

Comprehensive Expertise and Support for Industry-leading eDisclosure Platforms

eDisclosure uses include:

- Civil litigation
- Employment tribunals
- Data subject access requests (DSARs)
- Freedom of Information Act (FOIA) requests
- Public inquiries
- Major investigations
- Serious case reviews
- Criminal Procedure and Investigations Act (CPIA) compliant reviews
- Internal investigations
- Regulatory (e.g., FCA, CMA, Judicial) reviews

Benefits of eDisclosure include:

- Increase public confidence due to greater transparency and standardised processes
- Improved compliance, which leads to a reduction in risk
- Stronger accountability with audit trails of decision making
- Access to integrated analytics and AI tools
- Increased security, due to permission-based access controls

The UK public sector has been undergoing a period of sustained change and financial contraction. Public sector leaders are experiencing financial pressure as never before, alongside an increasing demand for essential services. At the same time, the public sector in the UK is creating, sharing and securing more electronic data than ever. This is driven in part by a growing public appetite for transparency and accountability from society's central institutions.

Managing information, particularly for the purposes of legal processes and disclosure can be highly resource-intensive and pose significant legal risk to already stretched public service resources. Where data needs to be processed and shared as part of a legal process, specialist technology platforms are frequently used to ensure that this work is done rigorously and efficiently. The term eDisclosure (or sometimes eDiscovery) is used to describe the systems, processes and practices associated with this work.



Contents

High Impact Disclosure Scenarios3

The Electronic Discovery Reference Model (EDRM)6

Aurora Overview.....9

Use Cases.....10

Aurora Key Features.....11

Aurora Ecosystem Overview.....13

Staff Clearances and Security.....14

Scoping and Ordering16

Data Security.....17



High Impact Disclosure Scenarios

Here are some practical examples of how eDisclosure services could be of benefit to your organisation.

Public Inquiries, Serious Case Reviews and Major Investigations

A devastating public safety incident takes place, and your organisation has been involved in providing services to those involved before, during, and in the aftermath of the event.

There could be relevant information spread across numerous corporate and individual systems, geographic and specialists teams. There is likely to be relevant material

which exists within your organisation, that you may not be aware of without a physical and technical scoping or mapping exercise. The relevant material may relate not just to individuals, but to the functioning of entire teams and the strategic decision-making at executive level. The number of relevant documents could be over 100,000, drawn from a pool of tens of millions and range from published policy documents to mobile phone text messages.

Bespoke Workspace Design

Our platform provides workspaces that grow with the matter, which may last for several years and change in scope throughout that time. The workspace includes features such as:

- **Automated document processing and data extraction**, which helps reduce the manual effort required and makes it easier to conduct effective analyses
- **Advanced search and analytics capabilities** make it easy to quickly find and analyse the most important data, using tools like email threading, concept searching, and automated document clustering
- **Collaboration and communication tools** make it easy to share documents and information with internal and external teams, and includes features like document tagging, annotations, and notes
- **Document review tools** like redaction, bespoke coding and privilege logs make it easy to review documents quickly and accurately

- **Production and presentation tools** include features like document bundling and PowerPoint presentations, to make it easy to create and present documents in court

Our platform retains the source identifiers and location details of every document, to provide a global view of all material that has been identified as relevant; and when, where and how that material was collected. This continuity trail is particularly crucial in public inquiries; when the source, circulation and dating of a document is often as important as the document itself.

Fully Auditable, Legally Defensible Document Handling

Our platform protects documents from subsequent changes and provides a full audit trail of every user's interactions with the document set and the platform. This provides complete peace of mind, with processes that are recognised as fully compliant with legal and court requirements.

Employment Tribunals

A former member of staff from your organisation alleges that they were subject to discriminatory treatment over a five-year period.

The staff member believes that the management of their performance at work was discriminatory on the basis of their protected characteristics under the Equalities Act 2010. In their statement, they cite comparisons with the treatment of five other colleagues over the same period as evidence of their adverse treatment using examples such as volume, length, timing and tone of communications, as well as the quantity and quality of the work itself. All members of staff are engaged with front-line service delivery, and have had thousands of interactions with the relevant manager across several systems over the cited period.

Timeline Visualisation

Timelining tools can quickly build an accurate picture of the member of staff's interactions with their supervisor, arranging interactions dispersed across channels such as text messages, email and corporate system case management notes into a meaningful chronology. Timelining rapidly decreases the time required to make decisions, increasing confidence and reducing cost.

Early Data Assessment

Our platform provides a wide range of tools that allow legal teams to quickly understand significant data sets and summarise the supervisor's activities over the period, including all management communication and task allocation. Concept clustering uses linguistic and statistical methods to group related words, phrases, and documents into clusters that can then be used to classify the documents, identify topics, and uncover evidence. Sentiment analysis can be used to determine the emotional tone behind a piece of text and gauge the opinion of the author. Rapid insight into the case, gained through tools like these, enables quicker decisionmaking on whether or not to defend the claim. These and other early data assessment techniques bring the most impactful or significant data to the surface, enabling faster, more empowered legal decision-making.

Data Subject Access Requests & FOIA Requests

A journalist is working with interested members of the public, exercising their rights under the Data Protection Act 2018, the General Data Protection Regulation 2018, and the Freedom of Information Act 2000.

Your organisation has provided a reduced scope of information to date under Section 8(2) of the Act, due to the disproportionate effort required to locate the further known material. An appeal has subsequently been made to the Information Commissioner, citing technical advances which reduce that disproportionate effort. The ongoing appeal and disclosure requests result in adverse media comment regarding the apparent transparency and information law compliance of your organisation.

Specialist Support

Our eDisclosure consultants can forensically collect, sift and sort even the most unstructured of shared drives and unregistered data repositories. Our workflow specialists can design efficient, defensible processes. Our review teams can examine the document set quickly to determine how much material should be released, and what redactions need to be applied.

Redaction Solutions

The nature of personal data within public sector organisations means that redaction to protect the privacy of any third-parties is almost always a crucial activity whenever material is to be released. Manual redaction relies on human accuracy and processes that are often circuitous, leaving room for error and confusion. Our platform applies redactions to documents securely, with customisable features and a full audit capability. It removes the need for risky workaround processes such as 'flattening' black highlight text onto re-saved PDF documents, which can then be removed with PDF editing software.

Civil Litigation

A member of the public alleges that your organisation has failed in its statutory duties by knowingly allowing a factory to discharge waste into a waterway that is adjacent to a school.

They cite five to ten individuals whose work may be relevant to the alleged systematic failure covering a period of five years. Relevant documents are emails, documents, meeting minutes, shared drives and numerous, complex entries on your organisation's case management system, call handling and other information management systems. There are likely to be over 1,000 relevant documents to this claim.

Forensic Collections

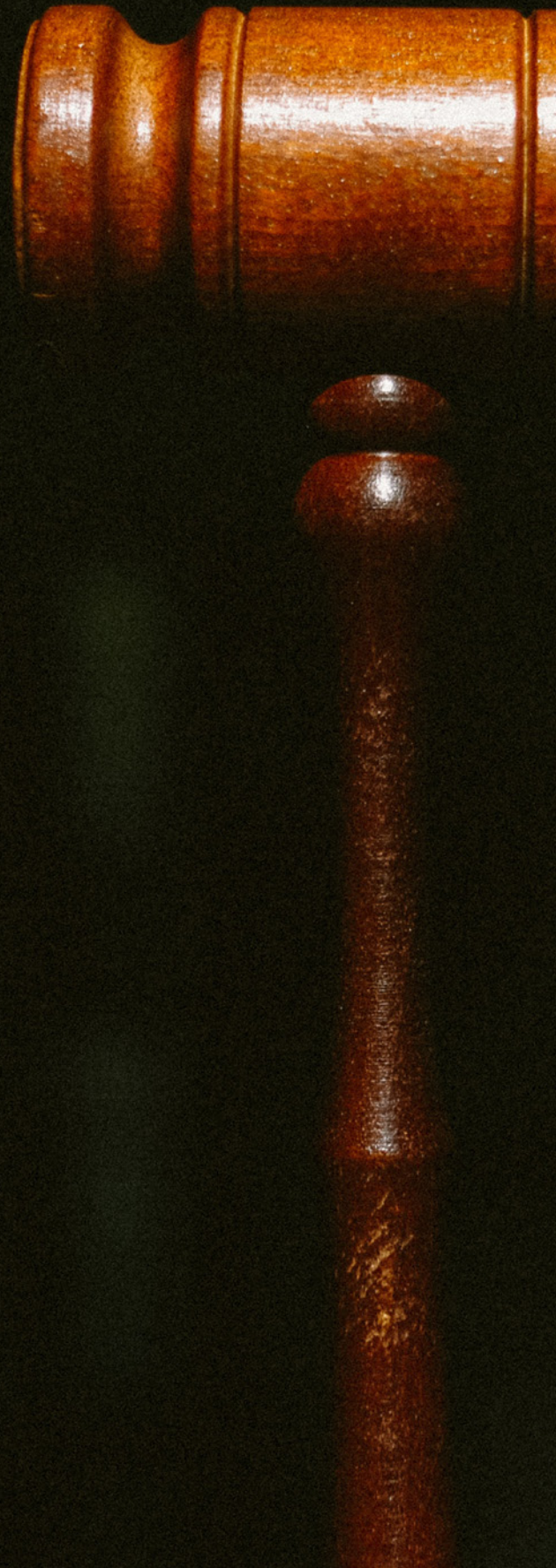
Our team can be deployed rapidly across the UK, with high-quality and pre-prepared forensic collection kits capable of collecting data from a range of digital devices. We operate to ACPO standards and have experience in leading collections to both criminal and civil standards. We are able to react quickly to urgent or unexpected collections.

Global Data Search Capacity

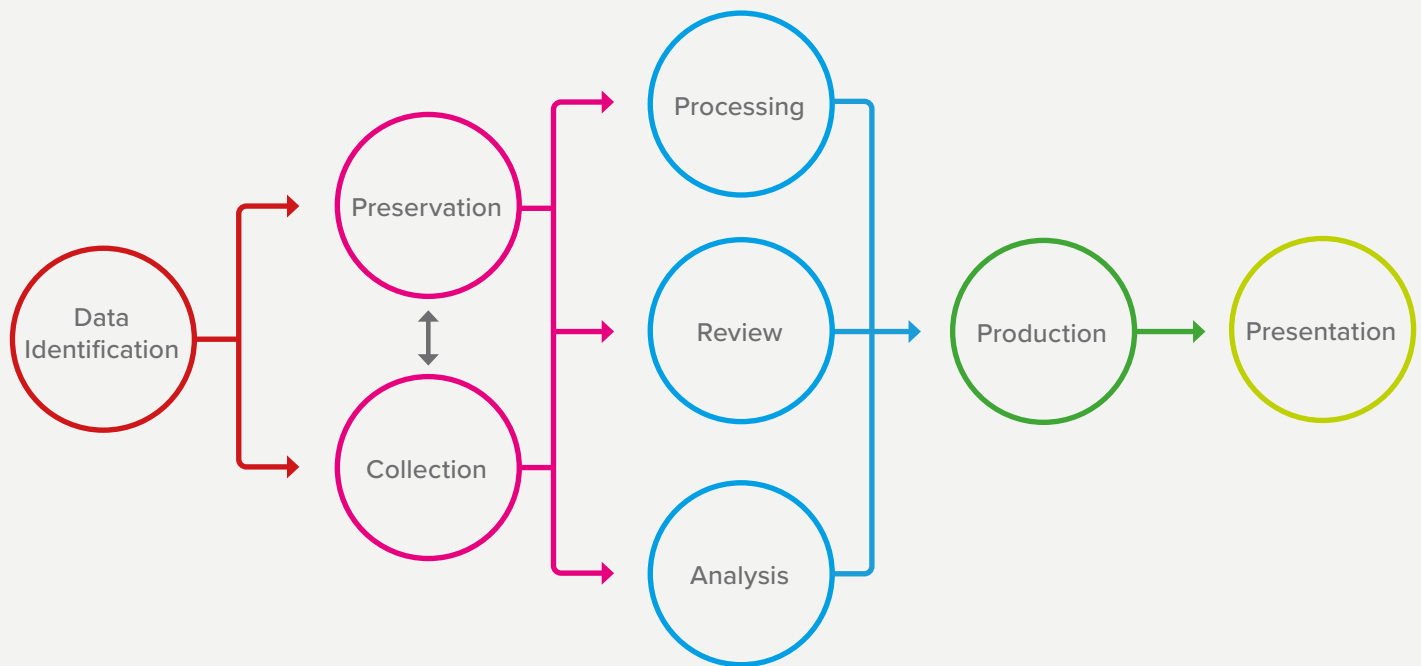
Our platform allows all documents to be held centrally, regardless of their file type or where they were originally stored. This allows all documents to be searched at once, which is quicker and ensures that no systems are missed. Our advanced search tools are far more effective than general operating system search, and incorporate fuzzy matching to include near hits and common spelling errors. This reduces the volume of documents returned while also reducing the probability of relevant documents being missed. It is then easy to trace where a document originated, as original file structures and mailboxes are locked down.

Search Term Reporting and Audit History

Litigation in the public sector often involves highly emotive topics where a lack of organisational trust has become a factor. Our platform produces search term reports that can be used to demonstrate the process followed, the exact searches applied, when and to which data sources. Every key stroke is retained, traceable and reportable through comprehensive audit logs.



The Electronic Discovery Reference Model (EDRM)



The EDRM is the internationally accepted process by which electronically-stored information (ESI) is brought in and managed through legal processes, with a focus on civil litigation. Duke University School (US) is the leading institution for EDRM development, research and innovation. Further resources can be found here (edrm.net, 2017).

Data Identification

The first step is to determine what data exists, where it is and identify the correct process to collect it. The process of scoping and identifying all locations and formats for relevant data may include speaking with key organisational stakeholders who are able to identify the systems and individuals who will need to be involved.

This may involve interrogating legacy (mothballed) systems that have been replaced through subsequent IT infrastructure roll-outs. Depending on the context of the requirement, applying search terms that 'corral' relevant data is an appropriate technique that reduces the scale of subsequent work. For example, in the case of a Subject Access Request it is sensible to limit data to all emails where the data subject is explicitly named.

Data Preservation

Where issues of organisational confidence and integrity are central to a legal process or claim, ensuring procedural rigour in collection of data is essential.

The same principles apply to the retrieval of any type of document from archive boxes to 'Internet of Things' device data extracted from smart speakers like the Amazon Echo. The objective is to isolate and protect potentially relevant data from alteration, destruction or modification. While it is possible to extract and process entire mailboxes or file systems, (dependent on the nature of the disclosure or the purposes of the search) careful and forensic search term identification and collection can be more appropriate. Understanding data storage from the point of view of a computer scientist or computer forensic expert is essential in order to collect and report data with sufficient legal defensibility.

Data Collection

Collecting data must always take place securely, whether it is on site in your organisation, remotely via a web-based screenshare, or within a secure digital forensic laboratory.

We use the same chain of custody procedures and evidence bags that are used in police work to ensure continuity and integrity of data. A wide array of techniques are used, driven by the format of the data, from scanning and coding of hardcopy documents to the logical and physical imaging of hard drives to capture electronic documents and conversation threads in WhatsApp, Slack and SMS.

Data Processing

Processing converts the data that has been collected into a format that is appropriate for the subsequent work in a forensically sound manner.

This requires separating attachments from emails, expanding ZIP files, extracting metadata to make it searchable, deduplication and removing irrelevant system and application files. These processes bring down the number of documents that are required in subsequent stages. This reduces review labour costs and may also reduce the volume of data that needs to be hosted.



Review

This stage involves selecting appropriate documents to move forward to analysis and ultimate disclosure and disregarding ('demoting') irrelevant data in an industry-accepted and legally-defensible manner.

The challenges of review often centre on the ability to scale and equip large teams of reviewers at short notice, and then to ensure that those teams are engaged as productively as possible in the performance of the review. Reviews may last only a few weeks, or may continue over several years; often with a highly variable and unpredictable workload. Processes need to be tailored to the needs of the client and the matter, all delivered flexibly and with complete traceability and defensibility.

Defining and applying a cohesive review methodology, supported by innovative, yet tested technical enablers, means that large volumes of material can be sifted, sorted and assessed within short timeframes. We prepare a briefing document that captures the specific purpose of the matter, details any relevant background information and the key issues for consideration. Once reviewed and agreed with the client, this then forms the basis of the training delivered to the review team.

Real-time reporting on the size of the data enables the scale of work to be performed to be understood and a defensible and appropriate collection strategy defined. It also allows legal teams to make informed applications and give realistic, achievable undertakings to the internal and external stakeholders for the matter.



eDisclosure workspaces can be created within our platform that allow hundreds of documents to be reviewed each day. Workspaces, decision prompts and tagging actions are all easily customisable to the matter-at-hand.

Some clients prefer to conduct the review itself using their own staff. In these circumstances, we can help by delivering targeted review training to client review teams to ensure that they are productive and efficient.

Some clients outsource this work to us. There are several reasons why this may be the case. Examples include the importance or complexity of the matter meaning that it requires specialist expertise, or its size and scope being beyond the capacity of the client's own resources.

When conducting reviews on behalf of clients, we tailor our teams to suit review requirements. We will often use a mix of qualified lawyers and legally-qualified reviewers that have previous experience in the field relevant to the matter. Using lawyers allows rolling, in-depth analysis of review decisions, ensuring accuracy and consistency in decision-making. Our teams include NPPV3/SC cleared reviewers and review managers, enabling us to handle sensitive materials without delay. Through monitoring the productivity of the team and scaling the team accordingly to item volumes, we control cost and operate within agreed budgets.

Analysis

Powerful technological techniques determine the key information; topics, critical individuals, specific vocabulary and relationships.

Analytic techniques quickly distil, connect and clarify communication to reveal what was known, by whom and when. Our platforms use advanced analytics and artificial intelligence to streamline document review. Techniques such as email threading and textual near-duplicate identification significantly reduce review volumes by removing redundant content. Organising documents thematically allows teams to identify key issues without relying solely on keywords. Machine learning tools like Continuous Active Learning and Generative AI prioritise relevant documents and predict coding decisions. These innovations enhance accuracy and consistency while delivering substantial time and cost savings.

Production

The scope of the 'handing-over' process may be large or small, soft or hardcopy. Full original files (called 'natives') may be provided, or images with redactions applied to mask irrelevant content.

Smaller productions (e.g., 75 redacted emails from a data subject access request) may be supplied in the form of a bound hardcopy document. Larger productions (e.g., 900 files including emails, Word documents and database exports for a civil claim within a tribunal) may be supplied in an archive format such as ZIP. The largest productions (e.g., 150,000 native files forensically extracted from a department's SharePoint and filtered for relevance) may be supplied in our platform's own format, as this supports subsequent analysis by the receiving party (by e.g., a public inquiry team). We can also provide productions in multiple formats simultaneously (e.g., hardcopy for individuals and different platform formats for each of the 'other side' legal team and public inquiry team).

Presentation

The data is then reviewed by the party in receipt of the production in order to determine which elements to present in the proceedings.

Depending on the case, the evidence might be presented as digital media, hardcopy or orally. This may require defence explaining the origin and chain of custody applied to the evidence, as well as any processing and filtering subsequently applied. This ensures that the evidence is presented in a way that is understandable and aligned with the legal requirements for admissibility.



Cloud Support Overview

Anexsys provides a comprehensive range of eDisclosure and information management services to the public sector, law firms and corporations. Its service offering encompasses the entire Electronic Discovery Reference Model (EDRM), from initial data identification and forensic collection through to processing, hosting, document review, and production.

Anexsys supports a wide variety of cloud eDisclosure platforms, including Relativity, Reveal, Everlaw and its own in-house solutions Sightline and Aurora. To support these platforms, Anexsys maintains a dedicated digital team.

A central component of its provision is strategic oversight, advice and support, where experienced consultants assist clients in developing defensible strategies for data management, helping to refine search terms, define review protocols, and implement data reduction techniques to ensure proportionality and cost-efficiency. It also leverages advanced analytics and artificial intelligence to prioritise relevant documents and reduce review volumes.

Anexsys offers a flexible range of hosting and infrastructure options designed to meet varying security, scalability, and jurisdictional requirements. It offers private cloud, public cloud and airgapped options, all backed by a robust physical and cloud infrastructure. Anexsys utilises specific UK-based data centres accredited to ISO 27001 and SOC 2 standards.

Anexsys' approach to account management is based on proactive communication, robust governance, transparent reporting and continuous efforts toward efficiency and innovation. Contract governance is led through the processes of our Strategic Client Services (SCS) team. This approach supports best practices in terms of includes biannual reviews, monthly reporting, budget management and technology recommendations. SCS also supports a robust change management process to minimise the risk of system or application failures. Cost, budget and forecasts are reported monthly.



Migration Planning

Anexsys provides comprehensive support for the planning of data migration between eDisclosure platforms. This service encompasses strategy, technical execution, and validation to ensure data integrity and continuity of legal work. Anexsys has experience migrating data to and from a variety of platforms including Relativity, including Everlaw, CS Disco, Nuix Discover and Reveal. All projects are led by an experienced Senior Consultant, who will act as your single point of contact throughout the process, so ensuring consistency and clarity of understanding.

Capability Analysis

Anexsys provides comprehensive consultancy services to assist clients in selecting the most appropriate hosting environments and eDisclosure platforms for their specific requirements. Anexsys is uniquely placed to advise on the benefits and challenges of each platform and helps clients choose the best platform for the task at hand. Its consultancy covers:

Platform Selection: Anexsys helps clients decide between commercial platforms, including Relativity, Reveal, Everlaw and its own in-house solutions Sightline and Aurora. We also support platforms related to eDisclosure, such as Nuix Workstation (data processing tool), Brainspace (advanced data analysis suite) and Case Preparation (specialist tooling that supports presentation at trial).

Hosting Environments: Anexsys offers flexible hosting options to meet unique security and operational needs. This includes fully managed solutions in a private cloud, public cloud hosting and management services for instances hosted within a client's own infrastructure. For highly sensitive matters, such as those involving Top Secret data, we can deploy air-gapped systems or secure offline local area networks.

Cost and Efficiency: Our consultants work with our clients to identify the most cost-effective storage approaches, such as migrating data not immediately required to nearline or cold storage to reduce hosting costs. We also advise on the use of hybrid models, where different platforms are used for different case types to optimise efficiency and cost.

Enterprise Architecture

Anexsys provides Enterprise Architecture consultancy regarding the architecture, design, and configuration of eDisclosure and legal technology environments. Our advisory services focus on aligning legal technology solutions with a client's specific architectural, security, and operational requirements. This includes:

Strategic Oversight and Solution Design: Anexsys provides experts to help select the most appropriate hosting environment for their specific needs. We can also design the logical architecture of the review platform, including workspace configuration, user permissions, and object structures to support complex investigations. We also assist our clients in developing Information Governance Strategies to reduce risk and cost across their data portfolios. This includes data mapping exercises to understand a client's IT estate, systems, and databases.

Technical Consultancy: Anexsys employs a team of infrastructure specialists and developers who can provide technical consultancy on specific architectural challenges. We can support with designing bespoke software solutions and integrations that fit within the client's technical environment. We also advise on security configurations and encryption protocols, to ensure the solution meets the client's security architecture standards.



Cloud Gap Assessment

Anexsys provides expert consultative advice to assist clients in evaluating their current infrastructure against cloud-based alternatives, supporting the transition to or between eDisclosure platforms. We guide organisations in selecting the most appropriate hosting environment, whether that be a private cloud, a public cloud SaaS solution, or a hybrid model. Our consultants analyse the specific benefits of cloud adoption, such as elastic scalability and immediate access to new features, ensuring that our clients can bridge the gap between their existing systems and advanced cloud capabilities.

We conduct rigorous assessments to ensure that proposed cloud solutions align with high-security standards, such as the National Cyber Security Centre's Cloud Security Principles. By mapping a client's requirements against these standards, Anexsys ensures that the move to the cloud maintains robust data protection and compliance. This advisory process includes detailed benefit and risk analyses, providing a clear pathway for migration that maximises operational efficiency and security while meeting strict sovereignty and accreditation requirements.

We conduct intensive assessments of data and workflows to plan the migration from legacy systems to the cloud. This involves categorising workspaces based on urgency and access needs to design a streamlined transition plan. By evaluating the technical and operational differences between environments, they help clients adopt cloud-native workflows that enhance productivity, such as the use of advanced AI and analytics features available in the cloud.

Architecture Options Analysis

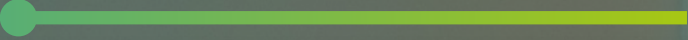
We provide comprehensive consultative advice to clients regarding platform architecture options to ensure that the chosen solution aligns perfectly with their specific operational and security requirements. Our experts help organisations adopt a strategic approach to their data and technology needs. We are uniquely placed to advise on the comparative strengths of different environments, helping clients select the optimal platform for their specific tasks, whether that involves large-scale litigation or complex regulatory investigations.

Our expertise covers a wide array of hosting environments, allowing us to guide clients through the selection of the most appropriate infrastructure. We advise on the logical architecture and configuration of review environments to maximise efficiency and defensibility. We also provide consultancy on migration strategies, helping clients transition data and workflows between platforms while preserving data integrity and work product. This includes creating detailed migration plans to ensure a seamless transition that aligns with the client's broader enterprise architecture principles, such as N-tier architecture and specific cloud security standards. Our teams also assist with designing workspace structures, user permission models, and object configurations to support complex investigations.

Delivery Road-Mapping

We provide comprehensive consultative advice on delivery road-mapping to ensure that projects are structured effectively from the outset. Our approach involves the creation of detailed implementation and mobilisation plans that set out key stages, milestones, dates, and resource allocations. Our experts collaborate with clients to define the strategic direction of an engagement, ensuring that all deliverables are aligned with their specific operational needs and timelines. This includes defining governance models and service designs that support a seamless transition to live operations.

We also assist clients in developing specific technical and operational roadmaps, such as those required for data migration or achieving industry accreditations. For example, we design detailed migration plans that categorise workspaces based on urgency to ensure a streamlined transfer process. We also host client innovation sessions to discuss technology roadmaps, allowing clients to request new toolsets and influence future functional developments to ensure our solutions evolve with their needs.



Set Up and Migration

We offer comprehensive services to support clients in migrating between eDisclosure platforms, ensuring a seamless transition of data, metadata, and work product. Our expertise covers end-to-end migration from various systems, including Everlaw, CS Disco, Nuix Discover, and Reveal, into industry-leading platforms such as Relativity or Sightline. We possess an in-depth understanding of the nuances involved in transitioning data between these platforms, such as moving from Everlaw to Relativity, and we utilise detailed playbooks to capture our broad experience and ensure the process is quick and effective. These workflows cover essential steps such as exporting data using industry-standard formats like Concordance DAT files, editing files for compatibility, and managing the transfer of annotations.

Data Auditing and Organising

We offer comprehensive data organisation support during migration to ensure that the structure and context of your data are preserved and optimised for the new environment. When transferring data, we automatically replicate the original folder structure based on the exhibits from which the data was collected, ensuring that the provenance and organisation of files remain familiar and navigable for your team. We can further enhance this organisation by adding additional layers to the standard structure, such as custodian names, which allows users to easily visualise how many exhibits belong to a specific custodian by placing folders at the top level. Furthermore, we collaborate with you to define appropriate workspace categories based on access needs and urgency, ensuring a streamlined process where workspaces are efficiently organised into urgent, active, or dormant status to prioritise resources effectively.

To guarantee the integrity and accuracy of your data during migration, we implement rigorous auditing and quality assurance workflows. Our process includes validating that load files match the expected schema and mapping them successfully to the destination platform, ensuring that all data fields transfer correctly. We conduct gap analysis and data verification on received datasets, utilising custom scripts to detect errors and confirm that exported documents meet the required format and intention. Additionally, we perform smoke tests using industry-approved test cases tailored to your specific requirements, validating document counts, metadata accuracy, and search functionality to ensure the system is fully operational and accurate post-migration.

We ensure complete transparency and defensibility by documenting every step undertaken during the migration process, providing you with a complete record of the robustness of our methodology. Our experts conduct final reviews of the migrated matters, testing specific elements such as field types and data manipulations to confirm they display correctly. By employing these thorough auditing and organising measures, we ensure that your data, metadata, and work product remain intact and fully functional in the new environment.

Data/Information Structure Design

We optimise your eDisclosure environment through comprehensive data structure design services. Our process begins with detailed requirements capture workshops where we collaborate with your administrators to understand your future needs and how they relate to your legacy platform's configuration. This collaboration allows us to produce a detailed Requirements Document that captures your expectations for the new platform's design and implementation, covering stakeholder mapping, user roles, and workflow templates. We view this design phase as a critical step to ensure the new platform delivers elements differently and more effectively, ensuring the platform configuration meets stakeholder needs.

To ensure a seamless transition, we meticulously map the data model used in your legacy platform against the data model proposed for the new instance. We design, create, and test the tooling required to map loadfile formats, ensuring that the data schema from the legacy system



is correctly imported and mapped to the new platform's structure. This includes defining loadfile specifications and handling migrations of large datasets between various platforms to ensure full compatibility. We also provide consultancy to configure the platform's user interface and implement the underlying data structure to meet evolving demands, such as providing necessary metadata around disclosure assessments.

Our design services extend to the organisation of the data itself to ensure it is intuitive for your team. We can replicate the original folder structure based on the exhibits from which the data was collected, or we can design custom folder structures to reflect custodian hierarchies, allowing users to navigate documents by custodian and quickly assess document volumes. We can also configure templates that pre-define fields, layouts, views, and choice lists, ensuring that the necessary metadata fields are already present and correctly named. This bespoke workspace design ensures that the environment grows with the matter and supports specific investigative workflows.

Engagement and Communication Planning

We place a strong emphasis on clear communication throughout the migration process to ensure transparency and predictability for all stakeholders. We offer structured daily email reports and weekly conference calls to keep all parties fully updated on progress, ensuring feedback can be quickly collected and acted upon. To ensure case teams have complete oversight, we develop a proposed timeline for each case being transferred which is agreed upon before being distributed to the team, providing full visibility of any scheduled downtime. Prior to migration, we confirm the specific date and time that each case will go offline, allowing case managers to relay this information effectively to their users and confirm when work can recommence.

We actively support business change management and adoption strategies to ensure a seamless transition and promote client self-sufficiency. We conduct workshops with end users to demonstrate the best value of the new platform and the overall service, using these sessions to educate users and illustrate the power and benefits of our interventions in the context of their specific matters. To foster positive engagement, we assist solution champions in managing objections and presenting the platform change positively to non-power users. Furthermore, we provide overview training sessions that explore the "art of the possible" within the platform, ensuring stakeholders are fully briefed on its capabilities and can participate meaningfully in the scoping process.

To accelerate productivity and minimise disruption, we deliver user training in parallel with the data migration. By aligning training delivery with the migration of their specific cases, users retain knowledge more effectively and can apply their new skills immediately, ensuring they are productive from the moment they gain access to the new platform. We support this stakeholder engagement and onboarding through structured governance and detailed planning to ensure all relevant parties are briefed and prepared for the transition.

Project Management and Governance

We provide comprehensive project management and governance services as a core component of our migration offering, ensuring a secure and operationally robust transfer of services. Our approach is structured around a cohesive mobilisation plan designed to deliver a fully operational platform within agreed timescales. To ensure accountability and strategic alignment, we establish a Joint Mobilisation Board comprising our mobilisation team and client representatives, which meets weekly to ensure the project runs on time and that all risks are appropriately managed.

We assign a dedicated Senior Consultant or Project Director to oversee the entire migration process, serving as a single point of contact for all queries and ensuring consistent leadership throughout the transition. This leadership team maintains oversight of all deliverables, tracking budgets and completing reporting work to ensure that client objectives are met in full. Our governance structure ensures that decision-makers are present to facilitate progress, with clear lines of accountability established from the outset.

We prioritise detailed planning and documentation to ensure clarity and defensibility. We develop a comprehensive Requirements Document that captures your expectations for the new platform's design and implementation, which is submitted for your approval before work commences. Our detailed project plans outline key transition phases, deliverables, and timelines, often developed in consultation with your team to align with legal or court deadlines. We also establish a Contract Management Plan in the weeks immediately following kick-off, covering essential governance elements such as incident response processes, business continuity planning, and service level agreements.

We utilise robust mechanisms to monitor progress and mitigate risks actively. Our project leaders maintain a live risk register, action log, and milestone tracker, which are shared with the Project Board to provide real-time visibility of the mobilisation status. We adopt an agile risk



management approach, updating risk logs throughout the project and reviewing them at weekly team meetings to expose and resolve any conflicting tasks. To ensure continuous improvement, we conduct collaborative lessons learned reviews after specific migration batches, inviting feedback from stakeholders to adjust and refine our processes for subsequent transfers.

Service Optimisation/ Right Sizing

We view the migration process as a strategic opportunity to optimise your eDisclosure environment, ensuring it is tailored to your specific operational requirements. During the transition, we conduct detailed requirements capture workshops to understand your future needs, allowing us to configure the new platform to meet stakeholder expectations effectively. This design phase enables us to refine workflows and use granular permissions to tailor the user interface, providing a cleaner and more efficient experience for your teams by presenting only the necessary features and functions. Furthermore, we rigorously map your legacy data models against the proposed new instance to ensure that the underlying data structure is optimised to meet evolving demands and future-proof your operations.

To ensure hosting efficiency, we offer comprehensive right-sizing services that align storage costs with data activity levels. We utilise a tiered storage model to balance performance and cost-effectiveness across the data lifecycle. We proactively advise on managing storage usage, identifying data that can be moved to lower cost nearline or cold storage when immediate access is not required, or archived for long-term retention. Additionally, we can provide automated solutions, such as NSerio's Case Flow, to monitor workspaces and move data between storage tiers based on approved parameters, ensuring seamless and automated lifecycle management.

For inactive matters where data retention is still necessary, we can export and delete large native and image files while retaining the text-only metadata, which significantly reduces hosting costs while keeping the record searchable and easily retrievable if needed. We also conduct monthly reviews of licence allocations to identify opportunities to adjust user counts, ensuring that you maintain cost-effective operations throughout the engagement.

Mobilisation Coordination

We provide comprehensive mobilisation coordination support. To ensure a seamless transition, we collaborate closely with your administrators and case officers to plan and agree on the migration schedule. We emphasise clear



and consistent communication, providing daily structured email reports and weekly conference calls to keep all parties updated throughout the migration, ensuring feedback can be quickly collected and acted upon.

Training

We provide a comprehensive range of training services designed to ensure that our clients are fully effective and confident in using our eDisclosure platforms from the outset. Our training is delivered by Relativity Certified Training Professionals (RCTPs) and Relativity Masters, ensuring that the instruction adheres to the highest industry standards and utilises official materials supplemented by our own best practices. We view training as a critical component of our service delivery, and we provide dedicated Senior Consultants to coordinate the delivery of all sessions, backed by a team of experts with years of experience in supporting lawyers, law enforcement professionals, and civil servants.

We tailor our training approach to fit the specific roles, workflows, and technical familiarity of our users. This ranges from introductory sessions for general reviewers to advanced administrator training and “train the trainer” modules that empower clients to manage their own environments and onboard new users independently. We offer flexible delivery formats, including face-to-face workshops, remote webinars via Microsoft Teams, and hybrid models to suit the specific needs and locations of the user base. We also facilitate specific sessions for power users, such as investigators and case managers, covering workflow management and reporting tasks specific to their roles.

Beyond core platform mechanics, we provide specialised training on advanced topics. This includes hands-on training for our Generative AI solutions, where our subject matter experts guide users on prompt engineering and the effective use of tools like aiR for Review.

Basic User – Cloud Based Services

We provide comprehensive training services designed specifically for general users, such as reviewers and investigators, to ensure they are fully effective and confident in using our eDisclosure platforms from the outset. Our training for non-administrative users begins with targeted introductory sessions covering essential skills such as platform navigation, searching, filtering, and applying redactions. We are flexible in our delivery methods, offering face-to-face workshops, remote web conferences, or hybrid models to suit the specific needs and locations of the user base.

To reinforce this learning, we supply a wealth of supporting materials, including detailed workbooks that users can refer to as they apply their new skills. We embed comprehensive documentation directly within the platform’s interface, providing users with immediate access to custom instructions, presentations, and “how-to” videos that are tailored to their specific workflows. Furthermore, we record our training sessions and host them within the platform, allowing new joiners or those wishing to refresh their memory to watch them at their convenience.

Our training adheres to the highest standards and utilises official materials supplemented by our own best practices. This expertise supports our “fast track” reviewer training programmes, which are designed to onboard review teams quickly and consistently.

To provide a safe environment for learning, we establish sandbox environments populated with representative or dummy data. These environments allow general users to practice and experiment with the software’s features and workflows without any risk of impacting live production data. Additionally, our platforms are designed with intuitive interfaces and include integrated support tools, such as AI-powered help chatbots, which assist non-technical users in finding answers and navigating the system efficiently.

Super User – Cloud Based Services

We offer comprehensive training services specifically tailored for administrative users to ensure they are fully proficient in managing and configuring our eDisclosure platforms, with the goal of making our clients as self-sufficient as possible. Our administrator training is extensive and can cover the full syllabus of the Relativity Certified Administrator (RCA) qualification, preparing your team for certification if desired. These sessions delve into advanced topics such as processing and ingestion, productions and exports, advanced analytics and AI, as well as user and group permission management and advanced reporting. By delivering this training through our own Relativity Certified Training Professionals (RCTPs), we ensure that the instruction meets the highest industry standards and utilises official materials supplemented by our own best practices.

To foster greater independence within client teams, we provide dedicated “train the trainer” sessions. These modules are designed to empower client administrators not only to manage the platform but also to deliver user training to the wider team and onboard new staff members independently. This approach ensures that knowledge is retained within client organisations and that client internal trainers are equipped with the skills to demonstrate the platform



effectively, handle technical best practices, and manage common user queries. By enabling client administrators to train others, we facilitate a model where client teams can administer their platform themselves and reduce reliance on external support for routine onboarding tasks.

Basic Troubleshooting Skills

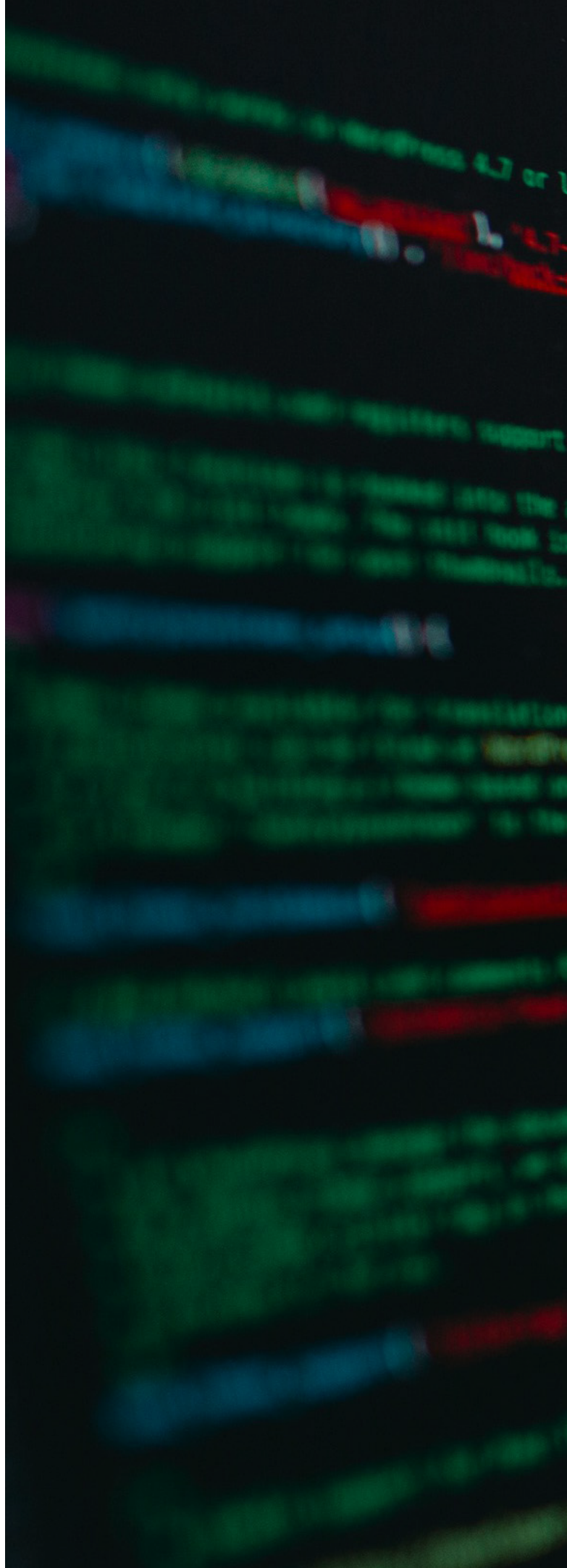
We equip clients with the capability to manage technical queries by training client teams in the configuration and use of our platforms, particularly focusing on diagnosing first-line support issues, supported by flowcharts and basic diagnostic checklists. These diagnose issues and guide users through resolutions using their specific workflows and data. Furthermore, our training materials include workbooks that outline steps and error resolution, and we provide access to a searchable knowledge base that includes troubleshooting steps, user guides, and FAQs.

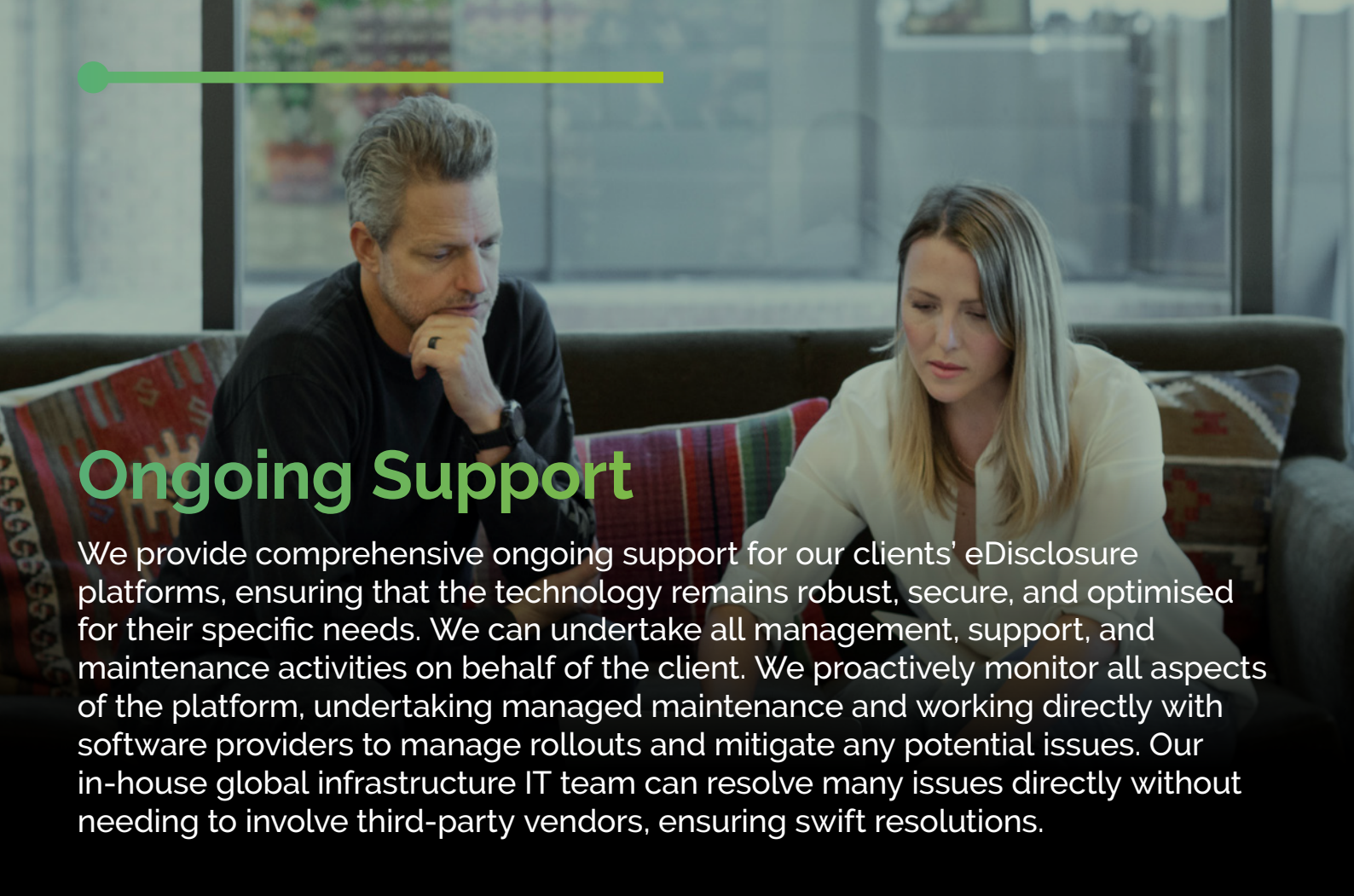
Advanced Troubleshooting Skills

We offer comprehensive administrator training that covers the full syllabus of the Relativity Certified Administrator (RCA) qualification, preparing your team to manage the platform independently and address complex scenarios. This advanced training is designed to ensure that administrators are as self-sufficient as possible, covering intricate topics such as processing, ingestion, productions, and exports. Additionally, we specifically train client teams in the configuration and use of our platforms, focusing on diagnosing first-line support issues to ensure the immediate resolution of common technical queries using flowcharts and diagnostic checklists.

Function/Service Optimisation Skills

We design our administrator training specifically to empower your team to configure and optimise the platform to meet your evolving operational needs. We teach client administrators how to create and manage essential workspace components, including fields, choices, layouts, and views, giving you direct control over the data structure and user interface. This instruction extends to configuring sophisticated user experiences, such as creating multiple layouts tailored to specific review stages or user groups and applying conditional logic to guide reviewers through complex decision trees. Furthermore, we provide the necessary skills to manage role definitions and user allocation, giving you complete autonomy over security and access permissions within your domain. Our goal is to foster complete self-sufficiency, allowing client teams to administer the platform and onboard new users without external reliance.





Ongoing Support

We provide comprehensive ongoing support for our clients' eDisclosure platforms, ensuring that the technology remains robust, secure, and optimised for their specific needs. We can undertake all management, support, and maintenance activities on behalf of the client. We proactively monitor all aspects of the platform, undertaking managed maintenance and working directly with software providers to manage rollouts and mitigate any potential issues. Our in-house global infrastructure IT team can resolve many issues directly without needing to involve third-party vendors, ensuring swift resolutions.

We ensure our clients have access to assistance whenever they need it through our dedicated support structures. We utilise a Service Desk application to track and assign requests, ensuring every query has an owner and facilitating timely delivery and progress updates. We aim to provide an initial response to support requests within three hours outside of office hours, and we handle urgent requests even faster during the working day.

Our Strategic Client Services (SCS) team provides proactive service management, which includes quarterly reviews, monthly reporting, and technology recommendations. We also appoint dedicated Senior Consultants to oversee client matters from start to finish, diagnosing issues and delegating tasks to appropriate experts within our team. Our support includes experts who support to shape activities, track requirements, and propose practical interventions to ensure project objectives are met.

We are committed to ensuring our clients remain proficient and up to date with their platform's evolving capabilities. We provide rolling refresher training and targeted "how-to" sessions. We also hold innovation sessions to share industry developments, discuss technology roadmaps, and allow clients to request new toolsets or workflows. To support self-sufficiency, we embed comprehensive user documentation, FAQs, and system guides directly within the platform interface, allowing users to access immediate assistance and refresh their knowledge at any time.

Product Support Capabilities

We provide comprehensive product support for eDisclosure platforms, designed to ensure that our clients can utilise technology effectively and efficiently throughout the lifecycle of their projects. Our support model is built around dedicated expert teams, clear escalation routes, and measurable service levels, ensuring proactive service management and immediate issue triage. We view support as a continuous partnership, offering strategic oversight, advice, and support to help clients maximise the value of the platform and navigate complex eDisclosure challenges with confidence.

We ensure that assistance is readily available through multiple convenient channels. Users can access ad hoc operational support via telephone or email. For matters requiring attention outside core hours, we offer enhanced support options, including coverage for weekends and bank holidays by prior arrangement, and provide a facility to log support requests 24/7 via our ticketing system.

As a managed service provider, we handle the technical management, support, and maintenance of the environment, allowing our clients to focus on their legal and investigative work. When issues arise with the underlying software that require second-line support, we manage the relationship with the vendor on your behalf, raising tickets and working through resolutions while keeping you fully informed.



Our support extends beyond fixing technical faults to assisting users with their daily operational tasks. Our experts, ranging from Senior Consultants to Relativity Masters, are available to diagnose issues, engage with development colleagues if necessary, and guide users through resolutions using their specific workflows and data. This includes assistance with complex tasks such as creating layouts, running search term reports, applying analytics functionality, and managing productions. We also provide one-to-one coaching sessions via web conference to address specific queries or help users navigate unique challenges.

Logging and Management of Incidents

We manage incidents through a comprehensive framework led by our Information Security team and guided by our Chief Information Security Officer. Our incident management policies and procedures are rigorously implemented according to ISO standards and best practices, ensuring a structured approach to preparation, detection, analysis, containment, recovery, and user response. Incident response procedures include well-defined escalation protocols, ensuring that appropriate management levels are informed promptly to facilitate timely decision-making and resource allocation, with clear escalation routes extending to our Managing Director.

To ensure proactive detection, we utilise enterprise-grade tools such as Rapid7 InsightIDR SIEM to monitor our systems and endpoints. This technology intelligently aggregates data from various sources to detect security incidents and alert our team to unusual behaviour. Within our platforms, every action is immutably logged in a tamper-proof audit file, capturing detailed information about user activities, document modifications, and system events. This comprehensive audit trail ensures full traceability and accountability for all interactions within the system.

We maintain a 24/7 ticketing facility where users can log support requests at any time. Additionally, any employee or contractor who suspects an information security incident is required to report it immediately to the Incident Response Team via a dedicated email address or through their line manager. Upon receipt, incidents are assessed to determine their nature and severity, with the Information Security team analysing the report and forwarding it to the relevant business unit heads.

Our incident response capabilities are supplemented by a 24/7 security operations vendor empowered to take immediate action in emergencies, such as isolating problematic endpoints or users to prevent the spread of an incident. We document all incidents thoroughly using

report forms that describe the nature of the event, its impact, the root cause, and the corrective actions taken. An incident register is constantly updated and reviewed to facilitate lessons learned activities, ensuring continuous improvement of our security posture. For operational issues, our experts diagnose the problem and guide users through resolutions, engaging with development colleagues or platform vendors like Relativity to manage second-line support tickets where necessary.

Reporting and Proactive Results Analysis

We provide comprehensive reporting and proactive results analysis through live dashboards and daily reports that offer real-time visibility into project progress. These dashboards are highly customisable and interactive, allowing users to filter and pivot data to visualise trends, such as document coding rates, reviewer productivity, and specific document features like language or the presence of handwriting. This granular level of reporting ensures that we can monitor performance against milestones and forecast completion times effectively, enabling us to manage costs and deadlines proactively. We can present this data graphically through bar charts, pie charts, and line charts to facilitate easy interpretation of complex metrics.

We provide comprehensive usage reports and cost exploration tools that track data volumes, user activity, and storage consumption across workspaces. These reports can be exported in industry-standard formats such as Excel, CSV, or PDF for further analysis or external reporting. We also maintain detailed audit logs of all user actions, which can be visualised to monitor engagement and ensure accountability. This data-driven approach allows us to provide monthly budget tracking and forecast spend, ensuring transparency and value for money.

Dispatch of Service Technicians

We maintain a dedicated team of salaried, security-cleared consultants and experts who are available to be deployed directly to client sites to support a wide range of eDisclosure and forensic requirements. Our forensic experts are equipped with high-quality, pre-prepared collection kits and can be mobilised rapidly from our offices to conduct on-site data acquisition and preservation in a legally defensible manner. We are fully capable of conducting forensic collections simultaneously across multiple premises, ensuring that critical evidence is secured efficiently and in accordance with ACPO guidelines and the Forensic Science Regulator's statutory Code of Practice.



Beyond standard data collection, our on-site capabilities extend to complex data triage and culling exercises. For highly sensitive matters, we can perform on-site data processing and culling directly at the client's location, allowing for the immediate reduction of data volume and the identification of relevant material without data leaving the premises. Furthermore, our experts are experienced in providing 'at scene' triage, utilising industry-standard tools to enable easy and quick access to court-defensible evidence directly at the location.

Our deployment capabilities also encompass expert witness services and strategic consultancy. Our team includes highly skilled professionals with backgrounds in law enforcement and government bodies who are qualified to provide expert witness testimony in civil and criminal proceedings in UK, EU, and US courts. These experts can provide affidavits, depositions, and oral or written testimonies regarding forensic examination processes and data spoliation. Additionally, we can provide on-site technical support and project management to assist with system design, configuration, and the management of complex reviews.

Our global reach, supported by our parent company, allows us to deploy team members in-country with short notice for international matters, or utilise our established vendor partnerships to ensure on-site presence in locations such as Singapore, Hong Kong, and Switzerland, providing a seamless and consistent service regardless of location.

End User Training Coordination

We coordinate the delivery of end-user training through dedicated Senior Consultants who oversee the entire process to ensure that our clients are fully effective and confident in using eDisclosure platforms. Our training is delivered by our own Relativity Certified Training Professionals (RCTPs) and Relativity Masters, ensuring that the instruction adheres to the highest industry standards and utilises official materials supplemented by our own best practices.

We tailor our training approach to fit the specific roles, workflows, and technical familiarity of users. This ranges from introductory sessions for general reviewers to advanced administrator training and "train the trainer" modules that empower clients to manage their own environments and onboard new users independently. We also facilitate specific sessions for "power users," such as investigators and case managers, covering workflow management and reporting tasks specific to their roles. Furthermore, we can provide targeted training for other teams within a client's organisation so that they can fully understand their role in supporting eDisclosure.

We offer flexible delivery formats to suit the specific needs and locations of the user base, including face-to-face workshops, remote webinars and hybrid models. We are fully capable of delivering training to large user groups or key stakeholders, and we can schedule custom sessions to align with operational priorities. For individuals requiring specific assistance, we offer one-to-one coaching sessions to address unique queries or complex issues.

To reinforce learning, we supply a wealth of supporting materials, including detailed workbooks, flowcharts, and "placemats" that users can refer to as they apply their new skills. We embed comprehensive documentation directly within the platform's interface, providing users with immediate access to custom instructions, presentations, and "how-to" videos tailored to their specific workflows. Furthermore, we establish sandbox environments populated with representative or dummy data, allowing users to practice and experiment with the software's features and workflows in a safe environment without impacting live production data.

We are committed to ongoing skill development through rolling incremental training, such as monthly bite-size sessions, which gradually build user confidence and introduce new features or advanced concepts over time.

Staff Clearances and Security

All our eDisclosure staff are cleared to SC level, and when recruiting we seek candidates that are willing to be vetted to the DV standard where this is required. Pre-employment, we conduct a comprehensive check of identity, right-to-work, criminal records (DBS), UK financial status (5 years) and employment history (3 years) for all employees. This meticulous process is in full compliance with the Baseline Personnel Security Standard (BPSS). We perform rolling annual checks thereafter, ensuring a continuous commitment to your data security. A specialist industry-leading third-party provider completes these on our behalf.

We take an active role in ensuring our ongoing compliance with our vetting and security obligations. Each quarter, we ask our staff to provide updates (or “no change”) on matters that might affect their SC clearance (e.g., any change in cohabitation). This transparent approach ensures that any amendments are immediately reported back to the necessary authorising body, keeping them informed and involved.

Our ISO 27001:2013 Information Security Management System (ISMS) sets out this process. Our rolling HR Security Audits also checks the clearance status of all staff quarterly, so that any impending clearance expiries are identified and renewed promptly.

Our operational practices retain work where clearance might be required within our business, so vetting within our supply chain is unnecessary.

We routinely perform projects with contract-specific security requirements, including specific NDAs. To ensure staff integrity, every project staff member must undergo project-specific information security training and sign a security aspects letter (SAL) that draws their attention to the project’s security requirements. Staff must reassess and re-sign the SAL every six months, reconfirming their understanding. Any changes in scope mid-project result in complete retraining of the team on all aspects of security.

Security Training

Our Information Security Management System (ISMS) underscores the crucial role of each staff member in maintaining our system security, data handling, and acceptable use policies. It requires that all staff sign to confirm their understanding and acceptance of our policies. We provide annual online training, testing, and

accreditation to all staff, emphasising the significance of their role in information security, data privacy, GDPR, system security, and data handling and acceptable use.

Junior staff members are guided and supported by senior staff with extensive experience in providing services requiring information security best practices. General information security awareness is not just promoted, but nurtured through regular knowledge sharing, seminars and conference attendance, supplier training courses, and through the performance of audits. Conformance with security and confidentiality training is tracked by HR, providing constant visibility to our leadership team, and ensuring that junior staff feel supported and guided in their journey towards information security excellence.

Our ISMS requires all the above to be audited annually, which is how we ensure that our training remains current and that all staff members have been trained.

Our eDisclosure and Digital Forensic consultants almost all hold degrees in Computer Forensics or Computer Science. They are trained to have an advanced understanding of the fundamental importance of system security, data handling and acceptable use policies and how this is implemented and achieved in practice.

All staff sign a confidentiality agreement when commencing employment, which includes a warning that violation of security policies will result in disciplinary action, which may lead to loss of access privileges, termination of employment or civil and criminal prosecution. Training is completed during induction, and new staff are not permitted to engage in client work until all aspects of mandatory training have been completed and passed at 80% or higher.



Background to Anexsys

Anexsys was established in 2004 and offers dedicated outsourced services to law firms, corporations and the public sector. Anexsys provides services including data collection, computer forensics, data processing, document hosting, managed services and outsourced review. All our facilities are ISO 9001, 14001 and 27001 accredited and Cyber Essentials Plus certified.

Anexsys is a division of Consilio, a global leader in eDisclosure, document review, risk management, and legal consulting services. Consilio supports governments, multinational law firms and corporations using innovative software, cost-effective managed services, and deep legal and regulatory industry expertise. Anexsys focuses on UK government and police force clients, who require additional data restrictions.

All Anexsys eDisclosure staff are cleared to at least HM Government SC and NPPV3 level. We are trusted to handle government material at Secret and Top Secret level. We are one of only a few companies able to supply the full range of litigation support services, ranging from digital forensics and collection (using forensic professionals with expert witness experience), through to data processing and document hosting, as well as managed document review and hard copy services.

For two decades, Anexsys has built on a wide array of technological solutions to deliver innovative, customised eDiscovery environments. Anexsys holds a large infrastructure footprint, covering all the leading platforms and complementing them with its own proprietary software. These proprietary solutions include advanced generative AI initiatives and custom tools to manage modern data, such as streamlining the review of chat logs (e.g., Slack and WhatsApp), providing transcription for audio and video files, and proprietary bundling solutions. This capability ensures that our workflows are constantly evolving to provide our clients with optimal efficiency and defensibility.

Contact Us

London

0203 217 0300
6th Floor
24 Chiswell St
London EC1Y 4TY

anexsys.com
info@anexsys.com