
Epiq AI Service Definition

1. Service Description

Epiq AI is a next-generation eDiscovery solution designed to transform document review through advanced artificial intelligence. Built for legal teams and corporate counsel, it automates more than 80% of traditional review tasks and accelerates workflows by up to 90% compared to TAR or linear review. Leveraging proprietary AI models and generative technology, the platform converts existing review protocols into actionable instructions, enabling simultaneous assessment of responsiveness, privilege, issues, and PII across large, complex datasets.

Key features include automated document classification, accurate tag prediction, and a dynamic Knowledge Layer that surfaces relationships among key players, events, and evidence. Users can interrogate data through a secure chat interface, receiving answers linked to cited documents for defensibility. With the ability to analyse up to 500,000 documents per hour, Epiq AI delivers measurable gains in speed, precision, and cost efficiency—often reducing review teams from dozens to a handful of experts.

Hosted in a private Azure environment within the Epiq Service Cloud, the solution ensures data security and compliance while offering global language support. Combined with Epiq's consulting expertise, this service empowers organizations to meet regulatory demands, manage risk, and achieve superior outcomes in litigation and investigations

2. Service Scope

Epiq AI is a cutting-edge eDiscovery solution that leverages artificial intelligence to transform document review and case preparation. It delivers faster, more accurate, and cost-effective workflows compared to traditional review methods.

Key Features include:

- **Automated Document Classification:** Predict relevance, privilege, issues, and PII based on review protocols or written instructions.
- **Contextual Knowledge Layer:** Identify relationships among key players, events, and evidence for deeper insights.
- **Secure AI-Powered Interrogation:** Ask targeted questions and receive narrative responses with cited document references.
- **Scalable Performance:** Process up to 500,000 documents per hour for large and complex matters.
- **Defensible Accuracy:** Built-in precision, recall, and confidence metrics for compliance and audit readiness.

3. Technical Specifications and Requirements

The Epiq AI interface combines document classification and conversational search in a secure, intuitive workspace. Users upload review protocols, which the system converts into actionable AI instructions. A classification dashboard displays predictions for relevance, privilege, and issues, supported by multiple models and a Knowledge Layer for context. The chat panel enables natural language queries across datasets, returning cited answers and timelines. Integrated performance metrics provide precision and recall for defensibility. Accessible via Epiq

Service Cloud, the interface ensures enterprise-grade security, multilingual support, and seamless integration with platforms like Relativity One, enabling faster insights, collaboration, and compliance.

The Epiq AI user interface is accessible via the internet and supports the following browsers:

- Microsoft Edge
- Firefox
- Chrome
- Safari 9+
- Opera

4. User Support

a. Onboarding

Client onboard begins with a kick-off meeting that may take place in person or on a conference call/web presentation. During the kickoff meeting the Epiq team will confirm the scope of services, key client deadlines, data sources for processing and loading to the online review platform, and any other information that will help our project management team configure Epiq AI to the specific requirements of the matter.

After the kick-off meeting, Epiq will coordinate a training session, usually delivered online, where a small set of data is loaded to the online review tool and key stakeholders are introduced to the functionality of the database, as well as the specific configuration that has been deployed for the team. Epiq includes user guides available in PDF format and other online resources to supplement user training.

b. Offboarding

At case closure, Epiq offers clients several options for final data disposition. Epiq will continue to host data until we receive written data disposition instructions from our client. Data disposition options include:

- Data Destruction – Epiq will delete all database and associated native files and images from Epiq storage devices. Epiq performs deletion via the operating system, ensuring data is inaccessible.
- Forensic Data Destruction – Epiq will delete files and overwrite storage locations. Forensic deletion ensures that data is
- Load-ready Data Set – Epiq will export of all or select documents from the hosted database, including field-level information, text, native files, and TIFF files, in industry standard load file format.
- Relativity ARM Format - the Relativity ARM application creates an encapsulated archive of a RelativityOne case workspace that is portable and easily restorable to another compatible RelativityOne environment.

Clients often request PDF delivery to support archival when no further active use is expected. We have experience of working with national archives and can provide deliveries to their specification.

5. Service Constraints

Epiq AI is deployed via the internet and is compatible with Google Chrome, Firefox and Microsoft Edge browsers, as well as Apple devices running Safari. The service cannot be accessed via mobile or tablet devices running Android

6. Service Levels

Each client is supported by a relationship manager, as well as a project team who act as a first point of contact. The project support team will engage technical support (and other resources as required), as they are best placed to analyse issues raised by clients, as well as having capability to troubleshoot and resolve many day-to-day issues. The project support team is also assisted by a technical support desk, who are able to address general functionality questions. Technical support is included within the application licensing.

7. Outage and maintenance management

Monitoring alerts are sent to IT support who will then investigate and report back to clients confirming the details related to any outage, our analysis of the cause of the outage and how the issue was resolved. Reports will also include recommendations for any future changes or upgrades if applicable.

8. Security details

Epiq AI is governed by our ISO27001 security accreditation. Information security is managed through a dedicated information security team who are responsible for designing and updating policies relating to user access, physical controls, network storage, appropriate use of systems and compliance with existing legislation. Policies are reviewed and updated on a quarterly basis. Mandatory training on security issues is provided to all employees when they join the company and at least annually during their employment duration. Our data centre and operations centre have been accredited to ISO 27001 standard; as part of this certification we are regularly interviewed and audited by an external auditor - a process that evaluates our policies and practices to identify and resolve potential vulnerabilities. Access to documents and data within the Epiq Discovery AI Assistant application is based on a tiered hierarchy configured to match the specific roles and responsibilities of team members. Security groups manage both the documents and data that users can access, as well as functions they are able to perform within the system. Administration and audit history features are deployed via specific tabs and commands, which are only visible to users authorised to access these features.

Maintaining the security of our systems and services involves work from both our IT and information security teams, as well as external penetration testing by third parties. Any threats identified are analysed to confirm if the solution requires a code update in the core application or relates to services under our control. The threat is assessed on a Critical, High, Medium or Low basis and a path for resolution agreed that is appropriate to the level of the threat. Patches are typically applied every two weeks, with the option to change this if necessary.

Our data and system use is monitored through intrusion detection mechanisms in line with our IT security policies. These send alerts to the IT team for investigation in the event that unauthorised attempts to access the system are identified. In addition to threats identified in this way from external sources, all user activity within the Epiq Discovery application is audited and logged, and a full history maintained. Incidents are escalated in line with our incident reporting policy, which determines further internal action to be taken and reporting processes for clients.

9. Business continuity/disaster recovery

Epiq recognises its responsibility for business continuity/disaster recovery and the impact an extended disruption would have on the organisation and its customers. All files are replicated and backed up and a daily snapshot of the system data is taken daily and kept for 14 days and can be recovered in case of any data loss.

Epiq can work with the client to implement a customised Disaster Recovery Plan prior to the commencement of a project.

10. Implementation plans

Epiq can work with the client to draft a detailed implementation plan prior to the commencement of a project.

11. Associated services included/not included, e.g. API's, bolt on services, maintenance, professional services, storage.

Epiq Access, available globally, provides a unified digital interface and single sign-on experience to gain access to Epiq and third-party legal applications and business services, legal business intelligence dashboards and reports, project status, support requests and tracking, and Epiq's easy-to-use SaaS eDiscovery solution, Epiq Discover.

12. Development lifecycle of the solution

Epiq uses an Agile software development lifecycle model which is a combination of iterative and incremental process models with an overarching focus on process adaptability and customer satisfaction through rapid delivery of a working software product.

The following is Epiq's process flow:

- Concept: Projects are envisioned and prioritised.
- Inception: Team members are identified, funding is put in place, and initial environments and requirements are discussed
- Iteration/Construction: The development team works to deliver working software based on iteration requirements and feedback.
- Release: QA (Quality Assurance) testing, internal and external training, documentation development, and final release of the iteration into production
- Production: Ongoing support of the software
- Retirement: End-of-life activities, including customer notification and migration

13. After sales account management

Epiq utilises a team-based client engagement structure with communication channelled through our central client services project management organisation and is complemented by the internal engagement of subject matter experts across multiple functional groups as needed.

Epiq Project Managers serve as the orchestrator in our client relationships, ensuring we respond and deliver on point and on time to client needs. Project Managers are the liaison with all other functional teams across Epiq to mobilise the proper contingent of subject area experts to any given matter or account.

The Epiq project management team works closely with our commercial accounts team responsible for the overall client relationship. Working together, Epiq teams ensure consistent service delivery and commercial consistency across all projects in a client's portfolio. Our communications are channelled through the use client and matter specific distribution lists. All parties are kept abreast of matter developments and progress reports. At the beginning of a project, Epiq coordinates with the client to scope out the client services support needs for that engagement and will source internal resources appropriately. Those resources may span across multiple time zones and geographies if such a need is anticipated. Should time zone/geography concerns arise mid-project, the client services team is well equipped with a deep bench spanning multiple regions and can add resources quickly and appropriately to the project. Upon the establishment of a broader or recurring engagement with an ongoing client, Project Manager resources will be maintained to work as a regular project team to help maintain consistency across client projects and matters (this streamlines communications protocol, project specifications gathering, operational standardisation, timeline requirements, and so on). Note that our client-specific project teams often range across multiple geographies and time zones based on client needs as well.