



Discovery projects are complex and require strong project management. Iris Data Services' experienced project management team provides the planning, communication and customer service to deliver projects on time while limiting both cost and associated risk. Iris employs some of the most experienced project managers in the industry and — more importantly — provides clients with unparalleled access to them. Iris' dedicated team is readily available to our clients and able to assist, 24/7/365.

Features & Benefits

Iris Project Management Minimizes Exposure by...

- Allowing clients instant and direct access to project managers
- 24/7 availability to answer questions and avoid delays
- Web-based tracking with full transparency
- Working as an integrated team to ensure best practices are developed and followed
- Continuously monitoring projects to ensure deadlines are met
- Ensuring all parties are in agreement on all major decisions
- Setting parameters by which to monitor the project
- Creating and tracking project milestones
- Delivering timely and informative reports so case teams can make educated decisions
- Consulting with litigation teams regarding best practices and opportunities to streamline projects

Iris Project Management Minimizes Expense by...

- Ensuring efficiency through every process
- Providing step-wise reports to ensure budgets are not overrun
- Avoiding mid-stream project changes and effectively managing them when necessary
- Developing an efficient process from the outset
- Limiting surprises and expensive project alterations
- Ensuring on-pace projects to avoid missed deadlines

The Iris Difference

Most discovery companies sell "project management," but then allow that technical resource to hide behind account managers, salespeople and client services personnel. At Iris, our clients have direct and immediate access to our dedicated project managers, 24/7/365.

Not only are project managers accessible in real time, project status is tracked through our web-based customer support system. Any question about any project can be answered any time, day or night, in an instant. All responses, reports and documentation are logged into our searchable system for future reference by Iris and its clients.

Iris' project managers have been in the electronic discovery business for more than five years and many have advanced certifications and/or experience with major law firms or corporate legal departments.

Iris' clients get the benefit of:

- Dedicated project managers
- Immediate access to project managers with no interference
- Round-the-clock support
- Day-to-day communication with an experienced eDiscovery professionals
- Access to web-based tracking of project status and time projections

Iris is the only company with dedicated, high-level project managers instantly available 24 hours a day, with immediate access to all information and the ability to easily collaborate with the entire project management team.

The Process

Project definition and planning

Iris' project managers conduct project design meetings along with sales and operations staff in order to ensure adherence to client requirements and determine scope, size, and timeframes. They work together to collaborate and provide best practices at all times. The resulting execution plan conforms to the needs of the legal and technical team and is designed towards a cost-effective and efficient discovery process, minimizing risk and providing a legal advantage.



Key Performance Indicators and Quality Control

Iris tracks forecasts and numerous key performance indicators through the life cycle of all projects including materials tracking; resource planning and allocation; financial and time-based projections; critical path analysis; and billing and volume metrics. Additional tracking for chain of custody and compliance reasons are done related to media processing.

All project deliverables are submitted with a transmittal letter which provides a detailed manifest of the items delivered. This includes details such as media ID, volume information, Bates ranges, and essential statistics such as categorical counts as per defined written project specifications.

In addition to standard reports, Iris conducts standard teleconferences, monitors project budgets and tracks projected cost and timelines. Every step is QC'd and validated by a qualified Quality Assurance Engineer.

Total Discovery Support

Iris clients can rely on one provider for all areas of litigation support. Iris has expertise in all phases of discovery, and has experience and proprietary technology for steps that other providers outsource such as computer forensics, filtering, culling and online review. All of Iris' technologies include flexible interfaces and are scalable enough to handle any size matter, reducing both cost and risk since data need not be transferred between providers. As a truly international provider—with operations throughout the U.S. and China — Iris can handle projects in any language or any international complexity. The result is a single company with a single integrated solution to handle any litigation support need, anytime and anywhere in the world. Iris Data Services: *Local. Global. Discovery Support.*

Communications

Iris' clients have direct access to project managers 24/7/365. Any question can be answered quickly and easily at any time.

In addition, Iris provides regular status updates and makes several standardized reports available to its clients. These include status reports, inventory reports, search result reports, review efficiency reports, review accuracy reports and more. The type of reports and the frequency with which they are run are determined with the client during initial project planning and may be augmented through Iris' change request protocols.

No assumptions concerning project execution or delivery are made. Questions are presented and answered in writing via Work Requests and other documentation.

Iris also anticipates "bumps in the road"—the inevitable problems associated with data processing like corrupt or non-standard or virus-infected files. Iris' project managers proactively communicate about these encounters, alerting you to issues when they occur, not when it's too late.

eDISCOVERY

COMPUTER FORENSICS

DOCUMENT REVIEW

ONLINE HOSTING

For more information, please visit us at
irisds.com or contact us at 888-474-7370

