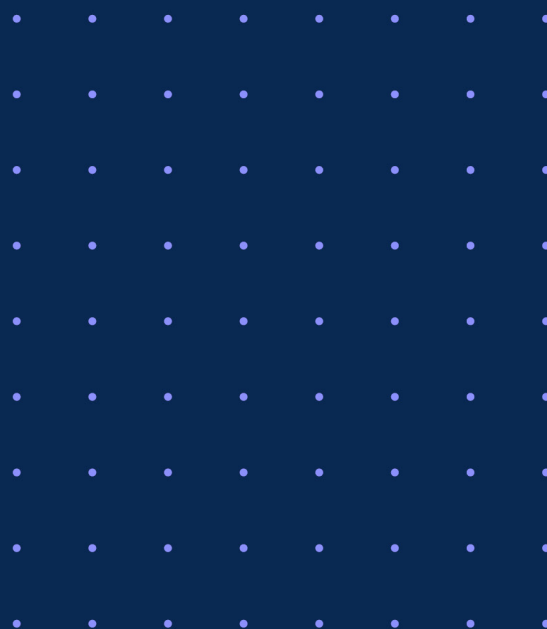
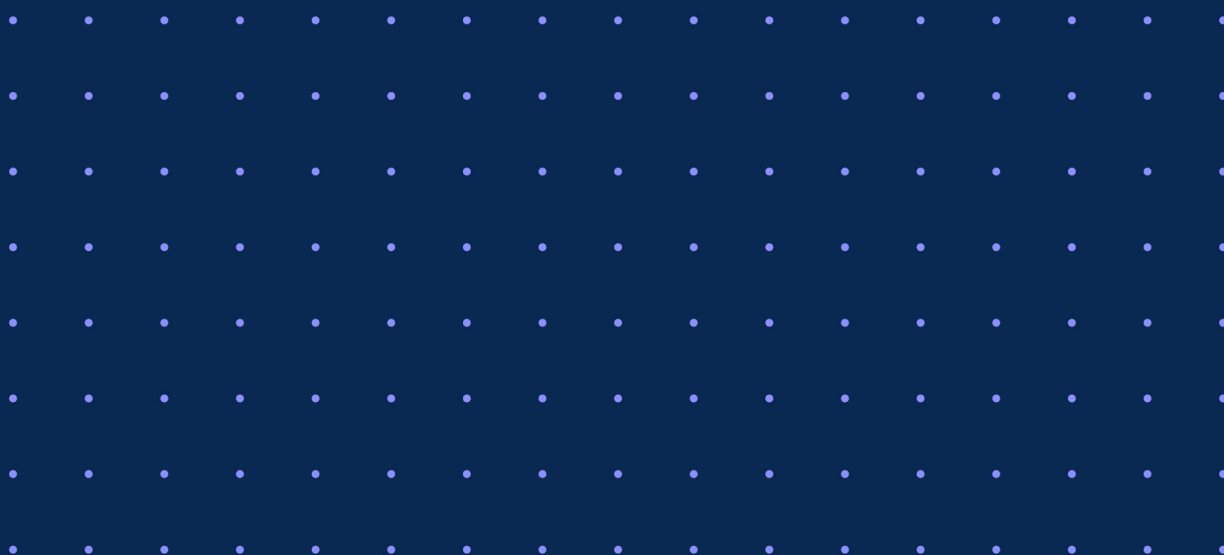


# G-Cloud 15 - Service Definition



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# 1. Introduction

## Company Overview

Sky Discovery is founded on the ethos that eDiscovery expertise and technology should help buyers achieve better outcomes for their projects. Key characteristics which distinguish us from our competition include:

- **Expert team** - our consultants combine deep eDiscovery expertise, industry recognised certifications, and a proven capability to work alongside buyers as a trusted extension of their team. Sky Discovery also boasts the lowest industry rate of consultant turnover.
- **Consistent proactive 24/7 support** - expert support from a dedicated consultant backed up by an expert team located across Australia, India and the UK underpinned by SkyNav, a custom matter management platform built by Sky Discovery to ensure efficient and fast delivery of eDiscovery tasks.
- **Innovation** - we create technological innovations that underpin speed and quality of service and provide demonstrable cost savings across essential day to day services such as hyperlinking affidavits, other party imports, discovery exports and print-set preparation.
- **Relationships** - we build long term strategic relationships with our customers. We are owner managed, not beholden to financial investors, focused entirely on eDiscovery.

## Value Proposition

Sky Discovery works with customers who have large volumes of data which need to be searched, analyse, and reviewed so key documents and communications can be found quickly and easily. With the exponential growth of electronic data, the ability to find relevant documents in amongst such large datasets relies upon sophisticated technological solutions which are easy for the customer to use and following a process which is legally defensible.

Sky Discovery's services combines the latest review technology with a highly skilled team of consultants who can guide our customers through the process of identifying and reviewing documents, resulting in a key set of relevant documents relating to the matter.

Working alongside the buyer we provide expertise to assist with optimising the effectiveness and cost of data collection and document review. Keyways in which Sky Discovery's expertise assist our clients during this phase include:

- Helping to overcome customer concerns over eDiscovery costs and process including assessing the relative merits and risks of DIY approaches versus outsourced eDiscovery assistance.

- Data mapping to determine where and what types of data exist and the best strategy for collection.
- Ensuring the approach to collecting data is defensible and any risks taken are understood.
- Advising on eDiscovery tactics by reference to case strategy, best practice workflow and budgetary parameters.
- Providing tools for Early Case Assessment to refine data for review
- Working with buyers to utilise the Relativity suite of review tools to maximum review efficiency.
- Provide access to Sky Discovery custom built innovation tools to automate and streamline the process.

## What the Service Provides

We provide end-to-end eDiscovery services including data collection, processing, early case assessment, hosting, filtering, analysis and production for clients with large data challenges for investigations, dispute resolution, international arbitration other legal processes. Our proactive consulting approach aims to assist client's unique data requirements and challenges by incorporating document review, project management and consulting

## Social Value

### Wellbeing

Sky Discovery provides its staff with WeWork's workspaces internationally to take advantage of their comprehensive wellbeing sessions for staff. As the demands & expectations of the workforce are changing, Sky Discovery provides support to its staff offering them an environment to help them with a challenging part of their life, mental and physical health. Mindfulness sessions, yoga and meditation sessions are all offered to all staff to help them deal with work stresses and to be healthier and happier. Remote working is also offered to all employees to help them balance their work and home life responsibilities offering flexible working solutions.

### Equal Opportunity

Sky Discovery is an equal opportunities employer and offers a wide range of progression opportunities, supporting in-work progression, including inclusive and accessible development practices. The business also identifies and has a policy on managing the risks of modern slavery. Diversity is one of our core values and we strive to ensure that we provide opportunities for people of all different backgrounds creating a diverse workforce.

## Overview of the G-Cloud Service

Sky Discovery uses Relativity the leading eDiscovery review cloud software to work alongside our customers, with our consulting expertise providing proactive advice and assistance to help them optimise the review process, offering cost reductions on data hosting and legal review by embracing some of our advanced workflows and custom built solutions.

What is unique about Sky Discovery's offering of Relativity is the wide selection of bespoke tools that we have integrated into Relativity and the high level of consulting support provided to ensure users get the most of the technology.

## Consulting and Project Management

A software platform is only a portion of an effective eDiscovery solution. The skills and experience of the team running the solution is the most critical component. Sky Discovery has a proven track record assisting firms undertake large scale litigations cost effectively and efficiently. Sky Discovery provides a highly skilled and experienced team of consultants on major projects to ensure they deliver on key milestones and objectives.

Sky Discovery adopt a proactive consulting approach whereby expert advice is given to clients on how best to achieve their case objectives, and to move through the review process as quickly and effectively as possible using the most suitable tools and features available in the software. Proactive consulting results in significant cost savings for clients.

Sky Discovery assign a lead and back up project manager to every matter to ensure consistent lines of communication and coverage. This is supported up by the global consulting team who are at hand 24/7 with true consulting support, this ensures that the project and legal team are supported around the clock when required.

## Associated Services

Sky Discovery offer a selection of third party tools, and has developed a number of proprietary tools integrated into Relativity which are available at additional cost, these include:

### Proprietary tools

- Sky Chat – AI based chat tool used to summarise and extract information from documents
- Sky Retrieve – AI based data analysis tool used to interrogate dataset those natural language questions
- Photo Search – ability to tag and search images and photographs

- Smart Extract – ability to extract data entities from structured and semi-structured documents
- Model Builder – ability to organise data in a relational model
- Native Machine Translation – ability to quickly translate large volumes of non-english documents in their native file format.
- Machine Transcription – ability to transcribe audio and video so it can be keyword searchable

### Third-party plugins:

- Auto redaction/Native redaction

### Complimentary services:

Sky Discovery have a network of partner organisations to offer complimentary services such as:

- Hard copy scanning
- Document coding
- Forensic collection
- Managed review

## 2. Data Protection

### Information Assurance

Sky Discovery is Cyber Essentials certified.

All of Sky Discovery's offices and AWS are ISO27001 certified.

Sky Discovery's server environment is within an AWS data centre which is ISO270001 certified.

### Data Back-Up and Restoration

Relativity is available 24 hours 7 days a week apart from a 3 hour 'Standard Maintenance Window' overnight, during a weekend.

### Services

Service Window: 2AM – 5AM GMT

Time to Respond to queries: 30 Minutes

Sky Discovery's service levels will continue as outlined above should a business continuity event occur.

### Backup Regime

Sky currently implement the following regime:

- a. Full backups: nightly
- b. Differential Backups: Every 15 Minutes
- c. Backed up data is maintained in multiple locations: a separate AWS availability zone within the UK in Amazon S3.

Restores can be completed either utilising our backup solution software or manually. User's will not have access to a workspace during a restore process.

The restore process is tested at less once every 12 months.

## Business continuity statement/plan

Sky Discovery operates in AWS. Sky Discovery network spans 2 availability zones. Each availability zone can be considered as a segregated data centre operating on different network and power supplies. In the unlikely scenario that one Availability Zone goes down, the other is available. Sky Discovery Works on a Primary/Pilot light infrastructure basis. All data is backed up on an hourly basis to S3 and is available if one Availability zone goes down. In the event of a disaster, Sky Discovery has playbooks to ensure deployment of infrastructure in the second availability zone within the RTO.

Sky Discovery actively monitors it's infrastructure utilising AWS cloudwatch. An SNS service will alarm staff of any issues at any time of the day. Email is utilised to identify clients of any outages.

Sky Discovery engineered infrastructure to meet the following SLA's:

- RPO: 1 Hour
- RTO (Core Services): 4 Hours

A more detailed plan can be provided to buyer on request.

## Privacy by Design

Sky Discovery is registered with the ICO as a data controller and follows strict governance through procedures and protocols around the storage, transfer and retention of personal information.

All personal data is stored in specific folders on our network so it is easily identifiable.

All project related data which may include personal data is stored in a dedicated Project folder, all content is deleted with 90 days of the end of contract.

Any 3<sup>rd</sup> party service and cloud software providers are assessed to ensure they conform with GDPR requirements.

More information on how we store and handle private information can be found on our website, <https://www.skydiscovery.co.uk/privacy/>

More details can be provided to the buyer on request.

## 3. Using the service

### Ordering and Invoicing

We would usually request an initial call to discuss the exact requirements of the projects so we can fully scope the project and provide an accurate cost estimate. This can be initiated by sending an email to [solutions@skydiscovery.co.uk](mailto:solutions@skydiscovery.co.uk) or calling 0333 533 0098.

Once we have fully scoped out the project the buyer will need to draft a call-off contract which will be signed by both parties and provide a PO if required. Sky Discovery can assist the buyer completing the Order Form if required.

Invoices will be issues on the nearest business day to the 28<sup>th</sup> of the month for the current month, payable with 30 days.

### Pricing Overview

There are 3 main elements to Sky Discovery's pricing which are designed to be simple and transparent:

1. Monthly hosting charges per gigabyte,
2. Monthly user access fees,
3. Hourly rates for consulting and support.

There are also various add-on services which are set out in the pricing document. Month fees are per calendar month. Hourly rates are change at 0.1 increments, rounded up to the nearest unit (eg. 15 minutes would be 0.3 hours). A narrative of all hourly charges is provided with the invoice for full transparency of time spent and cost.

Volume discounts are available on data volumes larger than 1 terabyte, the level of discount will depend on the type of data, the duration of the matter and the volume of data.



## Availability of Trial Service

Free Proof or Concept trials can be arranged where non-standard review services have been requested. For example, if you would like to build data analysis models or to see how our proprietary solutions would work on your data. Proof of Concept trials will be done on a limited set of data for a limited duration. Fees may be incurred for trials where there is a 3<sup>rd</sup> party cost to Sky Discovery (e.g., where we integrate with 3<sup>rd</sup> party technology which incurs fees). Standard cost will be incurred should the buyer decide to move forward with the service.

## On-Boarding and Off-Boarding

### Onboarding

At the start of a project, the lead consultant will set up a project initiation call where they will go through our standard orientation template to scope out the requirements of the project which can be done virtually or in person. Other members of the Sky Discovery team attending this call are usually the backup consultant and the sales representative.

The consultant will describe the onboarding process and gather key information to initiate the project. They will also provide indicative timelines, outline follow-up items for both the Sky team and the buyer and flag anything which could throw the project off course.

After the project initiation call has been completed, then a follow up training session is set up using a sample of the clients data which is processed into the review platform to run key stakeholders through software and key functionality and any configuration workflows required to get them trained up and ready to start their review.

### Offboarding

The offboarding process is very straightforward as there is no termination period for our services. At the end of the project the buyer should provide notice to end the contract via email to the lead contact on the project, the workspace will then be deactivated at the end of the current month (or prior if requested). Sky Discovery can provide the following archiving options:

- Standard Relativity ARM archive format that can be restored on any other supported Relativity environment
- Flat-file text format with native and image files

An archive will be provided within 7 days if requested as per the costs in the pricing document. All data relating to the project will be deleted within 90 days of the end of the contract or sooner if requested.

## Training

Training is conducted by a member of our consulting team and generally by the lead consultant assigned to the matter. Usually training is conducted online via screen share at the beginning of the project. Training sessions are usually 30-60 minutes based on the user requirements. Onsite or offsite training can be arranged for larger groups. Additional training is provided as the project progresses and the users require to use more features.

Quick guide documentation is provided to the users at the beginning of the project following the training.

## Implementation Plan

The following steps are considered and discussed with the buyer during the implementation phase:

### Section A - Scope and Data Collection

- Determine who will be performing the collection – Client internal IT vs Sky/external collection
- Data range collected should be broadest possible date range required

### Section B - Electronic Data Processing

- Volume, Data types, Priorities, Time zone
- Deduplication options
- Deduplication limitations
- Email attachment/loose e-file objective coding
- Handling password protected files

### Section C - Hard Copy Processing

- Volume and priorities
- Standard processing options

### Section D - Early Case Assessment

- A large data set can be uploaded into an ECA Relativity case for quick identification of key custodians, date ranges and concepts. This technology is helpful in assessing the size and scope of your case, predicting costs and eliminating non-relevant data to reduce data volume and simplify the substantive review.

## Section E - Pre-Review - Features

**Structured Analytics** – analyses text to identify similarities and differences between the documents in a set.

- Email threading (for electronic emails)
- Near duplicate detection (NDD)
- Language identification

## Section F - Substantive Review – Strategies and workflow

### Review Workflow Specifications

- Linear Review – review of all documents in Relativity
- Keyword Review – Use of keywords to limit documents reviewed
- Technology Assisted Review

### Batching Options

- Thread Group
- Custodian
- Date Range
- Keyword results
- Near Duplicate Group
- Clusters

## Section G - Review Objectives

Discuss review objectives:

- Relevance/Privilege/Confidentiality/Discovery
- Issues/Categories
- Redaction
- First pass review, second pass review

### Additional Review Features

- Categorisation
- Concept Searching
- Keyword Expansion
- Dashboards/ Reports
- Persistent highlights

## Section H - Review team

- Discuss numbers of team members and roles.

- Training requirements, etc

## Section I - Post review QA, Production and Exchange

### Post review QA

- Family consistency checks plus other QA checks

### Production

- Creation of discovery list and exchange set of relevant documents
- Sky needs 48 hours to QA discovery list and data associated – complex process

## Service Management

Sky Discovery is committed to upgrading Relativity within 12 months of the latest release to ensure the latest features are available to the buyer.

In terms of cyber risk, Sky Discovery assesses for vulnerabilities in real time CVS Vulnerabilities. We utilise automated technologies to complete scans (Crowdstrike Falcon Complete, Manage Engine, AWS Inspector). Patches are deployed: Within 7 days for critical vulnerabilities (through our SMW); within a month for all other unrealities; Vulnerabilities defined as extreme risk (as defined by Director of Technology or Head of IT) are to be patched within 48 hours and includes authorisation to break client RPO's/RTO's and complete patches outside of SMW to comply.

Sky Discovery has established an incident management process in place with rules upon when and how this is implemented and the roles undertaken by specific individuals. Sky Discovery retains multiple playbooks to respond to particular scenarios (e.g. Hardware failure, Cybersecurity Incident, Breach Incident etc) these playbooks are a mix of defined technical processes and guidelines when addressing the scenarios. Sky Discovery retains a VICC (virtual incident control centre) where all required documentation is retained, and communication are centralised. Incident management processes are practiced annually.

Web application penetration testing by accredited 3rd parties is completed annually.

All data is encrypted and protected at rest and in transit.

## Service Constraints

Relativity is available 24hours 7 days a week apart from a 3 hour 'Standard Maintenance Window' overnight, during a weekend.

**Service Window:** 2AM – 5AM GMT

## Service Levels

Sky Discovery engineered infrastructure to meet the following SLA's: RPO - 1 Hour; RTO (Core Services) - 4 Hours. Sky Discovery warrants an average monthly availability of 97%. If we don't meet this objective the buyer can deduct 0.5% of their monthly invoice.

We aim to respond to all support requests within 1 hour during standard business hours (Mon-Fri 9AM - 5:30PM) and 4 hours outside of business hours.

## Outage and Maintenance Management

Sky Discovery recognises the following areas of risk in terms of technical delays:

- Core Relativity Functionality
- Relativity Access
- Document Access
- Database Querying Services
- FTP and managed file service access
- Remote Desktop Service Access into Sky Discovery Network (where applicable)

### Service Level Goals

The following Service level benchmarks are maintained by Sky Discovery:

- Service Uptime: 98%
- Maintenance Window: 2AM – 5AM every Monday morning
- Extraordinary maintenance window: In the unlikely event of additional service maintenance being required, clients will be notified in writing 48 Hours before the event where possible. Sky Discovery will ensure all extraordinary maintenance is completed outside of standard business hours.

### Disaster Recovery Objectives:

In the unlikely case of disaster, Sky Discovery has infrastructure, process and policy to commit to the following service level objectives:

- Recovery Point Objective (RPO): 1 Hour
- Recovery Time Objective (RTO): 4 Hours

## Financial Recompense Model for not Meeting Service Levels

Sky Discovery engineered infrastructure to meet the following SLA's: RPO - 1 Hour; RTO (Core Services) - 4 Hours. Sky Discovery warrants an average monthly availability of 98%. If we don't meet this objective the buyer can deduct 0.5% of their monthly invoice.

## 4. Provision of the service

### Customer Responsibilities

Clients need to advise in writing if they wish to close the project before month end if they wish to terminate services without incurring any charges for the following calendar month. Notifications around system user closures need to be notified prior to month end as not to incur a full monthly charge.

### Technical Requirements and Client-Side Requirements

Recommended workstation configuration:

- 8GB RAM

Supported browsers:

- Google Chrome latest version (on both PC and Mac)
- Apple Safari latest version (on both PC and Mac)
- Firefox latest version (on both PC and Mac)
- Microsoft Edge latest version (on both PC and Mac)

### Outcomes/Deliverables

Sky Discovery will deliver the following outcomes:

- Ensure the buyer follows legally defensible industry standard methodologies to achieve their document review and analysis goals.
- Ensures the buyer is applying the technology in the most efficient way to ensure the key objectives are met within the budget.
- Ensure the buyer is well informed on the methodologies to reach their objectives.
- Helping with any buyer concerns over eDiscovery costs and process including assessing the relative merits and risks of DIY approaches versus outsourced eDiscovery assistance.
- Data mapping to determine where and what types of data exist and the best strategy for collection.

- Ensuring the approach to collecting data is defensible and any risks taken are understood.
- Ensuring case strategy follows best review workflow processes.
- Non-standard and unusual data sources are targeted and prioritised appropriately.
- Reduce the costs of document review via a targeted and measured approach.

## Development life cycle of the solution

Sky Discovery is committed to upgrading Relativity within 12 months of the latest release to ensure the latest features are available to the buyer.

Sky Discovery's custom innovation tools are designed and developed in responds to customer needs and pain points. Our consultants work closely with our customers to understand their requirements and enhance the standard functionality of Relativity with custom software integrations. All products go through a testing phase prior to release. Tools are constantly updated in line with customer needs. When new a version of Relativity is deployed, Sky Discovery undertakes full testing of the custom tools.

## After-sales Account Management

The assigned project manager and back up project manager are the pivotal points of contact for the buyer throughout the after sales process once the project has commenced. Our Project Management team lead the communication process from the initial kick off consultation phase and project commencement, throughout the life cycle of the project, and liaise internally with our specialist teams internationally, to coordinate all aspects of the project and service deliverables. The buyer will deal with one point of contact via the assigned project manager for consistency purposes and continuity.

Client communication Key Account development plans are also created and maintained by our sales teams for key clients to map out key stakeholders within the organisation, services used, client feedback and improvement surveys and any continued reporting and action items. These are updated quarterly via meetings virtually or face to face, to ensure clients are satisfied, and to grow the strategic relationship via regular feedback and improvement sessions.

## Termination Process

There is no termination period for our services. At the end of the project the buyer should provide notice to end the contract via email to the lead contact on the

project, the workspace will then be deactivated at the end of the current month (or prior if requested). Sky Discovery can provide the following archiving options:

- Standard Relativity ARM archive format that can be restored on any other supported Relativity environment
- Flat-file text format with native and image files

An archive will be provided within 7 days if requested as per the costs in the pricing document. All data relating to the project will be deleted within 90 days of the end of the contract or sooner if requested.

## 5. Contact Details

Email: [solution@skydiscovery.co.uk](mailto:solution@skydiscovery.co.uk)

Tel: 0333 533 0098