



# **DIGITAL**REEF

SaaS-based eDiscovery Effective Practices and Lessons Learned

# Today's Speakers



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Special Master / Mediator in eDiscovery



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Director

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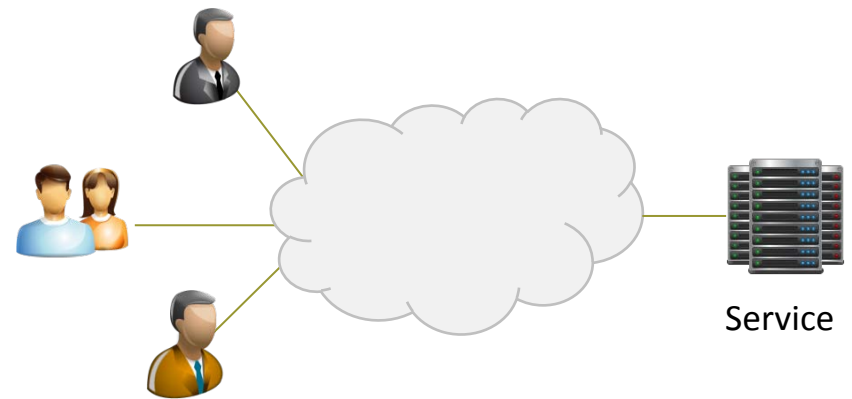
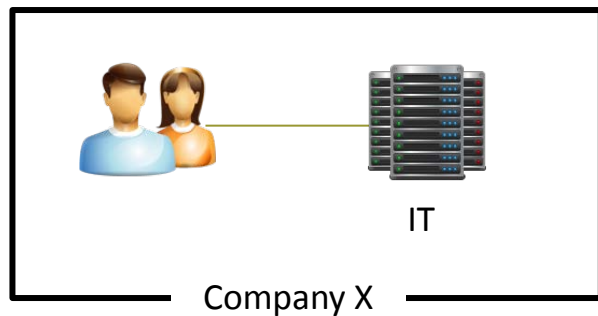
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# Today's Agenda

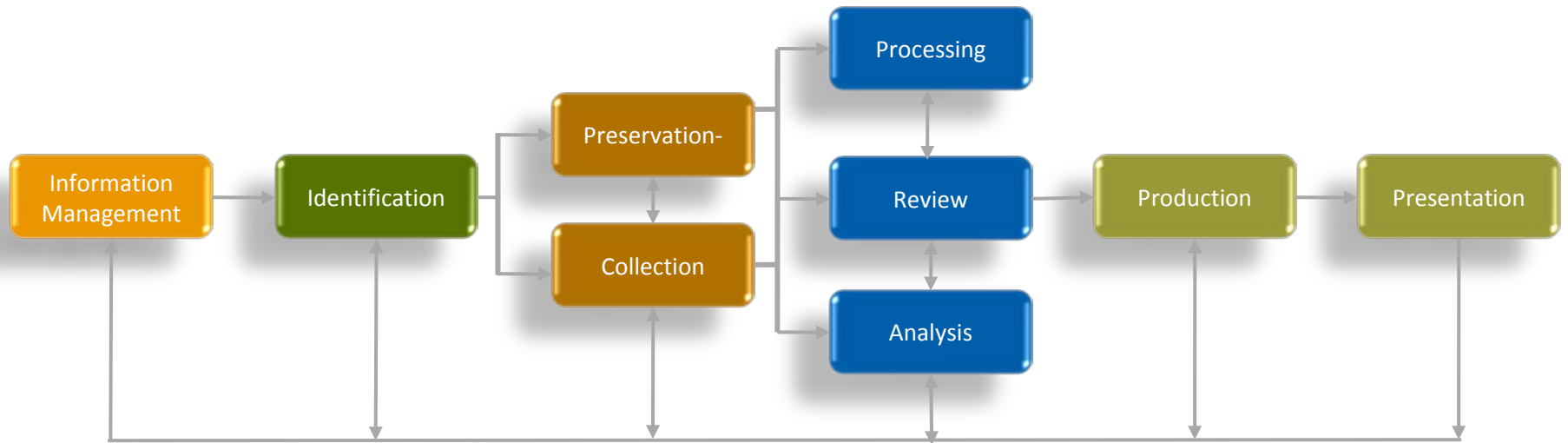
- A description of SaaS-based eDiscovery
  - The potential benefits
  - Tips for evaluating the SaaS approach
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# Software as a Service

- Definition
  - A model of providing applications over the web from a centralized data center.



# eDiscovery In the Cloud



Electronic Discovery Reference Model / v 2.0 / edrm.net

# Software as a Service

- Strengths
    - Ubiquitous visibility
    - No software, so easy to set up and maintain for IT
    - Good for servicing multiple clients
    - No single point of failure
  - Weaknesses
    - Adds another link in the chain which can break
    - Limited direct control of service resources
    - Increases burden on WAN connection
    - Terms & Conditions confusion
    - Lack of playbook (e.g. vendor mgmt, production format...)
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## Potential Benefits

- Control costs
    - Direct – time, materials, training
    - Indirect – risk management
  - A unified view
    - Efficiency through collaboration
  - Control the process
    - Use only what you need, when you need it
    - Streamline processing and review
  - Leverage specialties
    - People, process, technology
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# Evaluating the SaaS Approach

- Assess your needs
    - How is SaaS used in your organization today?
    - What eDiscovery expertise are needed?
    - Who is responsible for the SaaS relationship?
  - Managing data
    - How does data get delivered?
    - Where is the data stored?
    - Plan on getting data out, and know the costs
  - Understand the processing options
    - How does it fit with your practices?
    - Automated or manual processing?
    - How will you certify it as defensible?
  - Early Analysis & Review
    - How early can ECA be introduced?
    - How will existing work-product benefit me?
    - Is multi-party collaboration available?
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## Looking ahead

- The Future – Services are rapidly evolving, but
    - While it's 'easy' to change services
    - It's hard to move data and retrain users and admins
    - Price points are shifting as these services are offering more for less at accelerated pace
      - Bandwidth is cheaper
      - Storage is amazingly inexpensive
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## Key Take-a-Ways

- Have a Playbook
  - Establish or extend transparency
  - Be active
    - Continue education
    - Engage with others
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# Additional Resources



## ***Cloud Data Services – Parts 1 & 2***

<http://www.digitalreefinc.com/blog>



## ***Is The Cloud More Secure Than a Physical Environment?***

<http://tinyurl.com/is-cloud-secure>



## ***Who's responsible for personal data in cloud computing***

<http://tinyurl.com/uk-cloud-data>



## ***SaaS and E-Discovery Dangers***

<http://tinyurl.com/uk-cloud-data>



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Thank you!

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