

Managed Document Review (MDR)

for Law Firms



Integreon does not practice law -- that's what you do

Integreon does, however, provide a predictable cost-effective approach to managed document review. As law firms seek innovative ways to increase efficiency, attract and retain clients, and increase firm profitability, many embrace an outsourced solution.

For more than two decades, Integreon has worked with law firms and their clients offering a flexible approach to MDR based on your specific requirements, while still providing our core best practices. Through global delivery centers, Integreon provides seamless onshore, offshore, and multi-shore capabilities to create significant cost and time savings.

Experience in Several Business Sectors and Practice Areas

Integreon has conducted reviews for many high-profile investigations and litigious matters bringing to bear subject matter experts with deep industry and practice area expertise including financial services, manufacturing, environmental, pharmaceutical, intellectual property, and technology. In addition, Integreon can conduct document reviews for litigation, arbitration, and investigations in over 50 languages.

Integreon's MDR process is based on industry best practices and standards and documented defensible processes.

Stringent quality control is administered by experienced senior project managers.

In-depth performance metrics provide increased visibility into project status, cost, and results.



Profile

Fortune 50 bank/financial services

Fortune 50 pharmaceutical corporation

Fortune 500 manufacturer

Magic Circle law firm

FTSE 20 corporation



Matter

Multiple regulatory investigations and litigation

Multiple regulatory investigations and litigation

Regulatory investigations and litigation for environmental issues

Multiple projects in multiple languages

Litigation in multiple languages



Scope

Technology-assisted, audio & foreign language review

Multi-stage technology-assisted document review; audio review; foreign language review; privilege logs; redaction

Complex issue and privilege review

Technology-assisted & foreign language review

Technology-assisted review



Location

London, Fargo & Manila

London, Bristol, Austin, New York, Mumbai, Noida & Manila

Austin, New York & Mumbai

London, Bristol, Austin, New York & Mumbai

London, Bristol & New York



Annual volume of work

3+ million documents

10+ million documents

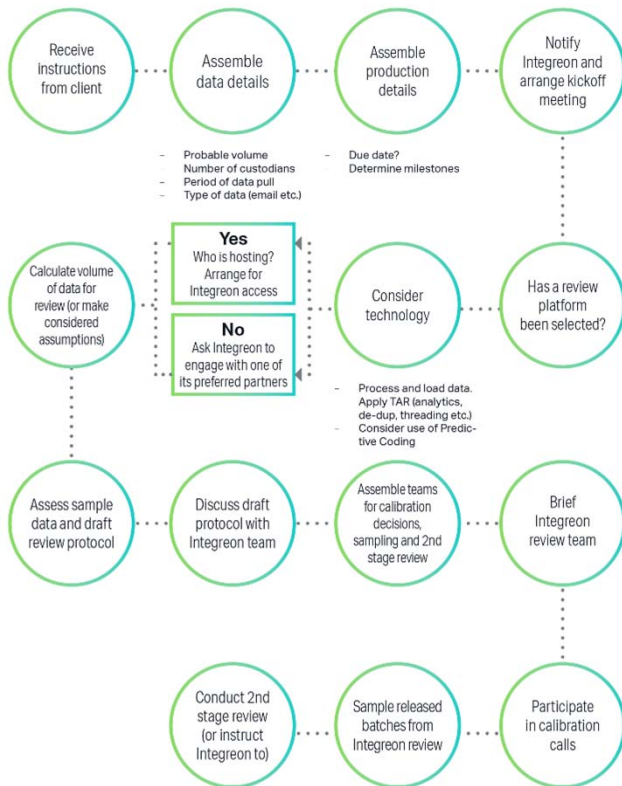
5+ million documents

6.5+ million documents

750K+ documents

Law Firm Process

Integreon does not practice law and therefore, we fully understand that our law firm clients are firmly in control. While, Integreon project managers may be responsible for the day-to-day management of tasks, all processes are mandated by the instructing law firm and its attorneys.



Quality Control Throughout

Integreon's approach to quality control is comprised of three key levels to ensure accuracy and consistency and underscored by:

- Dedicated team of quality controllers
- Rapid communication to review team of QC findings to ensure consistency
- Daily feedback and query resolution sessions
- Ongoing training to ensure continuous improvement and that all errors are addressed

Level 1 – Technical & Targeted QC

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

Level 2 – Statistically Significant Sample QC

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

Level 3 – Pre-Production Final Validations

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

The Integreon Difference

- Ability to conduct reviews in over 50 languages
- Global network of purpose-built review centers
- Ability to quickly scale and manage large teams
- Platform agnostic able to work with our technology providers, or those selected by the client
- Regular alignment and calibration reviews conducted by Integreon's senior project managers to ensure no surprises and coding decisions are made early on
- Upon request, query log submission detailing questions that reviewers would benefit from client guidance

For more information visit
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