



## NEW VERSION OF EPIQ ARQ PROVIDES CUSTOMIZED REPORTING FOR LAWYERS

Epiq Arq version 2.3 offers users “customized reporting” and the ability to see trends across a variety of cases

*BY ED SILVERSTEIN*

Epiq Systems is releasing an updated version of Arq – an e-discovery managed services platform that provides useful options for lawyers. Called

Epiq Arq version 2.3, it offers users “customized reporting,” according to Adi Elliott, vice president of market planning at Epiq.

“Customized reporting means our clients can track what they care about instead of what Epiq thinks they might care about,” Elliott told

Legaltech News. “In short, it’s user-created fields and choices that can be used on the BI [business intelligence] dashboards. So if a client wanted to track ... [terms] like ‘jurisdiction’ and ‘judge,’ they can do this.”

Elliott explained that previously, clients were limited to reports if there were terms in the standard items that were included in Arq.

“Now clients can customize Arq to what they, or their [own] clients, care about,” Elliott explained. “This makes the reports completely personalized to their business needs.”

Arq also lets Epiq’s clients see trends across cases, and improves the efficiency of the legal team, according to Andrew Shimek, Epiq’s global managing director, e-discovery solutions. There are also new visualization features that makes it easier to follow trends.

With the new features, law firms and corporate legal departments are able to save multiple dashboards and report by case, law firm, jurisdiction, matter type or various combinations of these, according to an Epiq statement.

Practical uses for lawyers include seeing how many cases have been filed in a jurisdiction, calculating how often a lawyer appeared before a specific judge, and the types of cases filed in a jurisdiction, the company adds.

Moreover, matter reports can be customized by matter name, matter number, client name, lead counsel, and counsel type, such as defendant or plaintiff. The user can also create custom views of this information across all workspaces and pin the views to the user’s dashboard for daily use, the company said. In addition, a custodian responsiveness report lets the user see the percentage of responsiveness for all custodians across an individual workspace or all workspaces combined.

“With this kind of insight, firms and corporations can make better business decisions by examining trends that could not be assembled previously,” according to the Epiq statement.

“These improvements give our managed services clients the ability to track and trend data related to the e-discovery

review process,” Shimek told Legaltech News. “This can be done within a case or across cases.”

There are other benefits from Arq, too. It is now easier for users to administer the hosting environment when setting up cases, users and security. Also Arq runs in a managed services environment supported by Epiq, where hardware, software and security are provided, and Epiq supports and maintains the hosting and database software.

The improvements come as business intelligence is an important consideration for organizations. “Epiq views business intelligence as one of the next great strides our industry will make, so we are coming at the problem from several angles,” Shimek said.