eDiscovery Managed Services for Law Firms

eDiscovery Managed Services: the Discovery Solution for Your Organization, Not Just Your Project.

Managed services offers a holistic approach to eDiscovery while eliminating the need to shoulder the upfront costs of purchasing hardware and software. It provides every capability needed to reliably perform eDiscovery—software, hardware and processes—but most importantly, Epiq provides the workflow management to make these capabilities work together. Managed services elements include electronic discovery processing, hosted document review, evidence handling and storage management. Epiq works with you to design a managed services package to suit your capacity and workflow requirements at a fixed monthly cost.

Processing Horizon

Horizon^{SM} is managed services processing that gives you a tailored mix of capacity, scalability and workflow. Horizon enables you to take advantage of the most advanced industry tools while ensuring the processes around those tools are customized to the unique needs of your firm. By licensing Horizon, you avoid the limitations of each individual application and are guaranteed the capacity for expansion. Horizon gives you the results you need without the hardware or software investment.

Review Arq

The Epiq Arq^{SM} platform is your own hosting environment for a fixed monthly fee: there is no hardware to buy or software to license. Arq allows you to create and manage your own cases and users without implementing a review platform from scratch or depending on a service provider. Arq includes unlimited use of email threading, near de-duplication, clustering and predictive coding. With Epiq Arq's dynamic reporting capabilities, you can report by case, law firm, jurisdiction, matter type or multiple combinations. You also get reporting on storage, users, custodians and attorney review speed and quality. With Epiq as your partner, you can have a dedicated, secure hosting environment with the support and scale of a global eDiscovery provider, all while maintaining total visibility and administrative control of your data.

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Storage Management

From the working files generated during the eDiscovery process to productions created for opposing counsel, even small eDiscovery cases generate a lot of data. Constantly managing that data is a lot of work. Epiq offers levels of storage to meet the demands of your projects: the highest-performing, solid-state drives for active matters, storage used for less frequently accessed data, or archiving designed for offline storage. Epiq works with you to manage, track, protect and back up your data throughout each project's life cycle.

Evidence Handling

Epiq works with you to take your current evidence handling policies to the next level. Once the process is in place, we'll do the work of meticulously tracking every piece of data that comes in, how it moves through the eDiscovery process, where all the copies of the data end up and what happens to the original source files. We take the day-to-day management burden away, while you retain total control and visibility of the process. When someone asks you about the chain of custody for a custodian a year after you received the hard drive, the answer is at your fingertips.

Security

Epiq maintains a multi-layered security program: we utilize leading commercial technology to provide defense against both external and internal attacks. Epiq maintains a full-time staff of certified information security professionals to manage our security program. Regular audits and risk assessments are combined with an advanced intelligence network to assess potential security risks and Epiq's ability to meet emerging threats. We operate SSAE 16 and ISO 27001 certified data centers around the world, all with hardened exteriors sitting on dual power grids, employing generator backup and 24/7/365 closed circuit and manned monitoring. Epiq employs the latest backup methodologies with a variety of disaster recovery options to meet a wide range of data recovery requirements.

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