

1. Service Description

Accelerate case building, trial preparation and presentation with a centralised platform that organises, annotates, and links testimony and securely distributes documents.

Facilitate case preparation with a platform for creating, managing, and sharing case narratives; electronic bundles for legal proceedings. Use a cloud-based tool to house and organise documents and evidence. Build your case with linked facts, tags and annotations. Prepare exhibits, designations, and objections for trials, witness statements and present materials in meetings, arbitrations, and court hearings.

2. Service Scope

- Bundle creation in a flexible, familiar, and intuitive platform
- Easy-to-use functionality, fast and accurate searching
- Presentation of transcripts and documents on an intuitive platform
- Configurable private and shared workspaces
- Personal, team and shared annotations including tagging
- Automatic and manual hyperlinking
- Pagination allowing for inserts and removals
- Self-provisioning

3. Technical Specifications and Requirements

- Collaboration between legal teams, experts, and clients
- Quick to get started and use
- Self-provisioning enables control with little reliance on project managers/vendors
- Cost-effective
- Flexibility, scale up/scale down for large/small cases
- Globalisation - work across borders seamlessly
- Access anywhere and anytime. Secure access and hosting through private cloud

4. User Support

a. Onboarding

Upon instruction, Epiq will set up a kick-off call to ascertain the requirements of the Epiq Narrate matter. Information that we would require includes:

- Matter Name
- Case Status
- Court/Arbitration Centre • Judge/Arbitrator
- Case Number/Reference

- Claimant Firm
- Claimant Contract

- Respondent Firm
- Respondent Contact
- Team Name

The kick-off call will also seek to identify user access permissions for each of the users who will be granted access. Permissions are defined as:

- Export: Standard user / Power user / Team administration
- Modify: Restricted user / Standard user / Power user / Team administration
- Present: Standard user / Power user / Team administration
- Edit metadata: Power user / Team administration
- Import: Standard user / Power user / Team administration
- Create new originals: Power user / Team administration
- Bulk update: Power user / Team administration
- Advanced import: Power user / Team administration
- Offline access: Power user / Team administration
- View natives: Standard user / Power user / Team administration
- Edit transcript sync: Power user / Team administration
- Edit transcript links: Power user / Team administration
- Create/edit tags: Power user / Team administration
- Create / edit fields: Power user / Team administration
- Edit contract permissions: Power user / Team administration
- Create binders: Power user / Team administration
- Team administration: Team administration

All users will be offered training on the functionality of Epiq Narrate, consistent with their user permission as defined. Training materials will be provided.

The Epiq project management team will continue to work with the client to ensure that Epiq Narrate is set up according to requirements, usernames and passwords are distributed and are operational, and documents are visible and accessible.

b. Offboarding

The offboarding plan for Epiq Narrate is as follows:

- The end-of-contract process will be discussed at the project kick off meeting and again towards the end of the project. The process will be managed by the project manager and a solution can be created to meet specific project and client requirements. A 'cold hosting' option can be utilised where Epiq will continue to host the data at a reduced rate. Users also have the ability to export their data into a set of native files, PDFs and with a word index. Users also have the option of extracting their data offline for use in their own offline version of the platform. The price of the contract will depend on client requirements and how long the data will need to remain active.

5. Service Constraints

All software upgrades are provided outside of normal working hours and we provide adequate notice to potential affected users.

6. Service Levels

a. What are the SLAs

We aim to respond to all emails received within standard UK working hours (9:00 a.m. to 5:30 p.m., Monday to Friday) within one hour. We provide an emergency email address for queries received outside standard working hours. We aim to respond to these emails within two hours.

b. How buyers are compensated if SLAs not met

Each client is supported by an account manager and the project management team. The project management team will be able to troubleshoot and resolve most day-to-day issues. The project support team is also assisted by a technical support desk, who are able to address more complex functionality questions. If necessary, the project management team and project support team will engage additional technical support to answer client queries. Technical support is included as standard and is not separately charged.

7. Outage and maintenance management

Email alerts are sent directly to the IT support team, who will then investigate and report back to clients confirming the start and end times for any outage, Epiq's analysis of the cause of the outage and how the issue was/will be resolved. Reports will also include recommendations for any future changes or upgrades if these are required.

8. Security details

The physical protection of all data centres encompasses multiple layers including 24x7 onsite staff, strict personnel access controls utilising badge and/or biometric access and mantraps, and 24x7x365 video surveillance both inside and outside the facility. Hardware, servers, and network devices are maintained on raised flooring and are secured in locked cabinets. Visitors must be escorted at all times, sign in, and be assigned an electronic photo ID badge that does not grant access to any raised floor areas. Further information is available on request.

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 tenure. Epiq's data centre and operations centre have been accredited to ISO 27001 standard and 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.

Continual evaluations of system and network security are conducted by a trusted external third party through regularly scheduled vulnerability scans and penetration tests. Epiq's Security Team subscribes to multiple services for vulnerability alerts on deployed software and hardware. Daily reviews are executed by the Information Security team for emerging threats. Internal assessments are deemed confidential and proprietary. Patches are reviewed and assigned a severity level based on existing compensating controls. Epiq's change management process governs the deployment of security patches. All patches are tested prior to deployment. The timeframe for security patches is governed by severity level.

9. Business continuity/disaster recovery

Epiq has a comprehensive enterprise-wide Crisis Management Plan (CMP) to prepare the organisation for crisis situations that could jeopardise Epiq's core mission and its long-term viability. The primary goal of the CMP is to enable the organisation to restore critical business processes through development of strategies, plans and actions that provide protection or alternative modes of operations for those business processes which, if they were to be interrupted, might otherwise bring about a seriously damaging or potentially fatal loss to the organisation. A critical component of the CMP focuses on managing internal and external communications and senior management activities during a crisis situation. These include (but are not limited to) system intrusions/misuse, or any situation where confidentiality of sensitive data, data integrity or business critical systems may have been compromised. The primary goal of the CMP is to restore normal service operations as quickly as possible, whilst minimising the adverse impact on business operations, protecting Epiq and client data. We also have in place a robust Incident Response Plan (IRP) setting out how we respond to information security incidents. An incident is identified either by Epiq's IT staff or in-place utilities, and we have a response team in place to quickly respond and rectify any situation.

Our Cyber Security Incident Response Team (CSIRT) maintains the IRP, which sets out our approach to reporting and responding to security incidents. Employees report incidents to the information security team using a standard format document and the team is responsible for investigating the reported activity in a timely manner and reporting findings to the client, management and any appropriate external authorities as necessary. Incident reports are usually provided by secure email. Our information security team subscribes to various industry alert services to keep abreast of relevant threats, vulnerabilities or alerts from actual incidents.

10. Statement that detailed implementation plan can be provided to buyer upon request

The Implementation Team takes the time to review with the client the types of trainings that will take place, the data to be migrated over, billing, and anything else that is important to the client during the initial roll-out phase. Based upon this information, the Implementation Team drafts specific documentation that includes timelines, milestones, and responsibilities for both the client and Epiq. In addition, during the environment build, the Epiq implementation team of specialists will train the client on all Epiq customisations within Epiq Narrate. Epiq Narrate Support staff will interact with the client technical team to validate the proper working of the Epiq Narrate viewer for the current version of the environment. Epiq will interact with a client system administrator and litigation support representative during the viewer testing and functionality phase. As part of the implementation process, the client will learn about the dedicated e-mail alias created specifically to serve as a centralised method of contacting Epiq 24/7/365. Epiq Managed Services Service Level Agreements guarantee, among other things, a fast response from the Epiq team that acknowledges receipt of the request and that it will be handled by the appropriate person within the organisation.

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

Epiq Narrate features a robust set of roles and user permissions that can be adapted depending on user profiles. Clients can host multiple matters that can contain customised permissions. Matter administration staff can assign users to matters and can choose from a standard set of roles (e.g. Team Admin, Power User, Standard User, Guest) or can set up custom permissions based on over 20 attributes. Matter data is encrypted and can only be accessed by users who have been added to the matter.

12. Development lifecycle of the solution

Epiq Narrate follows a typical iterative agile software development lifecycle comprising (1) requirements gathering/feedback; (2) design; (3) implementation; (4) user acceptance testing; (5) regression testing (depending on the scope of the change); (6) deployment to production; and back to (1). Non-critical production updates can be expected every 4-6 weeks. Critical updates may be deployed off-cycle depending on severity in consultation with stakeholders and affected users.

13. After sales account management

Epiq ensures that their clients are well supported prior to their matter starting, throughout the lifecycle of their matter and once it is completed. Account Managers work in conjunction with the assigned Project Manager to ensure that the scope and delivery of services are consistent with the client needs outlined prior to sales. Once a matter is completed, the Account Manager would seek feedback from the client on the success of Epiq's delivery, and work with the client to action any areas for improvement. The Account Manager would then remain in regular contact with the client in case of any future need for Epiq support and services. Epiq adheres to strict anti-bribery policies which can be made available on request.