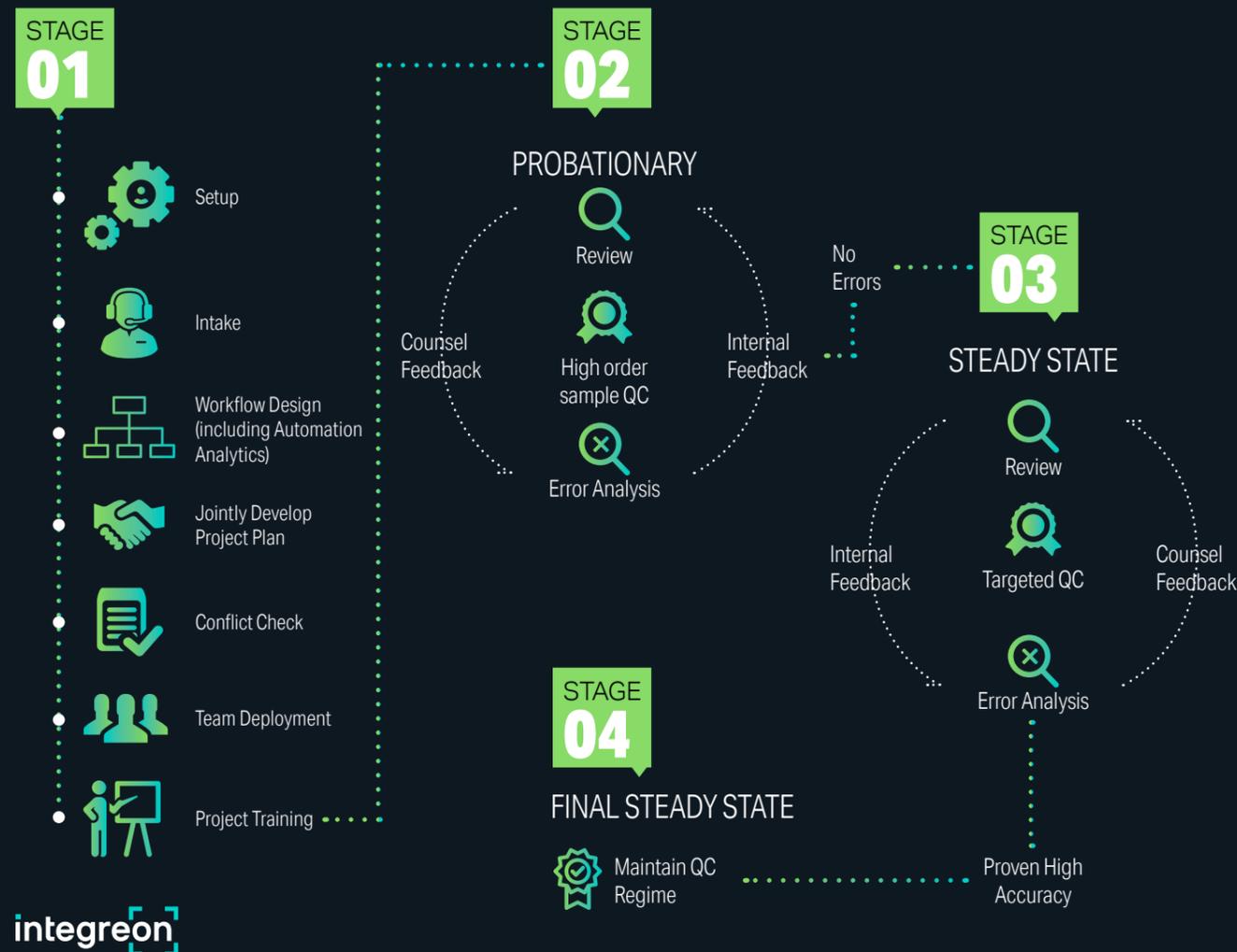
### Investigations

Often, trigger events (such as libor, forex etc.) give rise to the need to review and analyse documents. Integreon can assist with document review at various stages of an investigation; be that an internal investigation or a full blown data request by a regulator, or perhaps in understanding what a regulator may have seized on a raid ("catching up"). In the case of the latter, Integreon can assist in identifying what documents may be privileged and therefore placed in front of independent counsel, rather than the case team.

# INNOVATIVE WORKFLOWS AND CREATIVE DESIGNS

Integreon creates custom solutions for each matter based on our core best practices approach. Our innovative workflows integrate process and technology creatively and

defensibly provide quality service. We also offer fully onshore, fully offshore and multiple dual-shore workflows to create costs and time saving opportunities for our clients and their counsel.



# FUNDAMENTALS OF OUTSOURCING

When instructed by a law firm, it is important for all to understand that the **law firm remains firmly in control** of the process.

Integreon project managers may be responsible for the day to day management of the task. All Integreon processes will be mandated by the instructing law firm and sound reporting structures will ensure that the law firm is part of any decision making in relation to the conduct of the task in hand.

## Law Firm Process



## STRINGENT QUALITY CONTROL

### Quality Control Procedures & First Class Client Focus

Our Quality Control regime is based on **three levels** of proven workflows and steps guaranteed to yield accuracy and consistency.

We rely on the below principles to guide our various levels of quality control:

- Team of dedicated quality controllers
- QC findings are rapidly communicated to the review team to ensure consistency
- Several feedback and query resolution sessions are held each day
- Continuous improvement policies ensure that errors are addressed in on-going training

### LEVEL 01

#### Technical & Targeted QC

Intelligently designed searches are run over all reviewed documents to ensure that all responsive documents are appropriately coded and all coding rules are applied consistently. All potentially privileged documents are again reviewed to confirm that the designation of privilege is consistent and correct, in accordance with counsel's instructions.

### LEVEL 02

#### Statistically Significant Sample QC

Random statistically significant samples of reviewed documents are re-reviewed by a QC team. In most cases, QC is performed over 100% of reviewed documents at the start of a project. As results increase in accuracy and consistency, sampling percentages are reduced, and supplanted by a targeted focus on subsets of reviewed documents carrying what appear to be inconsistent codes or other errors.

### LEVEL 03

#### Pre-Production Final Validations

A complete Level 2 QC is performed one final time over a production set before it is produced. The overarching purpose is an additional review of the results of targeted searches over the set of documents, to ensure that all documents in the set are coded 'relevant/responsive' and 'not privileged' and that the set contains no inconsistent or conflicting coding.

## ADDITIONAL FEATURES

### Security - Data Privacy & Security

Absolutely critical to Integreon's success is maintaining the integrity and security of its (and its clients') confidential information and data. Integreon has deployed well-developed policies, processes and practices, all of which are rigorously policed and enforced.

All of its review centres are purpose built and all of the Fargo and Austin facilities are certified to ISO 27,001 – as are all but one of its US centres (and the final centre is midway through the certification process).

### The Need for Total Client Transparency

Integreon's senior project managers are proactive and will support clients by advising on any challenges and recommending solutions. Regular alignment reviews will be arranged with clients to ensure that there are no surprises and that any consequential coding decisions are implemented as soon as possible in the process.

### Briefing Protocol

On receipt of the protocol, Integreon's Senior Project Managers will work with the client to advise on the instruction and gain access to

the review platform. A briefing session will take place, where the Integreon team will ask questions of the client as necessary, to form an understanding of the instruction and the criteria against which they will be reviewing.

### Calibration

Early in the review process, samples of responsive and non-responsive documents are shared with the client to ensure that the determinations are correct. Re-training and fine-tuning of approach will take place as necessary and the review protocol updated.

### Query Log

Subject to agreeing the process with the client on a case by case basis, Integreon will send a query log to the client, detailing any questions which arise during the review on which the reviewers would benefit from client guidance on how to code. Depending on client responses, the entire review team will be re-trained/informed of the new guidance.

### Reporting

Having received client consent, reports will be presented regularly containing progress status and monitoring quality.