

SUBPOENA PROCESSING AND COMPLIANCE SERVICE (SPC)



Many organizations find themselves facing a mounting backlog of 3rd-party subpoenas and other public information requests with no end in sight. Incoming volumes can average 100 or more per day and risk of noncompliance can include motions to compel, sanctions or worse - unnecessary legal proceedings as a named party.

Keeping pace with increasing subpoena volumes and public information requests requires access to a solution that addresses:

- The intensive time-and-resource requirements necessary to ensure compliance
- Handling of future needs as volumes are projected to significantly increase annually for many clients
- The administrative burden of fee collection from requesting parties

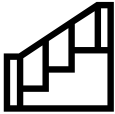
Integreon's years of experience providing smart process-and-resource driven solutions enable us to address this legal challenge. Our Subpoena Processing and Compliance Service (SPC) helps organizations establish an approach to eliminate their growing backlog and manage all incoming and future public information requests and 3rd-party subpoena demands. And for organizations able to charge a processing fee, 3rd-party subpoena compliance can go from an operational budget strain to a revenue-generating activity.

What We Can Do:

Integreon's dedicated team of subject matter experts will develop a custom plan that includes:

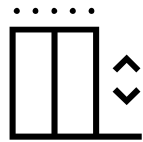
- Review of your current processes using a Six Sigma, efficiency-based analysis
- Comprehensive set of recommendations to improve efficiency and speed, while reducing costs which can include:
 - Dedicated team to respond to client record requests
 - Workflows/process maps to provide consistent and accurate execution while minimizing risks
 - Metrics and dashboards to provide transparency into 3rd-party subpoena volumes, costs and income
- Flexible delivery support model to drive process-and-cost efficiency and speed
- Documented SLA-driven processes managed by Integreon to ensure quality and on-time delivery of client deliverables
- Major processes governed by detailed documentation, including workflows, standard operating procedures, roles and responsibilities, and exception / issue monitoring
- Triage and validation of subpoena requests and delivery to appropriate legal teams
- Integration with technology to track collection, review, QC, redaction, and production of responsive data
- Creation and maintenance of project dashboards to provide transparency in project reporting

Subpoena Processing and Compliance Service (SPC)



Challenges

- Unpredictable and often unmanageable 3rd-party subpoena process
- Ever-increasing volumes of 3rd-party subpoena and information requests
- Unpredictability
- Strain on operational budget



Solution: Integreon SPC

- **10+ years employing** tenured and highly trained staff with unique professional skills and qualifications
- **Adhering** to best-in-class management and governance processes
- **Integrating** with best-of-breed technology and industry best practices
- **Increasing** revenue by billing much of the 3rd-party subpoena work



Integreon SPC Benefits

- **Unique** - Only provider with proven capabilities at this scale
- **Trusted** - Used by 9 of the 10 top global investment banks and more of the top 500 global companies than any other provider of our kind
- **Collaborative** - Working as an extension of our clients' teams, fully dedicated to addressing their challenges through shared ownership of the outcomes
- **Global** - Providing 10 delivery centers on three continents and a wide range of engagement models to meet client needs
- **Integrated** - Offering a broad range of solutions giving organizations flexibility to engage a single provider across a variety of challenges

The Integreon Difference

Clients benefit from Integreon's managed service delivery model, as it combines repeatable process efficiencies with Integreon's ability to scale and provide offshore capabilities to supplement. Integreon relieves internal resources to focus on more complex requests and other higher value work. Integreon also

has deep experience and expertise working with service of process (SOP) vendors and SOP matter management technology. Our methodologies seamlessly integrate with your existing systems to facilitate your 3rd-party subpoena and public information request response processes.