



NightOwl Data Management Services Managed Services Program

The Benefits

Customers can significantly reduce costs and overcome obstacles to deploying in-house eDiscovery solutions by leveraging NightOwl's Managed Services Program. Benefits include:

- Access to world-class technology without large infrastructure investments.
- Experienced staff to assist with deployment and rollout.
- Customized services to meet customer's specific needs.
- Leverages eDiscovery best practices.
- Reduces risk by outsourcing eDiscovery hosting and management.

The Challenge: Implementing world-class eDiscovery technology and best practices without adding infrastructure or headcount

With small litigation support teams, large case loads and limited budgets, most law firms and corporate legal departments are greatly challenged to implement the very technology tools that can help them the most. The three obstacles that most often hinder this process include:

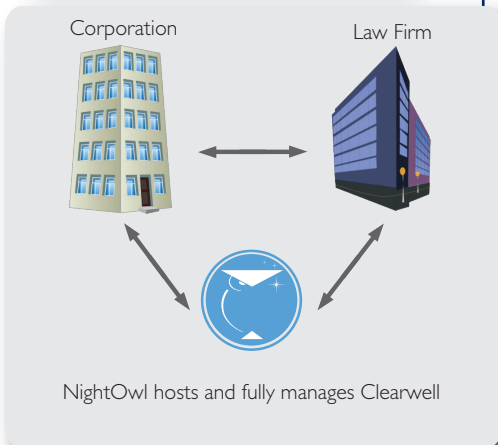
Infrastructure: Legal and IT teams may not possess the dedicated physical infrastructure (e.g. data center), the network and storage systems, and the security infrastructure required to support an enterprise-class eDiscovery deployment.

Headcount: In-house eDiscovery requires a commitment of full-time employees that have a proven blend of skills in both the technical IT and security arena as well as the field of law. Specialized employees hired to support peak litigation volume must often be retained even when litigation volume subsides.

Operational Risk: In handling eDiscovery in-house, law firms and corporations take on the inherent risks associated with collecting, processing and reviewing data.

The Solution: NightOwl's Managed Services Program

NightOwl's Managed Services Program (MSP) is designed to deliver world-class technology tools while allowing law firms and corporations to avoid the internal obstacles faced when insourcing eDiscovery technology. The NightOwl MSP allows customers to purchase Clearwell licenses through NightOwl, and host the application internally or have it hosted by NightOwl. Under a master services agreement, NightOwl then provides the people, processes and procedures required to fully manage the tool and incorporate it into a comprehensive end-to-end eDiscovery workflow.



NightOwl is an authorized provider of Clearwell services.

Key benefits of the NightOwl MSP include:

Immediate Access to World-Class Systems: The NightOwl MSP provides customers access to Clearwell without the need for large, up-front investments.

Infrastructure Cost Savings: By leveraging NightOwl's MSP, customers avoid the need to purchase the networking, storage and security infrastructure required to support bringing Clearwell in-house. They also avoid the internal costs of maintaining and supporting eDiscovery cases and data, including the burden on internal IT. When additional storage capacity is needed, NightOwl can provide the flexibility of enabling additional capacity on-demand.

Personnel Cost Savings: By outsourcing the management of Clearwell to a trusted provider, customers avoid the time and costs associated with hiring full-time employees to manage eDiscovery in-house. In addition, they enjoy the flexibility of being able to increase and decrease specialized eDiscovery personnel as litigation volumes fluctuate.

Discounted Pricing: Because managed services are provided under a master services agreement, customers of NightOwl's MSP have access to discounted pricing otherwise not available.

Implementation Speed: Since NightOwl has already installed the Clearwell appliance no installation is required at the customer site. Once a case has been launched, NightOwl delivers a comprehensive training course to all end users ensuring that they are fully operational nearly immediately.

Customized Services: Beyond hosted solutions, NightOwl works with the customer to design and deploy an efficient, repeatable and defensible end-to-end eDiscovery workflow. This is accomplished by leveraging NightOwl's best practices experience across all phases of the Electronic Discovery Reference Model (EDRM) and customizing the service offering to meet the customer's specific needs.

Risk Mitigation: Customers are able to reduce risk to their organization by outsourcing eDiscovery hosting and management to NightOwl. Since the solution is hosted offsite, the data is isolated from the customer's other data and any potential security issues associated with in-house discovery are eliminated.

For additional information please contact NightOwl at info@nightowldms.com or by phone at 612.337.0448

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Clearwell is transforming the way enterprises, government agencies, and law firms perform eDiscovery in response to litigation, regulatory inquiries, and internal investigations. The Clearwell eDiscovery Platform streamlines end-to-end eDiscovery, providing a single product for:

- Identification
- Collection
- Preservation
- Processing
- Analysis
- Review
- Production

Leading global organizations such as Clear Channel Communications, Constellation Energy, the Department of Health and Human Services, DLA Piper, Johnson & Johnson, Lockheed Martin, Microsoft, NBC Universal, OfficeMax, Time Warner and Toyota are using Clearwell to:

- Streamline legal hold notifications
- Automate collections
- Accelerate early case assessments
- Intelligently cull-down data
- Increase reviewer productivity
- Ensure defensibility
- Create production sets



NIGHTOWL
DATA MANAGEMENT SERVICES