Epiq Hearing Services (EPE) Service Definition

1. Service Description

Effectively manage evidence for hearings, arbitrations, and depositions with integrated services and AI technologies.
Drive collaboration and productivity to assist with pre-trial document and transcription management, presentation, preparation, and media utilising hearing room technologies and expert operators
Enhance engagement and participation during hearings with live streaming of transcripts using AI and expert human court reporters. Enable teams to follow proceedings, aid cross-examination, annotate and respond to evidence in real time.

- Advisory Services
- Evidence Preparation and Presentation
- Transcription Services
- Communications and Media
- Virtual Hearings
- Data Security

2. Service Scope

Trial Director is provided as Software as a Service deployed on Private Cloud. The software works on Windows and Mac OS operating systems. It maintains an audit trail of all documents presented during the course of a session (which can be saved in PDF format) and the Epiq Electronic Presentation of Evidence (EPE) Operator can manually record which documents are displayed and produce a list at the end of each hearing session.

TrialDirector can display multiple pages simultaneously, and has the following mark-up functions:

- Add annotation;
- Highlight text/page area;
- Zoom in on an area (there are 7 callout options);
- Add arrows/lines/rectangles/ellipses;
- Freeform pen;
- Add text box;
- Blur out sections (e.g. faces/registration plates);
- Add numbers/letters.

Any annotations can be saved as a separate file, leaving the original unaltered and any annotated material can be saved as a separate document within TrialDirector.

TrialDirector maintains an audit trail of all documents presented during the course of a session (which will be saved as eg. PDF1) and the Epiq EPE Operator will manually record which documents are displayed and produce a list at the end of each session (eg. PDF2).

3. Technical Specifications and Requirements

Evidential material will be displayed by the Epiq Operator on the EPE screens from a central console. Microsoft Office 2016 will be installed on the EPE console which will display native files such as Word, Excel and PowerPoint. The TrialDirector console itself can store up to 500GB of data. TrialDirector supports all the quoted file formats (pdf .xls .xlsx .ppt .pptx .doc .docx.) and can display the content in the TrialDirector presentation window without having to launch additional programmes.

4. User Support
    a. Onboarding

Each client is supported by an account manager and project management team. The project management team will be able to troubleshoot and resolve most day-to-day issues. The project support team is also assisted by a technical support desk, who are able to address more complex functionality questions. If necessary, the project management team and project support team will engage additional technical support to answer client queries. Onsite training, online training and user documentation can all be provided.

All hardware and software will be fully tested by Epiq's EPE project management team and EPE Operator prior to the case commencing to ensure that it is fit for purpose and that all the client's media can be played. Any issues will be identified and rectified prior to the start of the hearing/trial.

    b. Offboarding

At the end of a hearing, Epiq will collect all the hardware from the courtroom and return the hardware to Epiq's office. All data stored on the equipment will be saved on Epiq's server and retained for a set period of time or immediately deleted, according to the client's requirements. All laptops/PCs and hard drives will be data wiped before returning the equipment to the rental pool.

5. Service Constraints

Trial Director is not available on Android.

6. Service Levels

Epiq is able to produce regular management information packs for clients and can include any project specific KPI's within the management pack. Epiq has extensive experience in managing specific contract service levels across a multitude of contracts. We will produce specific service levels per project/contract. Examples of current EPE service levels include: on-time operator attendance, quality check on equipment, onsite equipment testing, timely display of documents in the hearing room.

7. Outage and maintenance management

All faults (regardless of impact) to be reported by Operator to Epiq and by Epiq to client. Epiq to record details of all reported faults in master log. Fault resolution will take place in accordance with agreed timeframes. System maintenance will rely on backups and server synchronization, system and hardware updates (where required).

8. Security details

All Epiq staff will conform to required standards/clearances. All candidates undergo a vigorous probationary period of technical knowledge testing and security vetting.

Digital files will be stored on our secure server. To protect the integrity and confidentiality of the data stored on our secure server, access will only be granted to the staff connected to the completion of work for this contract. All access to the server is monitored and recorded. All PCs and servers have enterprise grade anti-virus software installed, which is updated on a regular basis. A Segregation of Duties document is maintained as part of Epiq's Information Security Management System (ISMS) framework. This avoids scenarios where possible conflicts of interest could arise.

All our personnel are vetted to at least Baseline Personnel Security Standard level and all personnel sign a contract containing detailed confidentiality and security requirements, including compliance with the Data Protection Act 1988, the Computer Misuse Act 1990 and the Official Secrets Act 1989. Security requirements are communicated and reinforced to all our employees and independent contractors through induction, mandatory training and procedures manuals. Employees and contractors undergo additional security clearance depending on the information to which they will have access.

Malware Controls: Epiq has a number of different malware controls in place to protect

our environment and our customer data. The types of controls include use of anti-virus software across our enterprise, proxy servers with perimeter virus scanning and application virus checking.

Audit and Monitoring: Epiq has a dedicated Information Security Officer, who is supported by our information security management team, consisting of key stakeholders in our IT, operations and sales teams. All aspects of Epiq's physical, information and personnel security are regularly audited by our Information Security Officer, external consultants (once a quarter), auditors from the British Standards Institute (twice a year) and clients, including the Crown Prosecution Service, Metropolitan Police and Ministry of Defence.

Security Testing: All aspects of our security (including IT health checks, our physical security measures, our risk assessments and our Information Security Management System) are tested annually.

Keeping Up-to-date with Security Levels and Threats: Epiq keeps up-to-date with security alerts and advice through multiple information sources (newsletters, ISMS networks, clients, etc). Information from these sources then translates into action points, such as a change in the configuration of our technology or to our operational procedures. Threat intelligence, such as information on viruses or phishing scams, will also be shared immediately with employees via email alerts. Information on security threats will also feed into updated security training, which is mandatory for all employees and completion records are maintained.

9. Business continuity/disaster recovery

Epiq deals with large volumes of highly confidential client data on a daily basis and has an ISO 27001 accredited Information Security Management System in place across our offices. We also hold Cyber Essentials certification, which is the government-backed, industry supported scheme to help organisations protect themselves against common cyber attacks.

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

A detailed implementation plan will be provided to the buyer, and will include all elements of the project plan.

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

The below are all included:

- Design and Development

- Project Management
- Production of Database
- Software License
- Project Scoping

There may be services outside of these such as courier charges and additional equipment that may exist outside of the framework agreement.

12. Development lifecycle of the solution

Epiq will work with the client to update/amend any aspect of the service as necessary, conscious that the situation may be dynamic and in need of revision throughout. Epiq has extensive experience working with client in dynamic situations to ensure that the solution meets requirements. The solution will remain in place as per client requirements.

13. After sales account management

Task lists and Gantt charts will be used to itemise and schedule tasks. These will be monitored by the Contract Manager who will assign tasks to the most suitable member of the implementation team. Bi-weekly meetings will be held during the implementation period to review progress and ensure that objectives are met in a timely fashion.

Epiq will meet with the client at the outset of the contract to establish a Contract Management Plan to be implemented and reviewed periodically. The plan will address any obstacles to success and provide a description of how we will manage the contract. The team will also review any processes that require updating and propose any improvements that can be made for the future.

Your designated Project and Account Managers will ensure all ongoing project requirements are met (billing, feedback implementation), alongside the potential extension of any existing aspect if necessary.