QuisLex

Managed
Document Review

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Document Review Supporting Litigations, Investigations & Regulatory Requests

Despite technological advances, document review can still be the most challenging and expensive aspect of discovery, particularly in complex matters. Far from a commoditized service, document review requires significant cross-functional expertise to mitigate the associated cost and risk.

QuisLex has reviewed more than six billion pages, hundreds of thousands of hours of audio recordings, created privilege logs running into tens of thousands of entries, and worked on matters before courts in most major jurisdictions and regulatory agencies worldwide. Our experience spans litigations and investigations such as Second Requests and other antitrust matters, multi-jurisdictional global investigations, and asymmetrical class actions.

QuisLex's review services extend well beyond routine document review and include a complete suite of managed review services:

- Complete end-to-end project management including review platform & workflow management
- Proprietary search methodologies and empirical algorithms
- Implementation and execution of TAR workflows
- Complex issue coding
- Audit trails & defensibility analysis
- Privilege log creation
- Redactions for privilege, trade secrets, or data privacy
- Pattern and trend analysis
- Chronologies
- Deposition preparation
- Trial and witness preparation

Managed Document Review

Executing a high-quality, cost-effective, and low-risk document review requires: 1. Quality Management, 2. Technological Expertise, 3. Highly Skilled Project Teams, and 4. Process Rigor.

1. Quality Management & Continuous Improvement

Since our inception we have been uniquely devoted to the idea of quality management. Quality control is not simply a process by which errors are identified and corrected, but one that enables the project team to continually refine and improve performance.

QuisLex is the first legal services provider to obtain the ISO 9001 certification for quality management in the "provision of legal services." We successfully introduced Six Sigma into legal process management, hiring our first Six Sigma Master Black Belt when we had fewer than 10 employees.

Today our Quality Management Group numbers 15 professionals and includes Six Sigma Master/Black Belts, analysts and other experts. Their only responsibility is to manage quality and assess productivity, operating as an independent function from our core review teams.

The Quality Management Group is dedicated to continuous improvement within and across projects, measuring key performance indicators so that learning (knowledge transfer from the client, necessary corrective actions, and process improvements) is integrated into the review.

Our QC process is designed to provide real-time feedback to our reviewers so that mistakes are identified and rectified early on in the review process and corrective measures are rapidly implemented to prevent similar errors in the future.

Our commitment to quality and process innovation is exemplified by being awarded multiple US patents for our document review quality management process.

"... excellent responsiveness and real value added on the analysis and review"

2. Technological Expertise

We have extensive expertise working with all leading document review platforms. QuisLex is able to expertly manage many of the tasks and work streams that are often assigned to the law firm or technology vendor at significantly higher cost. Some of these tasks and work streams include:

- Leveraging a technology's advanced features
- Developing solutions for gaps in a technology's functionality
- Managing issues relating to user accounts and permissions
- Designing platform-specific workflows
- Conducting review platform training
- Answering review team questions on platform functionality
- Resolving technology issues
- Maintaining review platform knowledge databases

In addition, QuisLex is a pioneer in the use of technologies from the fields of information retrieval and statistics to improve efficiency, regardless of the technology being employed. We regularly use technologies such as predictive coding, email threading, metadata analysis, clustering, and hash value comparison, among others, to identify documents that can either be excluded from review or reviewed more efficiently. Along with the use of conceptual searches and statistical sampling we also utilize these techniques to streamline both our first level review and QC efforts.

Helping manage these endeavors, our Legal Technology Group (comprised of search specialists, linguists, technologists, and statisticians) supports our litigation teams in all areas involving the use of search and technology.

Finally, the QuisLex Development Group builds customized applications to automate previously manual processes and enhance existing technology solutions to enable efficient and cost effective service delivery, including automating the privilege log process and creating a process to handle native redactions.

3. Employee Excellence

With more than 1,000 full time, highly trained, and dedicated employees, QuisLex's managed document review service offers an unmatched combination of expertise and scalability. We invest strongly in developing the best workforce in the industry, including:

- Rigorous and comprehensive training
- Formal mentoring programs
- Industry best merit based compensation packages
- Well defined career paths
- Comprehensive benefits
- Generous and unique employee perks and award programs

Our clients reap the long-term benefits of this investment in the quality of deliverables and cost advantages. Simply put, highly valued, highly respected, and well-compensated employees perform better.

4. Process Rigor and Review Management

QuisLex's approach towards review management is to assume complete responsibility for all aspects of the end-to-end review workflow, allowing supervising counsel to spend less time on administrative tasks or fixing vendor mistakes, and more time providing substantive value. We have highly tuned processes and in-depth experience in every aspect of managed document review, including:

- Workflow design
- Process improvement
- Staffing and training
- Knowledge transfer protocols
- Project management
- Quality management
- Data analytics
- Law firm QC
- Technology assisted review
- Matter management
- Reporting

The QuisLex approach to managed document review provides both the client and the law firm with the unique ability to ensure high quality eDiscovery services while controlling costs and enhancing defensibility.

QuisLex Experience

Joseph Polizzotto
Senior Vice President
Strategy & Client
Services

Robert Coppola
Vice President
Legal Services

Danielle Noonan
Associate Vice President
Legal Solutions

Decades of world class experience in the financial industry as general counsel of Deutsche Bank Americas and Lehman Brothers, including managing financial contracts and regulatory implementation projects while at these leading global banks. Substantive knowledge of the internal processes at financial institutions, how escalations are managed, and how firms look at contract risk and manage agreement data.

At the intersection of law, business, and technology, Bobby Coppola, Vice President, Legal Services at QuisLex, is focused on adding value and delivering high quality legal services to clients in the most cost efficient manner. He leverages his unique skills and background to solve complex problems for companies and law firms globally. His responsibilities at QuisLex include operational oversight and execution, management of key client relationships, and driving strategic growth across QuisLex's service lines. Bobby came to QuisLex after practicing law for over seven years at Quinn Emanuel and Gibson Dunn. Bobby is located in QuisLex's New York City headquarters. He received his J.D. from Georgetown University Law Center and a B.A. in Political Science from Williams College.

Danielle is an Associate Vice President, Legal Services with over a decade of experience in managing hundreds of e-discovery projects and supervising all aspects of complex large-scale reviews for litigations, regulatory investigations, internal investigations, and arbitrations. She received her Juris Doctorate cum laude with a concentration in Intellectual Property from Benjamin N. Cardozo School of Law and recently acquired an Advanced Masters of Law in Law and Digital Technologies from Leiden University in the Netherlands. Danielle joined QuisLex in 2010 after many years as an associate in the litigation department at Kaye Scholer LLP in New York.

About QuisLex

QuisLex is an award-winning legal services provider that specializes in managed document review, contract management, compliance services, legal spend management, and legal operations consulting. Our full-time highly trained attorneys, process experts, legal technologists, statisticians and linguists work closely with our clients to reduce cost, mitigate risk and maximize efficiency. QuisLex is regularly acknowledged as a leader in the legal services industry, and is proud to be recognized by the Association of Corporate Counsel as an ACC Value Champion, Chambers and Partners as a Band 1 Alternative Legal Service Provider, the New York Law Journal as a Top Managed Document Review Services Provider, and the IACCM as its Outstanding Service Provider for contract management solutions. QuisLex is nationally certified by the New York & New Jersey Minority Supplier Development Council as a Minority Business Enterprise (MBE). To learn more, visit **www.quislex.com**.

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