



eDISC legal data discovery and disclosure service

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eDiscovery and eDisclosure Service for collaborative document and communications exploration and review for legal tagging purposes.

Uses keyword/custodian indexing, search and Technology Assisted Review with advanced AI.

A dynamic matrix for legal searches to manage: Litigation; Arbitration; Freedom of Information (FOI) requests; GDPR compliance; Investigations (Regulatory or HR compliance, employment tribunals).

Features

- Cloud agnostic: deployable on any public cloud or privately on-premises.
- Automated custodian and keyword identification, auto-suggest, document clustering, AI auto-encoding
- Deduplication, identify near duplicates, document clustering and AI chatbot interrogation.
- Integrate with FGK or Encase for forensic investigations of devices.
- Full dataset indexing of text, images and metadata with threading
- Export function with metadata and index for discovery production sets.
- Manual and automated redaction across specific text, paragraphs, sections.
- ManifoldCF integration for access to streaming real-time data.
- Multi-user group access with permissioned roles for collaborative review, QC.
- Optical Character Recognition (OCR) support for images / scanned documents.

Benefits

- Drive down cost by up to 40%, reduce cycle times.
- Customise workflow process to suit your own requirements.
- Usability drives efficiencies in resource effort, time and cost.
- Simple GDS-compliant web interface facilitates user journey and user experience.
- Assured information security, confidentiality and data preservation.
- Unconstrained creation of users, groups, tasks, matrices, data sources.
- Record annotation, with customisable flags and tags, customisable semantic dictionaries.
- File types include office files, emails, images, PDF, SMS, WhatsApp.

- Customisable flagging and tagging, and customisable semantic taxonomy dictionaries.
- Generation of Production sets, including auto-generated metadata and index.

Review features

- Customisable flags and tags;
- Customisable First Reviewer and Approver permissions;
- Customisable search facility (multi-tiered, date, sub-searches, custodians, keywords);
- Custodian and keyword discovery and auto highlighting;
- Searchable record annotation;
- Redaction across specific text, paragraphs, sections etc;
- Email / discussion / conversation threading;
- Document batching.

Production features

- Generation of production sets;
- Production set schedule and index including auto-generated metadata;
- Generation of unique document identifiers.

Software service

The software is a cloud agnostic service: it can be deployed within a private cloud, made available via a public cloud or on-premises.

Scalability, Availability and Resilience

No matter the size of the user base or the data set to be indexed, eDisc solution is a highly scalable solution with the ability to facilitate changing client needs.

Utilising Texuna's secure AWS service, the availability and resilience is ensured with 99.9% availability.

General terms

Information Assurance and ISO 27001

Texuna have a strong focus on high quality delivery and implement rigorous Quality Assurance processes and procedures:

- ISO 9001 certified with BSI as external auditors.
- Cyber Essentials certified with IASME.
- ISO 27001 certified with BSI as external auditors.
- We are an Amazon Web Services (AWS) cloud hosting certified partner.
- ITIL and ISO20000-1 complaint helpdesk support service.

Government Classification Scheme (GCS)

Texuna solutions are in use for 'official' level data systems. We ensure that your personal and sensitive data items are identified, encrypted and shown only to those users who have a need to see them. All sensitive and personal data is protected by stringent access control mechanisms. Data in transit and at rest is also encrypted as are all data backup files.

Comprehensive support of good data governance will often underpin data migration as well as best practice data warehouse management. We have a strong track record in migrating legacy systems to create a unified datastore while improving the quality and integrity of the data held (as well as in reducing duplication). This can also be done during data migration.

- Texuna can deliver a metadata rich data warehouse which incorporates best practice design, so that management and maintenance is cost effective and efficient.
- Texuna will ensure that client data, and especially any personal and sensitive data is:
 - Protected by encryption in transit and at rest;
 - Protected by stringent access control;
 - Guarded from improper use through sophisticated access and authentication controls;
 - Tracked using a comprehensive audit trail that can be reported on.

Backup and Maintenance

Texuna-managed or Amazon Web Services hosting packages include support for backups, maintenance, monitoring, disaster recovery and upgrades. Hosting is always provided in AWS zones physically located in the EU so that your data is fully protected.

Detailed maintenance guidance is provided for internally-hosted implementations, including all disaster recovery instructions and scripts necessary to restore the application in case of failure. In addition, Texuna provides information on backups and monitoring that can be implemented using existing infrastructure, along with step-by-step guides to install upgrades.

Invoicing

Charges are invoiced monthly in advance. Payment terms are 30 days with a purchase order or immediate via credit card. Any invoices for specialist resources utilised are normally charged monthly in arrears unless agreed otherwise. In some cases of fixed scope and scheduled deliveries, Texuna will agree to staged payments based on delivery phases. Payment terms are always within 30 days of invoice date. A signed contract and/or purchase order for change controls will be required in order for Texuna to commit to starting a work package.

Contract Term

Minimum contract term is 30 days, with billing in blocks of 30 days.

On-Boarding

The on-boarding steps are as follows:

- Contact Texuna with a draft order form, or submit an online request.
- If required, a dialogue is opened to discuss the options most suited to your requirement.
- When options are agreed, the order form is finalised and formally accepted by both parties.
- Within agreed timelines, technical information related to in-house installations will be provided to Texuna.
- For SaaS the live environments and credentials will be sent to the Customer.
- For in-house installation, Texuna provides time-limited administration account credentials, ready for user configuration.

Off-Boarding

On deciding to end a subscription, the off-boarding steps are as follows:

- Provide notice of termination at least 30 days (if not a rolling monthly contract).
- All relevant data is extracted and a secure link provided to the customer. On confirmation of receipt, data is purged and destroyed from servers.
- For in-house installation: Texuna provides a data export script. Customer confirms removal of the Texuna application from all relevant machines. Process must be completed within 30 days of contract expiry. Administrator credentials will be automatically locked after this period.

Time to Provision/Deprovision

Dependent on customer requirements and options selected, time to provision is from 12 hours of order form acceptance. Time to de-provision can be from 24 hours of expiry of contract.

Service Constraints

Texuna applications may be subject to routine maintenance and this will be agreed in advance with our client so that disruption is minimised. Routine maintenance is never scheduled during the normal working day and does not typically result in noticeable downtime.

Customisation can be achieved via Cloud Support Services. No features will be deprecated without advance agreement with the customer. New features may become available from time to time.

Service Level Agreements

All user account information is encrypted to prevent unauthorised use. The SLA guarantees a monthly uptime percentage of at least 99.9%. Different support level options are available as per the detailed pricing schedule. Severity level definitions and response times as well as financial recompense are only available under an enterprise support package.



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THANK YOU