



Epiq RelativityOne Service description

1. Service Description

Epiq RelativityOne is a software-as-a-service web application accessed via secure internet connection (HTTPS) facilitated by a web browser running on the user's device. RelativityOne offers granular security architecture allowing case administrators to set permissions by client user and user group. Administrators can limit individual user access to one document, a group of documents, data fields, redactions, highlights, annotations, TIFF-on-the-fly, printing, and more. Epiq can also restrict user access based on IP address to limit access outside client-specified IP locations. RelativityOne enables users to view the same collection of data in a limited format for expert review or in an expanded format for the case team, eliminating the need for multiple iterations of the same database.

2. Service Scope

The Epiq instance of RelativityOne offers the following analytic capabilities to end users:

- **Categorisation.** Clusters documents into useful pre-set categories that assist in identification of documents that are representative of key concepts in a case.
- **Visual clusters.** Heat maps can show which clusters include documents from searches. Clustering automatically finds conceptually similar documents and to graphically show blocks of irrelevant documents or to batch potentially relevant documents for review.
- **Email threading.** Organizes email conversations to show message sequences, branches, and endpoints to accelerate review.
- **Near-duplicate analysis.** Finds documents with a high percentage of the same text to eliminate costly review of redundant information.
- **Language analysis.** Enables segregation of foreign language documents to facilitate search, review, or translation.
- **Keyword expansion.** Identifies documents and words with the highest correlation to a given word. Keyword expansion is useful for identifying important but unknown keywords.
- **Find Similar.** Helps with fact investigation – returns all documents that are conceptually similar to example documents or selected text.
- **Concept search.** Returns documents conceptually similar to words, phrases, paragraphs, or documents submitted as search query.

3. Technical Specifications and Requirements

The RelativityOne user interface is accessible via the internet and supports the following browsers:

- Internet Explorer 11
- Firefox
- Chrome
- Safari 9+

RelativityOne is accessible on mobile via the RelativityOne Mobile Application.

4. User Support

a. Onboarding

Client onboard begins with a kick-off meeting that may take place in person or on a conference call/web presentation. During the kickoff meeting the Epiq team will confirm the scope of services, key client deadlines, data sources for processing and loading to the online review platform, and any other information that will help our project management team configure RelativityOne to the specific requirements of the matter.

After the kickoff meeting, Epiq will coordinate a training session, usually delivered online, where a small set of data is loaded to the online review tool and key stakeholders are introduced to the functionality of the database, as well as the specific configuration that has been deployed for the team. Epiq includes user guides available in PDF format and other online resources to supplement user training.

b. Offboarding

At case closure, Epiq offers clients several options for final data disposition. Epiq will continue to host data until we receive written data disposition instructions from our client. Data disposition options include:

- Data Destruction – Epiq will delete all database and associated native files and images from Epiq storage devices. Epiq performs deletion via the operating system, ensuring data is inaccessible.
- Forensic Data Destruction – Epiq will delete files and overwrite storage locations. Forensic deletion ensures that data is
- Load-ready Data Set – Epiq will export of all or select documents from the hosted database, including field-level information, text, native files, and TIFF files, in industry standard load file format.
- Relativity ARM Format - the Relativity ARM application creates an encapsulated archive of a RelativityOne case workspace that is portable and easily restorable to another compatible RelativityOne environment.

Clients often request PDF delivery to support archival when no further active use is expected. We have experience of working with national archives and can provide deliveries to their specification.

5. Service Constraints

The Epiq RelativityOne service is deployed via the internet and is compatible with Google Chrome, Firefox and Internet Explorer browsers, as well as Apple devices running Safari.

6. Service Levels

Epiq offers 24/7/365 business support. Epiq confirms service level agreements (SLAs) and key performance indicators (KPIs) through incorporation in a Master Services Agreement of Statement of Work.

7. Outage and maintenance management

Relativity manages software maintenance and downtime schedules for RelativityOne. Regular maintenance for RelativityOne occur every Saturday. The duration for regular maintenance is 2 hours.

All listed time frames are listed in the local time zone for the data centre.

Frequency	Americas	AMEA	Asia	Europe	Australasia	FedRAMP
Every Saturday **	22:00 CST/CDT	22:00 GST	22:00 HKT	22:00 GMT/BST	22:00 AEDT/AEST	22:00 CST/CDT

RelativityOne has extended downtime, typically on a monthly basis, to perform updates and/or version release upgrades. The typical downtime window for updates is 8 hours. All other Saturdays would be the regular maintenance downtime windows listed above. Extended downtime dates and times are listed on the Relativity website at [RelativityOne release cadence and downtime windows](#).

8. Security details

Layered protections are a key to any information security program. Epiq provides world-class, industry leading information security protections for clients using our hosted systems. With a cloud application like RelativityOne, we increase the depth of our layered security strategy through partnership with our technology and platform partners.

The Relativity security team is a highly skilled crew of engineers, analysts, and subject matter experts tasked with protecting our customer's data. The dedicated Relativity

security team actively manages information security through 24x7 operations that include:

- Threat Intelligence
- Dark Web Analysis
- Threat Investigations
- Network Defense
- Internal Threats
- Vulnerability Assessments
- Security Awareness

Microsoft Azure provides an additional layer of information security for data managed in RelativityOne. In addition to the rigorous compliance standards of the RelativityOne application, the Microsoft Azure infrastructure environment supporting RelativityOne meets more than 70 international and industry-specific compliance standards, such as ISO 27001, SOC 2, Type II, HIPAA, and FedRAMP, as well as country-specific standards like Australia IRAP, UK G-Cloud, and Singapore MTCS.

Epiq is confident that the layered data protection delivered by the combination of the Epiq information security program, Relativity's Preventive Defense program, and the layered security inherent in the Microsoft Azure platform is unequaled in the marketplace.

9. Business continuity/disaster recovery

Microsoft Azure and Relativity have disaster recovery / business continuity plans, and Relativity has established RTO and RPO timelines. These plans include a geographically separate back-up data center (which may be in a separate country) and a formal framework by which an unplanned event will be managed to minimize the loss of vital resources. The formal framework includes a defined back-up policy and associated procedures, including documented policies and procedures designed to: (a) perform back-up of data to remote back-up data center in a scheduled and timely manner; (b) provide effective controls to safeguard backed-up data; (c) securely transfer Client Data to and from back-up location; and (d) fully restore applications and operating systems; (e) demonstrate periodic testing of restoration from back-up location. If Relativity makes backups to tape or other removable media, all such backups shall be encrypted in compliance with the encryption requirements noted above.

10. Implementation plans

Epiq can work with the client to draft a detailed implementation plan prior to the commencement of a project.

11. Associated services included/not included, e.g. API's, bolt on services, maintenance, professional services, storage

Epiq Access, available globally, provides a unified digital interface and single sign-on experience to gain access to Epiq and third-party legal applications and business

services, legal business intelligence dashboards and reports, project status, support requests and tracking, and Epiq's easy-to-use SaaS eDiscovery solution, Epiq Discovery.

Epiq provides following third party applications in its RelativityOne instance:

- Brainspace. Brainspace translates complex data into intuitive, easy-to-understand interactive data visualizations, enabling your team to see patterns and relationships quickly.
- Veritone. Audio and video processing engine with automated transcriptions

12. Development lifecycle of the solution

Relativity releases upgrades to the RelativityOne on a quarterly cadence.

Epiq teams meet with Relativity product management regularly for updates on RelativityOne roadmaps and development plans.

13. After sales account management

Epiq utilises a team-based client engagement structure with communication channeled through our central client services project management organisation and is complemented by the internal engagement of subject matter experts across multiple functional groups as needed.

Epiq Project Managers serve as the orchestrator in our client relationships, ensuring we respond and deliver on point and on time to client needs. Project Managers are the liaison with all other functional teams across Epiq to mobilise the proper contingent of subject area experts to any given matter or account.

The Epiq project management team works closely with our commercial accounts team responsible for the overall client relationship. Working together, Epiq teams ensure consistent service delivery and commercial consistency across all projects in a client's portfolio. Our communications are channeled through the use client and matter specific distribution lists. All parties are kept abreast of matter developments and progress reports. At the beginning of a project, Epiq coordinates with the client to scope out the client services support needs for that engagement and will source internal resources appropriately. Those resources may span across multiple time zones and geographies if such a need is anticipated. Should time zone/geography concerns arise mid-project, the client services team is well equipped with a deep bench spanning multiple regions and can add resources quickly and appropriately to the project. Upon the establishment of a broader or recurring engagement with an ongoing client, Project Manager resources will be maintained to work as a regular project team to help maintain consistency across client projects and matters (this streamlines communications protocol, project specifications gathering, operational standardisation, timeline requirements, and so on). Note that our client-specific project teams often range across multiple geographies and time zones based on client needs as well.