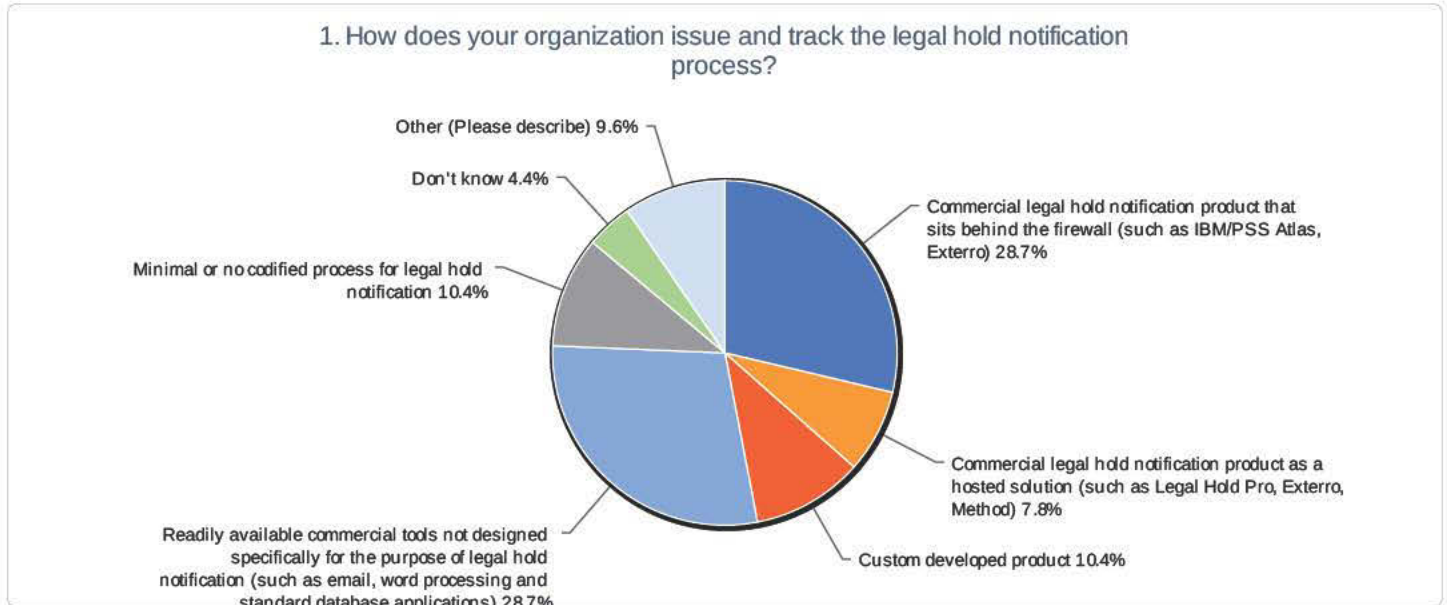


eDJ Group 2013 Legal Hold Notification Survey

Survey: Legal Hold Notification 2013

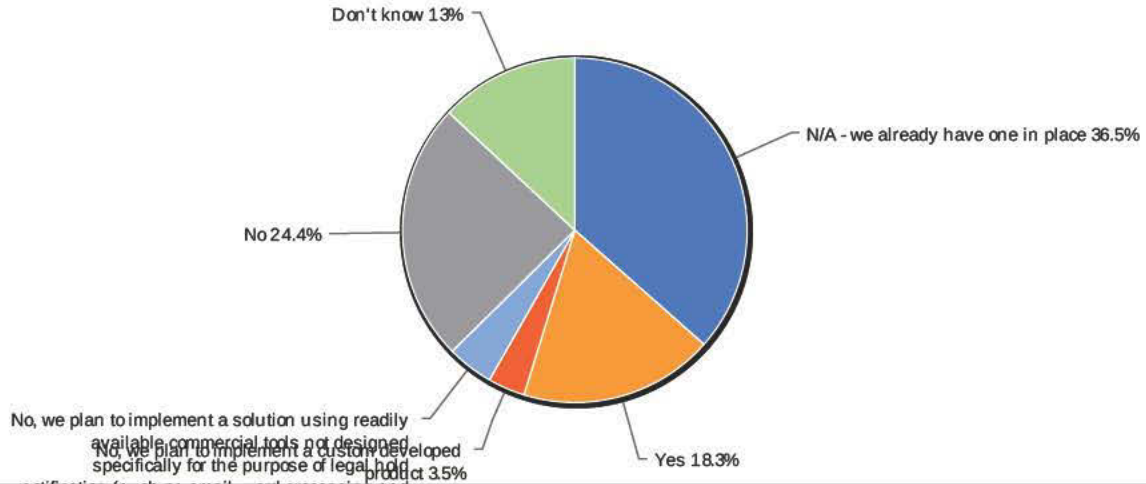


1. How does your organization issue and track the legal hold notification process?

Value	Count	Percent %
Commercial legal hold notification product that sits behind the firewall (such as IBM/PSS Atlas, Exterro)	33	28.7%
Commercial legal hold notification product as a hosted solution (such as Legal Hold Pro, Exterro, Method)	9	7.8%
Custom developed product	12	10.4%
Readily available commercial tools not designed specifically for the purpose of legal hold notification (such as email, word processing and standard database applications)	33	28.7%
Minimal or no codified process for legal hold notification	12	10.4%
Don't know	5	4.4%
Other (Please describe)	11	9.6%

Statistics	
Total Responses	115

2. Are you planning to implement a commercial legal hold notification product (e.g. IBM/PSS Atlas, Exterro) within the next 12 months?

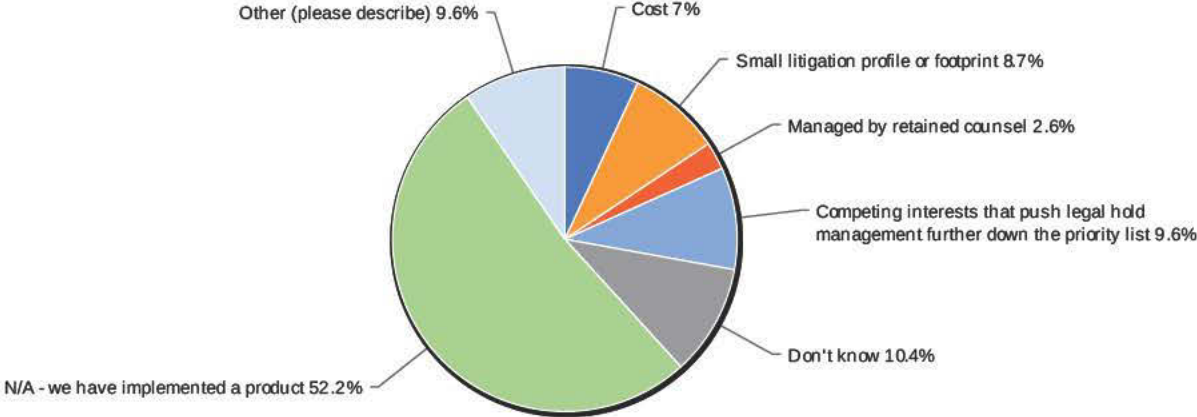


2. Are you planning to implement a commercial legal hold notification product (e.g. IBM/PSS Atlas, Exterro) within the next 12 months?

Value	Count	Percent %
N/A - we already have one in place	42	36.5%
Yes	21	18.3%
No, we plan to implement a custom developed product	4	3.5%
No, we plan to implement a solution using readily available commercial tools not designed specifically for the purpose of legal hold notification (such as email, word processing and standard database applications)	5	4.4%
No	28	24.4%
Don't know	15	13.0%

Statistics	
Total Responses	115

3. If you have not implemented a legal hold notification product (commercial or custom developed) and do not plan to in the next 12 months, why?



3. If you have not implemented a legal hold notification product (commercial or custom developed) and do not plan to in the next 12 months, why?

Value	Count	Percent %
Cost	8	7.0%
Small litigation profile or footprint	10	8.7%
Managed by retained counsel	3	2.6%
Competing interests that push legal hold management further down the priority list	11	9.6%
Don't know	12	10.4%
N/A - we have implemented a product	60	52.2%
Other (please describe)	11	9.6%

Statistics	
Total Responses	115

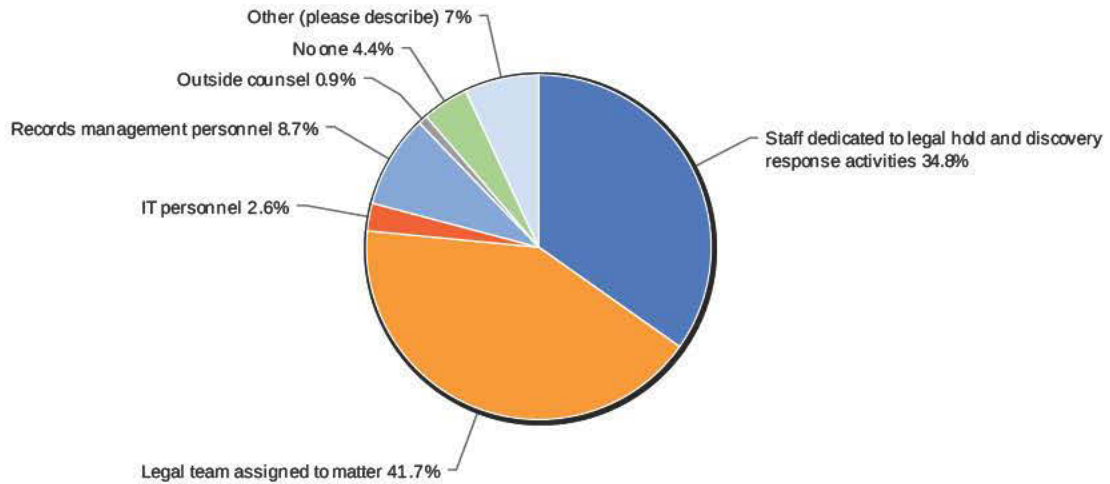
4. Rate the maturity of your organization's legal hold notification processes in terms of the following:

	Immature	Somewhat Mature	Mature	Don't Know	N/A	Responses
Notice issue and release management	13.0% 15	38.3% 44	45.2% 52	1.7% 2	1.7% 2	115
Acknowledgement and/or questionnaire management	23.5% 27	33.0% 38	36.5% 42	4.3% 5	3.5% 4	115
Custodian non-response escalation	21.7% 25	33.9% 39	34.8% 40	7.0% 8	2.6% 3	115
User (custodian) experience ease/intuitiveness	21.7% 25	38.3% 44	26.1% 30	7.8% 9	7.0% 8	115
Integration with enterprise systems (such as Active Directory or SAP)	22.6% 26	28.7% 33	23.5% 27	10.4% 12	15.7% 18	115
Integration with legal department systems (such as matter management)	32.2% 37	24.3% 28	21.7% 25	8.7% 10	13.0% 15	115
Integration with other eDiscovery systems (such as collection and processing)	40.0% 46	23.5% 27	15.7% 18	8.7% 10	13.0% 15	115
Audit and reporting capabilities	25.2% 29	40.0% 46	22.6% 26	6.1% 7	7.0% 8	115

5. For which of the following activities does your organization have defined processes in place with codified triggers and/or audit capabilities?

	Automated	Somewhat Automated	Manual Process	N/A	Responses
Timely issuance of legal holds	12.2% 14	25.2% 29	61.7% 71	1.7% 2	115
Timely amendments of legal holds when appropriate	12.2% 14	26.1% 30	58.3% 67	4.3% 5	115
Timely release of legal holds	12.2% 14	21.7% 25	60.9% 70	5.2% 6	115
Custodian acknowledgement of legal holds	30.4% 35	21.7% 25	37.4% 43	12.2% 14	115
Custodian completion of questionnaire	21.7% 25	13.9% 16	41.7% 48	22.6% 26	115
Custodian employment termed	11.3% 13	26.1% 30	44.3% 51	19.1% 22	115
Periodic issuance of legal hold reminders	30.4% 35	19.1% 22	42.6% 49	8.7% 10	115

6. Who manages the mechanics of the legal hold notification process in your organization?

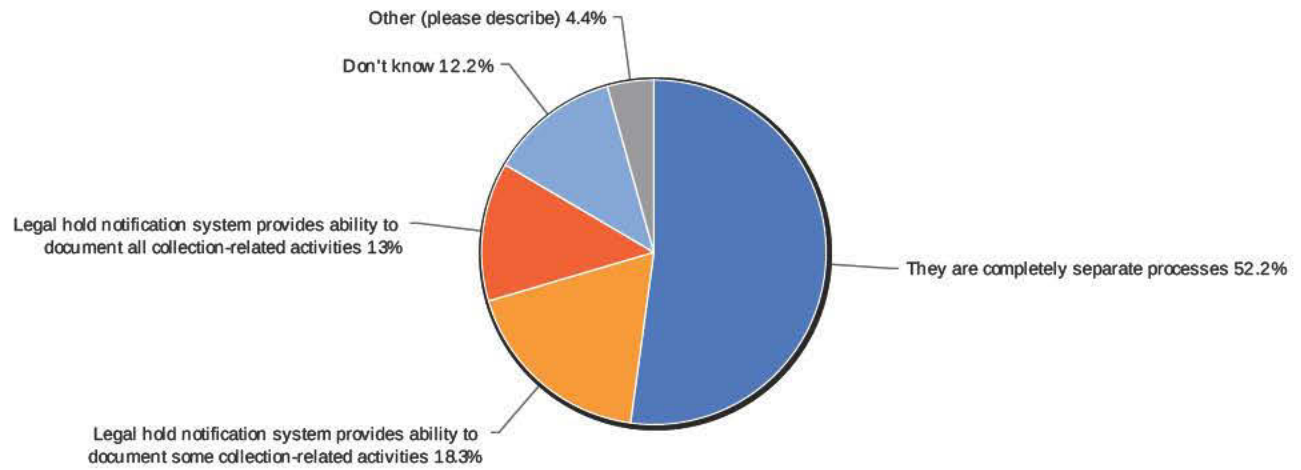


6. Who manages the mechanics of the legal hold notification process in your organization?

Value	Count	Percent %
Staff dedicated to legal hold and discovery response activities	40	34.8%
Legal team assigned to matter	48	41.7%
IT personnel	3	2.6%
Records management personnel	10	8.7%
Outside counsel	1	0.9%
Third-party contractor/service provider/consultant	0	0.0%
No one	5	4.4%
Other (please describe)	8	7.0%

Statistics	
Total Responses	115

7. Describe how your legal hold notification process integrates with collection activities

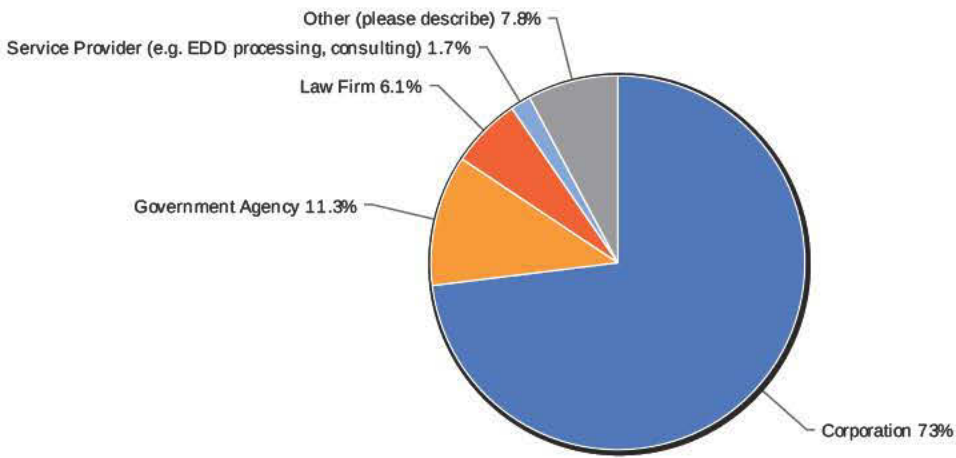


7. Describe how your legal hold notification process integrates with collection activities

Value	Count	Percent %
They are completely separate processes	60	52.2%
Legal hold notification system provides ability to document some collection-related activities	21	18.3%
Legal hold notification system provides ability to document all collection-related activities	15	13.0%
Don't know	14	12.2%
Other (please describe)	5	4.4%

Statistics	
Total Responses	115

8. What type of organization do you work for?

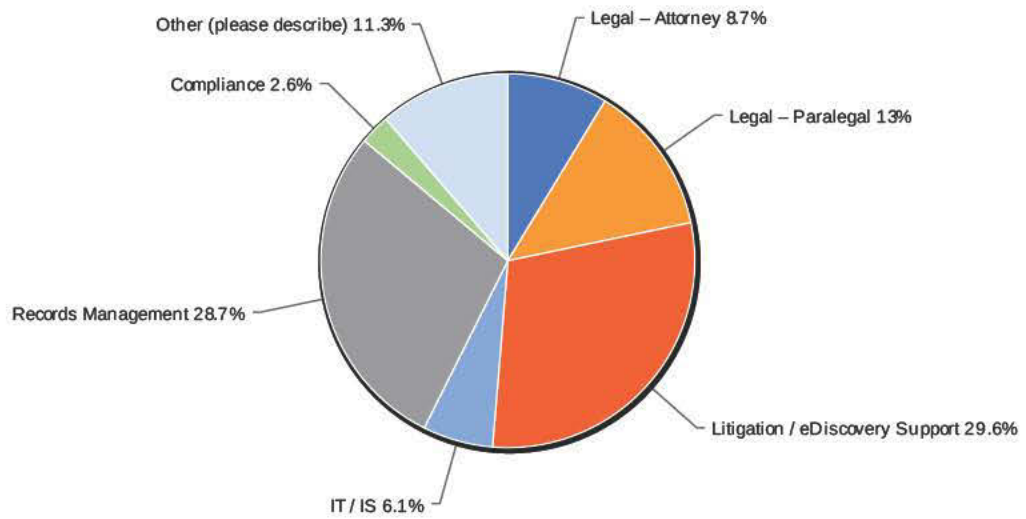


8. What type of organization do you work for?

Value	Count	Percent %
Corporation	84	73.0%
Government Agency	13	11.3%
Law Firm	7	6.1%
Service Provider (e.g. EDD processing, consulting)	2	1.7%
Software Provider	0	0.0%
Other (please describe)	9	7.8%

Statistics	
Total Responses	115

9. What is your role?

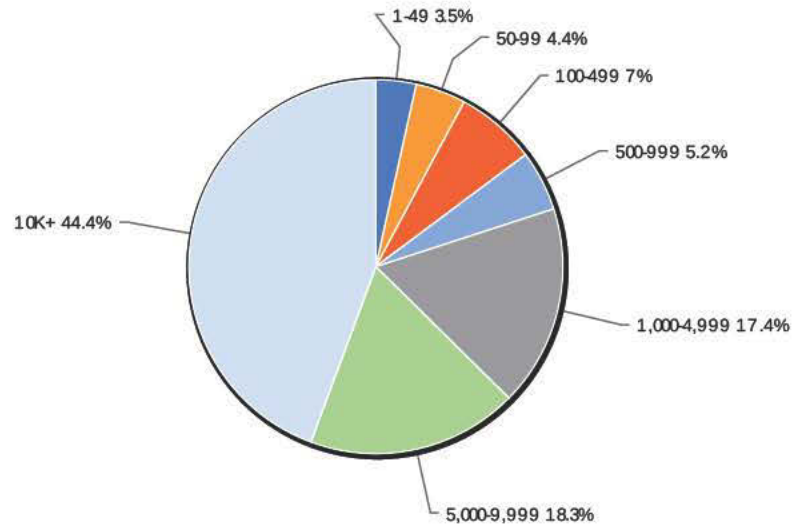


9. What is your role?

Value	Count	Percent %
Legal – Attorney	10	8.7%
Legal – Paralegal	15	13.0%
Litigation / eDiscovery Support	34	29.6%
IT / IS	7	6.1%
Records Management	33	28.7%
Compliance	3	2.6%
Other (please describe)	13	11.3%

Statistics	
Total Responses	115

10. How many people does your organization employ?

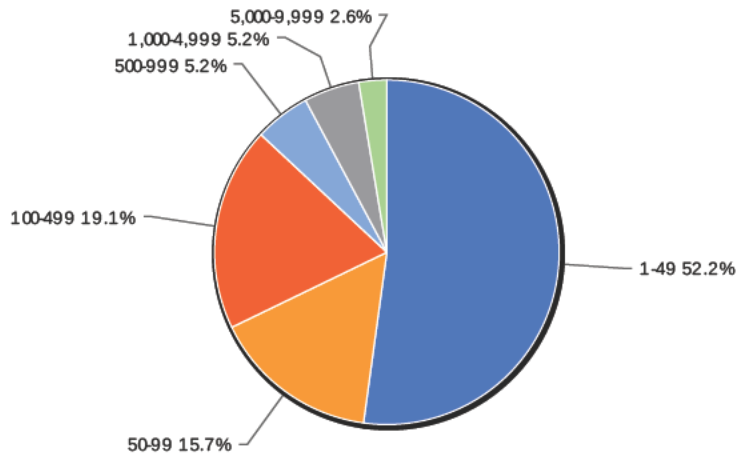


10. How many people does your organization employ?

Value	Count	Percent %
1-49	4	3.5%
50-99	5	4.4%
100-499	8	7.0%
500-999	6	5.2%
1,000-4,999	20	17.4%
5,000-9,999	21	18.3%
10K+	51	44.4%

Statistics	
Total Responses	115
Avg.	40.8

11. On average, how many matters that require legal hold are active and being managed by your organization on any given day?



11. On average, how many matters that require legal hold are active and being managed by your organization on any given day?

Value	Count	Percent %
1-49	60	52.2%
50-99	18	15.7%
100-499	22	19.1%
500-999	6	5.2%
1,000-4,999	6	5.2%
5,000-9,999	3	2.6%
10K+	0	0.0%

Statistics	
Total Responses	115
Avg.	53.7

