Epiq Discover Service Definition

1. Service Description

Access critical information faster by processing, analysing, and reviewing data with an eDiscovery platform that automates workflows, surfaces deeper insights, and scales to handle matters of all sizes.

Evaluate claims and make informed decisions at the onset of litigation and investigations using Early Case Assessment (ECA) to accelerate data analysis. Uncover hidden facts, relationships, events, and communications using AI to ask limitless questions of the data and receive responses with links to source documents. Maintain transparency and control and reduce manual effort by keeping data in a single, secure location.

2. Service Scope

Epiq Discover offers the following eDisclosure capabilities to end users:

- Collection: Assemble clients' selected source information from a variety of locations, such as locally available files and networked files, email, cloud storage, websites and social media.
- Processing: Build and categorise the collected, unstructured source documents and files into indexed content built for intricate searching. Epiq Discover automatically categorises documents to optimise search capability using sophisticated refinement.
- Analysis: Explore and inspect optimum keywords and concepts that form the groundwork for Epiq Discover to find related data. This stage provides easy to use tools that help pinpoint key information and concepts as follows:
    - i) Email threading: Identifies emails that are related, and the endpoints in these conversations so that a reviewer need only review the final email.
    - ii) Near-duplicate analysis: Identifies documents with a high percentage of the same text.
    - iii) Language analysis: Enables segregation of foreign language documents and population of appropriate search terms for lawyers or review teams.
    - iv) Keyword expansion: Identifies documents and words with the highest correlation to a given word. Useful for identifying important but unknown keywords.
    - v) Visual clusters: Word wheel can show which clusters include documents from words. Automatically identifies conceptually similar documents and is utilised to identify blocks of irrelevant documents or to batch for review.

vi) Review: Enable reviewers and specialists to distribute and manage tasks as they comb through and tag the information Epiq Discover finds. Reviewers examine documents for relevance to pending litigation and investigations.

vii) Production: Export documents determined to be relevant in the Court appointed formats.

3.   Technical Specifications and Requirements

Epiq Discover user interface is accessible via the internet and supports the following browsers:

- Firefox
- Chrome
- Safari 9+
- Microsoft Edge

4.   User Support
        a. Onboarding

Initial client engagement is focused on a kickoff meeting, which may take place in person or on a conference call/web presentation. This will define the scope of services to be provided, key client deadlines, data sources to be processed and loaded to the online review platform; (and information that will assist our project management team to design the database to the specific requirements of the matter). The initial meeting is followed up with 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. After taking feedback from the key stakeholders, any further changes that need to be made are implemented by the project management team and training provided to the full user community, either online or in person. Our training programmes are also supported by user guides available in PDF format and other online resources.

        b. Offboarding

Data can be provided in a variety of formats in accordance with customer requests. The most common data formats are documents in their native format together with an industry standard load file, which enables the documents and data to be loaded into Epiq Discover or any equivalent software in the event that any further analysis of the documents is required. If documents contain redactions, then both a redacted version of the document in image format and a clean copy can be provided. When documents are intended for archive and no further active use is anticipated, then a PDF delivery for all documents is often requested. We have experience of working with National Archives and can provide deliveries to their specification. Documents and data are delivered on hardware encrypted USB media. Whilst clients can be enabled to

download documents and data via the browser interface, it is usually more cost effective to have our system administrators run this process.

We confirm what form of archive the clients require for their data and provide them with a cost estimate for that archive. Upon approval of the estimate, the data is archived and provided to the client for review and confirmation that the archive meets their requirements. Upon confirmation of the accuracy of the archive, and if instructed by the client, we will delete all client data.

5.   Service Constraints

The service is deployed via the internet and is compatible with Google Chrome, Firefox and Internet Explorer browsers, as well as Apple devices running Safari. The service cannot be accessed via mobile or tablet devices running Android.

6.   Service Levels

Each client is supported by a relationship manager, as well as a project team who act as a first point of contact. The project support team will engage technical support (and other resources as required), as they are best placed to analyse issues raised by clients, as well as having capability to troubleshoot and resolve many day-to-day issues. The project support team is also assisted by a technical support desk, who are able to address general functionality questions. Technical support is included within the application licensing.

7.   Outage and maintenance management:

Monitoring alerts are sent to IT support who will then investigate and report back to clients confirming the details related to any outage, our analysis of the cause of the outage and how the issue was resolved. Reports will also include recommendations for any future changes or upgrades if applicable.

8.   Security details

Epiq Discover is governed by our ISO27001 security accreditation. Information security is managed through a dedicated information security team who are responsible for designing and updating polices relating to user access, physical controls, network storage, appropriate use of systems and compliance with existing legislation. Policies are reviewed and updated on a quarterly basis. Mandatory training on security issues is provided to all employees when they join the company and at least annually during their employment duration. Our data centre and operations centre have been accredited to ISO 27001 standard; as part of this certification we are regularly interviewed and audited by an external auditor - a process that evaluates our policies and practices to identify and resolve potential vulnerabilities. Access to documents and data within the Epiq Discover application is based on a tiered hierarchy configured to match the

specific roles and responsibilities of team members. Security groups manage both the documents and data that users can access, as well as functions they are able to perform within the system. Administration and audit history features are deployed via specific tabs and commands, which are only visible to users authorised to access these features.

Maintaining the security of our systems and services involves work from both our IT and information security teams, as well as external penetration testing by third parties. Any threats identified are analysed to confirm if the solution requires a code update in the core application or relates to services under our control. The threat is assessed on a Critical, High, Medium or Low basis and a path for resolution agreed that is appropriate to the level of the threat. Patches are typically applied every two weeks, with the option to change this if necessary.

Our data and system use is monitored through intrusion detection mechanisms in line with our IT security policies. These send alerts to the IT team for investigation in the event that unauthorised attempts to access the system are identified. In addition to threats identified in this way from external sources, all user activity within the Epiq Discover application is audited and logged, and a full history maintained. Incidents are escalated in line with our incident reporting policy, which determines further internal action to be taken and reporting processes for clients.

9.   Business continuity/disaster recovery

Epiq recognises its responsibility for business continuity/disaster recovery and the impact an extended disruption would have on the organisation and its customers. All files are replicated and backed up and a daily snapshot of the system data is taken daily and kept for 14 days and can be recovered in case of any data loss.

Epiq can work with the client to implement a customised Disaster Recovery Plan prior to the commencement of a project.

10.   Statement that detailed implementation plan can be provided to buyer upon request

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

All functionalities within the platform, as well as standard application support, are included in the software agreement. Professional services are not included.

12. Development lifecycle of the solution

Epiq uses an Agile software development lifecycle model which is a combination of iterative and incremental process models with an overarching focus on process adaptability and customer satisfaction through rapid delivery of a working software product.

The following is Epiq's process flow:

- Concept: Projects are envisioned and prioritised
- Inception: Team members are identified, funding is put in place, and initial environments and requirements are discussed
- Iteration/Construction: The development team works to deliver working software based on iteration requirements and feedback
- Release: QA (Quality Assurance) testing, internal and external training, documentation development, and final release of the iteration into production
- Production: Ongoing support of the software
- Retirement: End-of-life activities, including customer notification and migration

13. After sales account management

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

Project Managers serve as the anchor to Epiq's ability to 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 contributors to any given matter or account.

Epiq's communications are channeled through the use of 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 and leveraged 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 etc.). Note that our client-specific project teams often range across multiple geographies and time zones based on client needs.