



G-Cloud 15

eDiscovery Cloud Services

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Transforming Business using the Cloud

Enabling business and enterprise transformation using cloud is a complex, strategic challenge facing many private and public sector organisations, that requires organisations to rethink not only their technology landscape, but also their operating model, governance and ways of working. We have worked with many Central and Local Government clients to support the implementation of their business objectives using cloud technology.

Cloud technology and services have the potential to reduce cost, remove technology bottlenecks, and facilitate rapid business innovation. As a result, for most organisations globally, adopting cloud technology has become a question of “when and how” rather than “if”.

Opportunities for enterprises generally include a combination of one or more of the following:

- Implementing private and/or hybrid clouds for infrastructure and applications
- Smarter use of public cloud infrastructure for optimising existing business functions
- Using cloud for implementing new business services or digital operations
- Reducing cost by moving to consumption-based pricing models that only charge for the actual IT capacity and services used.

Migration to the cloud must be carefully planned and executed. We understand the practical business and technical risks involved and ensure these are identified, understood and mitigated before any move is made. Key considerations include:

- **Alignment of business and technology objectives.** This is essential to fully realise the benefits of cloud transformation and the efficiencies it enables. Too often, cloud solutions are implemented to mirror existing ways of working, rather than using the opportunity to improve, standardise and simplify processes. We help clients make informed design decisions by balancing business, customer and technology requirements
- **Availability and reliability of services.** The avoidance of operational downtime to mitigate lost revenue, unnecessary operational cost, or reputational damage that can disrupt business operations
- **Decentralised support structures.** The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information
- **Data handling practices.** Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data

- **Data privacy.** Compliance with GDPR to understand where and how information can be stored or processed. Cloud services can be configured to support UK data residency, with access and processing configured to meet public sector and regulator expectations
- **Future Technology Trends.** Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation's needs and different cloud service provider's controls is required, enabling concerns to be addressed and the correct path to the cloud to be selected.

PwC provides frameworks and public sector delivery experience to support the implementation, operation and ongoing support of cloud-based services, to consider the combination of Business, customer experience and technology activities outlined above. There is no single answer that covers each and every client organisation and we tailor our frameworks to client circumstances to support them as a partner through the complete lifecycle of strategy to execution and support.

eDiscovery Cloud Services

PwC's eDiscovery Cloud Services provide end-to-end operational support for cloud-hosted eDiscovery platforms. It allows customers to identify, collect, process, review and disclose electronically stored information (ESI) in a defensible manner. The service is designed for public sector bodies managing complex, high-volume or high-risk matters. The service combines market-leading cloud eDiscovery platforms, advanced analytics and UK-based specialist teams to help organisations meet disclosure obligations efficiently and with confidence.

eDiscovery Cloud Services Description

Specialist managed eDiscovery services to implement, configure, operate and support cloud-hosted eDiscovery systems, such as Relativity (RelativityOne or Relativity on premise) and Nuix, helps clients identify, collect, preserve, search, analyse and disclose data in a defensible and efficient manner. Techniques such as forensic capture and imaging, evidence handling, data processing, data visualisation and keyword searching are used to find relevant information quickly.

The service supports a wide range of data types, including email, documents, collaboration platforms, mobile devices, structured enterprise systems and non-standard data sources. Advanced analytics, responsible AI techniques and human-led review are combined to reduce review volumes, accelerate timelines and improve insight.

eDiscovery Cloud Services Features	eDiscovery Cloud Services Benefits
• Training and support for the Electronic Discovery Reference Model “EDRM” • Scoping of data sources and data landscape for forensic collection • Data extraction from hard copy, laptop email, SharePoint and OneDrive • Analytics, AI (Artificial Intelligence), Technology Assisted Review (TAR), RelativityOne aiR • Specialist reviewers to undertake managed review of responsive documents • Support of Audio/Video, Image, Transcription, Teams and Chat data • Electronic manual and automated redaction for a consistent approach • Document disclosure features meeting legal, public inquiry and regulatory standards	• Ability to capture data from a variety of electronic devices • Digitisation of hard copy material via scanning to support ingestion • Advanced analytics to quickly determine relevant data • Scalable solution handling document review, data breach and contract analytics • Efficient processes to expedite capture to review access • Consistent, defensible and auditable Forensic approach aligned to regulatory expectations • Access to the latest version of class leading eDiscovery solution • Discovery and triage of sensitive data or PII • Data is securely hosted in the UK

- Audit logging and activity tracking across user actions
- Identification and categorisation of personal data (PII) or sensitive data.

- Improved case management through standardised workflows and playbooks

Our view on the service features and benefits in this service definition document is presented below.

1. An End-to-End eDiscovery Review Process

PwC provides a fully managed end to end eDiscovery service, from information governance and data identification through to document review.

We work with clients to identify relevant data sources, custodians and systems as part of data scoping and collection planning. This includes the forensic capture of data from a wide range of electronic sources, such as email, collaboration platforms, mobile devices, audio and video files, images and structured enterprise systems. Where required, hard-copy material can be digitised to support ingestion into cloud-hosted eDiscovery platforms.

Once data is ingested, we manage processing, deduplication and OCR to prepare for document review. Advanced analytics, Technology Assisted Review (TAR) and AI-enabled capabilities, including Relativity aiR, are applied in governed workflows to prioritise relevant material, reduce review volumes and support early understanding of key themes, issues and risks.

Relativity aiR is Relativity's evolving suite of AI-powered capabilities designed to support and accelerate document review, privilege assessment and early case understanding all with the RelativityOne platform. Relativity continues to develop and enhance the aiR suite as part of the wider platform roadmap, with new capabilities and improvements introduced over time in line with platform updates.

- **aiR for Review** supports document review by summarising documents and highlighting relevant concepts to assist reviewers with prioritisation and consistency. Rationales and considerations are also given for the reviewer to consider all sides of the argument for relevancy
- **aiR for Privilege** supports privilege review by analysing documents to identify indicators of potentially privileged content, such as legal communications or advice-related language. It provides explanations to help reviewers make informed decisions, allowing for consistent and defensible privilege review
- **aiR for Case Strategy** supports early case assessment and understanding by helping users quickly identify key themes, issues, timeline and relationships in large datasets. By surfacing patterns insights, it can assist legal and investigation teams in refining review and disclosure approaches.

PwC provides managed document review services. These services are delivered using structured workflows, playbooks and quality controls. Not only does our team specialise in document review, they also understand and advise on narrowing down the landscape of documents which need to be reviewed using specialist technology such as TAR. These workflows support consistent handling of relevancy and privilege review, as well as review of sensitive data, including the identification and categorisation of personal data (PII). Electronic manual and automated redaction capability is available in Relativity to allow for audited and consistent application of redactions. Reporting dashboards which support oversight of review progress are available, providing efficient management of complex and time pressured matters.

The eDiscovery landscape continues to change at pace. The requirement to be able to handle different and new types of data, through to new emerging technology is making the discovery and disclosure process more efficient, both in terms of speed and cost. For example, we are supporting more requests in both litigation and regulatory cases where parties are being asked to disclose information beyond email and user generated files – information such as instant messages, data from internal social media sites and records from financial or sales systems.

Our eDiscovery specialists sit alongside data scientists and structured data experts to support the search, analysis and disclosure of structured and unstructured data, including complex and non-standard data requests.

2. Constant Innovation and Development

PwC maintains and updates its eDiscovery Cloud Services to reflect changes in legal, regulatory and technological requirements. We apply enhancements in a controlled and proportionate manner to support service reliability, security and auditability. Improvements are driven by:

- Delivery experience across complex public sector matters
- Changes in disclosure obligations
- Advances in eDiscovery platform capabilities.

The service incorporates ongoing enhancements to workflows, analytics and reporting through configuration of market leading cloud-based eDiscovery platforms and the application of recognised industry standards. This includes the responsible adoption of new platform features, analytics techniques and automation that improve efficiency while maintaining transparency, auditability and human oversight. We regularly reviews service delivery approaches to check they remain proportionate, defensible and aligned to public sector expectations. Enhancements are implemented in a controlled manner to support reliability, security and consistent outcomes for clients.

Where appropriate, we will provide access to PwC-developed tooling called Accelerated Discovery. This is a platform that integrates into RelativityOne to automate defined technical steps including data ingestion, processing and workspace preparation. This approach helps to reduce the time between uploading data and having a document set ready to search through end-to-end automation. The tool provides customisable reporting and interactive dashboards that support progress visibility and data volumes, while maintaining appropriate governance, auditability and human oversight.

We also have extensive experience of capturing and analysing data from computers (including tablets), servers, mobile devices, satellite navigation systems, digital CCTV systems, voice recording systems and other sources of electronically stored information. We often work in challenging environments, and we are experienced in collecting data from live systems including logical imaging and volatile data.

3. Skilled Specialists

We are experienced in working alongside digital forensics teams, business originators, legal teams and can share knowledge and train on all aspects relating to digital forensics.

PwC applies documented, evidentially driven processes to maintain evidential continuity, chain of custody and auditability when handling data within cloud-hosted eDiscovery platforms, in line with applicable legislation and recognised guidelines such as ACPO.

We have also developed evidentially sound processes for collecting, searching and presenting data from enterprise systems and 'non-standard' systems to preserve the chain of custody and to maintain a clear evidential audit trail. We have advised several organisations in relation to their processes and facilities to meet the highest levels of integrity, security and quality while making use of our cloud-based software and delivery methods.

Our specialist and dedicated document review team includes experienced investigators, qualified lawyers, accountants and linguists and we can quickly and easily scale the review team as needed. Our team are all trained in eDiscovery systems so can efficiently and effectively review responsive documents as part of an investigation or disclosure exercise. This leads to the production of documents from eDiscovery systems in formats that are suitable for disclosure.

Our analysis and data visualisation software specialists, as well as our document review and investigations specialists, can provide the benefit of their expertise throughout the discovery and disclosure process.

4. Data Separation

Data is a valuable asset and there are risks associated with keeping more data than required, not knowing where your sensitive data sits, or sharing too much information when carving out a new business from an existing one. Our team of discovery experts work with multiple technology stacks which can be combined and customised to suit the specific needs of a data separation task, be that assisting with a planning phase right through to implementation of the approach. We have partnerships with several leading technology providers in the data identification and separation industries, and we offer the following services:

- Identification of the data landscape, in-scope data, key stakeholders and affected territories
- Support for the creation of a data strategy to identify important information across in-scope systems
- Applying deduplication, email threading, OCR (Optical character recognition) and related analytics to reduce volumes and improve data quality. Where appropriate, machine learning and AI technologies are used to assist with the categorisation of data, including the identification of personal or commercially sensitive information
- Support in the sample review of relevant data to be carved out, separated or redacted
- Using expertise with structured and unstructured data systems to work alongside the client IT team to effectively separate data, e.g. migrating the data to another system, restricting access to specific individuals or by using technology to redact or de-identify the data.

5. Data Breach Review

Data breaches are becoming more common with threat actors often adopting a ‘double extortion’ technique, whereby customer data exfiltrated, that is copied outside of the organisation's boundary, as well as being encrypted and put beyond reasonable use. Threat actors regularly request that an organisation pay a ransom to prevent their data being published on the dark web.

In any event, a data breach is a very serious matter. Our team of experts will work with you and your legal advisors to understand the risks associated with large volumes of data being exfiltrated and we can offer the following services:

- The downloading of data from the dark web

- Profiling of unencrypted data, or data downloaded from the dark web
- Indexing and making exfiltrated data searchable in preparation for data breach notification
- Searching, filtering and reviewing material exfiltrated during a data reach using a combination of automated technologies, artificial intelligence and human in the loop (“HiL”) to perform the review and data extraction
- Identifying and extracting Personally Identifiable Information (“PII”) to support data breach notification activities
- Associating data with a named data subject
- Preparing the data beach notification list, including cleansing, deduplication and normalisation of subjects to produce a unique listing
- Supporting data breach notification activities through the automated assessment and categorisation of affected data subjects, in line with GDPR requirements.



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