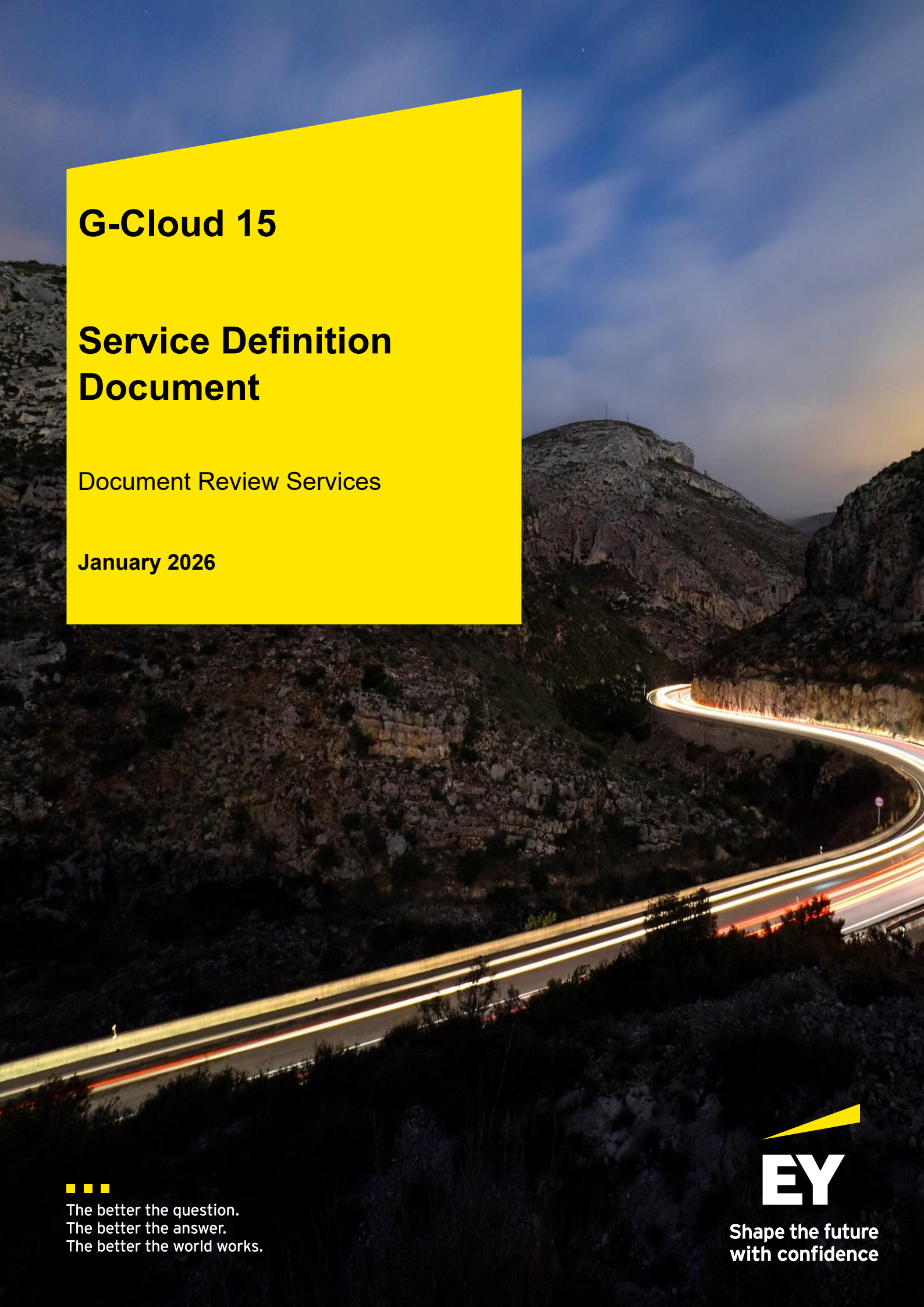




G-Cloud 15

**Service Definition
Document**

Document Review Services

January 2026



The better the question.
The better the answer.
The better the world works.



**Shape the future
with confidence**

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1. Service detail

1.1. Service Description

Successful organisations depend on their reputation for keeping promises, respecting laws and behaving ethically to maintain stakeholder trust. EY Forensic & Integrity Services professionals help organisations protect and restore enterprise and financial reputation. We assist companies and their legal counsel to investigate facts, resolve disputes and manage regulatory challenges. We put integrity at the heart of compliance programs to help better manage ethical and reputational risks. We use cloud, technology and sandboxed AI as the foundation of all our services to leverage the power of data, enhance productivity and improve accountability.

Document Review Services

Our Document Review Services streamline the complexities of legal document reviews by offering an efficient and structured review approach. We understand the critical nature of document reviews in legal proceedings, and our managed review process prioritises collaboration and communication. By working closely with your team, we ensure that all deliverables are met promptly and align with your needs. Our service's scalable model ensures flexible resource allocation tailored to each project's specific needs while maintaining cost-effectiveness. This adaptability is particularly advantageous for organisations facing fluctuating workloads or large-scale legal reviews. Our experienced team, knowledgeable across various sectors, brings valuable industry-specific insights to the review process, enhancing the accuracy of our assessments and understanding the nuances of different industries. Our transparent pricing structures are designed to eliminate surprises, providing clarity and predictability for better budgeting of legal expenses. This allows for the effective allocation of resources without unexpected fluctuations.

We utilise a hybrid approach combining sandboxed, AI-enhanced reviews with human oversight to improve the precision and efficiency of document evaluations. Advanced technology rapidly identifies relevant documents, while human reviewers ensure contextual understanding and nuanced analysis. Our quality control measures, including rigorous sampling and multi-level review processes, are essential in maintaining high standards and ensuring thoroughly vetted documents.

Our team's multi-lingual capabilities facilitate reviews across diverse languages, ensuring comprehensive coverage for international matters. This linguistic diversity is particularly advantageous for organisations operating in global markets or dealing with cross-border legal issues, allowing us to manage documents in various languages without compromising quality.

We employ tailored investigative protocols and review playbooks to meet the unique requirements of each engagement. These protocols address specific client needs and case complexities, ensuring our approach is both flexible and targeted. Throughout the review process, we maintain a strong focus on data privacy and compliance with legal standards, employing robust measures to protect sensitive information and uphold confidentiality.

In addition to our core document review services, we offer ongoing support and consultation to help navigate the evolving legal landscape. Our commitment to continuous improvement means we regularly assess and refine our processes, incorporating feedback and insights to enhance our service delivery. By working with us, you can expect a thorough, efficient, and reliable document review.

Our approach leverages technology to reduce data volumes, while our skilled human reviewers identify relevant content, legal professional privilege data, and personal or confidential information. We employ a scalable resourcing model, incorporating generative AI and machine learning technology to boost review efficiency and precision.

Benefits	Features
• Proven Methodology: Established processes used across multiple sectors • Auditable Outputs: Fully transparent and traceable review results • Enhanced Accuracy: Integrated analytics, generative AI, and machine learning improve review precision • Rapid Turnaround: Quick deployment of review teams at short notice • Compliance Assurance: Focused on legal and regulatory requirements • Cost Efficiency: Optimised resource allocation for budget control • Subject Matter Insight: Informed reviews through sector-specific knowledge • Data Privacy Focus: Commitment to protecting sensitive information • Technology Integration: Utilising the latest eDiscovery tools for efficiency • Flexible Resourcing: Adjusting team size based on project needs	• Managed Review: Delivering outcomes to agreed service levels • Scalable Model: Cost-effective and flexible resources • Sector Expertise: Experienced review team across various sectors • Legal Professionals: Experienced lawyers combined with technology • Transparent Pricing: Clear and predictable pricing structures • Quality Control: Rigorous processes including sampling and multi-level review • AI-Enhanced Review: Hybrid approach using technology and humans in the loop • Multi-Lingual Team: Diverse language capabilities • Investigative Protocols: Tailored review playbooks and review protocols

1.2. Pricing

Please refer to the attached pricing document.

2. Key contacts

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