

# SERVICES



**Out**index

# INDEX

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## OutIndex Services

OutIndex Professional Services focuses on supporting our product customers and business partners. Our services are designed to ensure our product customers are able to maximize the ROI on OutIndex software and to provide complimentary services for our business partners. With our focus on being the Vendor's Vendor in electronic discovery, OutIndex professional services are delivered with the highest levels of professionalism, accuracy and courtesy.

### Collection Assistance

OutIndex provides collection assistance services to forensic, consulting, litigation support and electronic discovery service providers. Our professional services staff can augment your own team when additional staffing or location-specific collections need to be completed. OutIndex can provide:

- Forensic imaging or forensically-sound collection from computer hard drives sent to the OutIndex London or New York City facilities or retrieved from third party facilities
- On-site forensic imaging or forensically-sound collection of servers, work stations, hard drives, laptops and other original media
- On-site indexing, searching, filtering and collection of potentially responsive data directly from a network environment

### ESI Processing & Production Services

Using OutIndex E-Discovery, our professional services team can perform fast, accurate processing of electronically stored information (ESI) that is part of litigation defense, regulatory compliance and investigations. OutIndex E-Discovery indexes, extracts metadata, execute keyword searches and de-duplicates email and user files while performing extensive logging of all operations. OutIndex E-Discovery is fully Unicode compliant, enabling processing of multi-lingual character sets that comprise European, Middle-Eastern and Asian languages.

ESI processing and production can be performed at OutIndex's London or New York City facilities or on-site using one of OutIndex's Portable Processing Centers, capable of processing over 1 TB of data per week.

OutIndex ESI Processing and Production Services provides:

- Ability to process, index and filter hundreds of email and user file types
- Ability to process, index and filter Lotus Notes in its native format, enabling delivery of a NSF file with de-duplicated, filtered messages
- Ability to extract email messages from Novell GroupWise post offices in HTML format
- Multiple de-duplication options to remove redundant copies of documents and messages
- Multiple filtering options, including file type, custodian, keyword and date range
- Conversion of disparate email types to a single consistent format
- Data summary and keyword hit reports which may be used to help properly plan, budget and execute on your litigation defense or regulatory compliance actions
- Output delivered as either native files or production level TIFF or PDF images with load files for review in popular litigation support software packages such as Concordance®, Summation® and Ringtail®

## Computer-Based Language Translation

OutIndex Professional Services provides computer-based language translation services as an extension of our ESI Processing and Production Service. Our service will perform text extraction of native files, translate the contents into a different language, index and cull the translated content and finally deliver a load file with links to the text in both languages. The computer-based, or machine translation technology licensed by OutIndex supports 15 of the world's most popular languages including English, French, Spanish, German, Italian, Portuguese, Dutch, Greek, Swedish, Arabic, Chinese (Traditional and Simplified), Japanese, Korean and Russian.

## OutIndex E-Discovery Deployment & Installation Consulting

The core objective of the OutIndex E-Discovery Deployment & Installation Consulting service is to help ensure the successful rollout of OutIndex E-Discovery in order to quickly realize the ROI of your investment.

Proven methodologies, experienced professionals and best practices developed from real-world experience allow us to provide expert guidance and support to our partners and clients to optimize the performance of your OutIndex E-Discovery environment, ensuring the more effective use of your resources.

### The Objective

To provide a simple, well defined and low risk approach to integrate our ESI processing technology into organizations.

### The Steps

OutIndex has designed a five step deployment model to help organizations begin using and realizing the benefits of OutIndex E-Discovery quickly and effectively.

- Step 1: On-site planning and assessment
- Step 2: On-site Installation and configuration of OutIndex E-Discovery
- Step 3: Training
- Step 4: Testing
- Step 5: Post-implementation Review

OutIndex Professional Services is with you for every step of the way.

## OutIndex E-Discovery Training

OutIndex Professional Services provides 1-day, 2-day and custom training for project managers, consultants and technical operators of the OutIndex E-Discovery platform.

The training is a combination of instructor led presentation and hands-on learning designed to teach the basics of installation, configuration and operation of OutIndex E-Discovery. Topics covered during training include:

- Installation and configuration OutIndex E-Discovery
- How to use the Control Centre module provides to manage multiple projects
- Define, schedule and execute processing tasks
- Executing searches and applying metadata filtering to cull data
- Processing options available in OutIndex E-Discovery including de-duplication, image creation and production output
- Reporting capabilities
- Exception handling
- Tips and Tricks for improving user efficiency

## Technical Support

OutIndex technical support is available 7x24x265 to ensure that technical issues with our products will be dealt with quickly and efficiently. Options for response times and service level goals are available and priced accordingly.

## Custom Development

The one characteristic constant with electronically stored information is that formats change and new formats are created. OutIndex Professional Services can provide custom development to handle a wide variety of scenarios including:

- Adding processing support in OutIndex E-Discovery for a unique file or email formats
- Parsing and de-duplicating email messages when they have been crushed together through end users forwarding messages to a mailbox for preservation
- Supporting a load file format for a new or unique review platform

## OutIndex Products

**OutIndex E-Discovery®** is an electronic discovery platform designed for Tier 1 Service Bureaus to provide robust de-duplication, indexing, metadata and text extraction, as well as TIFF conversion from native files and popular email applications. OutIndex E-Discovery fully supports Unicode. The software has successfully processed projects in multiple languages including Arabic and double-byte Japanese.

**OutIndex Review®** is a reliable native and image review platform used to manage data, create reports check the progress of document review projects and your team members. With a tight security mechanism, it is suited for large scale document review and utilizes Microsoft SQL Server as the data repository.

**OutIndex Acquisitor®** enables the harvesting and catalogue of electronic data from its source, enabling collection and preservation in a forensically sound manner.

**OutIndex eDiscoveryXpress®** is a rapid processing, user-centric, cost-effective electronic data discovery (EDD) tool ideal for in-house data processing.

**OutIndex E-Discovery Engine®** is a set of Microsoft .NET components for building systems and applications that perform actions used in electronic discovery processes.

## About OutIndex

Founded in 2002, OutIndex has its headquarters in London. Our mission is to provide innovative software and services that enable our clients to manage electronic data discovery quickly, efficiently and accurately.

Our groundbreaking Electronic Discovery (E-Discovery) software is utilized by some of the leading auditing, professional services and litigation support firms. Our products are fully scalable and have been consistently recognized by our customers and partners as being unsurpassed in the UK, USA and worldwide.

Our experienced developers have worked for Microsoft and Oracle, and have an extensive knowledge of delivering software solutions to blue-chip organizations. We can customize our products for the specific needs of your organization or industry.



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